



# 2004 Survey of the Couriers and Local Messengers Industry

Please correct pre-printed information, **if necessary**, using the corresponding boxes below:



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

## A - Introduction

### Survey Purpose

The purpose of this survey is to collect the financial and operating/production data needed to develop national and regional economic policies and programs. For further details, 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.** For further details, please consult the enclosed booklet entitled *Statistics Canada Business Surveys*.

### Coverage

Please report for the business unit(s) identified above. Include only the operation(s) located in Canada.

### Return of Questionnaire(s)

Please return the completed questionnaire(s) to Statistics Canada **within 30 days** of receipt by mail, using the enclosed envelope. You can also fax it at **1 888 883-7999**. Lost the return envelope, need help to complete your questionnaire(s)? Call us at **1 888 881-3666**.

### Data-sharing Agreements

Statistics Canada has entered into agreements with provincial and territorial statistical agencies for the sharing of data. The data are kept confidential and used for statistical purposes only. **Your responses are not shared with Canada Customs and Revenue Agency.** For further details, please consult the enclosed booklet entitled *Statistics Canada Business Surveys*.

### Fax or Other Electronic Transmission Disclosure

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

|      |                                                                                                                              |  |      |                  |  |
|------|------------------------------------------------------------------------------------------------------------------------------|--|------|------------------|--|
| 0026 | Person primarily responsible for completing this questionnaire, if different from above:                                     |  | 0017 | Telephone number |  |
|      | 1 <input type="checkbox"/> Mr. 2 <input type="checkbox"/> Mrs. 3 <input type="checkbox"/> Miss 4 <input type="checkbox"/> Ms |  | 0027 | Extension        |  |
| 0054 | Last name                                                                                                                    |  | 0016 | Fax number       |  |
| 0013 | First name                                                                                                                   |  | 0020 | Web site address |  |
| 0014 | Title                                                                                                                        |  | 0018 | E-mail address   |  |

## Reporting Period Information

Please report information for your **12-month fiscal period** ending between April 1, 2004 and March 31, 2005.

Please indicate below the period covered by this questionnaire.

1. **From** <sup>0011</sup>    **To** <sup>0012</sup>

YYYY                      MM                      DD                      YYYY                      MM                      DD

2. If you did not operate this business unit for a full year, please check the reason(s) below:

<sup>0031</sup>  Seasonal Operation   
 <sup>2</sup>  New Business   
 <sup>3</sup>  Change of Fiscal Year   
 <sup>4</sup>  Change of Ownership   
 <sup>5</sup>  Ceased Operations   
 <sup>6</sup>  Temporarily Inactive

3. Please indicate below, any change that may have occurred in the organization of this business unit during the reported period:

<sup>0047</sup> <sup>1</sup>  Acquired New Business Units   
 <sup>2</sup>  Disposed of/ Sold Business Units

## Main Business Activity

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

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

### Local Delivery Services:

2. <sup>0532</sup>  **Dedicated Local Delivery Services of Messages and Parcels** for a courier firm  
 (e.g., independent contractors, owner operators and contract workers)

3. <sup>0533</sup>  **Local Delivery Services of Messages and Parcels** for general public

4. <sup>0534</sup>  **Local Delivery Services of Groceries, Take-out Food or Prescription Drugs**

5. <sup>0535</sup>  **Other Local Delivery Services**

6. <sup>0040</sup>  **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:

<sup>0041</sup>

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

## Reporting Instructions

1. Please report all dollar amounts in CANADIAN DOLLARS (\$ CDN).
2. Dollar amounts and percentages should be rounded to whole numbers.
3. Please print in ink.
4. **When precise figures are not available, please provide your best estimates.**

## B - Revenue

**Please include:** – all revenue within or outside Canada recorded in your accounts for sales to other businesses and for transfers to other units of your business.

**Please exclude:** – GST/HST, PST and TVQ.

### Sales of Goods and Services Produced

|                                                                                                                     |      | Number<br>of pieces |      | \$ CDN |
|---------------------------------------------------------------------------------------------------------------------|------|---------------------|------|--------|
| 1. Same-day delivery services                                                                                       | 1503 |                     | 1512 |        |
| 2. Next-day / overnight delivery services                                                                           | 1504 |                     | 1537 |        |
| 3. Other delivery services - two days or more                                                                       | 1508 |                     | 1542 |        |
| 4. <b>Total delivery services</b><br>(add amounts reported at questions 1 to 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<br>(e.g., cargo services, pick-up service charges, trace charges) |      |                     | 2000 |        |
| Please specify major items:                                                                                         | 2001 | _____               |      |        |
|                                                                                                                     | 2002 | _____               |      |        |
|                                                                                                                     | 2003 | _____               |      |        |
| 7. <b>Total sales of goods and services produced</b><br>(add amounts reported at questions 4 to 6 above)            |      |                     | 2299 |        |

### Other Operating Revenue

|                                                                                                         |      | \$ CDN |
|---------------------------------------------------------------------------------------------------------|------|--------|
| 8. All other operating revenue                                                                          | 2077 |        |
| <b>Exclude</b> interest and dividend income. Please report this amount in this section, at question 10. |      |        |
| Please specify major items:                                                                             | 2071 | _____  |
|                                                                                                         | 2072 | _____  |
|                                                                                                         | 2073 | _____  |

### Revenue Totals

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

## C - Expenses

**Please include:** – all expenses within or outside Canada recorded by this business unit.

**Please exclude:** – GST/HST and TVQ.

### Labour Remuneration

|                                                                                                                                                                                                                           |      | \$ CDN |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|--------|
| 1. Salaries and wages paid to employees                                                                                                                                                                                   | 3010 |        |
| Employees are defined as those workers for whom you issued a <i>T4 - Statement of Remuneration Paid</i> ( <b>include</b> vacation pay, bonuses and commissions)                                                           |      |        |
| 2. Employer portion of employee benefits                                                                                                                                                                                  | 3040 |        |
| Paid for all employees for whom you issued a <i>T4 - Statement of Remuneration Paid</i> ( <b>include</b> employer contributions to pension, medical/life insurance plans, employment insurance and workers' compensation) |      |        |
| 3. <b>Total labour remuneration</b> (add amounts reported at questions 1 and 2 above)                                                                                                                                     | 3041 |        |
| 4. Payments to employment agencies or personnel suppliers (e.g., pay for temporary workers paid through an agency and charges for personnel search services)                                                              | 3080 |        |
| 5. Payments made to independents and owner operators (e.g., local pick-up and delivery)                                                                                                                                   | 3088 |        |

### Materials, Components and Supply Expenses

|                                                                                                                                                                                                                                                                      |      | \$ CDN |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|--------|
| 6. Office supply expenses                                                                                                                                                                                                                                            | 3301 |        |
| <b>Include:</b> – paper and supplies for photocopiers, printers and fax machines, diskettes, writing instruments and other office supplies. Also, <b>if not capitalized, include</b> computers, printers, photocopiers, computer software and office furniture, etc. |      |        |
| 7. Cost of operating, repair and maintenance supplies                                                                                                                                                                                                                | 3302 |        |
| <b>Include:</b> – supplies for the operation, repair and maintenance of your equipment, vehicles and buildings.                                                                                                                                                      |      |        |
| 8. All other material, component and supply expenses                                                                                                                                                                                                                 | 3392 |        |
| 9. <b>Total purchases of materials, components and supplies</b><br>(add amounts reported at questions 6 to 8 above)                                                                                                                                                  | 3399 |        |

### Purchased Energy and Utility Expenses

|                                                                                                               |      | \$ CDN |
|---------------------------------------------------------------------------------------------------------------|------|--------|
| 10. Light, heat and power expenses                                                                            | 4036 |        |
| 11. Vehicle and aircraft fuel expenses (e.g., gasoline, diesel fuel, propane, natural gas, aircraft jet fuel) | 4069 |        |
| 12. Telephone and other telecommunication expenses                                                            | 4101 |        |
| <b>Include:</b> – 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.                         |      |        |

### Management Fees Paid to Head Office

|                                                                                                                                                                                                 |      | \$ CDN |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|--------|
| 13. 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 |        |

**Purchased Service Expenses****Services purchased from external businesses only (inclusive of third parties)**

Please exclude purchased services that have been reported at question 13, on the previous page.

**Rental and Leasing Expenses**

|                                                                                 |      | <b>\$ CDN</b> |
|---------------------------------------------------------------------------------|------|---------------|
| 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 peripheral expenses                     | 4130 |               |
| 17. All other rental and leasing expenses                                       | 4140 |               |

**Repair and Maintenance Service Expenses**

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

**Professional and Business Service Fees**

|                                                                                                      |      | <b>\$ CDN</b> |
|------------------------------------------------------------------------------------------------------|------|---------------|
| 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**

|                                                                                                                                                                                                                                                      |      | <b>\$ CDN</b> |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|---------------|
| 23. Property and business taxes, licences and permit expenses<br><b>Include:</b> – property taxes (except those covered in your rental and leasing expenses);<br>– property transfer taxes;<br>– vehicle and aircraft licence fees;<br>– lot levies. | 4410 |               |
| 24. Goods transportation (air or surface line-haul), warehousing and storage expenses                                                                                                                                                                | 4070 |               |
| 25. Postage and courier expenses<br><b>Include</b> local messenger and delivery expenses.                                                                                                                                                            | 4085 |               |

**Other Purchased Service Expenses (continued)**

|                                                                                                                                                                                      | \$ CDN |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|
| 26. Financial service fees (e.g., bank charges, credit and debit card commissions)<br><b>Exclude</b> interest expenses. Please report these amounts in this section, at question 35. | 4325   |
| 27. Insurance premiums (e.g., liability, auto, building, equipment)                                                                                                                  | 4350   |
| 28. Advertising and marketing expenses                                                                                                                                               | 4365   |
| 29. Travel, meals and entertainment expenses                                                                                                                                         | 4370   |

**Amortization and Depreciation Expenses**

**Include** the amortization and depreciation expenses on this business unit's assets.

|                                                                                                    | \$ CDN |
|----------------------------------------------------------------------------------------------------|--------|
| 30. Vehicles and aircraft                                                                          | 4525   |
| 31. All others (e.g., buildings, trailers and other structures, machinery and equipment)           | 4550   |
| 32. <b>Total amortization and depreciation</b> (add amounts reported at questions 30 and 31 above) | 4520   |

**Other Operating Expenses**

|                                                                                                                                                                                                                                                                     | \$ CDN |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|
| 33. All other operating expenses (e.g., contributions to provincial health and education payroll taxes, bad debt expense, donations, and inventory adjustments)<br><br><b>Exclude</b> interest expenses. Please report this amount in this section, at question 35. | 4569   |
| Please specify major items:                                                                                                                                                                                                                                         |        |
| 4561 _____                                                                                                                                                                                                                                                          |        |
| 4562 _____                                                                                                                                                                                                                                                          |        |
| 4563 _____                                                                                                                                                                                                                                                          |        |

**Expense Totals**

|                                                                                                                                                                                                  | \$ CDN |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|
| 34. <b>Total operating expenses</b>                                                                                                                                                              | 4599   |
| 35. 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   |
| 36. <b>Total expenses</b> (add amounts reported at questions 34 and 35 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.

|                                                                                                                        | Number |
|------------------------------------------------------------------------------------------------------------------------|--------|
| 1. Number of employees<br><b>Exclude</b> independent contractors and owner operators.                                  | 6000   |
| 2. Number of independent contractors and owner operators<br><b>Exclude</b> employment agencies or personnel suppliers. | 6001   |

## E - Fleet and Equipment

**Number of vehicles in service during the reference period**

**Include** vehicles owned and/or leased by your business unit and/or owner operators hired.

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

## F - Distribution of Delivery Revenue by Destination of Shipments

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

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

## G - Distribution of Delivery Revenue by Origin of Shipments

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

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

## H - Comments

|                                                                                                               | Hour(s)                   | Minutes                   |
|---------------------------------------------------------------------------------------------------------------|---------------------------|---------------------------|
| 1. How long did you spend collecting the data and completing this questionnaire?<br>(e.g., 1 hour 30 minutes) | 9910 <input type="text"/> | 9909 <input type="text"/> |

2. We invite your comments below. If necessary, please attach a separate page. Please be assured that we review all comments with the intent of improving the survey.

9920 \_\_\_\_\_

9913 \_\_\_\_\_

9914 \_\_\_\_\_

9915 \_\_\_\_\_

Signature: \_\_\_\_\_

|      |                      |                      |                      |
|------|----------------------|----------------------|----------------------|
|      | YYYY                 | MM                   | DD                   |
| 0015 | <input type="text"/> | <input type="text"/> | <input type="text"/> |

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

**Thank you for your co-operation**