



**UPU International Bureau**

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To:

- Union member countries
  - Governmental authorities
  - Regulators
- Designated operators
- Restricted unions

Berne, 22 September 2023

**Reference:** 0405(DACAB.CAB)1117

**Subject:** List of addresses, heads and senior officials of postal entities – Practical information

Dear Sir/Madam,

The UPU International Bureau officially launched the application for the list of addresses, heads and senior officials of postal entities (LAHSO) in November 2021.

LAHSO is a dynamic and user-friendly system. It relies on the assistance and engagement of the LAHSO contact points designated and accredited for each authority of each country. These individuals can easily input and modify data in the system. Anyone authorized to access the system can export that data.

*A. Contact points and deputies*

*1 Roles*

The International Bureau has collected the LAHSO contact points and deputies for each authority within each UPU member country. These individuals are responsible for ensuring that any changes to addresses, persons responsible, contact details, etc., are reflected in LAHSO. Contact points and their deputies are the only individuals authorized to input such changes in the provided interface; they ensure that the published information is correct and up to date. Each authority of each country is required to provide a maximum of two LAHSO contact points.

*2 Form to be completed*

The International Bureau is still waiting for contact point forms from some countries. Governmental authorities, regulators, if any, and designated operators are invited to complete this form to designate their contact points if they have not already done so. Authorities that have already submitted accurate forms are asked to please **not** resubmit them.

/ Annex 1 contains practical information related to use of this form.

### 3 *Notification or change of contact point and/or deputy*

To designate or change their contact points, the authorities of UPU member countries are invited to complete the form provided in Annex 2. This form is available in English and French only and can be downloaded from the UPU website ([www.upu.int/en/Members-Centre/List-of-addresses](http://www.upu.int/en/Members-Centre/List-of-addresses)). These forms, duly completed and signed by the Head of International Relations or the Director/Secretary General of the authority concerned, are to be sent back to the International Bureau, preferably by e-mail ([addresslist@upu.int](mailto:addresslist@upu.int)).

At this stage, the restricted unions are asked not to submit the contact point form, but rather to continue to send any updates concerning their organization to [addresslist@upu.int](mailto:addresslist@upu.int). They are asked to indicate the changes using highlighting or the track changes function on the basis of a current LAHSO extraction, so that the International Bureau team can make the necessary updates on their behalf in LAHSO.

#### *B. Official notification concerning authorities and high-level positions*

An official notification letter addressed to the Director General of the UPU International Bureau is required for any changes involving the name of the authority or high-level positions (including at the restricted union level). Such positions include the following: Minister, Deputy Minister, Secretary of State, Under-Secretary of State, Permanent Secretary/Secretary General, Deputy Permanent Secretary/Secretary General, Chair of the Regulatory Board, Chair of the Board of Directors, Chief Executive Officer, Director General, Assistant Director General, and Deputy Director General.

The official notification letter must be sent by the contact point or by a senior official on the list of addresses of the authority in question. The letter must include the date(s) of the change(s) (election, appointment, etc.) and be sent to the following e-mail addresses: [dgoffice@upu.int](mailto:dgoffice@upu.int) and [addresslist@upu.int](mailto:addresslist@upu.int).

The letter may also be sent via post to:

Director General  
 UPU International Bureau  
 Weltpoststrasse 4  
 3015 BERNE  
 SWITZERLAND

Without official notification, any such changes cannot be made in the system.

#### *C. Access to LAHSO*

Contact points and their deputies have access to LAHSO, as well as individuals who had access to the former list.

Access is given to postal entity staff and not to external stakeholders.

Special access rights have been given to contact points and their deputies to allow them to perform updates in addition to simply viewing the list.

Contact points and their deputies can request access for consultation only for additional staff members. Such requests should be sent to [addresslist@upu.int](mailto:addresslist@upu.int), indicating the full name, title and e-mail address of the individual concerned.

#### *D. Use of the LAHSO application*

The LAHSO application is available at [lahso.upu.int](http://lahso.upu.int) and is compatible with the Google Chrome and Mozilla Firefox web browsers.

Users access LAHSO through the account they use to log in to the UPU website. Therefore, users must be registered on the UPU website in order to access the database.

For anyone who is not yet registered on the UPU website, a short guide on how to register for a UPU account (user name and password) is available at [www.upu.int/en/Contact-us/IT-support](http://www.upu.int/en/Contact-us/IT-support) (a summary of the process is also attached in Annex 3).

For contact points, the same e-mail address as provided on the LAHSO contact point form should be used for the UPU account creation. For each creation of a UPU account involving a LAHSO contact point or deputy, the LAHSO team needs to be informed in order to grant access to LAHSO.

Please note that, since 11 November 2021, it is no longer possible to consult the previous version of the address list, and access rights for that list are no longer valid.

#### *E. Guides*

Two user guides have been prepared for the new application:

- Operational Data Editor Guide – for contact points and their deputies;
- Report Viewer Guide – for individuals with consultation rights only.

These two guides are available online: [lahso.upu.int/help/Content/Home.htm](http://lahso.upu.int/help/Content/Home.htm).

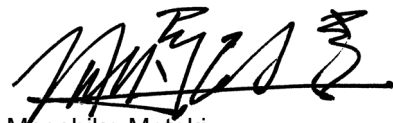
#### *F. Contacts*

For any questions or issues:

- of a technical nature, requests should be sent to the support platform at [support.upu.int](mailto:support.upu.int) (more information about this platform is available at [www.upu.int/en/Contact-us/IT-support](http://www.upu.int/en/Contact-us/IT-support));
- concerning content and use, requests should be sent to [addresslist@upu.int](mailto:addresslist@upu.int).

I wish to thank all UPU member countries and the restricted unions for their commitment to the UPU, and in particular for their efforts to ensure the success of LAHSO.

Yours faithfully,



Masahiko Metoki  
Director General