



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

FORM

**OS-81104** (11-16-2011)

## 2012 ECONOMIC CENSUS

### Personal and Household Goods Repair and Maintenance Services

OMB No. 0607-0934: Approval Expires 12/31/2013

**DUE DATE**  
**FEBRUARY 12, 2013**

(Please correct any errors in this mailing address.)

**Need help or have questions?**

- **Read** the accompanying information sheet(s) before answering the questions.
- **Visit** [econhelp.census.gov](http://econhelp.census.gov)
- **Call** 1-800-233-6136, between 8:00 a.m. and 6:00 p.m., Eastern time, Monday through Friday.

**OS-81104**

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**Report Online** - It's fast and secure!  
**Go to:** [econhelp.census.gov](http://econhelp.census.gov)

**- OR -**

**Mail** your  
completed  
form to:

**U.S. CENSUS BUREAU**  
**1201 East 10th Street**  
**Jeffersonville, IN 47134-0001**

**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.

- Use blue or black ballpoint pen.
- Do not use pencil or felt-tip pen.
- Do not put slashes through 0 or 7.
- Please center numbers in their respective boxes.
- Place an "X" inside the box.

Examples:

☒ 0 1 2 3 4 5 6 7 8 9

The reporting unit for this form is an establishment. An **establishment** is generally a single physical location where business is conducted or where services or industrial operations are performed. For further clarification, see information sheet(s).

**1 EMPLOYER IDENTIFICATION NUMBER**

Is the Employer Identification Number (EIN) shown to the left of the mailing address the same as the one used for this establishment on its latest 2012 Internal Revenue Service Form 941, Employer's Quarterly Federal Tax Return?

0021 ☐ Yes - Go to **2**      0022 ☐ No - Enter current EIN (9 digits) → 0025

-

**2 PHYSICAL LOCATION**

**A.** Is this establishment's physical location the same as shown in the mailing address?  
(P.O. Box and rural route addresses are not physical locations.)

0031 ☐ Yes - Go to line B

0032 ☐ No - Enter →  
physical  
location

0035 Number and street

0036 City, town, village, etc.

0037 State

0038 ZIP Code

-

CONTINUE WITH **2** ON PAGE 2

**PENALTY FOR FAILURE TO REPORT**

**CONTINUE ON PAGE 2**

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**2** PHYSICAL LOCATION - Continued

**B.** Is this establishment physically located inside the legal boundaries of the city, town, village, etc.? (Mark "X" only ONE box.)

0041 ☐ Yes      0042 ☐ No      0043 ☐ No legal boundaries      0044 ☐ Do not know

**C.** In what type of municipality is this establishment physically located? (Mark "X" only ONE box.)

0046 ☐ City, village, or borough      0047 ☐ Town or township      0048 ☐ Other      0024 ☐ Do not know

**3** OPERATIONAL STATUS

Which ONE of the following best describes this establishment's operational status at the end of 2012? (Mark "X" only ONE box.)

0011 ☐ In operation

0013 ☐ Temporarily or seasonally inactive

0014 ☐ Ceased operation - Give date at right

0015 ☐ Sold or leased to another corporation - Give date at right AND enter name and address of new owner or operator and Employer Identification Number (EIN) below

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Month	Day	Year
<input type="text"/>	<input type="text"/>	<input type="text"/>

0060 Name of new owner or operator

0061 EIN (9 digits)

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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0062 Mailing address (Number and street, P.O. Box, etc.)

<input type="text"/>
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0063 City, town, village, etc.

0064 State

0065 ZIP Code

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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0016 ☐ Other - Specify

0815

**4** MONTHS IN OPERATION

Mark "X" if None

2012 Number

Number of months in operation during 2012 (If none, mark "X" and go to 30.) . . . . . 0002

☐

HOW TO REPORT DOLLAR FIGURES

Dollar figures should be **rounded to thousands** of dollars.

If a figure is **\$2,035,628.79**:

**Report**

Mark "X" if None

☐

If a value is "0" (or less than \$500.00):

**Report**

☒

2012 \$ Bil. Mil. Thou.

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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EXAMPLE

**5** SALES, SHIPMENTS, RECEIPTS, OR REVENUE

Mark "X" if None

2012 \$ Bil. Mil. Thou.

Operating receipts . . . . . 0100

☐

<input type="text"/>	<input type="text"/>	<input type="text"/>
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**6** Not Applicable.

If not shown, please enter your 11-digit Census File Number (CFN) from the mailing address.

## 7 EMPLOYMENT AND PAYROLL

### Include:

- Full- and part-time employees working at this establishment whose payroll was reported on Internal Revenue Service Form 941, Employer's Quarterly Federal Tax Return, and filed under the Employer Identification Number (EIN) shown to the left of the mailing address or corrected in 1.

### Exclude:

- Temporary staffing obtained from a staffing service.
- Contractors, subcontractors, or independent contractors.
- Full- or part-time leased employees whose payroll was filed under an employee leasing company's EIN.
- Purchased or managed services, such as janitorial, guard, or landscape services.
- Professional or technical services purchased from another firm, such as software consulting, computer programming, engineering, or accounting services.

For further clarification, see information sheet(s).

A. Number of employees for pay period including March 12, 2012 . . . . . 0000 ☐

B. Payroll before deductions (Exclude employer's cost for fringe benefits.) . . . . . Mark "X" if None

1. Annual payroll . . . . . 0300 ☐

2. First quarter payroll (January-March 2012) . . . . . 0310 ☐

Mark "X" if None

2012  
Number

--	--	--	--	--	--

Mark "X" if None

2012

\$ Bil.	Mil.	Thou.
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

8-18 Not Applicable.

## 19 KIND OF BUSINESS OR ACTIVITY

Which **ONE** of the following best describes this establishment's principal kind of business or activity in 2012?

If none of the provided selections seem appropriate, provide a specific description of the primary business activity.

Mark "X" only **ONE** box.

### Personal and household goods repair and maintenance and selected services

- 0700
- |              |                          |  |
|--------------|--------------------------|--|
| 811 420 00 1 | <input type="checkbox"/> | Furniture repair and refinishing   |
| 811 420 00 7 | <input type="checkbox"/> | Furniture reupholstering   |
| 811 490 10 1 | <input type="checkbox"/> | Jewelry, watch, and clock repair   |
| 811 412 00 3 | <input type="checkbox"/> | Appliance repair and maintenance   |
| 811 490 40 2 | <input type="checkbox"/> | Garment alteration or repair services  |
| 561 720 00 1 | <input type="checkbox"/> | Janitorial services  |
| 811 411 00 1 | <input type="checkbox"/> | Lawnmower and other small engine repair  |
| 811 430 00 1 | <input type="checkbox"/> | Shoe and leather goods repair  |
| 811 490 90 4 | <input type="checkbox"/> | Musical instrument repair and maintenance, including tuning services                                   |
| 811 411 00 2 | <input type="checkbox"/> | Sharpening and repair of knives, saws, and other tools   |
| 811 121 30 2 | <input type="checkbox"/> | Automotive upholstery shop   |
| 561 622 00 1 | <input type="checkbox"/> | Lock installation, repair, rebuilding, or adjusting services, with or without sales of locking devices |
| 811 412 00 5 | <input type="checkbox"/> | Vacuum and steam cleaner repair  |

CONTINUE WITH 19 ON PAGE 4

CONTINUE ON PAGE 4

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**19** KIND OF BUSINESS OR ACTIVITY - Continued**Personal and household goods repair and maintenance and selected services - Continued**

- 0700 811 490 90 5 ☐ Personal exercise and athletic equipment repair
- 811 490 90 3 ☐ Key duplicating
- 561 790 10 5 ☐ Chimney, ventilation duct, and gutter cleaning services *(Exclude installation or repair.)*
- 811 411 00 4 ☐ Household or personal tool repair
- 811 412 00 4 ☐ Sewing machine repair
- 811 412 00 1 ☐ Window air-conditioner repair
- 811 490 20 1 ☐ Boat repair and maintenance
- 713 930 00 3 ☐ Marina or boat dock, incidental repair and maintenance
- 811 490 90 1 ☐ Motorcycle and other personal motorized transportation equipment repair, including ATV, snowmobile, and personal water craft
- 811 490 90 2 ☐ Bicycle repair
- 811 412 00 7 ☐ Hot tub repair
- 238 990 00 9 ☐ Swimming pool repair
- 238 350 00 3 ☐ Window or door repair
- 777 811 02 C ☐ Other personal and household goods repair and maintenance - *Describe* ↴

0701

**Other kind of business or activity**

- 777 811 02 6 ☐ Retail store, with or without repair services - *Describe* ↴

0701

- 777 811 02 7 ☐ Rebuilding or remanufacturing equipment or parts on a factory basis - *Describe type of activity* ↴

0701

- 777 811 02 8 ☐ General building repair or construction trade contractor, including painting, electrical, carpentry, and brickwork - *Describe* ↴

0701

- 773 000 00 2 ☐ Other kind of business or activity - *Describe type of business or activity* ↴

0701

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If not shown, please enter your 11-digit Census File Number (CFN) from the mailing address.

**20** CLASS OF CUSTOMER

Estimate the percentage of receipts (reported in **5**) by class of customer.

- |  |      | 2012                      |                        |
|--|------|---------------------------|------------------------|
|  |      | Whole percent of receipts |                        |
| 1. Business firms and farms . . . . .  | 3108 | <input type="text"/>      | <input type="text"/> % |
| 2. Not-for-profit organizations (Include religious organizations.) . . . . .                                     | 3107 | <input type="text"/>      | <input type="text"/> % |
| 3. Federal government . . . . .  | 3105 | <input type="text"/>      | <input type="text"/> % |
| 4. State and local governments . . . . .   | 3106 | <input type="text"/>      | <input type="text"/> % |
| 5. Household consumers and individuals (Report receipts from individually owned businesses on line 1.) . . . . . | 3100 | <input type="text"/>      | <input type="text"/> % |
| 6. <b>TOTAL</b> . . . . .  |      | 100                       | %                      |

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**21** SUPPORT SERVICES

Was this establishment primarily engaged in providing management, administrative, or support services to other establishments of your enterprise (rather than for the general public or other business firms) in 2012?

0998 ☐ Yes

0999 ☐ No

HOW TO  
REPORT  
PERCENTS

Percents should be **rounded to whole** percents.

If figure is **38.76%** of total sales: **Report** →

2012

Report thousands of dollars OR whole percents.

Estimates are acceptable.

\$ Bil.	Mil.	Thou.	Percent
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/> 39

**22** DETAIL OF SALES, SHIPMENTS, RECEIPTS, OR REVENUE

(Report receipts by source either as a dollar figure or as a whole percent of total receipts (reported in **5**). See HOW TO REPORT DOLLAR FIGURES on page 2 and HOW TO REPORT PERCENTS above. Do not combine data for two or more receipts lines.)

**Line 1a(1)** - Report receipts from providing maintenance and repair services, including installation of replacement parts, for household-type lawn, garden, or snow removal equipment (e.g., lawnmowers, chainsaws, edgers, blowers, pressure washers, tillers, and snow removal equipment).

**Line 1a(2)** - Report receipts from providing maintenance and repair services, including installation of replacement parts, for major household-type appliances (e.g., refrigerators, ovens, range-tops, microwave ovens, dishwashers, washing machines, and dryers).

**Line 1a(3)** - Report receipts from providing maintenance and repair services, including installation of replacement parts, for other home-type appliances or equipment (e.g., portable generators, space heaters, room air conditioners, dehumidifiers, sewing machines, trash compactors, vacuum cleaners, ice machines or icemakers, water purification equipment, grills or barbecues, coffee makers, blenders, can openers, electric razors, hair dryers, and curling irons).

**Line 1b** - Report receipts from providing maintenance and repair services, including installation of replacement parts, for home furniture (e.g., re-upholstery service, refinishing service, and restoring service for furniture).

**Line 1e** - Report receipts from providing maintenance and repair services, including installation of replacement parts, for garments. Include tailoring and alteration of garments and repair or maintenance services for leather clothing.

**Line 1f(1)** - Report receipts from providing maintenance and repair services, including installation of replacement parts, for fishing or camping equipment (e.g., fishing poles, camping tents, sleeping bags, and related equipment).

**Line 1f(2)** - Report receipts from providing maintenance and repair services, including installation of replacement parts, for water sports equipment (e.g., scuba equipment, water skis, rafts, and surfboards).

CONTINUE WITH **22** ON PAGE 6

CONTINUE ON PAGE 6

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**22** DETAIL OF SALES, SHIPMENTS, RECEIPTS, OR REVENUE - Continued

**Line 1g(3)** - Report receipts from providing maintenance and repair services, including installation of replacement parts, for unpowered boats and trailers (e.g., canoes, kayaks, rowboats, paddleboats, sailboats and for boat trailers and other non-motorized trailers).

**Line 1g(4)** - Report receipts from providing maintenance and repair services. Include installation of replacement parts, for powered watercraft and powered sports vehicles (e.g., all-terrain-vehicles, snowmobiles, outboard motorboats, jet skis, and powered golf carts).

Description of sales, shipments, receipts, or revenue	2012			
	Report thousands of dollars OR whole percents. Estimates are acceptable.			
	\$ Bil.	Mil.	Thou.	Percent
<b>1. Maintenance and repair of personal and household goods</b>				
<b>a. Appliances and powered household equipment</b>				
(1) Household-type lawn, garden, and snow removal equipment . . . . . 32051				
(2) Major household-type appliances . . . . . 32052				
(3) Other appliances and household equipment (Include household-type power hand tools.) . . . . . 32053				
(4) Add lines 1a(1) through 1a(3) . . . . . 32050				
<b>b. Household furniture</b> . . . . . 32060				
<b>c. Footwear</b> . . . . . 32070				
<b>d. Watches and jewelry</b> . . . . . 32080				
<b>e. Garments</b> . . . . . 32090				
<b>f. Sports and recreation equipment</b>				
(1) Fishing and camping equipment . . . . . 32101				
(2) Water sports equipment (Exclude powered and non-powered watercraft.) . . . . . 32102				
(3) Personal firearms . . . . . 32103				
(4) Other sports and recreational equipment . . . . . 32104				
(5) Add lines 1f(1) through 1f(4) . . . . . 32100				
<b>g. Recreational transportation equipment</b>				
(1) Motorcycles . . . . . 32111				
(2) Bicycles . . . . . 32112				

CONTINUE WITH **22** ON PAGE 7

CONTINUE ON PAGE 7

81104069



If not shown, please enter your 11-digit Census File Number (CFN) from the mailing address.

**22** DETAIL OF SALES, SHIPMENTS, RECEIPTS, OR REVENUE - Continued

Description of sales, shipments, receipts, or revenue	2012			
	Report thousands of dollars OR whole percents. Estimates are acceptable.			
	\$ Bil.	Mil.	Thou.	Percent
<b>1.</b> Maintenance and repair of personal and household goods - Continued				
<b>g.</b> Recreational transportation equipment - Continued				
<b>(3)</b> Non-powered boats and trailers . . . . . 32113				
<b>(4)</b> Powered watercraft and powered sports vehicles . . . . . 32114				
<b>(5) Add lines 1g(1) through 1g(4)</b> . . . . . 32110				
<b>h.</b> Musical instruments . . . . . 32120				
<b>i.</b> Other personal and household goods . . . . . 32130				
<b>2.</b> All other maintenance and repair services - <i>Describe</i> ↴				
<div style="border: 1px solid black; height: 30px; width: 450px;"></div> . . . . . 32160				
<b>3.</b> Other services				
<b>a.</b> Resale of merchandise				
<b>(1)</b> Resale of parts and supplies not included in repair work . . . . . 39684				
<b>(2)</b> Resale of new equipment - <i>Describe</i> ↴				
<div style="border: 1px solid black; height: 30px; width: 400px;"></div> . . . . . 39685				
<b>(3)</b> Resale of used equipment - <i>Describe</i> ↴				
<div style="border: 1px solid black; height: 30px; width: 400px;"></div> . . . . . 39686				
<b>(4)</b> Resale of other merchandise - <i>Describe</i> ↴				
<div style="border: 1px solid black; height: 30px; width: 400px;"></div> . . . . . 39687				
<b>(5) Add lines 3a(1) through 3a(4)</b> . . . . . 39600				

CONTINUE WITH **22** ON PAGE 8

CONTINUE ON PAGE 8

81104077



**22** DETAIL OF SALES, SHIPMENTS, RECEIPTS, OR REVENUE - Continued

Description of sales, shipments, receipts, or revenue	2012			
	Report thousands of dollars OR whole percents. Estimates are acceptable.			
	\$ Bil.	Mil.	Thou.	Percent
<b>3.</b> Other services - Continued				
<b>b.</b> Rental or lease of goods and/or equipment . . . . . 39500				
<b>c.</b> All other operating receipts - Describe if more than 10 percent of total receipts <b>7</b>				
<b>4. TOTAL OPERATING RECEIPTS - Sum of lines should equal 5 if reporting in dollars</b> . . . . . 39850				100

**23** and **24** Not Applicable.**25** EXPORTED SERVICES

**NOTE** - An exported service is a product (e.g., service performed, license agreement) that is sold or transferred to, or 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 products provided to unaffiliated and affiliated foreign firms (e.g., foreign parent firms, subsidiaries, branches). Exclude products provided to domestic subsidiaries of foreign firms.

**A.** Did the receipts or revenue (reported in **5**) include any amounts for exported services?0911 ☐ Yes - Go to line B0912 ☐ No - Go to **26**

2012		
\$ Bil.	Mil.	Thou.

**B.** Amount of receipts or revenue for exported services . . . . . 0914**26** SPECIAL INQUIRIES**A.** REPAIR RECEIPTSEstimate the percentage of repair receipts reported in **22**, lines 1 through 2, by category:**1.** Labor charges . . . . . 3401**2.** Parts installed in repair work . . . . . 3402**3. TOTAL** . . . . .

2012	
Percent	
	%
	%
100	%

CONTINUE WITH **26** ON PAGE 9

CONTINUE ON PAGE 9

81104085



**If not shown, please enter your 11-digit Census File Number (CFN) from the mailing address.**

**26** SPECIAL INQUIRIES - Continued

**B. FRANCHISE**

- 1.** Was this establishment operating under any trademark(s) authorized by a franchisor in 2012?  
(Mark "X" only *ONE* box.)

0237 ☐ Yes - franchisee-owned establishment

0238 ☐ Yes - franchisor-owned establishment

0239 ☐ No

- 2.** If yes, provide the trademark(s) below. ↴

0235

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**27-29** Not Applicable.

REMARKS (Please use this space for any explanations that may be essential in understanding your reported data.)

**30** CERTIFICATION - This report is substantially accurate and was prepared in accordance with the instructions.

Is the time period covered by this report a calendar year?

☐ Yes

☐ No

- Enter time period covered →

FROM	Month	Year	TO	Month	Year
	<input type="text"/>	<input type="text"/>		<input type="text"/>	<input type="text"/>

Name of person to contact regarding this report

Title

Area code	Number	Extension
<input type="text"/>	<input type="text"/>	<input type="text"/>

E-mail address

Area code	Number
<input type="text"/>	<input type="text"/>

Date completed	Month	Day	Year
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

**Thank you for completing your 2012 ECONOMIC CENSUS form.**  
**PLEASE PHOTOCOPY THIS FORM FOR YOUR RECORDS AND RETURN THE ORIGINAL.**

81104093

