

List of Addresses, Heads and Senior Officials of Postal Entities

Operational Data Editor Guide

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About this document

Intended audience

This user guide is intended for the staff of various organizations (governmental entities, regulators, postal operators, and others) who are responsible for updating their organization's contact details.

How to use this manual

Operational Data Editors have access to both data management and report viewing functions. For information on:

- all the available functions, see the "[Operational Data Editor functions](#)" on page 7
- the details of each function, see the relevant chapter.



For information on the Report Viewer functions only, see the [Report Viewer Guide](#).

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Introduction

Overview

LAHSO is a web-based application used to manage the contact information of organizations located in UPU member countries. An organization may be a governmental entity, a regulator, or a designated postal operator. Organizations can modify their contact details at any time. They can also search, view and download the contact information of organizations from other UPU member countries for their business needs.

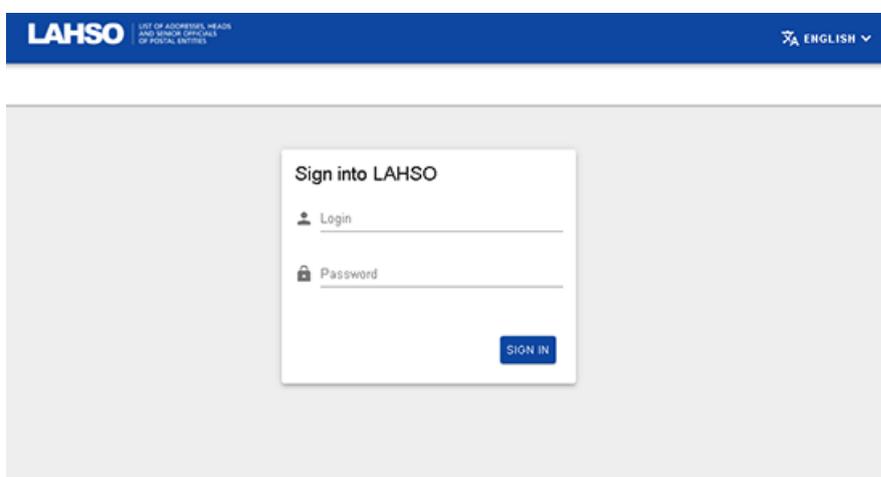
Getting started with LAHSO

To log in to LAHSO, you need access to a computer on which Google Chrome or Mozilla Firefox is installed, as well as the following elements from the LAHSO administrator:

- the URL of the server on which LAHSO has been installed;
- your user name;
- your password.

Log in to LAHSO

1. Open a browser and type in the LAHSO URL provided by your LAHSO administrator. The login screen appears.



2. Enter your user name and password, then click **SIGN IN**.

User types

The functionalities available to you after you log in depend on your user type. Operational users of LAHSO are classified into two types:

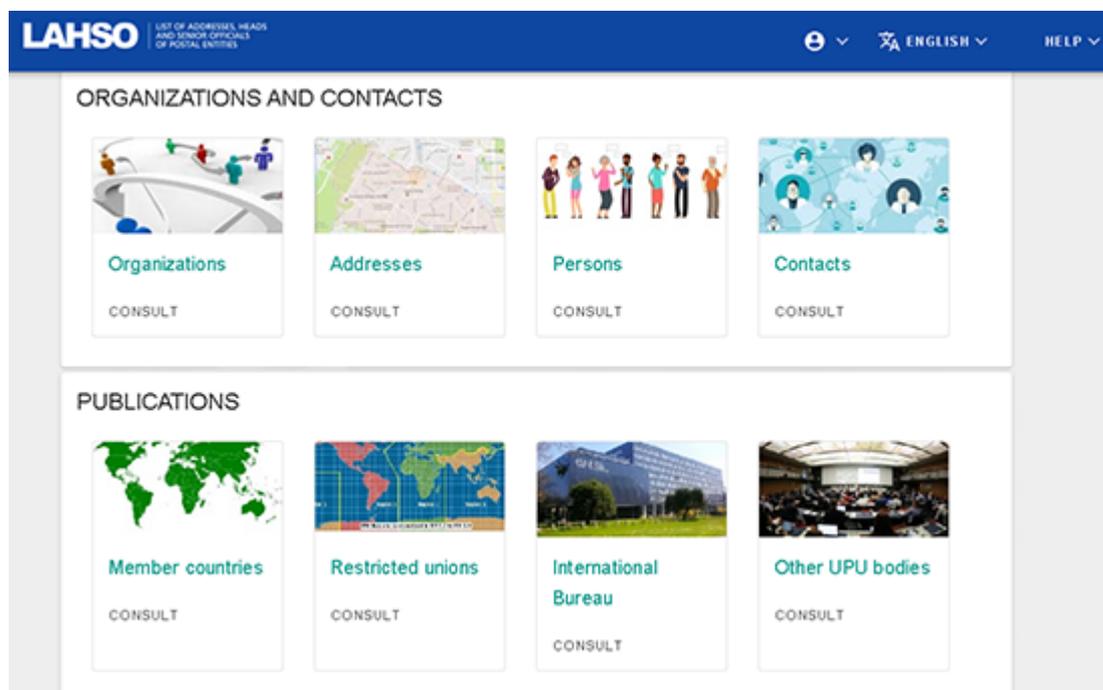
- **Operational Data Editors** — can manage details of their organization and contacts and can view and download the contact information of organizations from other UPU member; countries

- **Report Viewers** — can view and download the contact information of organizations from other UPU member countries.

Operational Data Editor functions

Home page

After logging in, **Operational Data Editors** see a home page similar to the image below.



Several options are available from the home page, as follows:

- to start using a function, click on the name of the function;
- to view details of your user profile or to log out of LAHSO, click on the **User** menu icon in the top right-hand corner and select **User information** or **Logout**;
- to change the default language of the application, click on the **Language** menu and select the preferred language. At present, LAHSO is available in English and French;
- to access the documentation for the application or to contact PTC support, click on the **HELP** menu and select **Online help** or **Contact us**.

Operational Data Editor functions at a glance

The table below summarizes the functions that are available to Operational Data Editors. These functions are grouped into two categories: **Organizations and Contacts** and **Publications**. The functions available under **Organizations and Contacts** enable users to modify information, whereas the functions available under **Publications** serve to view information. For more detailed descriptions of the functions, refer to the sections following the table.

Category	Function	Allows the user to
Organizations	Organizations	Add an organization, search for or modify the details

Category	Function	Allows the user to
and Contacts		of an existing organization or delete an organization. All changes require UPU validation.
	Addresses	Add an address, search for or modify an existing address or delete an address. The records maintained here can be used when updating an organization's address or creating/updating a contact's address.
	Persons	Add a person, search for or modify details for a person or delete a person's record. The records maintained here can be used when creating/updating an organization's contact.
	Contacts	Create a contact, search for or modify details of an existing contact or delete a contact within an organization. All changes require UPU validation.
Publications	Member countries	Search, view and download to a CSV file a member country's details and contact information.
	Restricted unions	Search, view and download to a CSV file a restricted union's details and contact information.
	International Bureau	Search, view and download to a CSV file the International Bureau's details and contact information.
	Other UPU bodies	Search, view and download to a CSV file details and contact information for other UPU bodies, i.e. the Council of Administration, Postal Operations Council and Consultative Committee.
	United Nations	View the United Nations website.
	Permanent Missions to the United Nations Office at Geneva	View the Permanent Missions to the United Nations Office at Geneva home page and search by country.
	Directory of the Diplomatic and Consular Corps in Switzerland	View the directory of the Diplomatic and Consular Corps in Switzerland. The information is presented in a PDF document.
	Search contacts	Search, view and download to a CSV file the contact details for various organizations located in UPU member countries.

Export information

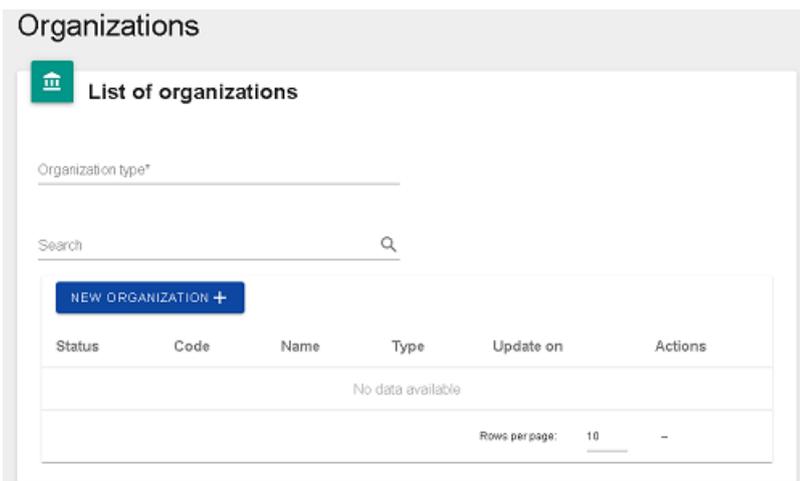
For the Report Viewer functions, there are common options available for exporting information. You can export all of the information displayed on your screen about the organization or entity specified in your search, or export only details of a particular published contact for that organization. Depending on your business needs, the following options are available:

1. **DOWNLOAD CSV** — this button is available in the search results window. Select this option to download all of the displayed information about the entity as a comma-separated values file (CSV, used to store tabular data). Contact details such as telephone number, email address and fax number are displayed in columns. The file can be opened in a spreadsheet application such as Microsoft Excel.
2. **EXPORT CARD** — this button is available when you click on a particular contact record in the search results window. This option allows you to export only the published contact information in virtual contact file (VCF) format. This is the standard file format for electronic business cards. The VCF file can be attached to an email message, a multimedia messaging service (MMS) or instant messages.
3. **COPY TO CLIPBOARD** — this button is also available when you click on a particular contact record in the search results window. This option allows you to copy the details of a published contact to the clipboard. You can then paste the information into another application, such as Microsoft Word or another text editor.

Manage organizations

The **Organizations** function enables you to create an organization, view or modify an organization's details or delete an organization.

 Any changes that you make to an organization's record must be validated by the UPU. Once validated, the information is published online.



Create an organization

1. Click on the **NEW ORGANIZATION +** button. The **View/Edit Organization Information** window is displayed. All fields marked with an asterisk (*) are mandatory.

The screenshot shows a web form titled "View/Edit Organization Information". At the top, there is a green header bar. Below it is a blue banner with the text "This organization is pending validation". The form contains several input fields: "Code", "Name*", "Type*", "Notes", and "Can access contact from all countries?". At the bottom right, there are "CANCEL" and "SAVE" buttons.

2. Leave the **Code** field blank. LAHSO automatically generates a unique identifier for this organization when you save the record.
3. Enter the **Name** of the organization.
4. Specify the organization **Type** by clicking on the down arrow and checking the relevant check box. The organization may be a [governmental authority](#), [regulator](#) or [designated operator](#). LAHSO displays the following additional fields: **Country**, **Address**, **Correspondence address**, **Communication** and **Working days**.

 The country of the logged in user is displayed as the default **Country** value. This value cannot be amended.
5. Select the **Address** from the drop-down list. If the correct address is not listed, click on the  button and add the address in the window that appears. Repeat this process for the **Correspondence address** as necessary. If there is a P.O. Box address, this should be used as the correspondence address. Otherwise, use the same address as that entered in the Address field.
6. An e-mail address, website and telephone, mobile and fax numbers must all be entered in the **Communication** field. Click on the  button and add details for each communication method in the window that appears.
7. Enter any additional information about the organization in the **Notes** field.
8. For each working day, specify the organization's operational hours in **HH:MM-HH:MM** format. LAHSO uses the organization's local time.
9. Specify whether contacts should be accessible from all countries (YES/NO). If you select YES, it will be possible to add contacts from a country outside the organization's home country.
10. Click on **SAVE** to save the new organization (or on **CANCEL** to discard the new record). The record is added to the **List of organizations** with pending validation status, as indicated by the exclamation mark symbol. Once validated by the UPU, the record is published online.

NEW ORGANIZATION +						
Status	Code	Name	Type	Update on	Actions	
	CH0	Government - Switzerland	Governmental authority	2020-01-14 17:16:00		 

View an organization's details

1. Search for the organization whose details you wish to view by selecting the **Organization type** from the drop-down list. LAHSO displays the records corresponding to your criteria.
2. Click on the  **View** icon for the desired record. LAHSO displays the details of the organization in a new window.
3. Click on **OK** to close the window.

Update an existing organization's details

1. Search for the organization whose details you wish to update by selecting the **Organization type** from the drop-down list. LAHSO displays the record(s) corresponding to your criteria.
2. Click on the  **Edit** icon for the desired record. LAHSO displays the details of the organization in a new window.
3. Make the necessary changes to the organization's details.
4. Click on **SAVE**. The record will be saved, pending UPU validation. Once the changes are validated, you receive a confirmation email and the updates become available online. You also receive a confirmation email in the event that your request is rejected.
5. For any changes to the name of the authority or to high-level positions, it is necessary to send an official notification letter addressed to the Director General of the UPU International Bureau. In such cases, you will receive an email confirming where to send this letter.

Delete an organization's record

1. Search for the organization that you wish to delete by selecting the **Organization type** from the drop-down list. LAHSO displays the record(s) corresponding to your criteria.
2. Click on the  **Delete** icon for the record to be deleted. LAHSO prompts you for confirmation.
3. Click on **YES**.

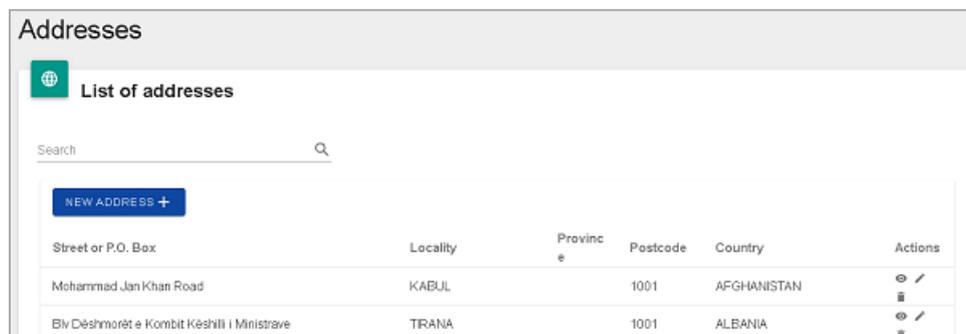
Manage addresses

The **Addresses** function enables you to add a new address, view or modify an existing address or delete an address.

Any changes that you make to an address record are available immediately and do not require UPU validation.

Before creating a new address

- Check whether the new address already exists by following the steps set out under [View an address](#).
- To modify an existing address, follow the steps under [Update an existing address](#).



The screenshot shows a web interface titled 'Addresses' with a sub-header 'List of addresses'. There is a search bar and a 'NEW ADDRESS +' button. Below is a table with the following data:

Street or P.O. Box	Locality	Province	Postcode	Country	Actions
Mohammad Jan Khan Road	KABUL		1001	AFGHANISTAN	View/Edit/Delete
Blv Dëshmorët e Kombit Keshilli i Ministrave	TRANA		1001	ALBANIA	View/Edit/Delete

Add a new address

1. Click on the **NEW ADDRESS +** button. The **View/Edit Address Information** window is displayed. All fields marked with an asterisk (*) are mandatory.



The screenshot shows a form titled 'View/Edit Address Information'. The form has the following fields:

- Street
- P.O. Box
- Locality*
- Province
- Postcode
- Country*

At the bottom right, there are 'CANCEL' and 'SAVE' buttons.

2. Enter the **Street** and the **P.O. Box** number, if applicable.
3. Enter the **Locality**.
4. Enter the **Province**.
5. Enter the **Postcode**.
6. Specify the **Country**. By default, this displays the country of the logged in user.
7. Click on **SAVE** to save the new address (or on **CANCEL** to discard the new record). LAHSO generates a unique identifier for the address and adds it to the **List of addresses**.
8. Check the organization report in the publication site to ensure the accuracy of the information entered.

View an address

1. Search for the address that you wish to view by entering part of the address in the **Search** field. LAHSO displays the record(s) corresponding to your criteria.

2. Click on the  **View** icon for the desired record. LAHSO displays the details of the address in a new window.
3. Click **OK** to close the window.

Update an existing address

1. Search for the address that you wish to update by entering part of the address in the **Search** field. LAHSO displays the record(s) corresponding to your criteria.
2. Click on the  **Edit** icon for the desired address. LAHSO displays the details of the address in a new window.
3. Make the necessary changes to the address.
4. Click on **SAVE**.
5. If the address list has not been updated for six months, an email is generated to remind you to check whether any updates are needed.

Delete an address

1. Search for the address that you wish to delete by entering part of the address in the **Search** field. LAHSO displays the record(s) corresponding to your criteria.
2. Click on the  **Delete** icon for the record to be deleted. LAHSO prompts you for confirmation.
3. Click on **YES**. LAHSO deletes the address and removes it from the **List of addresses**.

Manage persons

The **Persons** function enables you to add a new person, view or modify details of a person or delete a person record. A person belongs to a country. A person record can be used when creating a new contact.

Any changes that you make to a person record are available immediately and do not require UPU validation.

Before creating a new person record

- Search for common alternative spellings of the person's name to avoid creating duplicate records.

Persons

 **List of persons**

Search 

NEW PERSON +

First name	Middle name	Last name	Title	Country	Actions
Roberto		Smith	Mr.	Switzerland	  
Matthias		Smith	Mr.	Switzerland	  
Emmanuel		Smith	Mr.	Switzerland	  

Create a new person record

1. Click on the **NEW PERSON +** button. The **View/Edit Person Information** window is displayed. All fields marked with an asterisk (*) are mandatory.

View/Edit Person Information

Person Information

First name*

Middle name

Last name*

Mr. Ms.

Country*

CANCEL **SAVE**

2. Enter the **First name** of the person.
3. Enter the **Middle name** of the person.
4. Enter the **Last name** of the person.
5. Drag the slider to specify the person's title, i.e. **Mr.** or **Ms.**
6. Specify the **Country**. By default, the country of the logged in user is displayed.
7. Click on **SAVE** to save the new person record (or on **CANCEL** to discard the new record). LAHSO generates a unique identifier for the new person record and adds it to the **List of persons**.

View a person record

1. Search for the record that you wish to view by entering the person's first or last name in the **Search** field. LAHSO displays the record(s) corresponding to your criteria.

2. Click on the  **View** icon of the record to view. LAHSO displays the details of the person in a new window.
3. Click on **OK** to close the window.

Update a person record

1. Search for the record that you want to update by entering the person's first or last name in the **Search** field. LAHSO displays the record(s) corresponding to your criteria.
2. Click on the  **Edit** icon for the desired record. LAHSO displays the details of the person in a new window.
3. Make the necessary changes to the person's details.
4. Click on **SAVE**.

Delete a person record

1. Search for the record that you wish to delete by entering the person's first or last name in the **Search** field. LAHSO displays the record(s) corresponding to your criteria.
2. Click on the  **Delete** icon for the record to be deleted. LAHSO prompts you for confirmation.
3. Click on **YES**. LAHSO deletes the person record and removes it from the **List of persons**.

Manage contacts

A contact is linked to an organization and serves as the representative, go-between, or source of information for an entity.

The **Contacts** function enables you to create a new contact record, view or modify an existing contact or delete a contact. To create a new contact, it is possible to use an existing person record created using the **Persons** function, or to create a new contact record from scratch.

 Any changes that you make to a contact record must be validated by the UPU. Once validated, the information is published online.

The screenshot shows the 'Contacts' page with the following elements:

- Organization type***: A dropdown menu.
- Search**: A search bar with a magnifying glass icon.
- NEW CONTACT +**: A blue button to add a new contact.
- Sort by**: A dropdown menu.
- No data available**: A message indicating that there are no contacts in the list.
- Rows per page: 10**: A dropdown menu for pagination, with navigation arrows.

Create a new contact

1. Click on the **NEW CONTACT +** button. The **View/Edit Contact Information** window is displayed. All fields marked with an asterisk (*) are mandatory.

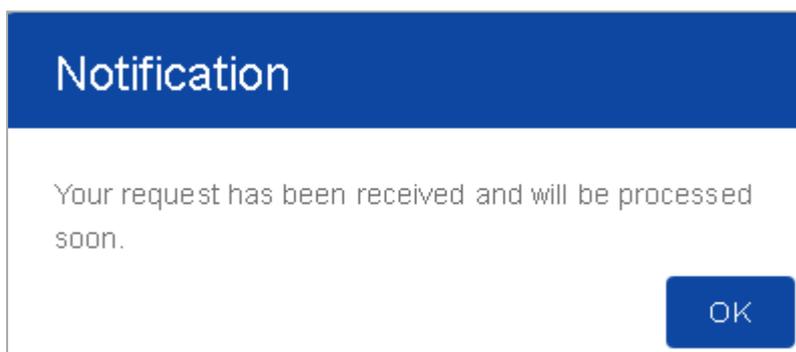
The 'View/Edit Contact Information' window contains the following fields:

- Contact Information**: A blue bar indicating 'This contact is pending validation'.
- Org.***: A dropdown menu.
- Addressing form**: A dropdown menu.
- Person***: A dropdown menu.
- Address***: A text input field.
- Domains** and **Functions**: Two text input fields.
- Local department/directorate** and **Local function**: Two text input fields.
- Communication**: A text input field with a blue '+' button to its right.
- Valid from** and **Valid to**: Two text input fields.

At the bottom right, there are **CANCEL** and **SAVE** buttons.

2. Select the organization from the **Org.** drop-down list.
3. Select the form of address to be used for the contact from the **Addressing form** drop-down list.
4. Select the contact's name from the **Person** drop-down list. The name appears on the list previously defined using the **Persons** function. If the name is not on the list, click on the  button and add the contact name in the window that appears.

5. Select the contact's address from the **Address** drop-down list. If the address is not listed, click on the  button and add the address in the window that appears.
6. Click on the down arrow in the **Domains** field and check the check box for the relevant domain. This is the business domain or the area of specialization of this contact. See the list of predefined domains in the Appendix.
7. Specify the role of the contact, e.g. Coordinator, from the **Functions** field. See the list of predefined functions in the [Appendix](#).
8. Enter the exact function of the contact in the **Local function** field.
9. Enter the local department or directorate in the **Local department/directorate** field.
10. Select the method of communication to be used with the contact from the **Communication** drop-down list. If the communication method is not listed, click the  button and add the method in the window that appears.
11. Specify how long the contact's record is to remain valid in LAHSO by completing the **Valid from** and **Valid to** fields. These fields are not mandatory, but their completion is highly recommended, particularly for high level positions.
12. Click **SAVE** to save the new contact (or on **CANCEL** to discard the new record). When the contact is saved, the following popup is displayed:



13. The record is added to the **List of contacts** with pending validation status, as indicated by the exclamation mark symbol. Once validated by the UPU, the record is published online.

	Designated operator - Swiss Post	Switzerl and		2020-01-14 17:24:00	 
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View a contact

1. Search for the contact that you wish to view by selecting the contact's organization from the **Organization** type drop-down list. You can also enter your criteria in the **Search** field for a more filtered search. LAHSO displays the record(s) corresponding to your criteria.
2. Click on the  **View** icon for the desired record. LAHSO displays details of the contact in a new window.
3. Click on **OK** to close the window.

Update a contact

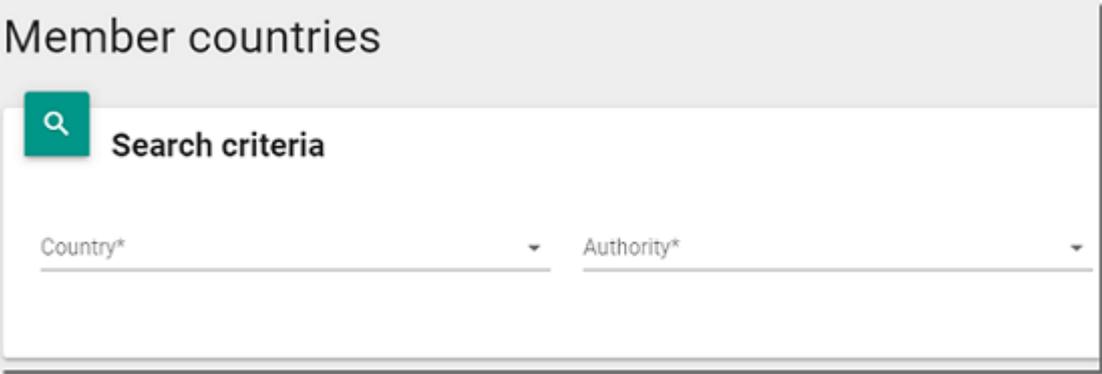
1. Search for the contact that you wish to update by selecting the contact's organization from the **Organization** type drop-down list. You can also enter your criteria in the **Search** field for a more filtered search. LAHSO displays the record(s) corresponding to your criteria.
2. Click on the  **Edit** icon for the desired contact. LAHSO displays the details of the contact in a new window.
3. Make the necessary changes to the contact's details. See the list of predefined domains and functions in the [Appendix](#).
4. Click on **SAVE**. The changes that you make must be validated by the UPU. Once validated, the updates are published online.

Delete a contact

1. Search for the contact that you wish to delete by selecting the contact's organization from the **Organization** type drop-down list. You can also enter your criteria in the **Search** field for a more filtered search. LAHSO displays the record(s) corresponding to your criteria.
2. Click on the  **Delete** icon for the desired record. LAHSO prompts you for confirmation.
3. Click on **YES**. LAHSO deletes the contact and removes it from the **List of contacts**.

View member countries

The **Member countries** function enables you to search for and view the contact details of UPU member countries, and to download these details to a CSV file.



1. Select the **Country** from the drop-down list.
2. Select the **Authority** from the drop-down list. LAHSO displays the country information and contact details for the authority specified.

The screenshot shows two sections of the Operational Data Editor interface:

- Country Information:**
 - Country code: AF
 - Geographical group: IV
 - UP units date: 1928-04-01
 - Restricted unions membership: APFU
 - Parent member country: AFGHANISTAN
 - DCDEV region: Region_Asia-Pacific
 - Languages: English
 - Country telephone prefix: +93
- Authority:**
 - Name: Afghan Post, Postal Administration
 - Organization type: Designated operator
 - Address: Mohammad Jan Khan Road, KABUL, 1001, AFGHANISTAN
 - Correspondence address: Mohammad Jan Khan Road, KABUL, 1001, AFGHANISTAN
 - Working days: Mon 03:30-09:30, Tue 03:30-09:30, Wed 03:30-09:30, Thu 03:30-09:30, Sat 03:30-09:30, Sun 03:30-09:30

- To view the details of a particular contact, click on the  **View** icon for the desired contact. The **View Published Contact Information** window is displayed, enabling you to:
 - export the details of the published contact as a business card;
 - copy the details of the published contact to the clipboard.

To close this window, click on the **Close** button.

You can also export all of the information displayed on your screen to a CSV file. See "[Export information](#)" on page 9 for details of the various export options.

View restricted unions

The **Restricted unions** function enables you to search for and view the contact details of restricted unions, and to download these details to a CSV file.

The screenshot shows the **Restricted unions** search interface. It features a search bar with a magnifying glass icon and the text "Search criteria". Below the search bar is a dropdown menu labeled "Organization*" with a downward arrow.

- Select the restricted union from the **Organization** drop-down list. LAHSO displays contact information for the selected restricted union, including its address, working hours, default method of communication, telephone numbers, members (UPU member countries), and key contacts.

Restricted unions

 **Search criteria**

Organization
Postal Union for the Mediterranean (FUMed) / Union des postes pour la Méditerranée (UPMed)

 **Organization**

Code
LPMED

Name
Postal Union for the Mediterranean (FUMed) / Union des postes pour la Méditerranée (UPMed)

Address
305 Triq Hal Qormi, L-MARSA MTP 1001, MALTA

Correspondence address
305 Triq Hal Qormi, L-MARSA MTP 1001, MALTA

Working days
Mon: 00:00-00:00, Tue: 00:00-00:00, Wed: 00:00-00:00, Thu: 00:00-00:00, Fri: 00:00-00:00

- To view the details of a particular contact, scroll down to List of Contacts and click on the  **View** icon for the desired contact. The **View Published Contact Information** window is displayed, enabling you to:
 - export the details of the published contact as a business card;
 - copy the details of the published contact to the clipboard.

To close this window, click on the **Close** button.

You can also export all of the information displayed on your screen to a CSV file. See the "[Export information](#)" on page 9 for details of the various export options.

View the International Bureau

The **International Bureau** function enables you to view contact details of the International Bureau, and to download them to a CSV file.

International Bureau

 **Organization**

Code
UPU-IB

Name
Bureau international de l'Union postale universelle (BI UPU) / International Bureau of

Address
Weltpoststrasse 4, 3015, BERNE, SWITZERLAND

Correspondence address
Weltpoststrasse 4, 3015, BERNE, SWITZERLAND

Working days
Mon: 08:00-18:00, Tue: 08:00-18:00, Wed: 08:00-18:00, Thu: 08:00-18:00, Fri: 08:00-18:00, Sat: 00:00-00:00, Sun: 00:00-00:00

LAHSO displays various details relating to the International Bureau, including its address, working hours, default method of communication, telephone number and key contacts.

- To view the details of a particular contact, scroll down to the list of contacts and click on the  **View** icon for the desired contact. The **View Published Contact Information** window is displayed, enabling you to:

- export the details of the published contact as a business card;
- copy the details of the published contact to the clipboard.

To close this window, click on the **Close** button.

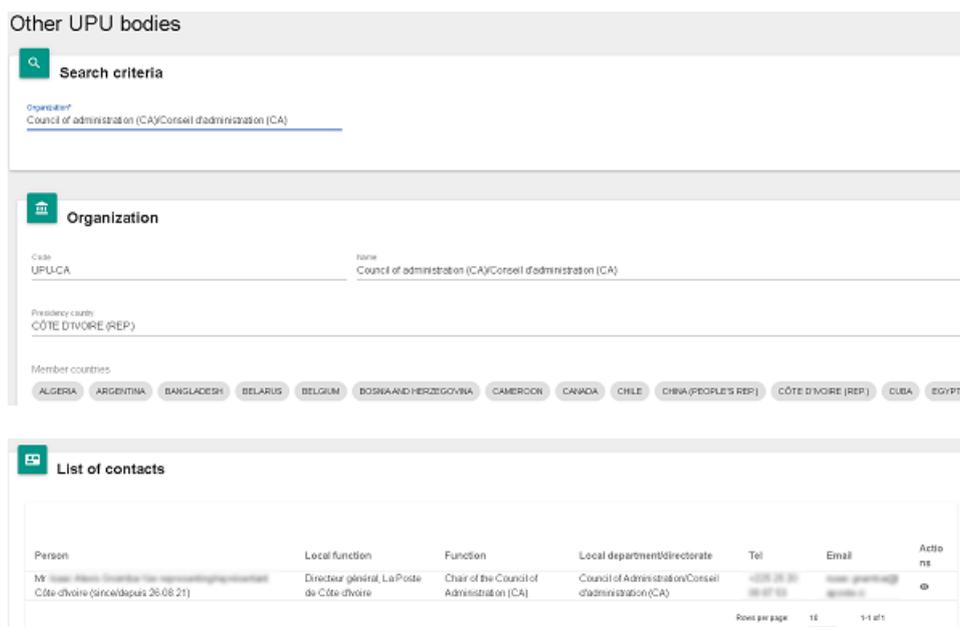
You can also export all of the information displayed on your screen to a CSV file. See the "[Export information](#)" on page 9 for details of the various export options.

View other UPU bodies

The **Other UPU bodies** function enables you to search for and view the contact details of other UPU bodies, and to download these details to a CSV file.



- Select the desired UPU body, e.g. the Council of Administration, from the **Organization** drop-down list. LAHSO displays various details relating to the selected UPU body, including its membership and key contacts.



Person	Local function	Function	Local department/Directorate	Tel	Email	Action
M. Issa Abdou Ibrahim (issabd@upu.int) Côte d'Ivoire (since 26/08/21)	Directeur général, La Poste de Côte d'Ivoire	Chair of the Council of Administration (CA)	Council of Administration/Conseil d'administration (CA)	+225 20 20 20 20 20	issabd@upu.int	

Rows per page: 10 1-1 of 1

- To view the details of a particular contact, click on the  **View** icon for the desired contact. The **View Published Contact Information** window is displayed, enabling you to:

- export the details of the published contact as a business card;
- copy the details of the published contact to the clipboard.

To close this window, click on the **Close** button.

You can also export all of the information displayed on your screen to a CSV file. See the ["Export information" on page 9](#) for details on the various export options.

View the United Nations organization

The **United Nations** function enables you to view details of the United Nations. When you click on this function, LAHSO displays the main United Nations website. You can click on the links on this page to access more information about the UN member states, specialized agencies, history and more.

View the Permanent Missions to the United Nations

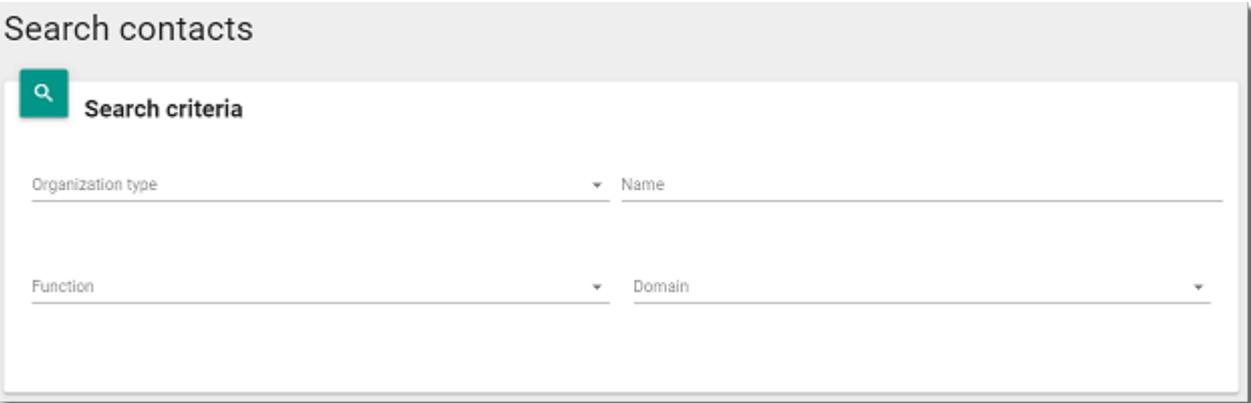
The **Permanent Missions to the United Nations Office at Geneva** function enables you to search for and view the details of Permanent Missions to the UN and their key contacts. When you click on this function, LAHSO displays the page listing all of the Missions in Geneva. You can click on the links on this page to display the Missions' details, including address and key contacts.

View the Diplomatic and Consular Corps

The **Directory of the Diplomatic and Consular Corps in Switzerland** function enables you to view the directory of all diplomatic and consular corps in Switzerland in PDF format. You can save the document to your local drive or print it, as required.

Search contacts

The **Search contacts** function enables you to search for contact persons for various organizations within UPU member countries, and to download these details to a CSV file. There are no mandatory parameters, but at least one parameter must be specified in order to conduct a search successfully.



The screenshot shows a web form titled "Search contacts". It features a search icon in a green square and the text "Search criteria". Below this, there are four input fields arranged in two rows. The first row contains "Organization type" and "Name", both with dropdown arrows. The second row contains "Function" and "Domain", also with dropdown arrows.

1. Select the **Organization type** from the drop-down list.
2. Enter the **Name** of the contact.
3. Select the **Function** from the drop-down list.

4. Select the **Domain** from the drop-down list.
5. Click on the **SEARCH** button. LAHSO displays the list of contacts corresponding to your criteria.



Country	Org.	Person	Local function	Function	Local department/directorate	Tel	Email	Actions
CHILE	Ministerio de Transportes y Telecomunicaciones	M. GONZALEZ RIVERA	Ministra de Transportes y Telecomunicaciones	Minister		+56 2 2421 3000		

6. To view the details of a particular contact, click on the  **View** icon for the desired contact. The **View Published Contact Information** window is displayed, enabling you to:
 - export the details of the published contact as a business card;
 - copy the details of the published contact to the clipboard.

To close this window, click on the **Close** button.

You can also export all information displayed on your screen to a CSV file. See the "[Export information](#)" on page 9 for details of the various export options.

Appendix

Domains and function fields for the "contact" field of the LAHSO system.

A. List of predefined domains

Domain	Governmental authority	Regulator	Designated Operator
Addressing	•	•	•
Legal affairs	•	•	•
Audit / inspection	•	•	•
Parcel post	•	•	•
Parcel post – International accounting and settlement of accounts	•	•	•
Parcel post – Inquiries	•	•	•
Commercial	•	•	•
Accounting / finance	•	•	•
Sustainable development	•	•	•
General management	•	•	•

EMS	•	•	•
EMS – International accounting and settlement of accounts	•	•	•
EMS – Inquiries	•	•	•
Operations	•	•	•
Quality of Service Fund (QSF)	•	•	•
Ministry	• To be used when no domains exist		
Designated operator			• To be used when no domains exist
Philately	•	•	•
Letter post	•	•	•
Letter post – International accounting and settlement of accounts	•	•	•
Letter post – Inquiries	•	•	•
Quality of service	•	•	•
Regulator		• To be used when no domains	

		exist	
International relations	•	•	•
Human resources	•	•	•
Postal security	•	•	•
Postal financial services	•	•	•
Postal financial services – International accounting and settlement of accounts	•	•	•
Postal financial services – Inquiries	•	•	•
World postal strategy	•	•	•
Emergency Information System (EmIS)	•	•	•
Information and communication technology	•	•	•
UPU – Contact person for exchanges	•	•	•
UPU LAHSO – Point of contact	<i>To be completed by the UPU International Bureau upon receipt of a duly completed form from each authority of UPU member countries</i>		
UPU LAHSO – Deputy point of contact	<i>To be completed by the UPU International Bureau upon receipt of a duly completed form from each authority of UPU member countries</i>		

B. List of predefined functions

Function	Govern-	Regulator	Designated Operator
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	mental author- ity		
Administrator	•	•	•
Assistant Accountant	•	•	•
Assistant	•	•	•
Auditor	•	•	•
Chargé(e) de Mission	•	•	•
Deputy Head of Department	•	•	•
Deputy Head of Unit	•	•	•
Chief Accountant	•	•	•
Head of Unit	•	•	•
Office Manager	•	•	•
Head of Executive Office	•	•	•
Centre Manager	•	•	•
Head of Department	•	•	•
Head of Division	•	•	•
Programme Manager	•	•	•
Project Manager	•	•	•

Head of Section	•	•	•
Head of Service	•	•	•
Accountant	•	•	•
Adviser	•	•	•
Legal Adviser	•	•	•
Technical Adviser	•	•	•
EmIS Contact	•	•	•
Auditor	•	•	•
Auditor General	•	•	•
Coordinator	•	•	•
Correspondent	•	•	•
Seconded Official	•	•	•
Director	•	•	•
Central Director	•	•	•
Director General	•	•	•
Assistant Director General	•	•	•
Expert	•	•	•

Expert-Translator	•	•	•
Inspector	•	•	•
Central Inspector	•	•	•
Inspector General	•	•	•
Manager	•	•	•
Member	•	•	•
Member of the Board of Directors	•	•	•
Minister	•	•	•
Chair		•	•
Chair of the Board	•	•	•
Chair of the Regulatory Board	•	•	
Chief Executive Officer	•	•	•
Secretary of State	•	•	•
Secretary General/Permanent Secretary	•	•	
Assistant Secretary General/Assistant Permanent Secretary	•	•	
Assistant Director	•	•	•
Under-Secretary of State	•	•	•

Translator	•	•	•
Deputy Director	•	•	•
Deputy Director General	•	•	•
Deputy Minister	•	•	