

**NAPCS Product List for NAICS 5614: Business Support Services**

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Industry Subject Area	Working Group Code	Tri-lateral Detail	National Product Detail			United States		NAICS Industries Producing the Product
			Can	Méx	US	Title	Definition	
5614	1					Document preparation services	Providing document editing, proofreading, layout, desktop publishing, technical editing, and typing services.  Includes: • document such as dissertations, legal briefs, and resumes, etc.	56141 56143 56149
5614	1.1	X				Typing services	Providing typing services, usually from handwritten manuscripts or audio tapes, for documents such as dissertations, legal briefs, and resumes, etc. Final product may be delivered in hard copy or electronic format.	56141 56143 56149
5614	1.2	X				Document processing and editing services	Providing document editing, proofreading, layout, desktop publishing, and technical editing services for documents such as dissertations, legal briefs, and resumes, etc.	56141 56143 56149
5614	2	X				Copying and reproduction services	Providing copying and reproduction services from an original hard copy or electronic copy of a document.  Includes: • services for blueprints and architectural drawings.  Excludes: • quick printing services are in product 18.7.1, Quick printing services. • digital printing services are in product 18.7.2, Digital printing services. • mass reproduction of digital files on CD or DVD.	56141 56143 56149
5614	3	X				Document finishing services	Providing finishing services, such as binding, mounting, laminating, folding, wrapping, cutouts, and other finishing services, for documents, reports, and presentation visual aids.	56141 56143 56149
5614	4	X				Fax transmission services	Providing fax/facsimile services, such as receiving and sending documents via fax.  Excludes: • transmitting facsimiles to a mailing list is in product 18.5, Fax broadcasting services.	56141 56143 56149
5614	5					Call center services	Making or receiving telephone calls on behalf of others, for such purposes as marketing clients' goods or services, providing customer assistance, and providing answering services.	56142

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5614	5.1					Telemarketing services	Making or receiving telephone calls to market clients' goods or services.	56142
5614	5.1.1	X				Outbound telemarketing services	Making telephone calls to market clients' goods or services.  Includes: • making telephone calls for the purpose of fundraising.	56142 54186
5614	5.1.2	X				Inbound telemarketing services	Receiving telephone calls to market clients' goods or services.  Includes: • services such as taking orders, making travel reservations, and handling directory inquiries.	56142 54186
5614	5.2	X				Telephone-based customer assistance services	Making or receiving telephone calls to assist customers of clients.  Includes: • answering questions about product setup and installation, and troubleshooting problems with a client's goods and services.	56142
5614	5.3	X				Telephone-based data collection and polling services	Providing data collection and polling services using the telephone.  Includes: • conducting telephone interviews, surveys, and market research, on behalf of clients.  Excludes: • analyzing data collected.  Subset of product 1.1.1 on 54191 list.	56142

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5614	5.9	X				Other call center services	Making or receiving telephone calls on behalf of others, for purposes other than telemarketing, customer service or market research and opinion polling.	56142
5614	5.9.1				X	Telephone answering and messaging services	<p>Providing telephone answering and messaging services, where a live person or a computer answers, screens, and redirects inbound telephone calls. Includes services that provide communication between two parties.</p> <p>Excludes:</p> <ul style="list-style-type: none"> <li>instant messaging services.</li> </ul>	56142
5614	5.9.2			X		Telephone dialing (or call placing) services	Providing telephone dialing (or call placing) services from a booth to a local, national, international or cellular phone number. The service is charged based on the provider's rate, according to the call's length.	56142
5614	5.9.3			X		Telephone booth services	Providing telephone booth services to connect, place or receive calls at the client's request. The provider does not operate the network and its revenue comes from the rates established for each call.	56142
5614	5.9.4			X		Call placing services (without telephone line operation)	Providing call connection services in booths; the provider contracts the telephone lines from a carrier and it only charges by means of rates per call, according to the call length.	56142
5614	5.9.9			X		Other telephone booth services	Providing other telephone booth services not elsewhere classified. This service is provided as a complement to the main activity but useful for their clients.	56142
5614	6	X				Mailroom services and mailbox rentals	Providing rental services for a private mailbox and standard mailroom procedures; such as mail assembly, tracking, sorting, delivery to post office, and other mailroom services to replace onsite mailrooms.	56143

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5614	6.1				X	Mailroom services	Providing standard mailroom procedure services, such as mail assembly, tracking, sorting, delivery to post office, and other mailroom services to replace onsite mailrooms.  Excludes: • mail presorting services sold separately are in product 7, Mail presorting services.	56143
5614	6.2				X	Rental of private-use mailboxes	Renting mailboxes for private use, often in a mailroom.	56143
5614	7	X				Mail presorting services	Presorting of mail by postal code and other processing of mail prior to mailing, such as putting the sorted mail into mail trays. Mail trays are then delivered straight to the Post Office, by-passing several steps normally performed in the Post Office.	56143 56149
5614	8					Debt recovery and collection services	Initiating and securing the receipt of payment from delinquent debtors.	56144
5614	8.1	X				Individual debt recovery	Initiating and securing the receipt of payment from delinquent individual debtors (except commercial type).	56144 56145
5614	8.2	X				Commercial debt recovery	Initiating and securing the receipt of payment from delinquent commercial debtors (except individual debtor type).	56144 56145
5614	9		X		X	Collateral recovery and repossession services	Retrieving goods put up as collateral for a financial loan. Goods placed as collateral for a loan may be retrieved if the loan is not paid as contracted, resulting in a defaulted loan.	56144 56145 56149
5614	10					Credit rating services	Providing credit reports on individuals or businesses containing information on the ability to pay bills, arrest records, records of bankruptcy, etc.	56144 56145 56149
5614	10.1	X				Individual credit rating services	Providing credit reports on individuals containing information on their ability to pay bills, arrest records, records of bankruptcy, job stability, etc.	56145
5614	10.2	X				Commercial credit rating services	Providing credit report on a business or a commercial entity containing information on their credit status, such as credit scores, credit history, bankruptcy records, and legal records.	561450

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5614	10.2.1			X		Solvency investigative services, commercial	Providing specialized analysis of the financial state of a commercial organization, in order to project and establish the financial health and standing of the organization. Service may include analysis of the type and structure of investments and developing and analyzing indexes of current liquidity, working capital, indebtedness, rotation of accounts to receivables, operating margins, yield; and other important financial measures.	56145
5614	10.2.2			X		Liquidity investigative services, commercial	Providing analysis of a commercial organization's payment capacity to demonstrate that they have sufficient liquidity to face potential financial commitments.	56145
5614	10.3	X				Government rating services	Providing financial investigation and reports on governments and other sovereign bodies with respect to their creditworthiness status.  Excludes: • Financial products, such as government loans, trusts, and bonds.	56145
5614	11					Stenographic services	Providing transcription of oral proceedings into hard copy (paper or electronic).	56149
5614	11.1	X				Court stenographic services	Providing live transcription of court and other public hearings.	56149
5614	11.2	X				Other stenographic services	Providing other stenographic services, such as for conference calls, web casts, conventions, etc.	56149
5614	12	X				Real-time captioning	Providing captions that can be superimposed on a video showing of a meeting or other event, as the event is taking place. This service is used to provide a service to deaf people or to provide a real-time translation.  Excludes: • captioning, sub-titling, and dubbing services for audiovisual works. • foreign language dubbing services for audiovisual works.	56149

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5614	13	X				Fundraising organization services	<p>Preparing and carrying out fundraising campaigns, for a fee or commission.</p> <p>Includes:</p> <ul style="list-style-type: none"> <li>• setting goals, planning a campaign, preparing a cost analysis and budget, and managing the campaign itself.</li> </ul> <p>Same as product 7 on 54182.</p>	56149
5614	14	X				Distance conferencing services	<p>Providing services that enable participants to interact despite being in different physical locations.</p> <p>Includes:</p> <ul style="list-style-type: none"> <li>• both wired or wireless tele-conferencing and video-conferencing.</li> </ul>	56149
5614	15				X	Barcoding services	<p>Capturing information such as, names, addresses, product codes, in the bar code system.</p>	56149
5614	16	X				Short-term access to business communications services	<p>Providing short-term access to communication systems and facilitating equipment to businesses, using wired or wireless connections.</p> <p>Includes:</p> <ul style="list-style-type: none"> <li>• providing short-term access to telecommunications and Internet services.</li> <li>• providing short-term access to communications facilitating equipment such as computers, printers, copiers, and scanners.</li> </ul> <p>Excludes:</p> <ul style="list-style-type: none"> <li>• rental and leasing of equipment.</li> <li>• long-term access to the Internet.</li> <li>• providing or arranging short-term access to communication services for individuals such as passengers, hotel guests, and hospital patients.</li> </ul>	519120 561431 561439
5614	17	X				Business support services, nec.	<p>Providing support services, not elsewhere classified.</p>	56149

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5614	18					Related products	Other important products provided by establishments in NAICS 5614.	56141 56142 56143 56144 56145 56149 others
5614	18.1		X		X	Reselling services for merchandise, retail	Retailing of merchandise purchased on own account for resale or sold on a fee/commission basis for others. Includes reselling of apparel, memorabilia, publications, prepackaged foods and beverages, and other merchandise. Also includes vending machine sales. Revenue for this product includes the gross margins, fees, and commissions earned on sales.  Same as product 15.1 on 711 list.	56141 56142 56143 56144 56145 56149 others
5614	18.1.1				X	Reselling services for office supplies, retail	Retailing of office supplies purchased on own account for resale or sold on a fee or commission basis for others. Revenue for this product includes the gross margin, fees, and commissions earned on sales.  Includes: • binders, notebooks, paper, envelopes, desk accessories, writing instruments, files, and other related office supplies.	56141 56142 56143 56144 56145 56149 others
5614	18.1.2				X	Reselling services for office equipment, retail	Retailing of computer hardware and other office equipment, such as printers, copiers, fax machines, computer software, and other computer parts purchased on own account for resale or sold on a fee or commission basis for others. Revenue for this product includes the gross margin, fees, and commissions earned on sales.	56141 56142 56143 56144 56145 56149 others

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5614	18.1.3				X	Reselling services for packaging and shipping supplies, retail	Retailing of packaging and shipping supplies, such as boxes, tape, mailing tubes, bubble wrap, and other related packaging supplies purchased on own account for resale or sold on a fee or commission basis for others. Revenue for this product includes the gross margin, fees, and commissions earned on sales.	56141 56142 56143 56144 56145 56149 others
5614	18.2	X				Auctioneering services	Publicly selling property or items of merchandise to the highest bidder.  Excludes: • auctioning real estate.  Same as product 4 on 5619 list.	56149 5619
5614	18.3				X	Mailing lists	Lists of names, addresses, and other contact information developed to market or promote to a specific group such as those sharing a common interest, purchase history, membership affiliation, or contribution history. Lists are frequently produced on labels.  Includes: • mailing lists published in print, online, or on electronic and other media. • standardized and customer-specified lists created for sale or rent.  Same as product 1 on 51114 list.	56142 56143 56149 56199 51114
5614	18.4	X				Investigation and security services	Conducting investigations to provide information about people, events or documents, for use in legal proceedings, pre-employment verification, domestic matters and other uses; and provision by the private sector of services to protect people and property.  Excludes: • provision by the public sector of services to protect people and property.  Same as product 1 on 5616 list.	56149 5616

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5614	18.5	X				Fax broadcasting services	Sending client documents to thousands of destinations instantly by fax, usually for advertising or marketing purposes.  Includes: • Internet based services.	56143 56149
5614	18.6				X	Passport photography services	Creating photographic or digital images of individuals for inclusion in a passport or other official identity card or document.  Same as product 1.1.3 on 54192 list.	56143 56149 54192
5614	18.7					Printing services	Printing publications of any type for others.  Includes: • printing services for books, magazines, pamphlets, posters, and calendars, etc.  Excludes: • lithographic, gravure, flexography, and screen printing services. • photocopying services are in product 2, Copying and reproduction services. • providing a bundle of printing and distribution services.  Same as product 3.1 on 51111 list.	56143 5111 32311
5614	18.7.1	X				Quick printing services	Providing quick printing services.	56143 32311
5614	18.7.2	X				Digital printing services	Providing digital printing services.	56143 5111 32311
5614	18.7.9	X				Other printing services	Providing printing services, other than digital and quick printing.	56143 5111 32311

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5614	18.8				X	Custom software application design and development services	Designing the structure and/or writing the computer code necessary to create and/or implement a software application.  Same as product 1.2.1 on 5112 et al list.	56143 5112 518 54151
5614	18.9	X				Information and document transformation services	Providing technical expertise and equipment to transform information and documents from one format or media to another.  Same as product 1.6 on 5112 et al list.	56143 5112 518 54151
5614	18.10		X		X	Transportation of documents and parcels	Providing transportation of small packages, documents and letters from one point to another point.  Includes: • transportation provided by postal and courier and messenger services, • station-to-station transportation of small packages and documents by passenger bus or train.  Excludes: • transportation of bundled mail, bundled sets of documents, or bundled small packages between transportation hubs.  Same as product 1.2 on Transportation of goods list.	56143 48-49

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5614	18.11		X		X	Freight transportation arrangement services and customs brokering services	<p>Arranging for the international or domestic transportation of goods, including all necessary customs clearances, regulatory requirements, and related documentation for a shipment of goods. The service provider receives the power of attorney for one of the parties to the shipment, and represents the party in all aspects of ensuring that the shipment is transported according to the time and place specifications of the client. In addition to handling the regulatory aspects of the shipment, and ensuring the execution of the transportation, the service-provider also ensures that the proper payments are made by the parties to the shipment. Service usually includes arrangement of transportation for the goods, either with a client-specified provider on an existing contract, or under arrangements made entirely by the service-provider.</p> <p>Includes:</p> <ul style="list-style-type: none"> <li>• freight forwarding, NVOCC, and customs brokering services.</li> <li>• providing freight transportation arrangement services bundled with load finding services.</li> </ul> <p>Excludes:</p> <ul style="list-style-type: none"> <li>• load finding services sold separately.</li> </ul> <p>Same as product 1 on 4885 list.</p>	56143 48-49
5614	18.12		X		X	Databases and other collections of information	<p>Collections of data or bodies of information in which the primary content is other than contact information. These are usually compiled and organized for rapid retrieval by computer.</p> <p>Includes:</p> <ul style="list-style-type: none"> <li>• databases and other collections published in print, online, or on electronic and other media.</li> <li>• custom designed databases.</li> <li>• published archives of newspapers, periodicals, and other publications.</li> <li>• published collections of facts compiled from public domain materials such as legal cases, annual reports of publicly traded companies, and other public documents.</li> </ul> <p>Same as product 3 on 51114 list.</p>	56142 51114

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5614	18.12.1				X	Databases and other collections of information, printed	<p>Collections of data or bodies of information in which the primary content is other than contact information, published in print.</p> <p>Includes:</p> <ul style="list-style-type: none"> <li>• custom designed databases.</li> <li>• published archives of newspapers, periodicals, and other publications.</li> <li>• published collections of facts compiled from public domain materials such as legal cases, annual reports of publicly traded companies, and other public documents.</li> </ul> <p>Same as product 3.1 on 51114 list.</p>	56142 51114
5614	18.12.2				X	Databases and other collections of information, online	<p>Collections of data or bodies of information in which the primary content is other than contact information, published on the Internet in a digital file that can be accessed or downloaded.</p> <p>Includes:</p> <ul style="list-style-type: none"> <li>• online access to databases and other collections of information that are paid for through subscriptions, fees for downloads, or other fees.</li> <li>• custom designed databases.</li> <li>• online archives of newspapers, periodicals, and other publications.</li> <li>• online collections of facts compiled from public domain materials such as legal cases, annual reports of publicly traded companies, and other public documents.</li> <li>• revenues received from distributors, such as online retailers.</li> </ul> <p>Excludes:</p> <ul style="list-style-type: none"> <li>• retailing of databases, archives and other collections created by others over the Internet.</li> </ul> <p>Same as product 3.2 on 51114 list.</p>	56142 51114 516

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5614	18.12.3				X	Databases and other collections of information, other media	<p>Collections of data or bodies of information in which the primary content is other than contact information, published in media other than print and online.</p> <p>Includes:</p> <ul style="list-style-type: none"> <li>• databases and other collections of information published on physical electronic media, such as CD-ROMs and diskettes, as well as physical non-electronic media, such as cassette tapes, microfilms and microfiche.</li> <li>• custom designed databases.</li> <li>• published archives of newspapers, periodicals, and other publications.</li> <li>• published collections of facts compiled from public domain materials such as legal cases, annual reports of publicly traded companies, and other public documents.</li> </ul> <p>Same as product 3.3 on 51114 list.</p>	56142 51114
5614	18.13				X	Studio recording services for spoken word clients	<p>Studio recording services for recordings that are primarily non-musical in nature, such as audio books and comedic routines that are done inside a sound recording studio. For audio books, the literary work is adapted and recreated with the use of storytelling, background sounds, and sound effects.</p> <p>Includes:</p> <ul style="list-style-type: none"> <li>• all phases of production from initial recording to mastering.</li> </ul> <p>Excludes:</p> <ul style="list-style-type: none"> <li>• recordings that are made for radio.</li> <li>• recordings that are made for motion pictures, such as television and feature films.</li> <li>• live recordings of meetings, speeches, and conferences.</li> </ul> <p>Same as product 1.2 on 51224-9 list.</p>	56149 51224 51229