

# **2011 ANNUAL SERVICES REPORT**

TAU OF THE CE	SA-54170E	(11-22-2011)	
Due	Date		
Need help or	have questions?		
(8:30 a.m 5:	00-772-7851 00 p.m. ET, M-F) or gov/econhelp/sas		
only by persons the confidential Bureau informa	LAW. Title es Code, sses and other nat receive ire to answer nd return the S. Census same law, S REPORT IS LL. It may be seen s sworn to uphold ity of Census tion and may be tatistical purposes. retained in es are immune	(Please correct any errors in name,	
Return via Ir		Return via Mail:	To view Survey Results:
census.gov/ed Username:	conhelp/sas	U.S. Census Bureau 1201 East 10th Street Jeffersonville, IN 47134-0001	<u>census.gov/services</u>

# **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 **2**. 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 To.
- 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	0	3	0	2	8	0	4	5	6

# Include:

Password:

- 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.



Form SA-54170E (11-22-2011)

54170022

	CLIBVEV CO	A/EDA OF			
U	SURVEY CO				
	Did this firm	provide the business activities described below?			
	Yes				
	_				
	□ No -	Specify this firm's business activity			
	FEDERAL ES	ADLOVED IDENTIFICATION NUMBER (FIN)			
2		IPLOYER IDENTIFICATION NUMBER (EIN)			
	Does this fir	m report payroll under EIN			
	Yes				
			digits)		
	□ No -	Enter current 9-digit EIN AND date payroll was first reported for this EIN	_		
		Teported for this Line			
			Month	Day	Year
			'	1	

ORGANIZATIONAL CHANGE							
A. Did this firm experience any acquisitions, sales, mergers	s, and/o	r dives	titures	in 20	11 or 2	2010?	
Yes							
165							
□ No - Go to ❹							
B. Which of the following organizational changes occurred	l in 2011	1 or 20	10?				
Check all that apply. If more than one organizational change o	occurred	during	the rep	orting	period,	explai	n in 🕡.
☐ Acquisition					Month	Day	Year
Date of organizational change							
Sale							
> AND							
Merger Enter detailed information below:							
Enter detailed information below							
Divestiture							
Name of company				EIN (9	digits)		
					_	1 1	1 1 1
Address (Number and street, P.O. Box, etc.)							
07			0	710.0			
City, town, village, etc.			State	ZIP Co	ae		
						-	
REPORTING PERIOD			ı			-	
REPORTING PERIOD  What time period is covered by the data provided in this re	port?			ı		-	
REPORTING PERIOD  What time period is covered by the data provided in this re	eport?	2011				20	110
	Ве	ginning			E	Beginni	10 ng Date
What time period is covered by the data provided in this re  Calendar year	Ве				<b>E</b> Month		
What time period is covered by the data provided in this re	Ве	ginning	Date			Beginni	ng Date
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What time period is covered by the data provided in this re  Calendar year  Fiscal or partial year - Report beginning and ending	Be Month	<b>Day</b>	Year			Day  Ending	Year  Date  Year  Date
What time period is covered by the data provided in this re  Calendar year  Fiscal or partial year - Report beginning and ending	Be Month	Day Ending	Year  Pate  Year  Pate  Year		Month	Day Ending	year  Date  Year  Date
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What time period is covered by the data provided in this re  Calendar year  Fiscal or partial year - Report beginning and ending dates	Month Month	Day Ending	Year  Pate  Year  Pate  Year		Month	Day Ending	year  Date  Year  Date
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# SALES, RECEIPTS, OR REVENUE

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

#### 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.

1.	Basic	and A	<b>Applied</b>	Research
----	-------	-------	----------------	----------

a. Basic and applied research in natural and exact sciences, except biological sciences - Include basic and applied research in genetic engineering, other biotechnology, and all other natural and exact sciences, exclude biological sciences. Include biotechnology fields such as industrial biotechnology, diagnostic applications, genetic engineering and enzyme technology, genetic technologies, transformation, site-directed autogenesis, process biotechnology, transgenesis, and biotechnology not elsewhere classified

	2	2011		2010					
\$ Bil.	Mil.	Thou.	Dol.	\$ Bil.	Mil.	Thou.	Dol.		
'	1 1	1 1	1 1	'	' '	' '	' '		

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CONTINUE WITH 6 ON PAGE 5

								raye
SALES, RECEIPTS, OR REVENUE - Continue	d							
							2010	
	\$ Bil.	Mil.	Thou.	Dol.	\$ Bil.	Mil.	Thou.	Dol.
b. Basic and Applied Research - Continued b. Basic and applied research in engineering and technology - Report revenue for basic and applied research services focused on the application of various combinations of mathematical and scientific principles to goods, services, and processes. Include engineering fields such as aerospace, aeronautical, and astronautical; agricultural and forestry; architectural; biomedical; chemical; civil; computer; electrical, electronics, and communications; environmental; forest; geometric; manufacturing;								
mining, mineral, and petroleum; etc. <b>Exclude</b> biotechnology								
c. Basic and applied research in the biological and biomedical sciences - Report revenue for basic and applied research services focused on fields such as clinical sciences, immunology, neurosciences, pharmacology, public health, etc. Include research in the biological, medical, health, agricultural, veterinary, and environmental sciences.		1 1	1 1	1 1		1 1	1 1	
d. Basic and applied research in the social sciences and humanities - Report revenue for all other basic and applied research services focused on other social sciences and humanities. Include research fields such as psychology; anthropology and archaeology; economics; linguistics; political science; sociology; the arts; history; philosophy and religion; language and literature; education; management and commerce; law and justice; communication, journalism, and								
Production services for development - Report revenue for the provision of development services that may result in the creation of intellectual property. Include services provided in fulfillment of legal contracts as well as contracts for the creation of original works that can be implicitly or explicitly protected by copyright and industrial property laws. The contract specifies the disposition of any intellectual property arising from the work performed under contract. Development services are defined as systematic work, drawing on research findings or other scientific knowledge or practical experience, for the								
purpose of creating new or significantly								
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The contract specifies the disposition of any intellectual property revenue for the provision of development services for development revenue for the provision of development services for other scientific  Production services for development revenue for the provision of any intellectual property arising from the work performed under contract. Development services are defined as systematic work, drawing on research findings or other scientific	Basic and Applied Research - Continued b. Basic and applied research in engineering and technology - Report services focused on the application of various combinations of mathematical and scientific principles to goods, services, and processes. Include engineering fields such as aerospace, aeronautical, and astronautical; agricultural and forestry; architectural; biomedical; chemical; civil; computer; electrical, electronics, and communications; metallurgical; materials; mechanical; metallurgical; materials; mechanical; metallurgical; materials; mechanical; metallurgical; materials; mechanical; metallurgical; meta

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		4		2011		4		2010	
		\$ Bil.	Mil.	Thou.	Dol.	\$ Bil.	Mil.	Thou.	Do
	ner Operating Revenue								
	Licensing of right to use intellectual property - Granting permission, on a								
	fee, royalty, or other basis, to another								
	economic entity to use intellectual property, owned or controlled by the								
	lessor, for the lessee's economic benefit.								
	<b>Include</b> licensing of intellectual property implicitly or explicitly protected by								
	copyrights, patents, trade secrets, and								
	trademarks; licensing of rights to use								
	to distribute intellectual property as well as options agreements that grant a								
	prospective buyer or licensee the right to								
	inspect intellectual property and assess its market potential before engaging to								
	buy or license it; both the temporary								
	licensing of rights and permanent sale of new original works sold with only								
	partial commercial-use rights. Exclude								
	outright sale of new original works and all associated intellectual property rights								
	Original works of intellectual								
	property - New original intellectual								
	property works produced without contract for sale. Sale of such works requires								
	relinquishing all attendant intellectual								
	property rights to the purchaser								
	permanently or as long as allowed by law. <b>Include</b> new original works for sale								
	that are implicitly or explicitly protected								
	by copyrights, patents, trade secrets, and trademarks. <b>Exclude</b> works produced								
	for own account or under contract for								
	others, products (computers, cars, phones, books, films, software, etc.) derived from								
	the original protected entities and sold								
	with conventional end-use licenses, and new original works sold with only partial								
	commercial-use rights		1 1		1 1		1 1		
	All other operating revenue -								
	Operating revenue not reported in lines  1a through 3b. Include sale or licensing								
	of merchandise and rental or leasing								
	of equipment. If this item is greater than 20% of total operating revenue,								
	specify the primary source of the								
	revenue here 📝								
No	n-Operating Revenue								
	Contributions, gifts, and grants								
	received								
	Investment and property income -								
	Include interest and dividends.  Exclude gains (losses) from assets sold					,			
	All other non-operating revenue -								
	Include philanthropy, cafeteria sales,								
	parking lot receipts, etc Specify the primary source of revenue below								
	TAL REVENUE	'		' '		'	' '		1
Sur	m of lines <b>1a through 4c</b>								

Form SA-54170E	(11-22-2011)	Page
7 SALES TAX		

orn	1 SA-54170E (11-22-2011)								Page 7	
7	SALES TAX									
	A. Did this firm collect any sales taxes in 2	2011 o	r 2010?							
	☐ Yes									
	Li Yes									
	□ No - Go to ③									
	2011 2010									
	B. What were the total sales taxes	\$ Bil.	Mil.	Thou.	Dol.	\$ Bil.	Mil.	Thou.	Dol.	
	collected in 2011 and 2010?				1 1			1 1	1 1	
	Exclude excise taxes									
8	E-COMMERCE									
	E-commerce is the sale of goods and services v									
	sale are negotiated, over an Internet, mobile de other comparable online system. Payment may	vice (IV or ma	1-Commer y not be n	ce), extran nade online	et, EDI net e.	work, e	electronic	mail, or		
			•							
	A. Did this firm have any e-commerce reve	nue in	12011 or	2010?						
	Yes									
	□ No - Go to 🔞									
				2011				2010		
	D 180	\$ Bil.	Mil.	Thou.	Dol.	\$ Bil.	Mil.	Thou.	Dol.	
	B. What was the total e-commerce revenue in 2011 and 2010?									
9	-12 Not Applicable.									
13	EXPORT REVENUE									
	An exported service is a service performed for establishment, etc.) located outside the United Commonwealth Territories, or U.S. Possessions	States	mer or cli (i.e., outsi	ent (individue the 50 \$	dual, gove States, Dis	rnment trict of	t, business Columbia	. <i>U.S.</i>		
	Include:	5/.								
	• Services performed for unaffiliated and affiliated branches, etc.).	ted fore	eign firms	(i.e., foreig	gn parent f	irms, s	ubsidiarie	s,		
	Exclude:									
	<ul> <li>Services provided to domestic subsidiaries of</li> </ul>	foreigr	n firms.							
	A. Did the revenue reported in 3 include a	ny rev	enue fro	m exports	?					
	Yes									
	□ No - <i>Go to</i> <b>1</b>									
			2	2011			:	2010		
		\$ Bil.	Mil.	Thou.	Dol.	\$ Bil.	Mil.	Thou.	Dol.	
	B. What was this firm's revenue from exports?									

54170071

2010



# 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

## 1. Personnel Costs

- 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

\$ Bil.	Mil.	Thou.	Dol.	\$ Bil.	Mil.	Thou.	Dol.
				·			
	1 1						1 1

CONTINUE WITH @ ON PAGE 9

		2011					2010								
		\$ Bil.	Mil		Tho	ou.	Do	ol.	\$ Bil.	M	il.	The	ou.	Do	ol.
•	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; and motor fuels							1							
	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				ı		ı				ı				
	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		1	<u> </u>				1							
	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 repair and maintenance - Include expensed repair and maintenance to buildings and integral building components (e.g., elevators, heating and cooling systems), structures, offices, machinery, vehicles, equipment, and computer hardware. Exclude materials, parts, and supplies used for repair and maintenance performed by this firm's employees. Report janitorial and grounds maintenance services in line 4c												. –		
	e. Purchased advertising and														
	promotional services - Include marketing and public relations services .  Other Operating Expenses			1									' 		
	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												_		
	b. Governmental taxes and license fees - Payments to government agencies for taxes and licenses. Include business and														
	property taxes. <b>Exclude</b> income taxes and sales and excise taxes collected from customers														

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	Page	Page 1

2011 2010  \$ Bil. Mil. Thou. Dol. \$ Bil. Mil. Thou. Do  4. Other Operating expenses - All other operating expenses - All other operating expenses - All other operating expenses on treported 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 4c  15 INTEREST EXPENSE  What was the interest expense for this firm's establishments as defined in ① and operated on a tax-exempt basis?  Exclude:  • Transfers made within the company. • Capitalized expenses. • Impairment. • Bad debt. • Income tax.	14	<b>OPERATING EXPENSES</b> - Continued											
\$ Bil. Mil. Thou. Dol. \$ Bil. Mil. Thou. Do  4. Other Operating Expenses - Continued c. 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 4c  1 INTEREST EXPENSE What was the interest expense for this firm's establishments as defined in ① and operated on a tax-exempt basis? Exclude:  1 Transfers made within the company. 2 Capitalized expenses. 3 Impairment. 3 Bad debt. 4 Income tax.  1 Interest expense - Interest expenses incurred in the financing of operations and long lived assets used in continuing operations.  1 Not Applicable.  2 REMARKS - Please use this space to explain any significant year-to-year changes, to clarify responses, or indicate with the continuing of the continuing of the continuing of the continuing operations.													
4. Other Operating Expenses - Continued 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?  5. TOTAL OPERATING EXPENSES  Sum of lines 1a through 4c  15 INTEREST EXPENSE  What was the interest expense for this firm's establishments as defined in 1 and operated on a tax-exempt basis?  Exclude:  1 Transfers made within the company.  2 Capitalized expenses.  1 Interest expense - Interest expenses incurred in the financing of operations and long lived assets used in continuing operations.  1 Not Applicable.  1 REMARKS - Please use this space to explain any significant year-to-year changes, to clarify responses, or indicate with the postage incurred of the financing of operations and long lived assets used in continuing operations.			\$ Bil.		_	Dol.	\$ Bil.		1	Dol.			
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 in the general instruction of the expenses incurred in the financing of operations and long lived assets used in continuing operations and long lived assets used in continuing operations.  Interest expense - Interest expenses incurred in the financing of operations and long lived assets used in continuing operations.  Interest expense - Interest expenses incurred in the financing of operations and long lived assets used in continuing operations.  Interest expense - Interest expenses incurred in the financing of operations and long lived assets used in continuing operations.	4	Other Operating Expanses Continued	7				7		1110				
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 4c  15 INTEREST EXPENSE  What was the interest expense for this firm's establishments as defined in 1 and operated on a tax-exempt basis?  Exclude:  • Transfers made within the company. • Capitalized expenses. • Impairment. • Bad debt. • Income tax.  Interest expense - Interest expenses incurred in the financing of operations and long lived assets used in continuing operations	4.	· · · · · · · · · · · · · · · · · · ·											
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	_	exempt basis?  Exclude:  Transfers made within the company.  Capitalized expenses.  Impairment.  Bad debt.  Income tax.  Interest expense - Interest expenses incurred in the financing of operations and long lived assets used in continuing operations	\$ Bil.	Mil.	<b>2011</b> Thou.	Dol.	\$ Bil.	Mil.	<b>2010</b> Thou.				

# **18 CONTACT INFORMATION**

Name of persor	Title										
Address (Numb		State ZIP Code									
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	Area code Number			Extension			Area code		Numb	er	
Telephone					Fax				-	1 1	
E-mail address	Website address										
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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.