



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

FORM

SA-71110A

(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.

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

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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.

1 A. MAILING ADDRESS

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

☐ Yes

0035

☐ No - Enter corrections in the mailing address above



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

AND

Enter detailed information below ↴

Month	Day	Year

0017	Name of company	0019	EIN (9 digits)
			-
Address (Number and street, P.O. Box, etc.)			
City, town, village, etc.		State	ZIP Code
			-

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?

☐ Calendar year

0006

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

2014		
Beginning Date		
Month	Day	Year
Ending Date		
Month	Day	Year

0008

5 TAX STATUS

A. Is this establishment operated on a not-for-profit basis?

☐ Yes

0031

☐ No - Go to **6**

B. Was all or part of the income of this establishment or organization exempt from Federal income taxes under section 501 of the Internal Revenue Code?

☐ Yes

0030

☐ No

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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.
- 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.

INSTRUCTIONS FOR TAXABLE FIRMS**Include:**

- 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.

Exclude:

- 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).

INSTRUCTIONS FOR TAX-EXEMPT FIRMS**Include:**

- Program service revenue for services provided in the applicable period, whether or not payment was received in the applicable period.
- Gross sales of merchandise minus returns and allowances.
- Income from interest, dividends, gross rents (including display space rentals and share of receipts from departments operated by other companies), royalties, and other investments.
- Gross contributions, gifts, and grants (whether or not restricted for use in operations).
- Commissions earned from the sale of merchandise owned by others (including commissions from vending machine operators).
- Gross receipts from fundraising activities.

Exclude:

- Gross receipts of departments or concessions operated by other companies.
- Amounts transferred to operating funds from capital or reserve funds.

Mark "X"
if None**2014**

\$ Bil.	Mil.	Thou.	Dol.

1. Operating Revenue

- a. Admissions revenue (excluding admissions taxes) -** Gross box office receipts from the sale of admissions tickets exclusive of any state or local admissions taxes (**include** theater or facilities owners' share, if any). **Include** receipts from all home, hall or tour subscriptions, and other concerts or performances for which paid attendance may be determined by ticket sales, including minimum guarantee and percentage arrangements. Dinner theaters should **include** all combined admission/dinner receipts on this line . . . 3002

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- b. All other operating revenue -** The sale of food, refreshments, and alcoholic beverages that are not included in the admissions price; contract fees from providing entertainment; revenue from royalties, licensing fees, and residual fees from literary works, musical recordings and compositions, filmed entertainment, or other cultural works; and rental fees for the use of facilities. **Exclude** rental revenue and commissions from concessions and coin-operated machines operated by others and sales and admissions taxes. **If this item is greater than 20% of the total operating revenue, specify the primary source of the revenue below** ↴

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6 SALES, RECEIPTS, OR REVENUE - ContinuedMark "X"
if None**2014**

\$ Bil. Mil. Thou. Dol.

2. Non-Operating Revenue (Lines 2a through 2c to be completed by tax-exempt firms only)**a. Contributions, gifts, and grants received** 1741☐**b. Investment and property income** - Include interest and dividends. **Exclude** gains (losses) from assets sold 1742☐**c. All other non-operating revenue** - Revenue not reported in lines 2a or 2b. If this item is greater than 20% of the total non-operating revenue, specify the primary source of revenue below ↴

1809

☐**3. TOTAL REVENUE**

Sum of lines 1a through 2c 1800

7 Not Applicable.**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?**☐ Yes

0011

☐ No - Go to 13**2014**

\$ Bil. Mil. Thou. Dol.

B. What was the total e-commerce revenue in 2014? 2000**9-12** Not Applicable.**13 EXPORT REVENUE***An exported service is a service performed for a customer or client (individual, government, business establishment, etc.) located outside the United States (i.e., outside the 50 States, District of Columbia, U.S. Commonwealth Territories, or U.S. Possessions).***Include:**

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

Exclude:

- Services provided to domestic subsidiaries of foreign firms.

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

0009

☐ No - Go to 14**2014**

\$ Bil. Mil. Thou. Dol.

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

What were the operating expenses for this firm in 2014?

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

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.

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.

2014

\$ Bil.	Mil.	Thou.	Dol.
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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

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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

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[illegible]

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

[illegible]

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)

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[illegible]

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

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14 OPERATING EXPENSES - ContinuedMark "X"
if None**2014**

\$ Bil. Mil. Thou. DoI.

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

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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

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- 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

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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

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- 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

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- 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

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- 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

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- 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

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- f. Purchased electricity** - If the cost of electricity is included in lease or rental payments, report in line **3j** 1850

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- 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

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- 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

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- 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

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- j. Lease and rental payments for land, buildings, structures, store spaces, and offices - Include** penalties incurred for broken leases 1854

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- k. Purchased advertising and promotional services - Include** marketing and public relations services 1830

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14 OPERATING EXPENSES - ContinuedMark "X"
if None**2014**

\$ Bil.	Mil.	Thou.	Dol.

3. Expensed Purchased Services - Continued**1. 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

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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

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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

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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** 7

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1859

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5. TOTAL OPERATING EXPENSES

Sum of lines **1a through 4c** 1900

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15 INTEREST EXPENSE

What was the interest expense for this firm's establishments as defined in 1B and operated on a tax-exempt basis?

Exclude:

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

Mark "X"
if None**2014**

\$ Bil.	Mil.	Thou.	Dol.

Interest expense - Interest expenses incurred in the financing of operations and long lived assets used in continuing operations . . . 1856

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16 Not Applicable.

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- 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 (<i>Please print</i>)					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.

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