

List of Addresses, Heads and Senior Officials of Postal Entities

Report Viewer Guide

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About this document

Intended audience

This user guide is intended for the staff of various organizations (governmental entities, postal operators, regulators, and others) who want to view and extract contact information for their business needs.

How to use this manual

Report Viewers can access the various report viewing functions available in LAHSO. For information on:

- the available functions, see the "[Report Viewer functions](#)" on page 7
- the details of each function, see the relevant chapter.



For information on all LAHSO functions, including data management, see the [Operational Data Editor 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.

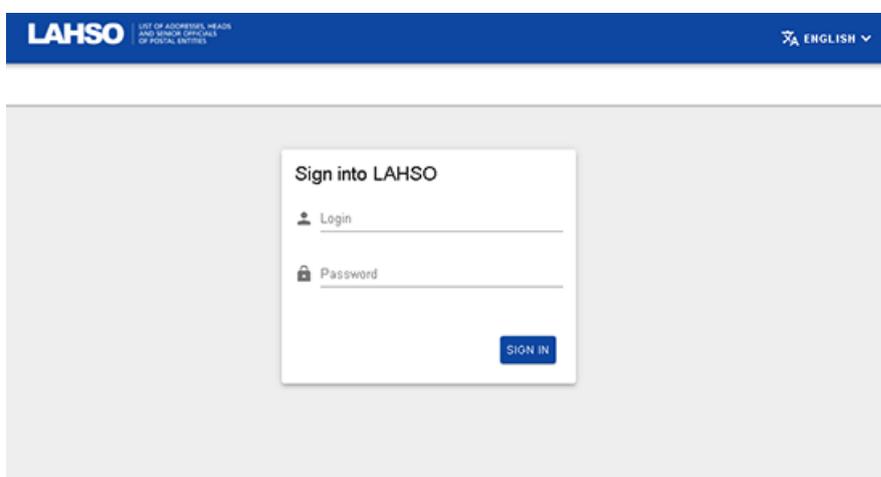
Getting started with LAHSO

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:

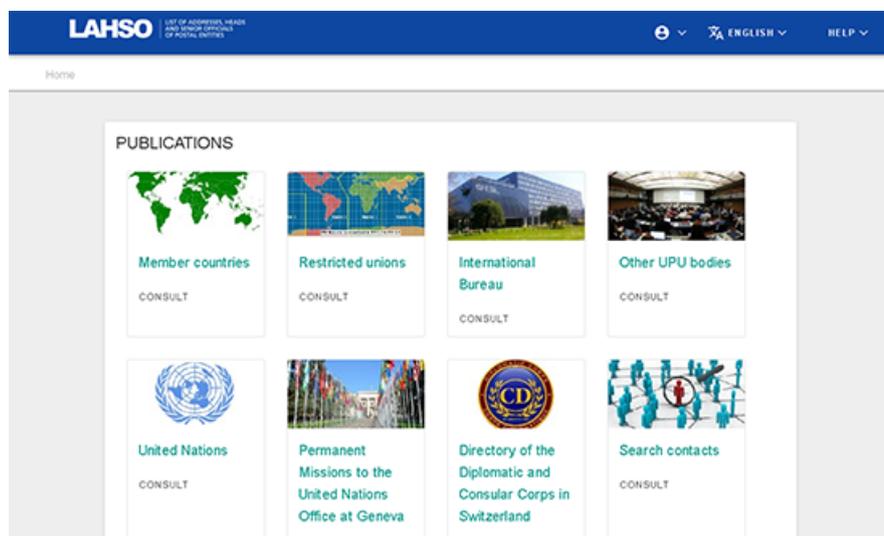
- **Operational Data Editors** — can manage details of their organization and contacts and can view and download the contact information of organizations from other UPU member; countries

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

Report Viewer functions

Home page

After logging in, Report Viewers 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**.

Report Viewer functions at a glance

Report Viewer users can view information on organizations and their contacts, but cannot modify the information. The table below summarizes the functions available to Report Viewers. These functions are grouped under **Publications**. For more detailed descriptions of the functions, refer to the sections following the table.

Category	Function	Allows the user to
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.

Category	Function	Allows the user to
	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.

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.

3. 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.

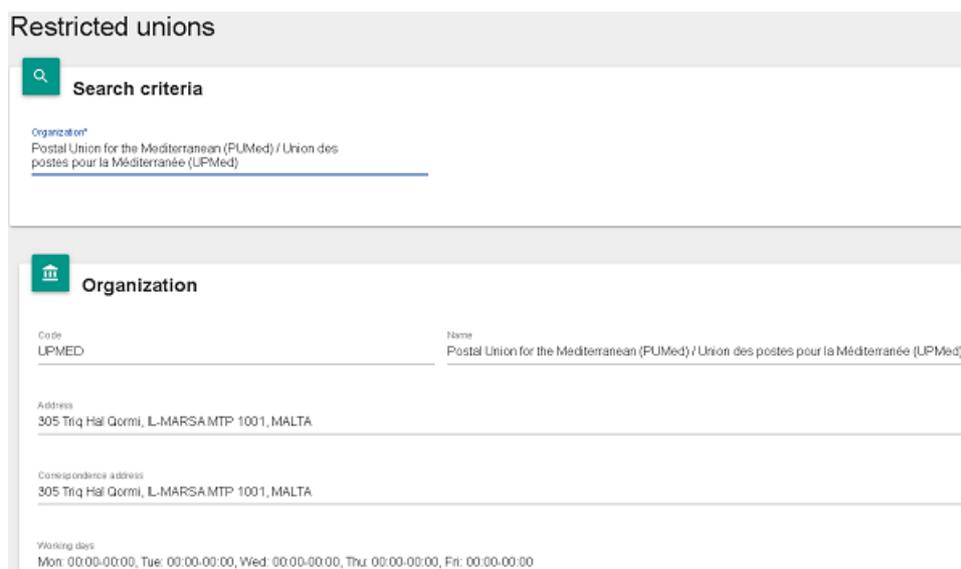
You can also export all of the information displayed on your screen to a CSV file. See ["Export information" on the previous page](#) for details of the various export options.

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.



1. 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.



2. 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 8](#) 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 8](#) for details of the various export options.

View other UPU bodies

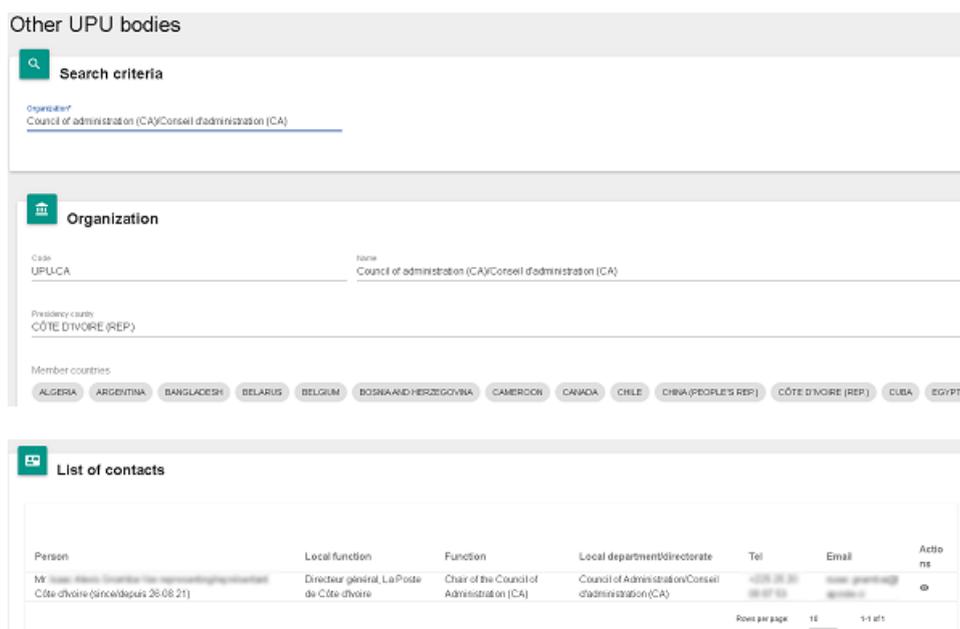
The **Other UPU bodies** function enables you to search for and view the contact details of other UPU bodies, and to download these details to a CSV file.

Other UPU bodies

Search criteria

Organization*

- 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.



- 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 8 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.

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 Pablo	Ministra de Transportes y Telecomunicaciones	Minister		+56 2 2421 3000		View

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 8 for details of the various export options.