



# TIME RELEASE STUDY 2021 THE REPUBLIC OF SERBIA



Customs Administration  
Ministry of Finance

Supported by



## ACKNOWLEDGEMENTS

The Customs Administration of the Republic of Serbia has successfully implemented the 2021 Time Release Study (TRS) measuring the time required for clearance and release of goods during of import and export in road and air traffic. We would like to express our gratitude to the International Finance Corporation of the World Bank Group for comprehensive professional and technical support in conducting the Study, as well as for joint work on improving the efficiency of customs procedures and creating better conditions for foreign trade. We would also like to thank all participants in the working meetings for their contribution to development of TRS questionnaires and for the support to the TRS implementation within their respective institutions responsible for the control of goods within the exportation/importation procedures.

We are especially thankful to the Customs Affairs Division and Section for Authorized Economic Operators and Simplified Procedures, for their diligent work on the organization and coordination of the overall TRS process. Moreover, we would like to thank all key actors in the implementation of the TRS, including the heads of customs offices, customs officers, competent inspection services – veterinary, phytosanitary, and sanitary services, Border Police, Belgrade Airport, all customs agents, couriers, importers, exporters, and interviewers, for their support and cooperation in the Time Release Study.

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## ABBREVIATIONS

|                   |                                                                               |
|-------------------|-------------------------------------------------------------------------------|
| <b>AD Control</b> | Anti-diversion Control                                                        |
| <b>AEO</b>        | Authorized Economic Operator                                                  |
| <b>ASGS</b>       | Air Serbia Ground Support                                                     |
| <b>AWB</b>        | Airway Bill                                                                   |
| <b>BA</b>         | Belgrade Airport                                                              |
| <b>BC</b>         | Border Crossing                                                               |
| <b>C1</b>         | Customs procedure, exportation of goods                                       |
| <b>C4</b>         | Customs procedure, placing goods into free circulation (importation of goods) |
| <b>CO</b>         | Customs Office                                                                |
| <b>ICT</b>        | Information and Communication Technology                                      |
| <b>ISCS</b>       | Information System of Serbian Customs Administration                          |
| <b>NTFC</b>       | National Trade Facilitation Committee                                         |
| <b>NCTS</b>       | New Computerized Transit System                                               |
| <b>NT</b>         | National Transit                                                              |
| <b>REG</b>        | Receipt of Exported Goods (CO Belgrade Airport)                               |
| <b>RIG</b>        | Receipt of Imported Goods (CO Belgrade Airport)                               |
| <b>SAD</b>        | Single Administrative Document                                                |
| <b>T1</b>         | Transit Document                                                              |
| <b>TRS</b>        | Time Release Study                                                            |
| <b>VC</b>         | Vehicles Cargo                                                                |
| <b>WCO</b>        | World Customs Organization                                                    |
| <b>WTO</b>        | World Trade Organization                                                      |

## SUMMARY

In order to improve efficiency of customs and other procedures for importation and exportation of goods, and to meet the commitments under international trade facilitation agreements<sup>1</sup>, the Customs Administration of the Republic of Serbia carried out for the second time a study of measuring the time required for the release of goods (TRS - *Time Release Study*).

TRS is a unique tool intended for measuring the time required for, and the efficiency level of, the operational procedures implemented by Customs and by other control bodies within the standard processing of importation and exportation, from the time when the goods arrive at the border and the documents are submitted to the time when the goods exit the customs terminal, taking into account the time required to complete all the formalities and to release the goods. By precisely measuring key elements of the procedures taken by individual control bodies, but also those taken by the private sector entities participating in goods clearance and release processes, the TRS aims to provide sufficient information and recommendations to improve performances and further promote and facilitate trade.

The 2021 TRS was again implemented in cooperation with and with consultancy support by the International Finance Corporation, following the methodology of the World Customs Organization whose software was used for the entry and processing of collected data. The TRS included customs procedures in the exportation (C1) and importation (C4) of goods in air and road transport. The questionnaires accompanied the goods from the time they arrived at the customs office at the border, to the time of releasing the goods at the inland terminal. Questionnaires were filled out by customs officers and other competent control bodies, as well as by the staff of the Belgrade Airport and customs agents (freight forwarders). The dissemination, quality control, and collection of completed questionnaires, and the entry of data into the WCO software, were entrusted to the interviewers of the research agency Ipsos Strategic Marketing, in closer cooperation with, and supervision by, the TRS coordinators of the Customs Administration and the International Finance Corporation.

In order to verify whether the questionnaires developed for the survey adequately reflected the full order and process of the importation and exportation procedures, a pilot TRS was conducted: in air transport on October 25 and 26, 2021, at the Belgrade Airport CO, and in road transport on November 8 and 9, 2021 at all four border crossings covered by the TRS - Horgoš BC (border crossing with Hungary), Batrovci BC (border crossing with Croatia), Gradina BC (border crossing with Bulgaria) and Preševo BC (Border crossing with North Macedonia), as well as at the Belgrade Terminal CO inland terminal.

The customs offices with the largest number of notified and processed customs declarations (based on the Customs data for previous years) were selected for the TRS. The period chosen for the implementation of the TRS is fully representative of overall annual trade flows. All consignments that arrived during its implementation were subject to TRS.

Data collection within the TRS for air transport was carried out over 7 consecutive days, from November 1 to November 7, 2021, at the Belgrade Airport CO. The TRS for road transport was conducted in the period November 15 – 21, 2021, at Horgoš, Batrovci, Gradina and Preševo BCs, and November 15 – 22 at the Belgrade Terminal CO (7 successive business days; Sunday is not a business day for inland terminals). Road traffic included all consignments that entered the Republic of Serbia at the mentioned four border crossings, and then cleared at the Belgrade Terminal CO, as well as all export consignments sent from Belgrade Terminal CO to BC Horgoš, BC Batrovci, BC Gradina, and BC Preševo and through

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<sup>1</sup> Serbia, as a party to the CEFTA 2006 Agreement and Additional Protocol 5, is obliged to implement and publish the average time required for the release of goods according to Article 22 of Additional Protocol 5. Also, all member states of the World Trade Organization (WTO) as well as those in the process of accession to this organization, like Serbia, are required to harmonize their regulations and practice with WTO agreements as a precondition for the membership. The WTO Trade Facilitation Agreement, in Article 7.6, stipulates the recommendation to measure and publish the average time required for the release of goods.

them left the territory of the Republic of Serbia. The Study also included exportation consignments from the authorized consignors' premises which are exported via the above-mentioned border crossings exclusively, and the importation consignments which entered at the respective border crossings and were cleared on the premises of those authorized consignees for whom Belgrade Terminal Customs Office is the territorially assigned office.

## Key findings

The following total times for carrying out all formalities related to goods exportation, importation, and release were measured in the TRS:

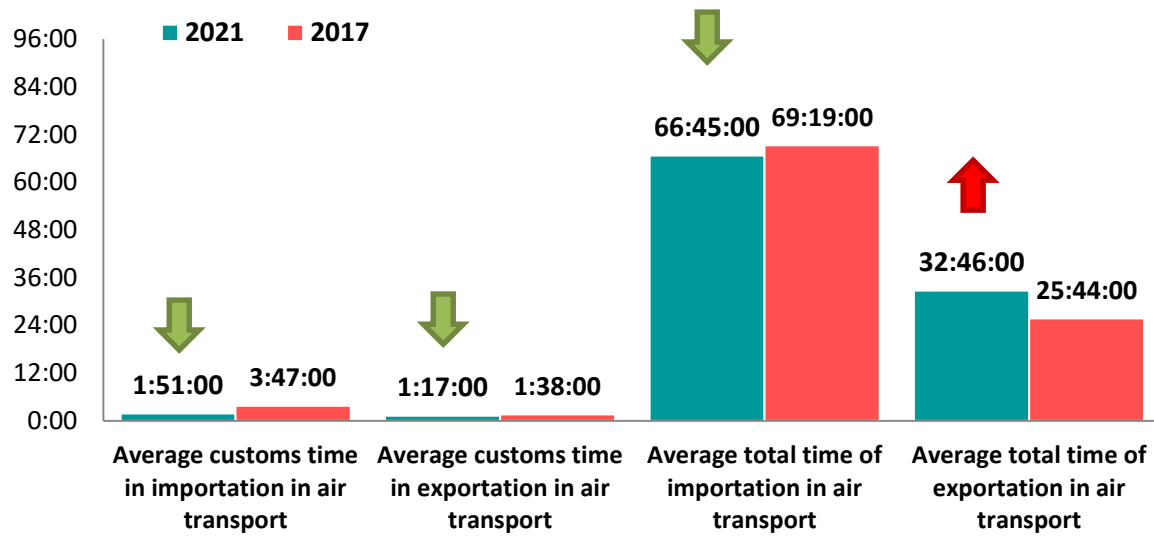
### Air Transport

-  Average time for the **customs procedure** in **importation in air** transport: **1 hour and 51 minutes.**
-  Average time for the **customs procedure** in **exportation in air** transport: **1 hour and 17 minutes.**
-  Average **total time** for **importation in air** transport: **2 days, 18 hours, and 45 minutes.**
-  Average **total time** for **exportation in air** transport: **1 day, 8 hours, and 46 minutes.**

Compared to the TRS 2017, the completion of all procedures related to the importation in air transport takes less time (about two and a half hours less). This was mostly due to the shortening of the average customs time - now almost 2 hours shorter, which implies that Belgrade Airport CO customs staff is more efficient now. As for the individual importation procedures in air transport, significant delays were observed in the submission of documents to airlines for purchase of waybills, as well as that purchase of waybills was quite likely to take place on the next or the following days. It would be necessary to upgrade and make procedures at the Belgrade Airport more efficient, together with private sector operations, with the aim of faster purchase of waybills from airlines. Moreover, after completing the importation customs procedures, it took 24 hours and 13 minutes on average to request discharge of goods from the warehouse, paying warehousing bills and dispatching goods – here again, is an opportunity for private sector and Belgrade Airport staff to speed up the process

On the other hand, the average total time for exportation in air transport is seven hours longer than in the previous measurement. All phases, except for control conducted by Customs (which takes 21 minutes less this time), last significantly longer than in 2017. Longer procedures at the Belgrade Airport seem to be the cause, and the primary reason is airport staff reduction after the airport started to operate under a concession (until the beginning of 2021, the warehouse employed between 30 and 40 workers, while there are only five now). The coronavirus pandemic also affected efficiency of operations of both private sector (customs agents/freight forwarders) and competent authorities due to lack of staff.

**GRAPH 1: AVERAGE CUSTOMS TIME/ AVERAGE TOTAL TIME IN IMPORTATION/ EXPORTATION IN AIR TRANSPORT (IN HOURS AND MINUTES)**





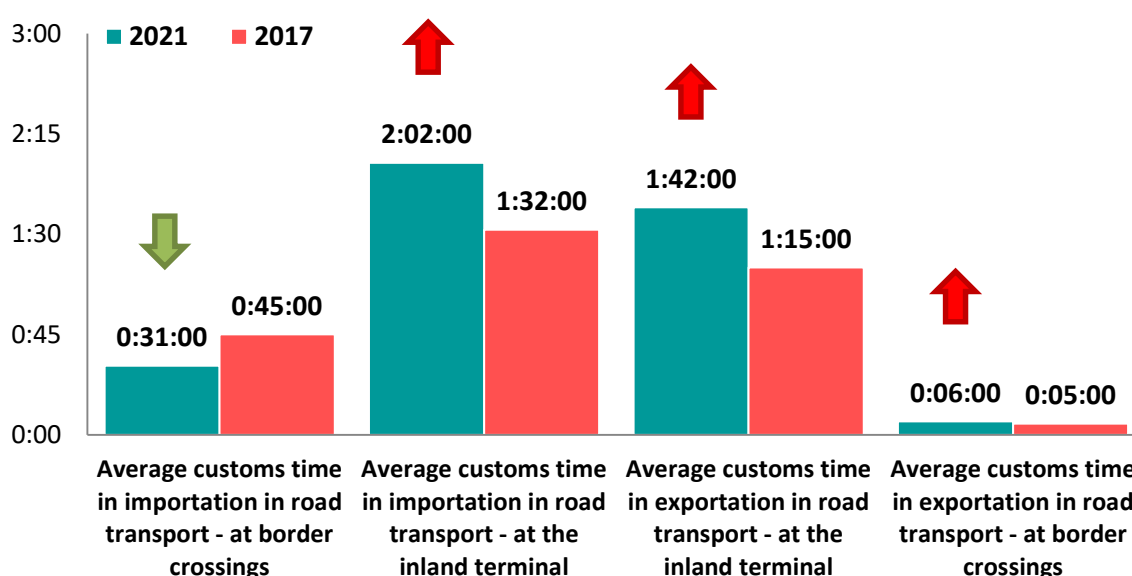
## Road Transport

- Average time for the **customs procedure in importation in road** transport: **31 minutes** at **border crossings**, and **2 hours and 2 minutes** at **the inland terminal**.
- Average time for the **customs procedure in exportation in road** transport: **1 hour and 42 minutes** at **the inland terminal**, and **6 minutes** at **border crossings**.
- Average total time for **importation in road** transport: **10 hours and 1 minute**, out of which the average duration of procedure at **border crossings** is **2 hours and 51 minutes**, and at **the inland terminal** **7 hours and 10 minutes**.
- Average total time for **exportation in road** transport: **7 hours and 44 minutes**, out of which the average duration of procedure **at the inland terminal** is **5 hours and 34 minutes**, and at **border crossings** **2 hours and 10 minutes**.

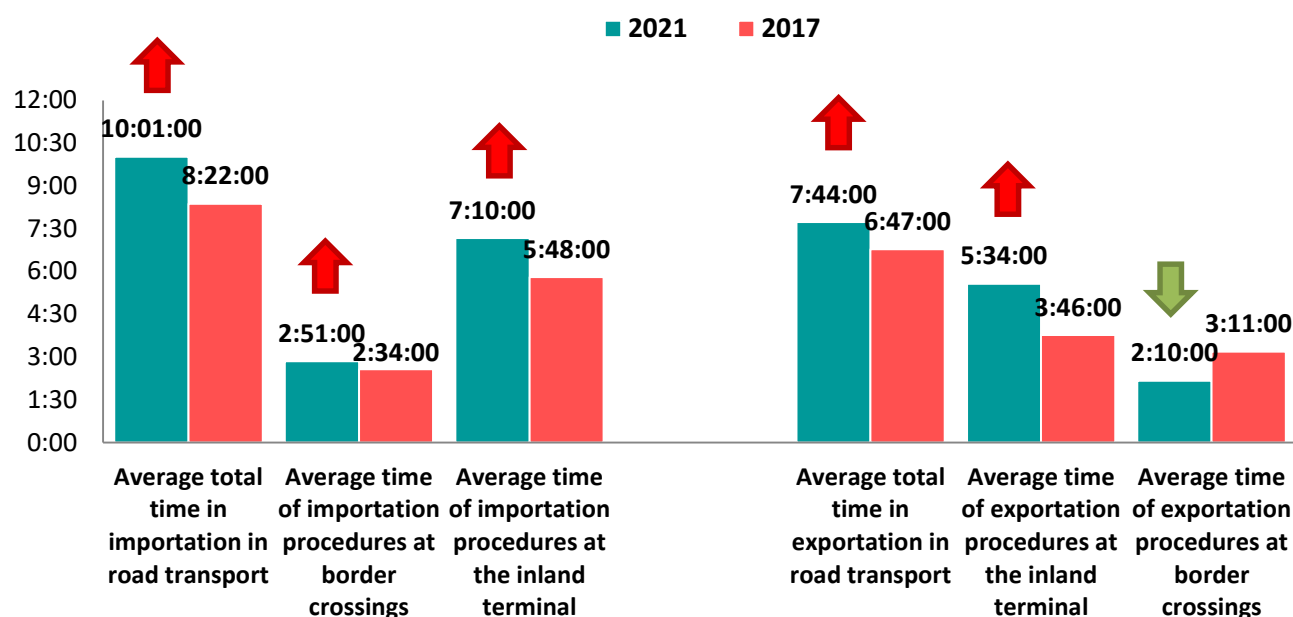
Total time does not include the duration of transportation from border crossings to inland terminals and vice versa.

The average time taken for customs procedures in both importation and exportation in road transport at the inland terminal is slower than it was registered in the previous TRS. However, the average customs time in importation at border crossings is shorter, while in exportation is almost the same as in 2017.

GRAPH 2: AVERAGE CUSTOMS TIME IN IMPORTATION/ EXPORTATION IN ROAD TRANSPORT (IN HOURS AND MINUTES)



**GRAPH 3: AVERAGE TOTAL TIME IN IMPORTATION/ EXPORTATION IN ROAD TRANSPORT (IN HOURS AND MINUTES)**



The total importation procedure in road transport takes more time than in 2017, primarily due to longer procedures at the inland terminal (time needed for border crossing procedures has not changed much). The key reason for slower and longer importation procedures is the waiting time at the inland terminal, which is for about 1 hour and 10 minutes longer than in the previous TRS.

An even bigger difference to the previous TRS results is related to road transport exportation procedure: although average time at border crossings is substantially shorter, completing the procedure at the inland terminal takes almost 2 hours more, thus resulting in longer total time for export.

## General recommendations

- ✓ Ensure that all tasks and activities carried out by the customs and other competent services, including their working hours, are adjusted to suit the needs of the business community to ensure unimpeded traffic flow and expedite the transportation of sensitive and perishable goods;
- ✓ Expand the use of simplified procedures and the number of economic operators making use of these procedures, and further promote a comprehensive application of the program for authorized economic operators (AEOs). In line with the AEO promotion dynamics, it is necessary to introduce new benefits and incentives for AEO status holders. Continue the practice of concluding agreements about mutual recognition of AEO for security and safety with most relevant trade partners;
- ✓ Plan for the needs and organize human resources in customs offices in accordance with the scope of work and the number of declarations which are processed in specific offices;
- ✓ Further enhance cooperation of all entities from private and public sector so as to ensure faster completion of importation and exportation procedures through the mechanisms of continual dialogue, such as the National Trade Facilitation Committee (NTFC), and develop the NTFC integrated action plan for trade facilitation in accordance with local priorities and challenges, as well as international commitments arising from the Additional Protocol 5 to CEFTA, Agreement on Trade Facilitation and other international agreements and initiatives (e.g. Open Balkans Initiative);
- ✓ Review the existing national and regional interagency agreements on cooperation between the customs, other competent institutions, and private sector to ensure trade facilitation, avoid postponement of procedures, and prevent unnecessary delays;
- ✓ Improve the quality and increase the professionalism of services provided by competent institutions and private logistics entities and customs agents through joint training programs and cooperation with regard to planned changes to the existing procedures (e.g. introducing new information systems such as the new ITCM Border Phytosanitary Inspection System, AIS/AES of the Customs service system, National Single Window, joint controls, new procedures of control bodies etc.);
- ✓ Develop and/or further enhance ICT systems of the competent inspection services with the aim to introduce e-submission of control requests and supporting documents (particularly for border sanitary inspection in inland customs offices and border phytosanitary inspection);
- ✓ Further improve, through the use of ICT, the inspectorates' implementation of risk assessment and risk management with regard to international trade and, if possible, assessment of importers' risk, which would lead to lower inspection rates for companies with good business practices and with well-developed internal safety and product quality controls;
- ✓ Shorten the list of products that require a decision on the fulfilment of veterinary and sanitary conditions for importation, particularly when importing product samples or, if possible, completely eliminate these decisions and replace them with efficient analysis and importation risk management activities;

- ✓ Introduce an efficient system of consignment announcements, to provide advance information to the inspection agencies at border crossings and inland terminals on the expected consignment documents and adjust their working hours and activities;
- ✓ Develop ICT systems for connecting and exchange of information between customs and other relevant institutions conducting controls at the border and inland terminals;
- ✓ Set the foundations for implementation of automated importation and exportation procedure and implement automatization in the shortest term possible, in order to enable paper-free operations;
- ✓ Upgrade infrastructural capacities of terminals at customs offices and increase border crossing capacities, particularly of the busiest customs offices;
- ✓ Continue to invest in equipment and acquisition of materials used during control procedures and regular activities of customs officers;
- ✓ Continue the practice of establishing joint controls at border crossings with the neighboring countries;
- ✓ To achieve uniformity of customs procedures, it was suggested that meetings be arranged with the heads of the most frequented border crossings in the country to discuss ways to overcome these challenges;
- ✓ Implement the *National Single Window* in Serbia to allow all foreign trade documents issued by the relevant authorities (including all licenses, certificates, approvals, agreements, decisions etc.) to be submitted and issued through one single access point.

## Specific recommendations

### CO Belgrade Airport

- ✓ Establish a new information system at the Belgrade Airport (BA), such as the *Cargo Spot* system used in many European countries, which would replace the currently used, but outdated Electronic Stock Books (ESB). This would also enable single instead of the current duplicative data entry: at present, in addition to data on foreign and local airline operators entered into the ESB some data is re-entered into the AirSerbia system;
- ✓ Provide larger manipulation areas for storing of goods in the AB *Import-Export Warehouse* by investing in a new platform for storing of goods and ULD (*Unit Load Device*) equipment for packing/storing of goods. This would enable faster storing of goods, which takes up significant time according to the TRS results due to lack of staff and equipment, as well as lack of storing facilities. As a result, goods are kept in temporary and inappropriate positions, such as under a canopy or eaves etc.;
- ✓ Renovate the interior of the Belgrade Airport warehouse and expand storing capacities for perishable goods and cooling chambers needed for goods requiring a specific temperature regime. This would prevent goods that require special storing, in terms of temperature, being inadequately stored until the available facilities become eligible, due to insufficient storing capacities;
- ✓ Increase the Belgrade Airport warehouse workforce, because:
  1. the number of warehousemen has been significantly reduced;
  2. the new announced systematization stipulates that warehouse activities and storing can be performed by all staff no matter their original position, activity and qualifications (e.g. security guards, cashiers, all kinds of administrative clerks etc.).
  3. TRS findings suggest that the Belgrade Airport staff covers several activities and positions depending on how urgent these are<sup>2</sup>.

It was registered that, compared with the TRS 2017 results, larger portion of export goods arrive as already cleared in other customs offices and they are only shipped from Belgrade Airport, in order to ensure that these goods are in time for their planned flight. General conclusion of all participants in the process - the Belgrade Airport staff, importers, customs agents and couriers, is that systemic lack of Belgrade Airport warehouse staff is currently the biggest problem, intensified by the ongoing pandemic and has made the airport process inefficient and lengthier;

- ✓ Upgrade / update the x-ray software used for reception of exported goods, as it is inadequate for examining specific types and categories of goods (e.g., parquet, sesame, some liquids etc.). As a result, all export consignments have to be opened in order to be inspected, lengthening the control procedure;
- ✓ Upgrade and supply additional ADC equipment (anti-diversion control equipment);

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<sup>2</sup> Staff is often sent from receipt of imported goods (RIG) position to receipt of exported goods (REG) position and vice versa, to the cash desk, etc. It was also noted that, due to lack of staff, the storing goods to positions takes hours, even longer, especially when large quantity of goods arrive at the importation part of the warehouse. Airport staff members stated that, due to the pandemic and systemic lack of warehouse staff, it happened during spring that many shipments from the export warehouse were shipped a day later than planned, which was also confirmed by the freight forwarders.

- ✓ Extend working hours of the cash register (currently operates until 16:00h), so that customs agents can make the necessary payments also later in the day - goods are cleared until 20:00h;
- ✓ Improve the efficiency of the receipt of exported goods (REG) and receipt of imported goods (RIG) procedures;
- ✓ Speed up submitting of documents by the Belgrade Airport to airlines needed for purchase of waybills;
- ✓ Provide adequate amounts of office supplies and functional equipment at RIG and REG positions at the airport;
- ✓ Adjust working hours of inspection services to the needs of importers (inspector currently come on-call) and, if possible, provide their continuous presence at the Belgrade Airport customs office;

### Recommendations provided by couriers

- ✓ Establish systems in Customs for completely electronic clearance for importation and exportation (such as the EU AIS/AES) that would allow electronic submitting of the single customs document and all necessary documents, without any hardcopies;
- ✓ In line with international obligations and where applicable, enable acceptance of copies by Customs of documents that confirm preferential origin, accompanied by adequate validation methods (e.g., invoice statements), since waiting for original documents is quite likely to be the reason for delays;
- ✓ Consider increasing staff numbers at the Belgrade Airport in order to ensure prompt processing of importation and exportation of goods;
- ✓ Enable continuous presence of inspectors at the Belgrade Airport customs office, who currently come on-call.

## Belgrade terminal and border crossings – recommendations provided by customs agents and customs officers

- ✓ Establish a clear and predictable procedure at the Belgrade Terminal CO stipulating that perishable goods (especially goods exported to Russia via BC Horgoš and BC Vatin, but also other BCs) have priority for processing by all customs officers. Although, according to Customs, this type of goods have priority, freight forwarders keep underlining that the priority procedure is unclear and left to the discretion of customs officers;
- ✓ Establish a clear and predictable procedure at the Belgrade Terminal CO that ensures that when a TIR carnet should be opened with the customs surveillance, after the vehicle had been sealed for export, this TIR documentation has a priority over others<sup>3</sup>;
- ✓ Increase the number of customs officers working in customs surveillance at the Belgrade Terminal CO in order to speed up customs procedures;
- ✓ Supply higher quality seals for sealing vehicles, since the currently available ones can't be installed without pliers;
- ✓ Improve the search function in the NCTS application so that, when a local customs office is selected, it immediately shows the part of the application referring to national transit NT or TIR, so that it's not necessary to browse the entire NCTS application;
- ✓ Organize procedures at the Belgrade Terminal CO so that vehicles wait less to enter the terminal, since waiting time for entry may last even several hours;
- ✓ Provide continuity of operations of customs officers at border crossings during shift changes and breaks (drivers and customs agent stated that operations are interrupted up to an hour each for shift changes and staff breaks at BCs);

## BC Batrovci

- ✓ Broaden the border crossing by opening additional ramps. This would speed up process times. There is enough room to add more ramps;
- ✓ Reconstruct and renew entrance and exit terminals with better lighting, install new and restructure the current fence, reconstruct the examination ramp, install eaves, provide a vehicle counters etc.;
- ✓ Build premises for storing of confiscated cars, as well as of temporarily detained goods, that are subject to legal proceedings;
- ✓ Invest in supplies and equipment – fix floors at the office, purchase higher quality office chairs, computers, laser printers, keyboards, mice, barcode readers, hand tools, ladders, enable better internet/fiber optics, booster, laser telemeter;
- ✓ Enhance cooperation with the Customs of the Republic of Croatia that performs intensified control of migrants, which affects efficiency of the overall process at the border.

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<sup>3</sup> Customs agents stated that such TIR documents are again grouped with others import documents, which results in further delays, and that the priority procedure is not clearly defined and not always adhered to.

## BC Horgoš

- ✓ Replace outdated technical and computer equipment with new multifunctional photocopiers, computers, monitors and barcode readers;

## BC Gradina

- ✓ Provide new computer equipment, more advanced computers and matrix printers;

## BC Preševo

- ✓ According to the international agreement with North Macedonia, Preševo BC should operate as a joint one-stop border crossing for international road transport between the Republic of Serbia and the Republic of North Macedonia. However, exit controls from the Republic of Serbia by customs and border police are not performed on the territory of the Republic of North Macedonia as stated in the agreement. The reason for this is that the Macedonian authorities have not yet installed the agreed facilities and equipment for the Serbian customs and border police officers controlling the exit from Serbia. This should be done as soon as possible;
- ✓ Finish the reconstruction of the new cargo terminal (planned for September 2022) and build the lanes needed to connect it with the border crossing. Putting the new cargo terminal into operation would make the border crossing less crowded and enable speeding up inspection and customs procedures for cargo vehicles;
- ✓ Implement measures aimed at facilitating trade and flow of goods from the Republic of North Macedonia and the Republic of Albania in line with the signed agreements within the Open Balkans Initiative (most relevant: imported plant and animal food would no longer be inspected at border crossings, but at the destination point directly, i.e. at the inland customs terminal, and laboratory test results from the export country should be accepted, thus reducing frequency of sampling on imports).



## INTRODUCTION

The Customs Administration is an executive body of the Government of Serbia. It is an integral part of the Ministry of Finance that implements the customs policy of the Republic of Serbia. The Customs Administration carries out its tasks and activities through 15 territorial units – customs houses, comprised of lower-level units, customs offices, and posts, through which customs procedures in passenger and cargo transportation are carried out.

By simplifying procedures, modernizing the customs operations system, training its staff, and strengthening cooperation with local and international institutions, the Customs Administration contributes to more efficient international trade. In order to support the economic development in the Republic of Serbia and enable companies to do business in an easier and faster manner, in October 2010, the Customs Administration started to apply the simplified customs procedure based on special authorizations given to companies that are doing business in a conscientious and law-abiding manner.

The number of companies applying simplified procedures has been steadily increasing. By being part of this regime, these firms have been able to operate more efficiently and effectively. The diagram below shows number of companies in the regime and the simplifications they apply.

**In-house clearance – 201 permits, 97 for importation, 104 for exportation, 116 users**

**Invoice based simplifications – 244**

**Authorized consignee in national transit - 149**

**Authorized consignor in national transit - 82**

**Authorized consignee as per CIM in national transit - 4**

**AEO – 37 AEO certificates issued**

**Authorised exporter - 111**

In 2020, the total number of declarations for all customs procedures was 2,818,842, out of which 29.93% were C1 declarations for the exportation of goods and 49.29% were C4 declarations for the procedure of placement of goods into free circulation (importation of goods).

## METHODOLOGY AND STUDY PHASES

### Goals of the Study

When it decided to implement the study to measure the time required for the release of goods, the Customs Administration set a number of important goals:

- ✓ Evaluate existing and newly introduced procedures, technologies, and infrastructure;
- ✓ Identify constraints to the release of goods that are imposed by the customs and provide guidelines to overcome those constraints through consultations with the staff in customs offices and other control agencies;
- ✓ Define the basis for measuring the effects of trade facilitation and initiatives intended with a goal to improve the work of the customs and expedite the customs procedure;
- ✓ Assess the comparative position of the Republic of Serbia with regard to regional/international environment using the benchmark tools;
- ✓ Comply with international guidelines laid down in Article 7.6 of the World Trade Organization (WTO) Trade Facilitation Agreement according to which “Members are encouraged to measure and publish their average release time of goods periodically and in a consistent manner, using tools such as, *inter alia*, the WCO Time Release Study”, as well as Article 22 of the Additional Protocol 5 to the CEFTA Agreement 2006, which also stipulates compulsory measuring and publishing of average release time of goods.

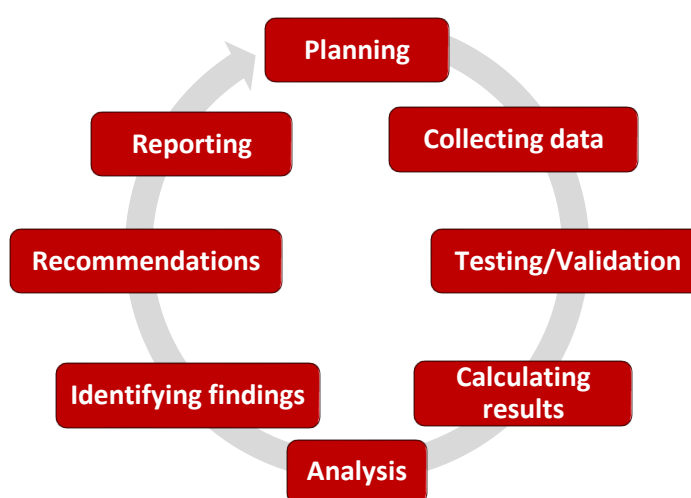
### Methodology

The Republic of Serbia has fully complied with the Time Release Study methodology developed by the World Customs Organization (WCO), throughout all the phases of preparing and implementing the Study, analyzing the findings and defining the recommendations. The materials and tools used in the implementation of the Study included the WCO “Guide to Measure the Time Required for the Release of Goods – Version 3<sup>4</sup>” and the WCO software.

FIGURE 1: TRS CYCLE ACCORDING TO THE WCO METHODOLOGY

The TRS process implemented in the Republic of Serbia was divided into three main phases:

- ✓ Phase 1: Preparation of the Study
- ✓ Phase 2: Collection and recording of the data
- ✓ Phase 3: Data analysis, identification of findings and recommendations.



<sup>4</sup>[http://www.wcoomd.org/-/media/wco/public/global/pdf/topics/facilitation/instruments-and-tools/tools/time-release-study/time\\_release\\_study.pdf?la=en](http://www.wcoomd.org/-/media/wco/public/global/pdf/topics/facilitation/instruments-and-tools/tools/time-release-study/time_release_study.pdf?la=en)

## Phase 1: Preparation of the Study

In preparation for the TRS, **formal Working Meetings** were held with all the relevant bodies/agencies that implement controls or are otherwise involved in the procedures for importation/exportation of goods. The members of the Working Meetings defined: (1) the scope of the Study; (2) the duration and time of the Study; (3) the structure and content of the questionnaires which will be used to collect the data. Working meetings were also organized with representatives of customs services at all locations to be included in the TRS, as well as with representatives of couriers. The meeting of the **TRS Working Group** was attended by the representatives of the Customs Administration (including the staff of the customs offices where the TRS took place), Border Police of the Ministry of Internal Affairs, the Veterinary Directorate and Plant Protection Directorate of the Ministry of Agriculture and Environmental Protection, the Sanitary Inspection of the Ministry of Health, the Belgrade Airport, the National Trade Facilitation Committee and the International Finance Corporation.

In accordance with the recommended methodology and based on analysis of data from the Customs Administration's IT system (ISCS) relating to preceding years, it was decided that the TRS should be implemented in the **most frequented customs offices, for the most represented customs procedures** - exportation C1 and importation C4 - and modes of transportation -air and road. The timeframe for the implementation of the Study, November 2021 - the reference period for data collection - was defined in the same way.

**FIGURE 2: QUESTIONNAIRES FOR EXPORTATION AND IMPORTATION IN AIR TRANSPORT**

The image shows two overlapping questionnaires. The top one is titled 'OBRAZAC ZA MEREŠENJE VREMENA U POSTUPKU UVOZA I IZVOZA U ZRAČNOM PROMETU' (Form for measuring time in import and export procedures in air transport). It has a blue header and contains various sections for data collection, including 'OPŠTI PODACI' (General data), 'POSREDOVANJE' (Intermediary), and 'POSREDOVANJE' (Intermediary). The bottom one is titled 'OBRAZAC ZA MEREŠENJE VREMENA U POSTUPKU UVOZA I IZVOZA U ZRAČNOM PROMETU' (Form for measuring time in import and export procedures in air transport). It has a red header and contains various sections for data collection, including 'OPŠTI PODACI' (General data), 'POSREDOVANJE' (Intermediary), and 'POSREDOVANJE' (Intermediary).

To ensure that data collection is as comprehensive as possible, it was decided that the questionnaires should be collected for **all types of goods**, and that **questionnaire should accompany a consignment throughout the importation/exportation process**. Considering that a large number of companies in the Republic of Serbia apply simplified procedures, it was decided that time measuring should also cover export consignments originating from authorized consignors which are exported exclusively via selected border crossings and import consignments which are cleared on the premises of authorized consignees whose territorially assigned customs office is a selected inland terminal. For this type of simplification, the Customs Administration has so far issued **201 permits** (104 exportation and 97 importation) for **116 companies**.

Moreover, for the importation of consolidated consignments it was decided that copies of questionnaires were to be made in the number equal to the number of individual C4 – importation procedures for consolidated consignments. The questionnaire reproduction process was

implemented by customs agents (freight forwarders) or Ipsos Strategic Marketing interviewers.

As for the questionnaires, the content and structure developed in 2017 for the needs of the first TRS were mainly kept, with changes applied in line with new procedures established after the first TRS (e.g. pre-arrival announcement of courier (express) consignments, categorization of product groups and selection of goods for control by customs officers based on announced manifest at importation in air transport etc.). The questionnaires were adjusted after the pilot TRS as needed to fully reflect the

procedures on the ground. The questionnaires were based on a detailed mapping of the steps of the importation/exportation process in road and air transport carried out in cooperation with the staff of the customs offices in which the TRS was to be undertaken. The procedures implemented by other control agencies were verified at formal Working Meetings and based on comments of the relevant inspection bodies. The questionnaires prepared for the two modes of transport were differentiated by color for importation and exportation, and, in road transport, also for the procedures at border crossings and at inland terminals. Moreover, the questionnaires had clear indications and noted the names of the body responsible for filling out the relevant segments of the questionnaires. The questionnaires are shown in the Annexes to this Report.

**Special posters and notices about the implementation of the Study** with detailed instructions were prepared in order to ensure that all participants were informed about it in a timely manner, both state bodies that carry out the controls as well as customs agents (freight forwarders). The notices were visibly displayed in all the customs offices where TRS was to be undertaken, and also distributed in hard copy to private sector stakeholders, first of all customs agents in customs offices included in the TRS. Notices and copies of the questionnaires were sent by e-mail to all customs agents at selected TRS locations, as well as to companies with in-house clearance at the Belgrade Terminal CO. **Electronic notifications** were sent daily in the course of the TRS through SOFTDESIGN's software used by most customs agents.

**FIGURE 3: PILOT PROJECT FOR ROAD TRANSPORT – BC BATROVCI**



Interviewers of Ipsos Strategic Marketing were involved in the implementation of the Study, hired with the support of the International Finance Corporation. Interviewers were engaged in carrying out the following activities: (1) disseminate the questionnaires, (2) assist with recoding data, collect and review the completed questionnaires, and (3) enter the data in the WCO software. Compared with the first TRS, and due to substantially reduced workforce at the Belgrade Airport CO, interviewers more often completed the questionnaires by themselves, carefully following instructions of employees.

Due to the pandemic, the TRS coordinators carried out on-line training for the interviewers for every mode of transport separately: on October 22 for air transport and November 9 for road transport. The goal of the training was to inform the interviewers about the content of the questionnaire, to specify what their obligations and duties within the implementation of the Study were, and to define the exact positions they will occupy in the customs offices. The Customs Administration coordinated the obtaining of permits which the interviewers needed to access the border customs offices.

Once the scope and time of the TRS were defined and questionnaires were produced, a **pilot TRS** was implemented. The goal of the pilot TRS was to verify the questionnaire in terms of suitability of the methodology applied and the sequence of the mapped importation and exportation processes, ensure that all participants are familiar with the TRS process, and identify the procedure points that require support by interviewers and coordinators. The pilot TRS for air

transport was implemented at the Belgrade Airport CO on October 25 and 26, and for road transport on November 8 and 9, 2021 at all four border crossings covered by the TRS and the Belgrade Terminal CO. The information obtained during the pilot was used to review the questionnaires, primarily for importation in air transport, to reflect slightly modified procedures compared to previous TRS. The pilot

showed that we needed to insist on stronger engagement of customs agents in the TRS. For this reason, we prepared the above mentioned electronic notifications for the customs agents.

## Phase 2: Data collection and recording

In the period November 1 – 7, 2021 (7 consecutive business days), the Customs Administration in cooperation with other state trade regulatory bodies and agencies, and with the support of the International Finance Corporation, implemented the Time Release Study in air transport at Belgrade Airport CO. The TRS covered all consignments in the C1- exportation and C4- importation procedures at the Belgrade Airport CO. Questionnaires were disseminated and arrival and dispatch of consignments recorded 24/7. In agreement with the TRS coordinator from Customs, due to very few flights in the period between 20:00h and 08:00h, interviewers were at the airport in the period between 08:00 and 20:00 hours - during the working hours of the Customs, while questionnaires for consignments arriving during the night were completed promptly in the morning of the day after.

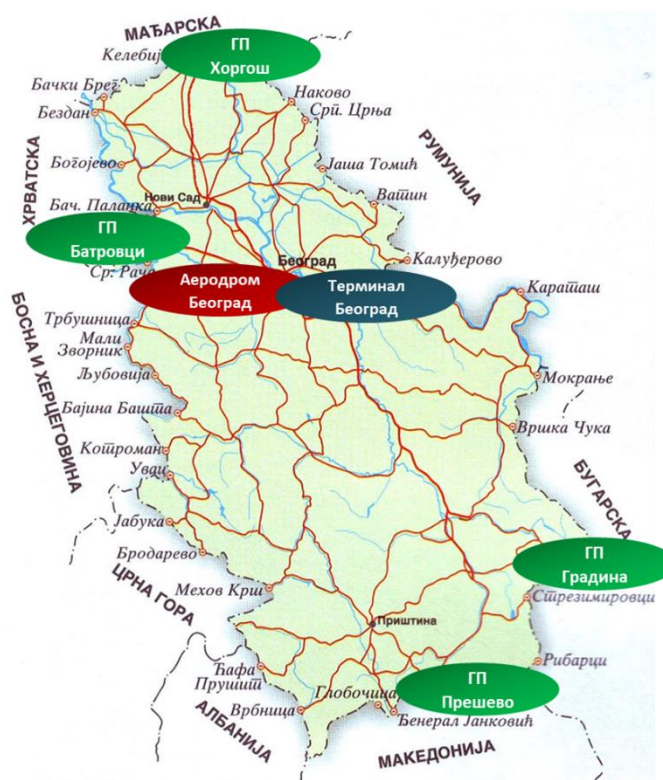
The TRS for road transport was carried out during November 15 - 21/22, 2021. It covered:

- **C1 - exportation** consignments which are exported from the **Belgrade Terminal CO** through the border crossings **Horgoš** (border with the Republic of Hungary), **Batrovci** (border with the Republic of Croatia), **Gradina** (border with the Republic of Bulgaria), and **Preševo** (border with the Republic of North Macedonia), as well as exportation consignments from the premises of authorized consignors which are exported directly via these border crossings (without going to the terminal first), and
- **C4 - importation** consignments via border crossings **Horgoš**, **Batrovci**, **Gradina** and **Preševo** which are cleared exclusively in the **Belgrade Terminal CO** or on the premises of authorized consignees.

The Horgoš, Batrovci, Gradina and Preševo BCs operate 24 hours a day. The TRS was carried out throughout the 24 hours. Working hours of Terminal Belgrade CO are 8:00h a.m. to 8:00h p.m., Monday through Saturday. For this reason, the TRS there covered also Monday, November 22 in Terminal Belgrade, in order to process consignments which entered Serbia during the weekend.

Consignments were followed from the time they arrived at the border crossing to the time it was released from customs control (for importation) in the inland terminal customs office, or by the time it left the customs territory of the Republic of Serbia (for exportation). A questionnaire was completed for each individual importation and exportation. Additionally, there was a box on each questionnaire relating to

FIGURE 4: THE CUSTOMS OFFICES COVERED BY THE TRS





the reference number of the customs declaration, which enabled the verification/extraction of specific data available in the ISCS and NCTS of the Customs Administration.

The total number of collected **valid** questionnaires for air transport was **1,010**, out of which **703 covered importation** and **307, exportation**. The total number of collected **valid** questionnaires for road transport was **893**, out of which **541 covered importation** and **352, exportation**. The number of valid collected questionnaires enables a statistically valid analysis of the performance of public and private sectors during the importation and exportation.

**FIGURE 5: DATA ENTRY COMPLETED IN WCO TRS SOFTWARE**



The WCO TRS software was used to record the data for the purposes of further analysis. Data entry was carried out by interviewers, with the support of the TRS coordinators of the Customs Administration and the International Finance Corporation.

In data entry the software functionalities for verifying the correctness of data entered were used. Quality control of questionnaires was performed during the data entry. Incomplete questionnaires were excluded. All questionnaires were assigned a unique number in the WCO TRS software. This number was noted on the hard copies to enable subsequent check of data entry on a random sample. No irregularities were found during a subsequent check of the data entered.

Data entry was carried out on the premises of the Customs Administration.

Similar to 2017 Study, what was particularly challenging in the implementation of the Study was to record the time when the truck joined the queue. Some queues were several kilometers long, among other things due to the stricter control of migrant movements by the EU authorities.

Due to safety concerns, interviewers were not sent to the end of queue in some cases. Secondly, interviewers were not able to stay at the end of queue in some cases as the permits issued to the interviewers for entering the border zone extend to only 800m immediately by the border crossing, where the border police operates. We moved one interviewer as close to the border policy location as possible and had him/her record the waiting time interval from drivers since they joined the queue. This solution did not impact the cargo processing times or the recording of waiting times in queue.

### Phase 3: Data analysis and identification of findings and recommendations

The WCO TRS software allows for the analysis of the information collected on the questionnaires. Preliminary findings of the Study were discussed with the participants during the formal Working Meetings, compared with the ISCS data so as to verify the accuracy of the findings and to develop appropriate conclusions and recommendations. The main

**FIGURE 6: MAIN MEASURING – PREŠEVO BC**



findings of the Study and the recommendations drawn from them are described in the following chapters.

## STUDY FINDINGS

### AIR TRANSPORT

The Belgrade 'Nikola Tesla' Airport is the largest airport in Serbia, accounting for approximately 90% of air cargo transport in Serbia.

The 'Nikola Tesla' Belgrade Airport cargo terminal has warehousing space of 5,500 m<sup>2</sup> and an annex of 2,500 m<sup>2</sup> to accommodate operational staff of the Cargo Acceptance and Dispatch Division, forwarders, and the Customs Administration (Belgrade Airport CO). Belgrade Airport is warehousing the goods in their own warehouse (a public bonded warehouse type A) covering an area of 4,800 m<sup>2</sup> and equipped with: eight electric forklifts, three electric tractors, six hand forklifts and trolleys for the transport of goods (bulk and palletized). The stored goods are well secured, and the storing system is high bay. The warehouse also has equipment for special cargo warehousing: 9 cooling chambers with a total capacity of 172 m<sup>3</sup>, and special space for warehousing high-value consignments, live animals, radio-active materials, flammable liquids, and other dangerous substances.

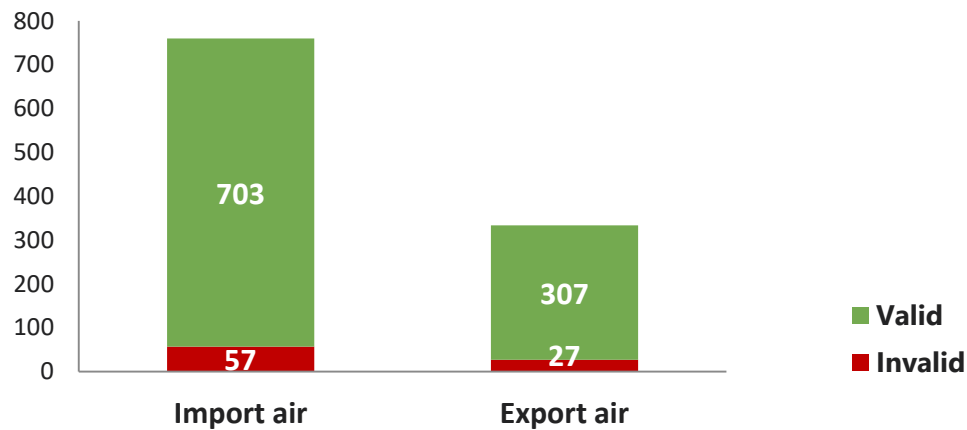
The Cargo Agency (freight forwarding agency) within the Cargo Acceptance and Dispatch Division informs the consignees about the arrival of cargo, acts as customs representatives of legal and natural persons, and organizes the transportation of cargo from the Airport to the consignee's address in the territory of Serbia and from the consignee's address for the exportation cargo.

In 2018, the Government of the Republic of Serbia signed an agreement for a 25-year concession of the Nikola Tesla Airport with the French company VINCI Airports. The concessionaire took over the operational management of the airport on December 22, 2018 with the objective to make the airport a regional hub for the Balkans. After the expiration of the period of two years from the takeover, during which the concessionaire did not have the right to carry out layoffs, the number of employees at the airport cargo was significantly reduced. The reduction of the workforce is reflected in certain processes observed by the TRS.

The TRS in air transport covered all consignments related to **C1 - exportation** and **C4- importation** customs procedures. It started on November 1, 2021 at 00:00h and lasted until November 7, 00:00h. Consignment arrivals and dispatches were recorded by the Belgrade Airport throughout 24 hours even though working hours of the Customs in the Belgrade Airport CO are from 8:00h to 20:00h every day. The interviewers stayed at the airport for two more days in order to collect all remaining questionnaires released until November 7.

The total number of questionnaires collected in the course of the TRS was 1,094 out of which 7.7%, or 84 questionnaires, were invalid (57 questionnaires for importation and 27 questionnaires for exportation). **The total number of valid questionnaires based on which comprehensive data processing was carried out was 1,010, out of which 703 covered importation and 307, exportation.**

**GRAPH 4: THE NUMBER OF TRS QUESTIONNAIRES FOR AIR TRANSPORT**



The questionnaires were filled out by competent authorities' staff at the Belgrade Airport involved in cargo importation and exportation procedures. Compared with the 2017 TRS, and due to the substantially reduced warehouse workforce at the airport, interviewers completed many questionnaires themselves, carefully following instructions provided by the airport employees.

**FIGURE 7: FILLING OUT TRS QUESTIONNAIRES IN THE COUNTER HALL OF THE CUSTOMS ADMINISTRATION (BELGRADE AIRPORT CO)**



**FIGURE 8: INTERVIEWERS AT RIG PLATFORM (BELGRADE AIRPORT CO)**

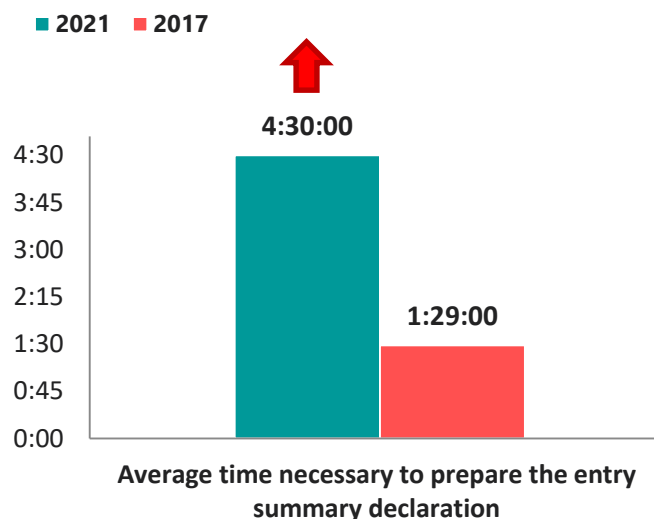




## Importation in air transport

According to the data obtained by the TRS, **average time for importation in air transport** at Belgrade Airport CO was **2 days, 18 hours and 45 minutes**, from the time the airplane lands to the final physical takeover of goods from the warehouse by the consignee. The table below shows detailed data about relevant times and procedures in the importation of goods in air transport.

| AVERAGE TIME                            | ACTIVITY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-----------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>2 days, 18 hours, and 45 minutes</b> | <b>All the procedures relating to the importation of goods in air transport</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>39 minutes</b>                       | <b>Pre-arrival announcement of courier consignments</b> – on average, couriers submitted announcement manifest 39 minutes before the plane lands.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>57 minutes</b>                       | <b>Selection of goods for examination and categorization of consignments by customs officers</b> , was completed, on average, 57 minutes from submitting the pre-arrival announcement manifest.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>58 minutes</b>                       | <b>Unloading of cargo from the airplane and initial customs control</b> , lasted <b>58 minutes on average</b> . This time includes the period immediately following the landing of the airplane, unloading of cargo from the airplane, checking of cargo against the air waybill, and initial control by the customs officers at unloading. Unloading of cargo usually started 28 minutes after the landing. Unloading lasted 52 minutes on average. 574 out of the 703 consignments (82%) were subject to initial customs control at unloading, which lasted 44 minutes on average.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>5 hours and 49 minutes</b>           | <p><b>Warehousing of goods in the consolidated warehouse, deconsolidation and lodgment of entry summary declaration</b> - average warehousing of goods took 5 hours and 49 minutes, observed from the moment of warehousing in the warehouses of Belgrade Airport or couriers' warehouses till the moment the agent takes the documents (the agent who submitted the entry summary declaration) from the Customs Administration surveillance. After that the airport staff takes the documents to the airlines for further purchase of waybills, i.e., from this moment on the purchase of waybills from couriers was possible.</p> <p>On average, the preparation of the entry summary declarations by the Belgrade Airport staff took 4 hours and 30 minutes, which is significantly longer than in 2017. (Graph 5), and its processing by the Customs, verification, and assignment of the ID number took 4 minutes on average. The agent who submitted the entry summary declaration takes over the documents 1 hour and 1 minute, on average, after the ID number being assigned.</p> <p><b>Average duration of control by customs officers at couriers</b> (according to the selected product groups from the announced manifest), was 41 minutes, and the period between completing this control and submitting of consolidated manifest was 2 hours and 5 minutes on average, with another 10 minutes needed for submitting entry summary declaration by couriers (entry summary declaration was submitted within 2 hours and 15 minutes from completed control by customs officers).</p> |

**GRAPH 5: AVERAGE TIME NECESSARY TO PREPARE THE ENTRY SUMMARY DECLARATION (IN HOURS AND MINUTES)****18 hours and 7 minutes**

**Purchase of waybill** - on average 18 hours and 7 minutes passed from the moment when submitter of entry summary declaration took over documents from the customs surveillance officers to the moment when customs agents purchased the waybill from courier or airline.

This period includes the time needed for the Belgrade Airport staff to deliver documents to the airlines or their representatives, the time the airlines need to inform customs agents or importers about the arrival of goods, as well as the time needed for purchase of the waybills.

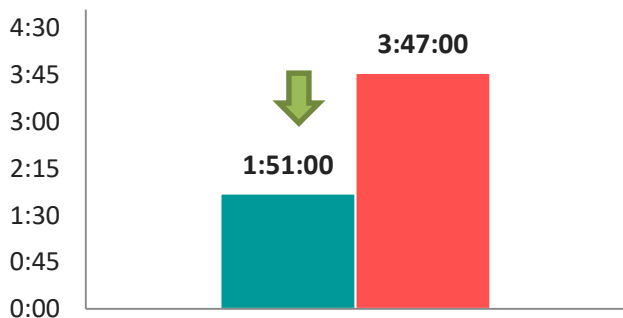
*Control by inspection authorities*

**0 minutes.** During the TRS, no consignment was subject to inspection control.

**20 hours and 12 minutes**

**Average time of customs agents measured from the purchase of waybill and taking over the documents by customs agents to the time documents are physically submitted to the Customs was 20 hours and 12 minutes.**

After purchase of waybills, customs agents inform importers about the arrival of the goods. Importers are to submit original documents or original statements necessary for clearance. If the consignment is being subjected to inspection control, this procedure also takes place during this time period. Depending on the inspection, some requests for control can be submitted electronically, as in case of the Border Veterinary Inspection and Border Phytosanitary Inspection, through their ITCM systems, while in the case of the Border Sanitary Inspection hardcopies of request for control must be submitted (usually before 11:00h). The ITCM system of the Border Phytosanitary Inspection was released in December 2021. The system allows for the electronic submission of

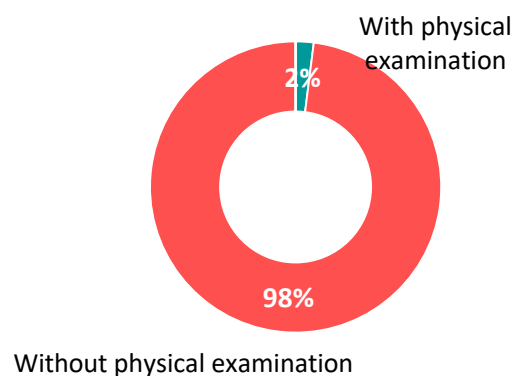
|                                     | <p>a request for control of plant health and food safety. However, the system has limited processing capacity, and only the authorized inspectors can enter data about codes of goods (which may require additional time if new product codes needs to be entered in the system, and before new code entry is completed customs agents cannot submit requests for control). After electronic data entry, hardcopies of all documents must be submitted to the inspection agency.</p> <p>If goods are sampled by the SPS inspectors during the physical examination, it may take up to 10 days to obtain the laboratory results. When goods are sampled, the inspectors usually allow the release and clearance of the goods, but not their entry into free circulation until the laboratory results become available.</p> <p>Also, in this period the customs agent prepares all documents required for clearance, submits the electronic SAD, and physically submits all documents to Customs for processing.</p> <p>Even though the customs office operates until 20:00h, import documents are rarely submitted after 16:00h. The last physical examination of goods of the day in the import warehouse is done at 17:00h, however, goods may not be examined on the same day in case the warehouse staff needs to attend to other duties, and therefore the customs examination cannot start. Even if the goods are cleared in late afternoon, they cannot be dispatched from the warehouse because of the cash desk working hours, which end at 16:00h. Customs agents therefore prefer to submit documents the next morning.</p> |      |                                                 |      |         |      |         |
|-------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|-------------------------------------------------|------|---------|------|---------|
| <p><b>1 hour and 51 minutes</b></p> | <p><b>Control by the customs</b> - This time includes the period from the time the documents are physically submitted to the customs to the time the documents and/or the payment receipt (if payment is made in cash), are made available to the customs agent. The average duration of customs control was 1 hour and 51 minutes and was almost 2 hours shorter (51%) than in the previous TRS (Graph 6).</p> <p><b>GRAPH 6: AVERAGE TIME OF CONTROL BY THE CUSTOMS (IN HOURS AND MINUTES)</b></p> <p>■ 2021 ■ 2017</p>  <table border="1"> <thead> <tr> <th>Year</th> <th>Average time of control (Hours:Minutes:Seconds)</th> </tr> </thead> <tbody> <tr> <td>2021</td> <td>1:51:00</td> </tr> <tr> <td>2017</td> <td>3:47:00</td> </tr> </tbody> </table> <p>Average time of control by the customs</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Year | Average time of control (Hours:Minutes:Seconds) | 2021 | 1:51:00 | 2017 | 3:47:00 |
| Year                                | Average time of control (Hours:Minutes:Seconds)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |      |                                                 |      |         |      |         |
| 2021                                | 1:51:00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |      |                                                 |      |         |      |         |
| 2017                                | 3:47:00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |      |                                                 |      |         |      |         |

**The Customs takes over the SAD submitted electronically by the customs agent and enters it into the Customs IT system and assigns the unique reference number** if all requirements are met for the declaration to be accepted. Average time from the moment the documents were physically submitted to the Customs to the moment the declaration was assigned a unique reference number, was 34 minutes on average.

**The documentary check** took 3 minutes on average. During the TRS, there were no cases that required submission of additional documents. This may be one of the reasons why the average duration of documentary check was far shorter than in 2017, when it was 41 minutes.

**The physical examination** took 12 minutes on average. Out of the 703 valid questionnaires, 14 (2%) consignments were subjected to physical examination, all of them based on risk analysis (Graph 7).

**GRAPH 7: PERFORMING OF PHYSICAL EXAMINATION**



Physical examinations are undertaken at 09:00h, 11:00h, 14:00h and 17:00h, and if necessary, again around 20:00h. Depending on the time when the documents are submitted to the Customs, these may affect the time lag until the physical examination is carried out.

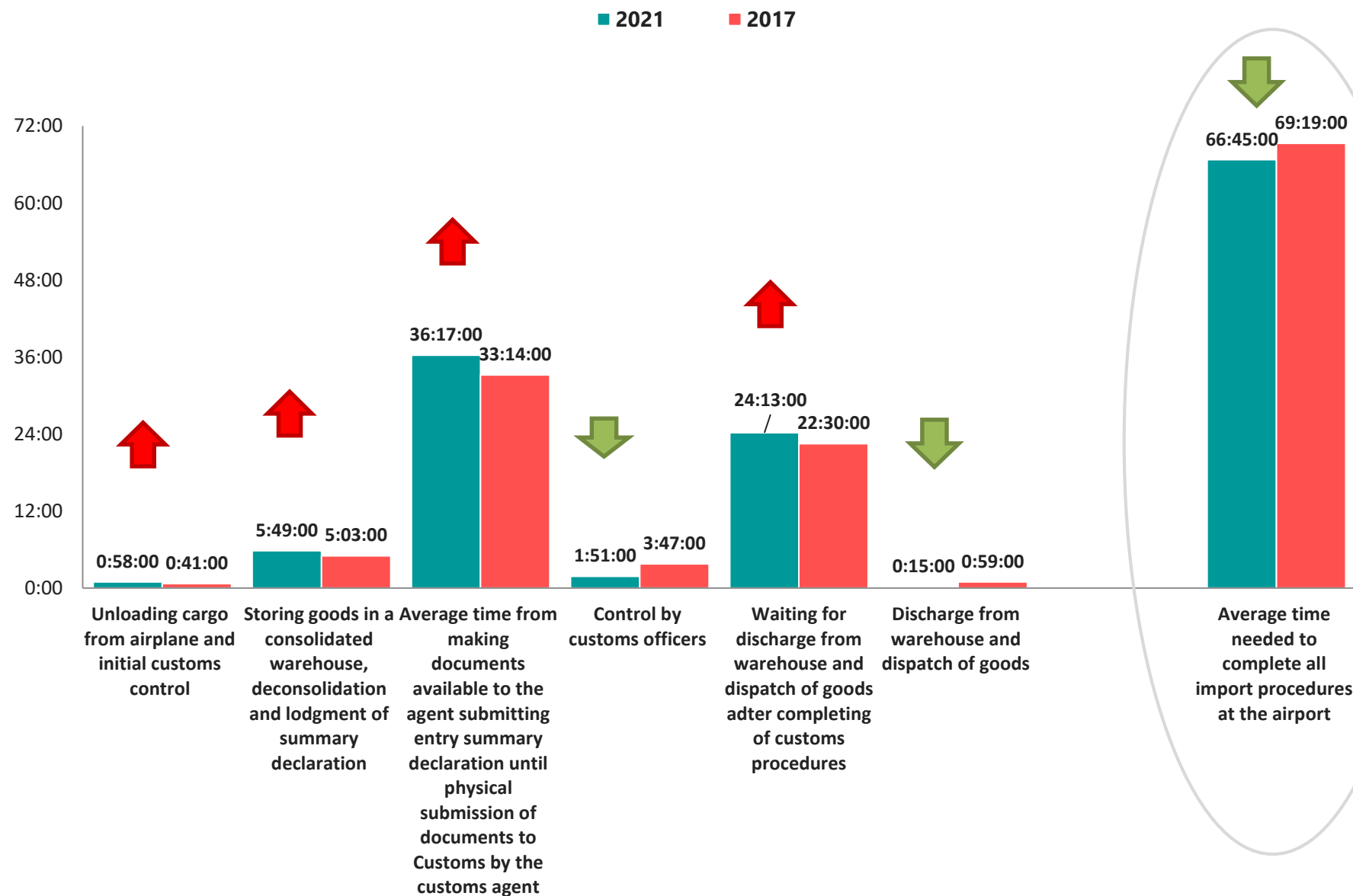
**Stamping and separation of customs documents, calculation of customs debt** and making the documents and/or receipt available to the customs agent, took 15 minutes on average.

In most cases, the customs debt is secured by a bank guarantee (629 questionnaires – 89%) rather than settled by direct payment.

**24 hours and 13 minutes**

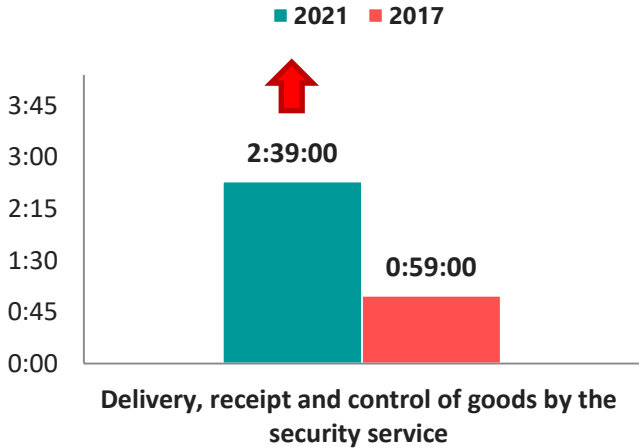
**Waiting for discharge from warehouse and dispatch of goods after customs clearance** - goods are usually not dispatched immediately after the completion of the customs procedures. From the time the customs procedure was completed, to the time

|                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                   | when the customs agent/importer requested and was issued the invoice for the cost of the warehousing of the goods, and the goods were dispatched, <b>24 hours and 13 minutes passed, on average.</b>                                                                                                                                                                                                                                                                                                                                                |
| <b>15 minutes</b> | <b>Discharge from warehouse and dispatch of goods</b> - After the customs procedure is completed, the goods are discharged and dispatched from the warehouse. Within this period, the customs agent advises the airport cargo service or the courier that she/he has completed the clearance procedure and requests the invoice for the cost of the warehousing of the goods. This phase lasted 15 minutes, which is only a quarter of the time this process took in 2017, when it was 59 minutes. Loading of the goods took 11 minutes on average. |

**GRAPH 8: PROCEDURES AND AVERAGE TIME FOR IMPORTATION IN AIR TRANSPORT, 2021. COMPARED WITH 2017. (IN HOURS AND MINUTES)**

## Exportation in air transport

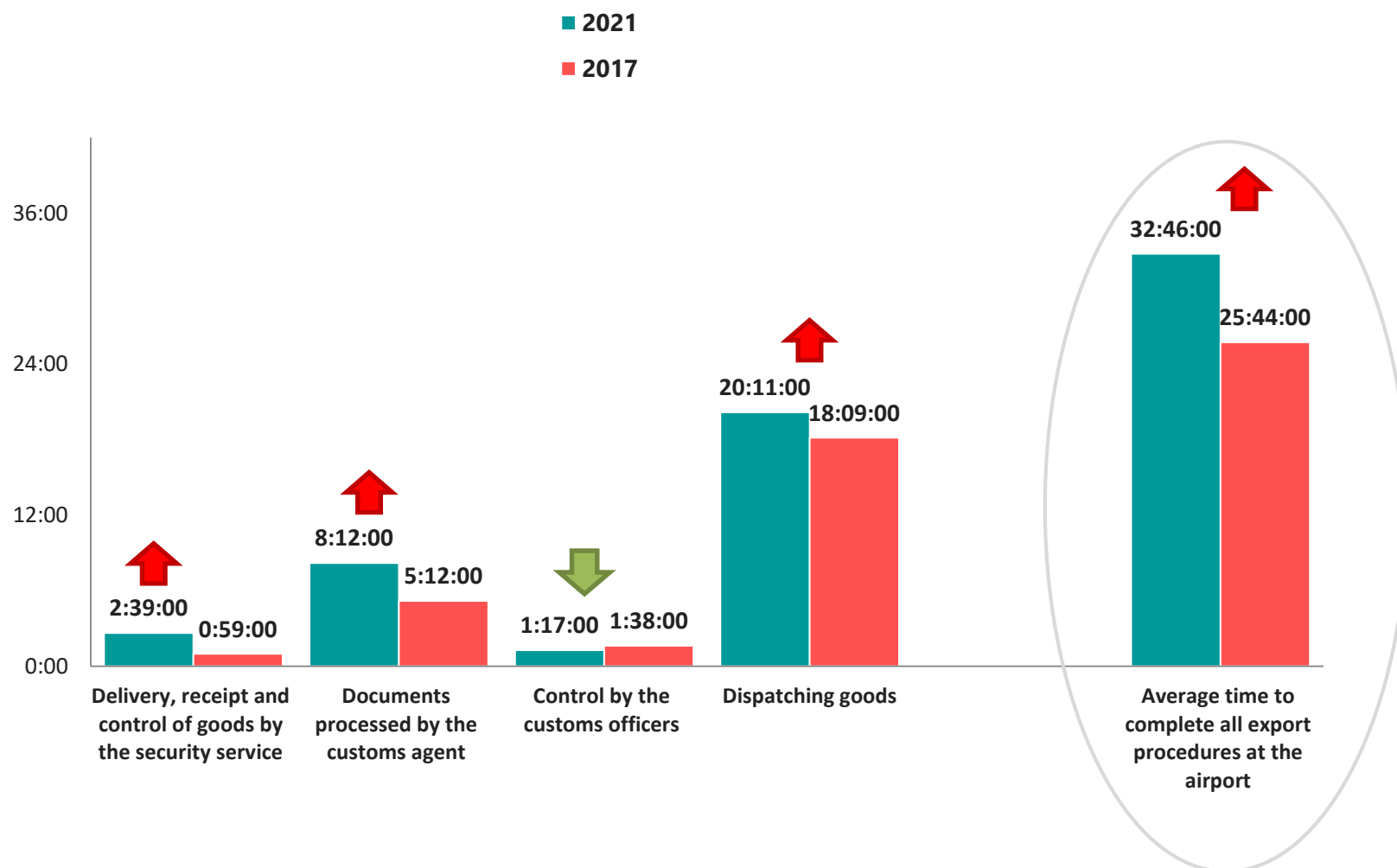
According to the data obtained by the TRS, **average time for exportation in air transport** at the Belgrade Airport CO was **1 day, 8 hours and 46 minutes**, from the time when the goods are delivered and received by the Belgrade Airport REG position cargo service, or at the courier's warehouse, to the time when the goods are dispatched by air. Export consignments must be delivered a minimum 3 hours before airplane take-off. The table below shows detailed data about relevant times and procedures in the exportation of goods in air transport.

| AVERAGE TIME                  | ACTIVITY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |      |                          |      |         |      |         |
|-------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|--------------------------|------|---------|------|---------|
| 1 day, 8 hours and 46 minutes | All procedures relating to the export by air.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |      |                          |      |         |      |         |
| 2 hours and 39 minutes        | <p><b>Delivery, receipt and control of goods by the security service</b> -On average, it took 2 hours and 39 minutes for the receipt of goods for exportation and the document check by the Belgrade Airport authority, and the security service controls (control took 15 minutes on average). Unloading the goods into the export area of the customs cargo warehouse took 18 minutes on average. Compared with the 2017 TRS results, this process took much longer (Graph 9) which, again, may be the consequence of the reduced workforce at the Belgrade Airport CO.</p> <p><b>GRAPH 9: DELIVERY, RECEIPT AND CONTROL OF GOODS BY THE SECURITY SERVICE (IN HOURS AND MINUTES)</b></p>  <table border="1"> <caption>Data for Graph 9</caption> <thead> <tr> <th>Year</th> <th>Time (Hours and Minutes)</th> </tr> </thead> <tbody> <tr> <td>2021</td> <td>2:39:00</td> </tr> <tr> <td>2017</td> <td>0:59:00</td> </tr> </tbody> </table> | Year | Time (Hours and Minutes) | 2021 | 2:39:00 | 2017 | 0:59:00 |
| Year                          | Time (Hours and Minutes)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |      |                          |      |         |      |         |
| 2021                          | 2:39:00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |      |                          |      |         |      |         |
| 2017                          | 0:59:00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |      |                          |      |         |      |         |



|                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|--------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>8 hours and 35 minutes</b>  | <p><b>Document processing by the customs agent</b> – The customs agent prepares all the documents required for the export clearance, electronically submits the export SAD, and then physically submits all documents to Customs. This process took 8 hours and 35 minutes which was also longer than in the previous TRS (in 2017 it was 5 hours and 12 minutes). We noticed that compared to the 2017 TRS, a larger portion of goods for export arrives already cleared at other customs offices and are only shipped from the Belgrade Airport. In such cases, the procedures at the airport are much shorter and goods will make the planned flight. These types of consignments were not included in the study.</p>                                                                                                                                                                                                                                                                                                                                           |
| <b>1 hour and 17 minutes</b>   | <p><b>Control by the Customs</b> - this time includes the period from the time when the documents are physically submitted to Customs to the time when the documents and goods are made available to the customs agent.</p> <p>The customs officer enters the SAD submitted electronically by the customs agent it into the Customs IT system, and assigns it the unique reference number if all the requirements for declaration to be accepted are met. This took on average 19 minutes (from when the documents were physically submitted to the Customs to the <i>assigning of reference number</i> for the declaration).</p> <p><b>The documentary check</b> took 1 minute on average. Only 3 consignments did not include all the necessary supporting documents, and additional submissions were needed.</p> <p><b>The physical examination</b> was done for only 2 consignments (0.65%). This took 15 minutes on average.</p> <p><b>Stamping and separation of documents and making them available to the customs agent</b> took 8 minutes on average.</p> |
| <b>20 hours and 11 minutes</b> | <p><b>Dispatch of goods</b> - This time includes the period from when the customs procedures are completed, to when the plane takes off.</p> <p>The export C1 declaration discharge procedure was not done immediately, and it took place after 17 hours and 18 minutes on average from completing the customs procedure.</p> <p>The time period between export C1 discharge and plane take off was 4 hours and 40 minutes on average. It includes removing the goods from the export warehouse, packing the aircraft containers and loading the goods onto the plane, and take off.</p> <p>Removal of goods from the export warehouse and packing the aircraft containers took on average 2 hours and 13 minutes.</p>                                                                                                                                                                                                                                                                                                                                             |

GRAPH 10: PROCEDURES AND AVERAGE TIME FOR EXPORTATION IN AIR TRANSPORT, 2021. COMPARED WITH 2017. (IN HOURS AND MINUTES)



## ROAD TRANSPORT

In the road transport, TRS covered all C1-export consignments exported from **Belgrade Terminal CO** through the following border crossings: **Horgoš** (border with the Republic of Hungary), **Batrovci** (border with the Republic of Croatia), **Gradina** (border with the Republic of Bulgaria) and **Preševo** (border with the Republic of North Macedonia) and consignments coming from the premises of authorized consignor exported through the above mentioned border crossings, as well as **C4 - importation** consignment via **Horgoš, Batrovci, Gradina and Preševo** border crossings which are cleared at the **Belgrade Terminal CO** or on the premises of an authorized consignee linked to the Belgrade Terminal CO.

The Belgrade Terminal CO is the largest customs office in the country, with 266,472 processed declarations in 2020 – 88,742 export C1 declarations and 132,978 import C4 declarations. The Belgrade Terminal CO is part of the International Terminal owned by the public utility company “Parking Servis” and covering an area of 8 hectares. The location of this terminal is on the periphery of the City of Belgrade, on Corridor 10, the most important road in the region. The premises of customs officers are inside the terminal. SPS inspection services are no longer physically present there (they used to be).

In 2020, Batrovci, Preševo, Gradina and Horgoš BCs were entry and exit point for 810,416 consignment declarations – 193,099 (23.8%) C1 declarations and 495,256 (61.1%) C4 declarations. All four border crossings have been considerably reconstructed and now the inspection services have their own space.

| Document <sup>5</sup> | Horgoš  | Batrovci | Gradina | Preševo |
|-----------------------|---------|----------|---------|---------|
| C1                    | 54,747  | 49,330   | 26,321  | 62,701  |
| C2                    | 977     | 692      | 992     | 1,366   |
| C3                    | 36      | 41       | 7       | 21      |
| C4                    | 185,726 | 193,444  | 72,799  | 43,287  |
| C5                    | 15,092  | 9,082    | 1,979   | 1,137   |
| C6                    | 1,713   | 1,536    | 458     | 1,066   |
| C7                    | 35,312  | 34,875   | 8,624   | 6,797   |
| C9                    | 111     | 112      | 16      | 19      |
| Total:                | 293,714 | 289,112  | 111,196 | 116,394 |

The TRS at the border crossings commenced on November 15, 2021 at 00:00h and lasted until November 21 at 23:59h, while at Belgrade Terminal CO the measuring period was one day longer – November 22, 2021, since this office does not operate on Sundays. Working hours of Belgrade Terminal CO are from 08:00h to 20:00h.

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<sup>5</sup> C1- Export of Goods, C2 - Temporary Export of Goods, C3 - Re-export of Goods, C4 - Import of Goods - Release of Goods for Free Circulation, C5 - Temporary Import of Goods, C6 - Re-importation of Goods, C7 - Customs Warehousing of Goods, C9 - Processing Under Customs Control and Destruction of Goods.

**FIGURE 9: BELGRADE TERMINAL**

Every consignment was monitored from the moment of arrival at the border crossing, up to the time when it was finally released from customs control at the inland customs terminal (importation), or by the time it left the customs territory of the Republic of Serbia (exportation). There was a separate uniform questionnaire for each individual importation or exportation procedure. Moreover, the questionnaire had boxes for the number of the customs declaration which made it possible to check some data that are available through the ISCS and NCTS systems of Customs Administration.

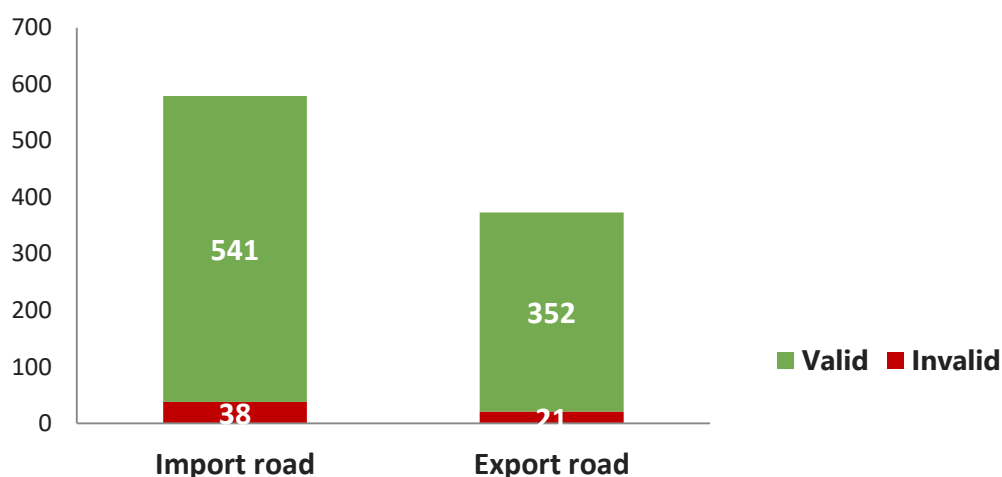
**FIGURE 10: PREŠEVO BC****FIGURE 11: DISTRIBUTION OF QUESTIONNAIRES AT GRADINA BC****FIGURE 12: DISTRIBUTION OF QUESTIONNAIRES AT BATROVCI BC**

## TIME RELEASE STUDY 2021

## The Republic of Serbia

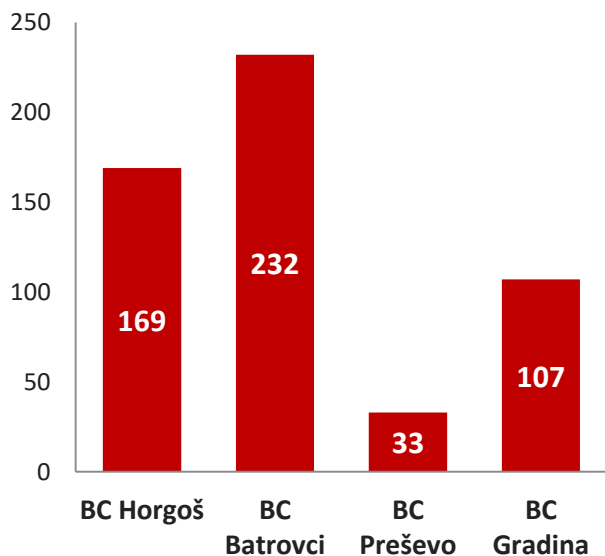
A total of 952 questionnaires was collected during the road transport TRS, of which 6% or 59 questionnaires were invalid (38 for importation and 21 for exportation). **The total number of collected valid questionnaires in road transport, based on which the data processing was carried out, was 893 - 541 questionnaires for importation, and 352 for exportation.**

GRAPH 11: NUMBER OF TRS QUESTIONNAIRES IN ROAD TRANSPORT

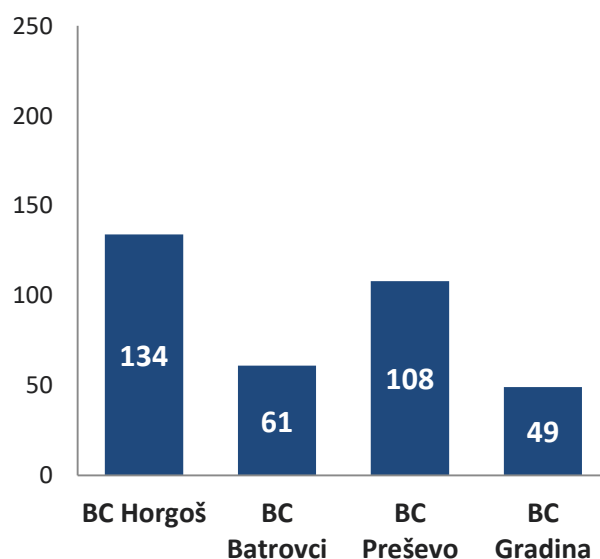


The largest number of valid questionnaires was collected at the Batrovci border crossing both for importation and exportation. The Graphs below show the number of valid questionnaires in importation and exportation for the specific border crossings via which the consignments were imported or exported.

GRAPH 12: THE NUMBER OF QUESTIONNAIRES FOR IMPORTATION BY BC



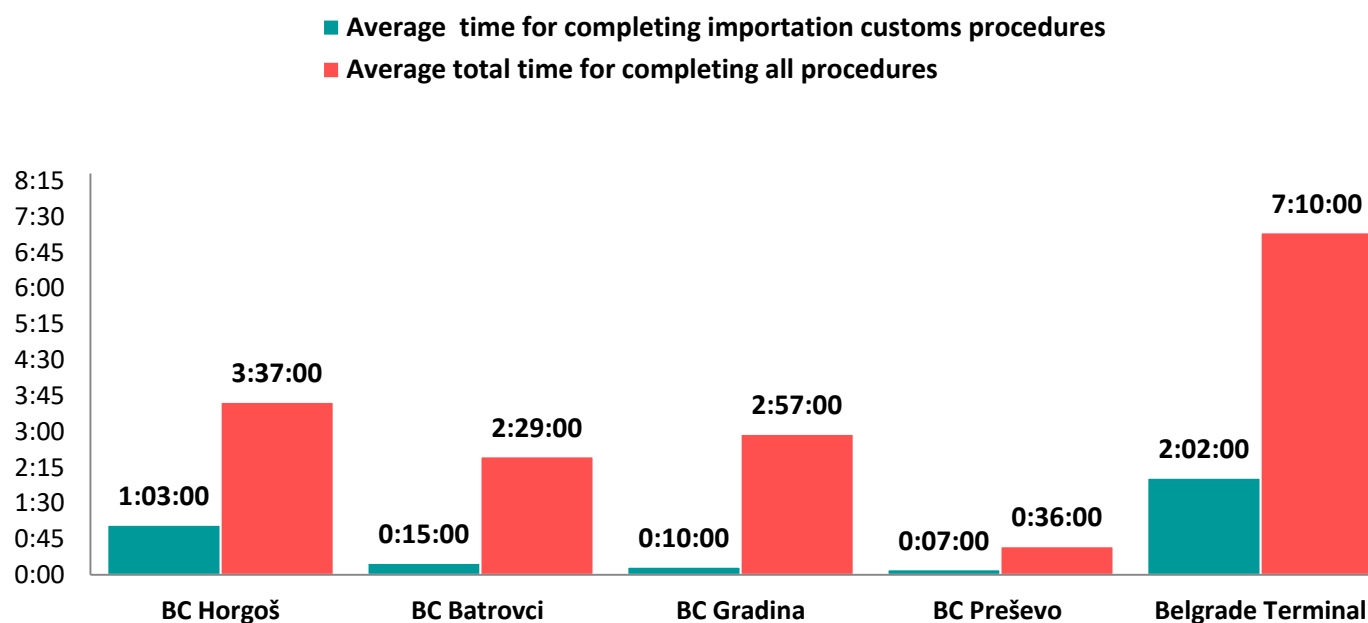
GRAPH 13: THE NUMBER OF QUESTIONNAIRES FOR EXPORTATION BY BC



## Importation in road transport

According to the data obtained from the TRS, the **average time for import by road** was **10 hours and 1 minute**. Of this, the average duration of procedures at **border crossings was 2 hours and 51 minutes, and at inland customs terminal, 7 hours and 10 minutes**. This includes all procedures from the time when the truck entered the territory of the Republic of Serbia to when clearance was completed and goods were released at the inland terminal. **These times did not include the time for transporting the goods from the border crossing to the inland terminal.**

**GRAPH 14: AVERAGE TIME FOR THE IMPORTATION IN ROAD TRANSPORT, ACROSS THE BCs (IN HOURS AND MINUTES)**



The Table below shows detailed data about the amounts of time and procedures pertaining to the imports by road.

| AVERAGE TIME                                                                                                            | ACTIVITIES AT BORDER CROSSINGS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>2 hours and 51 minutes</b>                                                                                           | <b>All procedures at the border crossing that are related to the imports by road</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>18 minutes</b>                                                                                                       | <b>Average waiting time in the zone between checkpoints</b> included the time from when the truck entered the territory of the Republic of Serbia to when the border police started carrying out its controls, and was on average 18 minutes. Waiting time was 2 minutes at BC Preševo, 31 minutes at BC Horgoš, 13 minutes at BC Batrovci and 17 minutes at BC Gradina. The reason for the shorter waiting time at the Preševo /Tabanovce border crossing is the one-stop shop established with Customs and the border police of North Macedonia. The Macedonian authorities carry out their exit control procedures on the Serbian (Preševo) side of the border crossing.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>1 minute</b>                                                                                                         | <b>Control by the border police</b> took, on average, 1 minute at the border crossings Batrovci, Gradina and Preševo, and 2 minutes at BC Horgoš. The control by the border police included checking the driver's documents and possible inspection of the cabin, i.e., the vehicle.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>6 minutes</b>                                                                                                        | Upon completion of the control by the border police, <b>customs officers records the entry of the truck and the truck is weighed.</b> When registering the entry, a registration card was issued and the truck was weighed, which took an average of 6 minutes (only at BC Horgoš, this procedure was slightly longer - 17 minutes). The time that elapsed from the moment of recording and weighing the truck to the physical taking over of the documentation by the customs agent was on average 16 minutes (the shortest at the Preševo BC, 5 minutes, the longest at the Gradina BC, 40 minutes).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>1 hour and 35 minutes is the customs agent's time, until the documents are physically handed over to the Customs</b> | <p>After it entered the territory of the Republic of Serbia, the consignment is in transit to the point of clearance (either at inland terminal or authorized consignee's warehouse). The transit procedure is recorded either in a T1 or in a T2 document<sup>6</sup>, or by opening a national transit procedure - NT). Out of 541 valid importation-related questionnaires, national transit was opened 403 times, or in 74 % of all registered transit procedures.</p> <p>After the truck crosses the border, <b>the driver notifies the customs agent about the arrival of vehicle</b> to the border crossing, the customs agent takes over the documents from the driver and then prepares all the documents required for inspection, if any, subject to the type of consignment, as well as the documents for Customs.</p> <p>The average amount of time between the time when the customs agent took over the documents and the time when the inspection officers started their control was, 1 hour and 31 minutes, and additional 24 minutes on average passed until the actual start of the documentary control by the inspection.</p> <p>On average, 1 hour and 29 minutes passed from the moment the customs agent took over the documentation from the driver to the electronic submission of the documentation to the Customs. After the documents are submitted electronically, an LRN number</p> |

<sup>6</sup> Since February 1, 2016, the Republic of Serbia has been applying the common transit procedure through the New Computerized Transit System (NCTS) with the EU.

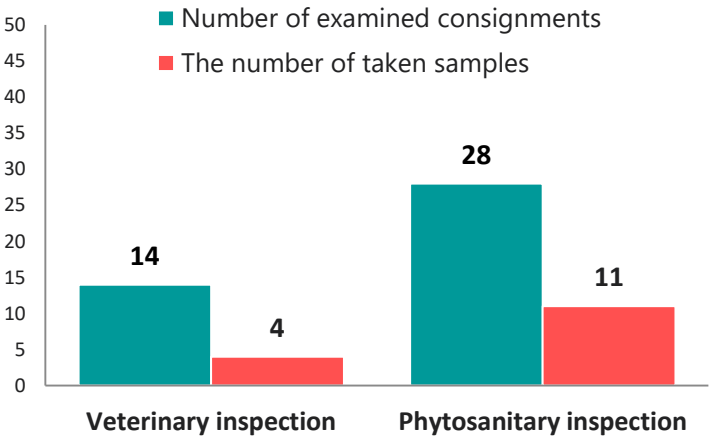
|                                                                              | for transit is assigned through the NCTS. <b>Customs agents took, on average, 1 hour and 35 minutes until the documents are physically submitted to the Customs.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |          |                                            |                                                                              |                       |                   |            |                      |           |          |           |                                        |            |                                  |           |
|------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|--------------------------------------------|------------------------------------------------------------------------------|-----------------------|-------------------|------------|----------------------|-----------|----------|-----------|----------------------------------------|------------|----------------------------------|-----------|
| <b>1 hour and 14 minutes</b>                                                 | <p><b>Control by inspection authorities:</b> A total of 161 consignments, or 30%, was subjected to inspection control. Out of this number, 56 consignments were subjected to control by the Border Veterinary Inspection, and 105, by the Border Phytosanitary Inspection. The time of controls by inspection authorities covered the time from when the customs agent applied for the control of goods, through the documentary check, identification of goods, physical examination, if any, sampling, to the drawing up of the administrative decision and making that decision available to the customs agent. The total average time of this procedure was more favorable than in 2017 (1 hour and 14 minutes vs. 2 hours and 2 minutes). Sampling was carried out for 94 consignments, or 58% consignments that were subjected to inspection controls.</p> <table> <tr> <th>Activity</th><th>Average amount of time for all inspections</th></tr> <tr> <td>Total average amount of time from applying for control to obtaining decision</td><td>1 hour and 14 minutes</td></tr> <tr> <td>Documentary check</td><td>10 minutes</td></tr> <tr> <td>Physical examination</td><td>8 minutes</td></tr> <tr> <td>Sampling</td><td>3 minutes</td></tr> <tr> <td>Drawing up the administrative decision</td><td>10 minutes</td></tr> <tr> <td>Administrative decision delivery</td><td>6 minutes</td></tr> </table> <p>At the Batrovci, Horgoš and Preševo BCs, Border Veterinary Inspection is present 24 hours a day, 7 days a week. At BC Gradina, it is present daily from 07:00h to 19:00h during the summer period, and from 07:00h to 17:00h in wintertime. Irrespective of the time of year, the Border Veterinary Inspection at Gradina BC works from 07:00h to 16:00h on weekends.<sup>7</sup></p> <p>The Border Phytosanitary Inspection is present 24 hours a day, Monday through Saturday, and from 07:00h to 19:00h on Sunday at Horgoš and Batrovci BCs. At Gradina BC and Preševo BC, this inspection is present every day except Sunday, in the summer from</p> | Activity | Average amount of time for all inspections | Total average amount of time from applying for control to obtaining decision | 1 hour and 14 minutes | Documentary check | 10 minutes | Physical examination | 8 minutes | Sampling | 3 minutes | Drawing up the administrative decision | 10 minutes | Administrative decision delivery | 6 minutes |
| Activity                                                                     | Average amount of time for all inspections                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |          |                                            |                                                                              |                       |                   |            |                      |           |          |           |                                        |            |                                  |           |
| Total average amount of time from applying for control to obtaining decision | 1 hour and 14 minutes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |          |                                            |                                                                              |                       |                   |            |                      |           |          |           |                                        |            |                                  |           |
| Documentary check                                                            | 10 minutes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |          |                                            |                                                                              |                       |                   |            |                      |           |          |           |                                        |            |                                  |           |
| Physical examination                                                         | 8 minutes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |          |                                            |                                                                              |                       |                   |            |                      |           |          |           |                                        |            |                                  |           |
| Sampling                                                                     | 3 minutes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |          |                                            |                                                                              |                       |                   |            |                      |           |          |           |                                        |            |                                  |           |
| Drawing up the administrative decision                                       | 10 minutes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |          |                                            |                                                                              |                       |                   |            |                      |           |          |           |                                        |            |                                  |           |
| Administrative decision delivery                                             | 6 minutes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |          |                                            |                                                                              |                       |                   |            |                      |           |          |           |                                        |            |                                  |           |

<sup>7</sup> <https://www.vet.minpolj.gov.rs/Kontakti/Kontakti%20granicne%20inspekcije%20SRB.pdf>

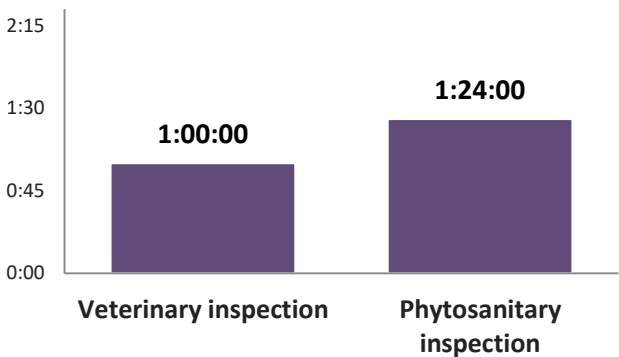


07:00h to 19:00h, and in wintertime from 07:00h to 17:00h.<sup>8</sup> The Graphs below show the detailed data about the inspection controls and sampling, as well as the average duration of inspection controls at Horgoš, Batrovci, Gradina and Preševo BCs.

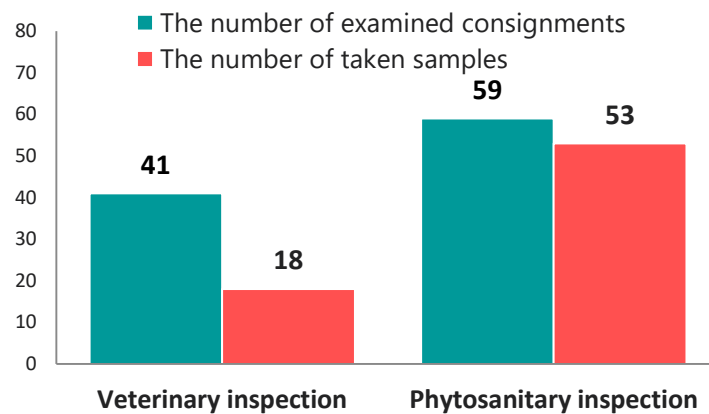
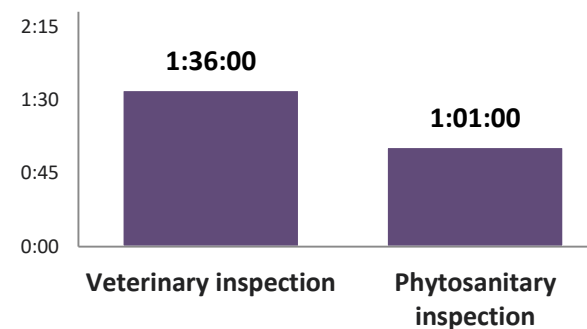
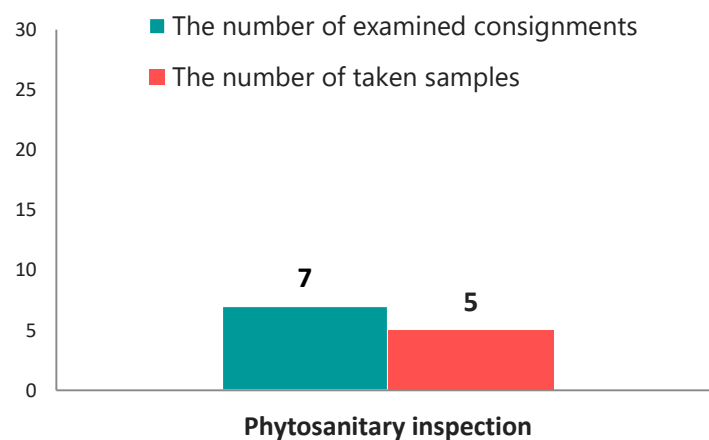
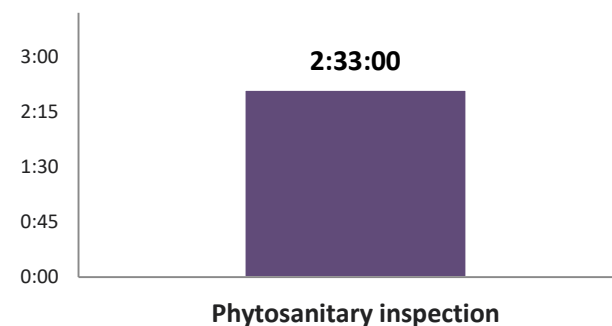
**GRAPH 15: HORGOS BC - CONTROL BY INSPECTION AUTHORITIES**

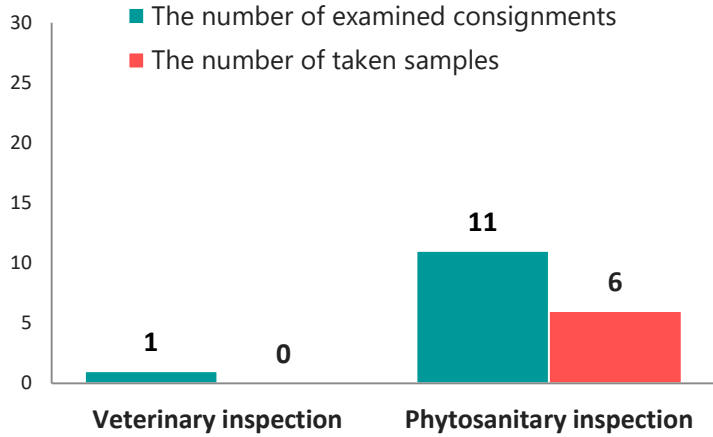
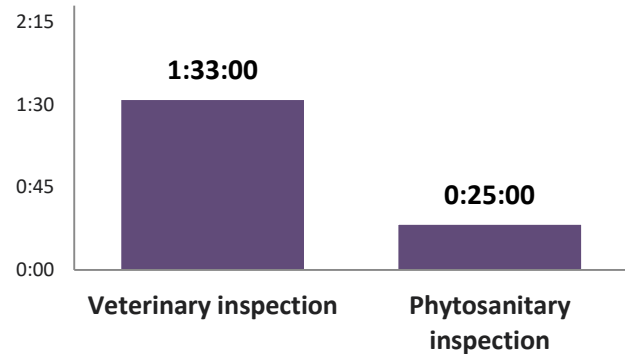


**GRAPH 161: HORGOS BC - AVERAGE TIME FOR INSPECTION CONTROL (IN HOURS AND MINUTES)**



<sup>8</sup> <https://uzb.minpolj.gov.rs/organizaciona-struktura/%d0%be%d0%b4%d0%b5%d1%99%d0%b5%d0%bd%d1%98%d0%b5-%d0%b3%d1%80%d0%b0%d0%bd%d0%b8%d1%87%d0%bd%d0%b5-%d1%84%d0%b8%d1%82%d0%be%d1%81%d0%b0%d0%bd%d0%b8%d1%82%d0%b0%d1%80%d0%bd%d0%b5-%d0%b8%d0%bd%d1%81/%d0%b3%d1%80%d0%b0%d0%bd%d0%b8%d1%87%d0%bd%d0%b8-%d0%bf%d1%80%d0%b5%d0%bb%d0%b0%d0%b7%d0%b8/>

**GRAPH 172: BATROVCI BC- CONTROL BY INSPECTION AUTHORITIES****GRAPH 183: BATROVCI BC- AVERAGE TIME FOR INSPECTION CONTROL (IN HOURS AND MINUTES)****GRAPH 19: GRADINA BC - CONTROL BY INSPECTION AUTHORITIES****GRAPH 20: GRADINA BC - AVERAGE TIME FOR INSPECTION CONTROL (IN HOURS AND MINUTES)**

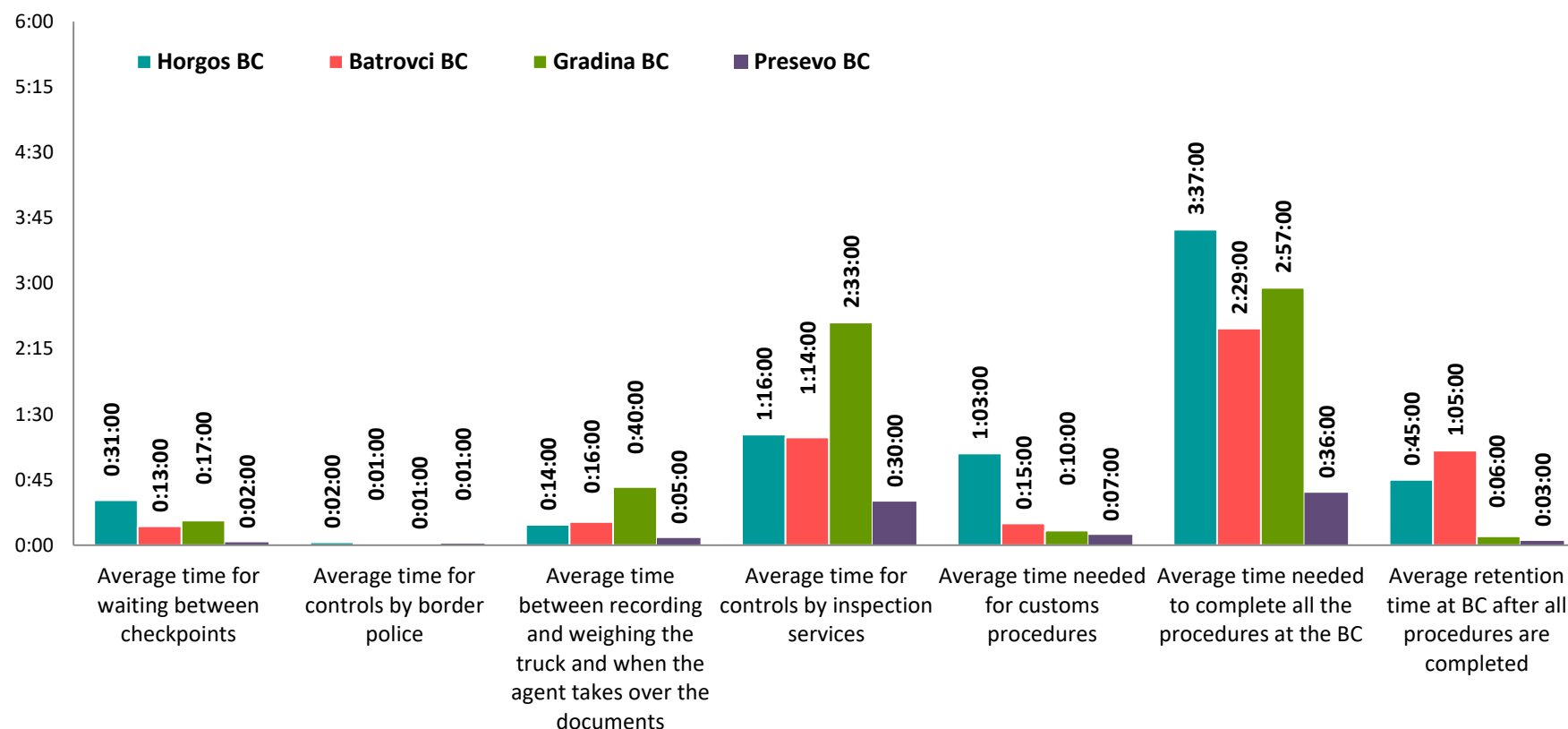
|                          | <div><div><p><b>GRAPH 21: PREŠEVO BC - CONTROL BY INSPECTION AUTHORITIES</b></p><table><tr><th>Inspection Authority</th><th>The number of examined consignments</th><th>The number of taken samples</th></tr><tr><td>Veterinary inspection</td><td>1</td><td>0</td></tr><tr><td>Phytosanitary inspection</td><td>11</td><td>6</td></tr></table></div><div><p><b>GRAPH 22: PREŠEVO BC - AVERAGE TIME FOR INSPECTION CONTROL (IN HOURS AND MINUTES)</b></p><table><tr><th>Inspection Authority</th><th>Average Time (Hours and Minutes)</th></tr><tr><td>Veterinary inspection</td><td>1:33:00</td></tr><tr><td>Phytosanitary inspection</td><td>0:25:00</td></tr></table></div></div>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Inspection Authority        | The number of examined consignments | The number of taken samples | Veterinary inspection | 1 | 0 | Phytosanitary inspection | 11 | 6 | Inspection Authority | Average Time (Hours and Minutes) | Veterinary inspection | 1:33:00 | Phytosanitary inspection | 0:25:00 |
|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|-------------------------------------|-----------------------------|-----------------------|---|---|--------------------------|----|---|----------------------|----------------------------------|-----------------------|---------|--------------------------|---------|
| Inspection Authority     | The number of examined consignments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | The number of taken samples |                                     |                             |                       |   |   |                          |    |   |                      |                                  |                       |         |                          |         |
| Veterinary inspection    | 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 0                           |                                     |                             |                       |   |   |                          |    |   |                      |                                  |                       |         |                          |         |
| Phytosanitary inspection | 11                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 6                           |                                     |                             |                       |   |   |                          |    |   |                      |                                  |                       |         |                          |         |
| Inspection Authority     | Average Time (Hours and Minutes)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                             |                                     |                             |                       |   |   |                          |    |   |                      |                                  |                       |         |                          |         |
| Veterinary inspection    | 1:33:00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                             |                                     |                             |                       |   |   |                          |    |   |                      |                                  |                       |         |                          |         |
| Phytosanitary inspection | 0:25:00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                             |                                     |                             |                       |   |   |                          |    |   |                      |                                  |                       |         |                          |         |
| 31 minutes               | <p><b>Customs control:</b> This included the period from when the documents were physically submitted to customs for processing to when the consignment was released, i.e., when the documents and goods were made available to the customs agent. Customs officers check the documents and carry out physical examination of goods, comparing the condition of the goods with the data on the declaration and other enclosed documents, and then seal the vehicle.</p> <p>After the documents are electronically submitted, an LRN for transit is assigned through NCTS. Then the documents are physically submitted to customs for processing. The average time between when the documents were electronically submitted and when they were physically submitted was 8 minutes.</p> <p>The Customs accepts the electronically submitted transit documents and assigns an MRN number. This MRN number is assigned through NCTS. It confirms that the transit documents are correct and that there are no errors in the data which would prevent their acceptance. The average amount of time taken from recording the transit procedure T1/T2, namely from the NT opening, to <b>assigning the MRN number</b> was 1 minute.</p> <p><b>The documentary check</b> took 2 minutes on average. In only 2 cases additional documents had to be submitted. Obtaining and submitting these additional documents took 12 hours and 30 minutes on average.</p> <p>No <b>physical inspection</b> took place during this TRS.</p> <p><b>Vehicle sealing</b> was performed on 35% of consignments.</p> |                             |                                     |                             |                       |   |   |                          |    |   |                      |                                  |                       |         |                          |         |

**The average time needed to complete all customs procedures was shorter by about 1/3 than in 2017 - 31 minutes vs. 45 minutes.**

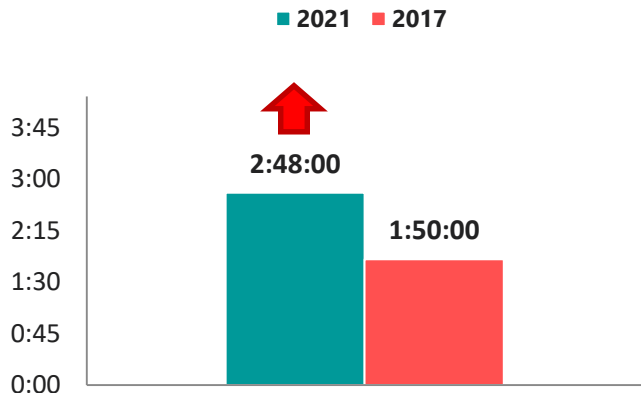
After the delivery of the documents, i.e., completion of all procedures, drivers spent on average 43 minutes more at the border terminal. Drivers spent more time at BC Batrovci (1 hour and 5 minutes) and BC Horgoš (45 minutes), compared to BC Gradina (6 minutes) and BC Preševo (3 minutes). It is assumed that this time is used for a break or rest.

Graph 23. shows a comparative overview of the time taken for all procedures at the covered border crossings.

**GRAPH 23: AVERAGE TIME FOR INDIVIDUAL PROCEDURES – IMPORTATION BY BC (IN HOURS AND MINUTES)**



**After a vehicle leaves the border crossing, it heads for the inland terminal for clearance.** The average travel time to the Belgrade Terminal Customs Office was **12 hours and 27 minutes**, that is: from BC Horgoš 12 hours and 43 minutes, from BC Batrovci, 7 hours and 21 minutes, from BC Gradina, 20 hours and 11 minutes, and from BC Preševo, 21 hours and 56 minutes. We conclude that drivers take breaks between leaving the border crossings and arriving at the Belgrade Terminal Customs Office.

| AVERAGE TIME           | ACTIVITIES AT THE BELGRADE TERMINAL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |      |                                 |      |         |      |         |
|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|---------------------------------|------|---------|------|---------|
| 7 hours and 10 minutes | All procedures in the Belgrade Terminal Customs Office related to imports by road                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |      |                                 |      |         |      |         |
| 2 hours and 48 minutes | <p><b>Average waiting time in the terminal</b> is the time period from when the truck enters the inland terminal to when the documents are taken over by the customs agent. Average waiting time was 2 hours and 48 minutes, which is almost an hour longer than in 2017. (Graph 24).</p> <p><b>GRAPH 24: AVERAGE WAITING TIME AT THE TERMINAL (IN HOURS AND MINUTES)</b></p>  <p>The chart is a bar graph with the y-axis representing time in hours and minutes, ranging from 0:00 to 3:45 in 45-minute increments. There are two bars: a teal bar for 2021 and a red bar for 2017. The 2021 bar is labeled '2:48:00' and the 2017 bar is labeled '1:50:00'. A red arrow points upwards to the top of the 2021 bar. The x-axis is labeled 'Average waiting time at the terminal'.</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Average waiting time (HH:MM:SS)</th> </tr> </thead> <tbody> <tr> <td>2021</td> <td>2:48:00</td> </tr> <tr> <td>2017</td> <td>1:50:00</td> </tr> </tbody> </table> <p>The terminal is open for entry of vehicles 24 hours. The time of entry of the truck is recorded automatically on parking cards, which also serve to charge the cost of the truck's stay at the terminal. Weighing trucks at the terminal was rarely carried out. It was recorded only in 4 questionnaires (or 1%) out of 402 valid import questionnaires in total processed at the terminal.</p> | Year | Average waiting time (HH:MM:SS) | 2021 | 2:48:00 | 2017 | 1:50:00 |
| Year                   | Average waiting time (HH:MM:SS)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |      |                                 |      |         |      |         |
| 2021                   | 2:48:00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |      |                                 |      |         |      |         |
| 2017                   | 1:50:00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |      |                                 |      |         |      |         |
| 2 hours and 17 minutes | <b>Processing and preparation of documents by customs agent (freight forwarder)</b> – once the truck arrives at the Belgrade Terminal, the driver gives the documents to the customs agent, who then prepares all the necessary documents for the import clearance of goods. If goods are subject to inspection, a request for control is submitted to the relevant inspection agency, depending on the                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |      |                                 |      |         |      |         |

|                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                              | <p>type of goods. The period from the time when the customs agent took the documents from the driver to submission of the request for control to the inspection agency, was 35 minutes on average.</p> <p>If goods are not subject to inspection control, the documents for the clearance of goods are prepared immediately, submitted first in electronic form, and then as hardcopies to the Customs. The period from the time when the customs agent took documents from the driver to the electronic submission of the documents to the Customs (SAD) was 1 hour and 58 minutes on average. <b>The period from the time when the customs agent took the documents from the driver to the submission of hardcopies of documents to the Customs was 2 hours and 17 minutes.</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>6 hours and 2 minutes (1 consignment)</b> | <p><b>Control by inspection officers:</b> Depending on the type of goods, particularly food and products of general use, consignments may be subject to inspection control at the inland terminal. During the TRS, out of 9 consignments subject to inspection control, 6 consignments were subject to radiological control. Only one questionnaire was fully complete with regard to data on the time of preparation and delivery of the decision to the customs agent by the inspector. In this one case, the control was performed by the Border Sanitary Inspection, and from the moment of submitting the request for inspection of the goods until the delivery of the decision to the customs agent, 6 hours and 2 minutes passed. There was no physical examination or sampling in this case.</p> <p>At the inland points of clearance, control by inspection authorities depends on the working hours of public employees, 7:30h - 15:30h. If a truck arrives at the inland terminal outside these hours, the inspection control is carried out on the following day. Due to the low number of questionnaires with specified time of duration of inspection (only one questionnaire) and incomplete data about the work of inspectors, the sample is not representative for the inspection control time.</p> |

2 hours and 2 minutes

**Custom control** covers time from when documents are physically submitted to the Customs to when the documents and/or receipt for cash payment are made available to the customs agent.

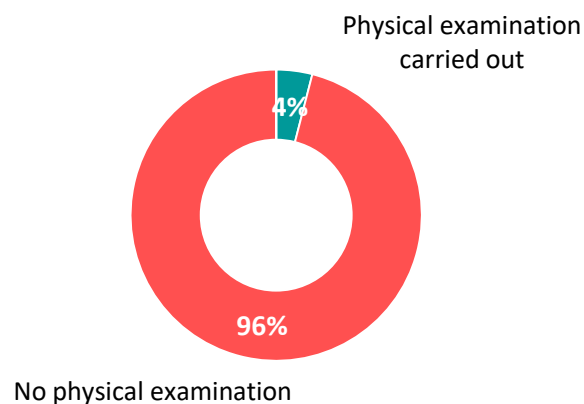
After the declaration is electronically submitted, the customs agent physically submits the import documents to the Customs. The average amount of time between electronic and physical submission of documents was 24 minutes.

The Customs **closes the transit procedure** based on the **MRN number** (movement reference number). On average this took place 42 minutes after the documents were physically submitted. After the MRN number is confirmed, the SAD electronically submitted by the customs agent is loaded into the Customs IT system. A unique record number is assigned if all requirements for the acceptance of the declaration are met. The average amount of time between the MRN confirmation and **acceptance of the SAD/assignment of the record number** for the declaration was 3 minutes.

**The documentary check** took 6 minutes on average. In 4% of all cases (16 consignments) additional documents had to be submitted, and this process took 35 minutes on average.

**The physical examination** took 8 minutes on average. Out of the total number of 402 valid questionnaires that were processed in the inland terminal, 17 or 4.2% recorded physical examination of goods. Out of this number, physical examination was initiated based on risk assessment for 8 consignments, for 8 consignments it was due to the decision of the customs officer, and for 1 consignment the physical examination was carried out upon the instruction of the Anti-Smuggling Department.

GRAPH 25: PRESENCE OF PHYSICAL EXAMINATION

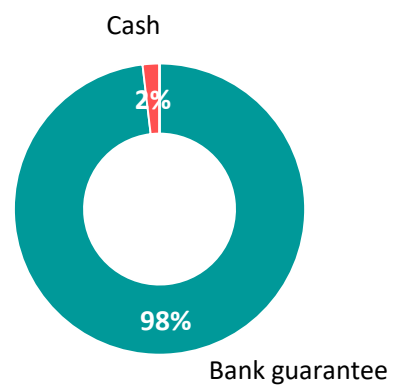


In the period under observation, Customs officers did not take samples of the goods in the inland terminal.

*The stamping and separation of customs documents, the calculation of customs debt, and making the documents and/or receipt available to the customs agent* took 7 minutes on average.

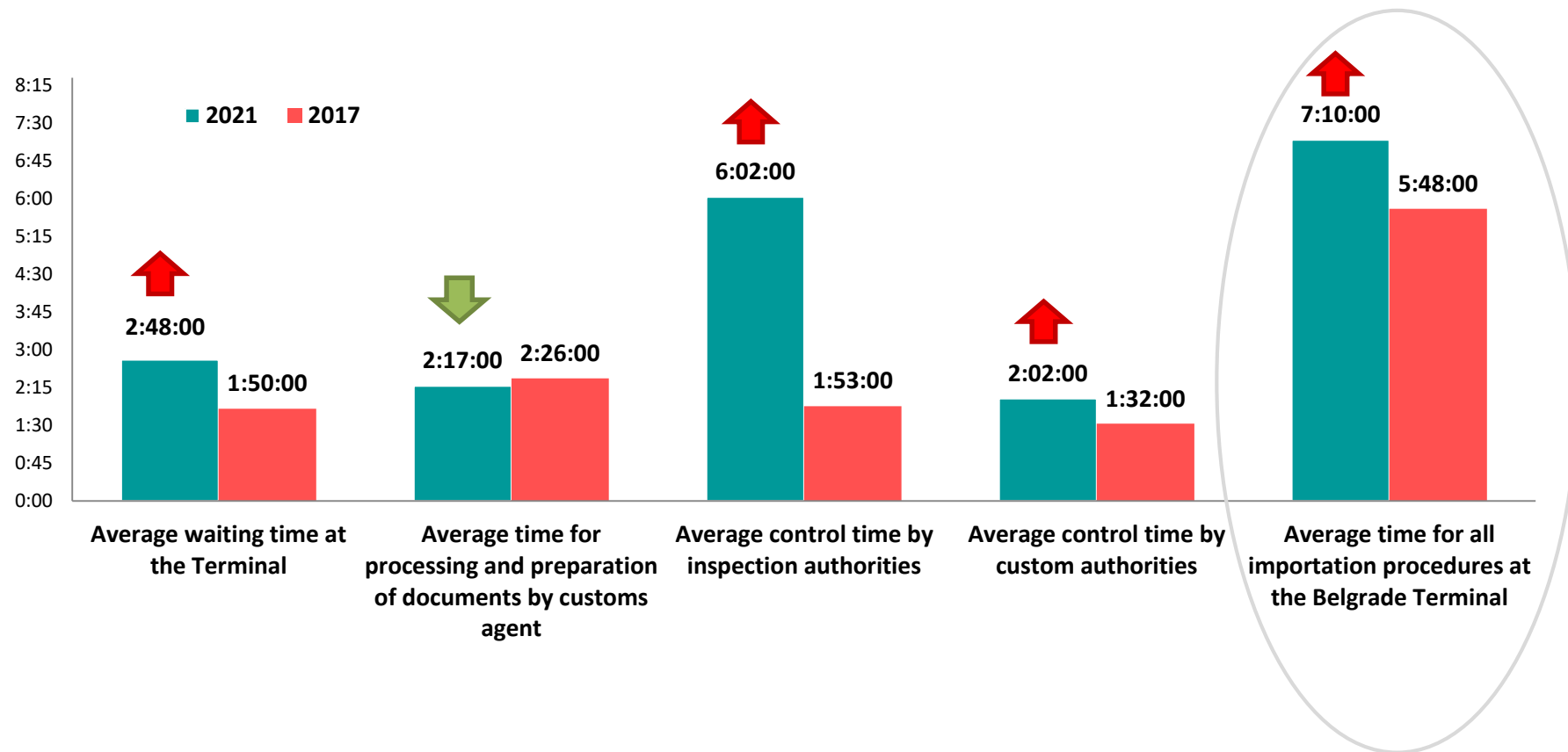
In importation, customs debt is usually secured by a bank guarantee. Only in 9 cases (2.2%) the payment was made in cash.

**GRAPH 26: MODE OF PAYING CUSTOMS DEBT**





GRAPH 27: PROCEDURES AND AVERAGE TIME FOR IMPORTATION AT THE BELGRADE TERMINAL, 2021. COMPARED WITH 2017. (IN HOURS AND MINUTES)<sup>9</sup>

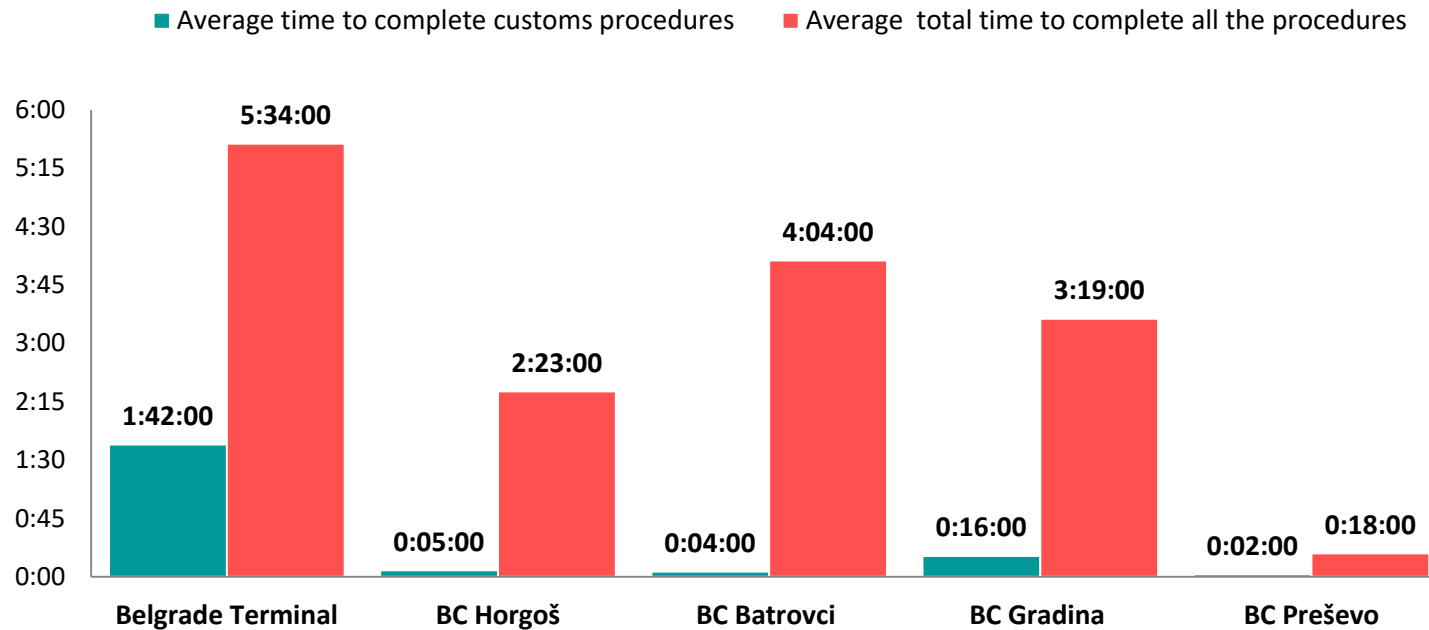


<sup>9</sup>Due to too few questionnaires with specified duration of inspection and incomplete data about the work of inspectors, the average time of control conducted by inspection officers should be taken with a grain of salt, since the sample is not representative.

## Exportation in road transport

According to the data obtained by the TRS, **the average time for exportation in road transport was 7 hours and 44 minutes**, out of which the **inland terminal time was 5 hours and 34 minutes**, and **border crossings, 2 hours and 10 minutes**. This time does not include the travel time from the inland terminal to the border crossing.

GRAPH 28: AVERAGE CUSTOMS AND TOTAL TIME NEEDED FOR EXPORTATION IN ROAD TRANSPORT ACROSS BCs (IN HOURS AND MINUTES)

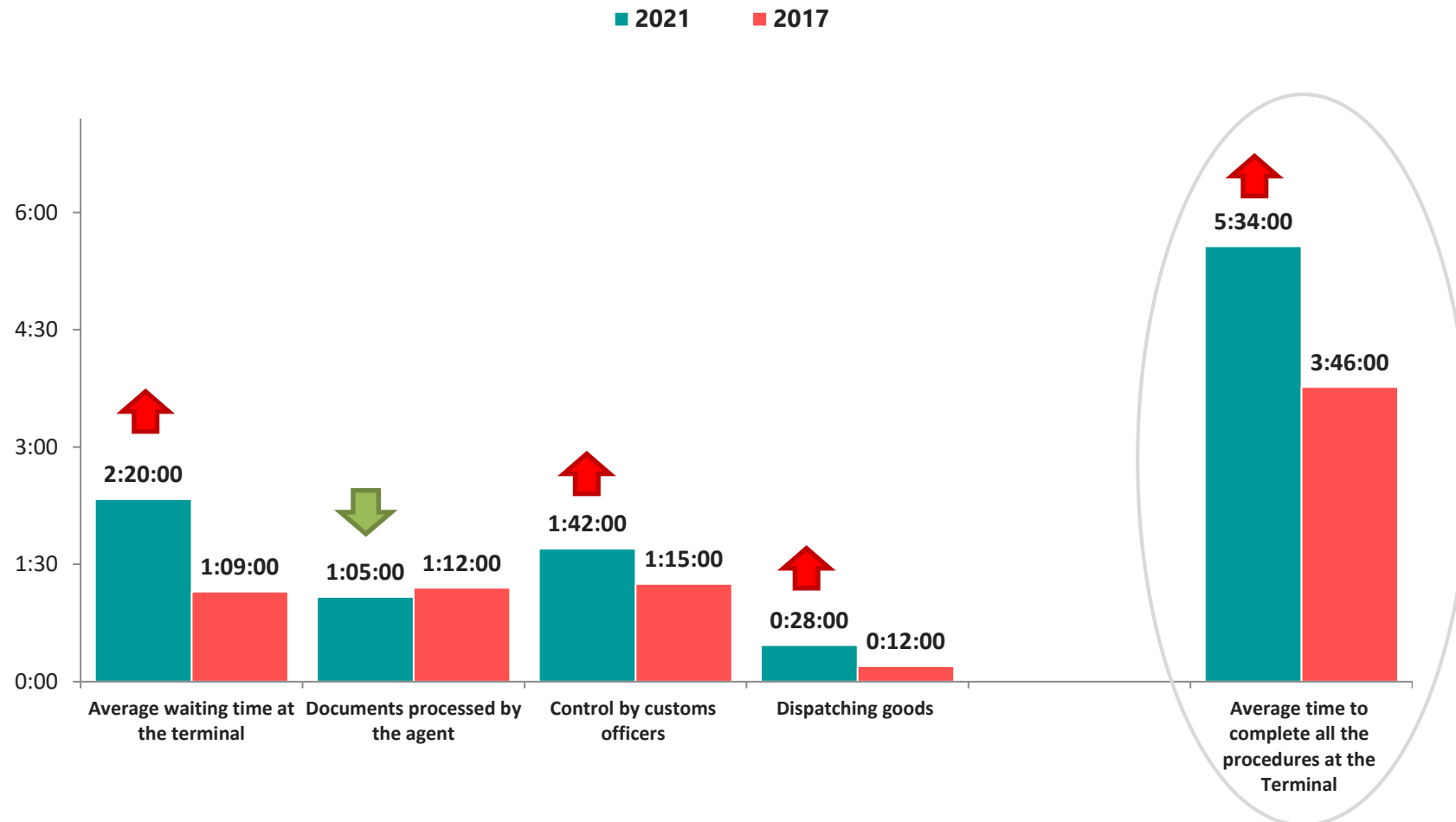


The table below provides a detailed description of the export process by road and appropriate times at the Belgrade Terminal.

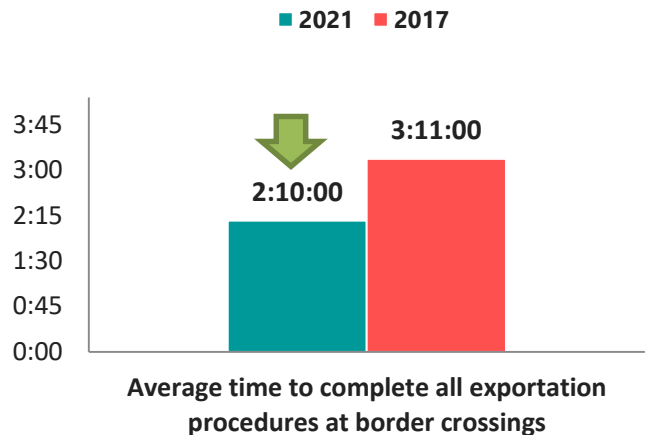
| AVERAGE TIME                                                                        | ACTIVITIES AT BELGRADE TERMINAL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 5 hours and 34 minutes                                                              | All procedures at the Belgrade Terminal related to the export by road                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 2 hours and 20 minutes                                                              | <b>Average waiting time at the inland terminal</b> is from when the truck enters the terminal to the time when the customs agent takes over the documents. The terminal is available for entry of vehicles 24 hours a day. The truck entry time is recorded automatically on the parking card. The collection of payments for the truck staying at the inland terminal is made through these parking cards. The minimum chargeable time of staying at the terminal is 12 hours, additional charges apply to additional hours.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 1 hour and 5 minutes from taking over documents to submitting hardcopies to Customs | <b>Documents processing by the customs agent (freight forwarder):</b> The customs agent prepares all the documents required for the export clearance, electronically submits the export SAD, and then submits all the documents physically to the Customs for processing. The average duration of this procedure was 1 hour and 5 minutes (from taking over documents from the driver to submitting hardcopies to Customs). The time period between the electronic and physical submission of the documents to the Customs was 27 minutes on average.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 1 hour and 42 minutes                                                               | <p><b>Customs control:</b> From the time when documents are physically submitted to the Customs for processing to the time when the documents and goods are made available to the customs agent passed on average 1 hour and 42 minutes.</p> <p>The Customs enters the electronic SAD submitted by the customs agent into the Customs IT system and assigns it the unique record number if all requirements for the acceptance of declaration are met. The average time between the physical submission of documents to Customs and the <b>assignment of the declaration record number</b> was 14 minutes.</p> <p><b>The documentary check</b> took 3 minutes on average. In 2 cases, additional documents had to be submitted. The time needed to obtain and submit these additional documents was 1 hour and 4 minutes on average.</p> <p><b>The physical examination</b> took 9 minutes on average. It was initiated for 20 export consignments (5.68%) based on risk analysis (in 2 cases no reason was indicated).</p> <p><b>Vehicle sealing</b> was carried out in 6% of cases, and it took 12 minutes on average.</p> <p><b>Making the documents available to the customs agent</b> took place on average 6 minutes after the vehicle sealing.</p> <p>The option to open the transit procedure to the border crossing was taken in 7.4% (26 consignments) of the observed exports from the terminal: T1 transit 12 times, NT TIR 13 times, while on one questionnaire the type of transit procedure was not specified.</p> |

|                   |                                                                                                                                                                                                                                                                                                     |
|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>28 minutes</b> | <b>Dispatch of goods:</b> This time period includes the amount of time from when the customs procedures are completed / documents and goods are made available to the customs agent, to the time when the customs agent hands over to the driver the documents for referral to the border crossing. |
|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

GRAPH 29: AVERAGE TIME FOR EXPORTATION IN ROAD TRANSPORT AT THE BELGRADE TERMINAL, 2021. COMPARED WITH 2017. (IN HOURS AND MINUTES)



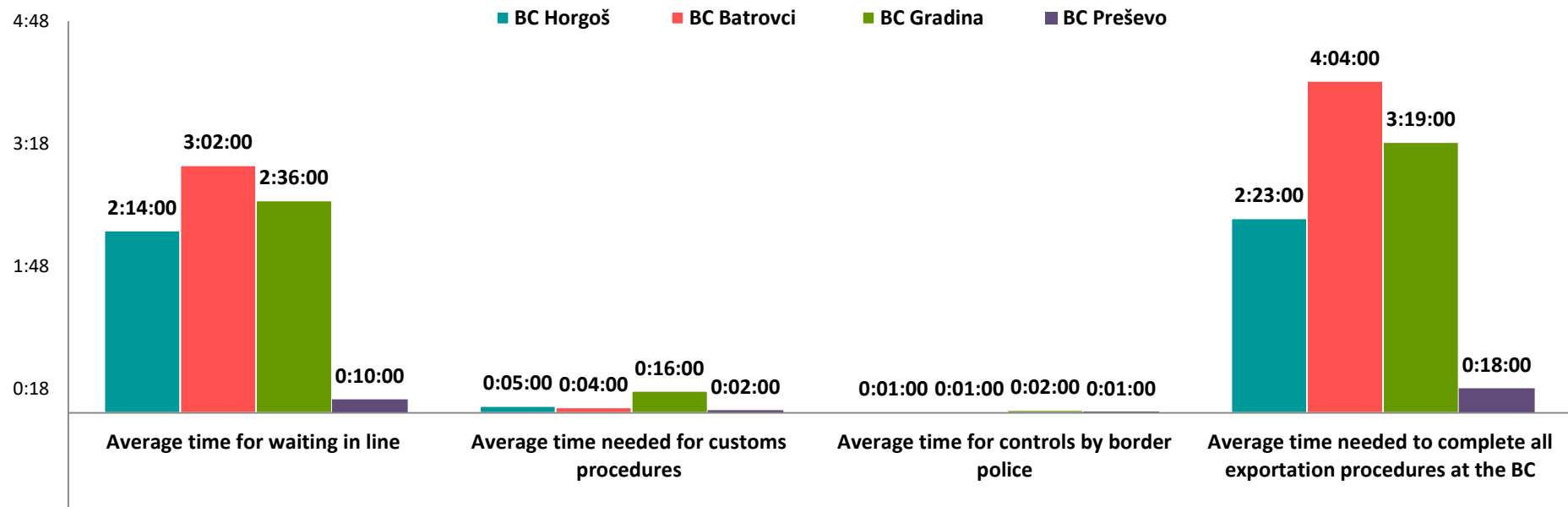
After leaving the Belgrade Terminal, consignments head for the border crossings for exportation. According to the TRS results, the average travel time of vehicle from **Belgrade Terminal to the TRS border crossings was 15 hours and 29 minutes:** to BC Horgoš, 13 hours and 47 minutes, to BC Batrovci, 8 hours and 46 minutes, to BC Gradina, 1 day, 3 hours and 4 minutes, and to BC Preševo, 16 hours and 32 minutes. Drivers are probably taking breaks between leaving the Belgrade Terminal and arriving at the destination border crossing in order to leave the Republic of Serbia.

| AVERAGE TIME                  | ACTIVITIES AT BORDER CROSSINGS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |      |                                  |      |         |      |         |
|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|----------------------------------|------|---------|------|---------|
| <b>2 hours and 10 minutes</b> | <b>All procedures at border crossings relating to exports by road</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |      |                                  |      |         |      |         |
| <b>2 hours and 10 minutes</b> | <p><b>In 2021, significantly less time (68% less time) was needed to complete all procedures at border crossings related to exports by road (about an hour less on average, compared to 2017. (Graph 30).</b></p> <p><b>GRAPH 30: AVERAGE TIME TO COMPLETE ALL EXPORTATION PROCEDURES AT BORDER CROSSINGS (IN HOURS AND MINUTES)</b></p>  <table border="1"> <caption>Data for Graph 30</caption> <thead> <tr> <th>Year</th> <th>Average Time (Hours and Minutes)</th> </tr> </thead> <tbody> <tr> <td>2021</td> <td>2:10:00</td> </tr> <tr> <td>2017</td> <td>3:11:00</td> </tr> </tbody> </table> | Year | Average Time (Hours and Minutes) | 2021 | 2:10:00 | 2017 | 3:11:00 |
| Year                          | Average Time (Hours and Minutes)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |      |                                  |      |         |      |         |
| 2021                          | 2:10:00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |      |                                  |      |         |      |         |
| 2017                          | 3:11:00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |      |                                  |      |         |      |         |
| <b>1 hour and 47 minutes</b>  | <p><b>Average waiting time at border crossing</b> is from when a vehicle joins the queue to when the Customs officers start control. The waiting time depends on the capacity of the terminal at the border crossing as well as on the efficiency of officers from the neighboring country. In the TRS observed period, the waiting time was far shorter at the BC Preševo (10 minutes) than at the other three border crossings (Horgoš - 2 hours and 14 minutes, BC Batrovci - 2 hours and 59 minutes, BC Gradina - 2 hours and 40 minutes).</p>                                                                                                                                     |      |                                  |      |         |      |         |

| 6 minutes   | <b>Customs control</b> - From when the documents are physically submitted to the Customs for processing to when transit SAD/documents are discharged. This procedure lasted the longest at BC Gradina (15 minutes), and the shortest at BC Preševo (2 minutes). On average it was 6 minutes.                                                                                                                                                                                                                                                                                                 |                               |                      |                               |           |    |    |             |   |   |            |    |   |            |    |    |
|-------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|----------------------|-------------------------------|-----------|----|----|-------------|---|---|------------|----|---|------------|----|----|
|             | The customs officer obtains the required information about the exports through the IT system data entered in the dispatching Customs office - Belgrade Terminal. The Customs officer <b>checks the documents</b> . This procedure took 1 minute on average.                                                                                                                                                                                                                                                                                                                                  |                               |                      |                               |           |    |    |             |   |   |            |    |   |            |    |    |
|             | The customs officer checks the seal on the truck. S/he can also carry out a <b>physical examination</b> of the consignment to establish whether the goods being transported correspond to the goods declared for the export. Physical examination was carried out in only 1 case based on risk analysis and lasted less than 1 minute.                                                                                                                                                                                                                                                       |                               |                      |                               |           |    |    |             |   |   |            |    |   |            |    |    |
|             | The customs officer verifies the SAD Copy 3 with a stamp and returns it to the driver.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                               |                      |                               |           |    |    |             |   |   |            |    |   |            |    |    |
|             | Truck weighing was carried out in 31.5 % of cases. It took 1 minute on average. Out of the total 111 cases of truck weighing, 110 were performed in Horgoš BC, only one in Gradina BC. Weighing at the Horgoš BC may have become more frequent because of the fact that migrants often hide in the cargo space of the truck.                                                                                                                                                                                                                                                                 |                               |                      |                               |           |    |    |             |   |   |            |    |   |            |    |    |
|             | Out of the total of 352 valid questionnaires that were collected for exports, 105 questionnaires covered simplified procedures, out of which 67 were exports based on the simplified procedure from the facility of the authorized consignor and 38 were exports based on the invoice clearance procedure. Under the simplified procedures regime, the goods are referred to the border crossing directly, without going first to the inland terminal. The goods are declared for exportation electronically, through the exporters' and the Customs Administration's respective IT systems. |                               |                      |                               |           |    |    |             |   |   |            |    |   |            |    |    |
|             | <table><tr><th>Activity</th><th>Authorized consignor</th><th>Clearance against the invoice</th></tr><tr><td>Horgoš BC</td><td>17</td><td>17</td></tr><tr><td>Batrovci BC</td><td>1</td><td>1</td></tr><tr><td>Gradina BC</td><td>24</td><td>1</td></tr><tr><td>Preševo BC</td><td>25</td><td>19</td></tr></table>                                                                                                                                                                                                                                                                            | Activity                      | Authorized consignor | Clearance against the invoice | Horgoš BC | 17 | 17 | Batrovci BC | 1 | 1 | Gradina BC | 24 | 1 | Preševo BC | 25 | 19 |
| Activity    | Authorized consignor                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Clearance against the invoice |                      |                               |           |    |    |             |   |   |            |    |   |            |    |    |
| Horgoš BC   | 17                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 17                            |                      |                               |           |    |    |             |   |   |            |    |   |            |    |    |
| Batrovci BC | 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 1                             |                      |                               |           |    |    |             |   |   |            |    |   |            |    |    |
| Gradina BC  | 24                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 1                             |                      |                               |           |    |    |             |   |   |            |    |   |            |    |    |
| Preševo BC  | 25                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 19                            |                      |                               |           |    |    |             |   |   |            |    |   |            |    |    |
| 1 minute    | <b>Control by border police:</b> The last step in the export procedure is the control by the border police which carries out inspection of passport and vehicle-related documents. On average, this procedure took 1 minute.                                                                                                                                                                                                                                                                                                                                                                 |                               |                      |                               |           |    |    |             |   |   |            |    |   |            |    |    |

Graph 31 gives a comparative overview of average times in the export procedure by observed border crossings.

GRAPH 31: AVERAGE TIME FOR EXPORTATION PROCEDURES ACROSS BORDER CROSSINGS (IN HOURS AND MINUTES)



## ANNEX 1: QUESTIONNAIRE FOR IMPORT IN AIR TRANSPORT

| TIME RELEASE QUESTIONNAIRE FOR IMPORT PROCEDURE<br>BELGRADE AIRPORT CUSTOMS OFFICE                                                                                                                                                                                                                                                   |                                                                                                                                                                  |                             |                              |                                                     |                                |                              |                              |                              |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|------------------------------|-----------------------------------------------------|--------------------------------|------------------------------|------------------------------|------------------------------|
| The Customs Administration decided to carry out analysis of the time needed for procedures of importing and exporting goods. The purpose of the analysis is to identify obstacles in the procedures so that corrective measures may be undertaken. Thank you for your participation in measuring the time required to release goods. |                                                                                                                                                                  |                             |                              |                                                     |                                |                              |                              |                              |
| ACTIVITY                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                  |                             |                              | DAY /<br>MONTH                                      | HOUR/<br>MINUTE                |                              |                              |                              |
| <b>CONSIGNMENT ANNOUNCEMENT BEFORE PLANE LANDING - TO BE COMPLETED BY THE COURIER REPRESENTATIVE</b>                                                                                                                                                                                                                                 |                                                                                                                                                                  |                             |                              |                                                     |                                |                              |                              |                              |
| 1                                                                                                                                                                                                                                                                                                                                    | Is it a courier consignment?                                                                                                                                     |                             |                              | <input type="checkbox"/> NO                         | <input type="checkbox"/> FEDEX | <input type="checkbox"/> TNT | <input type="checkbox"/> UPS | <input type="checkbox"/> DHL |
| 2                                                                                                                                                                                                                                                                                                                                    | Date and time of the Pre-arrival cargo manifest preparation, before the plane landing, by the courier                                                            |                             |                              |                                                     | ___/___                        | ___ h: ___ min               |                              |                              |
| 3                                                                                                                                                                                                                                                                                                                                    | Selection of goods by the customs authority according to the announcement manifest before the landing of the airplane (inspection and / or definition of groups) |                             |                              |                                                     | ___/___                        | ___ h: ___ min               |                              |                              |
| <b>AIRPLANE LANDING - TO BE COMPLETED BY BELGRADE AIRPORT REPRESENTATIVE</b>                                                                                                                                                                                                                                                         |                                                                                                                                                                  |                             |                              |                                                     |                                |                              |                              |                              |
| 4                                                                                                                                                                                                                                                                                                                                    | Date and time of airplane landing                                                                                                                                |                             |                              |                                                     | ___/___                        | ___ h: ___ min               |                              |                              |
| 5                                                                                                                                                                                                                                                                                                                                    | Flight number                                                                                                                                                    |                             |                              |                                                     | _____                          |                              |                              |                              |
| 6                                                                                                                                                                                                                                                                                                                                    | Date and time cargo unloading started                                                                                                                            |                             |                              |                                                     | ___/___                        | ___ h: ___ min               |                              |                              |
| 7                                                                                                                                                                                                                                                                                                                                    | Date and time cargo unloading ended                                                                                                                              |                             |                              |                                                     | ___/___                        | ___ h: ___ min               |                              |                              |
| 8                                                                                                                                                                                                                                                                                                                                    | Control by customs officer during unloading                                                                                                                      | <input type="checkbox"/> NO | <input type="checkbox"/> YES | 9. Date and time control started                    | ___/___                        | ___ h: ___ min               |                              |                              |
|                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                  |                             |                              | 10. Date and time control ended                     | ___/___                        | ___ h: ___ min               |                              |                              |
| <b>STORING GOODS IN THE WAREHOUSE - TO BE COMPLETED BY AIRPORT BELGRADE REPRESENTATIVE/COURIER (boxes 11 to 13, fields 17 i 25) AND THE CUSTOMS AUTHORITY ( boxes 14 to 16, and from 18 to 24)</b>                                                                                                                                   |                                                                                                                                                                  |                             |                              |                                                     |                                |                              |                              |                              |
| 11                                                                                                                                                                                                                                                                                                                                   | AWB number                                                                                                                                                       |                             |                              |                                                     | _____                          |                              |                              |                              |
| 12                                                                                                                                                                                                                                                                                                                                   | Date and time the storing of goods by Belgrade Airport/courier started                                                                                           |                             |                              |                                                     | ___/___                        | ___ h: ___ min               |                              |                              |
| 13                                                                                                                                                                                                                                                                                                                                   | Date and time of Belgrade Airport preparing the summary declaration/ Pre-arrival cargo manifest                                                                  |                             |                              |                                                     | ___/___                        | ___ h: ___ min               |                              |                              |
| 14                                                                                                                                                                                                                                                                                                                                   | Selection of goods by the customs authority (review and / or groups definition)                                                                                  |                             |                              |                                                     | ___/___                        | ___ h: ___ min               |                              |                              |
| 15                                                                                                                                                                                                                                                                                                                                   | Date and time the examination started by customs authority /courier started                                                                                      |                             |                              |                                                     | ___/___                        | ___ h: ___ min               |                              |                              |
| 16                                                                                                                                                                                                                                                                                                                                   | Date and time the examination ended by customs authority /courier ended                                                                                          |                             |                              |                                                     | ___/___                        | ___ h: ___ min               |                              |                              |
| 17                                                                                                                                                                                                                                                                                                                                   | Date and time of Pre-arrival cargo manifest reporting by courier                                                                                                 |                             |                              |                                                     | ___/___                        | ___ h: ___ min               |                              |                              |
| 18                                                                                                                                                                                                                                                                                                                                   | Date and time of submission/reporting of the summary declaration to the customs authority                                                                        |                             |                              |                                                     | ___/___                        | ___ h: ___ min               |                              |                              |
| 19                                                                                                                                                                                                                                                                                                                                   | Date and time the summary declaration processing started                                                                                                         |                             |                              |                                                     | ___/___                        | ___ h: ___ min               |                              |                              |
| 20                                                                                                                                                                                                                                                                                                                                   | Additional documents to be supplied due to error in the                                                                                                          | <input type="checkbox"/> NO | <input type="checkbox"/> YES | 21. Date and time the agent is notified             | ___/___                        | ___ h: ___ min               |                              |                              |
|                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                  |                             |                              | 22. Date and time additional documents are supplied | ___/___                        | ___ h: ___ min               |                              |                              |



|                                                                        |                                                                                                      |         |             |  |  |
|------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|---------|-------------|--|--|
|                                                                        | summary declaration                                                                                  |         |             |  |  |
| 23                                                                     | Date and time of certifying the summary declaration and assigning ID number                          | ___/___ | ___h:___min |  |  |
| 24                                                                     | Identification number                                                                                | _____   |             |  |  |
| 25                                                                     | Date and time the agent takes over the documents                                                     | ___/___ | ___h:___min |  |  |
| <b>AIRWAY BILL PURCHASE - TO BE COMPLETED BY THE FREIGHT FORWARDER</b> |                                                                                                      |         |             |  |  |
| 26                                                                     | Date and time of the Airway Bill purchase and taking over the documentation by the freight forwarder | ___/___ | ___h:___min |  |  |

**TIME RELEASE QUESTIONNAIRE FOR IMPORT PROCEDURE  
AIRPORT BELGRADE CUSTOMS OFFICE  
INSPECTION AND OTHER AUTHORITIES**

**CONTROL BY INSPECTION AUTHORITIES (if applicable) - TO BE COMPLETED BY THE AGENT REPRESENTATIVE**

|    |                                                                                       |                             |                              |                                                |                                                                                                                                                                       |                                                                                                                                             |
|----|---------------------------------------------------------------------------------------|-----------------------------|------------------------------|------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| 27 | Goods subject to inspection control - <b>to be completed by the freight forwarder</b> | <input type="checkbox"/> NO | <input type="checkbox"/> YES | 28.                                            | Relevant inspection authority                                                                                                                                         |                                                                                                                                             |
|    |                                                                                       |                             |                              |                                                | <input type="checkbox"/> Border veterinary inspection<br><input type="checkbox"/> Border phytosanitary inspection<br><input type="checkbox"/> Radiological inspection | <input type="checkbox"/> Sanitary inspection<br><input type="checkbox"/> Civil Aviation Directorate<br><input type="checkbox"/> Other _____ |
| 29 | Date and time of submitting the application for examination of goods                  |                             |                              |                                                | ___/___                                                                                                                                                               | ___h:___min                                                                                                                                 |
| 30 | Checking the documents and identifying the goods                                      | <input type="checkbox"/> NO | <input type="checkbox"/> YES | 31. Date and time the checking started         | ___/___                                                                                                                                                               | ___h:___min                                                                                                                                 |
|    |                                                                                       |                             |                              | 32. Date and time the checking ended           | ___/___                                                                                                                                                               | ___h:___min                                                                                                                                 |
| 33 | Physical examination                                                                  | <input type="checkbox"/> NO | <input type="checkbox"/> YES | 34. Date and time physical examination started | ___/___                                                                                                                                                               | ___h:___min                                                                                                                                 |
|    |                                                                                       |                             |                              | 35. Date and time physical examination ended   | ___/___                                                                                                                                                               | ___h:___min                                                                                                                                 |
| 36 | Sampling                                                                              | <input type="checkbox"/> NO | <input type="checkbox"/> YES | 37. Date and time of sampling                  | ___/___                                                                                                                                                               | ___h:___min                                                                                                                                 |
| 38 | Date and time the inspector's decision is prepared                                    |                             |                              |                                                | ___/___                                                                                                                                                               | ___h:___min                                                                                                                                 |
| 39 | Date and time the decision is delivered to the freight forwarder                      |                             |                              |                                                | ___/___                                                                                                                                                               | ___h:___min                                                                                                                                 |

**CONTROL BY THE OTHER INSPECTION AUTHORITIES (if applicable) - TO BE COMPLETED BY THE AGENT REPRESENTATIVE**

|    |                                                                                                        |                             |                              |                                        |                                                                                                                                                                       |                                                                                                                                             |
|----|--------------------------------------------------------------------------------------------------------|-----------------------------|------------------------------|----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| 40 | Goods subject to <b>THE OTHER</b> inspection control - <b>to be completed by the freight forwarder</b> | <input type="checkbox"/> NO | <input type="checkbox"/> YES | 41.                                    | Relevant inspection authority                                                                                                                                         |                                                                                                                                             |
|    |                                                                                                        |                             |                              |                                        | <input type="checkbox"/> Border veterinary inspection<br><input type="checkbox"/> Border phytosanitary inspection<br><input type="checkbox"/> Radiological inspection | <input type="checkbox"/> Sanitary inspection<br><input type="checkbox"/> Civil Aviation Directorate<br><input type="checkbox"/> Other _____ |
| 42 | Date and time of submitting the application for examination of goods                                   |                             |                              |                                        | ___/___                                                                                                                                                               | ___h:___min                                                                                                                                 |
| 43 | Checking the documents and identifying the goods                                                       | <input type="checkbox"/> NO | <input type="checkbox"/> YES | 44. Date and time the checking started | ___/___                                                                                                                                                               | ___h:___min                                                                                                                                 |
|    |                                                                                                        |                             |                              | 45. Date and time the checking ended   | ___/___                                                                                                                                                               | ___h:___min                                                                                                                                 |

|    |                                                                  |                             |                              |                                                |         |                |
|----|------------------------------------------------------------------|-----------------------------|------------------------------|------------------------------------------------|---------|----------------|
| 46 | Physical examination                                             | <input type="checkbox"/> NO | <input type="checkbox"/> YES | 47. Date and time physical examination started | ___/___ | ___ h: ___ min |
|    |                                                                  |                             |                              | 48. Date and time physical examination ended   | ___/___ | ___ h: ___ min |
| 49 | Sampling                                                         | <input type="checkbox"/> NO | <input type="checkbox"/> YES | 50. Date and time of sampling                  | ___/___ | ___ h: ___ min |
| 51 | Date and time the inspector's decision is prepared               |                             |                              |                                                | ___/___ | ___ h: ___ min |
| 52 | Date and time the decision is delivered to the freight forwarder |                             |                              |                                                | ___/___ | ___ h: ___ min |

## TIME RELEASE QUESTIONNAIRE FOR IMPORT PROCEDURE BELGRADE AIRPORT CUSTOMS OFFICE

### SUBMISSION OF SAD AND DOCUMENTS TO THE CUSTOMS - TO BE COMPLETED BY THE FREIGHT FORWARDER

|    |                                                                                   |         |             |
|----|-----------------------------------------------------------------------------------|---------|-------------|
| 53 | Date and time of hard copy submission of documents (SAD) to the customs authority | ___/___ | ___h:___min |
|----|-----------------------------------------------------------------------------------|---------|-------------|

### EXAMINATION OF DOCUMENTS AND GOODS - TO BE COMPLETED BY THE CUSTOMS OFFICER

|     |                                                                               |                                                     |                                                    |
|-----|-------------------------------------------------------------------------------|-----------------------------------------------------|----------------------------------------------------|
| 54  | Date and time of entering declaration into customs system/assigning Reg. No   | ___/___                                             | ___h:___min                                        |
| 55  | Registration number                                                           |                                                     |                                                    |
| 56  | Date and time the examination of documents started                            | ___/___                                             | ___h:___min                                        |
| 57  | Additional documents                                                          | <input type="checkbox"/> NO                         | <input type="checkbox"/> YES                       |
| 58. | Date and time the agent is notified                                           | ___/___                                             | ___h:___min                                        |
| 59. | Date and time additional documents are supplied                               | ___/___                                             | ___h:___min                                        |
| 60  | Date and time the examination of documents ended                              | ___/___                                             | ___h:___min                                        |
| 61  | Physical examination                                                          | <input type="checkbox"/> NO                         | <input type="checkbox"/> YES                       |
| 62. | Grounds for physical examination                                              |                                                     |                                                    |
|     | <input type="checkbox"/> Risk analysis                                        | <input type="checkbox"/> Customs officer's decision | <input type="checkbox"/> Anti-Smuggling Department |
|     | 63. Date and time physical examination started                                | ___/___                                             | ___h:___min                                        |
|     | 64. Date and time physical examination ended                                  | ___/___                                             | ___h:___min                                        |
|     | 65. Date and time examination protocol is made                                | ___/___                                             | ___h:___min                                        |
| 66  | Date and time of certifying and separating documents                          | ___/___                                             | ___h:___min                                        |
| 67  | Date and time of creating the customs invoice                                 | ___/___                                             | ___h:___min                                        |
| 68  | Manner of payment                                                             | <input type="checkbox"/> Cash                       | <input type="checkbox"/> Bank guarantee            |
| 69  | Date and time documents and/or invoice are delivered to agent/goods recipient | ___/___                                             | ___h:___min                                        |

### DISCHARGE FROM WAREHOUSE - TO BE COMPLETED BY BELGRADE AIRPORT OFFICER /COURIER

|    |                                                                                                                                                                                          |         |             |
|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|-------------|
| 70 | Date and time of issuing the invoice for warehousing costs                                                                                                                               | ___/___ | ___h:___min |
| 71 | Date and time the loading of goods started ( <b>Couriers do not fill in</b> )                                                                                                            | ___/___ | ___h:___min |
| 72 | Date and time the loading of goods ended and leaving the airport / customs warehouse ( <b>QUESTIONNAIRE TO BE KEPT and left to the interviewer at the Belgrade Airport cash office</b> ) | ___/___ | ___h:___min |

### NOTE

*Please make a special note if there were more than two controls by different inspection authorities, stating which authority carried out additional control of the goods and how long this additional control lasted.*

*Please state reasons for any slowing down of the procedure.*

## ANNEX 2: QUESTIONNAIRE FOR EXPORT IN AIR TRANSPORT

| EXPORT PROCEDURE RELEASE TIME FORM                                                                                                                                                                                                                                                                                                   |                                                                             |                             |                              |                                                                         |                                                     |                                                                                        |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|-----------------------------|------------------------------|-------------------------------------------------------------------------|-----------------------------------------------------|----------------------------------------------------------------------------------------|
| BELGRADE AIRPORT CUSTOMS OFFICE                                                                                                                                                                                                                                                                                                      |                                                                             |                             |                              |                                                                         |                                                     |                                                                                        |
| The Customs Administration decided to carry out analysis of the time needed for procedures of importing and exporting goods. The purpose of the analysis is to identify obstacles in the procedures so that corrective measures may be undertaken. Thank you for your participation in measuring the time required to release goods. |                                                                             |                             |                              |                                                                         |                                                     |                                                                                        |
| ACTIVITY                                                                                                                                                                                                                                                                                                                             |                                                                             |                             |                              | DAY / MONTH                                                             | HOUR / MINUTE                                       |                                                                                        |
| <b>RECEIVING GOODS BY BELGRADE AIRPORT FOR THE WAREHOUSE-TO BE COMPLETED BY BG AIRPORT REPRESENTATIVE /COURIER</b>                                                                                                                                                                                                                   |                                                                             |                             |                              |                                                                         |                                                     |                                                                                        |
| 1                                                                                                                                                                                                                                                                                                                                    | Is it a courier consignment?                                                |                             |                              | <input type="checkbox"/> NO                                             | <input type="checkbox"/> FEDEX                      | <input type="checkbox"/> TNT <input type="checkbox"/> UPS <input type="checkbox"/> DHL |
| 2                                                                                                                                                                                                                                                                                                                                    | Delivery of goods to Belgrade Airport intended for export                   |                             |                              | ___/___                                                                 | ___h:___min                                         |                                                                                        |
| 3                                                                                                                                                                                                                                                                                                                                    | Start of unloading the goods to the export part of the bonded warehouse     |                             |                              | ___/___                                                                 | ___h:___min                                         |                                                                                        |
| 4                                                                                                                                                                                                                                                                                                                                    | AWB number                                                                  |                             |                              | _____                                                                   |                                                     |                                                                                        |
| 5                                                                                                                                                                                                                                                                                                                                    | Belgrade Airport warehouse number (Couriers do not fill in)                 |                             |                              | _____                                                                   |                                                     |                                                                                        |
| 6                                                                                                                                                                                                                                                                                                                                    | Start of security service control (Couriers do not fill in)                 |                             |                              | ___/___                                                                 | ___h:___min                                         |                                                                                        |
| 7                                                                                                                                                                                                                                                                                                                                    | End of security service control (Couriers do not fill in)                   |                             |                              | ___/___                                                                 | ___h:___min                                         |                                                                                        |
| 8                                                                                                                                                                                                                                                                                                                                    | End of unloading the goods to the export part of the bonded warehouse       |                             |                              | ___/___                                                                 | ___h:___min                                         |                                                                                        |
| 9                                                                                                                                                                                                                                                                                                                                    | Receiving the goods and control of documents by Belgrade Airport            |                             |                              | ___/___                                                                 | ___h:___min                                         |                                                                                        |
| <b>REGULAR PROCEDURE – SUBMITTING SAD DOCUMENTS - TO BE COMPLETED BY THE FREIGHT FORWARDER</b>                                                                                                                                                                                                                                       |                                                                             |                             |                              |                                                                         |                                                     |                                                                                        |
| 10                                                                                                                                                                                                                                                                                                                                   | Date and time of submitting hard copy SAD and documents to customs          |                             |                              | ___/___                                                                 | ___h:___min                                         |                                                                                        |
| <b>EXAMINATION OF DOCUMENTS AND GOODS - TO BE COMPLETED BY THE CUSTOMS OFFICER</b>                                                                                                                                                                                                                                                   |                                                                             |                             |                              |                                                                         |                                                     |                                                                                        |
| 11                                                                                                                                                                                                                                                                                                                                   | Date and time of entering declaration into customs system/assigning Reg. No |                             |                              | ___/___                                                                 | ___h:___min                                         |                                                                                        |
| 12                                                                                                                                                                                                                                                                                                                                   | Registration Number                                                         |                             |                              | _____                                                                   |                                                     |                                                                                        |
| 13                                                                                                                                                                                                                                                                                                                                   | Date and time the examination of documents started                          |                             |                              | ___/___                                                                 | ___h:___min                                         |                                                                                        |
| 14                                                                                                                                                                                                                                                                                                                                   | Additional documents to be provided                                         | <input type="checkbox"/> NO | <input type="checkbox"/> YES | 15. Date and time of notifying the agent to supply additional documents | ___/___                                             | ___h:___min                                                                            |
|                                                                                                                                                                                                                                                                                                                                      |                                                                             |                             |                              | 16. Date and time of submitting additional documents                    | ___/___                                             | ___h:___min                                                                            |
| 17                                                                                                                                                                                                                                                                                                                                   | Date and time the examination of documents ended                            |                             |                              | ___/___                                                                 | ___h:___min                                         |                                                                                        |
| 18                                                                                                                                                                                                                                                                                                                                   | Physical examination                                                        | <input type="checkbox"/> NO | <input type="checkbox"/> YES | 19. Grounds for physical examination                                    |                                                     |                                                                                        |
|                                                                                                                                                                                                                                                                                                                                      |                                                                             |                             |                              | <input type="checkbox"/> Risk analysis                                  | <input type="checkbox"/> Customs officer's decision | <input type="checkbox"/> Anti-Smuggling Department                                     |

## TIME RELEASE STUDY 2021.

Republic of Serbia

|                                                                                            |                                                                                                                                |  |  |                                                |                |               |
|--------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|--|--|------------------------------------------------|----------------|---------------|
|                                                                                            |                                                                                                                                |  |  | 20. Date and time physical examin. started     | ____/____<br>— | ____h:____min |
|                                                                                            |                                                                                                                                |  |  | 21. Date and time physical examin. ended       | ____/____<br>— | ____h:____min |
|                                                                                            |                                                                                                                                |  |  | 22. Date and time examination protocol is made | ____/____<br>— | ____h:____min |
| 23                                                                                         | Date and time of certification and separation of documents                                                                     |  |  | ____/____<br>—                                 | ____h:____min  |               |
| 24                                                                                         | Date and time of making documents and goods available to the forwarding service                                                |  |  | ____/____<br>—                                 | ____h:____min  |               |
| <b>DISPATCHING GOODS - TO BE COMPLETED BY RELEVANT OFFICER OF BELGRADE AIRPORT/COURIER</b> |                                                                                                                                |  |  |                                                |                |               |
| 25                                                                                         | Discharging C1                                                                                                                 |  |  | ____/____<br>—                                 | ____h:____min  |               |
| 26                                                                                         | Goods taken out from the warehouse / Aircraft container packaging                                                              |  |  | ____/____<br>—                                 | ____h:____min  |               |
| 27                                                                                         | Date and time of flight departure <b>(QUESTIONNAIRE TO BE KEPT and left to the interviewer at the Belgrade Airport export)</b> |  |  | ____/____<br>—                                 | ____h:____min  |               |
| <b>NOTE</b>                                                                                |                                                                                                                                |  |  |                                                |                |               |
|                                                                                            |                                                                                                                                |  |  |                                                |                |               |

## ANNEX 3: QUESTIONNAIRE FOR IMPORT IN ROAD TRANSPORT

### TIME RELEASE QUESTIONNAIRE FOR IMPORT PROCEDURE BORDER CROSSING

The Customs Administration decided to carry out analysis of the time needed for procedures of importing and exporting goods. The purpose of the analysis is to identify obstacles in the procedures so that corrective measures may be undertaken. Thank you for your participation in measuring the time required to release goods.

## ACTIVITY

## ACTIVITY

## ACTIVITY

## TRUCK ARRIVAL AT BORDER CROSSING – TO BE COMPLETED BY THE INTERVIEWER OR CUSTOMS OFFICER

|   |                                                    |                                   |                                 |                                  |                 |
|---|----------------------------------------------------|-----------------------------------|---------------------------------|----------------------------------|-----------------|
| 1 | Border crossing                                    | <input type="checkbox"/> Batrovci | <input type="checkbox"/> Horgoš | <input type="checkbox"/> Preševo | Border crossing |
| 2 | Date and time of truck arrival at the state border |                                   |                                 | ____/____                        | ____h:____min   |

## BORDER POLICE CONTROL – TO BE COMPLETED BY BORDER POLICE OFFICER

|   |                               |  |  |           |               |
|---|-------------------------------|--|--|-----------|---------------|
| 3 | Border police control started |  |  | ____/____ | ____h:____min |
| 4 | Border police control ended   |  |  | ____/____ | ____h:____min |

## REGISTRATION OF TRUCK ENTERING AND WEIGHING – TO BE COMPLETED BY THE CUSTOMS OFFICER

|   |                                                        |  |  |           |               |
|---|--------------------------------------------------------|--|--|-----------|---------------|
| 5 | Time of issuing a registration card and truck weighing |  |  | ____/____ | ____h:____min |
|---|--------------------------------------------------------|--|--|-----------|---------------|

## THE AGENT'S ACTIONS – TO BE COMPLETED BY THE AGENT

|   |                                                    |  |  |           |               |
|---|----------------------------------------------------|--|--|-----------|---------------|
| 6 | The agent takes over the documents from the driver |  |  | ____/____ | ____h:____min |
|---|----------------------------------------------------|--|--|-----------|---------------|

## INSPECTION AUTHORITY CONTROL (if applicable) - TO BE COMPLETED BY THE INSPECTOR

|    |                                                                   |                             |                              |                                                |                                                                                                                                                                                                                                        |               |
|----|-------------------------------------------------------------------|-----------------------------|------------------------------|------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| 7  | Goods subject to inspection – <b>to be completed by the agent</b> | <input type="checkbox"/> NO | <input type="checkbox"/> YES | 8.                                             | Relevant inspection authority<br><input type="checkbox"/> Border veterinary inspection<br><input type="checkbox"/> Border phytosanitary inspection<br><input type="checkbox"/> Representative of authorized legal person (radiologist) |               |
| 9  | Date and time of submitting the application for goods control     |                             |                              |                                                | ____/____                                                                                                                                                                                                                              | ____h:____min |
| 10 | Checking the documents and identifying the goods                  | <input type="checkbox"/> NO | <input type="checkbox"/> YES | 11. Date and time checking started             | ____/____                                                                                                                                                                                                                              | ____h:____min |
|    |                                                                   |                             |                              | 12. Date and time checking ended               | ____/____                                                                                                                                                                                                                              | ____h:____min |
| 13 | Physical examination                                              | <input type="checkbox"/> NO | <input type="checkbox"/> YES | 14. Date and time physical examination started | ____/____                                                                                                                                                                                                                              | ____h:____min |
|    |                                                                   |                             |                              | 15. Date and time physical examination ended   | ____/____                                                                                                                                                                                                                              | ____h:____min |
| 16 | Sampling                                                          | <input type="checkbox"/> NO | <input type="checkbox"/> YES | 17. Date and time of sampling                  | ____/____                                                                                                                                                                                                                              | ____h:____min |
| 18 | Date and time the inspector's decision is prepared                |                             |                              |                                                | ____/____                                                                                                                                                                                                                              | ____h:____min |
| 19 | Date and time of delivering the decision to the agent             |                             |                              |                                                | ____/____                                                                                                                                                                                                                              | ____h:____min |

## CONTROL BY OTHER INSPECTION AUTHORITY (if applicable) - TO BE COMPLETED BY THE INSPECTOR

|    |                                                                                        |                             |                              |     |                                                                                                                                                                                                                                        |
|----|----------------------------------------------------------------------------------------|-----------------------------|------------------------------|-----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 20 | Goods subject to <b>OTHER</b> inspection control - <b>to be completed by the agent</b> | <input type="checkbox"/> NO | <input type="checkbox"/> YES | 21. | Relevant inspection authority<br><input type="checkbox"/> Border veterinary inspection<br><input type="checkbox"/> Border phytosanitary inspection<br><input type="checkbox"/> Representative of authorized legal person (radiologist) |
| 22 | Date and time of submitting the application for goods control                          |                             |                              | /   | h: min                                                                                                                                                                                                                                 |

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|----------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|----------------------------------------------|-------------------------------------------------------------------|------------------------------------------------------------------------------|-----------------------------------------------------|----------------------------------------------------|
| 23                                                                                     | Checking the documents and identifying the goods                                                   | <input type="checkbox"/> NO                  | <input type="checkbox"/> YES                                      | 24. Date and time the checking started                                       | ____/____                                           | ____h:____min                                      |
|                                                                                        |                                                                                                    |                                              |                                                                   | 25. Date and time the checking ended                                         | ____/____                                           | ____h:____min                                      |
| 26                                                                                     | Physical examination                                                                               | <input type="checkbox"/> NO                  | <input type="checkbox"/> YES                                      | 27. Date and time physical examination started                               | ____/____                                           | ____h:____min                                      |
|                                                                                        |                                                                                                    |                                              |                                                                   | 28. Date and time physical examination ended                                 | ____/____                                           | ____h:____min                                      |
| 29                                                                                     | Sampling                                                                                           | <input type="checkbox"/> NO                  | <input type="checkbox"/> YES                                      | 30. Date and time of sampling                                                | ____/____                                           | ____h:____min                                      |
| 31                                                                                     | Date and time the inspector's decision is prepared                                                 |                                              |                                                                   | ____/____                                                                    | ____h:____min                                       |                                                    |
| 32                                                                                     | Date and time of delivering the decision to the agent                                              |                                              |                                                                   | ____/____                                                                    | ____h:____min                                       |                                                    |
| <b>ELECTRONIC AND HARD COPY SUBMISSION OF DOCUMENTS - TO BE COMPLETED BY THE AGENT</b> |                                                                                                    |                                              |                                                                   |                                                                              |                                                     |                                                    |
| 33                                                                                     | Date and time of electronic submission of documents ( <i>i.e., assigning the LRN for transit</i> ) |                                              |                                                                   | ____/____                                                                    | ____h:____min                                       |                                                    |
| 34                                                                                     | Date and time of submitting hard copy documents to the customs authority                           |                                              |                                                                   | ____/____                                                                    | ____h:____min                                       |                                                    |
| <b>EXAMINATION OF DOCUMENTS AND GOODS - TO BE COMPLETED BY THE CUSTOMS OFFICER</b>     |                                                                                                    |                                              |                                                                   |                                                                              |                                                     |                                                    |
| 35                                                                                     | Type of procedure                                                                                  |                                              |                                                                   |                                                                              |                                                     |                                                    |
|                                                                                        | <input type="checkbox"/> Common transit T1 or T2                                                   | <input type="checkbox"/> National transit NT | <input type="checkbox"/> Simplified invoice-based procedure – C4* | <input type="checkbox"/> In-house clearance – authorized consignee           |                                                     |                                                    |
| 36                                                                                     | Date and time of registering T1 and T2 documents /opening NT                                       |                                              |                                                                   | ____/____                                                                    | ____h:____min                                       |                                                    |
| 37                                                                                     | Date and time of accepting documents /assigning MRN                                                |                                              |                                                                   | ____/____                                                                    | ____h:____min                                       |                                                    |
| 38                                                                                     | MRN for transit                                                                                    |                                              |                                                                   | _____                                                                        |                                                     |                                                    |
| 39                                                                                     | Date and time the examination of documents started                                                 |                                              |                                                                   | ____/____                                                                    | ____h:____min                                       |                                                    |
| 40                                                                                     | Additional documents                                                                               | <input type="checkbox"/> NO                  | <input type="checkbox"/> YES                                      | 41. Date and time of notifying the agent to provide additional documents     | ____/____                                           | ____h:____min                                      |
|                                                                                        |                                                                                                    |                                              |                                                                   | 42. Date and time of supplying additional documents                          | ____/____                                           | ____h:____min                                      |
| 43                                                                                     | Date and time the examination of documents is completed                                            |                                              |                                                                   | ____/____                                                                    | ____h:____min                                       |                                                    |
| 44                                                                                     | Physical examination                                                                               | <input type="checkbox"/> NO                  | <input type="checkbox"/> YES                                      | 45. Grounds for physical examination                                         |                                                     |                                                    |
|                                                                                        |                                                                                                    |                                              |                                                                   | <input type="checkbox"/> Risk analysis                                       | <input type="checkbox"/> Customs officer's decision | <input type="checkbox"/> Anti-Smuggling Department |
|                                                                                        |                                                                                                    |                                              |                                                                   | 46. Date and time physical examination started                               | ____/____                                           | ____h:____min                                      |
|                                                                                        |                                                                                                    |                                              |                                                                   | 47. Date and time physical examination ended                                 | ____/____                                           | ____h:____min                                      |
|                                                                                        |                                                                                                    |                                              |                                                                   | 48. Date and time the protocol on goods examination is made                  | ____/____                                           | ____h:____min                                      |
| 49                                                                                     | Affixing the customs mark ( <i>seal</i> )                                                          | <input type="checkbox"/> NO                  | <input type="checkbox"/> YES                                      | 50. Date and time of affixing the mark ( <i>affixing seal to the truck</i> ) | ____/____                                           | ____h:____min                                      |
| 51                                                                                     | Date and time of releasing goods /delivering documents                                             |                                              |                                                                   |                                                                              |                                                     |                                                    |
| 52                                                                                     | Date and time of the customs terminal exit                                                         |                                              |                                                                   | ____/____                                                                    | ____h:____min                                       |                                                    |

**NOTE:**

*In case T1, T2 and C4-simplified procedure are ticked in box 35, the data for box 6 are not entered.*

## TIME RELEASE QUESTIONNAIRE FOR IMPORT PROCEDURE BELGRADE TERMINAL

### ARRIVAL AT TERMINAL, WEIGHING AND DOCUMENT PROCESSING BY AGENT – TO BE COMPLETED BY THE AGENT

|    |                                                                                       |                                   |                                 |                                  |                                  |
|----|---------------------------------------------------------------------------------------|-----------------------------------|---------------------------------|----------------------------------|----------------------------------|
| 53 | Arrival of truck at Terminal Belgrade from the border crossing                        | <input type="checkbox"/> Batrovci | <input type="checkbox"/> Horgoš | <input type="checkbox"/> Gradina | <input type="checkbox"/> Preševo |
| 54 | Date and time of vehicle entering terminal ( <i>data from Parking Servis ticket</i> ) | ____/____                         |                                 | ____h:____min                    |                                  |
| 55 | Truck weighing                                                                        | <input type="checkbox"/> NO       | <input type="checkbox"/> YES    | ____/____h:____min               |                                  |
| 56 | Shipper delivers the documents to the agent                                           | ____/____                         |                                 | ____h:____min                    |                                  |

### INSPECTION AUTHORITIES CONTROL (if applicable) - TO BE COMPLETED BY THE INSPECTOR

|    |                                                                           |                             |                              |               |                                                                                                                                                                                                                                                                     |
|----|---------------------------------------------------------------------------|-----------------------------|------------------------------|---------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 57 | Goods subject to inspection control - <b>to be completed by the agent</b> | <input type="checkbox"/> NO | <input type="checkbox"/> YES | 58.           | Relevant inspection authority<br><input type="checkbox"/> Sanitary inspection<br><input type="checkbox"/> Border phytosanitary inspection at clearance site<br><input type="checkbox"/> Radiological control<br><input type="checkbox"/> Other, please state: _____ |
| 59 | Date and time of submitting application for goods examination             | ____/____                   |                              | ____h:____min |                                                                                                                                                                                                                                                                     |
| 60 | Checking the documents and identifying the goods                          | <input type="checkbox"/> NO | <input type="checkbox"/> YES | 61.           | Date and time checking started<br>____/____h:____min                                                                                                                                                                                                                |
|    |                                                                           |                             |                              | 62.           | Date and time checking ended<br>____/____h:____min                                                                                                                                                                                                                  |
| 63 | Physical examination                                                      | <input type="checkbox"/> NO | <input type="checkbox"/> YES | 64.           | Date and time physical examination started<br>____/____h:____min                                                                                                                                                                                                    |
|    |                                                                           |                             |                              | 65.           | Date and time physical examination ended<br>____/____h:____min                                                                                                                                                                                                      |
| 66 | Sampling                                                                  | <input type="checkbox"/> NO | <input type="checkbox"/> YES | 67.           | Date and time of sampling<br>____/____h:____min                                                                                                                                                                                                                     |
| 68 | Date and time the inspector's decision is prepared                        |                             |                              |               | ____/____h:____min                                                                                                                                                                                                                                                  |
| 69 | Date and time the decision is delivered to the agent                      |                             |                              |               | ____/____h:____min                                                                                                                                                                                                                                                  |

### OTHER INSPECTION AUTHORITY CONTROL (if applicable) - TO BE COMPLETED BY THE INSPECTOR

|    |                                                                                        |                             |                              |               |                                                                                                                                                                                                                                                                                     |
|----|----------------------------------------------------------------------------------------|-----------------------------|------------------------------|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 70 | Goods subject to <b>OTHER</b> inspection control - <b>to be completed by the agent</b> | <input type="checkbox"/> NO | <input type="checkbox"/> YES | 71.           | Relevant inspection authority<br><input type="checkbox"/> Sanitary inspection service<br><input type="checkbox"/> Border phytosanitary inspection service at clearance site<br><input type="checkbox"/> Radiological control<br><input type="checkbox"/> Other, please state: _____ |
| 72 | Date and time of submitting application for goods control                              | ____/____                   |                              | ____h:____min |                                                                                                                                                                                                                                                                                     |
| 73 | Checking the documents and identifying the goods                                       | <input type="checkbox"/> NO | <input type="checkbox"/> YES | 74.           | Date and time checking started<br>____/____h:____min                                                                                                                                                                                                                                |
|    |                                                                                        |                             |                              | 75.           | Date and time checking ended<br>____/____h:____min                                                                                                                                                                                                                                  |
| 76 | Physical examination                                                                   | <input type="checkbox"/> NO | <input type="checkbox"/> YES | 77.           | Date and time physical examination started<br>____/____h:____min                                                                                                                                                                                                                    |



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|                                                                                        |                                                                                                                                            |                               |                              |                                                                                       |                                                     |                                                    |
|----------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|------------------------------|---------------------------------------------------------------------------------------|-----------------------------------------------------|----------------------------------------------------|
|                                                                                        |                                                                                                                                            |                               |                              | 78. Date and time physical examination ended                                          | ____/____                                           | ____h:____min                                      |
| 79                                                                                     | Sampling                                                                                                                                   | <input type="checkbox"/> NO   | <input type="checkbox"/> YES | 80. Date and time of sampling                                                         | ____/____                                           | ____h:____min                                      |
| 81                                                                                     | Date and time the inspector's decision is prepared                                                                                         |                               |                              |                                                                                       | ____/____                                           | ____h:____min                                      |
| 82                                                                                     | Date and time the decision is delivered to the agent                                                                                       |                               |                              |                                                                                       | ____/____                                           | ____h:____min                                      |
| <b>ELECTRONIC AND HARD COPY SUBMISSION OF DOCUMENTS - TO BE COMPLETED BY THE AGENT</b> |                                                                                                                                            |                               |                              |                                                                                       |                                                     |                                                    |
| 83                                                                                     | Date and time of electronic submission of documents (SAD) to customs authority                                                             |                               |                              |                                                                                       | ____/____                                           | ____h:____min                                      |
| 84                                                                                     | Date and time of hard copy doc. submission (SAD) to customs authority                                                                      |                               |                              |                                                                                       | ____/____                                           | ____h:____min                                      |
| <b>EXAMINATION OF DOCUMENTS AND GOODS - TO BE COMPLETED BY THE CUSTOMS OFFICER</b>     |                                                                                                                                            |                               |                              |                                                                                       |                                                     |                                                    |
| 85                                                                                     | Date and time of accepting documents / confirming MRN                                                                                      |                               |                              |                                                                                       | ____/____                                           | ____h:____min                                      |
| 86                                                                                     | SAD number for C4                                                                                                                          |                               |                              |                                                                                       | ____/____                                           | ____h:____min                                      |
| 87                                                                                     | Date and time the examination of documents started                                                                                         |                               |                              |                                                                                       | ____/____                                           | ____h:____min                                      |
| 88                                                                                     | Additional documents to be provided                                                                                                        | <input type="checkbox"/> NO   | <input type="checkbox"/> YES | 89. Date and time of notifying the agent that additional documents are to be provided | ____/____                                           | ____h:____min                                      |
|                                                                                        |                                                                                                                                            |                               |                              | 90. Date and time of supplying additional documents                                   | ____/____                                           | ____h:____min                                      |
| 91                                                                                     | Date and time the examination of documents is completed                                                                                    |                               |                              |                                                                                       | ____/____                                           | ____h:____min                                      |
| 92                                                                                     | Physical examination                                                                                                                       | <input type="checkbox"/> NO   | <input type="checkbox"/> YES | 93. Grounds for physical examination                                                  |                                                     |                                                    |
|                                                                                        |                                                                                                                                            |                               |                              | <input type="checkbox"/> Risk analysis                                                | <input type="checkbox"/> Customs officer's decision | <input type="checkbox"/> Anti-Smuggling Department |
|                                                                                        |                                                                                                                                            |                               |                              | 94. Date and time of notifying the agent about the examination                        | ____/____                                           | ____h:____min                                      |
|                                                                                        |                                                                                                                                            |                               |                              | 95. Date and time physical examination started                                        | ____/____                                           | ____h:____min                                      |
|                                                                                        |                                                                                                                                            |                               |                              | 96. Date and time physical examination ended                                          | ____/____                                           | ____h:____min                                      |
|                                                                                        |                                                                                                                                            |                               |                              | 97. Date and time examination protocol is prepared                                    | ____/____                                           | ____h:____min                                      |
| 98                                                                                     | Sampling                                                                                                                                   | <input type="checkbox"/> NO   | <input type="checkbox"/> YES | 99. Date and time of sampling                                                         | ____/____                                           | ____h:____min                                      |
|                                                                                        |                                                                                                                                            |                               |                              | 100. Date and time sampling protocol is prepared                                      | ____/____                                           | ____h:____min                                      |
| 101                                                                                    | Certifying and separating documents                                                                                                        |                               |                              |                                                                                       | ____/____                                           | ____h:____min                                      |
| 102                                                                                    | Date and time the customs invoice is prepared                                                                                              |                               |                              |                                                                                       | ____/____                                           | ____h:____min                                      |
| 103                                                                                    | Manner of payment                                                                                                                          | <input type="checkbox"/> Cash |                              | <input type="checkbox"/> Bank guarantee                                               |                                                     |                                                    |
| 104                                                                                    | Date and time of delivery of the documents and/or invoice to the agent – end of procedure <b>(CUSTOMS OFFICER KEEPS THE QUESTIONNAIRE)</b> |                               |                              |                                                                                       | ____/____                                           | ____h:____min                                      |
| <b>NOTE</b>                                                                            |                                                                                                                                            |                               |                              |                                                                                       |                                                     |                                                    |
|                                                                                        |                                                                                                                                            |                               |                              |                                                                                       |                                                     |                                                    |

**TIME RELEASE STUDY 2021.**

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## ANNEX 4: QUESTIONNAIRE FOR EXPORT IN ROAD TRANSPORT

EXPORT PROCEDURE RELEASE TIME FORM  
CUSTOMS OFFICE BELGRADE TERMINAL

The Customs Administration decided to carry out analysis of the time needed for procedures of importing and exporting goods. The purpose of the analysis is to identify obstacles in the procedures so that corrective measures may be undertaken. Thank you for your participation in measuring the time required to release goods.

ACTIVITY

DAY/MONTH

HOUR/MINUTE

## ARRIVAL AT TERMINAL AND DOCUMENT PROCESSING BY THE AGENT – TO BE COMPLETED BY THE AGENT

|   |                                                                                          |                                   |                                  |
|---|------------------------------------------------------------------------------------------|-----------------------------------|----------------------------------|
| 1 | Date and time of the vehicle entering terminal (time from Parking Servis ticket)         | ___/___                           | h: ___ min                       |
| 2 | Date and time of taking over the documents from the driver                               | ___/___                           | h: ___ min                       |
| 3 | Planned exports through customs office                                                   | <input type="checkbox"/> Batrovci | <input type="checkbox"/> Horgoš  |
|   |                                                                                          | <input type="checkbox"/> Gradina  | <input type="checkbox"/> Preševo |
| 4 | Date and time of el. submission of documents (SAD) to the customs authority by the agent | ___/___                           | h: ___ min                       |
| 5 | Date and time of submitting hard copy documents to the customs authority                 | ___/___                           | h: ___ min                       |

## EXAMINATION OF DOCUMENTS AND GOODS – TO BE COMPLETED BY THE RELEVANT CUSTOMS OFFICER

|    |                                                                               |                             |                              |                                                                          |                                                     |
|----|-------------------------------------------------------------------------------|-----------------------------|------------------------------|--------------------------------------------------------------------------|-----------------------------------------------------|
| 6  | Date and time of entering declaration into customs system / assigning reg. no |                             |                              | ___/___                                                                  | h: ___ min                                          |
| 7  | SAD registration number                                                       |                             |                              | ___                                                                      |                                                     |
| 8  | Date and time documentary check starts                                        |                             |                              | ___/___                                                                  | h: ___ min                                          |
| 9  | Additional documents                                                          | <input type="checkbox"/> NO | <input type="checkbox"/> YES | 10. Date and time of notifying the agent to provide additional documents | ___/___ h: ___ min                                  |
|    |                                                                               |                             |                              | 11. Date and time of supplying additional documents                      | ___/___ h: ___ min                                  |
| 12 | Date and time documentary check is completed                                  |                             |                              | ___/___                                                                  | h: ___ min                                          |
| 13 | Physical examination                                                          | <input type="checkbox"/> NO | <input type="checkbox"/> YES | 14. Grounds for physical examination                                     |                                                     |
|    |                                                                               |                             |                              | <input type="checkbox"/> Risk analysis                                   | <input type="checkbox"/> Customs officer's decision |
|    |                                                                               |                             |                              | <input type="checkbox"/> Anti-Smuggling Department                       |                                                     |
|    |                                                                               |                             |                              | 15. Date and time of notifying the agent of the examination              | ___/___ h: ___ min                                  |
|    |                                                                               |                             |                              | 16. Date and time physical examination started                           | ___/___ h: ___ min                                  |
|    |                                                                               |                             |                              | 17. Date and time physical examination ended                             | ___/___ h: ___ min                                  |
|    |                                                                               |                             |                              | 18. Date and time examination protocol prepared                          | ___/___ h: ___ min                                  |
| 19 | Transit opening                                                               | <input type="checkbox"/> NO | <input type="checkbox"/> YES | 20. Transit procedure type                                               |                                                     |
|    |                                                                               |                             |                              | <input type="checkbox"/> T1 tranzit                                      | <input type="checkbox"/> T2 tranzit                 |
|    |                                                                               |                             |                              | <input type="checkbox"/> NT TIR                                          |                                                     |
| 21 | Certifying and separating documents                                           |                             |                              | ___/___                                                                  | h: ___ min                                          |
| 22 | Affixing customs marks                                                        | <input type="checkbox"/> NO | <input type="checkbox"/> YES | 23. Date and time of notifying the agent about affixing the mark         | ___/___ h: ___ min                                  |
|    |                                                                               |                             |                              | 24. Date and time of affixing the mark                                   | ___/___ h: ___ min                                  |
| 25 | Returning document to the agent / completing procedure at terminal            |                             |                              | ___/___                                                                  | h: ___ min                                          |

**DISPATCHING GOODS – TO BE COMPLETED BY THE AGENT (QUESTIONNAIRE TO BE GIVEN BACK TO DRIVER)**

|    |                                                                     |           |               |
|----|---------------------------------------------------------------------|-----------|---------------|
| 26 | Documents delivered to driver for referral to border customs office | ____/____ | ____h:____min |
|----|---------------------------------------------------------------------|-----------|---------------|

**NOTE NO 1**

*In case of additional loading or reloading of goods, please state the duration thereof and treatment of goods in the place provided for the note.*

**BORDER CROSSING****EXPORT PROCEDURE RELEASE TIME FORM****ARRIVAL AT BORDER CROSSING – TO BE COMPLETED BY THE INTERVIEWER OR CUSTOMS OFFICER**

|    |                                                                |                                   |                                 |                                  |                                  |
|----|----------------------------------------------------------------|-----------------------------------|---------------------------------|----------------------------------|----------------------------------|
| 27 | Border crossing                                                | <input type="checkbox"/> Batrovci | <input type="checkbox"/> Horgoš | <input type="checkbox"/> Gradina | <input type="checkbox"/> Preševu |
| 28 | Arrival at border crossing (date and time of joining the line) |                                   |                                 |                                  | ____/____<br>____h:____min       |

**EXAMINATION OF DOCUMENTS AND GOODS – TO BE COMPLETED BY RELEVANT CUSTOMS OFFICER**

|    |                                                                                 |                             |                              |                                                                    |                                                     |                                                    |
|----|---------------------------------------------------------------------------------|-----------------------------|------------------------------|--------------------------------------------------------------------|-----------------------------------------------------|----------------------------------------------------|
| 29 | Delivering documents to customs officer                                         |                             |                              |                                                                    | ____/____                                           | ____h:____min                                      |
| 30 | Is this procedure simplified export procedure?                                  | <input type="checkbox"/> NO | <input type="checkbox"/> YES | 31. Type of simplified procedure <b>(PLEASE SEE NOTE NO 2)</b>     |                                                     |                                                    |
|    |                                                                                 |                             |                              | <input type="checkbox"/> In-house clearance – authorized consignor |                                                     |                                                    |
|    |                                                                                 |                             |                              | <input type="checkbox"/> Invoice-based simplified procedure - C1   |                                                     |                                                    |
| 32 | Start of documentary control by customs officer                                 |                             |                              |                                                                    | ____/____                                           | ____h:____min                                      |
| 33 | End of documentary control by customs officer                                   |                             |                              |                                                                    | ____/____                                           | ____h:____min                                      |
| 34 | Weighing                                                                        | <input type="checkbox"/> NO | <input type="checkbox"/> YES | 35. Date and time of weighing                                      | ____/____                                           | ____h:____min                                      |
| 36 | Physical examination                                                            | <input type="checkbox"/> NO | <input type="checkbox"/> YES | 37. Grounds for physical examination                               |                                                     |                                                    |
|    |                                                                                 |                             |                              | <input type="checkbox"/> Risk analysis                             | <input type="checkbox"/> Customs officer's decision | <input type="checkbox"/> Anti-smuggling department |
|    |                                                                                 |                             |                              | 38. Date and time physical examination started                     | ____/____                                           | ____h:____min                                      |
|    |                                                                                 |                             |                              | 39. Date and time physical examination ended                       | ____/____                                           | ____h:____min                                      |
|    |                                                                                 |                             |                              | 40. Date and time the protocol on examination is prepared          | ____/____                                           | ____h:____min                                      |
| 41 | Discharging transit SAD/documents by the customs officer (assigning CIL number) |                             |                              |                                                                    | ____/____                                           | ____h:____min                                      |

**BORDER POLICE CONTROL - TO BE COMPLETED BY BORDER POLICE OFFICER**

|    |                                                                 |           |               |
|----|-----------------------------------------------------------------|-----------|---------------|
| 42 | Border police control started                                   | ____/____ | ____h:____min |
| 43 | Border police control completed <b>(KEEP THE QUESTIONNAIRE)</b> | ____/____ | ____h:____min |

**NOTE NO 2**

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*As for box 31, for the procedures “In-house clearance – authorized consignor” and “Invoice- based simplified procedure”, the customs officer is to enter data on date and time of electronic submission of documents into box 4, whether there was a physical examination and relevant times for the physical examination into box 13, and the time of completion of customs procedure into box 25.*

*Please state reasons for any slowing down of the procedure.*