SERVICE ANNUAL SURVEY
U.S. DEPARTMENT OF COMMERCE
U.S. CENSUS BUREAU

Worksheet
SA-51120 (10-01-2020)

2020 ANNUAL SERVICES REPORT

Due Date

Need help or have questions?

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

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

WORKSHEET

DO NOT use this worksheet to respond to the survey, it is intended to assist you with gathering and preparing your data prior to reporting online.

Please view the online report for specific instructions that may apply to your EIN or firm.

Return to **https://portal.census.gov** when you are ready to report online.

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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 2020, report data only for the period the establishments were operated by this firm.
- Estimates are acceptable if book figures are not available.
- Enter "0" where applicable.
- Do not combine data for two or more detailed lines.
- Report data on an accrual basis, except for payroll.
- Figures should be rounded to the nearest dollar.
- If a figure is $1,030,280,456 it should be reported as →

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

Include:

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

1 A. MAILING ADDRESS

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

0035 ☐ Yes

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

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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, divestitures, and/or cease operations in 2020?

0016 ☐ Yes

☐ No - *Go to* **4**

B. Which of the following organizational changes occurred in 2020?

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

☐ Acquisition

☐ Sale

0091 ☐ Merger

☐ Divestiture

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

AND

Enter detailed information below

☐ Ceased Operation - *Date of ceased operation/closure* . . . . . 0028 | 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

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4 REPORTING PERIOD

NOTE: Calendar year data are preferred. If they are unavailable, please report for the fiscal year that includes at least six months of data for the 2020 calendar year.

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

	2020		
	Beginning Date		
	Month	Day	Year
0006 ☐ Calendar year			
☐ Fiscal or partial year - *Report beginning and ending dates* 0007			
	Ending Date		
	Month	Day	Year
0008			

5 Not Applicable.

6 SALES, RECEIPTS, OR REVENUE

What were the revenues for this firm in 2020?

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.
- Revenues from electronic sources.

Exclude:

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

	Mark "X" if None	2020 $ 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	☐				
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	☐				

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6 SALES, RECEIPTS, OR REVENUE - Continued

		Mark "X" if None	2020 $ Bil.	Mil.	Thou.	Dol.
2.	**Application Software Publishing** - Continued					
	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. Resale 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** ▽					
	1799	☐				
4.	**TOTAL OPERATING REVENUE** *Sum of lines **1a through 3e*** 1800					

7 Not Applicable.

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8 REVENUES FROM ELECTRONIC SOURCES

A. Did this firm have any revenues from customers entering orders directly on the firm's websites or mobile applications in 2020?

0040 ☐ Yes

☐ No

B. Did this firm have any revenues from customers entering orders directly on third-party websites or mobile applications in 2020?

0041 ☐ Yes

☐ No

C. Did this firm have any revenues from customers entering orders via any other electronic systems (such as private networks, dedicated lines, etc.) in 2020?

0042 ☐ Yes

☐ No

D. Of the total 2020 revenues reported in 6, what was the dollar amount (or percentage) that was from the revenues identified in A-C above? Please provide an estimate if exact figures are not available. 2500

2020			
$ Bil.	Mil.	Thou.	Dol.

OR 2501

2020
Percent
%

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?

		2020 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?

		2020 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 2020 (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 2020?

		2020 $ 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				

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

		2020 $ Bil.	Mil.	Thou.	Dol.
B. What was this firm's revenue from exports in 2020?	2100				

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14 OPERATING EXPENSES

What were the operating expenses for this firm in 2020?

Exclude:

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

Gross annual payroll

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

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

All other operating expenses

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

		Mark "X" if None	2020 $ 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. **Include** insurance premiums for hospital plans, medical plans, and single service plans (e.g., dental, vision, prescription drugs); premium equivalents for self-insured plans and fees paid to third-party administrators (TPAs); defined benefit pension plans; defined contribution plans (e.g., profit sharing, 401K, stock option plans); and other fringe benefits (e.g., Social Security, workers' compensation insurance, unemployment tax, state disability insurance programs, life insurance benefits, Medicare). **Exclude** employee contributions. 1822	☐				
c.	**Temporary staff and leased employee expense -** Total costs paid to Professional Employer Organizations (PEOs) and staffing agencies for personnel. **Include** all charges for payroll, benefits, and services 1823	☐				
2.	**Expensed 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 leased and rented equipment in line **4c** 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	☐				

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14 OPERATING EXPENSES - Continued

		Mark "X" if None	2020 $ Bil.	Mil.	Thou.	Dol.
3.	**Expensed Purchased Services** - Continued					
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 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	☐				
d.	**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	☐				
e.	**Purchased electricity -** If the cost of electricity is included in lease or rental payments, report in line **3g** 1850	☐				
f.	**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 **3g** 1851	☐				
g.	**Lease and rental payments for land, buildings, structures, store spaces, and offices - Include** penalties incurred for broken leases 1854	☐				
h.	**Purchased advertising and promotional services - Include** marketing and public relations services 1830	☐				
i.	**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	☐				
j.	**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** 1889	☐				
5.	**TOTAL OPERATING EXPENSES** *Sum of lines **1a through 4c*** 1900					

15 and 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.

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18 **CONTACT INFORMATION**

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

THANK YOU for completing your 2020 ANNUAL SERVICES REPORT.
We suggest you keep a copy for your records.