

Salesforce Product Hierarchy					17 Feb 2012
Level 1	Level 2	Level 3	Level 4	Level 5	
Mail Services	Mail Services	Domestic Letters	Ordinary Letters	Regular Letters Small Regular Letters Large Letters Reply paid Prepaid Envelopes Local Country Letters Clean Mail Competition Mail Imprint/Metered Mail Sample Post PreSort Letters Impact Mail Acquisition Mail Charity Mail Print Post Contract Publications Unaddressed Mail Services Express Post Envelopes Priority Domestic Letter Letters - Other Send Me Air Mail Letters Prepaid Air Mail Envelopes Aerogramme Registered Post Int'l Pre-Paid Envelopes Direct Access (Outwards) - Letters Direct Access (Inwards) - Letters International Demurrage - Letters International Reply Paid - Letters International Reply Coupon - Letters Print Post Direct Bag International - Letters International Other (Fees) - Letters	
			PreSort Letters		
			Print Post		
		Domestic Express Post Envelopes	Unaddressed Mail Services Express Post Envelopes		
		Domestic Supplementary Services	Letters - Other		
	International	International Letters	International Letters		
		International Other (Fees) - Letters	International Other (Fees) - Letters		
Parcel Services	Parcels	Domestic Parcels	Small Parcels - <500 g	Regular Parcels - Small MedicalEducation remote area Parcel < 500g Reply Paid Parcel <500g Regular Parcels - Large Reply Paid Parcel >500g MedicalEducation remote area Parcel > 500g Infectious Biological Parcel Parcels within 50km Parcels Flat Rate Parcel Post 3kg Satchels Parcel Post 500g Satchels Parcel Post Returns eParcel eParcel Cash toCollect eParcel Call for Return eParcel Post Return Point to Point ULDs Express Post Satchels Express Post Flat Rate Box Express Post Parcels Express Post Platinum Parcels Express Post Platinum Satchels Reply Paid Express Post Parcels eParcel Express Receipted Delivery Click & Send Tracking Registered Post Registered Post Prepaid Labels Extra Cover Cash on Delivery Articles for the Blind Mail Collection & Delivery Local Country Parcels Air Mail Parcels Sea Mail Parcels Registered Post International Parcels Express Post International Parcel Express Courier International Parcels International Extra Cover Direct Access (Outwards) - Parcels Direct Access (Inwards) - Parcels International Pack and Track PL International Freight Forwarding PL Sai Cheng Domestic MPC - Ad hoc MPC - Set Runs MPC - Freight / Distribution	
			Large Parcels - >500 g		
			Parcels Flat Rate Parcels Satchels		
			Parcels Returns eParcels		
		Domestic Express Post Parcels	Parcels Point to Point ULDs Express Post Parcels		
		Domestic Supplementary Services	eParcel Express Parcels - Other		
	International	International Parcels	International Parcels		
	PostLogistics International	PostLogistics International	PostLogistics International		
	MessengerPost Couriers	MessengerPost Couriers	MessengerPost Couriers		

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Retail Services	Retail Services	Philatelic Packaging Material	Philatelic Packaging Material	Philatelic Retail Postpak Bubble Wrap Retail Postpak Other Retail Postpak Tough Bags Retail Postpak Mailing Boxes Retail Postpak Mailing Tubes Retail Postpak Packaging Tape Retail Postpak Padded Bags
		Retail Products	Retail Products Retail Products Retail Stationery	Retail Products Others Retail Products Telephony Retail Products Gifts Retail Stationery Others Retail Stationery Envelopes Retail Stationery Cards Retail Stationery Paper Retail Stationery Social
		Boxes & Bags	Boxes & Bags	Other Services Boxes & Bags Others Other Services Boxes & Bags Maintenance Other Services Boxes & Bags Renewal Other Services Boxes & Bags Registration
	Identity & Government Services	Identity Services	Identity Services	ID&V - Applications and Forms ID&V - VIP Online Authentication ID&V - Image Capture ID&V - Secure Collect ID&V - In Person Proofing ID Image Capture-Digital photos AML Shield - Electronic Verification AML Shield - Watchlist Screening AML Shield - Look Up Tool AML Shield - In Person Checks
		AML Shield	AML Shield	EIS - Online Only Enrol EIS - Basic In-person Enrol EIS - Advanced In-person Enrol EIS - Gold Standard Enrol
		Extended Identity Servcies	Extended Identity Services	Banking - Personal Banking - Business Postbillpay - OTC Postbillpay - Internet Postbillpay - Phone Postbillpay - Biller Branded
	Financial & Commercial Services	Financial Services OTC	Banking Billpay	Money Orders Other Services Money Orders KeyPost Services Exc TFS Agency Software Revenue Other Retail Services
		Money Orders	Money Orders	
		Keypost Agency Software Revenue Other Retail Services	Keypost Agency Software Revenue Other Retail Services	
	Other Retail Services	Other Retail Services	Other Retail Services	
eServices	eLetter	eLetter	eLetter	EDI Post EDI Post Electronic Mail EDI Post PCePost Archive & Retrieval Srvs - Fax Archive & Retrieval Srvs - Load Archive & Retrieval Srvs - Retrieval Archive & Retrieval Srvs - Search Archive & Retrieval Srvs - Storage Archive & Retrieval Srvs - email eLetter Access eLetter Address eLetter Desktop eLetter Design eLetter Customer Connect eLetter Direct eLetter Enterprise eLetter EasyPeel eLetter Prospect Package eLetter Ticket eLetter Wrap
	Address Post First Direct Solutions Securepay	Address Post First Direct Solutions Prospecta Securepay	Address Post First Direct Solutions Prospecta Securepay	Address Post Other Services Prospecta Securepay - Payment Internet Securepay - Payment IVR Securepay - Payment - Direct Debit Securepay - Bill Presentment Biller Direct Securepay - Bill Presentment BPay View Securepay - Shopping Cart Straight Sell
	First Direct Solutions	First Direct Solutions	First Direct Solutions	FDS - National Change of Address FDS - Reconnect FDS - Movers mrkting (Direct Mail&Email) FDS - Movers Kit FDS - Address Notification FDS - Movers website FDS - Lifestyle data & associated prdcts FDS - Data Co-operative FDS - Transaction Universe FDS-Australian Address Ref. File (AARF) FDS - Prospect File
	Decipha	Decipha	Decipha	Decipha - Mailroom Services Decipha - Digital / Electronic solutions
Other Fees & Services	Other Postal Services	Other Postal Services	Other Postal Services	Underpaid Articles Local Pickup and Delivery Charges Underpaid Charges
3rd Party	AaE Startrack Express	AaE Startrack Express	AaE Startrack Express	AaE Startrack Express