

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

FORM

SA-5112E

DUE  
DATE ➡**2003 SERVICE ANNUAL SURVEY**

SOFTWARE PUBLISHERS

**NOTICE** — Your report to the Census Bureau is **confidential** by law (Title 13, U.S. Code). It may be seen only by persons sworn to uphold the confidentiality of Census Bureau information and may be used only for statistical purposes. The law also provides that copies retained in your files are **immune from legal process**.

**RETURN COMPLETED FORM TO**

**U.S. CENSUS BUREAU**  
1201 East 10th Street  
Jeffersonville, IN 47132-0001

**Any questions call**  
**1-800-772-7851 weekdays,**  
**8:30 a.m. to 5:00 p.m. EST**

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(Please correct any error in name, address, or ZIP Code)

**YOUR RESPONSE IS REQUIRED BY LAW.** Title 13, U.S. Code, requires businesses and other organizations that receive this questionnaire to answer the questions and return the report to the Census Bureau.

**Item 1 SURVEY COVERAGE**

This report covers all domestic locations that report payroll for the Federal Employer Identification Number (EIN) shown in the address label primarily engaged in computer software publishing or publishing and reproduction. Locations in this industry carry out operations necessary for producing and distributing computer software, such as designing, providing documentation, assisting in installation, and providing support services to software purchasers. These locations may design, develop, and publish, or publish only.

Does this firm have domestic locations providing one of the business activities described in the survey coverage above?

- 0001 1 ☐ Yes — Continue with Item 2  
2 ☐ No — Specify your business activity, continue with Item 2, and complete as much of the survey form as possible. ↗

0002

**Item 2 FEDERAL EMPLOYER IDENTIFICATION NUMBER (EIN)**

Is the Federal Employer Identification Number (EIN) printed in the upper left of the address label the same as that used for this firm on its latest Employer's Quarterly Federal Tax Return, Treasury Form 941?

- 0003 1 ☐ Yes — SKIP to Item 3  
2 ☐ No — Enter current EIN

When did you start reporting payroll under this EIN?

0004

-

0005

Month

Year

**Item 3 REPORT PERIOD**

Mark (X) the one box which best describes the period covered by your report.

- 0006 1 ☐ Calendar year — Go to Item 4A

If the data reported are for a period other than the "calendar year," please enter the beginning and ending dates.

- 2 ☐ Fiscal year  
3 ☐ Less than 12 months

From

To

2003

Month

Day

Year

0007

0008

**Item 4A REVENUE**

Enter "0" in items where applicable.

**Report revenue by source in whole dollars. Do not combine data for two or more revenue lines. Include revenue from licensing fees.**

**Exclude intracompany transfers.**

**Line 1 – System software publishing** – Report revenue from the sale of low-level software required to manage computer resources and support the production or execution of application programs but which is not specific to any particular application.

**Line 1a – Operating systems software** – Report revenue from the sale of low-level software which handles the interface to peripheral hardware, schedules tasks, allocates storage, and presents a default interface to the user when no application program is running. **Include** all client and network operating systems.

**Line 1b – Network software** – Report revenue from the sale of software that is used to control, monitor, manage, and communicate with operating systems, networks, network services, databases, storage and networked applications in an integrated and cooperative fashion across a network from a central location. **Include** all network management software, server software, security and encryption software, middleware, etc.

**Line 1c – Database management software** – Report revenue from the sale of collections/suites of software programs that enable storage, modification and extraction information from a database.

**Line 1d – Development tools and programming languages software** – Report revenue from the sale of software used to assist in the development and/or authoring of computer programs. **Include** all program development tools and programming languages software.

**Line 2 – Application software publishing** – Report revenue from the sale of software programs that perform a specific function directly for the end user.

**Line 2a – General business productivity and home use applications** – Report revenue from the sale of software used for general business purposes to improve productivity, or in the home for entertainment, reference or educational purposes. **(Includes** office suite applications such as word processors, spreadsheets, simple databases; graphics applications; project management software, computer-based training software, games, reference, home education, etc.

**Line 2b – Cross-industry application software** – Report revenue from the sale of software that is designed to perform and/or manage a specific business function or process that is not unique to a particular industry. **Include** professional accounting software, human resource management, customer relations management software, Geographic Information System software, web page/site design software, etc.

**Line 2c – Vertical market application software** – Report revenue from the sale of software that performs a wide range of business functions for a specific industry such as manufacturing, retail, healthcare, engineering, restaurants, etc.

**Line 2d – Utilities software** – Report revenue from the sale of small computer programs that perform a very specific task. Utilities differ from other applications software in terms of size, cost and complexity. Examples include compression programs, anti-virus software, search engines, font, file viewers, and voice recognition software.

**Line 3 – Custom application design and development** – Report revenue from the design of the structure and/or the writing of the computer code necessary to create and/or implement a software application.

**Line 4 – Customization and integration of packaged software** – Report revenue from adapting (modifying, configuring, etc.) and installing an existing application so that it is functional within the clients' information system environment. **Exclude** service contracts where this service is bundled with the hosting and management of the application on an on-going basis

**Line 5 – Information technology (IT) technical consulting services** – Report revenue from providing advice or expert opinion on technical matters related to the use of information technology. This includes advice on matters such as hardware and software requirements and procurement, systems integration, and systems security. Also include the provision of expert testimony on IT related issues. **Exclude** advice on issues related to business strategy, such as advice on developing an e-commerce strategy, etc.

**Line 6 – Application service provisioning** – Report revenue from providing leased software applications from a centralized, hosted, and managed computing environment.

**Line 7 – Business process management services** – Report revenue from the sale of bundled service packages that combine information technology-intensive services with labor (manual or professional depending on the solution), machinery, and facilities to support, host and manage a business process for a client.

**Line 8 – Re-sale of computer hardware and software** – Report revenue from retailing of computer hardware and software.

**Line 9 – Information technology related training services** – Report revenue from providing training for the use of computer hardware, software, networks, or other IT-related topic.

An estimate is acceptable if a book figure is not available.

|                                                                     | Key code    | 2003 |      |       |      |
|---------------------------------------------------------------------|-------------|------|------|-------|------|
|                                                                     |             | Bil. | Mil. | Thou. | Dol. |
| <b>1. System software publishing</b>                                |             |      |      |       |      |
| <b>a. Operating systems software</b>                                | <b>1128</b> |      |      |       |      |
| <b>b. Network software</b>                                          | <b>1129</b> |      |      |       |      |
| <b>c. Database management software</b>                              | <b>1130</b> |      |      |       |      |
| <b>d. Development tools and programming languages software</b>      | <b>1131</b> |      |      |       |      |
| <b>e. Other systems software</b>                                    | <b>1132</b> |      |      |       |      |
| <b>2. Application software publishing</b>                           |             |      |      |       |      |
| <b>a. General business productivity and home use applications</b>   | <b>1248</b> |      |      |       |      |
| <b>b. Cross-industry application software</b>                       | <b>1249</b> |      |      |       |      |
| <b>c. Vertical market application software</b>                      | <b>1250</b> |      |      |       |      |
| <b>d. Utilities software</b>                                        | <b>1251</b> |      |      |       |      |
| <b>e. Other application software</b>                                | <b>1252</b> |      |      |       |      |
| <b>3. Custom application design and development services</b>        | <b>1141</b> |      |      |       |      |
| <b>4. Customization and integration of packaged software</b>        | <b>736</b>  |      |      |       |      |
| <b>5. Information technology (IT) technical consulting services</b> | <b>1168</b> |      |      |       |      |
| <b>6. Application service provisioning</b>                          | <b>1124</b> |      |      |       |      |
| <b>7. Business process management services</b>                      | <b>913</b>  |      |      |       |      |
| <b>8. Re-sale of computer hardware and software</b>                 | <b>1237</b> |      |      |       |      |
| <b>9. Information technology related training services</b>          | <b>1174</b> |      |      |       |      |
| <b>10. Other services revenue – Specify</b>                         |             |      |      |       |      |
| 1163                                                                |             |      |      |       |      |
|                                                                     | <b>749</b>  |      |      |       |      |
| <b>11. TOTAL REVENUE</b>                                            | <b>002</b>  |      |      |       |      |

|                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                       |                       |                      |                                    |             |                 |                                        |             |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                 |                    |              |      |              |                                                                                                                                                                                                                                                                                                                                                                                           |                 |                                                              |      |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| <b>Item 4B</b>                         | <b>PERCENTAGE BREAKDOWN OF REVENUE</b><br><br><b>Exclude intracompany transfers.</b><br><b>An estimate is acceptable if a book figure is not available.</b><br><br><b>Line 1.a – Personal computer software</b> – Report percent of revenue from systems software developed primarily for non-network, stand-alone personal computers.<br><br><b>Line 1.b – Enterprise Software</b> – Report percent of revenue from systems software developed primarily for network-based computers.<br><br><b>Line 1.c – Mainframe Computer Software</b> – Report percent of revenue from systems software developed primarily for mainframe-based computers. <b>Include</b> revenue for software designed to run in a centralized fashion.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <b>1. Report the percentage of total systems software revenue by computer platform. Report whole percents. (Item 4A, sum of lines 1a – 1e)</b><br><br><table style="width: 100%;"> <tr> <td style="width: 70%;">a. Personal computer software revenue</td> <td style="width: 10%; text-align: center;"><b>1219</b></td> <td style="width: 20%; text-align: right;">%</td> </tr> <tr> <td>b. Enterprise software revenue</td> <td style="text-align: center;"><b>1155</b></td> <td style="text-align: right;">%</td> </tr> <tr> <td>c. Mainframe computer software revenue</td> <td style="text-align: center;"><b>1179</b></td> <td style="text-align: right;">%</td> </tr> <tr> <td>d. Other system software revenue</td> <td style="text-align: center;"><b>1294</b></td> <td style="text-align: right;">%</td> </tr> <tr> <td colspan="2"><b>TOTAL</b></td> <td style="text-align: right;"><b>100 %</b></td> </tr> </table> | a. Personal computer software revenue | <b>1219</b>           | %                    | b. Enterprise software revenue     | <b>1155</b> | %               | c. Mainframe computer software revenue | <b>1179</b> | %     | d. Other system software revenue                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <b>1294</b>     | %                  | <b>TOTAL</b> |      | <b>100 %</b> | <table style="width: 100%;"> <tr> <td style="width: 10%; text-align: center;"><b>Key code</b></td> <td style="width: 90%; text-align: right;"><b>Percentage of total systems software revenue for 2003</b></td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td></td> <td></td> </tr> </table> | <b>Key code</b> | <b>Percentage of total systems software revenue for 2003</b> |      |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| a. Personal computer software revenue  | <b>1219</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | %                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                       |                       |                      |                                    |             |                 |                                        |             |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                 |                    |              |      |              |                                                                                                                                                                                                                                                                                                                                                                                           |                 |                                                              |      |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| b. Enterprise software revenue         | <b>1155</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | %                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                       |                       |                      |                                    |             |                 |                                        |             |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                 |                    |              |      |              |                                                                                                                                                                                                                                                                                                                                                                                           |                 |                                                              |      |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| c. Mainframe computer software revenue | <b>1179</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | %                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                       |                       |                      |                                    |             |                 |                                        |             |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                 |                    |              |      |              |                                                                                                                                                                                                                                                                                                                                                                                           |                 |                                                              |      |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| d. Other system software revenue       | <b>1294</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | %                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                       |                       |                      |                                    |             |                 |                                        |             |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                 |                    |              |      |              |                                                                                                                                                                                                                                                                                                                                                                                           |                 |                                                              |      |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| <b>TOTAL</b>                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <b>100 %</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                       |                       |                      |                                    |             |                 |                                        |             |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                 |                    |              |      |              |                                                                                                                                                                                                                                                                                                                                                                                           |                 |                                                              |      |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| <b>Key code</b>                        | <b>Percentage of total systems software revenue for 2003</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                       |                       |                      |                                    |             |                 |                                        |             |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                 |                    |              |      |              |                                                                                                                                                                                                                                                                                                                                                                                           |                 |                                                              |      |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| <b>Item 4C</b>                         | <b>EXPORTS</b><br><br><b>An estimate is acceptable if a book figure is not available.</b><br><br><b>Note</b> – An export is a tangible or intangible product (e.g., good, license agreement, reproduction right, service) that is sold or transferred to 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). <b>Include</b> revenue from the sale of personal computer software, enterprise software, systems and systems management software, electronic business enabling software and technologies, mainframe computer software and software services to customers or clients located outside the United States. Products transferred to, sold to, or services performed for unaffiliated and affiliated foreign firms (i.e., foreign parent firms, subsidiaries, branches, etc.) are included. <b>Exclude</b> products provided to domestic subsidiaries of foreign firms.<br><br><div style="display: flex; justify-content: space-between; align-items: flex-start;"> <div style="width: 60%;">           Did the total revenue reported in Item 4 include any amounts received for exported services or products?           <div style="display: flex; align-items: center; margin-top: 5px;"> <div style="border: 1px solid black; padding: 2px 5px; margin-right: 5px;">0009</div> <div>             1 <input type="checkbox"/> Yes<br/>             2 <input type="checkbox"/> No           </div> </div> </div> <div style="width: 35%; text-align: center;"> <table border="1" style="margin: auto; border-collapse: collapse;"> <tr> <td rowspan="2" style="width: 10%; text-align: center;"><b>Key code</b></td> <td colspan="4" style="text-align: center;"><b>2003</b></td> </tr> <tr> <td style="width: 15%; text-align: center;">Bil.</td> <td style="width: 15%; text-align: center;">Mil.</td> <td style="width: 15%; text-align: center;">Thou.</td> <td style="width: 15%; text-align: center;">Dol.</td> </tr> <tr> <td style="text-align: center;"><b>004</b></td> <td></td> <td></td> <td></td> <td></td> </tr> </table> </div> </div>                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                       | <b>Key code</b>       | <b>2003</b>          |                                    |             |                 | Bil.                                   | Mil.        | Thou. | Dol.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>004</b>      |                    |              |      |              |                                                                                                                                                                                                                                                                                                                                                                                           |                 |                                                              |      |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| <b>Key code</b>                        | <b>2003</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                       |                       |                      |                                    |             |                 |                                        |             |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                 |                    |              |      |              |                                                                                                                                                                                                                                                                                                                                                                                           |                 |                                                              |      |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|                                        | Bil.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Mil.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Thou.                                 | Dol.                  |                      |                                    |             |                 |                                        |             |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                 |                    |              |      |              |                                                                                                                                                                                                                                                                                                                                                                                           |                 |                                                              |      |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| <b>004</b>                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                       |                       |                      |                                    |             |                 |                                        |             |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                 |                    |              |      |              |                                                                                                                                                                                                                                                                                                                                                                                           |                 |                                                              |      |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| <b>Item 4D</b>                         | <b>E-COMMERCE RECEIPTS/REVENUE</b><br><br>Report sales and receipts from any transaction completed over an Internet, extranet, EDI network, electronic mail or other online system. Transactions are agreements between buyers and sellers to transfer ownership of, or rights to use, goods or services. Payment for these goods and services may or may not be made online. Please see the General Instruction sheet for further clarification before completing this item.<br><br><b>An estimate is acceptable if a book figure is not available.</b><br><br><div style="display: flex; justify-content: space-between; align-items: flex-start;"> <div style="width: 60%;"> <b>1. Did your firm have e-commerce receipts/revenue during 2003?</b><br/> <div style="display: flex; align-items: center; margin-top: 5px;"> <div style="border: 1px solid black; padding: 2px 5px; margin-right: 5px;">0011</div> <div>             1 <input type="checkbox"/> Yes – Enter the date your firm began e-commerce sales.<br/>             2 <input type="checkbox"/> No – Continue to Item 4E.           </div> </div> </div> <div style="width: 35%; text-align: center;"> <table border="1" style="margin: auto; border-collapse: collapse;"> <tr> <td style="width: 40%; text-align: center;">Month (i.e., June=06)</td> <td style="width: 60%; text-align: center;">Year (i.e., 2003=03)</td> </tr> <tr> <td style="height: 30px;"></td> <td></td> </tr> </table> </div> </div> <div style="display: flex; justify-content: space-between; align-items: flex-start; margin-top: 10px;"> <div style="width: 60%;"> <b>2. What was your firm's e-commerce receipts/revenue for 2003? (Include e-commerce receipts/revenue in Item 4. Exclude sales taxes.)</b> </div> <div style="width: 35%; text-align: center;"> <table border="1" style="margin: auto; border-collapse: collapse;"> <tr> <td rowspan="2" style="width: 10%; text-align: center;"><b>Key code</b></td> <td colspan="4" style="text-align: center;"><b>2003</b></td> </tr> <tr> <td style="width: 15%; text-align: center;">Bil.</td> <td style="width: 15%; text-align: center;">Mil.</td> <td style="width: 15%; text-align: center;">Thou.</td> <td style="width: 15%; text-align: center;">Dol.</td> </tr> <tr> <td style="text-align: center;"><b>005</b></td> <td></td> <td></td> <td></td> <td></td> </tr> </table> </div> </div> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                       | Month (i.e., June=06) | Year (i.e., 2003=03) |                                    |             | <b>Key code</b> | <b>2003</b>                            |             |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Bil.            | Mil.               | Thou.        | Dol. | <b>005</b>   |                                                                                                                                                                                                                                                                                                                                                                                           |                 |                                                              |      |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Month (i.e., June=06)                  | Year (i.e., 2003=03)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                       |                       |                      |                                    |             |                 |                                        |             |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                 |                    |              |      |              |                                                                                                                                                                                                                                                                                                                                                                                           |                 |                                                              |      |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| <b>Key code</b>                        | <b>2003</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                       |                       |                      |                                    |             |                 |                                        |             |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                 |                    |              |      |              |                                                                                                                                                                                                                                                                                                                                                                                           |                 |                                                              |      |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|                                        | Bil.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Mil.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Thou.                                 | Dol.                  |                      |                                    |             |                 |                                        |             |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                 |                    |              |      |              |                                                                                                                                                                                                                                                                                                                                                                                           |                 |                                                              |      |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| <b>005</b>                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                       |                       |                      |                                    |             |                 |                                        |             |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                 |                    |              |      |              |                                                                                                                                                                                                                                                                                                                                                                                           |                 |                                                              |      |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| <b>Item 4E</b>                         | <b>INVENTORIES AT END OF YEAR (DECEMBER 31, 2003)</b><br><br><b>An estimate is acceptable if a book figure is not available.</b><br><br>Report inventories at cost or market value using generally accepted accounting methods.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <table style="width: 100%;"> <tr> <td style="width: 70%;">a. Finished goods and work-in-process</td> <td style="width: 10%; text-align: center;"><b>621</b></td> <td style="width: 20%;"></td> </tr> <tr> <td>b. Materials, supplies, fuel, etc.</td> <td style="text-align: center;"><b>622</b></td> <td></td> </tr> <tr> <td>c. <b>TOTAL</b> inventories</td> <td style="text-align: center;"><b>623</b></td> <td></td> </tr> </table>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | a. Finished goods and work-in-process | <b>621</b>            |                      | b. Materials, supplies, fuel, etc. | <b>622</b>  |                 | c. <b>TOTAL</b> inventories            | <b>623</b>  |       | <table style="width: 100%;"> <tr> <td rowspan="2" style="width: 10%; text-align: center;"><b>Key code</b></td> <td colspan="4" style="text-align: center;"><b>End of 2003</b></td> </tr> <tr> <td style="width: 15%; text-align: center;">Bil.</td> <td style="width: 15%; text-align: center;">Mil.</td> <td style="width: 15%; text-align: center;">Thou.</td> <td style="width: 15%; text-align: center;">Dol.</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </table> | <b>Key code</b> | <b>End of 2003</b> |              |      |              | Bil.                                                                                                                                                                                                                                                                                                                                                                                      | Mil.            | Thou.                                                        | Dol. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| a. Finished goods and work-in-process  | <b>621</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                       |                       |                      |                                    |             |                 |                                        |             |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                 |                    |              |      |              |                                                                                                                                                                                                                                                                                                                                                                                           |                 |                                                              |      |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| b. Materials, supplies, fuel, etc.     | <b>622</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                       |                       |                      |                                    |             |                 |                                        |             |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                 |                    |              |      |              |                                                                                                                                                                                                                                                                                                                                                                                           |                 |                                                              |      |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| c. <b>TOTAL</b> inventories            | <b>623</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                       |                       |                      |                                    |             |                 |                                        |             |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                 |                    |              |      |              |                                                                                                                                                                                                                                                                                                                                                                                           |                 |                                                              |      |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| <b>Key code</b>                        | <b>End of 2003</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                       |                       |                      |                                    |             |                 |                                        |             |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                 |                    |              |      |              |                                                                                                                                                                                                                                                                                                                                                                                           |                 |                                                              |      |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|                                        | Bil.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Mil.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Thou.                                 | Dol.                  |                      |                                    |             |                 |                                        |             |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                 |                    |              |      |              |                                                                                                                                                                                                                                                                                                                                                                                           |                 |                                                              |      |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| Item 4F TOTAL OPERATING EXPENSES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |                                                                                                                                                                                 |          |      |       |      |  |
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| <p><b>Include</b> annual payroll on a <b>cash</b> basis, employer's contributions to employee benefits plans on a <b>cash</b> basis, cost of contract labor, materials and supplies, fuels for motor vehicles, purchased services, insurance, depreciation, taxes and licenses, bank charges associated with maintaining accounts, investment and brokerage fees, credit card transaction fees, royalties, and all other operating expenses.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  | <p><b>An estimate is acceptable if a book figure is not available.</b></p>                                                                                                      | Key code | 2003 |       |      |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |                                                                                                                                                                                 | Bil.     | Mil. | Thou. | Dol. |  |
| TOTAL OPERATING EXPENSES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  | 003                                                                                                                                                                             |          |      |       |      |  |
| Item 4G SELECTED EXPENSES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |                                                                                                                                                                                 |          |      |       |      |  |
| <p><b>1. Cost of Contract Labor</b></p> <p><b>Line 1</b> – Report payments made to suppliers for leased employees and temporary help such as office workers, provided they are <b>not on your payroll</b>, but <b>are supervised</b> by your firm. <b>Exclude</b> payments for services of persons supervised by the supplying firm, such as legal, accounting, janitorial, security, and building maintenance services.</p> <p><b>2. Expensed Materials and Supplies (not for resale)</b></p> <p><b>Line 2a</b> – Report the cost of expensed computer hardware and packaged software. <b>Include</b> hardware such as servers, CPUs, monitors, and network devices; computer software purchased under licensing agreements, and computer software license fees; and other expensed business equipment, such as copiers, fax machines, and telephones. <b>Exclude</b> leased and/or rented equipment.</p> <p><b>Line 2b</b> – Report the cost of expensed materials, parts, and supplies, which are used as part of the services you provide. <b>Include</b> office and janitorial supplies, small tools, computer-related supplies (such as cartridges and computer paper), packaging and containers, and medical supplies. <b>Exclude</b> fuels for motor vehicles, and leased and/or rented materials, parts, and supplies.</p> <p><b>3. Expensed Purchased Services</b></p> <p><b>Line 3a</b> – Report the cost of expensed custom coded software. <b>Include</b> computer-related services such as adaptation of off-the-shelf software, system design and support services, web design, and web hosting. <b>Exclude</b> computer-related communications costs.</p> <p><b>Line 3b</b> – Report the cost of data processing, computer consulting, and other purchased computer services. <b>Include</b> computer input preparation, data storage, computer time rental, microfilm imaging, and optical scanning services. <b>Exclude</b> payroll processing, credit card transaction fees, and fees for the management and operation of your data processing facilities.</p> <p><b>Line 3c</b> – Report the cost of telephone, cellular, pagers, and fax services; and computer-related communications such as Internet, connectivity, on-line, and other communication services.</p> <p><b>Line 3d</b> – Report the cost of purchased electricity. If electricity is included in a lease or rental payment, report these costs below.</p> <p><b>Line 3e</b> – Report the cost of purchased fuels for heating, power, and generating electricity. <b>Include</b> the cost of natural gas. If the cost of fuels are included in a lease or rental payment, report these costs below.</p> <p><b>Line 3f</b> – Report the cost of administrative and professional services such as management consulting, legal, accounting, auditing, bookkeeping, actuarial, payroll processing, marketing, advertising, architectural, engineering, and fees for the management and operation of your data processing facilities.</p> <p><b>Line 3g</b> – Report lease and rental costs for land, buildings, offices, structures, machinery, and equipment. <b>Include</b> lease and rental of transportation equipment without operators; and penalties incurred for broken leases. <b>Exclude</b> payments by your firm to your parent company or organization (or any of its subsidiaries) for use of assets owned by them and installment payments for assets obtained through capital lease agreements.</p> <p><b>Line 3h</b> – Report the cost of purchased or contracted printing services.</p> <p><b>Line 3i</b> – Report the cost of purchased or contracted software reproduction.</p> <p><b>Line 3j</b> – <b>Include</b> purchased transportation (with operators); travel and lodging; shipping and warehousing; postage and package delivery; water, sewer, and refuse removal; janitorial, security, parking, and grounds maintenance; purchased repair and maintenance; and all other purchased services. <b>Exclude</b> payroll, employer's contributions to employee benefits plans, fuels for motor vehicles, insurance, depreciation, taxes and licenses, bank charges associated with maintaining accounts, investment and brokerage fees, and credit card transaction fees.</p> |  | <p><b>An estimate is acceptable if a book figure is not available.</b></p> <p><b>Include only purchases from external vendors.</b></p> <p><b>Exclude capitalized costs.</b></p> | Key code | 2003 |       |      |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |                                                                                                                                                                                 | Bil.     | Mil. | Thou. | Dol. |  |
| <b>1. Cost of Contract Labor</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  | <b>1287</b>                                                                                                                                                                     |          |      |       |      |  |
| <b>2. Expensed Materials and Supplies (not for resale)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |                                                                                                                                                                                 |          |      |       |      |  |
| a. Computer and other business equipment and supplies (including packaged software)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  | <b>1299</b>                                                                                                                                                                     |          |      |       |      |  |
| b. Other materials, parts, and supplies                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  | <b>1300</b>                                                                                                                                                                     |          |      |       |      |  |
| <b>3. Expensed Purchased Services</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |                                                                                                                                                                                 |          |      |       |      |  |
| a. Custom coded software (including adaptation of off-the-shelf software) and system design and support services                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  | <b>1302</b>                                                                                                                                                                     |          |      |       |      |  |
| b. Data processing and other purchased computer services                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  | <b>1303</b>                                                                                                                                                                     |          |      |       |      |  |
| c. Purchased communication services                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  | <b>1282</b>                                                                                                                                                                     |          |      |       |      |  |
| d. Purchased electricity                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  | <b>1283</b>                                                                                                                                                                     |          |      |       |      |  |
| e. Purchased fuels (except motor fuels)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  | <b>1304</b>                                                                                                                                                                     |          |      |       |      |  |
| f. Purchased management consulting, administrative services, other professional services                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  | <b>1305</b>                                                                                                                                                                     |          |      |       |      |  |
| g. Lease and rental payments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  | <b>807</b>                                                                                                                                                                      |          |      |       |      |  |
| h. Purchased printing services                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  | <b>620</b>                                                                                                                                                                      |          |      |       |      |  |
| i. Purchased software reproduction                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  | <b>742</b>                                                                                                                                                                      |          |      |       |      |  |
| j. All other purchased services – Specify ↗                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  | <b>1307</b>                                                                                                                                                                     |          |      |       |      |  |
| 1310                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |                                                                                                                                                                                 |          |      |       |      |  |

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|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|
| <b>Item 5</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>NUMBER OF LOCATIONS</b>                                                                                                                                                                                                                                                          | <b>2003<br/>Number</b>                                                                    |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                     | 0012                                                                                      |
| Enter the total number of service locations covered by this report as of December 31, 2003. <span style="float: right;">→</span>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                     |                                                                                           |
| <b>Item 6</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>OWNERSHIP OR CONTROL</b>                                                                                                                                                                                                                                                         |                                                                                           |
| <b>a.</b> Does another firm own more than 50 percent of the voting stock or have the power to control the management and policies of this company?<br><br>0013 1 <input type="checkbox"/> Yes <span style="float: right;">→</span><br>2 <input type="checkbox"/> No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 0014 Name of owning or controlling company                                                                                                                                                                                                                                          |                                                                                           |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Number and street                                                                                                                                                                                                                                                                   |                                                                                           |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | City, State, and ZIP Code                                                                                                                                                                                                                                                           |                                                                                           |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | EIN <span style="float: right;">→</span> 0015                                                                                                                                                                                                                                       | <div style="border: 1px solid black; width: 100px; height: 1.2em; margin: 0 auto;"></div> |
| <b>b.</b> Did this firm acquire or merge with another company during 2003?<br><br>0016 1 <input type="checkbox"/> Yes <span style="float: right;">→</span><br>2 <input type="checkbox"/> No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 0017 Name of company acquired or merged with                                                                                                                                                                                                                                        |                                                                                           |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Number and street                                                                                                                                                                                                                                                                   |                                                                                           |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | City, State, and ZIP Code                                                                                                                                                                                                                                                           |                                                                                           |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Date of merger or acquisition <span style="float: right;">→</span> 0018         Month Year         EIN <span style="float: right;">→</span> 0019                                                                                                                                    | <div style="border: 1px solid black; width: 100px; height: 1.2em; margin: 0 auto;"></div> |
| <b>Item 7</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>REMARKS – Please use this space for any explanations that may be helpful in understanding your reported data. For any separate correspondence pertaining to this report, please include the IDENTIFICATION number shown in the address label area or at the top of the page.</b> |                                                                                           |
| 0027                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                     |                                                                                           |
| Public reporting burden for this collection of information is estimated to average 3.5 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: Paperwork Project 0607-0422, U.S. Census Bureau, 4700 Silver Hill Road, Stop 1500, Washington, DC 20233-1500. You may e-mail comments to Paperwork@census.gov; use "Paperwork Project 0607-0422" as the subject. PLEASE INCLUDE FORM NAME AND NUMBER IN ALL CORRESPONDENCE. Respondents are not required to respond to any information collection unless it displays a valid approval number from the Office of Management and Budget. This 8-digit number appears in the top right corner on the front of this form. |                                                                                                                                                                                                                                                                                     |                                                                                           |
| <b>Item 8</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>CERTIFICATION – This report is substantially accurate and has been prepared in accordance with instructions.</b>                                                                                                                                                                 |                                                                                           |
| 0020 Name of person completing this report –<br><i>Please print</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 0024 Title                                                                                                                                                                                                                                                                          | 0025 Date                                                                                 |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                     |                                                                                           |
| 0021 Address (Number and street, city, State, ZIP Code)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                     |                                                                                           |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                     |                                                                                           |
| 0022 Telephone                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 0023 Fax                                                                                                                                                                                                                                                                            | 0026 E-mail address                                                                       |
| Area code Number Extension                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Area code Number Extension                                                                                                                                                                                                                                                          |                                                                                           |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                     |                                                                                           |
| <b>Please return the completed form in the enclosed envelope.</b><br><b>If you prefer, you may fax the completed form to 1-800-447-4613.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                     |                                                                                           |
| <b>To see the results of the 2002 Service Annual Survey, go to the following website:</b><br><b><a href="http://www.census.gov/econ/www/servmenu.html">www.census.gov/econ/www/servmenu.html</a></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                     |                                                                                           |

# SERVICE ANNUAL SURVEY

## INFORMATION SECTOR

### GENERAL INSTRUCTIONS

Your report should be completed and returned in the preaddressed envelope provided on or before the due date. **If the report does not appear to apply to your kind of business or activity, describe your business or activity in Item 1 and complete the remainder of the form as accurately as possible.**

If filing within the required time frame will cause an undue burden and you would like an extension, or if you have any questions, please write to the

**U.S. Census Bureau  
1201 East 10th Street  
Jeffersonville, IN 47132-0001**

or call our Census Bureau representative in Jeffersonville, Indiana at 1-800-772-7851, weekdays from 8:30 a.m. to 5:00 p.m., eastern time.

**Always include** your identification number, located in the address label, in any correspondence.

IF BOOK FIGURES ARE NOT AVAILABLE,  
ESTIMATES ARE ACCEPTABLE.

Please read all instructions before making your entries.

Report data for the calendar year specified. If calendar year records are not available, we will accept fiscal year data. Please note, however, that we prefer estimates for the calendar year to book figures covering a different time period. Report all values in dollars (omit cents). Enter "0" in items where appropriate. Please do not combine data for two or more items.

For location(s) sold or acquired during the year specified, report only for the period that the location(s) were operated by this firm.

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## SPECIFIC INSTRUCTIONS

### Revenue

Report revenue for all services rendered and any sales of merchandise for the calendar year specified, even though payment may have been received at a later date. **Firms operating on a commission basis should report commissions, fees, and other operating income, not gross billings or sales.**

#### ***Include –***

- Total value of service contracts.
- Amounts received for work subcontracted to others.
- Market value of compensation in lieu of cash.
- Revenue from services performed by domestic locations for FOREIGN parent firms, subsidiaries, branches, etc.
- Dues and assessments from members and affiliates.
- Royalties, license fees, and other payments from the marketing of intangible products (e.g., licensing the use of or granting reproduction rights for software, musical compositions, and other intellectual property).

#### ***Exclude –***

- Taxes (sales, amusement, occupancy, use, or other) collected directly from customers or clients and paid directly to a local, State, or Federal tax agency.
- Revenue from a domestic parent organization, or from franchise locations owned by others and any franchise or license fees.
- Rents from and revenue of separately operated departments, concessions, etc., which are leased to others.
- Revenue from customers for carrying or other credit charges.
- 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).
- Revenue from the sale of used equipment.
- Installment payments from leasing under capital, finance, or full-payout leases.
- Proceeds from the sale of real estate (land and buildings), investments, or other assets (except inventory held for resale).
- Intracompany transfers.
- Contributions, gift, grants, income from interest, rental of real estate, and dividends.

# **SERVICE ANNUAL SURVEY**

## **INFORMATION SECTOR**

### **SPECIFIC INSTRUCTIONS – Continued**

#### **E-commerce Receipts/Revenue**

(In the following instructions, online refers to any transaction completed over an Internet, extranet, EDI network, electronic mail or other online system.)

##### ***Include –***

- Revenue from online orders for goods or services placed by a buyer.
- Revenue from online services provided where charges are based on the usage of those services (e.g., commissions or fees from use of computerized reservation systems, financial transaction processing systems, etc.)
- Commissions or fees from the trading of securities or the sale of other financial products online (e.g., insurance, loans, etc.).
- Commissions or fees from selling or from facilitating the sale of third party products (e.g., click-through including referral fees) through your company's Web site.
- Revenue from orders or contracts negotiated online with a buyer and seller on the price and terms for transferring ownership or the rights to use goods or services.
- Revenue from telephone transactions using interactive voice response systems.

##### ***Exclude –*** revenue from:

- Online billings where the order or contract was not negotiated online.
- Delivery of services online where the order or contract was not negotiated online.
- Provision of telecommunications and related infrastructure systems (e.g., data transfer, Web hosting, Internet access) where the order or contract for such services was not negotiated online.
- Orders for goods or services placed by facsimile machine or over switched telephone network.