SERVICE ANNUAL SURVEY
U.S. DEPARTMENT OF COMMERCE
Economics and Statistics Administration
U.S. CENSUS BUREAU

FORM
SA-56150A (09-20-2018)

2018 ANNUAL SERVICES REPORT

Due Date

Need help or have questions?

Call 1-877-787-9860, option "1"
(8:00 a.m. - 5:00 p.m. ET, M-F)
or **Visit**
https://www.census.gov/programs-surveys/sas/information.html

YOUR RESPONSE IS REQUIRED BY LAW. Title 13 United States Code (U.S.C.), Sections 131 and 182 authorizes this collection. Sections 224 and 225 require your response. The U.S. Census Bureau is required by Section 9 of the same law to keep your information **CONFIDENTIAL** and can use your responses only to produce statistics. The Census Bureau is not permitted to publicly release your responses in a way that could identify your business, organization, or institution. Per the Federal Cybersecurity Enhancement Act of 2015, your data are protected from cybersecurity risks through screening of the systems that transmit your data.

This collection has been approved by the Office of Management and Budget (OMB). The eight-digit OMB approval number is 0607-0422 and appears at the upper right of this page. Without this approval, we could not conduct this survey.

INTERNET REPORTING - This survey should be completed online at: https://portal.census.gov

Authentication Code:

To view Survey Results:
https://www.census.gov/programs-surveys/sas/newsroom/updates/latest-sas.html

GENERAL INSTRUCTIONS

- Any significant change in this firm's operations should be noted in 17.
- For establishments sold or acquired in 2018, report data only for the period the establishments were operated by this firm.
- Estimates are acceptable if book figures are not available.
- Enter "0" where applicable.
- Do not combine data for two or more detailed lines.
- Report data on an accrual basis, except for payroll.
- Figures should be rounded to the nearest dollar.
- If a figure is $1,030,280,456 it should be reported as →

$ Bil.	Mil.	Thou.	Dol.
1	030	280	456

Include:

- Data for all Services establishments (excluding data for Retail, Wholesale, Manufacturing, Mining, and Construction operations) as defined by the survey coverage in 1B.
- Data for auxiliary facilities primarily engaged in supporting services to those establishment(s) such as warehouses, garages, central administrative offices, and repair services.

1 A. MAILING ADDRESS

Is this firm's name and mailing address the same as shown in the mailing address above?

0035 ☐ Yes

☐ No - *Enter corrections in the mailing address above*

56151012

PENALTY FOR FAILURE TO REPORT

CONTINUE ON PAGE 2

1 **B. SURVEY COVERAGE**

Did this firm provide the business activities described below?

0001 ☐ Yes

☐ No - *Specify this firm's business activity* ↘

0002

2 Not Applicable.

3 **ORGANIZATIONAL CHANGE**

A. Did this firm experience any acquisitions, sales, mergers, and/or divestitures in 2018?

0016 ☐ Yes

☐ No - *Go to* **4**

B. Which of the following organizational changes occurred in 2018?

Check all that apply. If more than one organizational change occurred during the reporting period, explain in **17**.

0091 ☐ Acquisition
☐ Sale
☐ Merger
☐ Divestiture

Date of organizational change . . . . . 0018 | Month | Day | Year |

AND

Enter detailed information below ↘

0017 Name of company	0019 EIN (9 digits)
	-

Address (Number and street, P.O. Box, etc.)		
City, town, village, etc.	**State**	**ZIP Code**
		-

56151020

CONTINUE ON PAGE 3

4 REPORTING PERIOD

NOTE: Calendar year data are preferred. If they are unavailable, please report for the fiscal year that includes at least six months of data for the 2018 calendar year.

What time period is covered by the data provided in this report?

0006 ☐ Calendar year

☐ Fiscal or partial year - *Report beginning and ending dates* 0007

2018		
Beginning Date		
Month	Day	Year
Ending Date		
Month	Day	Year

0008

5 Not Applicable.

6 SALES, RECEIPTS, OR REVENUE

What were the revenues for this firm in 2018?

Include:

- Travel agents, ticket offices/agencies, and reservation systems should include commissions or fees, not gross sales.
- Dues and assessments from members and affiliates.
- Amounts received for work subcontracted to others.
- For locations that were sold or acquired during a year, only report for the periods that this firm operated the locations.
- Revenue from services performed by domestic locations of foreign parent firms, subsidiaries, branches, etc.
- Revenues from electronic sources.

Exclude:

- Transfers made within the company.
- Taxes collected directly from customers or clients and paid directly to a local, state, or federal tax agency.
- Rents from and revenue of separately operated departments, concessions, etc., which are leased to others.
- Commissions from vending machine operators.
- Revenue of foreign subsidiaries (those located outside the U.S., i.e., outside the 50 states, District of Columbia, U.S. Commonwealth Territories, or U.S. possessions).

	Mark "X" if None	2018 $ Bil.	Mil.	Thou.	Dol.
1. Reservation Services (Include commissions or fees, not gross sales)					
a. Commissions or fees from airline seats, domestic destinations - Arranging and reserving airline seats to domestic destinations. **Exclude** fees paid directly to your agency by travelers. These should be included in trip planning, line **2a** 3281	☐				
b. Commissions or fees from airline seats, international destinations - Arranging and reserving airline seats to international destinations. **Exclude** fees paid directly to your agency by travelers. These should be included in trip planning, line **2a** 3282	☐				
c. Commissions or fees from cruises - Arranging and reserving cruises. **Exclude** fees paid directly to your agency by travelers. These should be included in trip planning, line **2a** 3285	☐				
d. Commissions or fees from lodging - Arranging and reserving lodging. **Exclude** fees paid directly to this agency by travelers. These should be included in trip planning, line **2a** 3286	☐				
e. Commissions or fees from event tickets - Assisting consumers in acquiring tickets and/or reservations for attendance at theatrical performances, concerts, sporting events, and amusement and theme parks. **Exclude** fees paid directly to this agency by event attendees. These should be included in trip planning, line **2a** 3287	☐				
f. Commissions or fees from computerized reservation systems - Subscription fees received for providing access to a computerized database and reservation system used by travel professionals and other subscribers to research, compare, and plan travel itineraries; and to make associated travel, lodging, and other reservations 3288	☐				

CONTINUE WITH 6 ON PAGE 4

CONTINUE ON PAGE 4

56151038

6 **SALES, RECEIPTS, OR REVENUE** - Continued

		Mark "X" if None	2018 $ Bil.	Mil.	Thou.	Dol.
1.	**Reservation Services (Include commissions or fees, not gross sales)** - Continued					
	g. Commissions or fees from packaged tours - Reserving prepackaged and customized tours. **Exclude** fees paid directly to this agency by event attendees. These should be included in trip planning, line **2a** 3289	☐				
	h. Commissions or fees from other reservation services - Commissions and fees received from all other travel service providers (e.g., ferry, bus, airport shuttle providers) for arranging and reserving service. **Exclude** fees paid directly to this agency by travelers. These should be included in trip planning, line **2a** . . 3290	☐				
2.	**Other Travel Arrangement Services (Include commissions or fees, not gross sales)**					
	a. Commissions or fees from trip planning - Assembling travel information, advising on alternatives, and arranging and reserving travel services. **Include** all receipts from travelers for services rendered on a fee basis such as ticket issuing fees and other fees paid directly to travel agents by travelers 3291	☐				
	b. Commissions or fees from automobile clubs and road and travel service - Providing automobile road assistance (e.g., emergency road service, trip planning, guidebook and map supply, discounts for accommodations) to members on a fee basis 3293	☐				
	c. Commissions or fees from other travel arrangement services revenue - All other travel services rendered. **Include** travel insurance service, travel document service, travelers check service, foreign exchange services, wire transfer services, cellular phone service, corporate travel management software, and emergency travel services 3294	☐				
3.	**All other operating revenue -** Revenue not reported in lines **1a through 2c**. **If this item is greater than 20% of the total operating revenue, specify the primary source of the revenue below**					
	1799	☐				
4.	**TOTAL OPERATING REVENUE** *Sum of lines **1a through 3*** 1800					

7 Not Applicable.

56151046

CONTINUE ON PAGE 5

8 REVENUES FROM ELECTRONIC SOURCES

A. Did this firm have any revenues from customers entering orders directly on the firm's websites or mobile applications in 2018?

0040 ☐ Yes

☐ No

B. Did this firm have any revenues from customers entering orders directly on third-party websites or mobile applications in 2018?

0041 ☐ Yes

☐ No

C. Did this firm have any revenues from customers entering orders via any other electronic systems (such as private networks, dedicated lines, etc.) in 2018?

0042 ☐ Yes

☐ No

D. Of the total 2018 revenues reported in 6, what was the dollar amount (or percentage) that was from the revenues identified in A-C above? Please provide an estimate if exact figures are not available. 2500

2018			
$ Bil.	Mil.	Thou.	Dol.

OR 2501

2018
Percent
%

9 SOURCE OF REVENUE

How much of the revenue reported in 6, line 4, is received from the following categories?

		2018 Percent
1. Business	3295	%
2. Leisure	3296 +	%
		100 %

10–12 Not Applicable.

13 EXPORT REVENUE

An exported service is a service performed for a customer or client (individual, government, business establishment, etc.) located outside the United States (i.e., outside the 50 States, District of Columbia, U.S. Commonwealth Territories, or U.S. possessions).

Include:

- Services performed for unaffiliated and affiliated foreign firms (i.e., foreign parent firms, subsidiaries, branches, etc.).

Exclude:

- Services provided to domestic subsidiaries of foreign firms.

A. Did the revenue reported in 6 include any revenue from exports?

0009 ☐ Yes

☐ No - *Go to* 14

B. What was this firm's revenue from exports in 2018? 2100

2018			
$ Bil.	Mil.	Thou.	Dol.

56151053

CONTINUE ON PAGE 6

14 OPERATING EXPENSES

What were the operating expenses for this firm in 2018?

Exclude:

- Transfers made within the company.
- Capitalized expenses.
- Interest.
- Bad debt.
- Impairment.
- Income tax.
- Expenses of foreign subsidiaries (those located outside the U.S., i.e., outside the 50 states, District of Columbia, U.S. Commonwealth Territories, or U.S. possessions).

Gross annual payroll

Include salaries and wages, commissions, dismissal pay, bonuses, employee contributions to Social Security, income tax withholding, union dues, group insurance premiums, savings bonds, cash equivalent in-kind, allowances, holiday pay, vacation pay, sick leave, stock purchase plans, and employee contributions to pension plans.

Exclude the cost of leased employees, employer's cost for fringe benefits, and temporary staff obtained from temporary help services. For unincorporated businesses, **exclude** profit or other compensation of proprietors or partners.

All other operating expenses

Include travel and entertainment; postage, shipping or delivery services; warehousing and storage services; royalties; security services; janitorial and grounds maintenance services; purchased transportation with operators; and other expenses not reported elsewhere.

		Mark "X" if None	2018 $ Bil.	2018 Mil.	2018 Thou.	2018 Dol.
1.	**Personnel Costs**					
	a. Gross annual payroll - Total annual Medicare salaries and wages for all employees as reported on this firm's IRS Form 941, Employer's Quarterly Federal Tax Return, line 5(c) for the four quarters that correspond to the survey period or IRS Form 944 Employer's Annual Federal Tax Return, line 4(c). **Include** the spread on stock options that are taxable to employees as wages . 1821	☐				
	b. Employer's cost for fringe benefits - Employer's cost for legally required programs and programs not required by law. **Include** insurance premiums for hospital plans, medical plans, and single service plans (e.g., dental, vision, prescription drugs); premium equivalents for self-insured plans and fees paid to third-party administrators (TPAs); defined benefit pension plans; defined contribution plans (e.g., profit sharing, 401K, stock option plans); and other fringe benefits (e.g., Social Security, workers' compensation insurance, unemployment tax, state disability insurance programs, life insurance benefits, Medicare). **Exclude** employee contributions. 1822	☐				
	c. Temporary staff and leased employee expense - Total costs paid to Professional Employer Organizations (PEOs) and staffing agencies for personnel. **Include** all charges for payroll, benefits, and services 1823	☐				
2.	**Expensed equipment, materials, parts, and supplies (not for resale) - Include** expensed computer hardware and other equipment (e.g., copiers, fax machines, telephones, shop and lab equipment, CPUs, monitors). **Include** materials and supplies used in providing services to others; materials and parts used in repairs; office and janitorial supplies; small tools; containers and other packaging materials; and motor fuels. Report packaged software in line **3** and leased and rented equipment in line **4b**. 1860	☐				
3.	**Expensed purchases of software -** Purchases of prepackaged, custom coded, or vendor customized software. **Include** software developed or customized by others, web-design services and purchases, licensing agreements, upgrades of software, and maintenance fees related to software upgrades and alterations 1826	☐				
4.	**Other Operating Expenses**					
	a. Depreciation and amortization charges - Include depreciation charges taken against tangible assets owned and used by this firm, tangible assets and improvements owned by this firm within leaseholds, tangible assets obtained through capital lease agreements, and amortization charges against intangible assets (e.g., patents, copyrights). **Exclude** impairment 1831	☐				

CONTINUE WITH 14 ON PAGE 7

CONTINUE ON PAGE 7

14 OPERATING EXPENSES - Continued

	Mark "X" if None	2018 $ Bil.	Mil.	Thou.	Dol.
4. Other Operating Expenses - Continued					
b. All other operating expenses - All other operating expenses not reported above, unless specifically excluded in the general instructions. **Include** office postage paid and package delivery. **Exclude** purchases of merchandise for resale and non-operating expenses. **If this item is greater than 20% of the total operating expenses, specify the primary source of the expenses below**					
1879	☐				
5. TOTAL OPERATING EXPENSES *Sum of lines **1a through 4b*** 1900					

15 and 16 Not Applicable.

56151079

CONTINUE ON PAGE 8

17 **REMARKS -** Please use this space to explain any significant year-to-year changes, to clarify responses, or indicate where data were estimated.

18 **CONTACT INFORMATION**

Name of person to contact regarding this report *(Please print)*				Title			
Telephone	Area code	Number	Extension	Fax	Area code	Number	
		-				-	
E-mail address				Website address			

THANK YOU for completing your 2018 ANNUAL SERVICES REPORT.
We suggest you keep a copy for your records.

56151087