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

FORM
SA-51120A (07-22-2014)

OMB No. 0607-0422: Approval Expires 12/31/2015

2014 ANNUAL SERVICES REPORT

Due Date

Need help or have questions?

Call 1-877-787-9860, option "1"
(8:00 a.m. - 5:00 p.m. ET, M-F)
or
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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. Under the same law, information that you report cannot be used for taxation, regulation, or investigation and are exempt from release under the Freedom of Information Act. Further, copies of your response retained in your files are immune from legal process.

Return via Internet:
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Username:

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Return via Mail:
U.S. Census Bureau
1201 East 10th Street
Jeffersonville, IN 47132-0001

To view Survey Results:
census.gov/services

GENERAL INSTRUCTIONS

- Any significant change in this firm's operations should be noted in 17.
- For establishments sold or acquired in 2014, 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) as defined by the survey coverage in 1B.
- Data for auxiliary facilities primarily engaged in supporting services to those establishment(s) such as warehouses, garages, central administrative offices, and repair services.

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1 A. MAILING ADDRESS

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

0035
☐ Yes
☐ No - *Enter corrections in the mailing address above*

PENALTY FOR FAILURE TO REPORT

CONTINUE ON PAGE 2

1 **B. SURVEY COVERAGE**

Did this firm provide the business activities described below?

0001 ☐ Yes

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

0002

2 Not Applicable.

3 **ORGANIZATIONAL CHANGE**

A. Did this firm experience any acquisitions, sales, mergers, and/or divestitures in 2014?

0016 ☐ Yes

☐ No - *Go to* **4**

B. Which of the following organizational changes occurred in 2014?

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

0091 ☐ Acquisition
☐ Sale
☐ Merger
☐ Divestiture

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

AND

Enter detailed information below ↘

0017 Name of company	0019 EIN (9 digits)
	-

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

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CONTINUE ON PAGE 3

4 REPORTING PERIOD

NOTE: Calendar year data is preferred. If it is not available, please report for the fiscal year that includes at least six months of data for the 2014 calendar year.

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

0006 ☐ Calendar year

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

2014		
Beginning Date		
Month	Day	Year
Ending Date		
Month	Day	Year

0008

5 Not Applicable.

6 SALES, RECEIPTS, OR REVENUE

What were the revenues for this firm in 2014?

Include:

- Report gross billings, **except** where noted elsewhere on the form.
- Dues and assessments from members and affiliates.
- Amounts received for work subcontracted to others.
- For locations that were sold or acquired during a year, only report for the periods that this firm operated the locations.
- Revenue from services performed by domestic locations of foreign parent firms, subsidiaries, branches, etc.
- E-commerce revenue.

Exclude:

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

	Mark "X" if None	2014 $ Bil.	Mil.	Thou.	Dol.
1. System Software Publishing					
a. Operating systems software - Low-level software which handles the interface to peripheral hardware, schedules tasks, allocate storage, or presents a default interface to the user when no application program is running. **Include** all client and network operating systems 6161	☐				
b. Network software - Software that is used to control, monitor, manage, or communicate with operating systems, networks, network services, databases, storage and networked applications in an integrated and cooperative fashion across a network server software, security and encryption software, or middleware 6162	☐				
c. Database management software - Collection or suites of software programs that enable storage, modification, and extraction of information from a database 6163	☐				
d. Development tools and programming languages software - Software used to assist in the development or authoring of computer programs. **Include** all program development tools and programming languages 6164	☐				
e. Other systems software - All other systems software publishing not reported in lines **1a through 1d** 6165	☐				

CONTINUE WITH **6** *ON PAGE 4*

CONTINUE ON PAGE 4

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

		Mark "X" if None	2014 $ Bil.	Mil.	Thou.	Dol.
2.	**Application Software Publishing**					
	a. General business productivity and home use applications - Software used for general business purposes to improve productivity, or in the home for entertainment, reference or educational purposes (e.g., office suite applications such as word processors, spreadsheets, simple databases, graphics applications, project management software, computer-based training software, games, reference, home education) 6166	☐				
	b. Cross-industry application software - Software that is designed to perform or manage a specific business function or process that is not unique to a particular industry (e.g., professional accounting software, human resource management, customer relations management software, Geographic Information System software, webpage design software) 6167	☐				
	c. Vertical market application software - Software that performs a wide range of business functions for a specific industry (e.g., manufacturing, retail, healthcare, engineering, restaurants) 6168	☐				
	d. Utilities application software - Small computer programs that perform a very specific task (e.g., compression programs, anti-virus software, search engines, font, file viewers, voice recognition software). Utilities differ from other application software in terms of size, cost, and complexity 6169	☐				
	e. Other application software - All other application software publishing not reported in lines **2a through 2d** 6170	☐				
3.	**Other Services**					
	a. Custom application design and development - Design of the structure and the writing of the computer code necessary to create and implement a software application. **Include** the customization and integration of packaged software 6171	☐				
	b. Information technology (IT) technical consulting services - Providing advice or expert opinion on technical matters related to the use of information technology (e.g., advice on matters such as hardware and software requirements and procurement, systems integration, and systems security; the provision of expert testimony on IT related issues). **Exclude** advice on issues related to business strategy 6004	☐				
	c. Re-sale of computer hardware and software - Retailing of computer hardware and software 6006	☐				
	d. Information Technology (IT) related training services - Providing training for the use of computer hardware, software, networks, or other IT related topics 6007	☐				
	e. All other operating revenue - Revenue not reported in lines **1a through 3d. Include** application service provisioning. **If this item is greater than 20% of the total operating revenue, specify the primary source of the revenue below** 7					
	1799	☐				
4.	**TOTAL OPERATING REVENUE** *Sum of lines **1a through 3e*** 1800					

7 Not Applicable.

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CONTINUE ON PAGE 5

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 2014?

0011 ☐ Yes

☐ No - *Go to* 9

	2014			
	$ Bil.	Mil.	Thou.	Dol.
B. What was the total e-commerce revenue in 2014? 2000				

9 SOURCE OF REVENUE

Type of System Software

A. How much of the system software revenue reported in 6, lines 1a through 1e, is received from the following categories?		2014 Percent	
1. Personal computer software	6172		%
2. Enterprise or network software	6173		%
3. Mainframe computer software	6174		%
4. Other software	6175 +		%
		100	%

Type of Application Software

B. How much of the application software revenue reported in 6, lines 2a through 2e, is received from the following categories?		2014 Percent	
1. Personal computer software	6176		%
2. Enterprise or network software	6177		%
3. Mainframe computer software	6178		%
4. Other software	6179 +		%
		100	%

10 and 11 Not Applicable.

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12 INVENTORIES AT END OF YEAR

Report inventories at end of year at cost or market value using generally accepted accounting principles.

Include:

- Inventory held in Foreign Trade Zones or in bond warehouses in the United States.

A. Did this firm own inventories, regardless of where held, at the end of 2014 (or the period for which you are reporting)?

6043 ☐ Yes

☐ No - *Go to* 13

B. What was the value of the inventories owned by this firm on December 31 in 2014?

		2014			
		$ Bil.	Mil.	Thou.	Dol.
1. Finished goods	1751				
2. Work-in-process	1752				
3. Materials, supplies, fuel, etc.	1753				
4. TOTAL BOOK VALUE *Sum of lines **1 through 3***	1754				

C. Were any of the inventories reported in 12B, line 4, stored outside or en route to the 50 states and the District of Columbia in 2014?

6041 ☐ Yes

☐ No - *Go to* 13

D. What was the value of inventories stored outside or en route to the 50 states and the District of Columbia in 2014?

Exclude inventory held in Foreign Trade Zones or in bond warehouses in the U.S. 6042

2014			
$ Bil.	Mil.	Thou.	Dol.

13 EXPORT REVENUE

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

Include:

- Services performed for unaffiliated and affiliated foreign firms (i.e., foreign parent firms, subsidiaries, branches, etc.).
- Revenue from the sale of personal, business, or mainframe computer software to clients and customers located outside the United States.

Exclude:

- Services provided to domestic subsidiaries of foreign firms.

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

0009 ☐ Yes

☐ No - *Go to* 14

B. What was this firm's revenue from exports in 2014? 2100

2014			
$ Bil.	Mil.	Thou.	Dol.

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CONTINUE ON PAGE 7

14 OPERATING EXPENSES

What were the operating expenses for this firm in 2014?

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.

		Mark "X" if None	2014 $ 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 . 1821	☐				
b.	**Employer's cost for fringe benefits -** Employer's cost for legally required programs and programs not required by law:					
1.	**Health insurance -** Insurance premiums for hospital plans, medical plans, and single service plans (e.g., dental, vision, prescription drugs). **Include** premium equivalents for self-insured plans and fees paid to third-party administrators (TPAs). **Exclude** employee contributions 1841	☐				
2.	**Pension plans:**					
a.	**Defined benefit pension plans -** Costs for both qualified and unqualified defined pension plans. Pension plans that specify the benefit to be paid to employees upon retirement, generally either a specific amount or a percentage of compensation. Employer contributions are based on actuarial computations that include the employee's compensation and years of service and are not allocated to specific accounts maintained for employees . . 1842	☐				
b.	**Defined contribution plans -** Costs under defined contribution plans. Pension plans that define the employer contributions to a separate account provided for each employee. The employee "benefit" at retirement depends on the amount contributed and the results of the account's activity. Examples include profit sharing plans, money purchase (e.g., 401k, 403b) and stock bonus plans (e.g., ESOPs) 1843	☐				
3.	**Payroll taxes, employer paid insurance premiums (except health), and other employer benefits - Include** legally-required fringe benefits (e.g., Social Security, workers' compensation insurance, unemployment tax, state disability insurance programs, Medicare). **Include** benefits for life insurance, "quality of life" benefits (e.g., childcare assistance, subsidized commuting), employer contributions to pre-tax benefit accounts (e.g., health savings accounts), education assistance, and other benefits not specified above. **Exclude** disbursements from trusts or funds to satisfy health insurance claims 1844	☐				

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14 OPERATING EXPENSES - Continued

		Mark "X" if None	2014 $ Bil.	Mil.	Thou.	Dol.
1.	**Personnel Costs** - Continued					
	c. Temporary staff and leased employee expense - Total costs paid to Professional Employer Organizations (PEOs) and staffing agencies for personnel. **Include** all charges for payroll, benefits, and services 1823	☐				
2.	**Expensed 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 **3i** 1824	☐				
	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; and motor fuels 1825	☐				
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 . . 1826	☐				
	b. Data processing and other purchased computer services - Include web hosting, computer facilities management services, computer input preparation, data storage, computer time rental, optical scanning services, and other computer-related advice and services, including training. **Exclude** expensed integrated systems, repair and maintenance of computer equipment, payroll processing and credit card transaction fees, and expenses for telecommunication services (e.g., Internet, connectivity, telephone) 1845	☐				
	c. Purchased communication services - Telephone, cellular, and fax services; computer-related communications (e.g., Internet, connectivity, online), and other wired and wireless communication services 1846	☐				
	d. Purchased repairs and maintenance to machinery and equipment - Expensed repair and maintenance services to machinery, vehicles, equipment, and computer hardware. **Exclude** materials, parts, and supplies used for repairs and maintenance performed by this firm's employees 1848	☐				
	e. Purchased repairs and maintenance to buildings, structures, and offices - Include repair and maintenance to integral parts of buildings (e.g., elevators, heating systems). **Exclude** materials, parts, and supplies used for repairs and maintenance performed by this firm's employees. Report janitorial and grounds maintenance services in line **4c** 1849	☐				
	f. Purchased electricity - If the cost of electricity is included in lease or rental payments, report in line **3j** 1850	☐				
	g. Purchased fuels (except motor fuels) - Fuel for heating, power, or generating electricity (e.g., natural gas, propane, oil, coal). If the costs are included in lease or rental payments, report in line **3j** 1851	☐				
	h. Water, sewer, refuse removal, and other utility payments - Include the cost of hazardous waste removal. If the costs of these utilities are included in lease or rental payments, report in line **3j** 1852	☐				
	i. Lease and rental payments for 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 1853	☐				
	j. Lease and rental payments for land, buildings, structures, store spaces, and offices - Include penalties incurred for broken leases 1854	☐				
	k. Purchased advertising and promotional services - Include marketing and public relations services 1830	☐				

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CONTINUE ON PAGE 9

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14 OPERATING EXPENSES - Continued

		Mark "X" if None	2014 $ Bil.	Mil.	Thou.	Dol.
3.	**Expensed Purchased Services** - Continued					
	l. Purchased professional and technical services - Include management consulting, accounting, auditing, bookkeeping, legal, actuarial, payroll processing, architectural, engineering, and other professional services. **Exclude** salaries paid to your own employees for these services 1855	☐				
	m. Purchased software reproduction - Purchased or contracted software reproduction services 6180	☐				
4.	**Other Operating Expenses**					
	a. Depreciation and amortization charges - Include depreciation charges taken against tangible assets owned and used by this firm, tangible assets and improvements owned by this firm within leaseholds, tangible assets obtained through capital lease agreements, and amortization charges against intangible assets (e.g., patents, copyrights). **Exclude** impairment 1831	☐				
	b. 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 1832	☐				
	c. 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** ↓					
	1859	☐				
5.	**TOTAL OPERATING EXPENSES** *Sum of lines* ***1a through 4c*** 1900					

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			
Telephone	Area code	Number	Extension	Fax	Area code	Number	
		-				-	
E-mail address				Website address			

THANK YOU
for completing your 2014 ANNUAL SERVICES REPORT.
We suggest you keep a copy for your records.

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.