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

FORM
**SA-48400E** (11-22-2011)

OMB No. 0607-0422: Approval Expires 10/31/2012

# 2011 ANNUAL SERVICES REPORT

## Used Household and Office Goods Moving

**Due Date**

**Need help or have questions?**

**Call** 1-800-772-7851
(8:30 a.m. - 5:00 p.m. ET, M-F)
or
**Visit** census.gov/econhelp/sas

**YOUR RESPONSE IS REQUIRED BY LAW.** Title 13, United States Code, requires businesses and other organizations that receive this questionnaire to answer the questions and return the report to the U.S. Census Bureau. By the same law, **YOUR CENSUS REPORT IS CONFIDENTIAL.** It may be seen only by persons sworn to uphold the confidentiality of Census Bureau information and may be used only for statistical purposes. Further, copies retained in respondents' files are immune from legal process.

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*(Please correct any errors in name, address, and ZIP Code.)*

**Return via Internet:**
census.gov/econhelp/sas
Username:
Password:

**Return via Mail:**
U.S. Census Bureau
1201 East 10th Street
Jeffersonville, IN 47134-0001

**To view Survey Results:**
census.gov/services

### GENERAL INSTRUCTIONS

Throughout this survey, any reference to **"this firm"** is referring to the EIN that is printed in the mailing address area or the new EIN that was provided as a response in ❷. Any responses related to "this firm" should only include data for the EIN referenced.

- Any significant change in this firm's operations should be noted in ⓱.
- For establishments sold or acquired in 2011 or 2010, report data only for the period the establishments were operated by this firm.
- Estimates are acceptable if book figures are not available.
- Enter "0" where applicable.
- Do not combine data for two or more detailed lines.
- Report data on an accrual basis, except for payroll.
- Dollars should be rounded to the nearest dollar.
- If a figure is $1,030,280,456 it should be reported as →

| Bil. | Mil. | Thou. | Dol. |
|---|---|---|---|
| 1 | 030 | 280 | 456 |

**Include:**
- Data for all Services establishments (excluding data for Retail, Wholesale, Manufacturing, Mining, and Construction operations) operating under the EIN printed in the mailing address area.
- Data for auxiliary facilities primarily engaged in supporting services to those establishment(s) such as warehouses, garages, central administrative offices, and repair services.

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***PENALTY FOR FAILURE TO REPORT***

***CONTINUE ON PAGE 2***

## 1 SURVEY COVERAGE

**Did this firm provide the business activities described below?**

This report covers all domestic locations that report payroll for the Federal Employer Identification Number (EIN) shown above the address label primarily engaged in providing local or long-distance trucking of used household, used institutional, or used commercial furniture and equipment. Incidental packing and storage activities may be provided.

☐ Yes

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

## 2 FEDERAL EMPLOYER IDENTIFICATION NUMBER (EIN)

**Does this firm report payroll under EIN**

☐ Yes

☐ No - *Enter current 9-digit EIN **AND** date payroll was first reported for this EIN* . . . . . EIN (9 digits) ___ - ___

Month | Day | Year

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***CONTINUE ON PAGE 3***

## 3 ORGANIZATIONAL CHANGE

**A. Did this firm experience any acquisitions, sales, mergers, and/or divestitures in 2011 or 2010?**

☐ Yes

☐ No - *Go to* 4

**B. Which of the following organizational changes occurred in 2011 or 2010?**

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

☐ Acquisition
☐ Sale
☐ Merger
☐ Divestiture

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

*AND*

*Enter detailed information below* 7

| Name of company | EIN (9 digits) |
|---|---|
| | - |

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

## 4 REPORTING PERIOD

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

☐ Calendar year

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

| 2011 | | | 2010 | | |
|---|---|---|---|---|---|
| **Beginning Date** | | | **Beginning Date** | | |
| Month | Day | Year | Month | Day | Year |
| | | | | | |
| **Ending Date** | | | **Ending Date** | | |
| Month | Day | Year | Month | Day | Year |
| | | | | | |

## 5 Not Applicable.

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## 6 SALES, RECEIPTS, OR REVENUE

**What were the revenues for this firm in 2011 and 2010?**

**Include:**

- Transfers made within the company.
- Report gross billings, **except** where noted elsewhere on the form.
- Prorate revenue derived from services provided on a contractual basis according to the work accomplished. (Only include amounts applicable to the report period.)
- Amounts received for work subcontracted to others.
- Market value of compensation in lieu of cash.
- Revenue from services performed by domestic locations of foreign parent firms, subsidiaries, branches, etc.
- Dues and assessments from members and affiliates.
- E-commerce revenue.

**Exclude:**

- Taxes collected directly from customers/clients and paid directly to a local, state, or federal tax agency.
- Rents and revenue of separately operated departments, concessions, etc., which are leased to others.
- Commissions from vending machine operators.
- Revenue of foreign subsidiaries (those located outside the U.S., i.e., outside the 50 states, District of Columbia, U.S. Commonwealth Territories, or U.S. Possessions).
- Non-operating revenue such as income from investments, sales of company-owned real estate (land and building), or other assets (except inventory held for resale, securities, gifts, loans, contributions, or grants).
- Revenue from the sale of used equipment.

**Line 1 - Motor Carrier Revenue**

Report revenue for transportation of property by motor vehicles. **Include** revenue from furnishing vehicles **with** drivers to other carriers under lease or similar arrangement.

In the event that a portion of the transportation had to be purchased from another carrier to complete the contract, please use the following guidelines:

- Report total revenue if all purchased transportation was on your own account. (You have legal obligation to pay for the purchased transportation.)
- Report only the revenue collected for your portion of the haul, plus any additional income from commissions and fees for arranging the transportation, if the transportation was purchased on the client's account. (Your client has legal obligation to pay for the purchased transportation.)

**Line 2 - All other operating revenue**

Report other operating revenue including sales from the operation of lunchrooms, restaurants, snowplow work, etc.; revenue from the parking and storage of vehicles; revenue received from other carriers for the use of this firm's terminal facilities, including amounts billed separately for repair services; revenue from short-term rental or extended-term operating leases (with or without maintenance) of trucks, truck-tractors, or trailers, **without** drivers; fair sales value of merchandise marketed under capital, finance, or "full payout" leases; and commissions for providing brokerage services, making payroll deductions, collecting freight charges for other carriers; etc. **Exclude** revenue from this firm's other operating units; the value of used equipment or vehicles sold; revenue from installment payments from leasing vehicles, tools, etc., marketed under capital, finance, or "full payout" leases; and non-operating revenue such as income from investments, sale of securities, real estate, etc.

Report revenue from the storage of shipments in your warehouses pending further instructions by the shipper; from the permanent storage of household goods on a paid-on-delivery basis, commercial goods, or records storage; and for packing and crating, handling, providing labor to carriers for loading and unloading, and other accessory services. **Exclude** rental revenue from the operation of mini-warehouses/self-service storage facilities and from the subleasing of warehousing space to others.

| | 2011 | | | | 2010 | | | |
|---|---|---|---|---|---|---|---|---|
| | $ Bil. | Mil. | Thou. | Dol. | $ Bil. | Mil. | Thou. | Dol. |
| **1. Motor Carrier Revenue** . . . . . | | | | | | | | |
| **2. All other operating revenue -** Revenue not reported in line **1. If this item is greater than 20% of the total operating revenue, specify the primary source of the revenue below** | | | | | | | | |
| | | | | | | | | |
| **3. TOTAL OPERATING REVENUE** *Sum of lines **1 and 2*** . . . . . | | | | | | | | |

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***CONTINUE ON PAGE 5***

## 7 SALES TAX

**A. Did this firm collect any sales taxes in 2011 or 2010?**

☐ Yes

☐ No - *Go to* 8

**B. What were the total sales taxes collected in 2011 and 2010?**
*Exclude excise taxes* . . . . . .

| | 2011 | | | | 2010 | | | |
|---|---|---|---|---|---|---|---|---|
| | $ Bil. | Mil. | Thou. | Dol. | $ Bil. | Mil. | Thou. | Dol. |
| | | | | | | | | |

## 8 E-COMMERCE

*E-commerce is the sale of goods and services where the buyer places an order, or the price and terms of the sale are negotiated, over an Internet, mobile device (M-Commerce), extranet, EDI network, electronic mail, or other comparable online system. Payment may or may not be made online.*

**A. Did this firm have any e-commerce revenue in 2011 or 2010?**

☐ Yes

☐ No - *Go to* 10

**B. What was the total e-commerce revenue in 2011 and 2010?** . . . . . .

| | 2011 | | | | 2010 | | | |
|---|---|---|---|---|---|---|---|---|
| | $ Bil. | Mil. | Thou. | Dol. | $ Bil. | Mil. | Thou. | Dol. |
| | | | | | | | | |

## 9 Not Applicable.

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## 10 ANALYSIS OF MOTOR CARRIER OPERATIONS

**A. What percent of this firm's motor carrier revenue was derived from handling each of the following commodities?**

| | Percent 2011 | Percent 2010 |
|---|---|---|
| **1. Agricultural products - Includes** live animals, poultry, fish, unprocessed cereal grains such as wheat and corn, and other agricultural products including fruits, vegetables, non-alcoholic beverages, cut flowers, and live plants | % | % |
| **2. Grains, alcohol, and tobacco products - Includes** milled grain products and preparations; other prepared foodstuff; beer, wine, and other alcoholic beverages; and tobacco products including cigarettes, cigars, and chewing tobacco | % | % |
| **3. Stone, non-metallic minerals, and metallic ores - Includes** monument or building stone, natural sands, gravel and crushed stone, mined salt, natural calcium and aluminum, phosphates, asbestos, other non-metallic minerals, and metallic ores and concentrates | % | % |
| **4. Coal and petroleum products - Includes** coal, crude petroleum, gasoline and aviation fuel, diesel fuel and light fuel oils, lubricating oils and greases, and basic chemicals | % | % |
| **5. Pharmaceutical and chemical products - Includes** pharmaceutical products, chemical products, paints and varnishes, soap and cleaning products, insecticides, fertilizers, primary plastics and finished plastic products, and rubber products including tires and inner tubes | % | % |
| **6. Wood products, textiles, and leather - Includes** logs and other rough wood, particle board, plywood, fiberboard, pulp, newsprint, paper, and paperboard products. Textiles products **include** yarns and woven products of natural or synthetic materials, carpets and other textile floor coverings, and textile clothing. Leather products **include** footwear, headgear, and other articles of leather | % | % |
| **7. Base metal and machinery - Includes** base metal and primary metal products such as pipes, ingots, metal doors, basic wire, cable, fencing, tools, etc. Machinery **includes** boilers, turbines, refrigerating and air conditioning equipment, textile machines, and other mechanical machinery and equipment | % | % |
| **8. Electronic and precision instruments and motorized vehicles - Includes** electronic equipment such as computers, electronic motors, generators, office equipment, television sets, radios, and stereo equipment, cinematographic, and photocopying equipment, clocks and watches, instruments used in medical, surgical, or veterinary sciences, and measuring, checking or automatic control instruments or apparatus | % | % |
| **9. Used household and office goods - Includes** used furniture, appliances, and miscellaneous office products | % | % |
| **10. New furniture and miscellaneous manufactured products - Includes** new furniture, mattresses and mattress supports, quilts or comforters, lamps, lighting, mixed freight, and miscellaneous manufactured products | % | % |
| **11. All other motor carrier revenue not derived from the commodities in lines 1 through 10 -** *Specify* | % | % |
| + | 100 % | 100 % |

**B. Were any of the commodities that you hauled designated *hazardous materials*, i.e., required you to display a hazmat placard on the vehicle in accordance with Title 49, CFR 177.823, Transportation?**

☐ Yes

☐ No - *Go to* 12

| | Percent 2011 | Percent 2010 |
|---|---|---|
| **C. What percent of the total motor carrier revenue is from hauling hazardous materials?** | % | % |

11 Not Applicable.

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## 12 INVENTORIES AT END OF YEAR

Report the number of vehicles used or held for use in motor carrier operations on December 31, 2011 and December 31, 2010.

**Line 1 - B, C, and D**

Report the number of vehicles owned and/or leased to others **with** drivers. **Include** inventory obtained through capital lease agreements. **Exclude** vehicles that you own that were leased **without** drivers to others.

**A. Did this firm own inventories, regardless of where held, at the end of 2011 or 2010 (or the period for which you are reporting)?**

☐ Yes

☐ No - *Go to* 14

**B. Trucks - Include** single-unit trucks, pickups, vans, etc.

| | 2011 | 2010 |
|---|---|---|
| **1. Number owned and/or leased with drivers to others** . | | |
| **2. Number leased without drivers from others** . . . . . + | | |
| **3. Total truck inventory** *Sum of lines **1 and 2*** . . . . . | | |

**C. Truck-tractors - Include** semi's and any detachable power-units

| | 2011 | 2010 |
|---|---|---|
| **1. Number owned and/or leased with drivers to others** . | | |
| **2. Number leased without drivers from others** . . . . . + | | |
| **3. Total truck-tractor inventory** *Sum of lines **1 and 2*** . . . . . | | |

**D. Trailers - Include** box-trailers, flatbeds, tankers, etc.

| | 2011 | 2010 |
|---|---|---|
| **1. Number owned and/or leased with drivers to others** . | | |
| **2. Number leased without drivers from others** . . . . . + | | |
| **3. Total trailer inventory** *Sum of lines **1 and 2*** . . . . . | | |

**E. Were any of the inventories reported above stored outside or en route to the 50 states and the District of Columbia in 2011 or 2010?**

☐ Yes

☐ No - *Go to* 14

**F. What was the value of inventories stored outside or en route to the 50 states and the District of Columbia in 2011 and 2010?**

*Exclude inventory held in Foreign Trade Zones or in bond warehouses in the U.S.* .

| 2011 | | | | 2010 | | | |
|---|---|---|---|---|---|---|---|
| $ Bil. | Mil. | Thou. | Dol. | $ Bil. | Mil. | Thou. | Dol. |
| | | | | | | | |

13 Not Applicable.

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## 14 OPERATING EXPENSES

**What were the operating expenses for this firm in 2011 and 2010?**

**Exclude:**

- Transfers made within the company.
- Capitalized expenses.
- Interest.
- Bad debt.
- Impairment.
- Income tax.

**Gross annual payroll**

**Include** salaries and wages, commissions, dismissal pay, bonuses, employee contributions to Social Security, income tax withholding, union dues, group insurance premiums, savings bonds, cash equivalent in-kind, allowances, holiday pay, vacation pay, sick leave, stock purchase plans, and employee contributions to pension plans. **Exclude** the cost of leased employees, employer's cost for fringe benefits, and temporary staff obtained from temporary help services. For unincorporated businesses, **exclude** profit or other compensation of proprietors or partners.

**All other operating expenses**

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

| | 2011 | | | | 2010 | | | |
|---|---|---|---|---|---|---|---|---|
| | $ Bil. | Mil. | Thou. | Dol. | $ Bil. | Mil. | Thou. | Dol. |
| **1. Personnel Costs** | | | | | | | | |
| **a. Gross annual payroll -** Total annual Medicare salaries and wages for all employees as reported on this firm's IRS Form 941, Employer's Quarterly Federal Tax Return, line 5(c) for the four quarters that correspond to the survey period or IRS Form 944 Employer's Annual Federal Tax Return, line 4(c). **Include** the spread on stock options that are taxable to employees as wages . . . . . | | | | | | | | |
| **b. Employer's cost for fringe benefits -** Employer's cost for legally required programs and programs not required by law. **Include** insurance premiums for hospital plans, medical plans, and single service plans (e.g., dental, vision, prescription drugs); premium equivalents for self-insured plans and fees paid to third-party administrators (TPAs); defined benefit pension plans; defined contribution plans (e.g., profit sharing, 401K, stock option plans); and other fringe benefits (e.g., Social Security, workers' compensation insurance, unemployment tax, state disability insurance programs, life insurance benefits, Medicare). **Exclude** employee contributions . . . . . | | | | | | | | |
| **c. Temporary staff and leased employee expense -** Total costs paid to Professional Employer Organizations (PEOs) and staffing agencies for personnel. **Include** all charges for payroll, benefits, and services . . . . . | | | | | | | | |
| **2. Expensed Materials, Parts, and Supplies (not for resale)** | | | | | | | | |
| **a. Expensed equipment -** Expensed computer hardware and other equipment (e.g., copiers, fax machines, telephones, shop and lab equipment, CPUs, monitors). Report packaged software in line **3a.** Report leased and rented equipment in line **3c** . . . . . | | | | | | | | |

*CONTINUE WITH 14 ON PAGE 9*

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## 14 OPERATING EXPENSES - Continued

| | 2011 | | | | 2010 | | | |
|---|---|---|---|---|---|---|---|---|
| | $ Bil. | Mil. | Thou. | Dol. | $ Bil. | Mil. | Thou. | Dol. |
| **2. Expensed Materials, Parts, and Supplies (not for resale)** - Continued | | | | | | | | |
| **b. Expensed purchases of other materials, parts, and supplies -** Materials and supplies used in providing services to others; materials and parts used in repairs; office and janitorial supplies; small tools; containers and other packaging materials. Report the cost of motor fuels in line **3f** . . . . . | | | | | | | | |
| **3. Expensed Purchased Services** | | | | | | | | |
| **a. Expensed purchases of software -** Purchases of prepackaged, custom coded, or vendor customized software. **Include** software developed or customized by others, web-design services and purchases, licensing agreements, upgrades of software, and maintenance fees related to software upgrades and alterations . . . . . | | | | | | | | |
| **b. Purchased electricity and fuels (except motor fuels) -** If the cost of electricity and heating fuels (e.g., natural gas, propane, oil, coal) are included in lease or rental payments, report in line **3c** | | | | | | | | |
| **c. Lease and rental payments -** For land, buildings, offices, structures, machinery, equipment, and other tangible items. **Include** lease and rental of transportation equipment without operators and penalties incurred for broken leases. **Exclude** capital and financing lease agreements and licensing/leasing of software . . . . . | | | | | | | | |
| **d. Purchased freight transportation -** Contract payments to railroads, airlines, waterborne, and other motor carriers. Report the cost of leased and rented transportation equipment without operators in line **3c.** Report travel expenses in line **4d** . . . . . | | | | | | | | |
| **e. Purchased repair and maintenance -** Expensed repair and maintenance services to motor vehicles, vessels, aircraft and other transportation equipment; machinery, equipment, and computer hardware; integral parts of building (e.g., elevators, heating systems, etc.). **Exclude** materials, parts and supplies used for repairs and maintenance performed by this firm's employees. Report janitorial and grounds maintenance services in line **4d** . . . . . | | | | | | | | |
| **f. Purchased fuels for transportation equipment -** Gasoline and fuels purchased for trucks, truck-tractors, and other motor vehicles . . . . . | | | | | | | | |
| **g. Purchased advertising and promotional services - Include** marketing and public relations services . | | | | | | | | |
| **4. Other Operating Expenses** | | | | | | | | |
| **a. Cost of Insurance -** Premiums for bonding and insurance not included in line **1b** . . . . . | | | | | | | | |

*CONTINUE WITH 14 ON PAGE 10*

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**14 OPERATING EXPENSES** - Continued

| | 2011 | | | | 2010 | | | |
|---|---|---|---|---|---|---|---|---|
| | $ Bil. | Mil. | Thou. | Dol. | $ Bil. | Mil. | Thou. | Dol. |
| **4. Other Operating Expenses** - Continued | | | | | | | | |
| **b. Depreciation and amortization charges - Include** depreciation charges taken against tangible assets owned and used by this firm, tangible assets and improvements owned by this firm within leaseholds, tangible assets obtained through capital lease agreements, and amortization charges against intangible assets (e.g., patents, copyrights). **Exclude** impairment . . . . . | | | | | | | | |
| **c. Governmental taxes and license fees -** Payments to government agencies for taxes and licenses. **Include** business and property taxes. **Exclude** income taxes and sales and excise taxes collected from customers . . . . . | | | | | | | | |
| **d. All other operating expenses -** All other operating expenses not reported above, unless specifically excluded in the general instructions. **Include** office postage paid and package delivery. **Exclude** purchases of merchandise for resale and non-operating expenses. **If this item is greater than 20% of the total operating expenses, specify the primary source of the expenses below** | | | | | | | | |
| | | | | | | | | |
| **5. TOTAL OPERATING EXPENSES** *Sum of lines **1a through 4d*** . . . . . | | | | | | | | |

**15 and 16** Not Applicable.

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

**18 CONTACT INFORMATION**

| Name of person to contact regarding this report *(Please print)* | | | | | Title | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | |
| Address (Number and street) | | | | City | | State | ZIP Code | | |
| | | | | | | | | - | |
| Telephone | Area code | Number | | | Extension | Fax | Area code | Number | |
| | | | - | | | | | - | |
| E-mail address | | | | | Website address | | | | |
| | | | | | | | | | |

Public reporting burden for this collection of information is estimated to average 3-6 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, 4600 Silver Hill Road, AMSD-3K138, Washington, DC 20233. 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.