

# **40<sup>th</sup> Voorburg Group Meeting**

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**Sector Paper on:**

**ISIC 82.9**

**Business support service activities n.e.c.**

Statistics Austria

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## Introduction

Contributions concerning ISIC 82.9 business support service activities n.e.c. have been agenda items for the first time at the Voorburg Group meeting in 2025 (Copenhagen).

Mini-Presentations have been given by:

- Maria Nilsson, Sweden (Turnover/Output)
- Josipa Kalčić Ivanić, Croatia (Turnover/Output)
- Théophile Desolle, France (SPPI)
- Agnieszka Matulska-Bachura and Beata Cebula, Poland (SPPI)
- Alexandra Schindlar, Austria (SPPI)

The respective papers and slides can be found on the permanent VBG homepage by following this link:  
<https://www.voorburggroup.org/papers-eng.htm>

This revisited sector paper illustrates the current country practice regarding this service branch and summarises the experiences of Sweden, Croatia, France, Poland and Austria. It tries to show the actual state of play in the different countries and to highlight the changes and new developments in ISIC 82.9.

The paper starts with a description of the business support service activities n.e.c. service branch in recent years. Subsequent to the comparison of the most common industry classification ISIC, NAICS, and NACE and the product classification CPC and CPA, the turnover- and price statistical relevant findings will be highlighted in the respective chapters of the document. The paper will end with a detailed overview of the mentioned industry and product classifications.

# 1. Descriptions and characteristics of the industry

## 1.1 Definition of the industry

According to the definition of ISIC Rev.4 this group encompasses activities of collection agencies, credit bureaus, business information agencies and all support activities not elsewhere classified. The activities are predominately provided to businesses.

Table 1: Industry classification systems

| <b>ISIC<br/>Rev.4</b> | <b>Title</b>                                               | <b>NAICS<br/>2022</b>       | <b>Title</b>                                       | <b>NACE<br/>Rev.2.1</b> | <b>Title</b>                                                  |
|-----------------------|------------------------------------------------------------|-----------------------------|----------------------------------------------------|-------------------------|---------------------------------------------------------------|
| <b>829</b>            | <b>Business support<br/>service activities n.e.c.</b>      | <b>561</b>                  | <b>Administrative<br/>and support<br/>services</b> | <b>829</b>              | <b>Business support<br/>service activities<br/>n.e.c.</b>     |
| 82.91                 | Activities of collection<br>agencies and credit<br>bureaus | 5614<br>(56141 –<br>56149)* | Business support<br>services                       | 82.91                   | Activities of<br>collection<br>agencies and credit<br>bureaus |
| 82.92                 | Packaging activities                                       | 5619<br>(56191 –<br>56199)* | Other Support<br>Services                          | 82.92                   | Packaging activities                                          |
| 82.99                 | Other business support<br>service<br>activities n.e.c.     |                             |                                                    | 82.99                   | Other business<br>support service<br>activities n.e.c.        |

\*See further disaggregation and detailed titles in Appendix 1

The International Standard Industry Classification (ISIC) and its European equivalent NACE and the country specific versions are amongst the commonly used classification systems by NSIs. The North American Industry Classification System (NAICS) is used by Canada, Mexico and the US. Whereas ISIC and NACE are identical, NAICS is more disaggregated and further distinctions are made on industry level regarding the type of products.

Table 2: Product classification systems

| <b>CPC<br/>Ver.<br/>2.1 -</b> | <b>Title</b>                                  | <b>CPA<br/>Ver.<br/>2.2</b> | <b>Title</b>                                              |
|-------------------------------|-----------------------------------------------|-----------------------------|-----------------------------------------------------------|
| <b>854</b>                    | <b>Packaging services</b>                     | <b>82.9</b>                 | <b>Business support service activities n.e.c.</b>         |
| 85400                         | Packaging services (ISIC 8292)                | <b>82.91</b>                | <b>Services of collection agencies and credit bureaus</b> |
| <b>859</b>                    | <b>Other support services</b>                 | 82.91.01                    | Credit reporting services                                 |
| 85910                         | Credit reporting services (ISIC 8291)         | 82.91.02                    | Collection agency services                                |
| 85920                         | Collection agency services (ISIC 8291)        | <b>82.92</b>                | <b>Packaging services</b>                                 |
| 85952                         | Mailing list compilation services (ISIC 8299) | <b>82.99</b>                | <b>Other business support services n.e.c.</b>             |
| 85999                         | Other support services n.e.c. (ISIC 8299)     | 82.99.01                    | Verbatim reporting and stenotype recording services       |
|                               |                                               | 82.99.02                    | Telephone based support services                          |
|                               |                                               | 82.99.09                    | Other miscellaneous services n.e.c.                       |

While the ISIC still lists 3 different sub-aggregates for 82.9 Business support service activities n.e.c., the product classification CPC groups the products for 82.91 and 82.99 into the single aggregate 85.9. In contrast, the European equivalent of the product classification remains faithful to the structure of the industry classification NACE and follows the aggregate designation. At the 6-digit level, aggregates are then grouped with more homogeneous service products.

Detailed classification structures with all inclusions and exclusions could be found in Appendix 1 of this paper.

## 1.2 Market conditions and constraints

The sector is predominantly BtoB and acts as a supporting industry for virtually all market sectors. Demand is derived from the needs of client businesses rather than final consumers.

Important economic characteristics include high outsourcing intensity, strong links to administrative processes, growing digitalisation, significant service customisation and increasing integration of information technology.

ISIC 82.9 is not a homogeneous industry. Market conditions vary significantly across the three classes:

- Debt collection and credit reporting agencies are closely linked to credit volume, economic trends, and the need for risk assessment.

- Packaging services are influenced by developments in industry, commerce, pharmaceutical production, and requirements for sustainability and traceability.
- Other support services encompass a wide variety of business models, including commission-based auctions, tax refund services, digital platforms, and specialized operational services.

### Concentration within the industry

The country evidence confirms that 82.9 is predominantly a business-to-business service industry, but the degree of concentration and the structure of activity differ substantially.

#### **France**

France reported approximately **27,000 enterprises**, 85,000 employees and turnover of approximately €35.4 billion in the wider 82.9 group in 2023. Micro-enterprises represented the overwhelming majority of enterprises, while large enterprises accounted for a disproportionate share of turnover. Approximately 89% of turnover was generated by 82.99, compared with 5% for 82.91 and 6% for 82.92.

#### **Austria**

Austria reported 3,402 enterprises in 82.9 in 2023, with turnover of approximately €1.61 billion. 82.99 accounted for approximately 75% of turnover within 82.9; 82.91 accounted for about 14%; and 82.92 approximately 11%.

#### **Sweden**

Sweden reported 1,147 enterprises and 26,783 FTE employees in NACE 82.9 in 2023. The industry is strongly BtoB: approximately 85% of turnover was from other businesses, 9% from the public sector and 6% from consumers. Of BtoB turnover, approximately 82% was generated domestically.

#### **Croatia**

Croatia describes 82.9 as a relatively small service group in terms of the number of enterprises and turnover within the non-financial service economy, but it is the largest turnover-producing group within division 82, accounting for 41.5% of division turnover and 22.2% of employment. Since 2021, strong turnover growth has occurred, especially in 82.99, which the Croatian Bureau of Statistics associates with outsourcing, digitalisation and EU-funded projects.

#### **Poland**

Poland reports a population dominated by small packaging enterprises: 86.3% of 82.92 enterprises had nine or fewer persons employed in 2023, although these enterprises accounted for only 30.6% of turnover and 18% of employment.

The evidence therefore indicates that enterprise counts are a poor proxy for economic importance in 82.9. Turnover, employment and product composition must be considered simultaneously.

This structure results in a typical statistical imbalance: The number of companies is dominated by small and micro-enterprises, while a large portion of revenue is generated by a small number of larger companies. In Croatia, for example, companies with 20 to 49 employees accounted for 46.6% of the group's revenue, even though they represented only 4.1% of all companies.

#### Horizontal and vertical integration

In case of a horizontally integration, a company acquires or merges with other companies that are active moreless in the same area with the aim to eliminate direct competition. In the "normal world" a lot of mergers and acquisitions of enterprises can be noticed in the last years to increase the negotiating power and to strengthen their market position in their branches due to the fact, that they are then able to provide every single needed service in the respective service branch.

**Croatia** mentioned the following examples for horizontal integration:

- mergers between packaging companies or collection agencies
- expansion of service portfolios to cover multiple support functions
- strategic alliances to increase market share or geographic coverage

For a perfect vertical integration companies try to control every single component of their supply chain. In the last years it was mentioned several times that in general, due to the increase of diversity of client needs regarding the character of the service, the sharp boundaries between service branches get more and more blurred.

**Croatias** examples for potential vertical integration have been:

- a packaging company acquiring a logistics firm
- a credit bureau developing its own data analytics platform
- business support firms integrating software solutions to automate client services

#### Type of consumer of the services and import and export

Regarding the share on turnover the BtoC part in this service branch can be assumed to be negligible. The services of NACE 82.9 are primarily provided in the BtoB sector. Key clients include manufacturers, retail companies, financial institutions, insurance companies, public agencies, and other service providers. Debt collection and credit reporting agencies may also provide services to private households, while packaging services are often integrated into industrial value chains.

##### ➤ Collection Agencies and Credit Bureaus (82.91)

Collection agencies act as intermediaries between creditors and debtors and often provide integrated solutions including debt collection, debt purchasing, advisory services and call-centre operations. Markets generally contain large national providers together with specialised niche firms. Credit bureaus supply creditworthiness information to financial institutions and other businesses.

Evidence from **Croatia** indicates that markets may be relatively concentrated, with a small number of dominant enterprises. Typically, concentrated markets with a limited number of dominant firms, generating economies of scale from extensive databases. Demand for these services is strongly linked to broader economic conditions and the management of credit risk.

**France** notes particular sensitivity of debt collection services to economic cycles and business demand for protection against customer default risk.

➤ Packaging Activities (8292)

Packaging services are frequently provided on a contract basis and increasingly integrated into logistics chains. **Poland** reports strong links to e-commerce growth, outsourcing trends and automation of packaging processes. Packaging services are particularly important for food, pharmaceutical, cosmetic and household chemical industries. Competition is often regional and contract based, with pricing heavily influenced by processing complexity and materials.

Pricing and output are influenced by packaging type, client requirements, automation level and order volume. Consequently, product heterogeneity is significant despite the apparently straightforward nature of the activity.

➤ Other Business Support Services n.e.c. (82.99)

Class 82.99 includes diverse activities such as auctions, convention support, tax-refund services, mailing-list services, telephone support and other miscellaneous business support functions. Digitalization and outsourcing have increased the importance of this class across several countries. **Croatia** reports particularly strong turnover growth in class 82.99 since 2021, attributing it to outsourcing, business digitalization and EU-funded projects. Often highly fragmented and difficult to classify statistically.

Public regulations affecting the market situation

Collection agencies and credit reporting services operate under consumer protection and data privacy regulation. **Croatia** mentioned the so called Croatian Personal Data Protection Agency (AZOP) which surveys the processing of personal data by debt collection agencies.

Packaging activities are affected by environmental and product-safety legislation. Regulation of the packaging sector in the **European Union** is being fundamentally overhauled by the PPWR (Packaging and Packaging Waste Regulation), which has been phased in since August 12, 2026. The goal is to drastically reduce packaging waste, limit the use of hazardous substances and strengthen the circular economy.

### 1.3 Specific characteristics of the industry

Development of new products/services

A growing trend is the combination of multiple services. For example, debt collection agencies offer credit checks, consulting and call centre services in addition to debt collection. Packaging companies combine their services with labelling, kitting, and quality control. In ISIC 82.99, digital platform models are also emerging in which a technology intermediary, a service provider and a client collaborate.

Digitalization is transforming the classes 82.91 and 82.99. Automated credit checks, digital receivables processing, electronic auctions, barcode systems and platform services make it difficult to clearly distinguish between business support services, intermediary services, information services, and IT services.

Digital platforms, automated workflows, cloud computing and AI-supported processing increasingly influence both production and pricing structures.

The 2025 country presentations highlighted the following industry trends:

- Increasing digitalization of support services.
- Greater use of automated collection systems and AI-assisted credit evaluation.
- Continued outsourcing of non-core business functions.
- Growing demand for customized packaging and fulfilment services driven by e-commerce.

## **2. Turnover/output measurement**

### **2.1 General framework**

As a background for this paper turnover/output experiences have been provided by Croatia and Sweden during the 2025 meeting. Due to the membership to the European Union their country practice is representative for all the other European Union countries. Turnover statistics are well developed in Europe according to the obligation to provide annual and quarterly turnover statistics to Eurostat.

#### **Europe**

The respective European statistics which are compiled using this turnover information are:

- STS Short-Term Statistics (Quarterly)
- SBS Structural Business Statistics (Annually)

Short-term statistics (STS) aim to describe the most recent developments of European economies, and its indicators are published monthly as indices. Information about economic short-term developments is collected by the national statistical institutes with business surveys and in addition administrative data are used. STS statistics cover the following economic:

- Industry
- Construction
- Retail trade
- Other services (but not financial services).

Structural business statistics (SBS) describe performance, the structure and main characteristics of economic activities within the business economy in a detailed level of several hundred sectors. In structural business statistics, contrary to the STS the indicators are not presented as indices, but as monetary values (e.g. number of persons employed, number of enterprises)

SBS covers the 'business economy' which includes:

- Industry
- Construction, and
- Distributive trades and services

In general, an option to collect turnover data is the combination of survey instruments and the use of administrative data sources. Countries may for instance survey big enterprises (as census or sampling) and use social security data on employment and tax data for turnover in combination with statistical calculation methods for smaller enterprises. Such administrative data can be e.g. tax data, company reports to regulation authority or trade association statistics. They can be less precise in terms of the level of detail and turnover revenues may include bundled items and other revenues that do not relate to the service category under examination.

In many cases administrative data is not available sub-annually or can only be used to extrapolate annual values into other periods. Anyway, it does not impose any additional burden on respondents and is normally much cheaper than any survey (although estimation procedures and data processing facilities have to be developed and put in place).

## 2.2 Measurement issues

### Administrative data

Sweden reported that they have spent a lot of effort to reduce respondent burden by trying to find new data sources and widen the use of administrative data. In the future they will use detailed accounting data in a machine-to-machine form as a possible source for turnover by product.

Croatia stated that the planned reform of Croatia's tax system, called Fiscalization 2.0, will modernize VAT reporting so that turnover information on CPA classification will be more detailed.

### Classification

It has been reported that, contrary to ISIC 82.91 and 82.92 which are more less clearly distinct from other classes in terms of a homogeneous groups of services, especially ISIC 82.99 is characterized by massive heterogeneity regarding the offered services in this class. Due to the fact that class 82.99 accounts for the biggest part of turnover of 92.9, special care has to be taken to assure that enterprises are not misclassified to this service branch in order to not overestimate the weight for this class.

## 2.3 Description of methods for measurement

### Croatia

Group 82.9 contributes 41,5% of turnover and 22,2% of employment share of division 82. The biggest share of turnover in NACE 82.9 is produced by small sized enterprises whereas micro sized enterprises form the highest number of enterprises in this group. Croatia reported a notable increase in turnover for 82.9 which is mainly triggered by class 82.99 "Other business support service activities n.e.c." since 2021. Responsible for this increase have been post-pandemic recovery, outsourcing trends because

enterprises delegate support activities to external providers and a rising demand due to digital transformation (e.g. online administrative support)

The frame for turnover measures is based on the Statistical Business Register and includes units whose principal activity is NACE 82, with a KAU corresponding to NACE 82, at least one employee and non-zero turnover. Medium and large enterprises are included automatically, while small enterprises above a €460,000 turnover threshold are also included. The 2025 frame contained 1,840 units in division 82, of which 343 belonged to 829. The sample contained 91 units, including 10 regular monthly survey units for the Monthly Report on Service Activities.

For the fulfilment of Eurostat's statistical requirements Croatia uses the following surveys:

- Quarterly STS turnover survey
- Monthly Survey on Service Activities
- Monthly Survey on Service Activities data are used to calculate a quarterly Index of Service Production (ISP)
- SBS data are used to calculate structural weights

Besides the already mentioned regular requirements of the European turnover measures Croatia additionally carries out this monthly survey on Service Activities. Furthermore, the data of this monthly survey are used to calculate the Croatian ISP (Index of Service Production), which is used in national accounts for GDP calculation purposes.

## **Sweden**

Statistics Sweden uses three complementary systems:

- Short-Term Statistics (STS);
- Quarterly Economic Statistics (new survey since 2022)
- Structural Business Statistics (SBS).

The STS statistical unit is the kind-of-activity unit (KAU). For NACE 82, the principal variable is domestic turnover excluding VAT. National Accounts use STS in the calculation of GDP and related aggregates.

The new quarterly survey, which is based on KAU and not included in the European Business Statistics Regulation, introduced from reference year 2022 collects information on profitability, output, consumption and value added, while SBS provides annual structural information.

Swedish STS combines administrative VAT data with a monthly sample survey. The sample aims at approximately 90% turnover coverage within each stratum. Approximately 7,500 enterprises are surveyed across the whole services sector.

SBS uses administrative income statements and balance sheets from the Swedish Tax Agency and supplements these with surveys. Approximately 15,400 legal units participate in the detailed income-statement specification survey, using probability proportional to size sampling across approximately 300 strata which reflect the demands of National Accounts.

A more detailed description of the above mentioned two country practices could be found in the respective papers written by Josipa Kalčić Ivanić (Croatia) and Maria Nilsson (Sweden).

## 2.4 Evaluation of comparability of Output data with Price data

**Sweden** explicitly compares SBS turnover with SPPI in their paper. For 82.91, turnover and price developments showed broadly similar patterns. For 82.92, the relationship was more complex: periods of price increases coincided with lower turnover, suggesting some price sensitivity. For 82.99, SPPI showed relatively smooth growth while SBS turnover displayed a sharp increase in 2021, attributable partly to the influence of some single companies.

In **Croatia** the product based Service Producer Price Index of group N 82.9 is used for deflation purposes in the calculation of the Index of Service Production (ISP) for group N 82.9. Due to the fact that ISPs have to be reported monthly Croatia is disaggregating the quarterly SPPIs in monthly indices in two different ways, depending on data availability, in order to align them with monthly turnover data.

## 3. Measurement of SPPI

### 3.1 General framework

NACE 82.9 has not been part of the first tranche of service industries that have been identified as top priority service branches in 2007. With the enlargement of the coverage of service by the EBS regulation in 2019 NACE 82.9 has become mandatory and must be calculated with base year 2021 (2021=100) and reported at least with Juni 2024 for the first time to Eurostat.

#### France

Regarding the country practices on which this paper is based, France published the respective quarterly SPPIs for 82.91 and 82.99 in 2015 for the first time. Beyond the general reporting requirements of the EBS regulation France is publishing several different types of these indices with the following specifications:

#### 82.91

- at basic prices for all markets
- at basic prices for the BtoB market
- at market price for the BtoB market

#### 82.99

- The above listed
- at market prices for export

For 82.92 an index is calculated as well but not published.

## Poland

Being one of the countries of the European Union Poland is calculating an SPPI for ISIC 82.92 “Packing activities” and furthermore an overall index für “*Office administrative, office support and other business support activities*” in compliance with the requirements of the EBS regulation. The index compilation has started in 2016, is based only on survey data and the resulting BtoAll index is mainly used by national accounts, for analysis of inflation and for business statistics in general.

## Austria

Since the first quarter 2024 Statistics Austria quarterly calculates and disseminates an SPPI on ÖNACE 82.9 (identical to NACE) 3 -digit level with a base year 2021. The fixed base Laspeyres index is in principal an industry index but the aggregation structure is based on services on product level for 82.91 (Activities of collection agencies and credit bureaus ; ~ 408 price quotations) and 82.99 (Other business support service activities n.e.c.; ~ 461 price quotations) Besides its function as an SPPI the Austrian index is used as a deflator by National Accounts, ISPs, contract escalation and as an indicator for short and long term economics analyses.

The Austrian SPPI is published quarterly on or around the 29th of the last month of the following quarter (t+90). Based on a Laspeyres fixed base index with a five-year rebasing interval, indices for ÖNACE sectors on 2- to 4-digit level are published on the webpage of Statistics Austria.

## 3.2 Measurement issues

### Sampling

Regarding sampling a commonly used strategy by the most countries is to include the most important enterprises of the branch by a cut-off sampling method over a certain threshold of turnover (**France, Austria**) share. The cut-off strategy follows the assumption that big enterprises are the price setters and smaller enterprises have to adapt their prices to stay competitive.

For their turnover statistics, **Poland's** sample for packaging services (NACE 82.92) comprises enterprises with 10 employees and more and the frame is split in a group of enterprises that are classified in this class with their core activity and a group generating revenues in this class by its secondary activity.

## 3.3 Description of pricing methods and criteria for choosing the method

### Poland

In general Poland's SPPIs are based on an online collection of quarterly prices where responding enterprises are obliged to fill in one or more modules of the online questionnaire regarding their used pricing method:

- *Direct use of prices of repeated services:*

The reported prices can come from one invoice, be calculated on the basis of few invoices, come from the list of prices or to be estimated by staff of enterprise.

➤ *Contract pricing method:*

The contract signed with the given client for the period of at least 6 months should be taken. Moreover, selected contract should assume providing the same or very similar service for longer time and payments for services should be made at least once a quarter.

➤ *Unit value method:*

Enterprises are able to provide information on the value of turnover and volume of homogenous services provided to clients.

➤ *Time based methods:*

To measure time devoted to service provision representative service information on staff categories, number of hours worked in reference period and hourly charge out rate are collected.

➤ *Percentage fee method:*

Prices are calculated as a percentage fee related to value of given good, service and contract. The respondent for representative service provide both information: percentage fee and related value.

For their SPPI for NACE 82.92 the reporting enterprises choose mainly the direct use of prices of repeated services, followed by contract pricing and stated that services are mainly BtoB. Regarding the priced services the packing of food product, toilet preparations and hardware seem to dominate. Price changes result out of the change in service provision costs, currency exchange rates and market factors.

## **France**

The French indices for NACE 82.9 are based on quarterly price quotations of 99 enterprises for 254 products. Due to the heterogeneity of the 3 covered service branches different pricing methods are used.

### **NACE 82.91**

*For the debt collection activity:*

- Commission rate or/and file fees

*For financial information services on clients:*

- Price for a type of subscription
- Price per search
- Price per act (document consulted)
- Percentage on the value of the amount issued depending on the services requested. This corresponds to a value in basis points (bps). One basis point equals 0.01% of an issued amount.

## NACE 82.92

- An average unit price
- A margin

## NACE 82.99

### *For auction sales:*

- Average commission for a set of similar lots
- Commission rate indexed on a base,
- Registration fees.

### *For tax refund services:*

- Average fees
- Commission, using the refund rate

## **Austria**

Due to the heterogeneity of this service branches which has especially been reported for 82.99 from all countries the questionnaires mainly exist as open questionnaires, where enterprises fill in their self-defined service products.

## NACE 82.91

### *For credit bureaus:*

- Company information (Self-selected and defined service)
- Personal information (Self-selected and defined service)
- Fee remuneration (12 predefined services)
- Others section (Self-selected and defined service)

### *For collection agencies:*

- Fee remuneration (12 predefined services)
- Others section (Self-selected and defined service)

Fee remuneration can be applicable for both areas. In total 12 services were predefined, and the enterprise has only to fill in the corresponding price if this kind of fee is representative for the enterprise. The following list contains some examples for the predefined services:

- Advance order fee payable for each claim transferred for collection
- Determining the address of a debtor

- Per cent ... if the claim submitted for collection proves to be non-existent.
- General processing costs for claims
- First reminder for receivables

### NACE 82.99

Especially for class 82.99 the heterogeneity of the services provided by the enterprises classified in this service branch leads to the development of a completely flexible questionnaire in order to guarantee that each enterprise is able to select an individual and representative service that can be surveyed over time.

Examples of reported services are:

- Advertising presence of retailer
- Service and Maintenance of sales platform on internet
- Billing of radio-controlled heat cost allocators
- Coupon Standard: a coupon to collect more points, e.g. 10 times the points on a purchase from a specific partner, price refers to 1.000 pieces
- Transaction-based service fees for a Sale or purchase of Bitcoin worth EUR 1,000

For all countries it has been reported that it is of utmost importance to keep the respective price determining characteristics of the reported service product, which are characterized in the questionnaire, constant in order to keep the quality and the price of the service comparable.

As for the turnover part, a more detailed description of the different country practices regarding the SPPI part could be found in the respective papers written by Théophile Desolle (France), Agnieszka Matulska-Bachura and Beata Cebula (Poland), and Alexandra Schindlar (AUT) for the 39th Meeting of the Voorburg Group on Service Statistics.

### Imputations and quality adjustment

Imputations in **Poland** are carried out by the geometrical average of SPPIs which are calculated for the other enterprises in the respective branch.

In **Austria** the change in the service characteristics is quality adjusted by using the direct comparison, link-to-show-no- price-change and the overlap method. Missing prices in Austria are usually imputed by the price development of corresponding products in the same homogeneous group of service products.

## 3.4 Evaluation of comparability of Price data with Output data

See also Chapter 2.4 in the turnover/output part of this paper.

The comparability of price data with output data in order to deflate the output in national accounts seems to be well established in the reporting countries.

The big task for the coming years will be the deflation needs of the Index of Services Production (ISP), introduced by the European Business Statistics (EBS) regulation. These ISPs also use SPPIs for deflation purposes, but due to the quarterly production of SPPIs a timeliness issue arises for the monthly deflation of the ISPs.

## 4. Evaluation of measurement

### Evaluation of methods

According to the papers it seems that the crucial class of 82.9 is the service branch “Other business support service activities n.e.c.” (NACE 82.99)

**France** and **Austria** reported that, due to the uniqueness of the services provided by the enterprises, it is not possible to create one single questionnaire which could be used across all enterprises of the branch. Instead of this practice, which works well in many other service branches, every enterprise needs a flexible questionnaire that assures that a SPPI could be compiled out of all these enterprise specific service products.

**Austria** hopes that in the future, based on the already made experiences by developing this service branch for the expansion of the SPPI coverage according to the new EBS regulation, it may be possible in the future to identify further common services and create predefined questionnaires for subsegments of companies within the NACE categories.

As the paper of **Poland** concentrates on Nace 82.92 packaging services, it was mentioned that it could be difficult to separate the various prices for solely packaging services as they are one out of various elements of the logistic process in general, which include other services from the transportation or storage service branches as well.

### Future challenges and ways to meet them

Experience from Sweden, France, Poland, Austria and Croatia shows that a combination of detailed classification, product-based turnover measurement, targeted sampling and flexible pricing methods yields the best results. Improving the delineation of 82.99 is particularly important, as this class accounts for the majority of turnover in several countries and, at the same time, causes the greatest classification problems.

In the future, statistics for ISIC 82.9 should focus more strongly on service products, digital business models, and the actual price-setting mechanisms of individual activities. The transition to NACE Rev. 2.1 offers the opportunity to make intermediary and platform services more visible but requires careful reconciliation and ongoing quality control.

The available country-level experiences suggest that the measurement of revenue, output, and prices under ISIC 82.9 is fundamentally possible internationally, provided that the heterogeneity of the sector is explicitly taken into account and statistical production is not reduced to a single aggregate index.

## References

International Standard Industrial Classification of All Economic Activities Rev.4, (ISIC)

<https://unstats.un.org/unsd/classifications/Econ>

North American Industry Classification System (NAICS 2022) link neu NAICS 2022

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Central Product Classification Version 2.1 (CPC)

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North American Product Classification System (NAPCS)

<https://www.census.gov/naics/napcs/>

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Mini-Presentation on Turnover and Output for Business support service activities n.e.c [Maria Nilsson (Statistics Sweden)]; 39<sup>th</sup> Voorburg Group Meeting

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<https://www.voorburggroup.org/papers-eng.htm>

Mini-presentation on on SPPI for Business support service activities n.e.c [Alexandra Schindlar, (Statistics Austria)]; 39<sup>th</sup> Voorburg Group Meeting

<https://www.voorburggroup.org/papers-eng.htm>

## **Appendix 1: Overview of International Classifications**

### **ISIC Rev. 4**

#### **829 Business support service activities n.e.c**

This group includes the activities of collection agencies, credit bureaus and all support activities typically provided to businesses not elsewhere classified.

##### **8291 Activities of collection agencies and credit bureaus**

This item includes:

- collection of payments for claims and remittance of payments collected to the clients, such as bill or debt collection services
- compiling of information, such as credit and employment histories on individuals and credit histories on businesses and providing the information to financial institutions, retailers and others who have a need to evaluate the creditworthiness of these persons and businesses

##### **8292 Packaging activities**

This item includes:

- packaging activities on a fee or contract basis, whether or not these involve an automated process:
  - bottling of liquids, including beverages and food
  - packaging of solids (blister packaging, foil-covered etc.)
  - security packaging of pharmaceutical preparations
  - labeling, stamping and imprinting
  - parcel-packing and gift-wrapping

This item excludes:

- manufacture of soft drinks and production of mineral water, see 1104
- packaging activities incidental to transport, see 5229

##### **8299 Other business support service activities n.e.c.**

This item includes:

- providing verbatim reporting and stenotype recording of live legal proceedings and transcribing subsequent recorded materials, such as:

- court reporting or stenotype recording services
  - public stenography services
- real-time (i.e. simultaneous) closed captioning of live television performances of meetings, conferences
  - dress bar coding services
  - bar code imprinting services
  - fundraising organization services on a contract or fee basis
  - mail presorting services
  - repossession services
  - parking meter coin collection services
  - activities of independent auctioneers
  - administration of loyalty programmes
  - other support activities typically provided to businesses not elsewhere classified

This item excludes:

- provision of document transcription services, see 8219
- providing film or tape captioning or subtitling services, see 5912

## NAICS 2022

### 2022 NAICS Definition

T = Canadian, Mexican, and United States industries are comparable.

### **561 Administrative and Support Services<sup>T</sup>**

Industries in the Administrative and Support Services subsector group establishments engaged in activities that support the day-to-day operations of other organizations. The processes employed in this sector (e.g., general management, personnel administration, clerical activities, cleaning activities) are often integral parts of the activities of establishments found in all sectors of the economy. The establishments classified in this subsector have specialization in one or more of these activities and can, therefore, provide services to clients in a variety of industries and, in some cases, to households. The individual industries of this subsector are defined on the basis of the particular process that they are engaged in and the particular services they provide. Many of the activities in this subsector are ongoing routine support functions that businesses and organizations perform in-house. However, it is common to contract or purchase services from businesses that specialize in such activities and can, therefore, provide the services more efficiently. The industries in this subsector cannot be viewed as strictly "support." The Travel Arrangement and Reservation Services industry group includes travel agents, tour operators, and providers of other travel arrangement services, such as hotel and restaurant reservations and arranging the purchase of tickets, serving many types of clients, including individual consumers. This group was placed in this subsector because the services are often of the "support" nature (e.g., travel arrangement) to businesses and other organizations that purchase such services. The administrative and management activities performed by establishments in this sector are typically on a contract or fee basis. These activities may also be performed by establishments that are part of the company or enterprise. However, establishments involved in administering, overseeing,

and managing other establishments of the company or enterprise are classified in Sector 55, Management of Companies and Enterprises. Establishments in Sector 55, Management of Companies and Enterprises, normally undertake the strategic and organizational planning and decision-making role of the company or enterprise. Government establishments engaged in administering, overseeing, and managing governmental programs are classified in Sector 92, Public Administration.

## **5614 Business Support Services**

This industry group comprises establishments engaged in performing activities that are ongoing routine business support functions for clients on a contract or fee basis, or serving other establishments of the same enterprise

### **56141 Document Preparation Services**

#### **561410 Document Preparation Services**

This industry comprises establishments primarily engaged in one or more of the following: (1) letter or resume writing; (2) document editing or proofreading; (3) typing, word processing, or desktop publishing; and (4) stenography (except court reporting or stenotype recording), transcription, and other secretarial services.

Cross-References. Establishments primarily engaged in:

- Providing verbatim reporting and stenotype recording of live legal proceedings and transcribing subsequent recorded materials--are classified in U.S. Industry 561492, Court Reporting and Stenotype Services;
- Performing prepress and postpress services in support of printing activities--are classified in Industry 323120, Support Activities for Printing;
- Providing document translation services--are classified in Industry 541930, Translation and Interpretation Services;
- Providing data entry and other data processing services--are classified in Industry 518210, Computing Infrastructure Providers, Data Processing, Web Hosting, and Related Services;
- Independent (freelance) writing, including technical and advertising copy writing--are classified in Industry 711510, Independent Artists, Writers, and Performers;
- Photocopying, duplicating, and other document copying services, with or without a range of other office support services (except printing)--are classified in U.S. Industry 561439, Other Business Service Centers (including Copy Shops); and
- Providing document copying services in combination with printing services, with or without a range of other office support services, and establishments known as quick or digital printers--are classified in U.S. Industry 323111, Commercial Printing (except Screen and Books).

### **56142 Telephone Call Centers**

This industry comprises (1) establishments primarily engaged in answering telephone calls and relaying messages and (2) establishments primarily engaged in providing telemarketing services, such as promoting products or services by telephone; taking orders by telephone, facsimile, email, or other communication modes; and soliciting contributions or providing information by telephone. Telephone

call centers provide these services on behalf of clients and do not own the products or provide the services that they are representing, or they serve other establishments of the same enterprise.

Cross-References. Establishments primarily engaged in:

- Wholesale or retail sales--are classified in Sector 42, Wholesale Trade, or Sector 44-45, Retail Trade;
- Providing automated data processing services and computing infrastructure for call centers--are classified in Industry 51821, Computing Infrastructure Providers, Data Processing, Web Hosting, and Related Services;
- Providing restaurant meal and grocery order and delivery services (i.e., independent order and delivery services)--are classified in Industry 49221, Local Messengers and Local Delivery;
- Providing paging and beeper transmission services--are classified in Industry 51711, Wired and Wireless Telecommunications Carriers (except Satellite);
- Organizing and conducting charitable fundraising campaigns on a contract or fee basis, that may include telephone solicitation services--are classified in Industry 56149, Other Business Support Services; and
- Gathering, recording, tabulating, and presenting marketing and public opinion data, that may include telephone canvassing services--are classified in Industry 54191, Marketing Research and Public Opinion Polling

### **561421 Telephone Answering Service**

This U.S. industry comprises establishments primarily engaged in answering telephone calls and relaying messages on behalf of clients or for other establishments of the same enterprise. Cross-References. Establishments primarily engaged in providing paging or beeper transmission services are classified in U.S. Industry 517112, Wireless Telecommunications Carriers (except Satellite).

### **561422 Telemarketing Bureaus and Other Contact Centers**

This U.S. industry comprises establishments primarily engaged in operating call centers that initiate or receive communications via telephone, facsimile, email, or other communication modes for purposes such as: (1) promoting products or services, (2) taking orders, (3) soliciting contributions, and (4) providing information or assistance regarding products or services. Telemarketing bureaus and other contact centers provide these services on behalf of ADMINISTRATIVE AND SUPPORT SERVICES 491 T—Canadian, Mexican, and United States industries are comparable. [census.gov/naics](http://census.gov/naics) clients and do not own the products or provide the services that they are representing, or they serve other establishments of the same enterprise

Cross-References. Establishments primarily engaged in:

- Answering telephone calls and relaying messages--are classified in U.S. Industry 561421, Telephone Answering Services;
- Wholesale or retail sales--are classified in Sector 42, Wholesale Trade, or Sector 44-45, Retail Trade;

- Providing automated data processing services and computing infrastructure for call centers--are classified in Industry 518210, Computing Infrastructure Providers, Data Processing, Web Hosting, and Related Services;
- Providing restaurant meal and grocery order and delivery services (i.e., independent order and delivery services)--are classified in Industry 492210, Local Messengers and Local Delivery;
- Organizing and conducting charitable fundraising campaigns on a contract or fee basis, that may include telephone solicitation services--are classified in U.S. Industry 561499, All Other Business Support Services; and
- Gathering, recording, tabulating, and presenting marketing and public opinion data, that may include telephone canvassing services--are classified in Industry 541910, Marketing Research and Public Opinion Polling

### **56143 Business Service Centers**

This industry comprises (1) establishments primarily engaged in providing mailbox rental and other postal and mailing services (except direct mail advertising); (2) establishments, generally known as copy centers or shops, primarily engaged in providing photocopying, duplicating, blueprinting, and other document copying services without also providing printing services (i.e., offset printing, quick printing, digital printing, prepress services); and (3) establishments that provide a range of office support services (except printing services), such as mailing services, document copying services, facsimile services, word processing services, on-site PC rental services, and office product sales

#### Cross-References. Establishments primarily engaged in:

- Operating contract post offices--are classified in Industry 49111, Postal Service;
- Delivering letters and parcels (except under a universal service obligation)--are classified in Subsector 492, Couriers and Messengers;
- Providing voice mailbox services--are classified in Industry 56142, Telephone Call Centers
- Providing direct mail advertising services--are classified in Industry 54186, Direct Mail Advertising;
- Providing full service office space, whether on a lease or service contract basis--are classified in Industry 53112, Lessors of Nonresidential Buildings (except Miniwarehouses);
- Providing document copying services in combination with printing services, with or without a range of other office support services, and establishments known as quick or digital printers--are classified in Industry 32311, Printing; and
- Providing only one of the support services (e.g., word processing services) that establishments in this industry provide--are classified in the appropriate industry according to the service provided.

### **561431 Private Mail Centers**

This U.S. industry comprises (1) establishments primarily engaged in providing mailbox rental and other postal and mailing (except direct mail advertising) services or (2) establishments engaged in providing these mailing services along with one or more other office support services, such as facsimile services, word processing services, on-site PC rental services, and office product sales.

Cross-References. Establishments primarily engaged in:

- Operating contract post offices--are classified in Industry 491110, Postal Service;
- Delivering letters and parcels (except under a universal service obligation)--are classified in Subsector 492, Couriers and Messengers;
- Providing voice mailbox services--are classified in U.S. Industry 561421, Telephone Answering Services;
- Providing direct mail advertising services--are classified in Industry 541860, Direct Mail Advertising;
- Providing only one of the support services (e.g., word processing services) that establishments in this industry provide--are classified in the appropriate industry according to the service provided; and
- Providing full service office space, whether on a lease or service contract basis--are classified in Industry 531120, Lessors of Nonresidential Buildings (except Miniwarehouses).

**561439 Other Business Service Centers (including Copy Shops)**

This U.S. industry comprises (1) establishments generally known as copy centers or shops primarily engaged in providing photocopying, duplicating, blueprinting, and other document copying services, without also providing printing services (e.g., offset printing, quick printing, digital printing, prepress services) and (2) establishments (except private mail centers) engaged in providing a range of office support services (except printing services), such as document copying services, facsimile services, word processing services, on-site PC rental services, and office product sales.

Cross-References:

- Establishments primarily engaged in providing document copying services in combination with printing services, with or without a range of other office support services, and establishments known as quick or digital printers are classified in U.S. Industry 323111, Commercial Printing (except Screen and Books);
- Establishments primarily engaged in providing mailbox rental and other postal and mailing services, with or without one or more other office support services (except printing), are classified in U.S. Industry 561431, Private Mail Centers;
- Establishments exclusively engaged in providing a single office support service (except document copying) to clients, but not the range of office support services that establishments in this industry may provide, are classified according to the service provided; and
- Establishments primarily engaged in providing full service office space, whether on a lease or service contract basis, are classified in Industry 531120, Lessors of Nonresidential Buildings (except Miniwarehouses)

**56144 Collection Agencies**

## **561440 Collection Agencies**

This industry comprises establishments primarily engaged in collecting payments for claims and remitting payments collected to their clients

### Cross-References. Establishments primarily engaged in:

- Repossessing tangible assets--are classified in U.S. Industry 561491, Repossession Services;
- Repossessing tangible assets--are classified in U.S. Industry 561491, Repossession Services; • Providing financing to others by factoring accounts receivables (i.e., assuming the risk of collection and credit losses)--are classified in U.S. Industry 522299, International, Secondary Market, and All Other Nondepository Credit Intermediation; and
- Providing legal services for debt collection by offices of lawyers--are classified in Industry 541110, Offices of Lawyers.

## **56145 Credit Bureaus**

### **561450 Credit Bureaus**

This industry comprises establishments primarily engaged in compiling information, such as credit and employment histories, and providing the information to financial institutions, retailers, and others who have a need to evaluate the creditworthiness of individuals and businesses.

## **56149 Other Business Support Services**

This industry comprises establishments primarily engaged in providing business support services (except secretarial and other document preparation services; telephone answering or telemarketing services; private mail services or document copying services conducted as separate activities or in conjunction with other office support services; monetary debt collection services; and credit reporting services).

### Cross-References. Establishments primarily engaged in:

- Providing secretarial and other document preparation services--are classified in Industry 56141, Document Preparation Services;
- Providing telephone answering or telemarketing services--are classified in Industry 56142, Telephone Call Centers;
- Providing private mail services; document copying services (except printing services); and/or a range of office support services (except printing)--are classified in Industry 56143, Business Service Centers;
- Providing document copying services in combination with printing services, with or without a range of other office support services, and establishments known as quick or digital printers--are classified in Industry 32311, Printing;
- Providing monetary debt collection services--are classified in Industry 56144, Collection Agencies;
- Providing credit reporting services--are classified in Industry 56145, Credit Bureaus;

- Providing towing services to motor vehicles--are classified in Industry 48841, Motor Vehicle Towing;
- Providing document translation services--are classified in Industry 54193, Translation and Interpretation Services; and
- Providing film or tape captioning or subtitling services--are classified in Industry 51219, Postproduction Services and Other Motion Picture and Video Industries.

### **561491 Repossession Services**

This U.S. industry comprises establishments primarily engaged in repossessing tangible assets (e.g., automobiles, boats, equipment, planes, furniture, appliances) for the creditor as a result of delinquent debts

Cross-References. Establishments primarily engaged in:

- Providing monetary debt collection services--are classified in Industry 561440, Collection Agencies; and
- Providing towing services to motor vehicles--are classified in Industry 488410, Motor Vehicle Towing

### **561492 Court Reporting and Stenotype Services**

This U.S. industry comprises establishments primarily engaged in providing verbatim reporting and stenotype recording of live legal proceedings and transcribing subsequent recorded materials.

Cross-References. Establishments primarily engaged in:

- Providing stenotype recording of correspondence, reports, and other documents or in providing document transcription services--are classified in Industry 561410, Document Preparation Services;
- Providing document translation services--are classified in Industry 541930, Translation and Interpretation Services; and
- Providing film or tape captioning or subtitling services--are classified in U.S. Industry 512191, Teleproduction and Other Postproduction Services.

### **561499 All Other Business Support Services**

This U.S. industry comprises establishments primarily engaged in providing business support services (except secretarial and other document preparation services; telephone answering and telemarketing services; private mail services or document copying services conducted as separate activities or in conjunction with other office support services; monetary debt collection services; credit reporting services; repossession services; and court reporting and stenotype recording services).

Cross-References. Establishments primarily engaged in:

- Providing secretarial and other document preparation services--are classified in Industry 561410, Document Preparation Services;
- Providing telephone answering or telemarketing services--are classified in Industry 56142, Telephone Call Centers;
- Providing private mail services, document copying services without printing services, and/or a range of office support services--are classified in Industry 56143, Business Service Centers;
- Providing document copying services in combination with printing services, with or without one or more other office support services, and establishments known as quick or digital printers--are classified in U.S. Industry 323111, Commercial Printing (except Screen and Books);
- Providing monetary debt collection services--are classified in Industry 561440, Collection Agencies
- Providing credit reporting services--are classified in Industry 561450, Credit Bureaus;
- Providing repossession services--are classified in U.S. Industry 561491, Repossession Services; and
- Providing court reporting and stenotype services--are classified in U.S. Industry 561492, Court Reporting and Stenotype Services.

## NACE Rev.2.1

### **82.9 Business support service activities n.e.c**

This group includes the activities of collection agencies, credit bureaux, business information agencies and all support activities not elsewhere classified. These activities are predominantly provided to businesses.

#### **82.91 Activities of collection agencies and credit bureaux**

This class includes:

- collection of payments for claims and remittance of payments collected to the clients (e.g. bill or debt collection services)
- compiling and the provision of information (e.g. credit or employment history) for financial institutions, retailers and others who have a need to evaluate the creditworthiness of individuals or businesses

This class also includes:

- activities of rating agencies
- repossession activities

This class excludes:

- factoring activities, see 64.92

## 82.92 Packaging activities

### This class includes:

- packaging activities on a fee or contract basis, whether or not these involve an automated process
  - bottling of liquid or gaseous goods, including beverages and food
  - packaging of solids (blister packaging, foil-covered, etc.)
  - security packaging of pharmaceutical preparations
  - labelling, stamping and imprinting
  - parcel packing and gift wrapping
- product sterilisation associated with packaging

### This class excludes:

- manufacture of soft drinks and production of natural mineral waters, see 11.07
- packaging activities incidental to transport, see 52.26

## 82.99 Other business support service activities n.e.c

### This class includes:

- fundraising organisation services on a contract or fee basis
- court reporting or stenotype recording services
- public stenography services
- real-time (i.e. simultaneous) closed captioning of meetings, conferences
- barcoding services
- barcode imprinting services
- parking meter coin collection services
- activities of handling visa and work permits
- restaurant voucher handling service activities
- providing assistance in motor vehicle registration
- relocation service activities
- administration of gift packages for leisure activities
- voucher issuing and handling activities
- charity crowdfunding activities
- company domiciliation services
- reading of consumption of heat and hot water, including cost allocation
- administration of loyalty programmes
- selling of deferred travel services: form of distribution of a service linked to travel, which can be of any nature (hotels, restaurants, personal care, leisure activities, etc.)
- trading and brokerage of crypto-assets without liabilities

This class excludes:

- activities of auctioning houses (wholesale) and online auction activities (wholesale), see 46.1
- activities of auctioning houses (retail sale) and online auction activities (retail sale), see 47.9
- providing film or tape captioning or subtitling services, see 59.12
- activities of shared service centres (SSC) with strategic and managerial activities/centralised activities, see 70.10
- business and other management consultancy activities, see 70.20
- activities of shared service centres (SSC) with two or more combined activities (set of administrative services) providing operational tasks for the whole enterprise or group (e.g. reception, financial planning, billing and record-keeping, personnel, postal and mailing services for the same enterprise group), see 82.10
- provision of document transcription services, see 82.10
- intermediation service activities for business support service activities n.e.c., see 82.40

# Product Classifications

## CPC 2.1

### **854 Packaging service**

#### **8540 Packaging service**

##### **85400 Packaging service**

This subclass includes:

- packaging of goods for others, such as food products, pharmaceuticals, household cleaners, toilet preparations and hardware, using a variety of automated or manual packaging techniques, including blister forming and packaging, shrink or skin wrapping, form filling and sealing, pouch filling, bottling and aerosol packaging. This service may also include the labelling or imprinting of the package
- parcel packing and gift wrapping
- coin and currency packing service

This subclass does not include:

- packing and crating services incidental to transport, cf. 64-67
- package design services, cf. 83919
- solely printing information on packaging materials, cf. 89121
- packaging services that include processing of client-owned materials into a different product (e.g., mixing water and concentrate to produce soft drinks, cooking fish prior to canning, blending creams and colouring materials into cosmetics), cf. 88, 89

### **859 Other support services**

#### **8591 Credit reporting services**

##### **85910 Credit reporting services**

This subclass includes:

- services consisting of the reporting of credit ratings of persons and businesses
- evaluation of the financial status and credit experience of prospective customers, of loan applicants, etc.
- credit investigation services

## **8592 Collection agency services**

### **85920 Collection agency services**

This subclass includes:

- services consisting of the collecting of accounts, cheques, contracts or notes and of the remittance of the money to the client
- collection of regular accounts (e.g., utility bills) and the recovery of delinquent accounts
- outright purchase of delinquent accounts and debts and subsequent recovery

## **8595 Specialized office support services**

### **85952 Mailing list compilation service**

This subclass includes:

- services consisting of compiling lists of names and addresses from telephone directories and other sources

This subclass does not include:

- compilation services of facts and information, cf. 83990

## **8599 Other information and support services n.e.c.**

### **85999 Other support services n.e.c.**

This subclass includes:

- business brokerage and appraisal services other than for real estate
- business services of intermediaries and brokers
- specialist advice other than for real estate, insurance and engineering (specialist services in art, specialist services for courts of law, etc.)
- services by agencies and agents on behalf of individuals seeking engagements in motion pictures, theatrical productions, modelling or other entertainment or sports attractions
- placement of books, plays, artwork, photographs, etc., with publishers, producers, etc.
- issue of reduced-price coupons and gift stamps
- management services for copyrights and their revenues (except from films)
- management services for rights to industrial property (patents, licences, trademarks, franchises, etc.)
- auctioning services other than in connection with legal procedures
- reading of electric, gas and water meters
- data preparation services - specialized stenotype services such as court reporting
- public stenography services

- other business support services not elsewhere classified

This subclass does not include:

- maintenance of electricity, gas and water meters, cf. 69112, 69120, 69210
- services related to advertising and sales promotion, cf. 836
- management services for motion picture rights, cf. 96140
- art facilities operation services, cf. 96230 - management services for artistic rights, cf. 96290
- sports events organization services, cf. 9651

## CPA

### **829 Business support service activities n.e.c**

#### **8291 Services of collection agencies and credit bureaus**

##### **8291.01 Credit reporting services**

This subcategory includes:

- services consisting in the reporting of credit ratings of persons and businesses
- evaluation services of the financial status and credit experience of prospective customers, loan applicants etc.
- credit investigation services

##### **8291.02 Collection agency service**

This subcategory includes:

- services consisting in the collection of accounts, cheques, contracts or notes and the remittance of the money to the client
- collection services of regular accounts (e.g. utility bills) and recovery services of delinquent accounts
- outright purchase of delinquent accounts and debts and subsequent recovery
- repossession services

##### **8292 Packaging services**

This subcategory includes:

- services consisting of packaging goods for others, such as food products, pharmaceuticals, household cleaners, toilet preparations and hardware, using a variety of automated or manual packaging techniques, including blister forming and packaging, shrink or skin wrapping, form filling and sealing, pouch filling, bottling and aerosol packaging.

This service may also include the labelling or imprinting of the package.

- parcel packing and gift wrapping
- coin and currency packing services
- bottling services of liquids, including beverages and food

This subcategory excludes:

- solely printing information on packaging materials, see 18.12.06, 18.12.09
- packing and crating services incidental to transport, see 52.26.00
- package design services, see 74.12.1
- packaging services that include processing of client owned materials into a different product (e.g., mixing water and concentrate to produce soft drinks, cooking fish prior to canning, blending creams and colouring materials into cosmetics), see sub-contracted operations as part of manufacturing in section C

## **8299 Other business support services n.e.c.**

### **8299.01 Verbatim reporting and stenotype recording services**

This subcategory includes:

- specialised stenotype services such as court reporting - public stenography services

### **8299.02 Telephone based support services**

This subcategory includes:

- telephone answering services - telephone wake-up services

This subcategory excludes:

- automatised computer-based information services, see 63.92.90 - call centre services, see 82.20.00

### **8299.09 Other miscellaneous services n.e.c.**

This subcategory includes:

- real-time (i.e. simultaneous) closed captioning services of live television performances of meetings, and conferences
- address barcoding services
- barcode imprinting services - fundraising organisation services on a contract or fee basis
- services handling visa and work permits
- services providing assistance in motor vehicle registration
- parking meter coin collection services

- issue of reduced-price coupons, gift stamps, vouchers
- reading of heating, electric, gas and water meters - company domiciliation services - other business services n.e.c

This subcategory excludes:

- auctioning services (wholesale), see 46.1
- auctioning services (retail), see 47.9
- captioning services other than simultaneous closed captioning, see 59.12.06
- business and other management consultancy services, see 70.20
- services related to advertising and sales promotion, see 73.1
- document transcription services, see 82.10.23
- intermediation service activities for business support service activities n.e.c., see 82.40.00