



2000 Survey of the Couriers and Local Messengers Industry

Collected under the authority of the *Statistics Act*, Revised Statutes of Canada, 1985, Chapter S19. Completion of this questionnaire is a legal requirement under this Act.

This document is confidential when completed.

Si vous préférez recevoir ce questionnaire en français, veuillez nous appeler sans frais au numéro de téléphone suivant : 1 888 881-3666.

For Information Only

Correct pre-printed information if necessary using the corresponding boxes below:

0001	Legal name	0004	Number and street		
0002	Business name	0005	City	0006	Province or State
0003	C/O	0053	Country	0007	Postal code/Zip code
0008	First name of contact	0028	Last name of contact		
0052	Please report for:	0010	Language preference 1 <input type="radio"/> English 2 <input type="radio"/> French		

A - Introduction

Survey Purpose

This survey collects the financial and operating data needed to produce statistics concerning your industry. For more information on survey purpose, please consult the enclosed booklet entitled "Statistics Canada Business Surveys".

Confidentiality

Statistics Canada is prohibited by law from publishing any statistics which would divulge information obtained from this survey that relates to any identifiable business. **The data reported on this questionnaire will be treated in strict confidence**, used for statistical purposes and published in aggregate form only. The confidentiality provisions of the *Statistics Act* are not affected by either the *Access to Information Act* or any other legislation.

Please return the completed questionnaire(s) in the enclosed envelope **within 30 days** of receipt. The questionnaire(s) can also be faxed back to Statistics Canada at **1 888 883-7999**. Thank you.

If you need further information or help, please call 1 888 881-3666.

Name of the primary person completing this questionnaire:		0013	[Grid for name]		
0026		0054	[Grid for name]		
<input type="radio"/> Mr. <input type="radio"/> Mrs. <input type="radio"/> Miss <input type="radio"/> Ms.		First name Last name			
Title: 0014	E-mail address: 0018		Web site address: 0020		
Telephone number: 0017 ()	Extension: 0027	Fax number: 0016 ()		Date completed: YYYY MM DD	
Signature:			0015	[Grid for date]	

I certify that the information contained herein is complete and correct to the best of my knowledge.

Coverage

Please complete this questionnaire for the business unit(s) described in the pre-printed area on the front page of this questionnaire. Report only for the operation(s) located in Canada.

Reporting Instructions

When precise figures are not available, your best estimates are acceptable.

1. Please report all dollar amounts in CANADIAN DOLLARS (\$ CDN).
2. All dollar amounts reported should be rounded to the nearest whole dollar (e.g., \$55,417.40 should be reported as \$55,417).
3. All percentages reported should be rounded to the nearest whole percent (e.g., 37.3% to 37%, 75.8% to 76%).
4. Please include all electronic commerce transactions.
5. Please write clearly in ink.
6. This survey questionnaire can be faxed back to Statistics Canada at **1 888 883-7999**.

Statistics Canada advises you that there could be a risk of disclosure during the facsimile transmission. However, upon receipt of your facsimile, Statistics Canada will provide the guaranteed level of protection afforded all information collected under the authority of the *Statistics Act*.

Reporting Period Information

Reporting Period

Please report information for your **most recent available 12-month fiscal period** ending between January 1, 2000 and March 31, 2001. Please indicate below the period covered by this questionnaire.

1. From ⁰⁰¹¹ YYYY MM DD To ⁰⁰¹² YYYY MM DD

2. Do the dates reported above represent a change in your fiscal year?

0059 Yes No

3. Were any of the operating units of this business unit temporarily or seasonally inactive during the reporting period?

0061 Yes No

4. Has this business unit acquired any operating units during the reporting period?

0064 Yes No

5. Has this business unit disposed of/sold any operating units during the reporting period?

0066 Yes No

Data-sharing Agreements

To avoid duplicating survey activity, Statistics Canada has entered into agreements with provincial and territorial statistical agencies for the sharing of data. This is done in accordance with the federal *Statistics Act* and corresponding provincial and territorial legislation. The data are kept confidential and used for statistical purposes only. **Your responses are not shared with Canada Customs and Revenue Agency (formerly Revenue Canada)**. More details on data-sharing are included in this package.

Main Business Activity

Please check the **main** activity, at this business unit, which most accurately describes the **principal** source of operating revenue.

Please check **one** only.

1. 0530 **Courier Services**
(provides national or international delivery service by air and/or surface transport)

Local Delivery Services:

2. 0532 **Dedicated Local Delivery of Messages and Parcels** for a courier firm
(e.g., independent contractors, owner operators and contract workers)
3. 0533 **Local Delivery Services of Messages and Parcels** for general public
4. 0534 **Local Delivery Services of groceries, take-out food or prescription drugs**
5. 0535 **Other Local Delivery Services**

6. 0040 **None of the above**
Please list the main activities of this business unit and indicate the estimated percentage of total operating revenue associated with each one:

0041

Note:

If you responded "**None of the above**", please call 1 888 881-3666 for further instructions.

B - Revenue

- Please include:**
- all Canadian revenue (including electronic commerce) recorded in your accounts for sales or transfers to other businesses and to other units of your business;
 - all revenue (including electronic commerce) received from outside Canada by this business unit.

Please exclude:

- federal or provincial sales taxes collected for remittance to a government agency.

Sales of Goods and Services Produced

	Number of pieces	\$ CDN
1. Same-day delivery services	1503	1512
2. Next-day / overnight services	1504	1537
3. Other delivery services - two days or more	1508	1542
4. Total delivery services (add amounts reported at questions 1, 2 and 3 above)	1509	1547
5. Assessorial charges (e.g., customs brokerage, third-party billing, call tag services)		1560
6. Sales of all other goods and services produced (e.g., cargo services, pick-up service charges, trace charges)		2000
Please name major items:	2001	
	2002	
	2003	
7. Total sales of goods and services produced (add amounts reported at questions 4, 5 and 6 above)		2299

Other Operating Revenue

	\$ CDN
8. All other operating revenue. Exclude interest income and dividends. Please report this amount in this section at question 10, "Non-operating revenue".	2077
Please name major items:	2071
	2072
	2073

Revenue Totals

	\$ CDN
9. Total operating revenue (add amounts reported at questions 7 and 8 above)	2080
10. Non-operating revenue (e.g., interest income and dividends)	2097
11. Total revenue (add amounts reported at questions 9 and 10 above)	2098

C - Expenses

Please include: • all expenses (including electronic commerce) within or outside Canada recorded by this business unit.

Please exclude: • GST/HST and TVQ (Quebec).

Labour Remuneration

- Employees are defined as those workers for whom you completed a Canada Customs and Revenue Agency (formerly Revenue Canada) **T4 - Statement of Remuneration Paid** form.
- Please report all wages and salaries (including taxable allowances and employment commissions as defined on the **T4 - Statement of Remuneration Paid** form) **before deductions**.
- Please **exclude** employer portion of employee benefits from salaries and wages and report these benefits separately at question 2 below.

	\$ CDN
<p>1. Wages and salaries of employees</p> <p>Include: • those amounts deposited to accounts outside Canada.</p> <p>Exclude: • all payments and expenses associated with outside contract workers and employment agencies or personnel suppliers. Please report these payments in this section at the appropriate question(s);</p> <p>For example:</p> <ul style="list-style-type: none"> • payments to independents and owner-operators. Please report these payments in this section at question 5, "Payments to independents and owner-operators"; • the cost of maintenance or cleaning staff under direct contract to you. Please report these payments in this section at question 18, "Purchased maintenance and repair service expenses for buildings and structures, including janitorial and cleaning services". • all payments to casual labour without a T4 - Statement of Remuneration Paid form. Please report these payments in this section at question 34, "All other operating expenses". 	3010
<p>2. Employer portion of employee benefits</p> <p>Include: • contributions to health plans, insurance plans, employment insurance, pension contributions, workers' compensation, retiring allowances or lump sum payments to employees upon termination or retirement, etc.</p> <p>Exclude: • contributions to provincial health and education payroll taxes, if applicable. Please report these payments in this section at question 34, "All other operating expenses".</p>	3040
<p>3. Total labour remuneration (add amounts reported at questions 1 and 2 above)</p>	3041
<p>4. Payments to employment agency or personnel supplier (e.g., pay for temporary workers paid through an agency and charges for personnel search services)</p>	3080
<p>5. Payments made to independents and owner operators (e.g., local pick-up and delivery)</p>	3088

Materials, Components and Supply Expenses

Please **exclude** capital expenditures.

	\$ CDN						
6. Cost of office supplies Include: <ul style="list-style-type: none"> paper and supplies for photocopiers, printers and fax machines; diskettes; writing instruments and other office supplies, etc. Also, if not capitalized, include computers, printers, photocopiers, computer software and office furniture, etc. Exclude: <ul style="list-style-type: none"> postage and courier expenses. Please report this amount in this section at question 25, "Postage and courier expenses"; telephone and other telecommunications expenses. Please report these payments in this section at question 13, "Telephone and other telecommunication expenses". 	3301						
7. Cost of operating, maintenance and repair supplies Include: <ul style="list-style-type: none"> supplies for the operation, maintenance and repair of your equipment, vehicles and buildings. Exclude: <ul style="list-style-type: none"> expenses that are covered in your rental and leasing expenses. Please report these payments in this section at question 17, "All other rental and leasing expenses"; expenses covered in your purchased maintenance and repair service expenses. Please report this amount in this section at question 20, "All other purchased maintenance and repair service expenses". 	3302						
8. All other materials, components and supply expenses Please name major items: <table border="1" style="margin-left: 20px; width: 400px;"> <tr><td style="width: 50px;">3393</td><td></td></tr> <tr><td>3394</td><td></td></tr> <tr><td>3395</td><td></td></tr> </table>	3393		3394		3395		3392
3393							
3394							
3395							
9. Total purchases of materials, components and supplies (add amounts reported at questions 6, 7 and 8 above)	3399						

Purchased Energy and Water Expenses

Exclude energy and water expenses that are covered in your rental and leasing expenses. Please report these payments in this section at question 17, "All other rental and leasing expenses".

	\$ CDN
10. Light, heat and power expenses	4036
11. Cost of vehicle and aircraft fuels expenses (e.g., gasoline, diesel fuel, propane, natural gas, aircraft jet fuel)	4069
12. Water expenses	4065
13. Telephone and other telecommunication expenses Include: <ul style="list-style-type: none"> telephone, fax, cellular phone, or pager services for transmission of voice, data or image; Internet access charges; purchased cable and satellite transmission of television, radio and music programs. 	4101

Purchased Service Expenses

The expenses in this section are for services purchased from **external businesses only** (e.g., third parties, non-affiliated businesses).

- Please exclude:**
- services that you produce within this business unit;
 - services that you purchased from your head office or other business support units within the organization. Please report these amounts in this section at question 33, "Management fees or any other service fees paid to head office and other business support units".

Rental and Leasing Expenses

	\$ CDN
14. Rental and leasing of office space or other real estate expenses	4120
15. Rental and leasing of motor vehicles (without driver) and aircraft expenses	4125
16. Rental and leasing of computers and peripherals expenses	4130
17. All other rental and leasing expenses	4140

Repair and Maintenance Service Expenses

	\$ CDN
18. Purchased maintenance and repair service expenses for buildings and structures, including janitorial and cleaning services Include materials, parts and labour. Exclude property management fees.	4180
19. Purchased maintenance and repair service expenses for motor vehicles and aircraft Include materials, parts and labour.	4210
20. All other purchased maintenance and repair service expenses Include materials, parts and labour.	4220

Professional and Business Service Fees

	\$ CDN
21. Legal, accounting and auditing fees	4230
22. All other professional and business service fees (e.g., consulting, education and training fees)	4315

Other Purchased Service Expenses

	\$ CDN
23. Property and business taxes, licences and permits expenses Include : <ul style="list-style-type: none"> • property taxes (except those covered in your rental and leasing expenses); • property transfer taxes; • vehicle and aircraft licence fees; • lot levies. 	4410
24. Goods transportation (air or surface line-haul), warehousing and storage expenses	4070

Other Purchased Service Expenses (continued)

	\$ CDN
25. Postage and courier expenses Include local messenger and delivery expenses.	4085
26. Financial service fees (e.g., bank charges, credit and debit card commissions) Exclude interest expenses. Please report these amounts in this section, at question 36, "Other expenses".	4325
27. Insurance premiums (e.g., liability, auto, building, equipment) Exclude premiums paid directly to your Head Office, if applicable. Please report this amount in this section at question 33, "Management fees or any other service fees paid to head office and other business support units".	4350
	4365
28. Advertising and marketing expenses (e.g., trade shows)	4370
29. Travel, meals and entertainment expenses Include : <ul style="list-style-type: none"> • passenger transportation, accommodation, meals while travelling and other travel allowances; • purchases for clients. 	

Depreciation and Amortization

Include this business unit's assets and capital lease obligations.	\$ CDN
	4525
30. Vehicles and aircraft	4550
31. All others (e.g., buildings, trailers and other structures, machinery and equipment)	4520
32. Total depreciation and amortization (add amounts reported at questions 30 and 31 above)	

Other Operating Expenses

	\$ CDN
33. Management fees or any other service fees (e.g., legal, advertising, insurance) paid to head office and other business support units (e.g., warehouses, sales centres, trucking facilities)	4555
34. All other operating expenses (e.g., contributions to provincial health and education payroll taxes, allowances for bad debts, donations, and inventory adjustments) Exclude interest expenses. Please report this amount in this section at question 36, "Other expenses".	4569
Please name major items:	
4561	
4562	
4563	

Expense Totals

	\$ CDN
35. Total operating expenses	4599
36. Other expenses (e.g., interest expenses on capital lease obligations plus all other miscellaneous interest expenses such as interest on loans and the interest portion of mortgage payments)	4630
37. Total expenses (add amounts reported at questions 35 and 36 above)	4699

D - Employment

Please report the average **number** of people employed during the reporting period.

Include full-time, part-time and temporary employees and employees absent with pay.

Exclude contract workers, independent contractors and owner-operators.

	Number
1. Total employees	6000

E - Fleet and Equipment

Please report the **number** of vehicles used during the reporting period.

Include owned and leased vehicles and equipment operated.

	Number
1. <u>Bicycles</u>	9510
2. <u>Automobiles (compacts, sedans and station wagons)</u>	9514
3. <u>Cube/step vans</u>	9518
4. <u>Road tractors</u>	9526
5. <u>Trailers</u>	9534
6. <u>5 -Ton trucks</u>	9535
7. <u>Warehouse equipment (e.g., forklifts)</u>	9542
8. Other (e.g., aircraft, flat decks) (please specify):	9546
	9545
9. Total number of vehicles (add numbers reported in questions 1 to 8 above)	9550

F - Distribution of Delivery Revenue by Destination of Shipments

Please indicate the percentage of "Total delivery services" (reported in **Section B - Revenue**, at question 4, "Total delivery services", at cell 1547) earned from shipments destined for:

Destination	%
1. <u>Canada</u>	8377
2. <u>United States</u>	8378
3. All other countries (please specify major countries):	8379
8380	
8381	
8382	
Total	100%

G - Distribution of Delivery Revenue by Origin of Shipments

Please indicate the percentage of "Total delivery services" (reported in **Section B - Revenue**, at question 4, "Total delivery services", at cell 1547) earned from shipments originating in:

	%
Origin in Canada	
1. Newfoundland	8300
2. Prince Edward Island	8315
3. Nova Scotia	8305
4. New Brunswick	8310
5. Quebec	8320
6. Ontario	8325
7. Manitoba	8330
8. Saskatchewan	8335
9. Alberta	8340
10. British Columbia	8345
11. Yukon	8355
12. Northwest Territories (excluding Nunavut)	8351
13. Nunavut	8352
Origin outside Canada	
14. United States	8365
15. All other countries	8376
Total	100%

For information only

H - Events That May Have Affected Your Business Unit

1. Compared to **last fiscal year**, were there any events that may have **significantly affected the reported values** for this business unit?

- 9929 Yes → **If yes**, please go to question 2.
 No → **If no**, please go to **Section I - Comments**.

2. Please check the box(es) that best reflect this change.

- | | |
|---|---|
| 9930 <input type="radio"/> Longer scheduled work week | 9931 <input type="radio"/> Shorter scheduled work week |
| 9932 <input type="radio"/> Increase in business | 9933 <input type="radio"/> Decrease in business |
| 9934 <input type="radio"/> More overtime | 9935 <input type="radio"/> Less overtime |
| 9936 <input type="radio"/> Foreign exchange | 9937 <input type="radio"/> Merger or acquisition |
| 9938 <input type="radio"/> Layoffs | 9939 <input type="radio"/> Increase in hiring |
| 9940 <input type="radio"/> Temporary shutdown | 9941 <input type="radio"/> Permanent shutdown |
| 9942 <input type="radio"/> Strike | 9943 <input type="radio"/> Weather |
| 9944 <input type="radio"/> Change in supplier | 9945 <input type="radio"/> Change in product line |
| 9946 <input type="radio"/> Price changes, goods or services sold (output) | 9947 <input type="radio"/> Price changes, labour or raw materials (input) |
| 9948 <input type="radio"/> Changes in industry regulation | 9949 <input type="radio"/> Changes in government taxes |
| | 9952 <input type="radio"/> Natural disaster |

3. 9950 Other (please specify):

I - Comments

1. How long did you spend collecting the data and completing this form? hours

2. **Comments?**

We invite your comments on the following topics or any others related to our business survey program. We appreciate your assistance.

- | | |
|---|--|
| <ul style="list-style-type: none"> • questionnaire content • new questions of interest to your industry • questionnaire language • use of business terminology • clarity of questions (e.g. definitions, examples of inclusions and exclusions, code sheets, instruction sheets, reporting guides) | <ul style="list-style-type: none"> • order and flow of questions • timing of receipt of questionnaire and the period given for response • other sources of data to further reduce response burden • potential for electronic data reporting • general (non-proprietary) business software packages in use |
|---|--|

9920

Lost the return envelope?

Please telephone 1 888 881-3666 OR fax the questionnaire back to us at 1 888 883-7999

OR

mail your questionnaire to Statistics Canada, Operations and Integration Division,
120 Parkdale Ave., Ottawa, Ontario K1A 0T6



Thank you for your co-operation

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in Statistics Canada's regional offices and all major libraries.
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