



Republic of North Macedonia  
**Time Release Study+**  
Final Report



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## 2. ABOUT IFC

IFC—a member of the World Bank Group—is the largest global development institution focused on the private sector in emerging markets. We work in more than 100 countries, using our capital, expertise, and influence to create markets and opportunities in developing countries. In fiscal year 2021, IFC committed a record \$31.5 billion to private companies and financial institutions in developing countries, leveraging the power of the private sector to end extreme poverty and boost shared prosperity as economies grapple with the impacts of the COVID-19 pandemic. For more information, visit [www.ifc.org](http://www.ifc.org).

### 3. ACKNOWLEDGEMENTS

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## 5. ABBREVIATIONS

ABBREVIATION	DESCRIPTION
AEO	Authorized Economic Operator
BCP	Border Crossing Point
BPM	Business Process Map
CA	Customs Administration
CBRA	Cross Border Regulatory Agencies
CEFTA	Central European Free Trade Agreement
CDEPS	Customs Declarations and Excise Documents Processing System
CUP	Customs Union Performance
ECA TFSP	Trade Facilitation and Support Program for Europe and Central Asia
F2F	Face-to-Face (interviews)
FTM	Freight Road Transport
IFC	International Finance Corporation
LPCO	License, Permits, Certificates, and Other documents
LOE	Level of Effort
MIFA	Macedonian International Freight Forwarding and Logistics Operators Association
MoM	Minutes of Meeting
NCTS	New Computerized Transit System
NTFC	National Trade Facilitation Committee
NSW	National Single Window
PAPI	Paper and Pen Interviewing
SAI	State Agricultural Inspectorate
SEED	Systematic Electronic Exchange of Data
SSHI	State Sanitary and Health Inspectorate
TFA	Trade Facilitation Agreement
TOR	Terms of Reference
TRS	Time Release Study
WB	World Bank
WBTTFP	Western Balkans Trade and Transport Facilitation Project – WBTTFP
WCO	World Customs Organization
WTO	World Trade Organization

## 6. EXECUTIVE SUMMARY

**TIME RELEASE STUDIES (TRS) ARE AN INTERNATIONAL OBLIGATION** | Regularly conducting a Time Release Study (TRS) is an obligation of World Trade Organization membership. As a member, the Republic of North Macedonia (MK) has committed to implement Articles contained in the WTO Trade Facilitation Agreement (TFA), including Article 7.6 of the TFA, which recommends Members measure and publish the average release time of goods both periodically and consistently. The last TRS was conducted in 2015 during the period June - December 2015. The 2021/2022 TRS was conducted between November 2021 and March 2022, with the actual time measuring taking place between January 25<sup>th</sup>, 2022, and February 2<sup>nd</sup>, 2022, at three Border Crossing Points (BCPs): Tabanovce, Kjafasan, and Bogorodica and one inland Customs Office: Customs Office Skopje 1013. These four measuring points were selected as together they account for over half (about 60%) of the trade flow of the country.

**THE PRIVATE SECTOR AND CUSTOMS ADMINISTRATION REQUIRE THE MOST AMOUNT OF TIME** | The TRS study revealed that - during the process for the release of goods - the most amount of time required is by private sector stakeholders (truck drivers, brokers, agents, freight forwarders) and the Customs Administration. Private sector representatives accounted for more than 50% of the average processing time in three out of the four procedures, BCP Export, Terminal Import, and Terminal Export (where "Terminal" refers to Inland Customs Office Skopje 1013), while in one specific area, BCP Import, the private sector took up approximately 30% of the average processing time. The processing times for the Customs Administration as a share of the overall processing time was notably higher for the BCP Import (63% or about 46 minutes) and Terminal Import (34% or 3 hours and 23 minutes) procedures.

The most time-consuming activities for the private sector were for export procedures undertaken at Terminal Skopje 1013, (96% of the overall average time or 5 hours and 44 minutes), followed by import procedures at Terminal Skopje 1013 (53% of the overall average time or 5 hours and 14 minutes), then import at the BCPs with 80% of the overall average time or 46 minutes and finally export at the BCPs with a share of 30% of the overall average time or about 22 minutes.

**THERE WAS AN OVERALL REDUCTION IN THE PROCESSING TIMES BETWEEN 2015 AND 2022** | There was a general reduction in the overall processing time for import procedures between 2015 and 2022. This also supports the anecdotal observations of some of the supervisors who were involved in similar studies over previous years. The most significant decline in processing time was for transiting procedures at BCP Bogorodica (34 minutes or 113% decline), followed by BCP Tabanovce (50 minutes or 81% decline), and for import procedures at Terminal Skopje 1013 (2 hours and 30 minutes or 25% decline) and BCP Tabanovce (2 hours and 27 minutes or 97% decline). BCP Kjafasan was not part of the 2015 study, hence no comparative analysis was completed.

**FURTHER IMPROVEMENTS WILL REQUIRE LEVERAGING EXISTING NATIONAL AND REGIONAL INITIATIVES** | The development of the National Single Window (NSW) system planned to be launched by 2024 will further facilitate the removal of paper-based processes and increase operational efficiencies of the Customs Administration and CBRAs. Additionally, by January 1, 2023, there are plans to lift most trade restrictions between Albania, Serbia, and North Macedonia, leading to further trade facilitation.

**TRAINING THAT IS MORE TAILORED FOR THE PRIVATE SECTOR STAKEHOLDERS' NEEDS** | Private sector stakeholders would undoubtedly benefit from additional training suited to their needs which could be provided by the Customs Administration and CBRA Officers together with the Chamber of Commerce and Customs Agents Association. This would help to ensure that brokers submit the correct necessary documents at the first attempt alleviating the need for the submission of supplementary documents or additional documentary checks.

## 7. INTRODUCTION

As a Member of the World Trade Organization, the Republic of North Macedonia (MK) has committed to implement the Articles contained in the WTO Trade Facilitation Agreement (TFA). Article 7.6 of the TFA recommends Members to measure and publish their average release time of goods periodically and consistently, using tools such as the Time Release Study (TRS) of the World Customs Organization (WCO).

A TRS provides reliable and validated information on the time taken by border agencies to process and clear cargo during import, export, and transit transactions. It determines the time needed to carry out each step in the clearance process involving Customs and other government agency requirements. By analyzing the results of a TRS, government agencies regulating trade can identify where procedures are inefficient and develop strategies and plans on how to simplify, harmonize, and streamline these processes with the aim of reducing trade compliance costs and time. It thus provides an objective baseline against which the impacts of reforms and modernization can be measured and evaluated over time.

The Customs Administration (CA) of the Republic of North Macedonia, working with the International Finance Corporation (IFC's) Trade Facilitation Support Program for Europe and Central Asia (ECA TFSP), implemented a Time Release Study (TRS) for seven consecutive days at three Border Crossing Points (BCP): Tabanovce (North Macedonia – Serbia), Kjafasan (North Macedonia – Albania), and Bogorodica (North Macedonia – Greece) and one inland Customs terminal, Skopje 1013. The study was conducted between January 25, 2022, and February 2, 2022. The study used the World Customs Organization's methodology for conducting the TRS.

To ensure the effective implementation of the TRS, an informal working group was established. The group comprised both government and private participants who play a crucial role in trade facilitation and it included the Customs Administration, the Ministry of Interior (Sector for Border Affairs and Migration, will be referred to as "Border Police"), the Food and Veterinary Agency, Ministry of Agriculture, Forestry and Water Economy - State Agriculture Inspectorate), Ministry of Health - State Sanitary and Health Inspectorate), and the Macedonian Freight Forwarders Association (MIFA).

The TRS was implemented at the road border crossing points (BCPs) Tabanovce, Kjafasan, and Bogorodica, and Customs inland Skopje Terminal 1013. Together, these cover about 60% of all trade entering and exiting North Macedonia.

The 2022 TRS+<sup>1</sup> study serves as a follow up to the study conducted in North Macedonia in 2015. The preparation of this analysis and the recommendations and implementations arising from the study will contribute to trade facilitation in North Macedonia. This includes reduced time and cost for traders, enhanced entry to other markets and a prepared set of policy recommendations that will further ease trade procedures for companies and other stakeholders involved in the process between North Macedonia and the bordering countries as well as those that export goods to North Macedonia. Trade facilitation is a priority of the Customs Administration of the Republic of North Macedonia. Moreover, the regular implementation of the TRS studies is part of the World Trade Organization (WTO) Trade Facilitation Agreement (TFA).

The Government of the Republic of North Macedonia has already taken strides in improving trade facilitation. The Open Balkan initiative that was established on July 29<sup>th</sup>, 2021, is a testament to the commitment of the Government to facilitate trade with the neighboring non-European Union (EU) countries. Regarding the EU member states that it borders, Bulgaria and Greece, North Macedonia already participates in the benefits offered by the EU since February 2001, when North Macedonia signed a Stabilization and Association Agreement (SAA), which allows for preferential treatment of Macedonian

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<sup>1</sup> The TRS is a unique tool and method for measuring the actual performance of border agencies as they directly relate to trade facilitation at the border. The TRS measures relevant aspects of the effectiveness of operational procedures that are carried out by the regulatory actors in the standard processing of imports, exports and in transit movements.

goods entering the EU. There is little the Macedonian government can do to further facilitate trade with neighboring EU's member states, Bulgaria, and Greece, apart from becoming a full member of the European Union.

In addition, in 2006, the Republic of Macedonia (as of 2019 referred to as North Macedonia) has joined the Central European Free Trade Agreement (CEFTA), where seven countries are members, six from the Western Balkans (Albania, Bosnia and Herzegovina, Montenegro, North Macedonia, Serbia, and Kosovo\*<sup>2</sup>) and Moldova. In January 2018, North Macedonia became a party to CEFTA's Additional Protocol 5 on Trade Facilitation,<sup>3</sup> which aims to reduce the clearance procedures by simplifying inspections and reducing formalities to the furthest extent possible.

The roots of electronic data exchange and management of Customs Documents in North Macedonia (and the region) dates to 2008.<sup>4</sup> Then, there was the idea to set up a Systematic Electronic Exchange of Data (SEED) to facilitate the automatic and electronic exchange of documents required during the pre-arrival phase, i.e., the first instance of customs procedures, between the neighboring countries in the Western Balkans. The project is supported by the European Union (EU) and currently provides computerized exchange of Customs Documents through seven SEED nodes (Tirana, Banja Luka, Podgorica, Skopje, Belgrade, Pristina, and Rome)<sup>5</sup>, thus ensuring Customs Document exchange between North Macedonia, Albania, Bosnia & Herzegovina, Kosovo\*, Serbia, and Montenegro).

Moreover, the Customs Administration of the Republic of North Macedonia, with the technical support from the International Finance Corporation (IFC), had prepared a blueprint for the development of a new National Single Window (NSW) System to be launched by 2024.<sup>6</sup> The NSW is designed to be a software solution that will facilitate trade by collating and coordinating all the Licenses, Permits, Certificates, and Other (LPCO) application processes under one single system, bringing together all the Cross Border Regulatory Authorities (CBRAs), the Customs Administration (CA), the brokers, the agents, and freight forwarders under a single and unified system. This initiative is part of the Western Balkans Trade and Transport Facilitation Project – WBTFP financially supported by a World Bank (WB) loan.

The final report is divided into three main parts, the first part describes the approach and methodology (Section 8); the second part provides the observations and analysis based on the TRS survey (Sections 9 and 10); and the third part lays out recommendations and conclusions (Sections 11 and 12).

The Annex contains business process maps (BPMs) and the questionnaires used for each of the BCPs and Skopje Terminal 1013.

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<sup>2</sup> \*This designation is without prejudice to positions on status and is in line with UNSCR 1244 and the ICJ Opinion on the Kosovo Declaration of Independence.

<sup>3</sup> The Republic of North Macedonia. WTO. [https://www.wto.org/english/tratop\\_e/tpr\\_e/s390\\_sum\\_e.pdf](https://www.wto.org/english/tratop_e/tpr_e/s390_sum_e.pdf)

<sup>4</sup> United Nations Economic and Social Commission for Asia and Pacific (ESCAP). "EU SEED." <https://www.digitalizetrade.org/projects/eu-seed-systematic-electronic-exchange-data>

<sup>5</sup> United Nations Economic and Social Commission for Asia and Pacific (ESCAP). "EU SEED." <https://www.digitalizetrade.org/projects/eu-seed-systematic-electronic-exchange-data>

<sup>6</sup> Saracini, B. COMPLETED PREPARATION OF THE NEW NATIONAL SINGLE WINDOW SYSTEM (NSW) BLUEPRINT <https://customs.gov.mk/index.php/en/2016-08-15-20-09-54/2016-08-15-15-05-6/3091-26-10-2022> (accessed 2022 -03 -22).

## 8. METHODOLOGY AND APPROACH

The WTO TFA encourages its members to carry out time release studies on a regular basis. A TRS provides validated and reliable information about the processing times for goods at border crossing points and terminals at different stages in the clearance process and develops areas of improvement aimed at reducing this processing time.

Implementing this project was a joint effort of the international consultancy, CIVITTA, and the local market research company, Insider ID. Based on the results gathered and data processed, this analytical report will provide recommendations that if and when implemented will further enhance the trade facilitation processes within the country. The implementation of the TRS+ was in line with the World Customs Organization (WCO) Guide to Measure the Time Required for the Release of Goods (Version 3, 2018).

This assignment encompassed two types of research, one related to measuring the time needed to satisfy the regulatory requirements that are applied before the arrival of the goods at the border (+), and a second one that measured the time taken by officials of control agencies and the private sector stakeholders (namely freight forwarders) located at three border crossing points (BCPs) and one inland Customs clearance point (Skopje Terminal 1013) who are involved in applying regulations to the goods (TRS). The first part of the analysis will be covered in Section 10.1 and Section 10.2.

The methodology for this assignment relied on several research methods (data gathering and data analysis) and included: document analysis (desk research), process map development, questionnaire development and distribution, face-to-face surveying to complete the questionnaires, questionnaire completion and uploading data to the WCO server database, capacity building, and data processing.

### 8.1.1. DATA-GATHERING METHODS

#### DOCUMENT ANALYSIS

During this stage, the team of experts gathered and reviewed relevant information about Customs' procedures, legislation and institutional guidelines and internal acts, reports from previous assessments, WCO guidelines and methodologies, and other relevant documentation related to the process of issuance of License, Permits, Certificates, and Other documents (LPCO). These documents and reports were studied to gather relevant information that contributed to better understand the current "as-is" (state of affairs) and what they wished for "to-be" (or the desired state should be) in respect to business processing of the pre-border procedures, but also to overall Customs and clearance related processes.

#### SURVEY / QUESTIONNAIRE

A core part of the study entailed measuring of the time it takes Customs and other Cross-Border Regulatory Agencies (CBRA) to release consignments passing through the three BCPs and the Skopje Terminal 1013. The measurement of the time was done using questionnaires that were distributed by teams of CIVITTA/Insider ID enumerators and supervisors. The enumerators filled in part of the questionnaires, and the border agency and private sector actors filled in sections of the questionnaires related to their line of work.

The questionnaires were prepared by CIVITTA's Customs' expert, Colin Gazeley, and approved by the IFC and the members of the informal TRS+ Working Group. The final questionnaires that were used are based on the Business Process Maps developed and confirmed with the CA and CBRA representatives via on-site visits and they are found in Annex 1: Business Process Maps, and the four questionnaires used (two for BCPs and two for the Skopje Terminal 1013) are part of Annex 2: Questionnaires.

CIVITTA/Insider ID enumerators and supervisors ensured that as many questionnaires as possible were filled in completely and accurately. The total outcome was 1,154 completed questionnaires imported into the WCO System.

To ensure that the questionnaires used were accurate and appropriate for the TRS, a trial pilot study was conducted between January 17<sup>th</sup> and 18<sup>th</sup>, 2022. This preceded the actual TRS study that was scheduled for January 25<sup>th</sup> – February 2<sup>nd</sup>. The objective of the pilot study was to ensure that the survey process and the questionnaires are appropriate and are adjusted as needed ahead of the main survey.

In total, approximately 60 questionnaires were completed correctly out of the 150 questionnaires that were distributed in the trial pilot study. For the main TRS survey, the goal was to collect a minimum of 800 fully completed questionnaires across all three BCPs and Skopje Terminal 1013.

During the pilot study, it was confirmed that not all questionnaires could be filled in and thus a sampling method was required that was determined individually between the supervisors and the representatives of the three BCPs and Skopje Terminal 1013. The Customs Administration and CBRA staff did not have enough time and availability to handle their required daily duties, ensure no trucks or consignments experience extraordinary delays, and fill in the questionnaires. The BCPs have targets they need to meet to clear consignments and having additional questionnaires to fill in posed a risk in causing delays that could raise organizational red flags among the Customs Administration and CBRA managers and directors.

Insider ID provided the shift supervisors with an average target number of questionnaires to be distributed during each shift. The number was determined from the previously defined plan for sampling made for the TRS Main Study. Every supervisor organized the collection of the surveys accordingly to the volume of the traffic in the shift and at their specific location (one of the three BCPs or Skopje Terminal 1013).

In addition, the daily targets assigned for handed-out questionnaires per location were as follows:

- Skopje Terminal 1013: 35-50 questionnaires
- BCP Tabanovce: 114 questionnaires
- BCP Bogorodica: 57 questionnaires
- BCP Kjafasan: 57 questionnaires

## **DETERMINING THE SAMPLE SIZE**

The sample size for the minimum number of questionnaires of about 800 was derived based on the average of the calculated samples with 95% confidence level and 2.5% Margin of Error (n=1531) and 95% confidence level and 5% Margin of Error (n=384) from a total population N=392,000. The population of 392,000 is the total number of imports, exports, and transits in the BCP's of interest. The total population was based on the truck volumes provided in the Terms of Reference for this project and the sample size was derived from the statistical data about the daily truck volume at each of the three BCPs that was provided by the Customs Administration.

Since the Customs procedures (import or export) are unified and the same rules apply to all trucks, the conclusion was that there should be no major deviation in the results obtained from the sample compared to those of a large population. Thus, a smaller sample would allow the results to be obtained. However, for greater certainty and for validation of the hypothesis, the final sample is a number between the Margin of Error values with lower and larger calculated samples.

The Confidence level is the probability that the sample accurately reflects the attitude of the population (the industry standard is 95%). The margin of error represents the range (measured as percentage) that the population responses may deviate from the selected sample.

### **8.1.2. DATA ANALYSIS METHOD**

Two methods were applied for analysis of the questionnaires, quantitative and qualitative. The first was a quantitative analysis which involved the data extracted from EXIM<sup>7</sup> for the TRS+ portion of the study and

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<sup>7</sup> EXIM is an electronic system of the Customs Administration of the Republic of North Macedonia used for electronic submission of applications for import, export, and transit permits by the business community, as well as electronic issuance of permits by the competent institutions, i.e., the CBRAs. Through the system, applicants can monitor the processing status of their applications, until their final issuance. It allows searching by tariff number of goods and obtaining information which permits are required for import, export, or transit by a search option.

the data gathered from the questionnaires used for the main field study for the TRS. The second, qualitative method, was used for analysis of the desk research and observations that the supervisors and enumerators noted down about delays, inefficiencies, and other notable events during the study, from which recommendations have been drawn and are outlined in Section 11 of the report. In summary, both methods have been used to develop insights about recommendations in the final report.

## ANALYSIS METHOD FOR QUANTITATIVE RESEARCH

First, the team prepared the business process maps (BPMs), and the questionnaires required for this study. The BPMs and the questionnaires were validated in discussions with Customs and CBRA officials at the three BCPs and Skopje Terminal 1013. Based on the feedback received from the Customs and CBRA officials who were part of the informal TRS working group, the required amendments in the questionnaires and BPMs were made. Some additional adjustments were made during the pilot and the final BPMs and questionnaires are included in Annex 1: Business Process Maps and Annex 2: Questionnaires, respectively.

During the collection of the questionnaires, as part of the main study, supervisors were conducting on-the-spot quality checks, but also additional quality checks were done before the data from the surveys was uploaded to the WCO database servers. Due to additional verification of the relevance of collected and imported data, after uploading the data from the questionnaires, a document in Excel was exported from the WCO System. The final analysis was made after sorting, cleaning, and checking the data in the Excel document. This approach allowed cross-checking the data uploaded in the WCO System by the questionnaire importers and assured the highest level of quality and accuracy of the data. The uploading was conducted over a period of about two and a half weeks or 13 working days. The final Excel document has been shared with the IFC and the Customs Administration.

The data used for the TRS+ portion of the study, i.e., analyzing the time required to process LPCOs, was extracted from EXIM from the time period between February 4<sup>th</sup> and February 14<sup>th</sup>, 2022. The objectives as per the Terms of Reference were to analyze the time it takes to receive LPCOs for goods subject to sanitary, veterinary, and phytosanitary checks, specifically from the four following broad categories:

1. meat and meat products,
2. food and vegetables,
3. automotive parts, and
4. processed food products.

Each group of products was examined to gain an understanding of the modus operandi in the process of LPCO issuance. The sample data did not include any consignments that belonged to the automotive parts section. A list of the commodity groups that were covered by the TRS+ is provided below.

Table 1 below includes a breakdown of all the categories, including the subcategories for “Other.”

**TABLE 1: THE CATEGORIES OF THE TRS+ STUDY AND THE CORRESPONDING SECTION/CHAPTER IN THE TARIFF CODE**

CATEGORIES	SECTION/CHAPTER
<i>Meat and meat products</i>	Section I: Chapters 2,3,5; Section III: Chapter 15; Section IV: Chapter 16
<i>Food and vegetables</i>	Section II: Chapter 7-12
<i>Automotive parts</i>	<i>Comment:</i> During the TRS+ study import, export, or transit of automotive parts was not recorded at the selected study locations (e.g., BCPs Tabanovce, Kjafasan, Bogorodica and Terminal Skopje 1013).
<i>Processed food products</i>	Section I: Chapter 4; Section II: Chapters 8,9,11,12,13; Section III: Chapter 15; Section IV: Chapters 16-23; Section V: Chapter 25; Section VI: Chapter 35
Other - Live Animals	Section I: Chapter 1

CATEGORIES	SECTION/CHAPTER
Other - Live Trees & Plants, Cut Flowers	Section II: Chapter 6
Other - Tobacco, Beverages, spirits and vinegar	Section IV: Chapter 22, Chapter 24
Other - Residues & waste from the food industry, Animal Fodder	Section IV: Chapter 23
Other - Minerals, Base Metals & Articles of Base Metals	Section V: Chapter 25; Section XV: Chapter 73,76,82,83
Other - Products of the Chemical or Allied Industries	Section VI: Chapter 28-38
Other - Plastics & Rubber	Section VII: Chapter 39, Chapter 40
Other - Wood, Straw & Paper	Section VIII: Chapter 44-45; Section X: Chapter 48
Other - Textiles & Textile Articles	Section XI: Chapter 56, Chapter 63
Other - Ceramics & Glass	Section XII: Chapter 69,70
Other - Machinery & Mechanical Appliances	Section XVI: Chapter 84,85
Other - Toys & Miscellaneous Manufactured Articles	Section XX: Chapter 95,96

## ANALYSIS METHOD FOR QUALITATIVE METHODS OBSERVATIONS

During the distribution of the questionnaires and collecting the surveys, the supervisors were asked to compile a daily report that provided a summary of the following information: date the survey was conducted, location, number of distributed questionnaires, number of invalid questionnaires, what went well in the process of surveying, what went wrong and could be fixed for the next day, and general observations and comments on the process of release of the consignments. The last question was key to gather observations on the ground about processes that could be improved, while also noting down what worked well at each of the three BCPs and Skopje Terminal 1013. The enumerators and supervisors were instructed to take notes and share their observations at the end of their shift and prepare a daily report summarizing their performance. These anecdotal observations were used for the qualitative analysis, and they are summarized in Section 9.

### 8.1.3. PREPARATORY ACTIVITY - PRIOR TO THE IMPLEMENTATION OF THE TRS MAIN SURVEY AT THE BORDER CROSSING POINTS AND SKOPJE TERMINAL 1013

Prior to the implementation of the main TRS survey, preparatory activities were conducted to ensure the smooth and successful implementation of the survey.

The total number of enumerators for this study (including the three BCPs and Skopje Terminal 1013) was 41 enumerators including 9 supervisors. The enumerators were chosen based on their prior experience in

similar projects or assignments, or previous cooperation with the representatives of the Customs Administration or the CBRAs.

The selected supervisors and enumerators received training led by Insider ID and supported by IFC experts. The training sessions covered the following topics: 1) aim of the study, 2) necessary knowledge and skills to conduct the surveys, 3) instructions who to contact in case of specific issues; and 4) safety protocol to minimize the risk of COVID-19 infection.

The trainings were organized in a hybrid format, partly online and partly offline (2-day pilot study). The individuals also received the needed work and protective equipment such as safety vests, hats, identification cards, sanitation gels, and masks. There was also a separate workshop conducted for the representative of the CBRAs and Customs Administration officials.

**IMAGE 1: ENUMERATORS AT BCP KJAFASAN, JANUARY 2022**

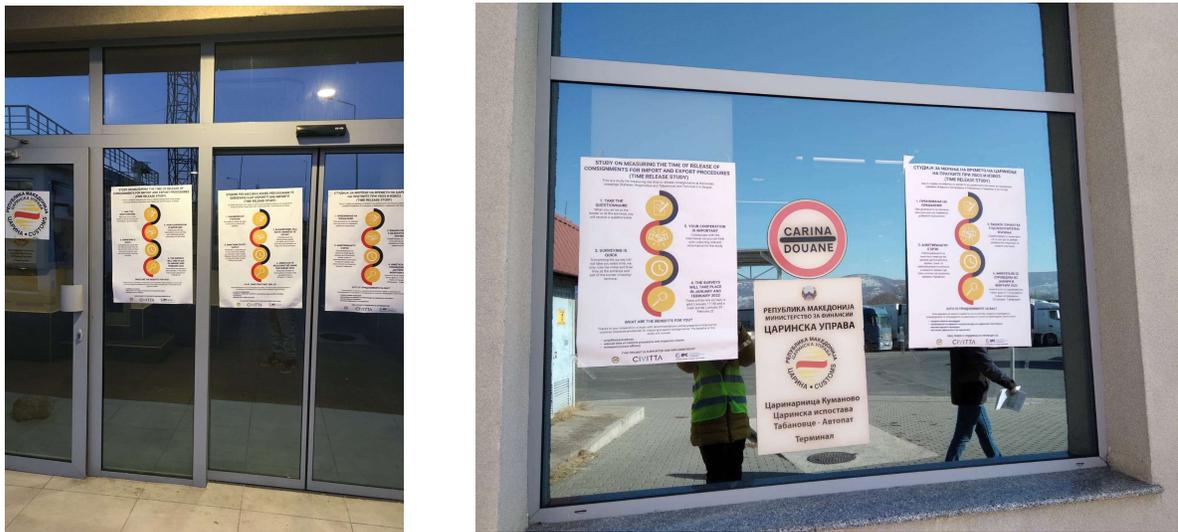


Source: Insider ID. The Enumerators Surveying a Truck at BCP Kjafasan (Left), and Enumerators posing for a Picture at BCP Bogorodica

Paper material such as leaflets, and posters were developed by CIVITTA based on templates already used in similar TRS studies by the ECA TFSP Project Team. The leaflets and posters were approved by the Customs Administration and the TRS Working Group. The materials were distributed to all relevant locations for presentation.

- 2,300 questionnaires;
- 150 leaflets;
- 70 A3 posters;
- 50 A4 information sheets for distribution at the Chamber of Commerce, brokers, and stakeholder institutions.

**IMAGE 2: PROMOTIONAL POSTERS AT BCP TABANOVCE, JANUARY 2022**



Source: Insider ID. The informational posters, in three languages: English, Albanian, and Macedonian, displayed at the front entrance of the customs administration building at BCP Tabanovce (left) and in English and Macedonian also in BCP Tabanovce (right).

The draft version of the questionnaires was developed and final alignments after the trial pilot study were conducted regarding its content. The pilot study was conducted in mid-January 2022 (January 17 and 18). The pilot study was a two-day trial period. It occurred one week before the full TRS+ implementation. The pilot’s objective was to identify any shortcomings in the survey forms and correct them together with the TRS Project team. During the trial period, approximately 150 questionnaires were collected at BCP Tabanovce, BCP Kjafasan, BCP Bogorodica, and Skopje Terminal 1013 from which approximately 60 questionnaires were completed properly.

**8.1.4. TRS MAIN SURVEY**

The main survey was implemented from January 25<sup>th</sup> to February 2<sup>nd</sup>, 2022, in cooperation with the local partner Insider ID which ensured the presence of 41 enumerators and 9 supervisors in the relevant BCPs (Tabanovce, Kjafasan, and Bogorodica) and Skopje Terminal 1013.

The period for gathering the data in the main survey was 7 consecutive days with a minimum target of 800 questionnaires to be collected at selected BCPs and Skopje Terminal. The number of distributed questionnaires was 1,866 and the total number of questionnaires collected was 1,564 questionnaires. Of these, 1,154 were fully and correctly completed.

The enumerators worked in three shifts (24 hours) in BCPs Tabanovce and Bogorodica and two shifts in BCP Kjafasan, and one shift in Skopje Terminal 1013.

More specifically, supervisors and enumerators per location were organized as follows:

**TABLE 2: DISTRIBUTION OF ENUMERATORS BY BCP/TERMINAL**

	SUPERVISORS	ENUMERATORS
BCP Tabanovce	3	14
BCP Kjafasan	2	9

	SUPERVISORS	ENUMERATORS
BCP Bogorodica	3	14
Skopje (Terminal 3)	1	4
<b>TOTAL</b>	<b>9</b>	<b>41</b>

The TRS+ study covered:

- Import/Export clearance at each of the three BCPs (Tabanovce, Kjafasan, Bogorodica).
- Export originating from Skopje Terminal 1013 destined to either of the three BCPs (Tabanovce, Kjafasan, Bogorodica).
- Domestic transit between the three BCPs (Tabanovce, Kjafasan, Bogorodica) and Skopje Terminal 1013. In other words, consignments that entered the country at the three BCPs, were processed there, but not yet cleared, and continued to the Skopje Terminal 1013, where they were cleared.
- International Transit through the three BCPs (Tabanovce, Kjafasan, Bogorodica).

The enumerators used the questionnaires to record a sampling of consignments that were agreed with the Customs Administration and CBRA staff at each of the BCPs and Skopje Terminal 1013. The questionnaires were categorized under one of the following five categories: 1) meat and meat products, 2) food and vegetables, 3) automotive parts, 4) processed food products, or 5) other.

The study measured the time when the truck entered the queue at the BCP, not the time it was waiting at the inter-border crossing point. The time that the truck driver spent waiting to come in the queue at the BCP was estimated based on the driver's testimony.

#### 8.1.5. DATA COLLECTION PROCESS

At the beginning of the process, supervisors selected the consignments to be included in the survey, by recording the truck license plates and the CMR numbers, which were used as unique identifying numbers. At the end of the surveying process, every completed survey was collected and checked by the supervisors to ensure every pertinent question was properly filled in and determine if there was missing data. In case of any missing data, the supervisor liaised immediately with the enumerator to receive the required information and complete the survey if obtaining this information correctly was still possible by cross checking them with the various documents handled by the Customs Administration or the CBRA authorities. Additionally, the supervisors provided a daily report to update on the progress of the survey.

The enumerators and the supervisors were responsible for filling in the questionnaires. As needed and required by the process, they received support from the relevant authorities at each of the BCPs and Skopje Terminal 1013. This included the inspectorate officers such as the representatives from the Food and Veterinary Agency and the Phytosanitary Inspectorate, the Border Police, and the Customs Administration officials.

After the surveying, the supervisor packed and sent the paper surveys to Insider ID. After receiving the survey forms from the fieldworkers, they were checked and separated into groups of complete and incomplete questionnaires. After the surveys were verified by a team member of Insider ID, the data was imported into the electronic form using the WCO TRS software under the guidance and instructions of the IFC Project team. At the end of the process, the completed questionnaires were delivered to the IFC project representative in Skopje/or Customs Administration following completion of the TRS.

**Special note regarding the collection of the survey at the BCP Tabanovce:** The BCP between the Republic of Serbia and the Republic of North Macedonia is integrated, i.e., the officers of the Customs Administration of the Republic of North Macedonia are physically located on Serbian territory. To fully complete the Export/Transit BCP questionnaire it would have been necessary to station an enumerator on

the Serbian territory. Stationing of CIVITTA/Insider ID enumerators on that position would have required securing permits issued by the Serbian Border Authorities.

Due to time limitations, this permit was not secured for the planned CIVITTA/Insider ID enumerators. This meant that questions #49-#66 from the BCP Export/Transit questionnaire were not answered and the timestamps noted are an estimate based on the average time recorded for these procedures on the other BCPs.

#### 8.1.6. DATA PROCESSING, ANALYSIS AND PRODUCTION OF FINAL REPORT

The survey data was entered electronically into the WCO TRS software and double-checked using the Excel format document exported from the WCO TRS Software. This process was led by the Insider ID analysis team members and under the supervision of the IFC Project Team. This was done within 3 weeks after the completion of the survey data collection. After processing, sorting, and cleaning the data, the analysis was done during the first half of March 2022. Within 5 weeks of the completion of the data collection, the full analysis was completed.

After the data was processed, an analysis was prepared in the form of a findings report and relevant recommendations that can be found in the subsequent sections and respond to the project's objectives.<sup>8</sup>

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<sup>8</sup>The project's objectives were defined as: a) identifying bottlenecks in the international supply chain and/or constraints affecting release of goods; b) assessing existing procedures, techniques and technologies, infrastructure and administrative capacities of all performed, description of the results of the study in narrative and graphic format, updated/new business process maps depicting step by step movement of consignments, copies of survey forms collected by location and regime (import, export, transit), a description of identified issues, any recommendations for process improvement the contractor may have; as annexes provide: process maps, survey forms used, data tables developed and other information as agreed with the ECA TFSP Project team.

## 9. OBSERVATIONS

This section contains the observations based on “anecdotal” evidence that was supplied via the supervisors and enumerators in the daily reports or were disclosed to the team by the representatives of the Customs Administration, CBRA, and freight forwarders. These qualitative observations will be checked against the quantitative analysis that is part of Section 10 and elaborated in the Recommendations and Conclusion sections.

### 9.1. CUSTOMS AND CBRA PROCEDURES OBSERVATIONS

- **Procedures and working hours at BCPs vary by location.** The Customs procedures and working hours (of the inspectorates) vary by BCP location. Whereas the inspection bodies were supposed to work 24/7 at BCP Tabanovce and Bogorodica there were reports that trucks had to wait overnight for the morning shift of the inspectors to arrive at BCP Tabanovce. BCP Kjafasan as a BCP operates 24/7, however, the inspection bodies (Phytosanitary Inspectorate and Food and Veterinary Agency) operate from 07:00 – 19:00. Regarding the procedures, there were also differences across BCPs. For example, most of the trucks that were going through the BCP Bogorodica were transit trucks. They were not clearing the goods at the BCP, unlike at BCP Tabanovce and BCP Kjafasan, where trucks were both clearing and transiting. In the case of BCP Bogorodica, most of the trucks cleared their goods not at the BCP terminal, but rather at the Gevgelija Terminal, which is located very close to the BCP Bogorodica. Most of the questionnaires filled in for BCP Bogorodica are transit related.
- **Delays occur with the inspectors and the private sector representatives (brokers and freight forwarders).** The anecdotal observation is that most of the delays are not with the Customs Administration Officers, rather they are with the agencies and the private sector representatives (brokers and freight forwarders). On the other hand, the Customs Officers complain that the brokers are sometimes new and unfamiliar with the procedures and their application is turned down. This requires that the truck drivers, who collaborate with their respective broker, wait for the brokers to submit updated documentation, and complete the documentary checks with the Customs Officers thus causing delays. The quantitative analysis will be included in Section 10.
- **Improving trend in Customs Administration operations.** There was an anecdotal report from a supervisor who was conducting surveys in 2008 and 2009 and the observation was that the level of organization of the Customs Administration had improved over the last decade. Although, there is still room for improvement, there are notable advances in the level of organization, efficiency, and effectiveness of the Customs Administration.
- **Brokers and drivers complain about changing procedures.** The anecdotal observation is that the Customs rules and procedures are changing, hence the brokers are unable to be fully familiar with the changes and thus are unable to submit the correct information and avoid delays. There was a reported case where a truck driver had paid the terminal fees and claimed that all checks by the Customs Administration and the respective CBRA Officer were completed, but the truck driver had to wait for 3 additional hours at BCP Tabanovce, for no clear reason to the truck driver.
- **Personnel shifts to be aligned with Customs processes.** When the morning shift changes, there is a delay at BCP Tabanovce: The Customs Officers’ shift starts at 07:00, however, the Customs Transit shift starts at 08:00. During this 1-hour interval, trucks are not processed. Most of the delays occur

at the terminal because of the time required to complete the inspections and finalize the documents by the inspectors and brokers.

- **Food and Veterinary Inspection delay night clearance at BCP Tabanovce.** Even though Food and Veterinary Agency operate 24/7 at BCP Tabanovce, there were trucks that had to wait until the morning for inspection from the Food and Veterinary Agency. This had caused delays in clearing the goods at BCP Tabanovce. This was observed in the daily report submitted on January 31, 2022, during the third shift at BCP Tabanovce.
- **Faulty or broken equipment at BCP Kjafasan caused delays.** Due to the low temperatures, the import weighbridge at BCP Kjafasan was frozen and not operational. This required doing the weighing for both import and export procedures at the same weighbridge, causing delays in the process.
- **In exceptional cases trucks passed through the BCP without checks from the Phytosanitary Inspectorate.** There were a few trucks that claimed that they were checked by the Phytosanitary Inspectorate in Skopje but were not inspected at the BCP. This was not a process that was identified in the business process maps or observed during the pilot study. These questionnaires were later clarified and resolved in coordination with the Customs Administration and the Phytosanitary Inspectorate.
- **Some truck drivers and brokers observed that Customs Officers and Inspectors worked more efficiently due to “third-party observers.”** The enumerators and supervisors are considered as “third-party” observers and some truck drivers and brokers noticed that the delays with some of the inspectorates have been reduced because there is the perception that someone is watching over their work, and they feel pressured to perform better. Typically, the wait times are longer. This was specifically reported in the daily report on January 29, 2022, during the 2<sup>nd</sup> shift at BCP Tabanovce.
- **Reduced personnel capacity at BCPs due to the pandemic.** Some of the procedures among the Customs Administration and CBRA staff were completed more slowly due to personnel absences as a result of being positive to the COVID-19 virus.
- **Better customer relations.** There are some instances where CBRA and Customs Administration Officers could be more courteous to the clients as reported in several of the daily reports.

## 9.2. THE TRS MAIN STUDY OBSERVATIONS

- **The pilot study was crucial to train the enumerators and supervisors.** The pilot study was crucial for testing the plan for the placement of the enumerators and supervisors, the validity and relevance of the questions in the questionnaire, as well as familiarizing the enumerators and supervisors with the on-the-ground procedures. A challenge during the first day of the “main” TRS was that not all the enumerators and supervisors had participated in the pilot-study and therefore had a steep learning curve during the first two days. After the second day, the situation had stabilized, and the enumerators and supervisors were effectively conducting their work.
- **Some of the enumerators and supervisors had prior experience with surveys at BCPs.** Involving enumerators and supervisors with prior experience of conducting surveys at BCPs proved very effective in resolving the challenges that arose on the ground. Some of the enumerators had even personal connections and relationships with the Customs Administration Officers, which greatly facilitated collaboration.

- **Customs Administration Officers were generally very collaborative.** The Customs Administration Officers were generally very collaborative, especially at BCP Bogorodica, BCP Tabanovce and Skopje Terminal 1013.
- **Communication channels are very important for effective and efficient coordination.** The group relied on a Viber group chat to coordinate their surveying activities and keep track of the distributed questionnaires. The person who first interacted with the truck driver would alert the rest of the enumerators to expect a questionnaire from a truck driver with specific unique identifier (e.g., plate and CMR numbers) that made it easier to keep track of the questionnaires.
- **No access to the Serbian border.** There was no access to the Serbian border, so part of the BCP Export/Transit survey was not fully completed by the Customs and Border Police officers. At least a month a half is required to secure a permit from the Serbian authorities to place enumerators at the border. The alternative is to hire Serbian enumerators who would have an easier procedure to apply to get permits to be stationed at the Serbian border.
- **Surveys were not handed out to all trucks.** The number of surveys that were being distributed was agreed with the local Customs Administration Officers based on their assessment of the amount of work and capacity to handle. For example, at the BCP in Kjafasan, the recommended pace was to have four surveys per hour.

## 10. ANALYSIS OF RESULTS

### 10.1. TRS+BLUEPRINT OF LICENSE, PERMIT, CERTIFICATE OR OTHER FORM OF REGULATORY APPROVAL (LPCO) ISSUANCE - 'BEFORE THE BORDER PROCEDURES'

Within this activity, the focus was given on measuring the time to obtain the import, export, and transit LPCOs issued by the relevant CBRAs and to map the business processes and steps needed to obtain these documents. In other words, the output of this activity was to produce a more comprehensive picture of the time required to meet all government requirements related to the issuance of import/export/transit LPCOs, list of documents needed by an importer/exporter/transiter to submit when a request for LPCOs delivered, identification of processes – whether they were conducted manually or electronically via an electronic system,<sup>9</sup> payment of fees and charges as well as to consider the bottlenecks within these processes. The following agencies were included in the LPCO process:

- State Sanitary and Health Inspectorate
- Ministry of Health
- Phytosanitary Administration
- Ministry of Agriculture, Forestry and Water Economy
- Food and Veterinary Agency
- State Agriculture Inspectorate

For a more in depth understanding of the actual time required for LPCO issuance, the received consignment data was organized into four main categories based on their tariff codes nomenclature:

- Food and Vegetables
- Meat and Meat Products
- Processed Food Products
- Automotive Parts
- Other<sup>10</sup>

#### 10.1.1. GENERAL OBSERVATION ABOUT THE DATA

The data used for the assessment of the time required to process LPCOs was extracted from EXIM for the time-period of February 4<sup>th</sup>, 2022, until February 14<sup>th</sup>, 2022. The data contained 1,982 licenses (consignments) and some consignments contained multiple articles. Hence the total number of articles in the dataset was 5,675. For example, there was a large grocery store that applied for a license that contained 178 articles, ranging from green tea to cereals. Most of the licenses issued have more than one articles (1,822) and only 160 licenses have a single article.

Table 3 below shows the summary of all the licenses issued by agency. For the LPCOs issued by the Food and Veterinary Agency, whereas the fewest passed through the Ministry of Agriculture, Forestry and Water Economy.

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<sup>9</sup> Like the EXIM, NCTS or CDEPS systems.

<sup>10</sup> The "Other" category was further classified into specific categories that combined multiple tariff codes and nomenclatures. For example, the group "Wood, Straw & Paper" contains consignments from Section VIII: Chapter 44-45; Section X: Chapter 48 of the Tariff Code of the European Union, i.e., The Combined Nomenclature, which is officially available on the following address: <https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=OJ:L:2021:414:FULL&from=EN>

**TABLE 3: TOTAL NUMBER AND % OF TOTAL SHARE OF LICENSES AND ARTICLES (BY AGENCY)**

AGENCY	NUMBER OF LICENSES	% OF TOTAL NUMBER OF LICENSES	NUMBER OF ARTICLES	% OF TOTAL NUMBER OF ARTICLES
Food and Veterinary Agency	1,224	62%	3,098	55%
State Agriculture Inspectorate (SAI)	420	21%	1,024	18%
State Sanitary and Health Inspectorate (SSHI)	280	14%	1,426	25%
Ministry of Health	56	3%	123	2%
Ministry of Agriculture, Forestry and Water Economy	2	0%	4	0%
<b>Grand Total</b>	<b>1,982</b>	<b>100%</b>	<b>5,675</b>	<b>100%</b>

Source: TRS+ Survey and CIVITTA and Insider ID calculations

Out of the four categories of product types analyzed for the purpose of this report, the largest number of consignments were filed as licenses categorized in the Processed Food Products (566 out of 1,928), Food and Vegetables (476 out of 1,928), and Meat and Meat Products (339 out of 1,928) category. Out of the total number of licenses, 547 licenses belonged to the “Other” categories. The detailed breakdown of the “Other” category can be seen in Table 4. The extracted data set for the period of concern, February 4<sup>th</sup> through February 14<sup>th</sup> did not include any consignments belonging to the Automotive Parts category.

The data set extracted from EXIM included licenses and consignments from “Other” categories such as “Products of the Chemical or Allied Industries,” “Plastics & Rubber,” “Residues & Waste from the Food Industry, Animal Fodder,” and so forth. The consignments belonged under several tariff codes across different Section codes of the Tariff Code of the European Union, i.e., The Combined Nomenclature.

Table 4 below summarizes the number of licenses and articles by product category. The categories in **dark blue and bold** are ones that are included as the key product categories as identified in the project scope. The table is sorted by “Number of licenses” in descending order.

**TABLE 4: NUMBER OF LICENSES AND ARTICLES (BY PRODUCT TYPE)**

PRODUCT TYPE	NUMBER OF LICENSES	NUMBER OF ARTICLES
<b>Processed Food Products</b>	<b>566</b>	<b>1,353</b>
<b>Food and Vegetables</b>	<b>476</b>	<b>1,379</b>
Other - Products of the Chemical or Allied Industries	257	914
<b>Meat and Meat products</b>	<b>142</b>	<b>339</b>
Other - Residues & Waste from the Food Industry, Animal Fodder	118	166
Other - Plastics & Rubber	91	202

PRODUCT TYPE	NUMBER OF LICENSES	NUMBER OF ARTICLES
Other - Minerals, Base Metals & Articles of Base Metals	54	335
Other - Toys & Miscellaneous Manufactured Articles	52	317
Other - Tobacco, Beverages, Spirits, and Vinegar	48	113
Other - Wood, Straw & Paper	45	179
Other - Ceramics & Glass	43	109
Other - Machinery & Mechanical Appliances	37	114
Other - Live Trees & Plants, Cut Flowers	27	116
Other- Minerals	13	17
Other - Textiles & Textile Articles	7	15
Other - Live Animals	6	7
<b>TOTAL</b>	<b>1,982</b>	<b>5,675</b>

Source: TRS+ Survey and CIVITTA and Insider ID calculations

### 10.1.2. ANALYSIS OF PROCESSING TIME FOR OBTAINING RELEVANT LPCOS

Based on data received from EXIM, the average time required to obtain the import, export, and transit LPCOs issued by the relevant CBRA in North Macedonia is **20:38 (HH:MM)** from the moment the request is submitted to the time it is approved. This process can be further decomposed into two sub processes: 1) the time required for an application to be accepted by the relevant CBRA from the moment it is submitted and 2) the time it takes the relevant organization to approve each accepted application.

According to the data, the main delay in the process occurs between the time each application is submitted and accepted for further processing (20:32 hours). Once the application is accepted the average time required for it to be approved is about 5 minutes.

The time of submission (“Submitted”) is the time when the agent, broker, or freight forwarder (representative of the private sector) submitted the request for a license.

The time of acceptance (“Accepted”) is the time when the officer from a CBRA responsible for LPCO analysis, processing, and issuance, has accepted the request from the representatives of the private sector. This also involves some time of analysis, or the documentation submitted and includes consultations with the representatives of the private sector to clarify any missing information in the documentation.

The time of approval (“Approved”) is the time when the officer from a CBRA responsible for LPCO analysis, processing, and issuance, has approved the application and the consignment is allowed to be imported, exported, or transiting in/out of the country.

As can be seen in Table 5, the range of time required for processing is wide, and spans from just under 4 minutes from the time the application is submitted to the time the application is accepted to just over 171 hours for the same process. The outlier license was license I008 concerning the issuance of “Consent/Decision on Customs items for general use and cosmetic products” under the responsibility of

the State Sanitary and Health Inspectorate. The request was submitted on a Monday, February 7, 2022 at 07:01 and it was approved on Monday, February 14, 2022 at 10:21.

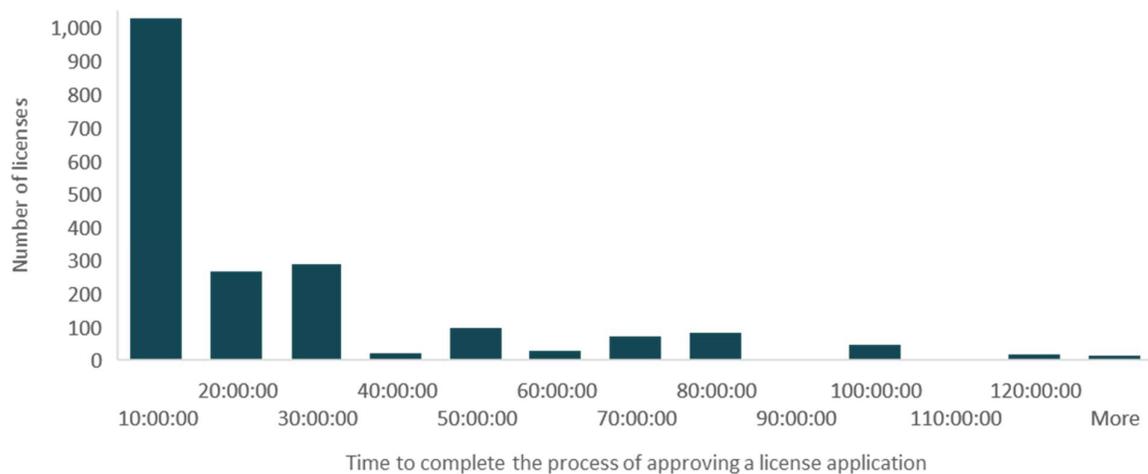
**TABLE 5: AVERAGE PROCESSING TIMES (OVERALL)**

STATISTICS	TIME (SUBMITTED - ACCEPTED)	TIME (ACCEPTED - APPROVED)	TIME (SUBMITTED - APPROVED)
Average	20:32:58	0:05:28	20:38:27
Median	6:54:46	0:03:00	6:56:16
Minimum	0:00:59	0:00:48	0:03:58
Maximum	171:18:44	2:10:06	171:20:48

Source: TRS+ Survey and CIVITTA and Insider ID calculations

However, most of the license applications are processed in the range between 0 hours – 30 hours (See Figure 1).

**FIGURE 1: FREQUENCY OF PROCESSING TIME OBSERVED IN TRS+ SURVEY, HOURS, NORTH MACEDONIA, 2022**



Source: TRS+ Survey and CIVITTA and Insider ID calculations

### 10.1.3. ANALYSIS BY PRODUCT CATEGORY AND RELEVANT AGENCY

The data gathered was further analyzed to gain a more comprehensive view on the circumstances behind these general conclusions. For that purpose, the data was analyzed from the perspective of the issuing agency of the LPCOs. The processing time for each individual agency involved in the process of issuing the relevant LPCOs is presented in Table 7.

Based on the information, the Ministry of Health had the longest processing time for LPCOs with an average time of 34 hours from the time the application is submitted to the time it is approved. Although the Ministry of Agriculture, Forestry and Water Economy issued LPCOs with the shortest average processing time of 4 minutes, this conclusion can be misleading as the number of consignments passing through this agency during the survey period was insignificant (there were only 2 such applications as seen in Table 6).

In line with the general conclusions, most of the time required for the issuance of LPCOs is dedicated to the acceptance of each submitted application.

**TABLE 6: NUMBER OF LICENSES (AND ARTICLES) HANDLED BY AGENCY DURING THE SAMPLING PERIOD (FEBRUARY 4 – FEBRUARY 14, 2022)**

AGENCY	NUMBER OF LICENCES	NUMBER OF ARTICLES
Food and Veterinary Agency	1,224	3,098
State Agriculture Inspectorate	420	1,024
State Sanitary and Health Inspectorate	280	1,426
Ministry of Health	56	123
Ministry of Agriculture, Forestry and Water Economy	2	4
<b>Grand Total</b>	<b>1,982</b>	<b>5,675</b>

Source: TRS+ Survey and CIVITTA and Insider ID calculations

The average processing times by agency varies as seen in Table 7 below.

**TABLE 7: AVERAGE PROCESSING TIMES (BY AGENCY)**

AGENCY	TIME (SUBMITTED - ACCEPTED)	TIME (ACCEPTED - APPROVED)	TIME (SUBMITTED - APPROVED)
Ministry of Health	34:11:22	0:21:42	34:33:05
State Sanitary and Health Inspectorate	25:43:31	0:09:18	25:52:49
Food and Veterinary Agency	22:17:06	0:04:07	22:21:13
State Agriculture Inspectorate	10:19:14	0:04:44	10:23:58
Ministry of Agriculture, Forestry and Water Economy	0:01:00	0:03:32	0:04:31

Source: TRS+ Survey and CIVITTA and Insider ID calculations

The average processing times by category are summarized in Table 8. The longest processing time was observed for consignments categorized as Processed Food Products with an average of 24 hours from the time the application is submitted until the time it is approved. In line with the general conclusions, most of the time required for obtaining the necessary LPCOs is spent between the time the application is submitted until the time it is accepted.

**TABLE 8: AVERAGE PROCESSING TIMES (BY CATEGORY)**

PRODUCT CATEGORY	TIME (SUBMITTED - ACCEPTED)	TIME (ACCEPTED - APPROVED)	TIME (SUBMITTED - APPROVED)
Processed food products	24:07:55	0:04:15	24:12:10
Meat and meat products	23:42:16	0:03:28	23:45:43
Food and vegetables	12:01:33	0:04:22	12:05:55
Other*	22:31:54	0:07:22	22:39:15

\*Full list available in Annex Source: TRS+ Survey and CIVITTA and Insider ID calculations

When the information obtained in Table 7 and Table 8 is combined, there are several conclusions that can be inferred. These conclusions are summarized in Table 8 and Table 9.

When the consignments categorized under “Other” are excluded from the analysis, the remaining consignments are processed by only three of the five agencies, the Food and Veterinary Agency, the State Agriculture Inspectorate, and the State Sanitary and Health Inspectorate, with the former having the longest average processing time.

The required processing time within each agency varies as a result of the product category type processed. Consignments categorized as Processed Food Products require the longest time for the issuance of all PCOs regardless of the agency issuing them.

**TABLE 9: NUMBER OF LPCOS PROCESSED, AVERAGE TIMES, BY AGENCY AND PRODUCT CATEGORY**

AGENCIES/ CATEGORIES	NUMBER OF LICENSES PROCESSED	SUBMITTED TO ACCEPTED	ACCEPTED TO APPROVED	SUBMITTED TO APPROVED
<b>Food and Veterinary Agency</b>	<b>929</b>	<b>21:11:17</b>	<b>0:04:06</b>	<b>21:15:22</b>
Food and vegetables	238	12:40:13	0:04:14	12:44:28
Meat and meat products	141	23:52:05	0:03:29	23:55:34
Processed food products	550	24:11:12	0:04:11	24:15:23
<b>State Agriculture Inspectorate</b>	<b>247</b>	<b>12:00:54</b>	<b>0:04:21</b>	<b>12:05:15</b>
Food and vegetables	233	11:30:20	0:04:22	11:34:41
Meat and meat products	1	0:37:03	0:00:57	0:38:00
Processed food products	13	22:01:26	0:04:27	22:05:53
<b>State Sanitary and Health Inspectorate</b>	<b>8</b>	<b>12:12:27</b>	<b>0:11:55</b>	<b>12:24:21</b>
Food and vegetables	5	5:36:04	0:10:05	5:46:09
Processed food products	3	23:13:04	0:14:58	23:28:02
<b>Grand Total</b>	<b>1,184</b>	<b>19:12:49</b>	<b>0:04:12</b>	<b>19:17:01</b>

Source: TRS+ Survey and CIVITTA and Insider ID calculations

Arranged differently, the data gives the same picture, LPCOs issued by the Food and Veterinary Agency require the longest time to process regardless of the product category type. Again, the consignments categorized as Processed Food Products require the longest time for the issuance of all relevant LPCOs.

However, volume does not seem to be a significant factor for the average processing times of the individual agencies. Therefore, it is worth identifying some of the factors that play a role in determining the length of the processes for acquiring the necessary LPCOs.

**TABLE 10: NUMBER OF LPCOS, AVERAGE PROCESSING TIMES, BY PRODUCT CATEGORY AND AGENCY**

CATEGORIES	NUMBER OF LICENSES PROCESSED	SUBMITTED TO ACCEPTED	ACCEPTED TO APPROVED	SUBMITTED TO APPROVED
<b>Food and vegetables</b>	<b>476</b>	<b>12:01:33</b>	<b>0:04:22</b>	<b>12:05:55</b>
Food and Veterinary Agency	238	12:40:13	0:04:14	12:44:28
State Agriculture Inspectorate	233	11:30:20	0:04:22	11:34:41
State Sanitary and Health Inspectorate	5	5:36:04	0:10:05	5:46:09
<b>Meat and meat products</b>	<b>142</b>	<b>23:42:16</b>	<b>0:03:28</b>	<b>23:45:43</b>
Food and Veterinary Agency	141	23:52:05	0:03:29	23:55:34
State Agriculture Inspectorate	1	0:37:03	0:00:57	0:38:00
<b>Processed food products</b>	<b>566</b>	<b>24:07:55</b>	<b>0:04:15</b>	<b>24:12:10</b>
Food and Veterinary Agency	550	24:11:12	0:04:11	24:15:23
State Agriculture Inspectorate	13	22:01:26	0:04:27	22:05:53
State Sanitary and Health Inspectorate	3	23:13:04	0:14:58	23:28:02
<b>Grand Total</b>	<b>1,184</b>	<b>19:12:49</b>	<b>0:04:12</b>	<b>19:17:01</b>

Source: TRS+ Survey and CIVITTA and Insider ID calculations

#### 10.1.4. ANALYSIS OF OBSERVATIONS BASED ON TIME OF DAY THE APPLICATION WAS SUBMITTED

As seen in the previous tables, the largest time in processing LPCOs is spent from the time each application is submitted to the time of acceptance. This is partly explained by the fact that the time of “submission” measures the time that the application was submitted in EXIM. The responsible CBRA Officers can review the data and request additional documentary checks from the representatives of the private sector (i.e., the agents and brokers who have access to EXIM) before they “accept” the application. The time between “submission” and “acceptance” also involves a process of documentary review.

However, as shown in Table 11, some of the applications are submitted outside of working hours, hence part of the longer processing time is explained by this. The time between “approval” and “acceptance” is conducted within working hours and this procedure involves getting the approval from the CBRA supervisors, hence they are typically short time because the review work was conducted previously.

**TABLE 11: LPCO APPLICATIONS SUBMITTED**

HOURS OF OPERATION	# LPCO APPLICATIONS SUBMITTED	AVERAGE PROCESSING TIME	% OF TOTAL TIME
Outside of Business Hours (00:00 – 08:30) and (16:30 – 00:00)	325	17:11:38	16%
Inside of Business Hours (08:30 – 16:30)	1657	21:18:43	84%

Source: TRS+ Survey and CIVITTA and Insider ID calculations

The report further analyzes whether some factors can be identified that cause certain licenses to require more time for processing. For this purpose, the observations gathered from the survey are grouped together based on the time each application was submitted. As expected, the peak times for submitted applications are during regular business hours (08:30 – 16:30). From 08:00 until 15:00, there were over 100 applications per hour. Regardless of the volume of applications, the average time it takes for an application

to be accepted during these hours was 20:38 (HH:MM), whereas applications submitted during regular working hours tend to have slightly longer average processing times, namely on average, 21:19 (HH:MM) and a lower average for average processing times outside of regular business hours, 17:12 (HH:MM).

The possible reason for the lower processing times for licenses submitted outside of regular business hours is that the applications are lower in number (only 325 vs. 1,657 submitted during business hours) and they are the first ones to be processed early in the morning when the shift starts. However, the volume of licenses is higher during business hours, hence the overall average time starts to increase as the number of applications to process increases and the number of licenses exceed 200 per hour between 08:00 until 13:00.

**TABLE 12: PROCESSING TIME BY TIME OF DAY SUBMITTED<sup>11</sup>**

TIME OF DAY	NUMBER OF LICENSES	SUBMITTED TO ACCEPTED	ACCEPTED TO APPROVED	SUBMITTED TO APPROVED
12 AM	14	29:03:55	0:05:16	29:09:10
1 AM	9	30:29:16	0:05:44	30:35:00
2 AM	6	7:32:31	0:03:48	7:36:19
4 AM	1	3:27:48	0:01:58	3:29:46
5 AM	2	3:45:20	0:04:59	3:50:19
6 AM	6	38:03:49	0:07:47	38:11:35
7 AM	60	16:06:41	0:06:24	16:13:05
8 AM	225	9:40:07	0:05:08	9:45:15
9 AM	263	13:35:32	0:05:24	13:40:56
10 AM	256	18:50:51	0:05:26	18:56:17
11 AM	216	21:15:17	0:05:04	21:20:21
12 PM	222	23:58:25	0:05:25	24:03:50
1 PM	201	27:46:39	0:06:40	27:53:19
2 PM	153	30:32:58	0:05:06	30:38:04
3 PM	146	28:24:26	0:06:25	28:30:51
4 PM	68	20:33:09	0:05:04	20:38:13
5 PM	30	19:25:32	0:02:03	19:27:35
6 PM	32	23:26:47	0:05:59	23:32:46
7 PM	11	14:24:37	0:03:32	14:28:09
8 PM	31	16:48:04	0:04:30	16:52:34
9 PM	13	14:05:20	0:04:39	14:09:58
10 PM	5	11:33:16	0:09:02	11:42:19
11 PM	12	21:03:09	0:04:36	21:07:45
<b>Grand Total</b>	<b>1982</b>	<b>20:32:58</b>	<b>0:05:28</b>	<b>20:38:27</b>

Source: TRS+ Survey and CIVITTA and Insider ID calculations

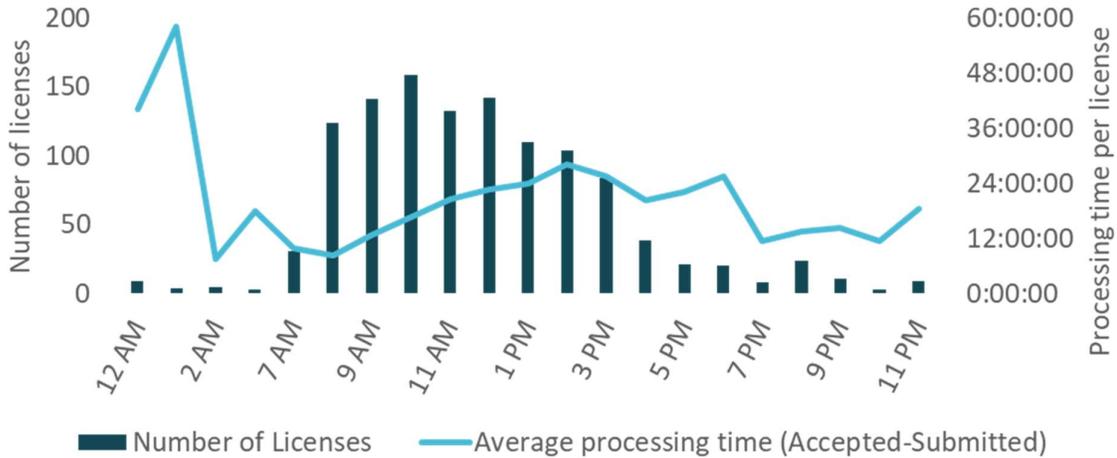
Looking at Figure 2 and Figure 9Figure 3, the time of day an application is submitted for processing can be considered a factor which influences the average processing time of the given application and is related to the time between submission and acceptance.

<sup>11</sup> There were no submissions at 3am for the data extracted from the selected time-period.

This may be due to the lack of a 24-hour service for the issuance of LPCOs at the relevant agencies, or the low levels of staffing during the “on-call” hours, as was particularly reported to be an issue at the State Sanitary and Health Inspectorate among other agencies.

However, it is important to note that only 16% of the total number of applications were submitted between 08:30 and 16:30 or 12% between 08:00 and 16:00. Given the lower volume of applications for LPCOs submitted outside of regular business hours, there may be no need operate on a 24-hour basis. It is more important to have adequate staffing during the regular business hours.

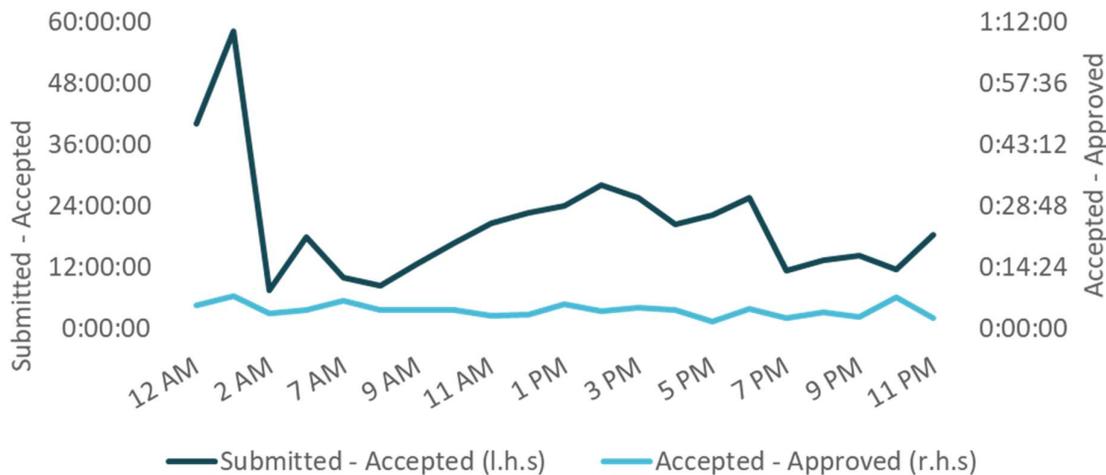
**FIGURE 2: NUMBER OF LICENSES, AVERAGE PROCESSING TIME SUBMITTED TO ACCEPTED, NUMBER, HOURS**



Source: TRS+ Survey and CIVITTA and Insider ID calculations

On the other hand, the time of day an application is submitted does seem to affect processing time for an application to be accepted. Most the applications get accepted during standard working hours; applications that are submitted outside of standard working hours would typically get processed the following workday.

**FIGURE 3: COMPARISON BETWEEN AVERAGE PROCESSING TIMES FOR THE DIFFERENT SUB-PROCESSES: SUBMITTED-ACCEPTED AND SUBMITTED-APPROVED, IN HOURS**

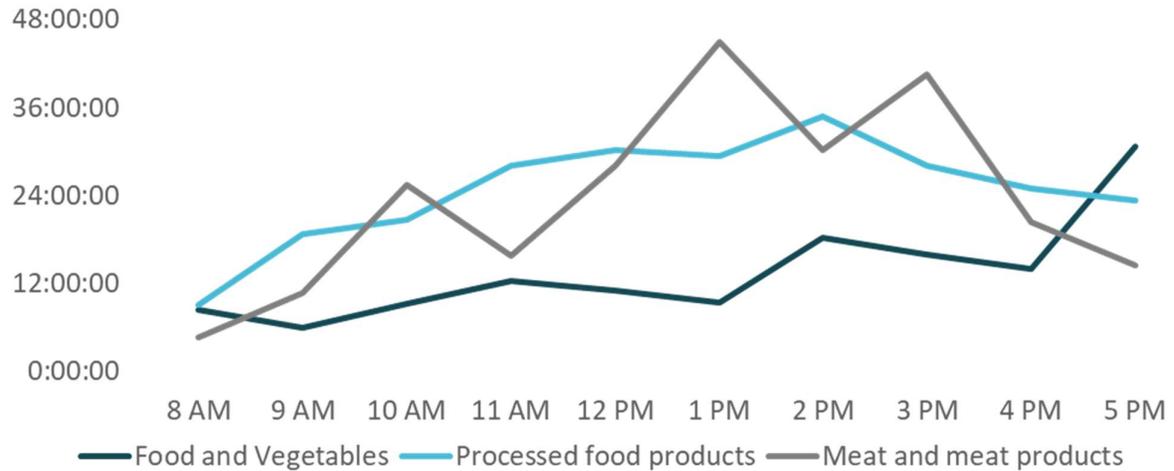


Source: TRS+ Survey and CIVITTA and Insider ID calculations

In Figure 4, average processing times for each application between submission and acceptance are grouped based on the product category of each consignment. In line, with the general conclusions, shows that the

average processing time for the Food and Vegetables category is the lowest compared to the other two categories. Additionally, there seems to be a trend where the later the licenses are submitted in the working day, the longer it will take for it to be processed, i.e., approved.

**FIGURE 4: AVERAGE PROCESSING TIMES (SUBMITTED-ACCEPTED) BY PRODUCT CATEGORY, IN HOURS**



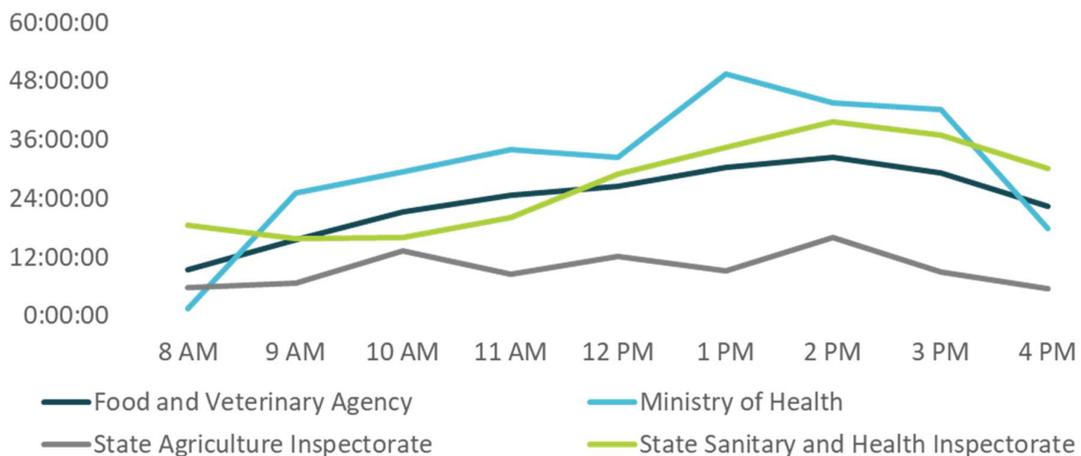
Source: TRS+ Survey and CIVITTA and Insider ID calculations

Figure 5 groups average processing time for each application to be accepted from the moment it is submitted based on the relevant agency issuing the LPCOs for each consignment. Just like in the previous chart, it is evident that the time of day plays a role in the determination of average processing time for each consignment. Generally, the earlier the submissions are made, the lower the processing times. They increase up until around 15:00 (or 3 pm) and they start declining.

These numbers coincide with the volume of the license applications submitted. The highest volumes of submitted applications are by around 13:00 (or 1 pm) and then they start declining.

However, no link can be found to explain the differences in processing time between each of the analyzed agencies.

**FIGURE 5: AVERAGE PROCESSING TIMES (SUBMITTED – ACCEPTED) BY AGENCY, IN HOURS**



Source: TRS+ Survey and CIVITTA and Insider ID calculations

## 10.2. TRS MAIN SURVEY

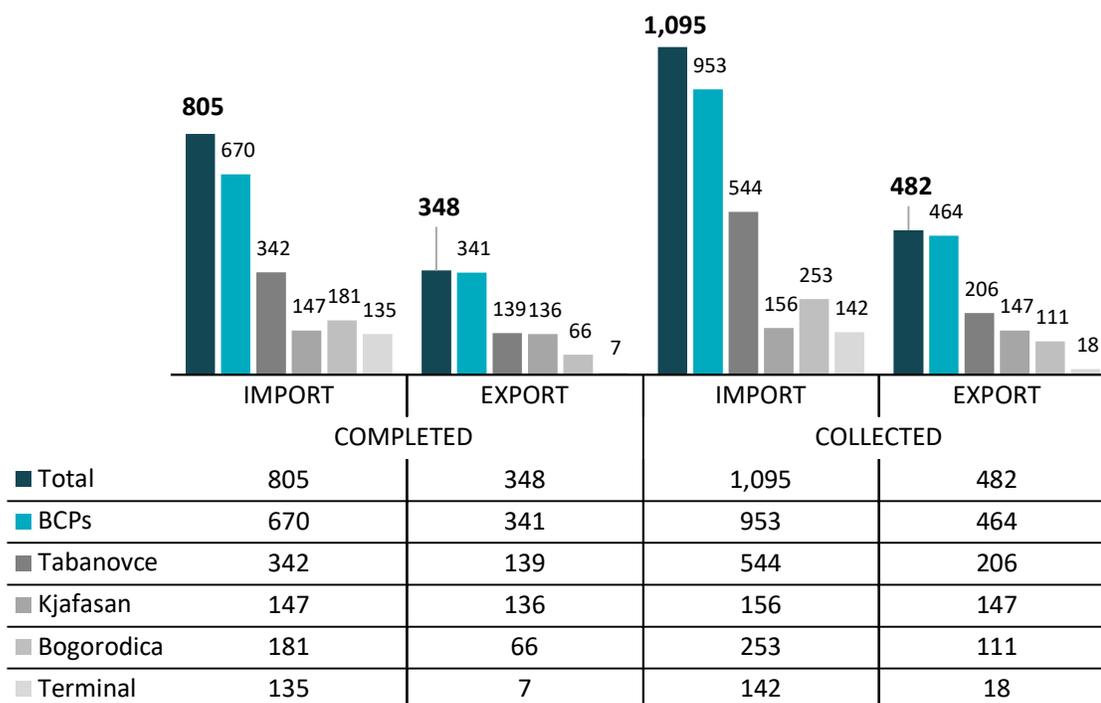
The analysis was prepared based on four questionnaires: 1) BCP Export/Transit, 2) BCP Import/Transit, 3) Terminal Export, and 4) Terminal Import. The data collected in this manner allows for evaluation and comparison of the average time trucks spend on the entire import or export process or on a particular segment of the procedure.

### Chart values formatting:

All values are expressed in the format HH/MM/SS or HH/MM where HH represents the number of hours, MM the number of minutes, and SS the number of seconds.

The time formatting includes seconds for the average periods because some of the analyzed processes do not exceed 1 minute, such as the time spent by the truck during the Border Police control or the weighbridge process.

**FIGURE 6: NUMBER OF COLLECTED TRS QUESTIONNAIRES VS. NUMBER OF COMPLETED TRS QUESTIONNAIRES**



Source: TRS+ Survey and CIVITTA and Insider ID calculations

Figure 6 shows that most of the questionnaires were collected from the BCPs from the import and export procedures. Over 70% of the collected questionnaires from the BCPs were completed and valid for analysis in this study. Higher percentage (95%) of all collected terminals for the import procedure were completed at the Skopje Terminal 1013 (referred to as "Terminal"), i.e., 135 out of 142 import questionnaires were complete.

Regarding the export procedure at the BCPs, 341 out of 464 collected questionnaires were completed. For Terminal Skopje 1013, only 7 out of 18 were collected for the export procedure. As expected from trade statistics, most of the BCPs questionnaires on import were collected at BCP Tabanovce (51%), followed by BCP Bogorodica (27%), and then BCP Kjafasan (22%). For export, the numbers vary slightly, and BCP

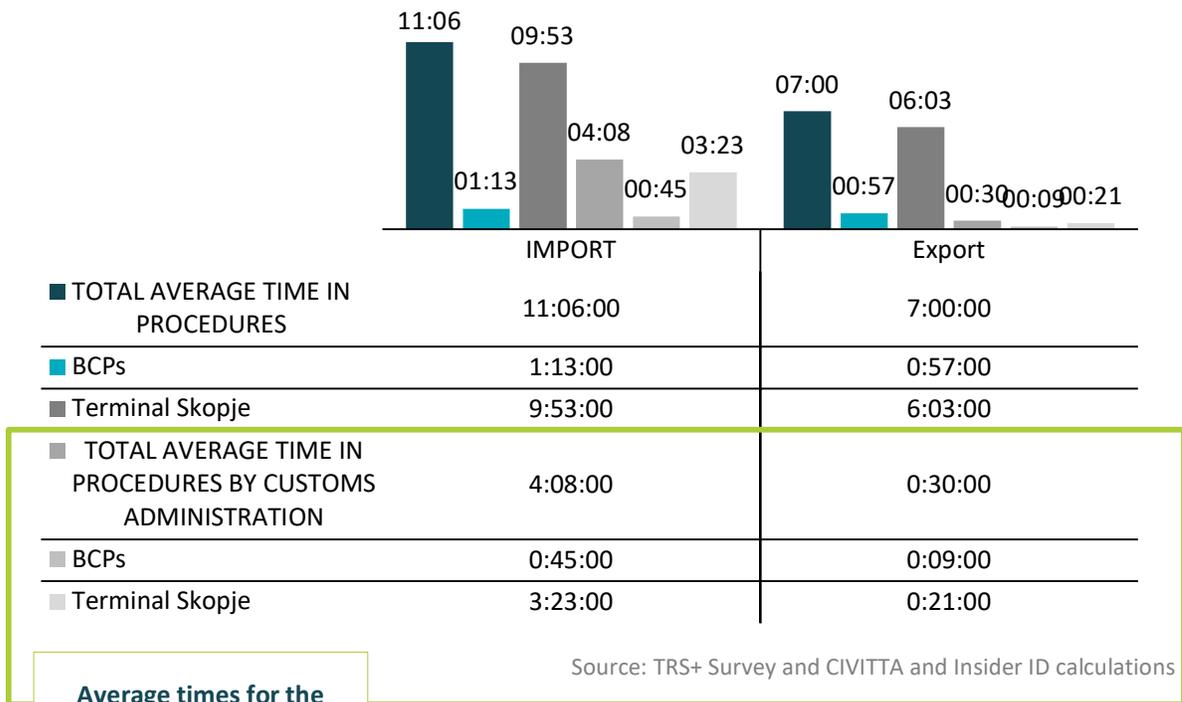
Bogorodica and BCP Kjafasan swap places compared to their import numbers. The total number of questionnaires collected at BCP Tabanovce was 41%, at BCP Kjafasan 40%, and at BCP Bogorodica 19% of the total BCP questionnaires collected.

### 10.2.1. GENERAL AVERAGE TIME FOR ACTIVITIES AT BCPS AND TERMINAL SKOPJE 1013

According to the data obtained from the completed questionnaires for export and import at the three selected BCPS for the study and Terminal Skopje 1013, the average period of times for activities are summarized below and illustrated in Figure 7.

- The total average time for the import process was 11 hours and 6 minutes, of which the import process at the BCPS constituted an average of 1 hour and 13 minutes and the import process at Terminal Skopje (inland terminal) was 9 hours and 53 minutes;
- The total average time for the export process was 7 hours, of which the export process at the BCPS was an average of 57 minutes and the export process at Terminal Skopje 1013 (inland terminal) was an average of 6 hours and 3 minutes;
- The total average time for import procedures by the Customs Administration (CA) was 4 hours and 8 minutes or for import procedures by CA at the BCPS was an average time of 45 minutes. The import procedures by CA at Terminal Skopje 1013 were an average of 3 hours and 23 minutes;
- The total average time for export procedures by the CA was 30 minutes. Out of this, export at BCPS constituted an average time of 9 minutes and the export procedures by CA at Terminal Skopje 1013, an average time of 21 minutes;
- Most of the consignments were single consignees. Questionnaires with multiple consignments were the exception.

**FIGURE 7: TOTAL AVERAGE TIME IN PROCEDURES VS. TOTAL AVERAGE TIME IN PROCEDURES BY CA (IMPORT/EXPORT)**



Source: TRS+ Survey and CIVITTA and Insider ID calculations

**Average times for the Customs Administration**

- When assessing the performance changes with the previous TRS study conducted in 2015, the values for import and transit can be compared to the figures for BCP Tabanovce (BCP Bogorodica can only be compared for the transit times, but not for the consignment times) and BCP Kjafasan was not included in the study.
  - **Values for BCP Tabanovce in 2022:**
    - Average time for import procedures was 1 hour and 37 minutes.
    - Average time for import procedures for consignments that were transiting internationally was 47 minutes and 18 seconds.
    - Average time for import procedures for consignments that were transiting domestically (to Terminal Skopje) was 1 hour and 38 minutes.
    - Average time for import procedures for consignments that were cleared at the Terminal beside the BCP was 2 hours and 31 minutes.
    - Average time for import procedures that were subject to inspection was 3 hours and 12 minutes.
    - Average time for import procedures at BCP Tabanovce that were NOT subject to inspection was 1 hour and 28 minutes.
  - **Share of consignments that were surveyed through BCP Tabanovce**
    - Transiting internationally (International transit – 42%).
    - Transiting domestically (Skopje Terminal- 18%).
    - Released at the BCP itself - 40%.
  - **Values for Terminal Skopje 1013 in 2022:**
    - Average time for import procedures was 9 hours and 53 minutes.
    - Average time for import procedures subject to inspection was 11 hour and 1 min.
    - Average time for import procedures that were NOT subject to inspection was 8 hours and 16 min.

According to Table 13 , the 37% of the total processing time for import is with the CA procedures, while during import it is only about 8%. The largest processing times during both import and export procedures is at Terminal Skopje 1013.

**TABLE 13: AVERAGE TIMES BY SUB-PROCEDURES, BY IMPORT, EXPORT, BCP, AND TERMINAL**

	BCP IMPORT		BCP EXPORT		TERMINAL IMPORT		TERMINAL EXPORT	
<b>TOTAL AVERAGE TIME</b>	<b>1:13:00</b>		<b>00:57:00</b>		<b>09:53:00</b>		<b>06:03:51</b>	
WAITING IN QUEUE	0:04:18	6%	N/A	0%	N/A	0%	0:01:34	0%
BORDER POLICE CONTROL	0:01:47	2%	0:02:05	4%	N/A	0%	0:03:54	1%
WEIGHBRIDGE	0:02:23	3%	0:01:52	3%	N/A	0%	0:02:00	1%
CBRA INSPECTIONS	0:17:55	25%	0:08:00	14%	00:02:19	0%	0:00:00	0%
<b>CUSTOMS PROCEDURES</b>	<b>0:45:56</b>	<b>63%</b>	<b>0:09:00</b>	<b>16%</b>	<b>3:23:08</b>	<b>34%</b>	<b>0:21:40</b>	<b>6%</b>
<b>PRIVATE SECTOR</b>	<b>00:22:04</b>	<b>30%</b>	<b>00:45:47</b>	<b>80%</b>	<b>5:14:04</b>	<b>53%</b>	<b>5:43:51</b>	<b>95%</b>

Source: TRS+ Survey and CIVITTA and Insider ID calculations

**NOTE:** The times for the sub-procedures do not sum-up to the total average time. The reason is because some of the sub-procedures did not apply in all cases. For example, the CBRA inspections do not apply to

all consignments even though it adds to the overall processing time. Since the times are not weighted by the number of questionnaires/consignments, the total sum of the values expressed in each of the columns may be above or below 100%.

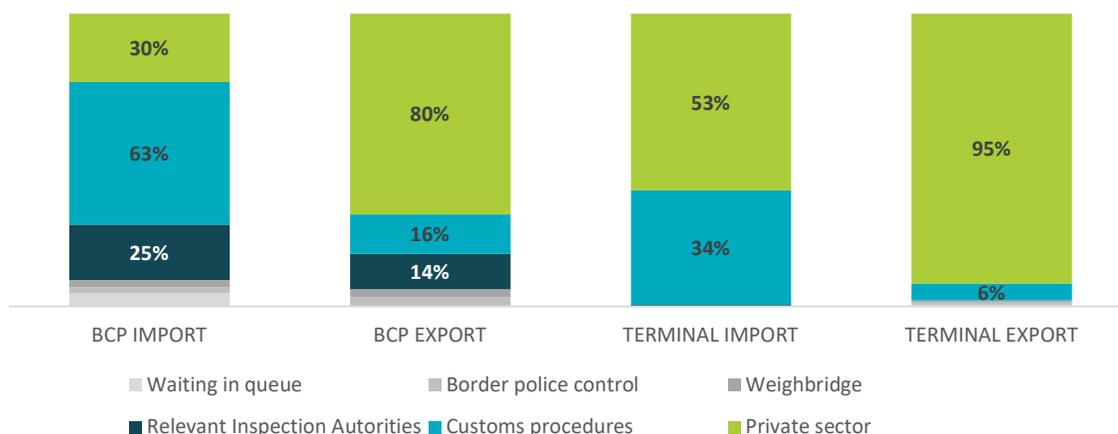
Table 13 illustrates the total average times across BCPs and the Terminal Skopje 1013. It can be observed that the Terminal's processes are the most time consuming. Average time for import at the Terminal Skopje 1013 was almost 10 hours (09 hours and 53 minutes) while export procedures were just over 6 hours (6 hours and 3 minutes). The import and export procedures at the BCPs lasted about an hour (BCP Import was 1 hour and 13 minutes and BCP export was 57 minutes).

However, across all instances, it was the procedures that were handled by the private sector representatives (truck drivers, brokers, agents, freight forwarders) and those with the Customs Administration Officers where most of the delays occurred.

In fact, Figure 8, shows that the biggest processing times are with the private sector representatives and the Customs Administration Officers. This is relevant because the private sector representatives and the Customs Administration officers are virtually always involved in the processing of the consignments. The times required to process the waiting in queue (the time when the truck entered the BCP and started waiting in line to have their documents checked by the Border police), Border Police control, and weighing at the weighbridge are procedures that typically do not take more than 2 minutes each, with the exception of BCP Bogorodica where the waiting in queue time was about 10 minutes. These three sub-procedures can be disregarded in making a difference in the overall processing times.

That leaves the CBRA Inspections, which are not mandatory for all types of consignments, hence the average time fluctuated based on the procedure and location (export vs import and BCPs vs Terminal Skopje 1013). As expected, the overall time burden by the CBRA Inspections for export procedures at both the BCPs and Terminal Skopje 1013 were lower (8 minutes and 0 minutes respectively), and they were higher for import procedures at both the BCPs and Terminal Skopje 1013 (18 minutes and 2 minutes respectively).

**FIGURE 8: SHARE (%) OF TIME OF EACH SUB-PROCEDURE FROM THE TOTAL AVERAGE PROCESSING TIME, BY IMPORT/EXPORT AND BCP/TERMINAL**



Source: TRS+ Survey and CIVITTA and Insider ID calculations

**NOTE:** The percentage (%) for the sub-procedures do not sum-up to 100%. The reason is because some of the sub-procedures did not apply in all cases. For example, the CBRA inspections do not apply to all

consignments even though it adds to the overall processing time. Since the times are not weighted by the number of questionnaires/consignments, the total sum of the values expressed in each of the columns may be above or below 100%.

Figure 8, shows that the private sector representatives constituted more than 50% of the average processing time in three of the four questionnaires, BCP Export, Terminal Import, and Terminal Export (where “Terminal” refers to Terminal Skopje 1013), while in one of the questionnaires, BCP Import, it constituted about 30% of the average processing time.

The processing times for the Customs Administration as a share of the overall processing times was notably higher for the BCP Import (63% or about 46 minutes) and Terminal Import (34% or 3 hours and 23 minutes).

The most time-consuming activities for the private sector were export procedures at Terminal Skopje 1013, (96% of the overall average time or 5 hours and 44 minutes), followed by import procedures at Terminal Skopje 1013 (53% of the overall average time or 5 hours and 14 minutes), then import at the BCPs with 80% of the overall average time or 46 minutes and lastly export at the BCPs with a share of 30% of the overall average time or about 22 minutes.

It seems that export and import procedures at the Terminal Skopje 1013 are the most time consuming and challenging for the private sector and combining this with the anecdotal observations it can be inferred that part of this delay is due to the fact that the Terminal Skopje 1013 does not work 24/7, the brokers may require more time to file the documentation properly (they may lack the training), and also the Customs Administration Officers require the most time to process the required paperwork compared to the data gathered from the other questionnaires (i.e., the BCPs).

### SINGLE VS MULTIPLE CONSIGNEES

Figure 17 below illustrates that most of the trucks were carrying single consignments. Trucks with multiple consignments were the exception, rather than the rule.

**TABLE 14: SINGLE VS MULTIPLE CONSIGNEES**

QUESTIONNAIRE TYPE	SINGLE CONSIGNEE	MULTIPLE CONSIGNEES
BCP Import	97%	3%
BCP Export	95%	5%
Terminal Import	100%	0%
Terminal Export	100%	0%

Source: TRS+ Survey and CIVITTA and Insider ID calculations

### 10.2.2. BCP IMPORT/TRANSIT

The BCP Import/Transit questionnaire was used on the three BCPs that were part of this study: BCPs Tabanovce, BCP Bogorodica, and BCP Kjafasan. The same questionnaire was used for the import and transit procedures on BCPs. However, there were some slight differences across the BCPs. For example, consignments passing through the BCP Bogorodica had shorter import/transit procedures as there was no CBRA inspectors doing checks at the BCP itself. The procedures at BCP Bogorodica consisted of check by the Border Police, weighing at the weighbridge, and control by the Custom Administration.

In addition to this, trucks passing through BCPs Tabanovce and Kjafasan had more frequent checks by one of the CBRA inspection authorities. Unlike BCP Bogorodica, which does not have its own terminal on the

border, BCPs Tabanovce and Kjafasan have Customs Terminals. Consignments entering through BCP Bogorodica typically have their inspections at one of the inland terminals such as Terminal Gevgelija, which is physically located very close to the BCP Bogorodica.

The total number of completed BCP Import/Transit questionnaires was 670 out of 953 collected questionnaires in total.

**The following analysis was carried out for the BCP Import Procedures:**

- Average total time in import procedure (BCP) (#9-#95)
- Average time for waiting in line before the import procedures initiated (#8-9)
- Average time for Border Police control (#9-#10)
- Average time or truck weighing (#12-13)

**INSPECTION AUTHORITIES**

- Average total time for inspection authorities checks and controls (#18-#36)/(#40-#58)
  - Average time for documentary check (#20-#24)/(#42-#46)
  - Average time for physical check (#29-#30)/(#51-#52)
  - Average time for sampling (#32-#33)/(#54-#55)

**CUSTOMS ADMINISTRATION**

- Average total time for Customs Administration procedures (#60-#94)
  - Average time for ATA Carnet/<sup>12</sup>TIR (#60-#61)
  - Average time for Transit Declaration (#63-#64)
  - Average time for checking or sealing a truck(#66-#67)
  - Average time for Customs procedure for import declaration (#70-#94)
  - Average time for additional documentary check (yellow channel) (#76-#80)
  - Average time for physical examination (red channel) (#83-#90)
- Average time needed for the truck to exit the BCP’s Terminal<sup>13</sup>after the moment of releasing the goods from Custom’s supervision (#94-#95).

Figure 9 shows that most of the analyzed import questionnaires were collected at BCP Tabanovce (51%), then at BCP Bogorodica (27%), and finally at BCP Kjafasan (22%).

**FIGURE 9: NUMBER OF IMPORTS BY BCP OF ALL ANALYZED QUESTIONNAIRES**

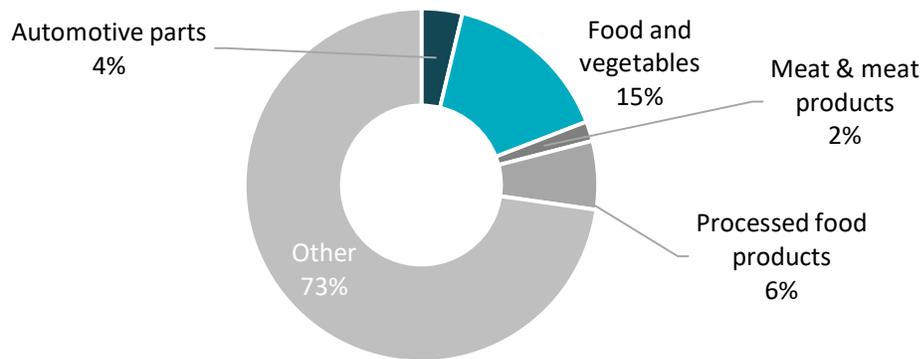


Source: TRS+ Survey and CIVITTA and Insider ID calculations

<sup>12</sup> The ATA Carnet is an international Customs document that permits duty-free and tax-free temporary import of goods for up to one year. It contains pre-prepared unified Customs declaration forms to be used at each Customs border offices and serves as a guarantee to Customs duties and taxes. The initials “ATA” are an acronym of the French and English words “Admission Temporaire/ Temporary Admission”.

<sup>13</sup> Note that BCPs Tabanovce and Kjafasan have a terminal, but BCP Bogorodica relies on the Terminal Gevgelija or other inland terminals to conduct the CBRA inspection checks.

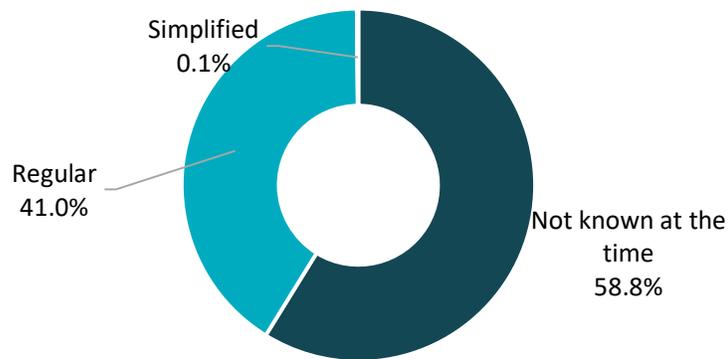
**FIGURE 10: QUESTIONNAIRES ANALYZED BY CONSIGNMENT TYPE, N=670**



Source: TRS+ Survey and CIVITTA and Insider ID calculations

The analysis of the import questionnaires by consignment types (Figure 10) shows that out of all the import questionnaires (670), 73% are in the “Other”, 15% in the “Food and vegetables” category, 6% in the “Processed Food Products”, 4% in the “Automotive Parts” and 2% in the “Meat & Meat Products” category.

**FIGURE 11: QUESTIONNAIRES ANALYZED BY TRADE FACILITATION PROCEDURE, N=670**



Source: TRS+ Survey and CIVITTA and Insider ID calculations

The questionnaires captured information about four types of questions related to trade facilitation: 1) Simplified Procedure; 2) Authorized Economic Operator (AEO); 3) Regular; 4) Not Known At The Time. Figure 11 highlights that 41% of all consignments were exported using regular process, only 0.1% were confirmed to use simplified procedures. For the rest of the consignments or nearly 59%, it was not possible to verify what kind of trade facilitation procedure was applied. The way the enumerators determined whether the consignment used either regular or simplified procedure was by surveying the truck drivers. Since they may not have been certain, the response rate for “Not known at the time” yielded such a large percentage of the total.

Furthermore, most of the import consignments were for single consignments (97%) vs multiple consignments (3%).

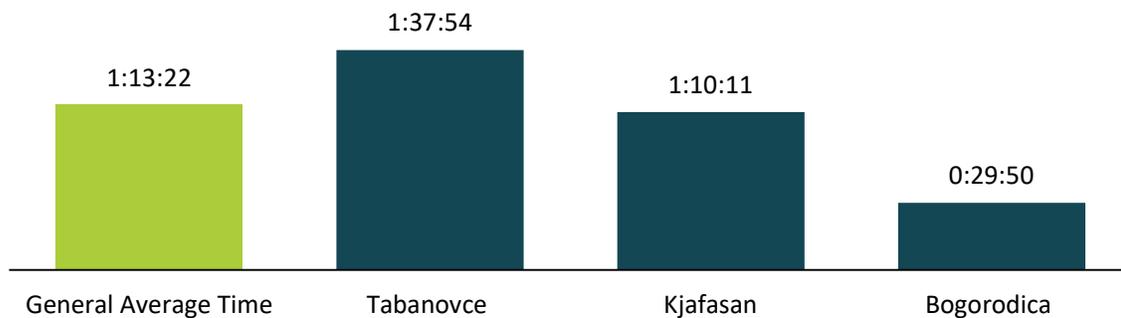
**AVERAGE TOTAL TIME FOR IMPORT PROCEDURE (IMPORT BCP)**

The total average time for import procedures consider all the procedures related to the import of goods through the three analyzed BCPs (Tabanovce, Bogorodica, and Kjafasan). This period consists of the average time from the start of the Border Police control to the point of exit of the truck from the parking

lot at the Terminal or the BCP (in the case of BCP Bogorodica trucks are typically transiting through the BCP and the time to enter the adjacent inland terminal “Gevgelija” was not taken into consideration).

According to the obtained values based on the analysis for the 670 import consignments for the three analyzed BCPs, the general average time was 1:13:13 (1 hour and 13 minutes). Also, the minimum or shortest recorded average time for the import procedure was 00:54:00 (54 minutes). The average time of the private sector (time of the truck driver and time of broker/agent/freight forwarders) for import procedures at BCP is recorded at 0:22:04 or about 22 minutes.

**FIGURE 12: AVERAGE TOTAL TIME IN IMPORT PROCEDURE BY BCP, HH:MM:SS**



Source: TRS+ Survey and CIVITTA and Insider ID calculations

Figure 12 shows the analysis by different BCP. The total average time was 1:37:54 for Tabanovce, 1:10:11 for Kjafasan, and 0:29:45 for Bogorodica. At BCP Bogorodica most of the procedures are transit procedures because the truck does not enter the BCP Terminal to complete the required activities by the Customs and inspection authorities. As explained earlier, the procedures and working hours of the inspection authorities at each of the BCPs differ slightly that may explain the variation in the time to process the import consignments.

The Customs Administration services work 24/7 at all three BCPs and from 08:30 – 16:30 at Skopje Terminal 1013. The inspection agencies have varying working hours.

**BCP Tabanovce:**

- Border crossing functions operate 24/7.
- Customs Administration
  - Hours are different for Import and Transit procedures
  - 07:00 - 19:00 (Import)
  - 08:00 - 20:00 (Transit)
- Phytosanitary Inspection
  - 24/7 (enumerators reported that inspectors were not present at times during the night shifts).
- Food and Veterinary Agency
  - 24/7 (enumerators reported that inspectors were not present at times during the night shifts).

**BCP Kjafasan**

- Border crossing functions operate 24/7.
- Customs Administration

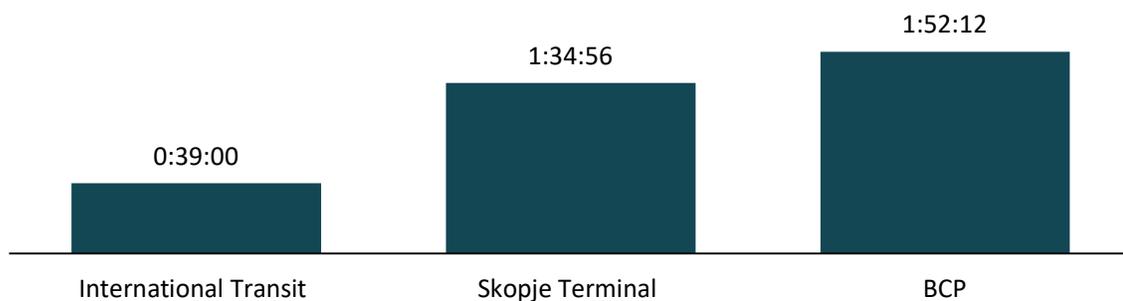
- Hours are different for Import and Transit procedures (goods clearance)
- 08:00 - 20:00
- Phytosanitary Inspection
  - 07:00 – 19:00
- Food and Veterinary Agency
  - 08:00 – 18:00 (There is 1 inspector in Kjafasan. He covers Struga Terminal and the BCP Kjafasan. The veterinarian had more frequent some of the CBRA inspection not present on site all the time, but is available “on-call” 24/7). Unlike BCP Bogorodica, which does not have its own terminal on the border, BCPs Tabanovce and Kjafasan have Customs Terminals. Consignments entering through BCP Bogorodica typically have their inspections at one of the inland terminals such as Terminal Gevgelija, which is physically located very close to the BCP Bogorodica.

**BCP Bogorodica**

- Border crossing functions operate 24/7.
- Customs Administration
  - 24/7
- Phytosanitary Inspection (located next to Terminal Gevgelija)
  - 24/7
- Food and Veterinary Agency (located next to Terminal Gevgelija)
  - 24/7

The typical procedures involved in the import activities performed at the BCP include the weighing of the trucks, Border Police check, and checks by Customs and the CBRA inspection agents. The latter, CBRA or inspection checks, constituted a small part, or only 6% of the analyzed consignments, and these trucks entered the parking lot of the BCPs Terminal.

**FIGURE 13: AVERAGE TOTAL TIME IN IMPORT PROCEDURES BY LOCATION OF GOODS, HH:MM:SS**



Source: TRS+ Survey and CIVITTA and Insider ID calculations

In terms of where (location) the goods were released, Figure 13 highlights that trucks that performed all the import procedures on the BCP itself took the longest, on average 1:52:12. The trucks that released their goods at the Terminal Skopje 1013 took slightly less time, on average 1:34:54. Consignments that were “International Transit” had the shortest average time in the import procedure of 0:39:00.

The figures below (Figure 14 through Figure 16), reflect the average total time in import procedure for the consignments based on the border crossing and the type of procedure (whether the truck clears the goods

at the border crossing or is under transit procedure (including international and domestic transit of the goods)).

**FIGURE 14: AVERAGE TOTAL TIME IN IMPORT PROCEDURES AT BCP TABANOVCE AND BY TYPE OF PROCEDURES, HH:MM:SS**



Source: TRS+ Survey and CIVITTA and Insider ID calculations

Figure 14 presents the total average time in import procedure for BCP Tabanovce (1 hour and 37 minutes) compared to the average time for the import procedures performed whether the consignment clears the goods at BCP or is transiting.

There was a significant difference in the average time for import procedures for the goods cleared at BCP with 2 hours and 31 minutes which takes more than double the duration compared to the consignment that was in transit (1 hour and 2 minutes).

**FIGURE 15: AVERAGE TOTAL TIME IN IMPORT PROCEDURES AT BCP KJAFASAN AND BY TYPE OF PROCEDURE, HH:MM:SS**



Source: TRS+ Survey and CIVITTA and Insider ID calculations

Analyzing the average time for import procedure at BCP Kjafasan, consignments that went through transit procedures (domestic and international) had an average time of 1 hour and 22 minutes which is longer in comparison with the average time for consignments that cleared their goods at BCP Kjafasan. For this category of consignments, the recorded average time for the total import procedure was 1 hour and 7 minutes.

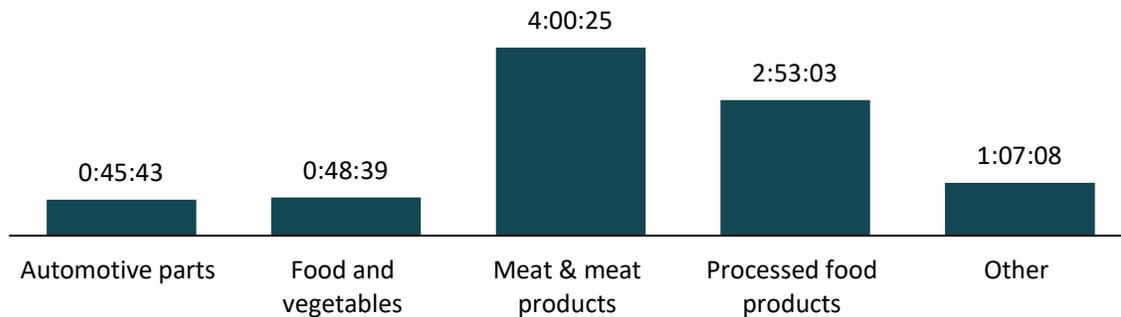
**FIGURE 16: AVERAGE TOTAL TIME IN IMPORT PROCEDURES AT BCP BOGORODICA AND BY TYPE OF PROCEDURE, HH:MM:SS**



Source: TRS+ Survey and CIVITTA and Insider ID calculations

When analyzing BCP Bogorodica, consignments that cleared their goods at the BCP had an average time for the total importation procedure of 52 minutes. Considering that only one consignment went through this type of procedure during the implementation of the study at BCP Bogorodica, this should not be taken as a representative time. The average time represents the average time for the import procedure of consignments that were under transit procedure.

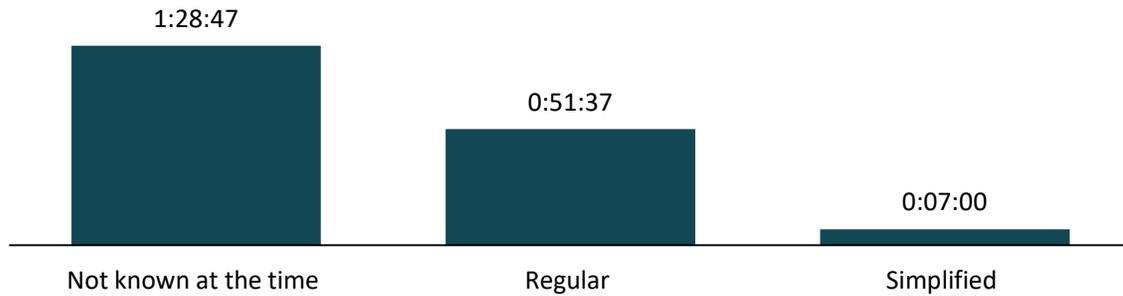
**FIGURE 17: AVERAGE TOTAL TIME IN IMPORT PROCEDURES BY CONSIGNMENT CATEGORY, HH:MM:SS**



Source: TRS+ Survey and CIVITTA and Insider ID calculations

Based on the consignment category, Figure 18, the longest average time, or 4:00:25, was recorded for consignments in the “Meat & Meat Products” and the “Processed food products” categories, with 2:53:03. Consignments in the category “Automotive Parts” and “Food and Vegetables” had an average processing time of between 45 and 48 minutes respectively. The category “Other” had an average time of 1:07:08. The “Other” category involves the consignments that did not fall under either one of the four available categories (Automotive Parts, Food and Vegetables, Meat and Meat Products, or Processed Food Products). These categories were self-reported by the representatives of the private sectors (i.e., the truck drivers or the brokers/agents).

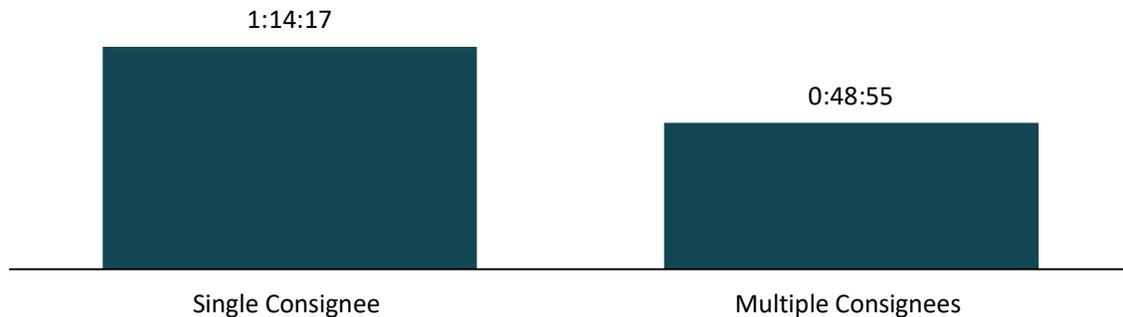
**FIGURE 18: AVERAGE TOTAL TIME IN IMPORT PROCEDURE BY TRADE FACILITATION PROCEDURE, HH:MM:SS**



Source: TRS+ Survey and CIVITTA and Insider ID calculations

From Figure 18, it can be observed that the average total time in import procedures based on the applied trade facilitation procedures differs significantly. Consignments under the “Simplified” procedure had 0:07:00 (7 minutes) on average for the total import procedure. Consignment under “Regular” procedures have an average total time of 0:51:37 (51 minutes). Given the average times for those consignments that were “Not know at the time,” it is most likely that most of them have been subject to the “Regular” procedure.

**FIGURE 19: AVERAGE TOTAL TIME IN IMPORT PROCEDURE BY TRADE FACILITATION PROCEDURE, HH:MM:SS**



Source: TRS+ Survey and CIVITTA and Insider ID calculations

The average time spent on import procedure by trucks with a single consignment was 1:14:17 compared to 0:48:55 for the ones with multiple consignments (See Figure 19).

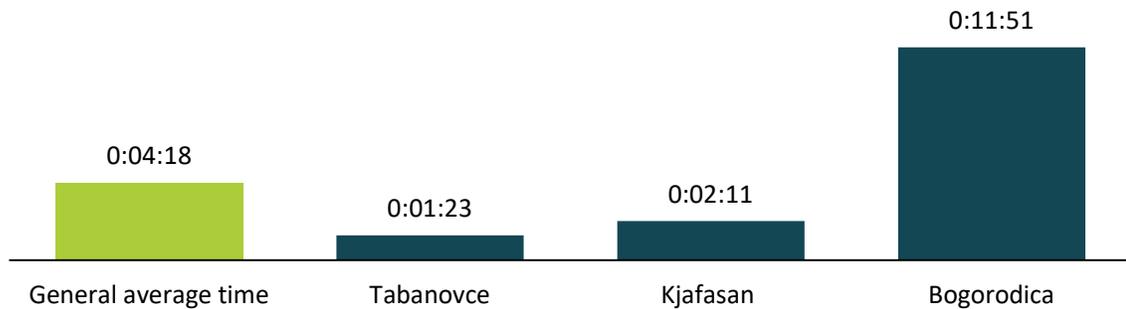
#### **WAITING IN QUEUE (IMPORT BCP)**

The first specific part of the questionnaire measured the wait time in the import lane by the truck. This measures the time from the moment the truck arrived in the queue/lane to the point of the first interaction with the Border Police control. Only the time, the truck was waiting in the queue to be checked by the Border Police, was taken into consideration. This excludes the time the truck stayed in the cross-border territory.

**NOTE:** In assessing the time that the trucks spend waiting in queue to be checked by the Border Police, only the overall average times will be taken into consideration for each of the BCPs. The reason is that the wait time for the trucks to be checked by the Border Police will not vary by consignment or any other category type. All trucks must undergo Border Police check.

Please also note that the time when the truck arrived in the queue was provided by an estimation based on visual observation of the enumerator or in consultation with the driver.

**FIGURE 20: AVERAGE WAIT TIME IN IMPORT LANE BY BCP**



Source: TRS+ Survey and CIVITTA and Insider ID calculations

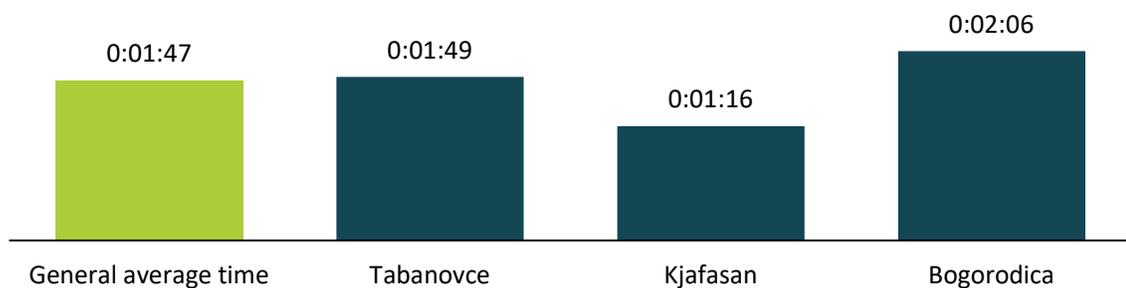
The total average wait time in the lane (queue) was 4 minutes (See Figure 20). Trucks at BCP Bogorodica had the longest average waiting time of 0:11:41 (or 11 minutes). The wait time at BCP Tabanovce was 0:01:23 (1 minute), and at BCP Kjafasan it was 0:02:11 (2 minutes).

#### **BORDER POLICE CONTROL (IMPORT BCP)**

The first section of activities analyzed the average time needed for the Border Police Control.

**The average time for completing the Border Police Control procedure on import was under 2 minutes (0:1:47) as shown in Figure 21.**

**FIGURE 21: AVERAGE TIME FOR BORDER POLICE CONTROL BY BCP**



Source: TRS+ Survey and CIVITTA and Insider ID calculations

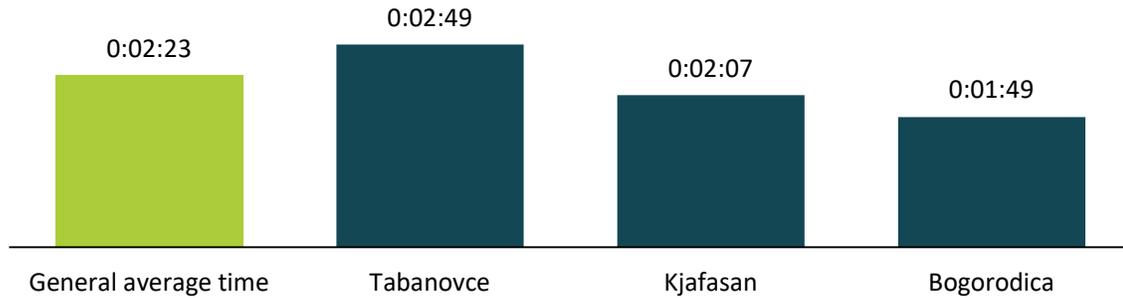
The average time for document verification by the Border Police Control was the longest at BCP Bogorodica with 0:02:06, while the shortest was at BCP Kjafasan with 0:01:16 (1 minute). At BCP Tabanovce it took nearly 2 minutes (0:01:49).

#### **WEIGHBRIDGE PROCESS (IMPORT BCP)**

The next analyzed section from the import procedure was the weighbridge process.

**The general average time spent on the weighbridge was 2 minutes (0:02:23). 99% of the consignments went through the weighbridge process at the analyzed BCPs (See Figure 22).**

**FIGURE 22: AVERAGE WEIGHBRIDGE PROCESS BY BCP, HH:MM:SS**

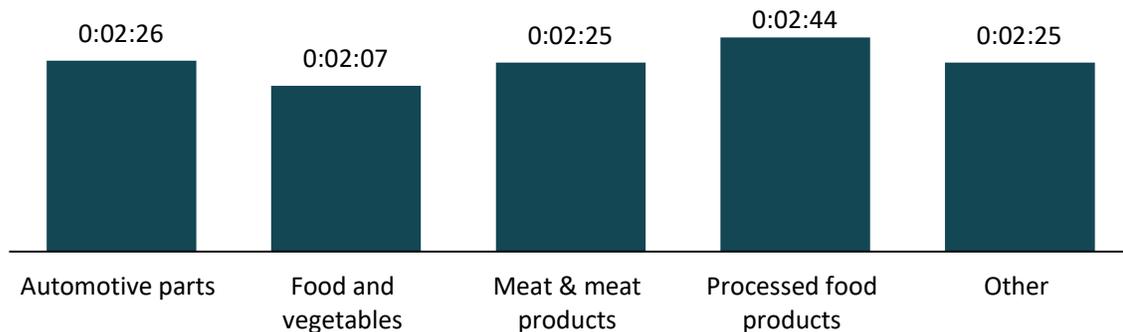


Source: TRS+ Survey and CIVITTA and Insider ID calculations

At BCP Tabanovce, the average time for the weighbridge process was nearly 3 minutes (0:02:49), at BCP Bogorodica, the average time was nearly 2 minutes (0:01:49), and at BCP Kjafasan, it exceeded 2 minutes (0:02:07).

The weighbridge process, just like the Border Police control takes about 2 minutes to complete across all the BCPs and does not seem like a major contributor to the overall time to clear the goods at the BCPs.

**FIGURE 23: AVERAGE WEIGHBRIDGE PROCESS BY CONSIGNMENT CATEGORY, HH:MM:SS**



Source: TRS+ Survey and CIVITTA and Insider ID calculations

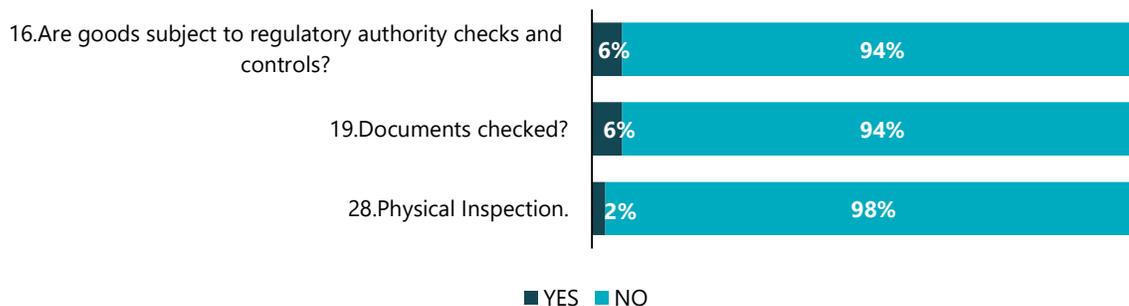
The average time for the weighbridge process for all types of consignments was between two and two and a half minutes.

**INSPECTION PROCEDURES (IMPORT BCP)**

The section is dedicated to the CBRA controls, which covers several procedures, such as the process of checking the documents, unloading/reloading of the trucks, physical inspection, sampling, and issuing of the inspector's decision.

During the TRS study, out of all consignments, only 6% were subject to CBRA inspection procedures, 6% were subject to documentary checks, and only 2% were subject to physical inspections (See Figure 24).

**FIGURE 24: CBRA PROCEDURES – GENERAL DISTRIBUTION, % OF TOTAL (N=670)**



Source: TRS+ Survey and CIVITTA and Insider ID calculations

There are two types of inspection controls, “Phytosanitary Inspection” and “Food and Veterinary Agency.” The regulatory inspection under the “Food and Veterinary Agency” can be done either by a veterinarian (responsible for reviewing consignments of animal origin) or a medical doctor (responsible for consignments of non-animal origin) depending on the type of consignment. The veterinarian will be referred to as the “Veterinarian Inspector”<sup>14</sup> and the medical doctor will be referred to as “Food Inspector.”<sup>15</sup>

**NOTE 1:** As not all consignments that were subject to documentary control were also physically inspected, the average total time is not a simple sum of the two groups of procedures (documentary check and physical examination). No weighting based on a number of consignments was applied in this analysis. The total average time for regulatory authority control is the average time measured on questions #20-#36 (for the first regulatory control) and #42-#58 (for the secondary regulatory control).

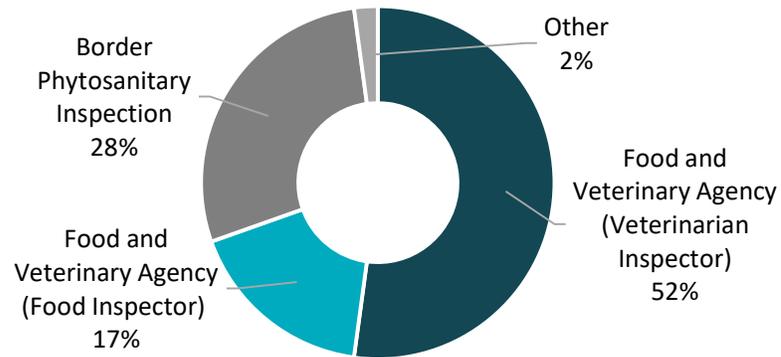
**NOTE 2:** The calculation of the total average time starts from the point when the physical document checks start (#20 or #42) by the inspection authorities. There were instances when the application for goods control was submitted days or hours before the actual start of the documentary check.

The measured average time between the submission of the documents and the actual start of the documentary check by the inspection authorities is 49 minutes. (The longest length between these two points in the process was 20 hours).

<sup>14</sup> “Veterinarian Inspector” is part of the Department of State Veterinary Inspection at Border Crossing (Одделение за Државна Ветеринарна Инспекција на Граничен Премин), which is part of the Food and Veterinary Agency. The official title of the inspector is **Official veterinarian advisor inspector** (Советник инспектор Официјален ветеринар).

<sup>15</sup> “Food Inspector” is part of the Department of State Inspection for Food of Non-Animal Origin (Одделение за Државна Инспекција За Храна Од Неживотинско Потекло), which is part of the Food and Veterinary Agency. The official title of the inspector is **Official food advisor inspector** (Советник инспектор Државен инспектор за храна).

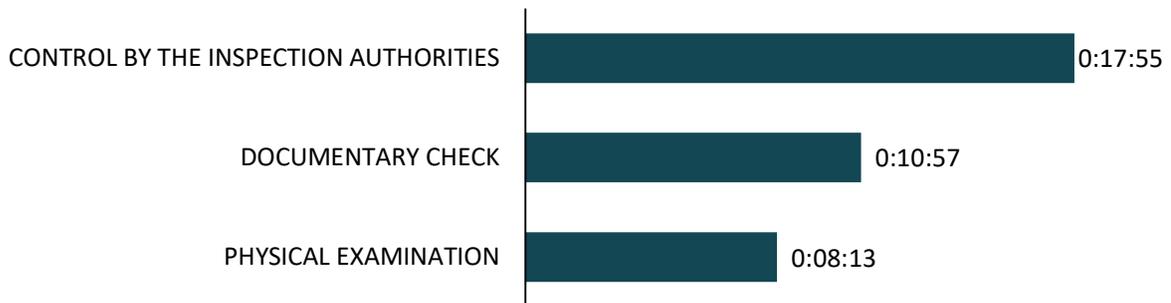
**FIGURE 25: DISTRIBUTION OF THE CONSIGNMENTS BY RELEVANT CBRA, % OF TOTAL (N=46)**



Source: TRS+ Survey and CIVITTA and Insider ID calculations

Of the consignments which are subject to relevant regulatory control (occasions when there is a requirement for a first and secondary check based on the type of consignment), about half - 52% were checked by the “Food and Veterinary Agency (Veterinarian)”, about a third – 28% - by the Phytosanitary Inspection, and less than one fifth – 17% by the Food and Veterinary Agency on products of non-animal origin. Only 2% of consignments were subjected to “other” inspections (See Figure 25).

**FIGURE 26: TOTAL AVERAGE TIME OF PROCEDURES OF CBRA, HH:MM:SS**

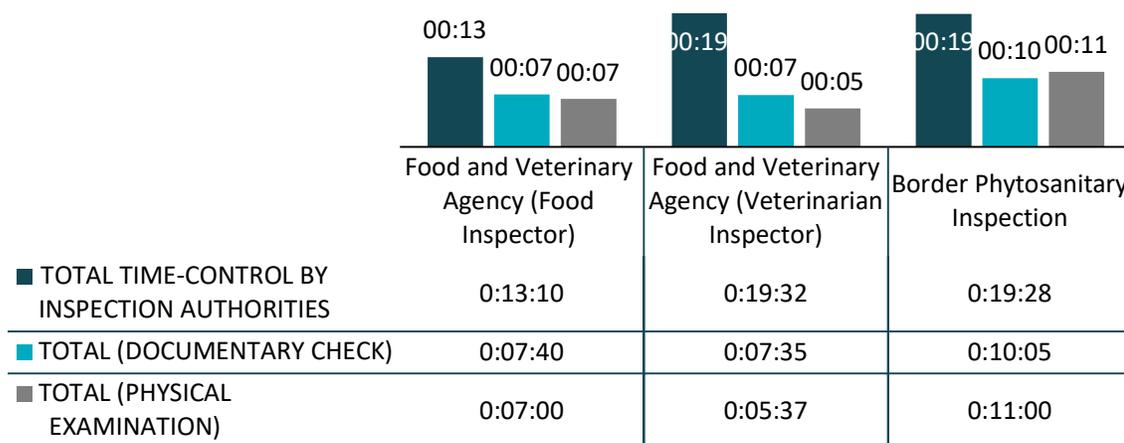


Source: TRS+ Survey and CIVITTA and Insider ID calculations

As shown in Figure 26, the total average time for control by the inspection authorities is 0:17:55 or 17 minutes. “Documentary check” (#20-#24 or/and #42-#46) took an average time of 0:10:57 or 10 minutes and “Physical Examination” (#29-#30 or/and #51-#52), 0:08:13 or 8 minutes.

Process of sampling was not recorded during the implementation of the TRS Main Study.

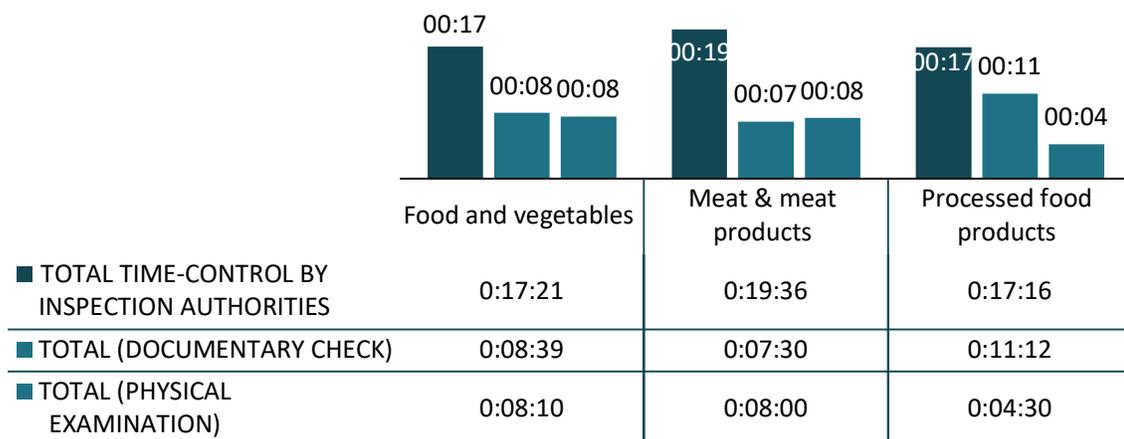
**FIGURE 27: TOTAL TIME<sup>16</sup> TO CONDUCT CBRA PROCEDURES BY AGENCY AND BY TYPE OF CHECK (DOCUMENTARY OR PHYSICAL), HH:MM:SS**



Source: TRS+ Survey and CIVITTA and Insider ID calculations

From Figure 27, the average total time for the control by the inspection authorities is between 0:13:10 and 0:19:32 (13 minutes to 19 minutes). The total time spent on the documentary check and physical examination were approximately equal.

**FIGURE 28: TOTAL TIME TO CONDUCT CBRA PROCEDURES BY CONSIGNMENT CATEGORY AND BY TYPE OF CHECK (DOCUMENTARY OR PHYSICAL), HH:MM:SS**

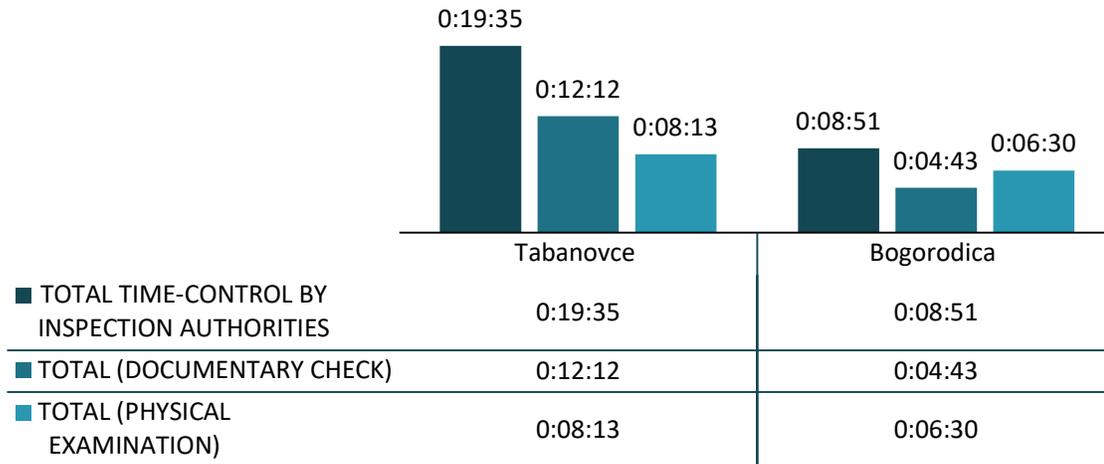


Source: TRS+ Survey and CIVITTA and Insider ID calculations

The average time ranged from 0:17:16 (17 minutes) to 0:19:36 (19 minutes) and nearly all oscillations were between +/2 minutes (Figure 28).

<sup>16</sup>The first row (TOTAL TIME-CONTROL BY THE INSPECTION AUTHORITIES) includes both checks, first and secondary authority check if the consignment type is demanding different types of inspection controls. The total average time for regulatory authority control is the average time measured on boxes #20-#36 (for first regulatory control) and #42-#58 (for secondary regulatory control).

**FIGURE 29: TOTAL TIME TO CONDUCT CBRA PROCEDURES BY BCP AND BY TYPE OF CHECK (DOCUMENTARY OR PHYSICAL), HH:MM:SS**

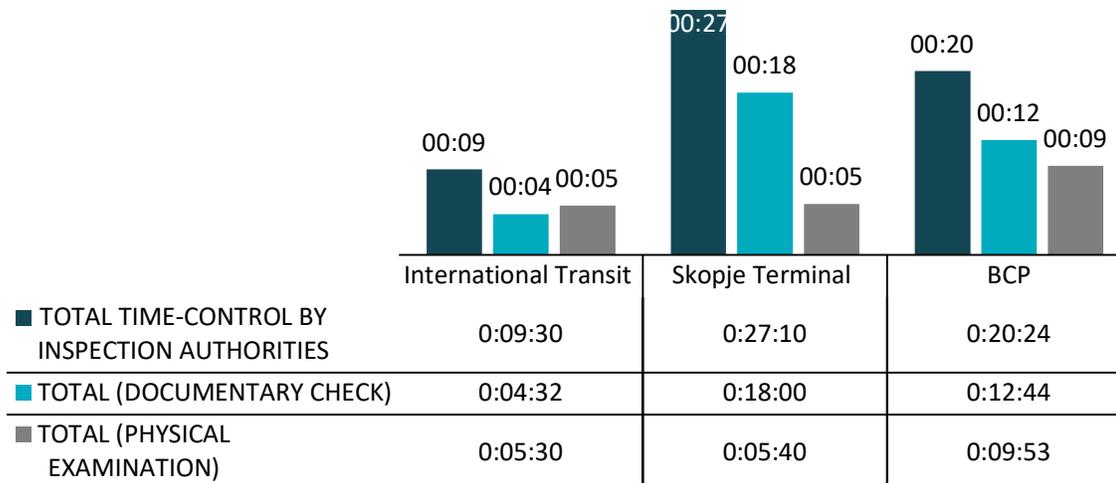


Source: TRS+ Survey and CIVITTA and Insider ID calculations

**NOTE:** No consignments were subject to regulatory authority control, neither to Physical Examination nor Documentary Check at the BCP Kjafasan, thus there is no information shown about that BCP in Figure 29.

The penultimate correlation is between the inspection procedures and the analyzed BCP (See Figure 30). Consignments spent more time at BCP Tabanovce compared to BCP Bogorodica. The average total time was 19 minutes at BCP Tabanovce (0:19:35) compared to nearly 9 minutes at BCP Bogorodica. The documentary check took 12 minutes at BCP Tabanovce compared to 4:43 minutes at BCP Bogorodica.

**FIGURE 30: TOTAL TIME TO CONDUCT CBRA PROCEDURES BY LOCATION OF GOODS RELEASED AND BY TYPE OF CHECK (DOCUMENTARY OR PHYSICAL), HH:MM:SS**



Source: TRS+ Survey and CIVITTA and Insider ID calculations

The last set of observations cover the goods release times. As can be observed from Figure 30, the average time for the goods released at the BCPs or Skopje Terminal 1013 was longer than the international transit imports. The goods released at the BCPs (where they enter the country) underwent an average inspection

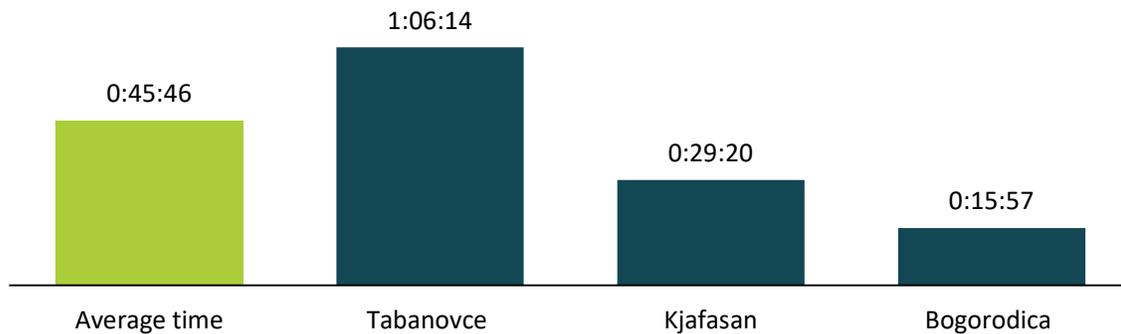
time of 20 minutes and 24 seconds, while the ones at Skopje Terminal 1013 took nearly 27 minutes. In comparison, the international transit trucks took an average of 9.5 minutes.

All of the consignments that were subject to regulatory authority checks and controls used “Regular” trade facilitation procedure, or the procedure was not known at the moment of surveying. During the TRS Main Study, for the consignments controlled by the CBRA, any unloading and reloading of the trucks were not recorded.

### PROCEDURES BY CUSTOMS ADMINISTRATION (IMPORT BCP)

The total average time for Customs import procedures was 0:45:46, or three-quarters of an hour (See Figure 31).

FIGURE 31: AVERAGE TIME FOR CUSTOMS PROCEDURES BY BCP, HH:MM:SS



Source: TRS+ Survey and CIVITTA and Insider ID calculations

The average time for import procedures at the Customs Administration at BCP Tabanovce was 1:06:14 compared to 0:29:20 at BCP Kjafasan and 0:15:57 at BCP Bogorodica. BCP Tabanovce had the highest volumes of consignments of all BCPs in North Macedonia.

FIGURE 32: AVERAGE TIME FOR CUSTOMS PROCEDURES BY LOCATION OF GOODS RELEASED, HH:MM:SS

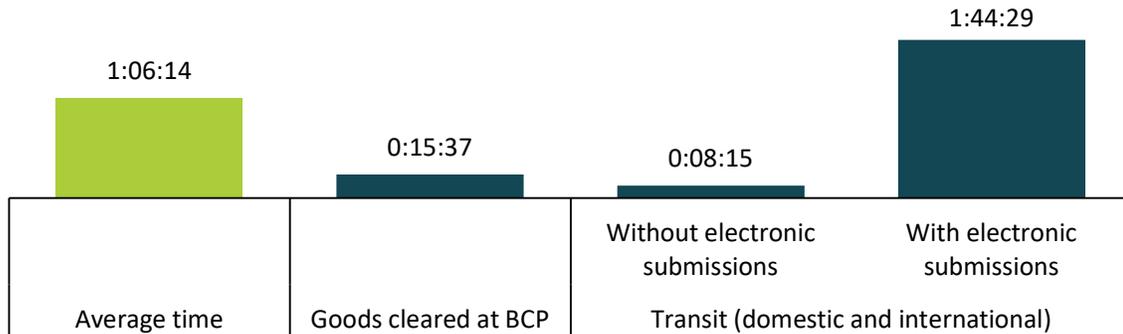


Source: TRS+ Survey and CIVITTA and Insider ID calculations

Figure 32 illustrates that the longest Customs Administration procedures were recorded for consignments for International Transit and the ones released at Skopje Terminal 1013, or on average about 59 minutes. The shortest time was recorded for those consignments that were released at the BCPs with an average time of 0:23:49 (23 minutes).

For the purpose of more detailed data analysis, the following correlations reflect the average total time in import procedure by CA (Custom Administration) for the consignments based on the border crossing and the type of procedure (whether the truck cleared the goods at the border crossing or was under transit procedure (including international and domestic transit of the goods)).

**FIGURE 33: AVERAGE TIME FOR CUSTOMS PROCEDURES AT BCP TABANOVCE AND BY TYPE OF PROCEDURE, HH:MM:SS**

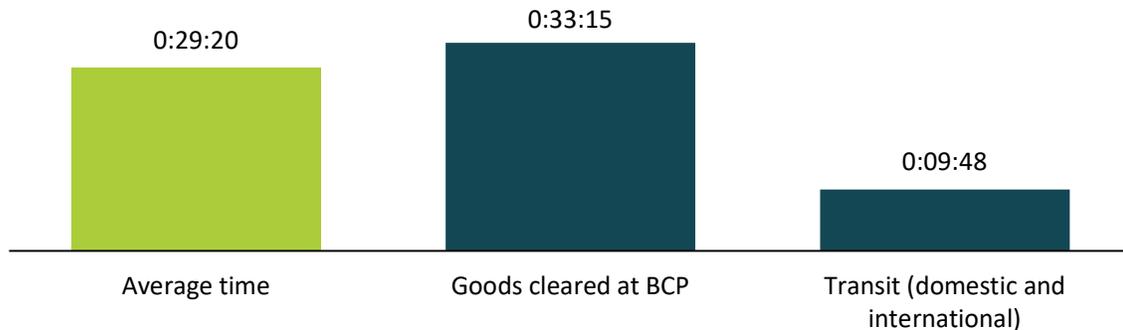


Source: TRS+ Survey and CIVITTA and Insider ID calculations

If we consider the average time for customs procedures for import at BCP Tabanovce, it was measured at 1 hour and 6 minutes. In correlation with the consignments that were cleared at the terminal beside the BCP, the average time was 15 minutes, while for the consignments that were only in transit (domestic and international), the average time was measured at 1 hour and 44 minutes.

The average time for transit (domestic and international) was significantly higher than for the other BCPs. The reason is the Electronic Submissions of Transit Declaration which was not the case (or there were very few cases) on the other BCPs. In fact, there were 16 observed occasions where the truck had submitted the declaration before reaching the BCP, so the time was calculated from the submission until the approval. The time for these 16 instances ranged from 8 to 20 hours, which significantly raises the average time. The standard procedure was observed in the other 120 cases (which from the chart was 8 minutes on average) and was in line with the average times for transit (domestic and international) observed at BCP Kjafasan (nearly 10 minutes) and BCP Bogorodica (about 15 minutes) .

**FIGURE 34: AVERAGE TIME FOR CUSTOMS PROCEDURES AT BCP KJAFASAN AND BY TYPE OF PROCEDURE, HH:MM:SS**

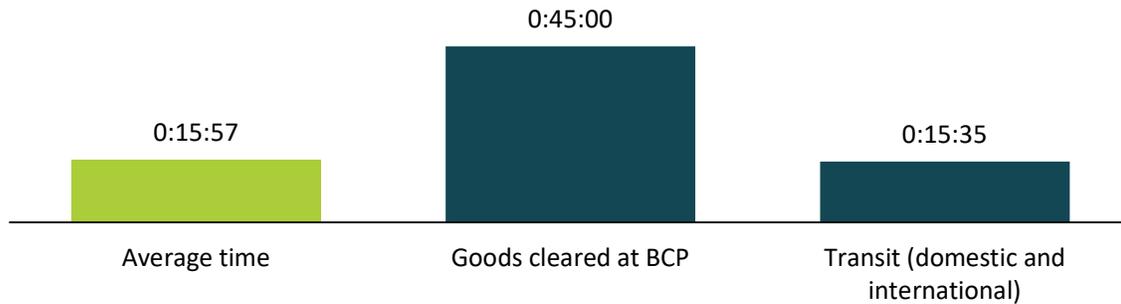


Source: TRS+ Survey and CIVITTA and Insider ID calculations

Analyzing the consignments that passed through BCP Kjafasan based on the type of the procedure, the difference in the average time for customs procedures is noted. Consignments that cleared the goods at

BCP Kjafasan had an average time in customs procedures of 33 minutes. Meanwhile, the consignments that were only in transit through BCP Kjafasan had an average time of 9 minutes in customs procedures.

**FIGURE 35: AVERAGE TIME FOR CUSTOMS PROCEDURES AT BCP BOGORODICA AND BY TYPE OF PROCEDURE, HH:MM:SS**



Source: TRS+ Survey and CIVITTA and Insider ID calculations

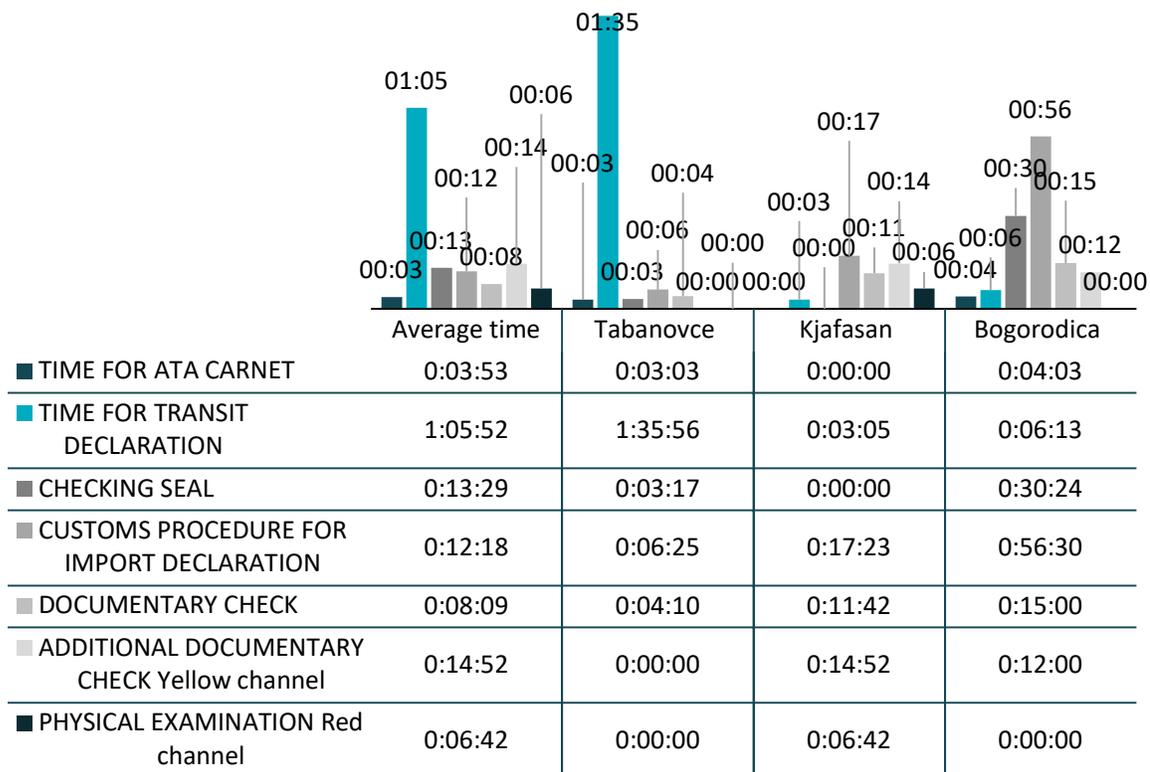
When analyzing the average time for the trucks of BCP Bogorodica, it should be considered that only one consignment went through the procedure of customs clearance of goods at the border crossing. Therefore, the average time for customs procedures reflects the time of that one truck.

Meanwhile, the average time measured for customs procedures for trucks that were only in transit through BCP Bogorodica was 15 minutes.

In the following section, the average time for the sub procedures performed by the Customs Administration. The average times for each sub procedure are shown as well as the correlation with the consignment category and BCPs.

**NOTE:** In the places where there is 0:00:00 recorded (See Figure 36), during the research there were no consignments that required those procedures. In procedures where the starting and ending times are in the same minute, one additional minute is added for the procedure automatically. Also, not all consignments during the import procedure were subject to all analyzed sub-procedures.

FIGURE 36: AVERAGE TIME<sup>17</sup> FOR CUSTOMS PROCEDURES BY SUB-PROCEDURE AND BY LOCATION, HH:MM:SS



Source: TRS+ Survey and CIVITTA and Insider ID calculations

These are the calculations of the average time regarding the different segments in the Customs procedure on BCP ('#-#' questions that consider the calculated average time)

- Average time for ATA Carnet/TIR (#60-#61)
- Average time for Transit Declaration (#63-#64)
- Average time for checking or truck seal (#66-#67)
- Average time for Customs procedure for import declaration (#70-#94)
- Average time for regular documentary check (#71-#80)
- Average time for additional documentary check (yellow channel) (#78-#80)
- Average time for physical examination (red channel) (#83-#90)

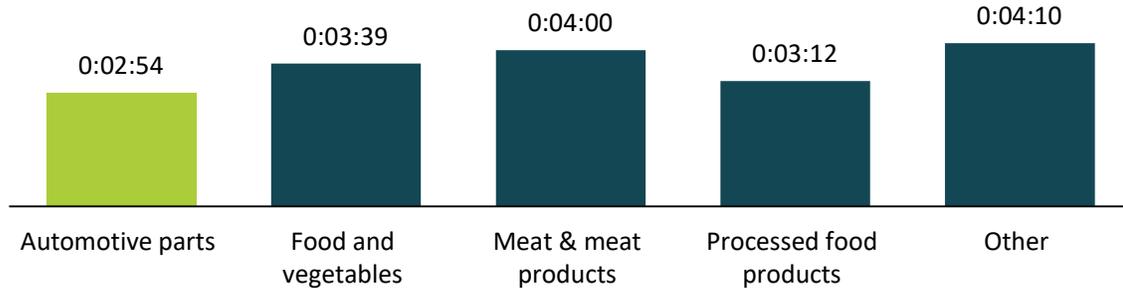
In the sections below the main procedures at Customs Administration are analyzed.

<sup>17</sup>IMPORTANT NOTE FOR AVERAGE VALUES: The total average total time for the procedures at the Customs Administration is not a simple sum of the average time of the sub-procedures of which it consists. Some of the imports were going through the whole process, some through a part of it, while the average was calculated only from the imports on which the analyzed sub-procedure was performed. (As an example, the Physical Examination – Red channel was observed only on 2% of the total analyzed trucks. Thus, even if the average value can be significant the influence on the total time will be insignificant).

### AVERAGE TIME TAKEN FOR TIR OR ATA CARNET

The analyzed procedure for opening TIR or ATA Carnet had an average general time of 0:02:54 (2 minutes) and regarding the consignment category, the period of time was between 0:03:03 to 0:04:03 (3 to 4 minutes) in average (See Figure 37).

FIGURE 37: AVERAGE TIME FOR TIR OR ATA CARNET BY CONSIGNMENT CATEGORY, HH:MM:SS

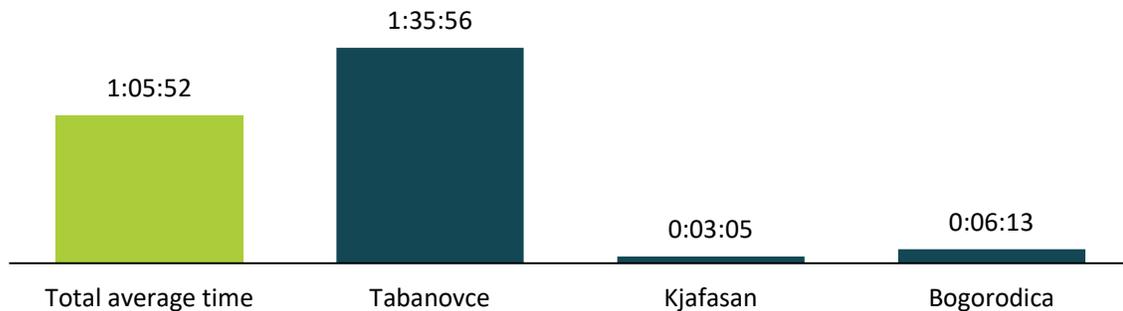


Source: TRS+ Survey and CIVITTA and Insider ID calculations

### Processing Time for Transit Declaration

This procedure showed the highest differences in times measured among the analyzed BCPs. **The average time between the electronic submission and acceptance of the transit declaration was 1:05:52.** The average was mostly influenced by the significantly longer time spent at the BCP Tabanovce (1:35:56). At the other BCPs, Kjafasan and Tabanovce, an average of 3 and 6 minutes respectively was recorded for this process.

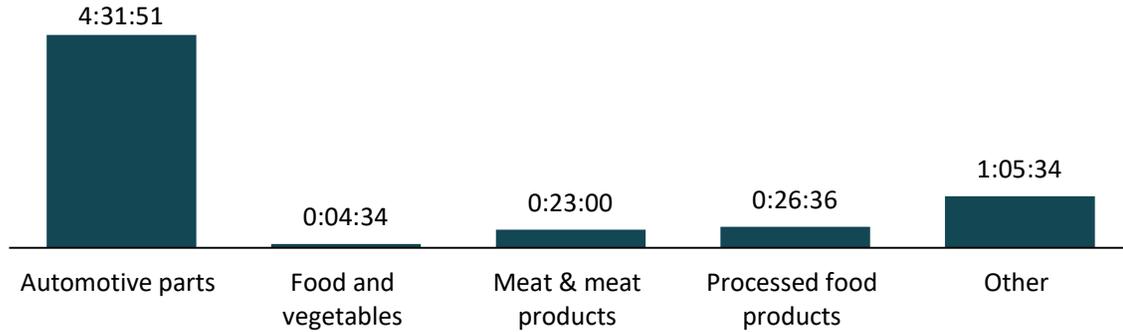
FIGURE 38: AVERAGE TIME FOR TRANSIT DECLARATION BY BCPS, HH:MM:SS



Source: TRS+ Survey and CIVITTA and Insider ID calculations

**NOTE:** The estimation was for electronic submission of the transit declaration, thus the average time does not imply that the truck was physically waiting on the BCP for acceptance of the declaration. For some consignments, the electronic submission of the transit declaration may have been done before the truck physically arrived at the BCP. For 20 consignments out of 346 consignments for which transit declaration was checked, the electronic submission was completed the previous day and before the electronic acceptance and registration of the transit declaration in NCTS.

**FIGURE 39: AVERAGE TIME FOR TRANSIT DECLARATION BY CONSIGNMENT CATEGORY, HH:MM:SS**



Source: TRS+ Survey and CIVITTA and Insider ID calculations

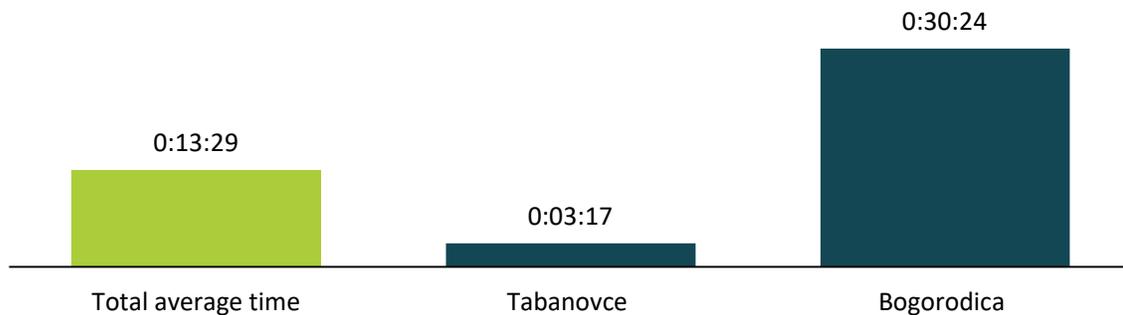
Figure 39 shows that the average time between the electronic submission and acceptance of the transit declaration was the longest for “Automotive Parts” with 4:31:51. For “Processed Food Products” and “Meat & Meat Products” it was only between 23 – 26 minutes respectively, and lowest for “Food and Vegetables” with 0:04:34 (4 minutes).

**AVERAGE TIME FOR APPLICATION OR CHECKING TRUCK SEAL**

The third analyzed procedure was checking (or applying) the seal for the consignments and included the time from the point when the application or checking of the seal started until the end of this process.

**The total average time for this procedure was 0:13:29 for all analyzed BCPs.** On average, the trucks at BCP Bogorodica spent 0:30:24 while at BCP Tabanovce 0:03:17. For BCP Kjafasan there was no available data for this import procedure.

**FIGURE 40: AVERAGE TIME FOR APPLICATION OF CHECKING TRUCK SEAL BY BCP, HH:MM:SS**

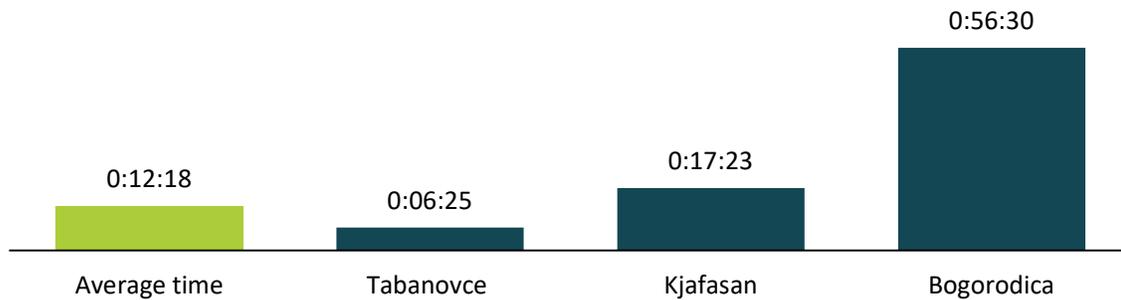


Source: TRS+ Survey and CIVITTA and Insider ID calculations

**AVERAGE TIME FOR CUSTOMS PROCEDURE FOR IMPORT DECLARATION**

The total average time for the import declaration was 0:12:18 (12 minutes). The time analyzed considers the time from electronic acceptance and registration of the import declaration to the point when the Customs officer stamps the information note or the weight certificate. The longest average time was recorded at BCP Bogorodica (0:56:30), while the shortest, at BCP Tabanovce (0:06:25). At BCP Kjafasan, this process lasted 0:17:23 (See Figure 41).

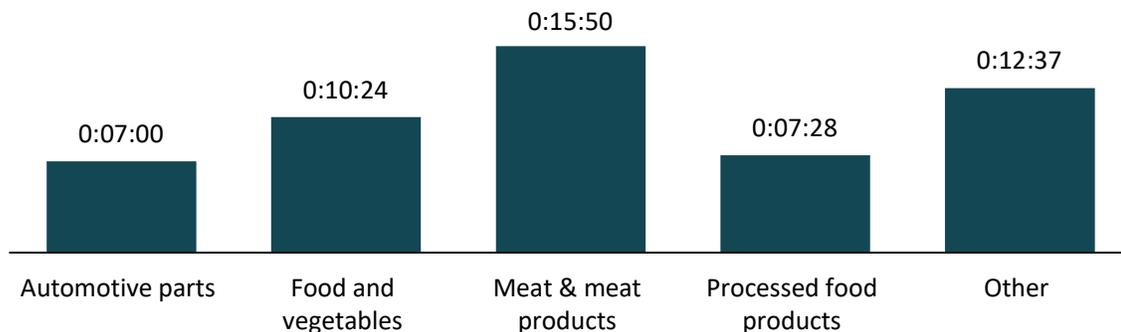
**FIGURE 41: AVERAGE TIME FOR PROCEDURES IN CUSTOMS FOR IMPORT DECLARATION IN GENERAL AND BY BCP, HH:MM:SS**



Source: TRS+ Survey and CIVITTA and Insider ID calculations

**NOTE:** The average time taken for the import declaration consisted of all sub-procedures which were executed physically at the BCP. The analyzed average time excluded the time between the electronic submission and electronic acceptance and registration of import declaration. In some instances, the electronic submission of the import declaration was submitted one or several days before the truck was arrived at the BCP.

**FIGURE 42: AVERAGE TIME FOR CUSTOMS PROCEDURES FOR IMPORT DECLARATION BY CONSIGNMENT CATEGORY, HH:MM:SS**



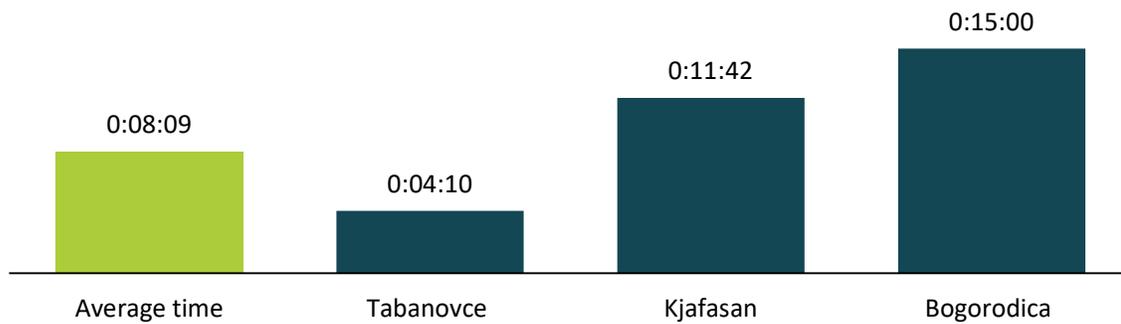
Source: TRS+ Survey and CIVITTA and Insider ID calculations

The average time for the procedures handled at the Customs Administration for import declaration (#70-#94) was the longest for “Meat & Meat Products” with 0:15:50, while for category “Other” it was 0:12:37. For “Food and Vegetables” this process took an average time of 0:10:24. “Processed food products” and “Automotive parts” took the lowest average time - 7 minutes (See Figure 42).

**DOCUMENTARY CHECK**

The documentary check by the Customs Administration was **0:08:09 (8 minutes) on average**. This procedure considers the point of the start of the document examination to the point when the document examination ended, which includes the additional documentary check if it was required for the consignment (yellow channel).

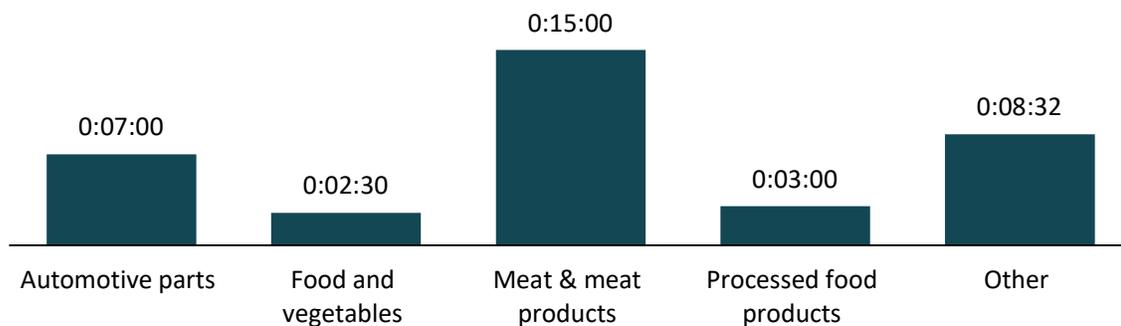
**FIGURE 43: AVERAGE TIME FOR DOCUMENTARY CHECK BY CONSIGNMENT CATEGORY, HH:MM:SS**



Source: TRS+ Survey and CIVITTA and Insider ID calculations

At BCP Bogorodica, documentary checks lasted an average time of 15 minutes, while at BCP Kjafasan, 0:11:42. The shortest time for this procedure was recorded at BCP Tabanovce with an average of 0:04:10 or 4 minutes (See Figure 43).

**FIGURE 44: AVERAGE TIME FOR DOCUMENTARY CHECK BY CONSIGNMENT CATEGORY, HH:MM:SS**



Source: TRS+ Survey and CIVITTA and Insider ID calculations

The documentary check had the shortest average time for “Food and Vegetables” with about 2.5 minutes, for “Processed Food Products” about 3 minutes, and the longest average time was recorded for “Meat and Meat Products” about 15 minutes (See Figure 44).

**ADDITIONAL DOCUMENTARY CHECK (YELLOW CHANNEL)**

This procedure was applied to only 30 imports (about 4% of the total). **The average time for completion of the additional documentary check was 0:14:10.** At, BCP Tabanovce and BCP Bogorodica there was no available data or there were no imports that required this procedure.

**PHYSICAL EXAMINATION (RED CHANNEL)**

This procedure was applied to only 25 imports (about 4% of the total). The average time for completion of the physical examination (red channel) was 0:06:42. During the study, red channel was only observed at BCP Kjafasan and only for a consignment under the category “Other”.

## UNLOADING -RELOADING

The time needed for the truck to exit the Parking lot of the Terminal/BCP after releasing the goods for transit was 18 minutes on average.

Extraordinary delays with CDEPS and NCTS (electronic systems in Custom Administration) were noted for only three consignments and the average time between the start and end of the interruptions was 6 minutes.

### 10.2.3. TRANSIT PROCEDURES FOR IMPORT AT BCP

In this section only the average time for import procedures and the set of sub procedures based on consignments that were International Transit are analyzed.

For consignments that were “International Transit” the average time for total import procedures was recorded at 0:39:00, or 39 minutes, which is the shortest average time.

**FIGURE 45: AVERAGE WEIGHBRIDGE PROCESS BY LOCATION OF RELEASE OF GOODS, HH:MM:SS**



Source: TRS+ Survey and CIVITTA and Insider ID calculations

If the average weighbridge process is analyzed by the location where the goods have been released, there was no significant difference in the length of the process (See Figure 45). The average time of the weighbridge process for the trucks was between 0:02:10 (2 minutes and 10 seconds) and 0:02:40 (2 minutes and 40 seconds).

The activities undertaken by the Border Police, weighbridge operator, and waiting in the queue does not differ whether the truck was in international transit or clearing the goods at the BCP or any other inland terminal.

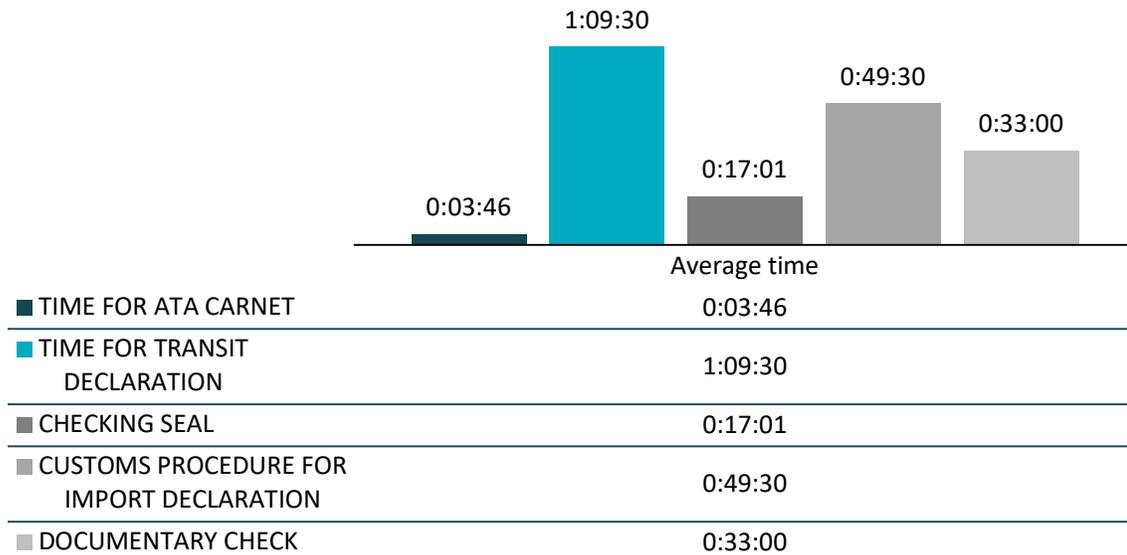
The set of activities performed from the CBRA controls, cover several procedures, such as processing the documents, unloading/reloading of the truck, physical inspection, sampling, and issuing of the inspector's decision.

About one third, or 33%, of the consignments which were subject to CBRA inspection procedures were International Transit. The total time for control of the goods by the relevant inspection authority for the international transit was 0:09:30 or 9 minutes on average. Analyzed by the subset of procedures, the documentary check had an average time of 0:04:32 or 4 minutes, and the activities covering the physical examination had an average time of 0:05:30 or minutes.

There were no recorded activities for taking samples or activities of unloading and reloading of the trucks categorized as International Transit.

Regarding the total time for import procedures by the Customs Administration, the International Transit had an average time of 0:59:43 or 59 minutes. The processing times for the sub-procedures undertaken by the Customs officers are shown in Figure 46 below.

**FIGURE 46: AVERAGE TIME<sup>18</sup> FOR CUSTOMS PROCEDURES BY SUB-PROCEDURES FOR INTERNATIONAL TRANSIT, HH:MM:SS**



Source: TRS+ Survey and CIVITTA and Insider ID calculations

An additional documentary check (yellow channel) and physical examination (red channel) were not performed for the consignments for International Transit. Therefore, unloading and reloading of the trucks was not recorded.

#### 10.2.4. BCP EXPORT/TRANSIT

The questionnaire for BCP Export/Transit was used on the BCPs Tabanovce, Bogorodica and Kjafasan. The same questionnaire covered both the export and transit procedures on BCPs. However, the length of the processes completed for the clearance of the goods at the BCPs differed for each consignment.

In general, consignments passing through BCPs Bogorodica and Kjafasan, the following procedures were common, control by the Border Police, weighing the trucks, and checks by the Custom Administration. For the trucks passing through BCP Tabanovce, an entry to the Terminal located beside the BCP, sometimes including a control check by CBRA inspectors was recorded more often compared to the other two BCPs.

The total number of correctly completed BCP Import/Transit questionnaires was 341 out of 464 collected questionnaires in total.

The following analysis was carried out for the BCP Export/Transit questionnaires:

- Average total time in export procedure (#7-#60 if the truck entered the Terminal at the BCP) OR (#49-#60 if the truck arrived directly at the BCP)

<sup>18</sup>**IMPORTANT NOTE FOR AVERAGE VALUES:** The total average total time for the procedures at Customs Administration is not a simple sum of the average time of the sub-procedures of which it consists. Some of the imports were going through the whole process, some through a part of it, while the average was calculated only from the imports on which the analyzed sub-procedure was performed.

- Average time for waiting in the lane/queue to enter the Terminal (#7-#9) or waiting in the lane/queue at the BCP (#49-51)
- Average time for Border Police control (#59-#60)
- Average time or truck weighing (#9-#10)

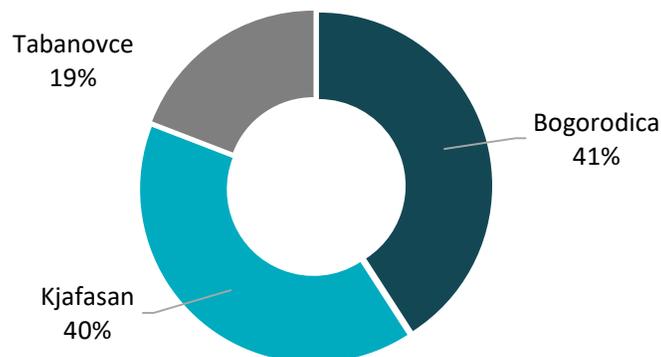
#### INSPECTION AUTHORITIES

- Average total time for control by inspection authorities (#14-#18)

#### CUSTOMS

- Average total time for Customs procedures (#21-#58)
  - Average time for Customs procedures at Terminal (#21-47)
  - Average time for Customs procedures at BCP (#49-#58)
- Average time for ATA Carnet (#21-#22)
- Average time for submission of new export in CDEPS (at Terminal) (#25-#26)
- Average time for checking of export declaration (at Terminal) (#25-#31)
- Average time of checking/application of seal (at Terminal) (#45-46)

FIGURE 47: GENERAL DISTRIBUTION BY BCP, % OF TOTAL (N=341)



Source: TRS+ Survey and CIVITTA and Insider ID calculations

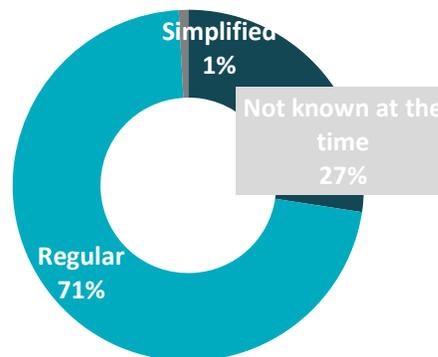
Figure 47 show that that were a total of 341 export questionnaires analyzed, of which 41% were collected at BCP Bogorodica, 40% at BCP Kjafasan, and 19% at BCP Tabanovce. The majority, or 95%, were single and 5% were multiple consignees.

**NOTE:** The last step of the export procedure at BCP Tabanovce involved activities performed by the Customs Administration and the Police Border Control. This means that questions #49-#66 from BCP Export/Transit questionnaire were not answered given that the Macedonian Customs Officers and the Border Police Officers are located on the Serbian border and the enumerators were not granted permission to be on the Serbian border. The timestamps noted for questions #49-#66 on the BCP Export/Transit questionnaire for BCP Tabanovce are an estimate based on the average time recorded for these procedures on the other BCPs. It is important to emphasize that the estimation of the average period of time takes into consideration all the physical conditions that occurred during the export process.

Below, a detailed explanation is presented of the used methodology for estimation of the average time for the export procedures at BCP Tabanovce. The average times are only estimated based on the time recorded for the particular type of activities at the other analyzed BCPs.

- The average time for passing the physical distance between the point of exiting the Terminal (at the BCP) to arriving on the waiting lane/queue at BCP was estimated at 10 minutes;
- It was anticipated that the truck spent 1 minute waiting in line at the BCP;
- The length of the activities in the Customs Administration office at BCP Tabanovce was estimated at 4 minutes;
- The average time for Border Police control was estimated at 1 minute.

**FIGURE 48: GENERAL DISTRIBUTION BY FACILITATION TYPE, % OF TOTAL (N=341)**

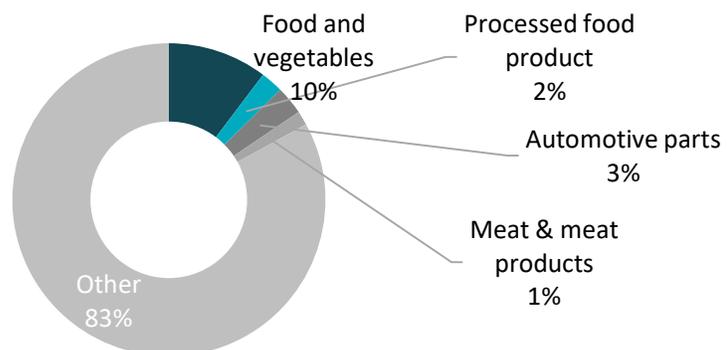


Source: TRS+ Survey and CIVITTA and Insider ID calculations

Figure 48 shows that 71% of all export consignments were exported using the regular process, only 1% was confirmed to use simplified procedures. For 27% of the consignments, it was not possible to verify what kind of trade facilitation was applied.

**NOTE:** The information about the trade facilitation was provided mainly by the driver or the Customs officer. With high probability, the consignments categorized as “Not known at the time” were part of the regular export procedures, given that in the next correlations the average values compared to the answers “Regular” are nearly identical.

**FIGURE 49: GENERAL DISTRIBUTION OF EXPORT CONSIGNMENT BY TYPE, % OF TOTAL (N=341)**



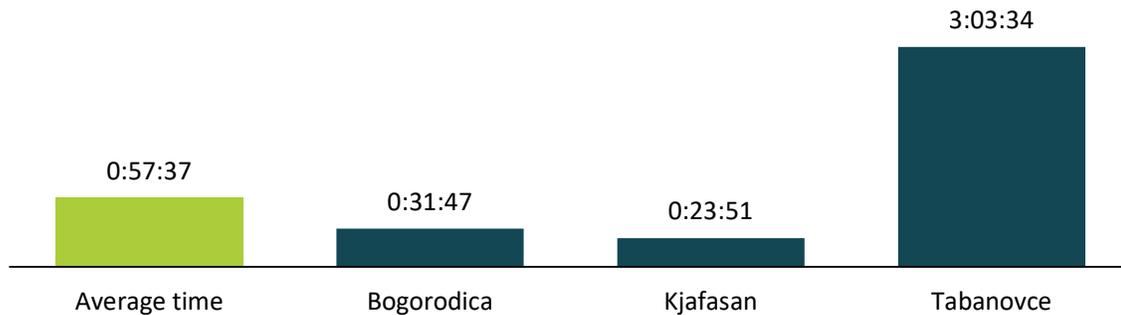
Source: TRS+ Survey and CIVITTA and Insider ID calculations

Export consignments, as Figure 49 illustrates, were mostly categorized as “Other” (83%), while 10% were “Food and Vegetables”, 3% were “Automotive Parts”, 1% were “Meat and Meat Products” or 2% were “Processed food.”

### AVERAGE TOTAL TIME (EXPORT BCP)

The total average time for the export procedures for the 341 consignments analyzed at all three BCPs was on average 0:57:37 (See Figure 50). The average time recorded for the private sector (time of the truck driver and broker/agents/freight forwarders) was 0:45:47 or 45 minutes.

FIGURE 50: AVERAGE TOTAL TIME IN EXPORT PROCEDURES BY BCP, HH:MM:SS

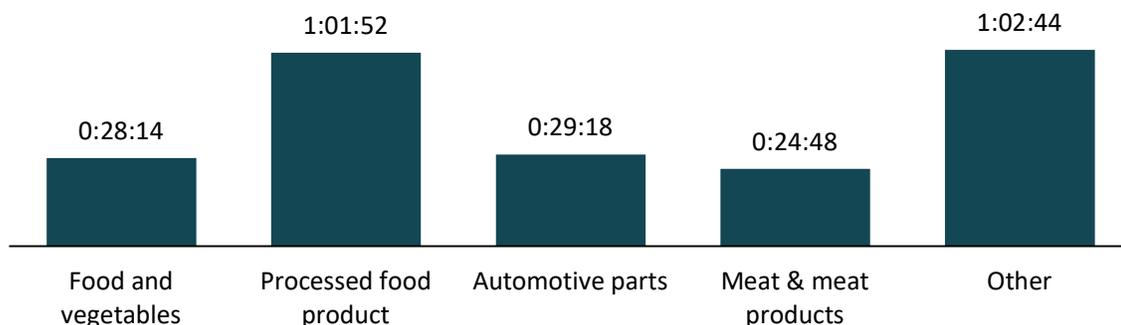


Source: TRS+ Survey and CIVITTA and Insider ID calculations

Analyzed by BCP, the shortest average time for the total export procedures was recorded for BCP Kjafasan with 0:23:51 (23 minutes), then BCP Bogorodica with 0:31:47 or 31 minutes. The longest average time was recorded at BCP Tabanovce with about 3 hours and 3 minutes, which included the time spent handling the procedures at the BCPs Terminal.

**NOTE:** The export Customs procedures were executed differently on BCP Tabanovce. There were occasions when the truck entered the parking lot of the BCPs Terminal and particular procedures were performed at the Customs Administration. After finishing the activities and exiting the Terminal, the truck continued to the BCP where another set of activities at the Customs Administration and Border Police were performed. At BCP Bogorodica and BCP Kjafasan, the truck usually did not enter the BCPs Terminal, it went straight to BCP where all of the activities by the Customs Administration were performed.

FIGURE 51: AVERAGE TOTAL TIME IN EXPORT PROCEDURE BY CONSIGNMENT CATEGORY, HH:MM:SS

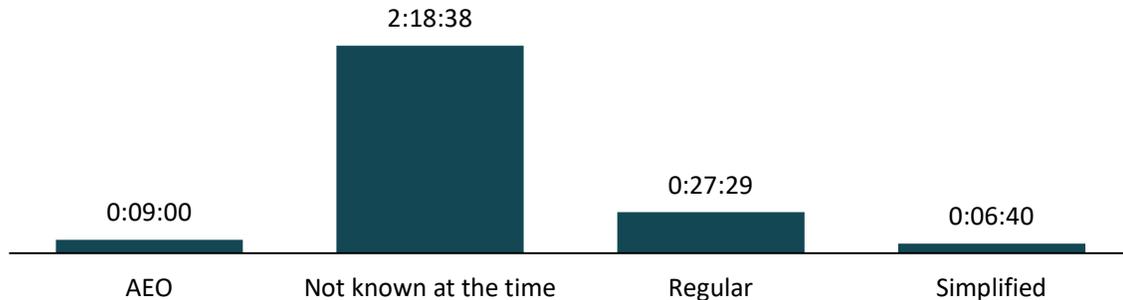


Source: TRS+ Survey and CIVITTA and Insider ID calculations

Consignments consisting of “Processed Food Products” required the most time in the export procedures - 1:01:52 as well as consignments under the category “Other” (1:02:44). The remaining three categories required less than 30 minutes to have the procedures completed, “Meat and Meat Products” required

about 24 minutes, and “Food and Vegetables” about 28 minutes, and “Automotive parts” consignments took approximately 29 minutes (See Figure 51).

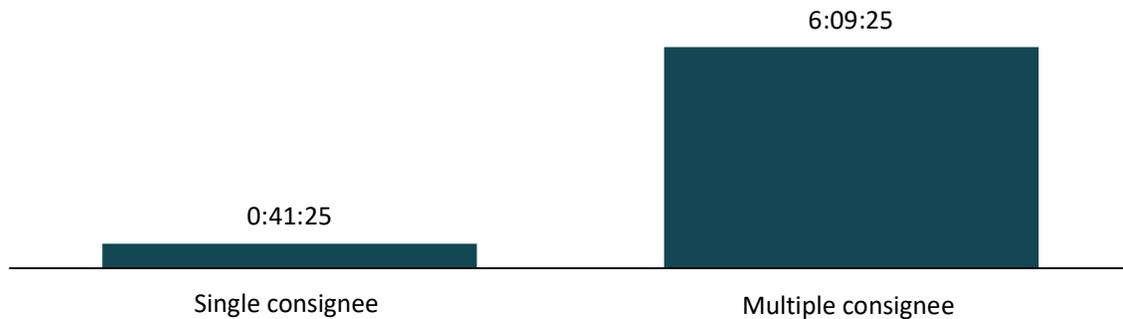
**FIGURE 52: AVERAGE TOTAL TIME IN EXPORT PROCEDURE BY TRADE FACILITATION TYPE, HH:MM:SS**



Source: TRS+ Survey and CIVITTA and Insider ID calculations

From Figure 49 it can be observed that the consignments using simplified procedures, spent on average 0:06:40 for the entire export procedure on the BCP. On the other side, consignments under the “regular” facilitation procedure required 27 minutes and those that were Authorized Economic Operators (AEOs) needed only 9 minutes (only one consignment was in this category). The longest time spent was for procedures that were “Not known at the time” with about 2 hours and 18 minutes.

**FIGURE 53: AVERAGE TOTAL TIME IN EXPORT PROCEDURE BY CONSIGNMENT TYPE, HH:MM:SS**



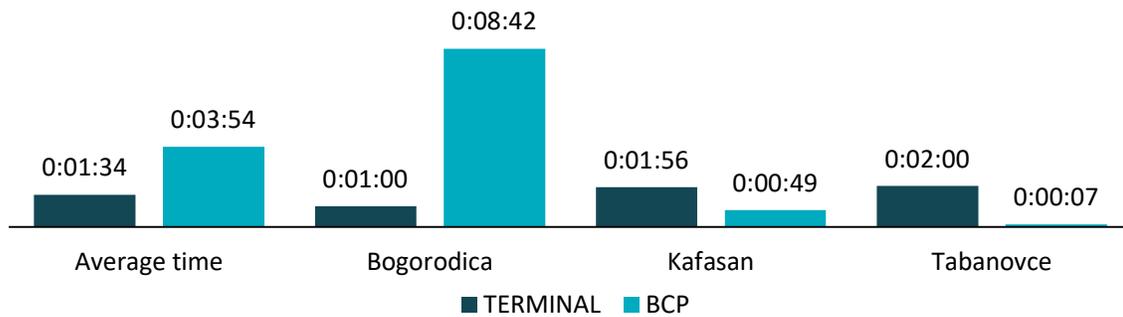
Source: TRS+ Survey and CIVITTA and Insider ID calculations

Similarly, the average time spent on export procedures by trucks with a single consignee was 0:41:25 compared to 6:09:25 for the ones with multiple consignees (See Figure 53).

#### **WAITING IN LANE QUEUE (EXPORT BCP)**

As mentioned in the introduction for this questionnaire, there were two types of waiting in the queue. The first was (if) when the truck arrived at the BCPs Terminal (e.g., BCP Tabanovce) and the second period for waiting in the queue at the BCP. It is important to stress that for the trucks that went directly to the BCP, only one period for waiting in queue was considered. Accordingly, all trucks that pass through the BCPs Terminal must pass through the BCP and wait again in the queue at the BCP, which requires two average periods for waiting in the queue.

**FIGURE 54: AVERAGE WAIT TIME IN LINE (QUEUE) BY BCP/TERMINAL, HH:MM:SS**



Source: TRS+ Survey and CIVITTA and Insider ID calculations

Trucks spent on average 0:01:34 when waiting in the queue at the BCPs Terminals (Kafasan and Tabanovce) and only 0:03:54 at the BCPs. The average waiting time in the queue at the BCP Bogorodica was more than 8 minutes.

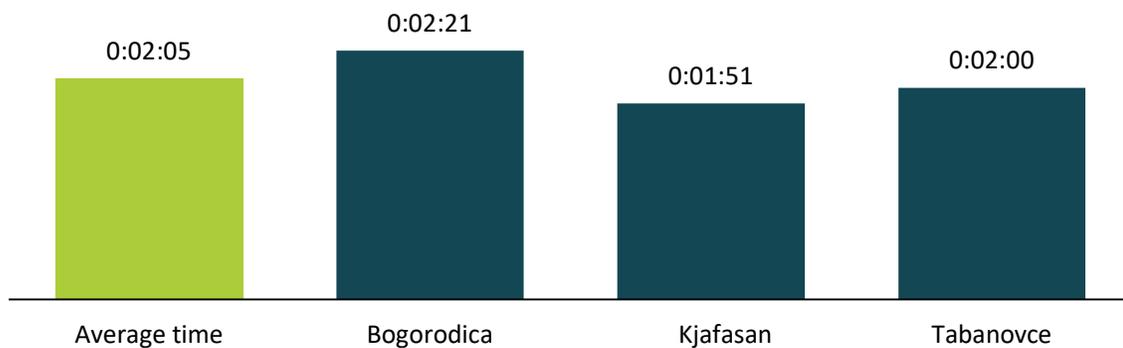
**NOTE:** The average time for waiting in queue and Border Police control on BCP Tabanovce is an estimation. The reasons for this are explained at the beginning of section 10.2.4 BCP Export/Transit.

**BORDER POLICE CONTROL (EXPORT BCP)**

Compared to the import procedures, where the Border Police control was the first interaction between the truck driver and the BCP, on export, it was the last one. After completion of the Border Police checks, the consignment left the border crossing.

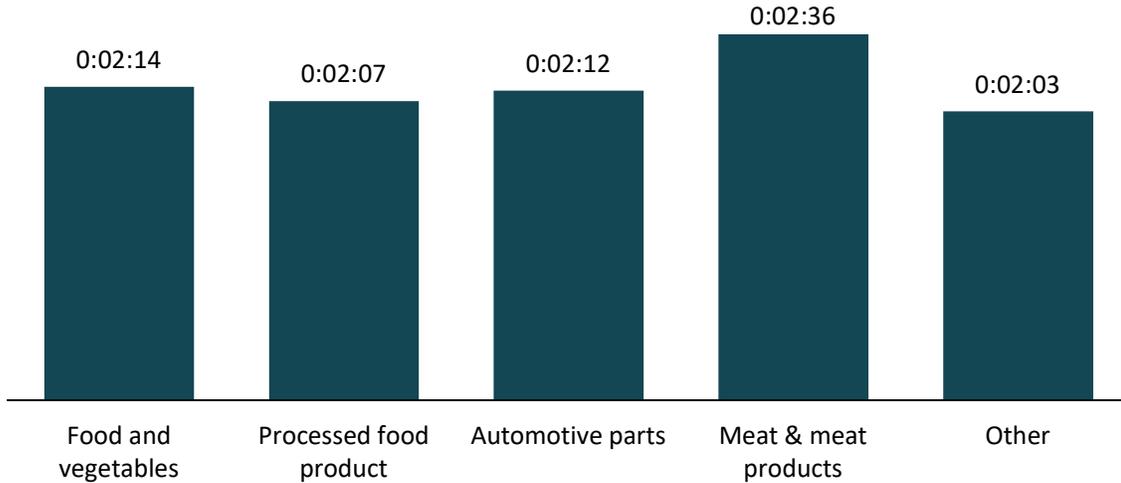
The average time for the Border Police control on all analyzed BCPs was 0:02:05 (2 minutes) as show in Figure 55.

**FIGURE 55: AVERAGE TIME FOR BORDER POLICE CONTROL BY BCP, HH:MM:SS**



Source: TRS+ Survey and CIVITTA and Insider ID calculations

**FIGURE 56: AVERAGE TIME FOR BORDER POLICE CONTROL BY CONSIGNMENT CATEGORY, HH:MM:SS**

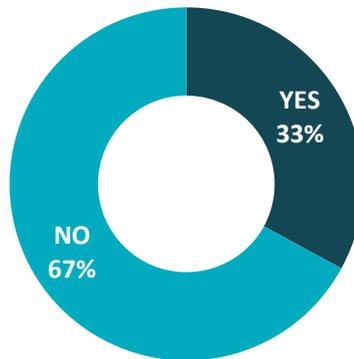


Source: TRS+ Survey and CIVITTA and Insider ID calculations

Consignment category does not play a role in affecting the Border Police control times as Figure 56 shows.

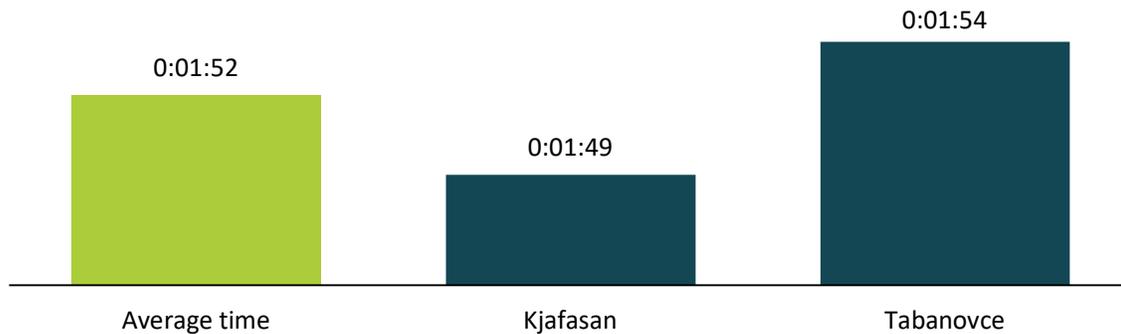
**WEIGHBRIDGE PROCESS (EXPORT BCP)**

**FIGURE 57: GENERAL DISTRIBUTION OF THE CONSIGNMENT REQUIRED TO BE WEIGHED, HH:MM:SS**



The total average time for weighing during the export procedures was 1 minute and 52 seconds. Only 33% of the consignments for export were part of the weighbridge process (See Figure 57).

**FIGURE 58: AVERAGE WEIGHBRIDGE PROCESS TIME BY BCP, HH:MM:SS**



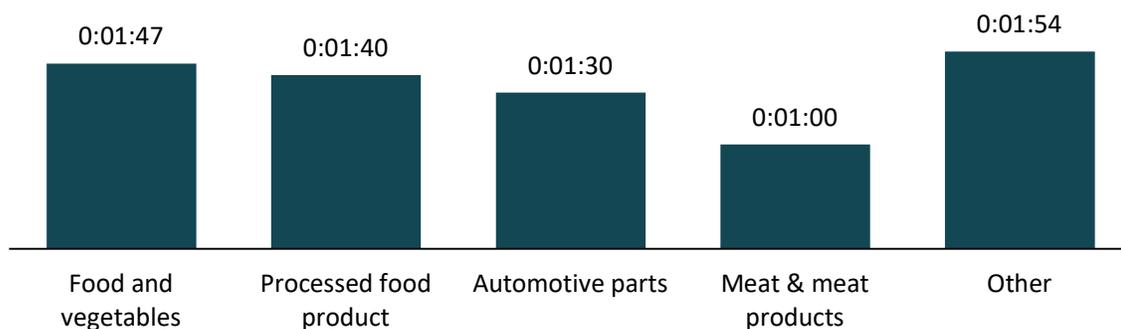
Source: TRS+ Survey and CIVITTA and Insider ID calculations

**NOTE:** The weighbridge process was not executed on BCP Bogorodica during export. Thus, that BCP is excluded from the charts and analysis.

The average time for the weighbridge process was nearly identical between BCP Kjafasan and BCP Tabanovce 0:01:49 and 0:01:54 minutes, respectively (Figure 58).

It is important to point out that during the implementation of the Main TRS Study, one of the weighbridges at BCP Kjafasan was out of service because of the sub-zero (degree Celsius) temperatures. All the trucks were weighed on a single weighbridge. However, despite the technical difficulties, the average times for BCP Kjafasan remained below two minutes.

**FIGURE 59: AVERAGE WEIGHBRIDGE PROCESSING TIME BY CONSIGNMENT CATEGORY, HH:MM:SS**



Source: TRS+ Survey and CIVITTA and Insider ID calculations

Similarly, to the Border Police control checks, the average time of weighing the consignments did not matter irrespective of the type of consignment. The weighing took between 1 and 2 minutes for all analyzed consignment categories (See Figure 59).

#### **INSPECTION PROCEDURES (EXPORT BCP)**

Out of all 341 analyzed consignments the inspection procedures were performed for only one consignment at BCP Tabanovce. The average period recorded was 8 minutes, and it was performed at BCP Tabanovce for the category “Food and Vegetables” by the Border Phytosanitary Inspection.

## **EXPORT PROCEDURES BY THE CUSTOMS ADMINISTRATION (EXPORT BCP)**

The number of export consignments handled by the Customs Administration were smaller compared to the consignments analyzed for import (670 for import vs 341 for export). Moreover, the total average time for Customs procedures during export was shorter, about 30 minutes, compared to the average time for the import procedures by the Customs Administration, approximately 4 hours (See Section 10.2.1. General Average Time for Activities At BCPs and Terminal Skopje 1013 for more information).

The Customs Administration performs two different sets of activities in processing the consignments passing through the BCP, one is for the BCPs Terminal and other one for the BCP itself. The first procedure refers to the BCPs Terminal and the second is on the BCP (next to the Border Police). Most of the Customs procedures on all analyzed BCPs were completed directly at the second point on the BCP (referring to the noted practice on the BCP Bogorodica and BCP Kjafasan). For BCP Tabanovce the average periods of time by Customs Administration include both sets of activities (CA at the BCPs Terminal and CA at the BCP).

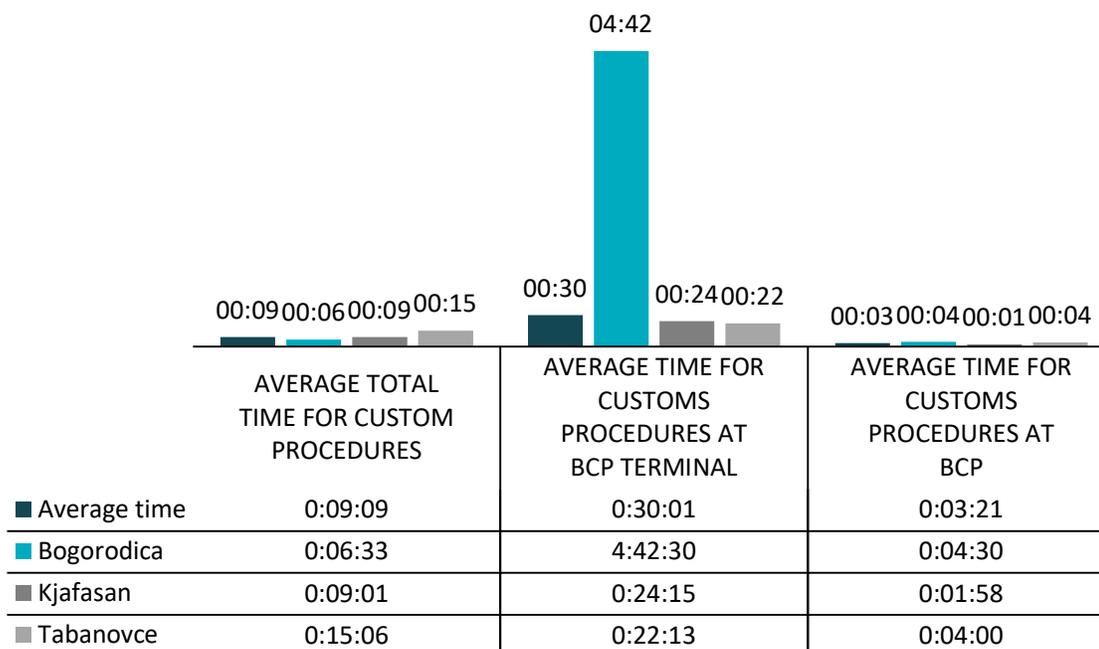
**Out of the total 341 consignments analyzed, the average time for all Customs' export procedures was 9 minutes. For completing the export procedures by the Customs Administration on the BCPs Terminal, the average time was 30 minutes, while for completing the export procedures on the BCP itself was about 3 minutes.**

It should be stressed, that the number of export procedures by the Customs Administration for export were executed for a smaller number of consignments compared to the export procedures executed by CA on the cross-border point.

In addition, these are the calculations of the average time regarding the different segments in the Customs procedures on BCPs ('#-#' questions that consider the calculated average time):

- Average total time for Customs procedures (#21-#58) (or sum of the average time for procedures at CA at Terminal and the average time for procedures by CA at BCP)
- Average time for Customs procedures at Terminal (#21-#47) or at the BCP (#25-47)
  - Average time for ATA Carnet (#21-#22)
  - Average time for submission of new export declaration in CDEPS (at Terminal) (#25-#26)
  - Average time for checking of export declaration (at Terminal) (#25-#31)
  - Average time of checking/application of seal (at Terminal) (#45-46)
- Average time for Customs procedures at BCP (#49-#58)

**FIGURE 60: AVERAGE TIME<sup>19</sup>FOR CUSTOMS PROCEDURES BY BCP, HH:MM:SS**



Source: TRS+ Survey and CIVITTA and Insider ID calculations

**NOTE 1:** Most of the Customs procedures (related to the BCPs Terminal) were for trucks that pass the BCP Tabanovce, while most of the Customs procedures for BCP Bogorodica and Kjafasan were completed at the BCP.

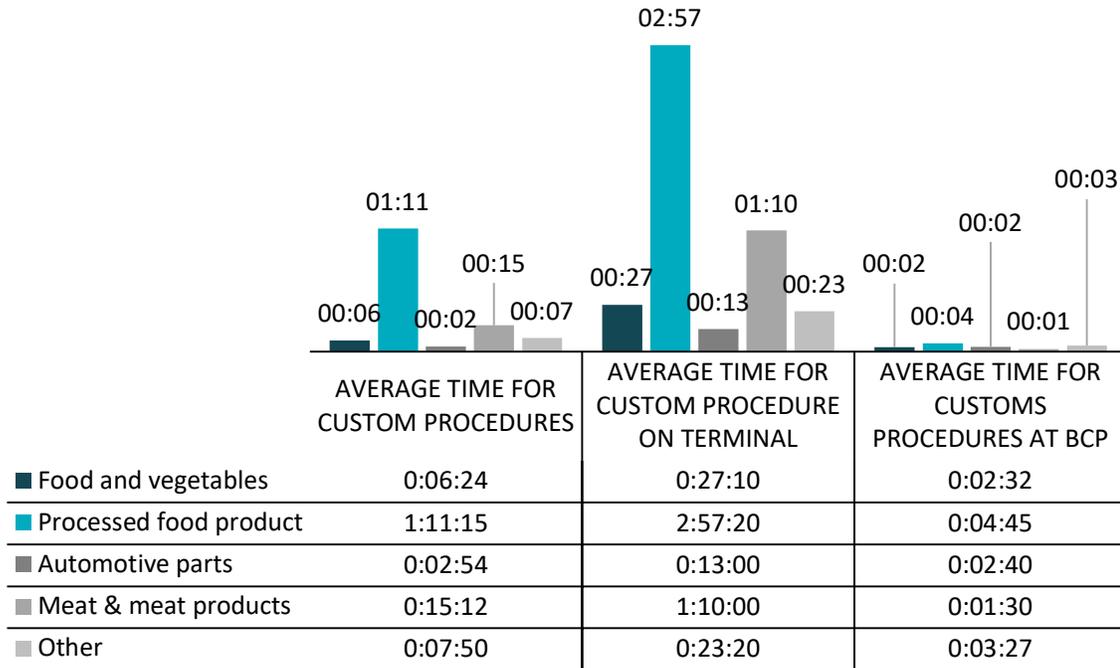
Figure 60 shows additional information about the average times of completing the Customs procedures on export. The total average time for completing the Customs procedures was 0:06:33 at BCP Bogorodica and 0:15:06 or 15 minutes at BCP Tabanovce. BCP Kjafasan had an average time for the analyzed activities of 9 minutes.

The trucks which were completing the export procedures at the BCPs Terminal spent on average 0:22:13 (22 minutes) at BCP Tabanovce and 0:24:15 (24 minutes) at BCP Kjafasan.

**NOTE 2:** Only on 2 occasions (consignments) Customs procedures were applied for BCP Bogorodica’s Terminal with an average duration of 4:42:30.

<sup>19</sup>**NOTE ON AVERAGE VALUES:** The average total time for the Customs procedures is not a simple sum of the average time of the sub-procedures. The number of observations may be different per sub-process, as a result, the average sum of the total may not equal the sum of the subprocesses.

**FIGURE 61: AVERAGE TIME FOR CUSTOMS PROCEDURES BY CONSIGNMENT CATEGORY, HH:MM:SS**



Source: TRS+ Survey and CIVITTA and Insider ID calculations

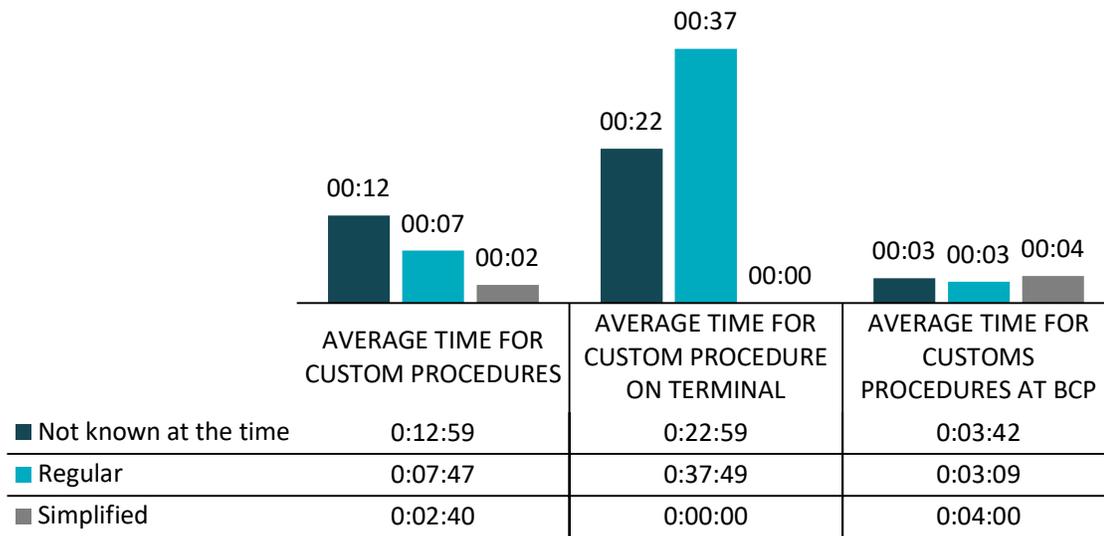
Figure 61, analyzes the average time for procedures by the CA based on the type of the consignment category. The two biggest differences in the average processing times are for the following categories: “Processed Food Products” (1 hour and 11 minutes) and “Meat and Meat Products” (about 15 minutes).

For the “Processed Food Products” consignment category, the processing time of the CA procedures at the BCPs Terminal and the BCP itself differed vastly. The processing time for the CA at the BCPs Terminal was 2:27:20, while when going directly to the BCP the procedures took an average of about 5 minutes (0:04:45).

Another category that deviates was the “Meat and Meat Products.” The average processing time for the CA procedures at the BCPs Terminal was 1 hour and 10 minutes, while at the BCP itself it was only about a minute and a half.

The range of average processing time for export for Customs procedures performed at the BCP itself was between 1 minute and 5 minutes, with the longest average time recorded for category “Processed Food Products” with 0:04:45. Meanwhile, the range of the average processing time for the CA procedures at the BCPs Terminal ranged from about 6 minutes (Food and Vegetables) to nearly 3 hours (Automotive Parts).

**FIGURE 62: AVERAGE TIME FOR CUSTOMS PROCEDURES BY TRADE FACILITATION TYPE, HH:MM:SS**

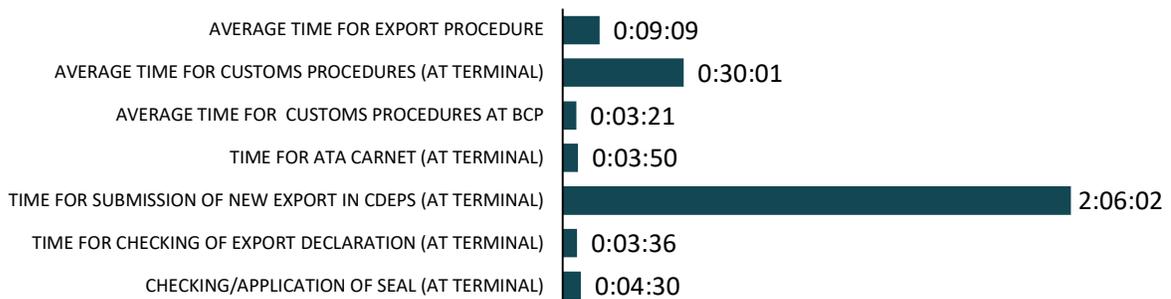


Source: TRS+ Survey and CIVITTA and Insider ID calculations

The average time for the consignments under the “Simplified” procedure was 0 minutes for procedures by CA at the Terminal at BCPs and 4 minutes for the Customs procedures at the border-crossing (See Figure 62).

The consignments with regular facilitation, on the other hand, had a total average time of 8 minutes for Customs procedures. Consignments that were completing the export procedures by CA on the BCPs Terminal had an average time of 38 minutes and for the procedures by CA at the BCP, the average time was 3 minutes. The “Not known at the time” had an average period approximately as the consignments with regular trade facilitation procedure (See Figure 63).

**FIGURE 63: AVERAGE TIME FOR CUSTOMS PROCEDURES (EXPORT), HH:MM:SS**



Source: TRS+ Survey and CIVITTA and Insider ID calculations

In Figure 63, the main subprocesses performed by the Customs Administration are presented. On average, the time for obtaining ATA Carnet was 3 minutes, for the export declaration was 0:03:36 minutes and for checking/application of truck seal was 0:04:30 (about 4 minutes).

The only value which was significantly deviating from the others was the “Time for submission of new export in CDEPS.” As pointed out in the Import BCP Questionnaire section, this is a procedure that takes the time between the electronic submission and the actual acceptance and registration at the moment when the documents for the consignment physically have arrived at the Customs Administration. The average time does not imply that the truck was physically waiting on the BCP for acceptance of the declaration.

**NOTE:** Regarding the export procedure at the Terminal, no consignments were subject to Physical examination by Customs and only one consignment was subject to an additional documentary check or yellow channel and had a time of 0:10:00 or 10 minutes for completion of this process.

#### 10.2.5. TERMINAL SKOPJE 1013 – GENERAL OBSERVATIONS ABOUT IMPORT AND EXPORT

During the working days, the Customs Administration on Terminal Skopje (1013) has working hours from 8:30 am 4:30 pm which means that mainly the surveys were started for the trucks that entered the Terminal Skopje 1013 during the official working hours. If a truck arrived at the inland terminal outside of the working hours, the inspection and Customs control procedure took place on the following day.

The Parking lot at Terminal Skopje 1013 operates 24 hours. The TRS Main Study also included trucks that entered the Terminal Skopje after 4:30 pm. That means that some of the questionnaires were analyzing the length of import/export procedures for trucks that entered/exited the parking lot of the Terminal outside the working hours.

The official entering time for the trucks was recorded from the official list issued from “FERSHPED Skopje,” which is the company that operates with the Terminal Skopje 1013. The same approach was used for recording the time when the truck left the parking lot of the Terminal.

If the truck entered the parking lot after the regular working hours, the enumerator started the surveying process on the first point of activity, referring to the activities undertaken by the relevant CBRA or the activities undertaken by the Customs Administration.

The time measurement for all the trucks that entered/exited Terminal Skopje 1013 during the regular working hours was carried out by the enumerators starting from the point the truck entered the Parking lot of the Terminal Skopje.

#### 10.2.6. TERMINAL SKOPJE 1013 - IMPORT

The questionnaire TERMINAL IMPORT was used to measure the average time for import procedure conducted on one of the inland terminals in North Macedonia - Terminal Skopje 1013. The official time measurement for import procedures started from the moment the truck enters the parking lot of the Terminal to the moment the truck physically exited the parking lot.

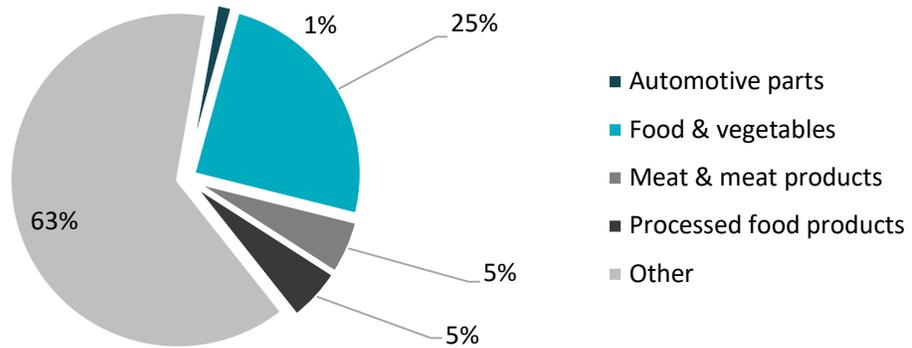
**The total number of fully and correctly completed questionnaires was 135** during conducting the main TRS Study in 7 consecutive days (January 25, 2022 – February 2, 2022) excluding the weekend days which were non-working days for the Customs administrations and other CBRA at the Terminal.

**The following analysis was carried out for Import at Terminal Skopje:**

- Average total time in import procedure
- Average time or truck weighing (#9-#10)
- Average total time for control by inspection authorities (#16-#32)/(#37-#55)
  - Average time for documentary check (#16-#20)/(#38-#43)
  - Average time for physical check (#25-#26)/ (#48-#49)
  - Average time for sampling (#28-#29)/ (#51-#52)
- Average total time for Customs Administration procedures
  - Average time for ATA Carnet/TIR

- Average time for additional documentary check (yellow channel)
- Average time for physical examination (red channel)
- Average time from the moment of releasing the goods from Customs' supervision to physical exit of the truck from the Parking lot.

**FIGURE 64: QUESTIONNAIRES ANALYZED BY CONSIGNMENT CATEGORY, TOTAL NUMBER = 135**

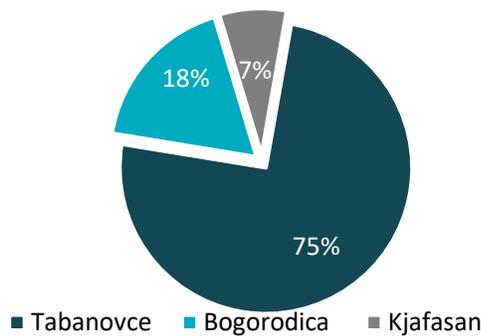


Source: TRS+ Survey and CIVITTA and Insider ID calculations

Most of the analyzed imports questionnaires on Terminal Skopje 1013 involved consignments categorized as “Other” with 63%, then “Food and Vegetables” with 25%, “Meat and Meat Products” with 5%, “Processed Food Products” with 5%, and “Automotive Parts” with only 1% (See Figure 64).

**Note:** The number of consignments in the “Other” category is significant. Only the four specific types of consignments were precisely recorded and were subject of special interest, while all the others were classified under the “Other” section, and it would be difficult to further segment the consignments.

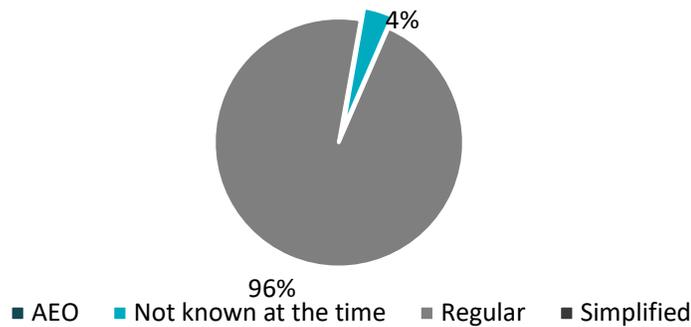
**FIGURE 65: QUESTIONNAIRES ANALYZED BY BCP FROM WHICH THE TRUCK ARRIVED AT TERMINAL SKOPJE 1013, TOTAL NUMBER = 135**



Source: TRS+ Survey and CIVITTA and Insider ID calculations

Figure 65 shows that most of the trucks arrived from BPC Tabanovce (75%), followed by BCP Bogorodica (18%) and the lowest percentage arrived from Kjafasan (7%).

**FIGURE 66: QUESTIONNAIRES ANALYZED BY TRADE FACILITATION PROCEDURE, TOTAL NUMBER = 135**



Source: TRS+ Survey and CIVITTA and Insider ID calculations

Most of the analyzed consignments used regular trade facilitation procedures or 96%, while the trade facilitation procedure was not known at the time of the surveying process for only 4%. There were no Simplified or AEO procedures recorded (See Figure 66).

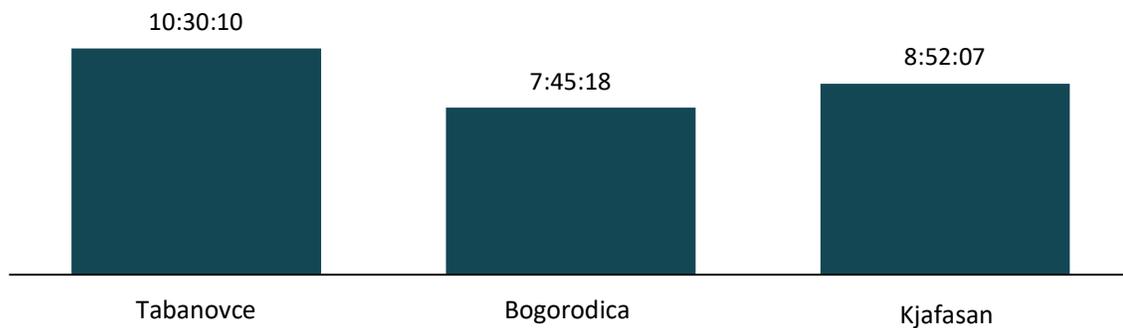
**Note:** All the further correlations with the general average period of times are carried out based on the Regular trade facilitation procedure and the option “Not known at the time.”

**TOTAL TIME IN IMPORT PROCEDURE AT TERMINAL SKOPJE**

The total average time in import procedure at Terminal Skopje was 9 hours and 53 minutes. This period started when the truck arrived and entered the Terminal and ended when the truck physically exited the Terminal Parking lot. This average time includes the time over the night or the time of waiting for the Customs and other CBRA’s to start their official working hours. The calculated average time does not include the travel time from the BCPs to the Terminal Skopje.

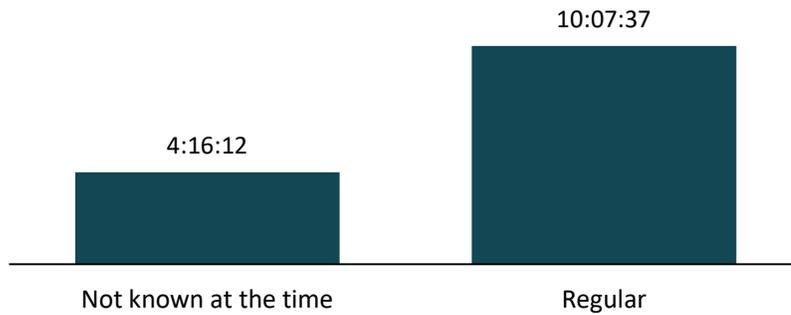
The average time of the private sector (time of the truck driver and broker/agent/freight forwarders) for import procedures at Terminal Skopje 1013 as recorded at 5:14:04 or 5 hours and 14 minutes.

**FIGURE 67: TOTAL AVERAGE TIME IN IMPORT PROCEDURE BY BCP**



Source: TRS+ Survey and CIVITTA and Insider ID calculations

**FIGURE 68: TOTAL AVERAGE TIME IN IMPORT PROCEDURES BY TRADE FACILITATION PROCEDURE**

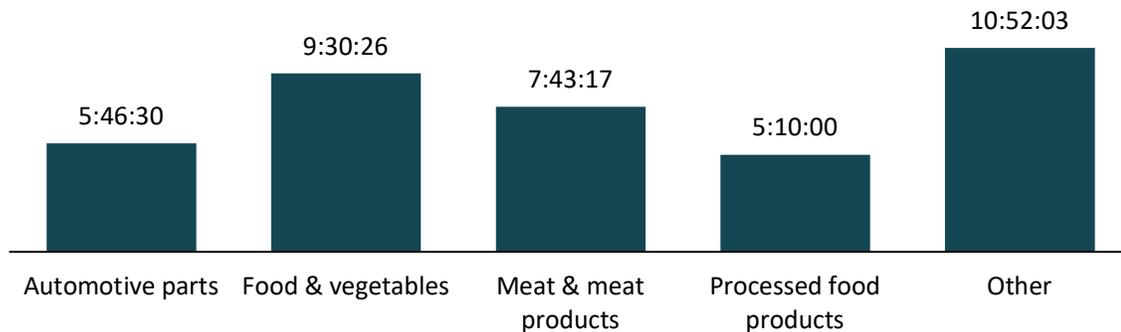


Source: TRS+ Survey and CIVITTA and Insider ID calculations

The average processing time differs based on different criteria. The longest average time for import procedure was recorded for consignments that arrived at the Terminal Skopje 1013 from BCP Tabanovce with 10 hours and 30 minutes. While the trucks that arrived from BCP Bogorodica spent 7 hours and 45 minutes on average at the Terminal Skopje 1013 (See Figure 67).

Based on the trade facilitation procedure, one type of procedure was recorded for the analyzed consignments in the TRS Study, and the average total time for a “Regular” trade facilitation procedure was 10 hours and 7 minutes (See Figure 69).

**FIGURE 69: TOTAL AVERAGE TIME IN IMPORT PROCEDURES BY CONSIGNMENT CATEGORY**



Source: TRS+ Survey and CIVITTA and Insider ID calculations

Figure 69 shows that the shortest average time was recorded for the category “Processed Food Products” with 5 hours and 10 minutes, then “Automotive Parts” with 5 hours and 46 minutes on average. Consignments under the category “Other” were registered with the longest average time in the import procedure at Terminal Skopje 1013 or 10 hours and 52 minutes.

#### **WEIGHBRIDGE PROCESS**

The trucks that entered Terminal Skopje for import procedures were very rarely part of the weighbridge process. This process was recorded only in 1 questionnaire out of the total 135 questionnaires in the import procedure and the time did not deviate compared to the times for the BCPs. The recorded time for this single instance was 1 minute.

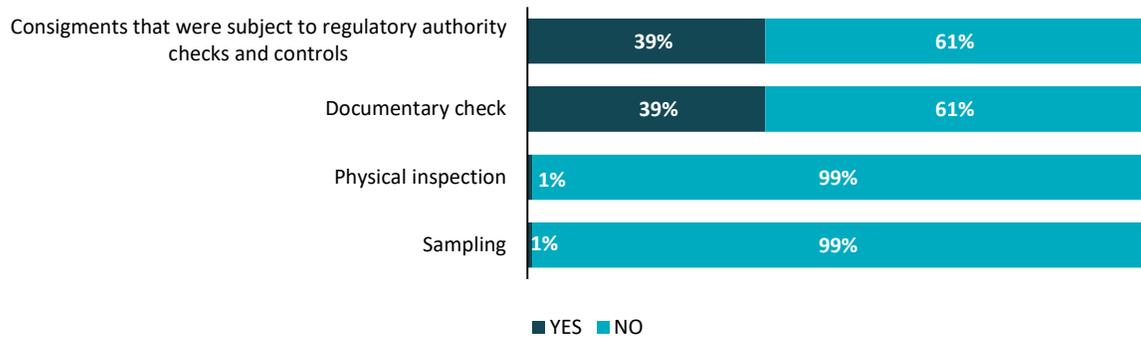
#### **CONTROLS BY THE RELEVANT REGULATORY AUTHORITY**

The average amount of time recorded for the control by the CBRA included the period required for the documentary check, physical inspection (if applicable), and sampling (if applicable). The average time for

documentary check started from the time when the application for goods control had been submitted. However, the average time between the submission of the application and the time of the start of document checking will be shown as well.

**Note:** The total average time started from the point when the documents had been submitted to the relevant CBRA (#14-#32 (first inspection) and #37-#55 (secondary inspection, if applicable) to the moment when the inspector issued the decision. But there was one truck for which the application for goods control was submitted the day before the actual start of the documentary check on the Terminal.

**FIGURE 70: CBRA PROCEDURES – GENERAL DISTRIBUTION, % OF TOTAL**



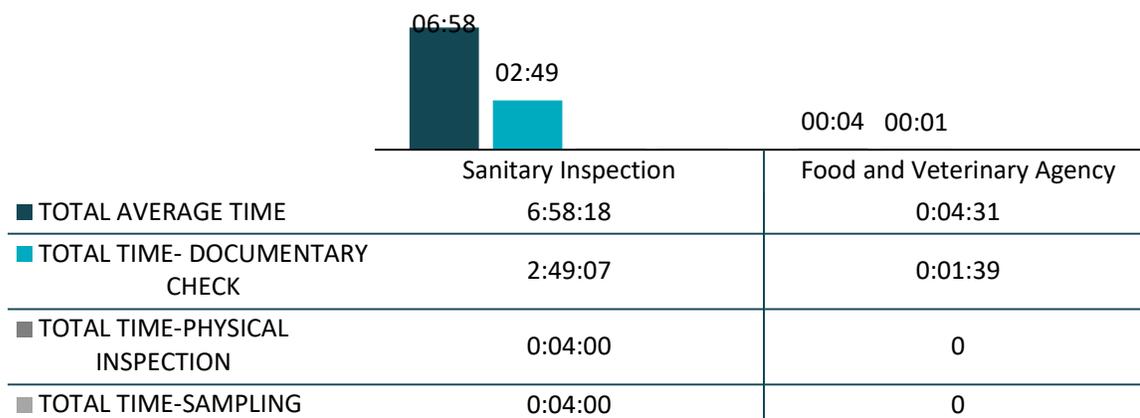
Source: TRS+ Survey and CIVITTA and Insider ID calculations

According to the analysis, 39% of the total analyzed consignments were subject to regulatory checks and controls. For 39% or for 52 consignments out of 135, the documentary check was implemented. Only 1% of the total number of consignments, physical inspection, and sampling were used. 1 out of 135 consignments went through secondary regulatory checks and controls (See Figure 70).

**The total average time for CBRA was 0:02:19 (2 minutes).** The average time included the time between the submission of the application for goods control to the time of issuing the Inspector’s decision. The time between the submission of the application and the actual start of the checking of the documents was 0:24:48 or 24 minutes on average.

**The general average time recorded for the documentary check was 0:42:23 or 42 minutes** (an average recorded for 52 consignments out of 135).

**FIGURE 71: AVERAGE TIME TO CONDUCT CBRA PROCEDURES BY AGENCY AND BY TYPE OF CHECK (DOCUMENTARY OR PHYSICAL), HH:MM:SS**



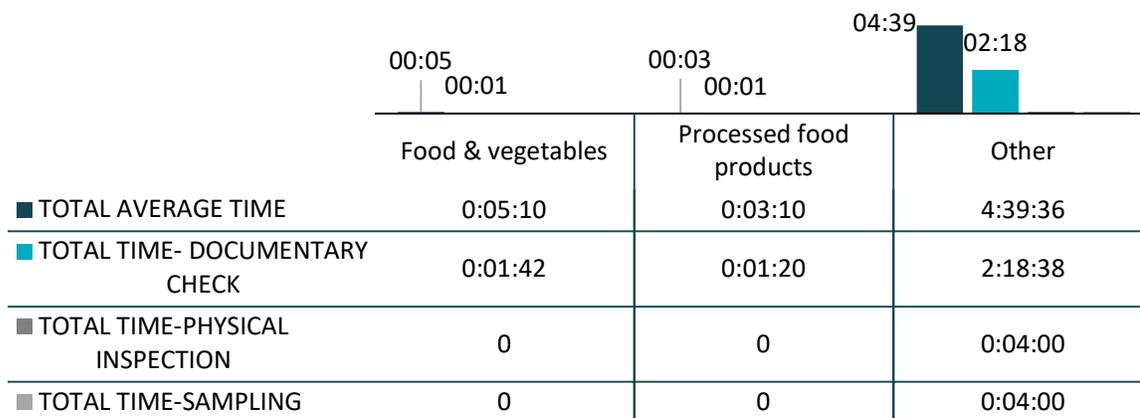
Source: TRS+ Survey and CIVITTA and Insider ID calculations

Figure 71 shows that most of the consignments, or 81% were controlled by the “Food and Veterinary Agency”, while 19% were controlled by “State Sanitary and Health Inspectorate (SSHI)” (“Sanitary Inspection”). Only one consignment was first controlled by the SSHI, and the secondary controls were conducted by the Food and Veterinary Agency.

The average time was 6:58:18 (6 hours and 58 minutes) for all the procedures undertaken by the SSHI. The average time for the “Food and Veterinary Agency” was significantly shorter at 0:04:31 or 4 minutes. The average time for the documentary check was 2 hours and 49 minutes processed by the SSHI and 1 minute processed by “Food and Veterinary Agency.”

It is important to emphasize that the “Food and Veterinary agency” did not undertake any procedures that included physical inspection or sampling. Meanwhile the SSHI made a physical examination for only one consignment with a measured length of time of 4 minutes and a process of sampling for the same consignment that also took 4 minutes.

**FIGURE 72: AVERAGE TIME TO CONDUCT CBRA PROCEDURES BY CONSIGNMENT CATEGORY (DOCUMENTARY OR PHYSICAL CHECK), HH:MM:SS**



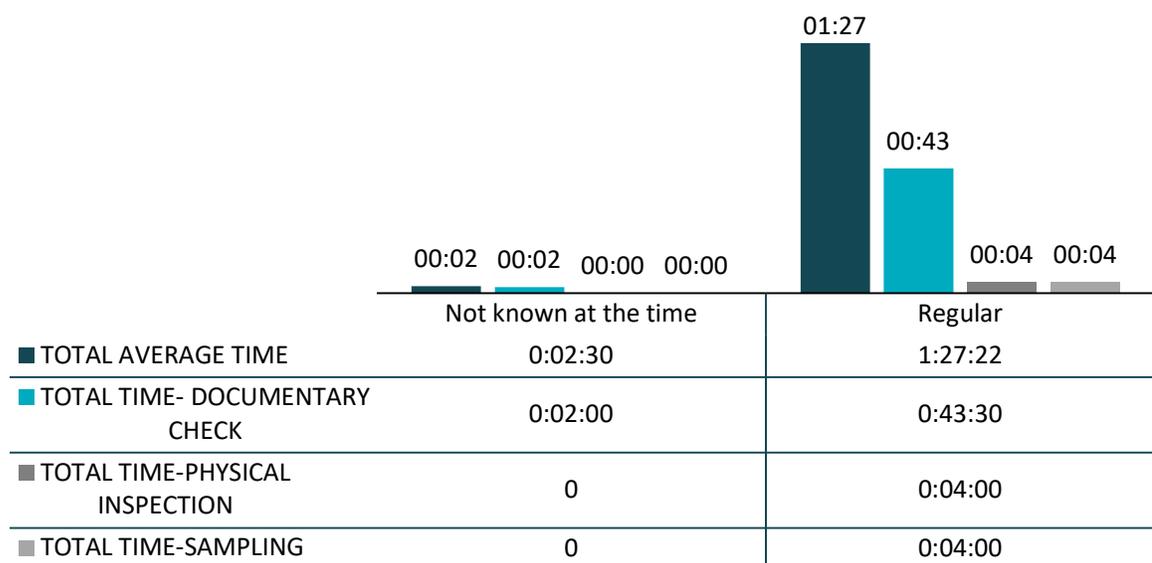
Source: TRS+ Survey and CIVITTA and Insider ID calculations

Figure 72 shows the total average time for inspection authorities' procedures correlated with different consignment categories. The shortest average time for the total procedure was recorded for "Processed Food Products" with 0:03:10 (3 minutes), then for "Food and Vegetables" with an average time of 5 minutes and consignments under the category "Other" had an average time of 4 hours and 39 minutes.

**Documentary check** had a similar average time for "Food and Vegetables" with 1 minute and "Processed Food Products" with 1 minute. The highest average time for the documentary check was recorded for category "Other" with 2 hours and 18 minutes.

**Physical inspection and sampling** took an average time of 4 minutes, respectively, and these were analyzed for only one consignment under the category "Other."

**FIGURE 73: AVERAGE TIME TO CONDUCT CBRA PROCEDURES BY TRADE FACILITATION PROCEDURE (DOCUMENTARY OR PHYSICAL CHECK), HH:MM:SS**



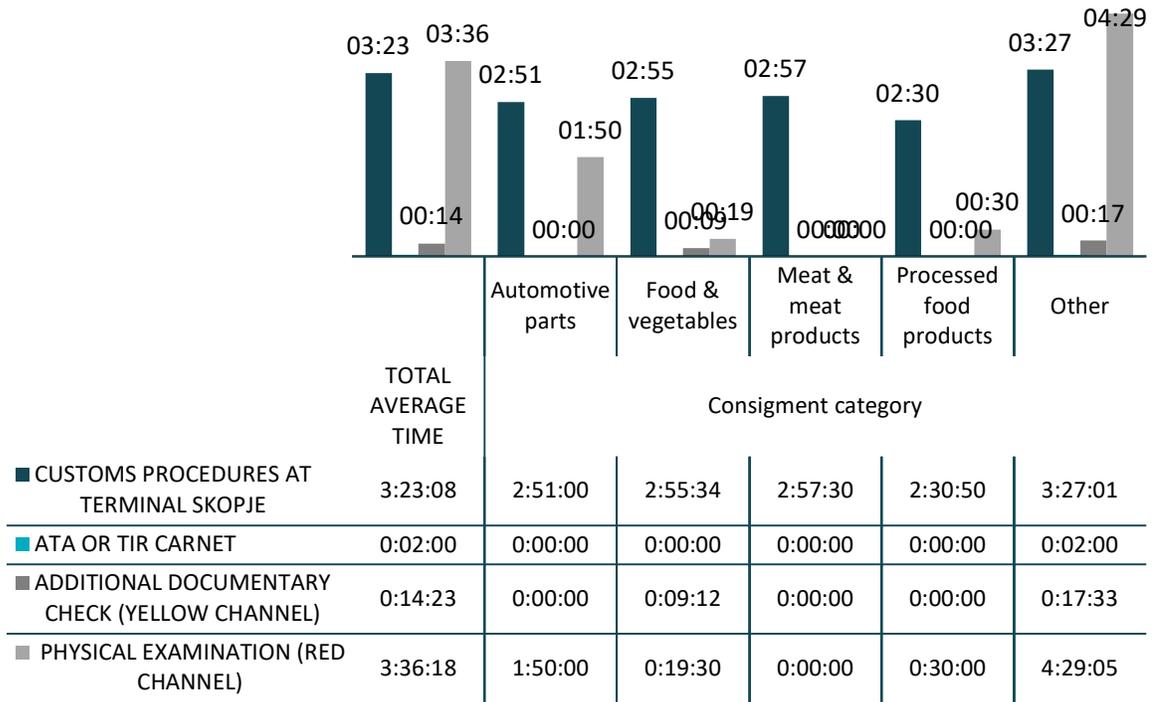
Source: TRS+ Survey and CIVITTA and Insider ID calculations

The total average time for inspection authorities' procedures was analyzed only for the consignments that used the "Regular" trade facilitation procedure. The average time was 1 hour and 27 minutes, a documentary check was 43 minutes, and physical inspection and sampling with 4 minutes for each procedure Figure 73.

### CUSTOMS ADMINISTRATION CONTROLS

This average time includes the period when an import procedure in Customs Administration was started till the end of the procedure or the moment when the goods were released from Custom's supervision. For some consignments, the procedure of Customs starts with the time of certifying the TIR or ATA Carnet if required, and for other consignments, the first point was the time of electronic submission of the Import Declaration. The analysis of the average period of time for Customs procedures considers the relevant length of all of the sub procedures undertaken by the Customs Administration at Terminal Skopje 1013.

**FIGURE 74: AVERAGE TOTAL TIME FOR CUSTOMS PROCEDURES BY PROCEDURE AND BY CONSIGNMENT CATEGORY (HH:MM:SS)**



Source: TRS+ Survey and CIVITTA and Insider ID calculations

**The average time for importing procedures in Custom Administration at the Terminal Skopje was 3:23:08 or 3 hours and 23 minutes (See Figure 74).**

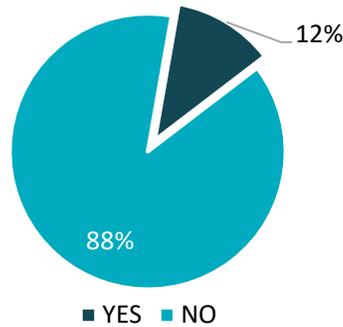
Sometimes, the procedure in Customs at Terminal Skopje 1013 included the procedure of closing the transit declaration in NCTS. If the analysis included the time for closing the transit declaration in NCTS, then the average increased to **3 hours and 28 minutes on average**. In other words, this adds an additional 5 minutes on average required for the procedure of closing the transit declaration.

**The average time measured for the procedures that refer to ATA or TIR Carnet was 2 minutes.** Only 1 consignment out of 135 took part in this type of Customs procedure and it was in the category “Other.”

After the import declaration was electronically submitted, next is the electronic acceptance and registration of the import declaration. The time between these two procedures took an average time of 1 hour and 41 minutes.

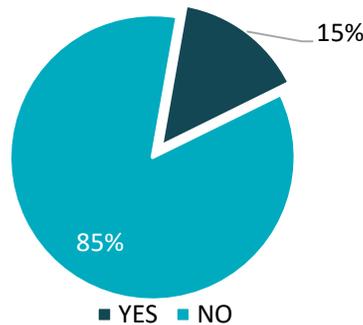
For only 12% or 16 out of 135 consignments, an additional documentary check was required (yellow channel) and **the average time for the yellow channel was 14 minutes (See Figure 75)**. As analyzed for the consignments in the category “Other” the average time for a yellow channel was 17 minutes while for the category “Food and Vegetables” the average time was 9 minutes.

FIGURE 75: TOTAL % OF CONSIGNMENT IN ADDITIONAL DOCUMENTARY CHECK (YELLOW CHANNEL), N=135



Source: TRS+ Survey and CIVITTA and Insider ID calculations

FIGURE 76: TOTAL % OF CONSIGNMENT IN PHYSICAL EXAMINATION INCLUDING SAMPLING (RED CHANNEL), N=135



Source: TRS+ Survey and CIVITTA and Insider ID calculations

The percentage of consignments that were part of the process of Physical Examination or red channel was 20 out of 135 or a total of 15% (See Figure 76). As an official ground for physical examination was the Customs Officer's decision for all the consignments. **The average time for a red channel was 3 hours and 36 minutes.** According to the consignment category, the longest average time was noted for "Other", then "Automotive parts" with about 1 hour and 50 minutes and "Food and Vegetables" with 1 hour and 19 minutes. The shortest average time was recorded for the category "Processed Food Products" with 30 minutes.

**The average time from the moment of releasing the goods from Custom's supervision to the physical exit of the truck from the Parking lot was 2 hours and 21 minutes.**

### 10.2.7. TERMINAL SKOPJE 1013- EXPORT

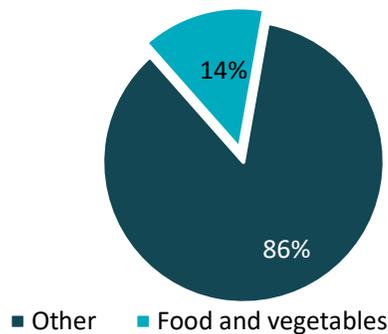
The questionnaire TERMINAL EXPORT was used to measure the average time for the export procedures conducted on one of the inland terminals in North Macedonia - Terminal Skopje (1013). The official time measurement for export procedures started from the moment the truck entered the parking lot of the Terminal until the moment the truck physically exited the parking lot.

The number of correctly completed questionnaires was 7 out of 18 collected questionnaires. All the calculations of the data are carried out on the data available in the 7 questionnaires, and it is expected that some of the sub procedures are not applicable and therefore the average time for the particular activity is lacking.

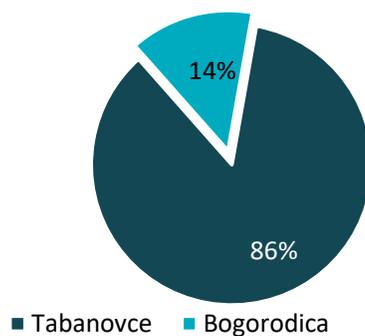
**The following analysis was carried out for Export at Terminal Skopje:**

- Average total time in export procedure (TERMINAL SKOPJE) (#6-#53)
- Average time or truck weighing (#8-#9)
- Average total time for control by inspection authorities (#14-#19)
- Average total time for Customs Administration procedures
  - Average time for ATA/TIR Carnet (#44-#45)
  - Average time for additional documentary check (yellow channel) (#27-#29)
  - Average time for physical examination (red channel) (#32-#39)
  - Checking/applying seal – (#50-#51)
- Average time from of releasing the goods from Customs’ supervision to physical exit of the truck from the Parking lot. (#52-#53)

**FIGURE 77: QUESTIONNAIRES ANALYZED BY CONSIGNMENT CATEGORY, TOTAL NUMBER = 7**



**FIGURE 78: QUESTIONNAIRES ANALYZED BY THE BCP THROUGH WHICH BCP HE TRUCK WILL EXIT N. MACEDONIA, TOTAL NUMBER= 7**



Source: TRS+ Survey and CIVITTA and Insider ID calculations

Figure 77 and Figure 78 analyze the type of export consignments by category and exit BCP respectively. Regarding the BCP through which the truck exited the country, 86% of the consignments exited through BCP Tabanovce and only 14% through BCP Bogorodica. By the consignment category, 86% of the questionnaires analyzed were from the “Food and Vegetables” and 14% were in the “Other” category. All the consignments used the “Regular” trade facilitation procedure.

### TOTAL TIME IN EXPORT PROCEDURES AT TERMINAL SKOPJE

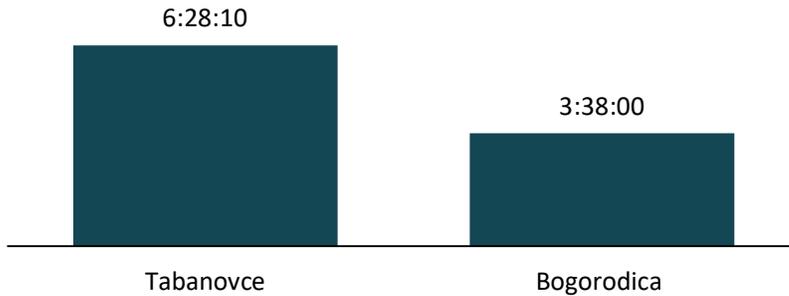
The official time measurement for export procedures started from the moment the truck entered the parking lot of the Terminal to the moment the truck physically exited the parking lot. The same approach for recording the entering and the exiting time from the official lists from “Fershped Skopje” was used for the consignments that were part of the export procedure at Terminal Skopje.

**The total average time for export procedure at Terminal Skopje was 6:03:51 or 6 hours and 3 minutes.**

**The average time of the private sector (time of the truck driver and broker/agent/freight forwarders) for export procedures at Terminal Skopje is recorded at 5:43:51 or 5 hours and 44 minutes.** Based on the BCP through which the truck exited the country, the average time for the export procedure was 6 hours and 28 minutes for BCP Tabanovce and 3 hours and 38 minutes for BCP Bogorodica (See Figure 79).

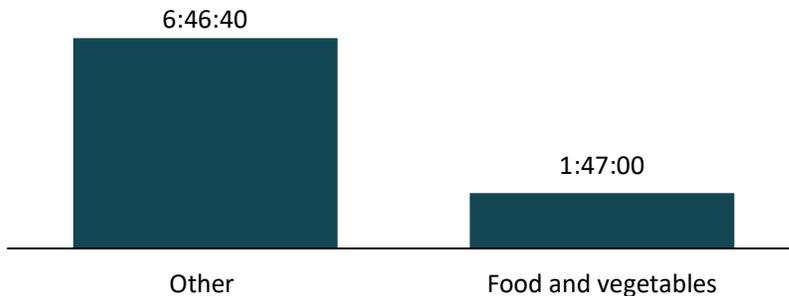
The average time in the total export process at Terminal Skopje 1013 according to the consignment category was 6 hours and 46 minutes for the category “Others” and 1 hour and 47 minutes for the category “Food and Vegetables” (See Figure 80).

**FIGURE 79: TOTAL AVERAGE TIME IN EXPORT PROCEDURE AT TERMINAL SKOPJE 1013 BY BCP THROUGH WHICH THE TRUCK WILL EXIT N. MACEDONIA**



Source: TRS+ Survey and CIVITTA and Insider ID calculations

**FIGURE 80: TOTAL AVERAGE TIME IN EXPORT PROCEDURE AT TERMINAL SKOPJE BY CONSIGNMENT CATEGORY**



Source: TRS+ Survey and CIVITTA and Insider ID calculations

### WEIGHBRIDGE PROCESS

In general, 71% of the consignment required weighing. The total average time for the weighbridge process was 2 minutes.

### INSPECTION PROCEDURES

The inspection procedures were not performed for the analyzed consignments that took part in the TRS Main Study.

### CUSTOM PROCEDURES (EXPORT TERMINAL SKOPJE)

This average time included the time when the export procedure in Customs Administration was started till the end of the procedure or the moment when the goods were released from Custom’s supervision.

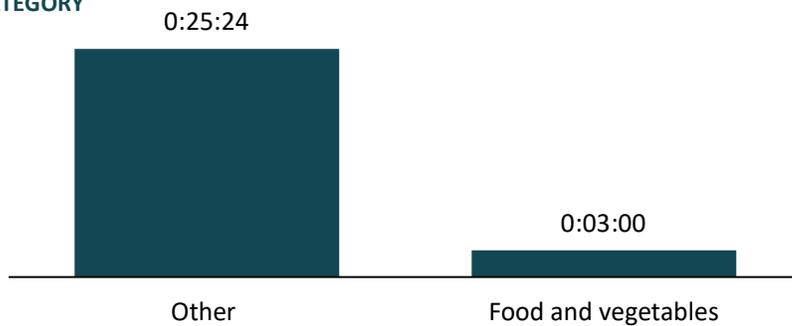
This time should include the procedures of electronic submission of export declaration in CDEPS, electronic acceptance and registration of export declaration in CDEPS, documentary check, physical examination, processing of ATA Carnet, the opening of transit procedures and application or checking the seal of the truck. However, all the procedures described above do not apply to all consignments.

For the analysis that refers to the separate sub procedures as a part of the time recorded for the total Customs procedures, the number of the trucks that performed the analyzed procedure might be lower.

**The average time for importing procedures in Custom Administration at the Terminal Skopje was 0:21:40 or 21 minutes.**

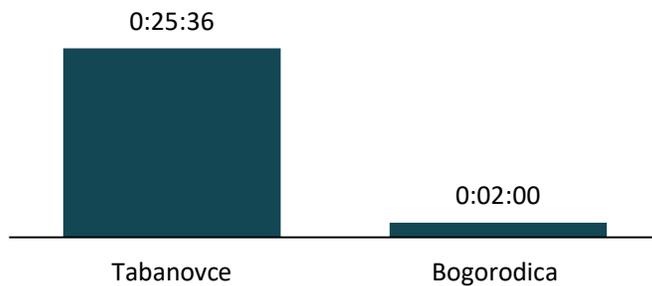
The total average time for the Customs procedures varied by consignment category. “Other” averaged 25 minutes, while “Food and Vegetables” averaged 3 minutes (See Figure 81). The BCP through which the consignment exited the country also had a time variance. Consignments that had planned to exit through BCP Tabanovce averaged 25 minutes, while those through BCP Bogorodica had averaged 2 minutes (See Figure 82).

**FIGURE 81: TOTAL AVERAGE TIME IN CUSTOMS PROCEDURES AT TERMINAL SKOPJE 1013 BY CONSIGNMENT CATEGORY**



Source: TRS+ Survey and CIVITTA and Insider ID calculations

**FIGURE 82: TOTAL AVERAGE TIME IN CUSTOMS PROCEDURES AT TERMINAL SKOPJE BY BCP THROUGH WHICH THE TRUCK WILL EXIT N. MACEDONIA**



Source: TRS+ Survey and CIVITTA and Insider ID calculations

The total average time between the electronic submission of the export declaration in CDEPS and electronic acceptance and registration of export declaration in CDEPS was 1 hour and 37 minutes.

Regarding the additional documentary check (yellow channel) and physical examination (red channel), there were not any recorded instances. Also, there was no recorded procedures concerning the presentation of ATA Carnet.

For 43% of the consignments, there was a procedure of opening of Transit in NCTS and all of them referred to T1 Transit. The process of application or checking of truck seal was performed for one-third of the export consignment. **The average time for checking or application of truck seal was 1 minute.**

**Also, the time from the point when the goods were released for transit to the moment when the truck physically exited the parking lot of the Terminal Skopje was 3 hours and 51 minutes on average.**

There were no any extraordinary delays with CDEPS and NCTS reported.

## 10.3. COMPARISON WITH THE RESULTS FROM THE PREVIOUS TRS STUDY

The previous TRS study was conducted in 2015 following the WCO methodology. Table 15 shows the comparison between the scope of the TRS study conducted in 2022 and in 2015.

**TABLE 15: COMPARISON TABLE BETWEEN THE TRS STUDY OF 2015 AND 2022**

	TRS 2015	TRS 2022
 Period of Study	<b>7 CALENDAR DAYS</b> November 9 - November 15 (2015)	<b>7 CONSECUTIVE DAYS<sup>20</sup></b> January 25 – February 2 (2022)
 BCPs and Inland Terminals covered	1 Inland Terminal and 2 BCPs <ul style="list-style-type: none"> <li>Terminal Skopje 1013</li> <li>BCP Tabanovce</li> <li>BCP Bogorodica</li> </ul>	1 Inland Terminal and 3 BCPs <ul style="list-style-type: none"> <li>Terminal Skopje 1013</li> <li>BCP Tabanovce</li> <li>BCP Bogorodica</li> <li>BCP Kjafasan</li> </ul>
 Questionnaires Distributed	Number of Questionnaires: <ul style="list-style-type: none"> <li>Collected: 6,634</li> <li>Completed: 6,153</li> </ul> Type of Questionnaires: <ul style="list-style-type: none"> <li>Import (BCP/Terminal)</li> <li>Transit (BCP/Terminal)</li> </ul>	Number of Questionnaires: <ul style="list-style-type: none"> <li>Collected: 1,577</li> <li>Completed: 1,153</li> </ul> Type of Questionnaires: <ul style="list-style-type: none"> <li>BCP Import/Transit</li> <li>BCP Export/Transit</li> <li>Terminal Import/Transit</li> <li>Terminal Export/Transit</li> </ul>

Source: Time Release Study Project in Accordance with the WCO Methodology - Final Report 2015; and TRS+ Survey and CIVITTA and Insider ID calculations

The major differences between the two studies are:

- one more BCP included in the 2022 study (BCP Kjafasan),
- more questionnaires completed in 2015 (6,153 in 2015 versus 1,153 in 2022),
- the type of questionnaires also differed, whereas in 2015, the focus was on import and transit questionnaires, while the 2022 questionnaires focused on import, export, and transit.
- period of study was conducted over seven calendar days (in 2015) versus seven consecutive days (in 2022).

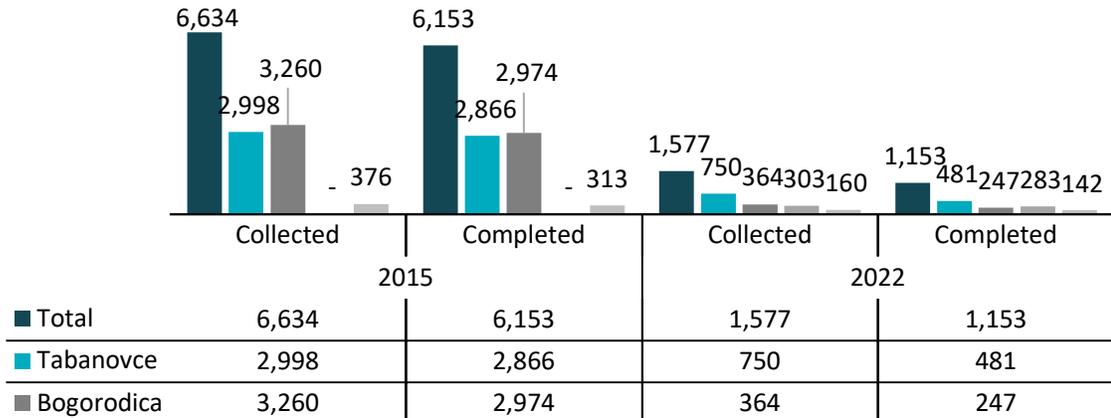
The biggest commonality for both studies was the focus on Freight Road Transport (FTM), since most (93%) of the consignments entering, exiting, and transiting Macedonia in 2021 were FTM.<sup>21</sup>

Figure 83 below highlights the comparison of the number of questionnaires collected at the different locations between the two TRS studies (2015 vs 2022).

<sup>20</sup> Terminal Skopje 1013 does not operate over the weekend hence the study was conducted over 9 calendar days.

<sup>21</sup> State Statistical Office of the Republic of N. Macedonia: Transport of Goods by Kind of Transport.

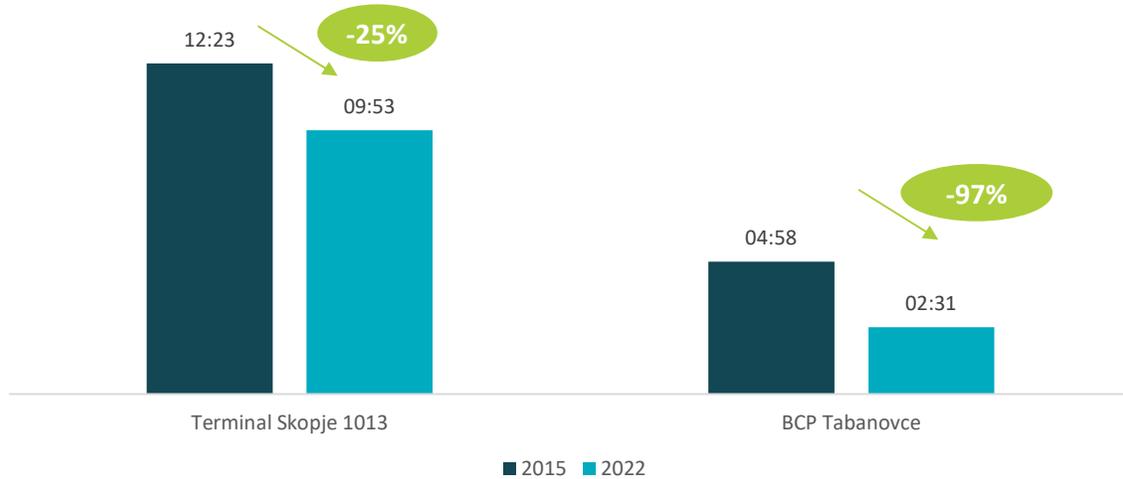
**FIGURE 83: COMPARISON OF THE NUMBER OF QUESTIONNAIRES COLLECTED AND COMPLETED BETWEEN THE TWO TRS STUDIES (2015 VS 2022)**



Source: Time Release Study Project in Accordance with the WCO Methodology - Final Report 2015; and TRS+ Survey and CIVITTA and Insider ID calculations

Given the different nature of the questionnaires used between the studies done in 2015 and 2022, it is not feasible to do the comparison of the times required for the export procedures. The focus of the comparison between the times of the two studies will be for those that can be compared, i.e., Terminal Skopje 1013 and BCP Tabanovce for import procedures and BCP Tabanovce and BCP Bogorodica for transit procedures.

**FIGURE 84: COMPARISON OF THE TIMES FOR IMPORT PROCEDURES CLEARED AT DIFFERENT LOCATIONS BETWEEN THE TRS STUDIES IN 2015 AND 2022, HH:MM<sup>22</sup>**



Source: Time Release Study Project in Accordance with the WCO Methodology - Final Report 2015; and TRS+ Survey and CIVITTA and Insider ID calculations

<sup>22</sup> For the period between 2015 and 2022, Figure 84 compares the time to process import procedures (average of the time of goods that are both inspected and not inspected) only between Terminal Skopje 1013 and BCP Tabanovce (and not for BCP Kjafasan and BCP Bogorodica) because BCP Kjafasan was not included in the 2015 study, while for BCP Bogorodica there are no comparable figures. The reason there are no comparable figures for BCP Bogorodica is that in 2022 clearance was not done at a BCP terminal in Bogorodica, rather at an inland terminal that is physically adjacent to the BCP, and data is only available for transiting goods.

Figure 84 shows that there is an overall reduction in the overall processing time for import procedures between 2015 and 2022. This also confirms the anecdotal observations of some of the supervisors who were involved in similar studies in the past years.

The percentages in the green bubbles illustrated in Figure 84 show the percentage decline in the overall time required for import procedures. Although both, Terminal Skopje 1013 and BCP Tabanovce had a reduction of about 2 hours and 30 minutes in absolute terms, in relative terms the relative reduction was 25% and 97% over the previous period.

Even though there was still an improvement in the overall processing time at Terminal Skopje 1013, the overall processing time was still relatively high at 9 hours and 53 minutes. Unlike the BCPs, which operate 24/7, the Terminal Skopje 1013 operates from 08:30 – 16:30 and trucks that arrive outside of the working hours must park at the terminal’s parking lot and wait for the business hours to start before any of the import procedures can be undertaken.

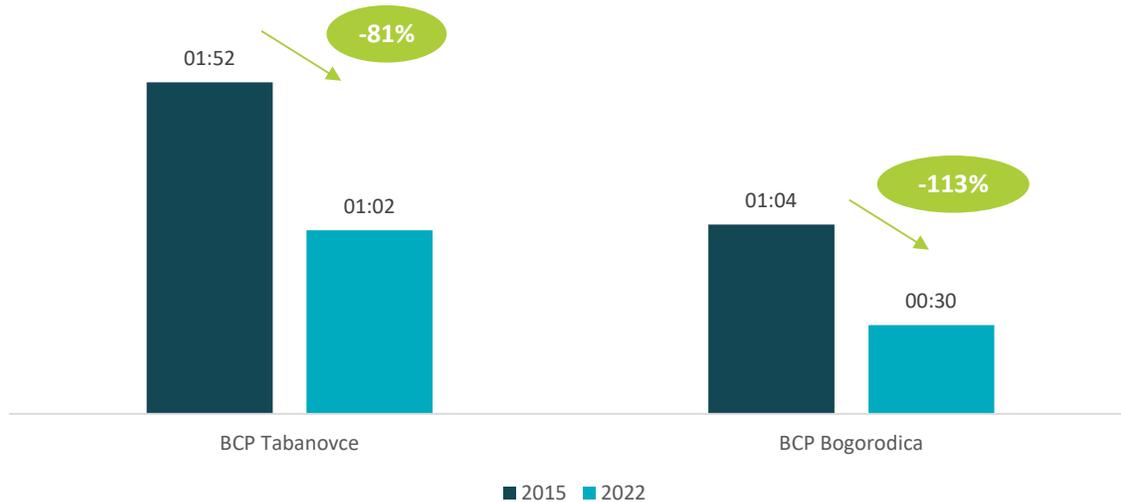
BCP Kjafasan was not included in the 2015 TRS study, hence no comparison analysis has been performed.

The overall decline is a result of the decreased processing times for the Customs procedures. The processing time required by the Border Police, weighbridge operators, and waiting in queue (line) are not significantly different across the two study periods. In both cases, the typical processing times for the Border Police and the weighbridge operators was about 2 minutes.

Figure 85 below compares the transit times (for both domestic and international transit) at BCP Tabanovce and BCP Bogorodica between 2015 and 2022. There is no comparison for the values at BCP Kjafasan because BCP Kjafasan was excluded in the 2015 study and the measuring of transit times are not applicable to Terminal Skopje 1013.

The values for BCP Bogorodica are lower by 113% (or 34 minutes) and for BCP Tabanovce are lower by 81% (or 50 minutes).

**FIGURE 85: COMPARISON OF THE TRANSIT (DOMESTIC AND INTERNATIONAL) TIMES AT DIFFERENT LOCATIONS BETWEEN THE TRS STUDIES IN 2015 AND 2022, HH:MM<sup>23</sup>**



Source: Time Release Study Project in Accordance with the WCO Methodology - Final Report 2015; and TRS+ Survey and CIVITTA and Insider ID calculations

<sup>23</sup> The transit time is an average for goods transiting “domestically” (from the BCP to the inland terminal, in this case Terminal Skopje 1013) and “internationally” (to/from the BCP from/to neighboring country/inland terminal)

# 11. RECOMMENDATIONS

The following recommendations have been developed from the analysis of the results received from the EXIM database and the questionnaires from the main TRS study.

**TABLE 16: RECOMMENDATIONS FOR FACILITATING TRADE**

GENERAL RECOMMENDATIONS	DESCRIPTION
<p>Increase the number of trucks under simplified procedure and strengthen overall digitalization and paperless trade</p>	<p>Simplified procedure on import and export can significantly reduce the time to release consignments. The total time it took to process consignments with simplified procedure was about 7 minutes on import and about 6 minutes on export. This is at least 5 times faster than the average time for regular consignments.</p> <p>Both regular and simplified procedure consignments should be fully digitalized and paperless trade to reach the EU's Customs Union Performance (CUP). This specifically would include using the Approved Exporter as paperless EUR certificate, supporting Green Lines and AEO as Priority Lines, and further revising licenses to eliminate unnecessary ones and fully digitalize the remaining ones, while ensuring their compliance and compatibility with WTO, EU and other international agreements and norms.</p>
<p>Abide by official government advertised working hours</p>	<p>All CBRA Agencies and Customs Officers should abide by the official working hours and operate 24/7 to facilitate trade and harmonize operations across the CBRA and Customs Officers.</p>
<p>Ensure technical and repair teams are on stand-by to address maintenance issues</p>	<p>Ensure teams are on stand-by to intervene in case equipment (such as weighbridges) break down or a truck breaks down at the border crossing and risks causing delays. This issue of the weighbridge breaking down was reported at BCP Kjafasan. Although, the trucks used a single weighbridge for both the import and export procedures, the measured time did not demonstrate delays. The average time to weigh trucks was less than 2 minutes.</p> <p>This issue could be alleviated by requiring all BCPs and Terminals to maintain a list of the most common troubleshooting issues and train the staff to address them. Alternatively, the more complicated services could be outsourced to a company/agency that will be responsible for handling this type of issue. It would be prudent to establish Service Level Agreements (SLA) with such service providers.</p>
<p>Insufficient staff among CBRA to handle LPCO applications</p>	<p>CBRA agencies do not have enough staff to handle the volume of work. The agencies that have reported higher than average processing times (20h:38m) for LPCO applications include the Food and Veterinary Agency (22h:21m or 8% slower than average), State Sanitary and Health Inspectorate (25h:53m or 25% slower than the average), and the Ministry of Health (34h:33m or 67% slower than the average).</p> <p>The State Agricultural Inspectorate's average processing time was 50% lower than the average of 10h:23m.</p> <p>The agencies that have reported slower than average processing times should consider hiring additional staff. While liaising with the representatives from the CBRA's, the inspectors at the State Sanitary and Health Inspectorate in particular have stated that they required more inspectors to do their work. Due to other administrative work requirements, personnel carry out inspection work from 08:30 until 14:00 or 14:30, and after they focus on their</p>

GENERAL RECOMMENDATIONS	DESCRIPTION
	<p>other daily work responsibilities. This also coincides with the volume of processing of LPCO applications declining sharply after 15:00.</p>
<p>Manage workflow of LPCO application processing by increasing staffing during business hours rather than outside of business hours</p>	<p>Given the lower volume of applications for LPCOs submitted outside of regular business hours, there may be no need for CBRA staff to operate on a 24-hour basis processing LPCO applications. It is more important to have adequate staffing during regular business hours if the intention is to reduce the processing times of LPCOs.</p> <p>It is also important to note that only 16% of the total number of applications were submitted during regular business hours, between 08:30 and 16:30 or 12% between 08:00 and 16:00. However, LPCO applications submitted outside of working hours, on average, were processed more quickly (17h:11m) than within business hours (21h:18m).</p>
<p>Align/synchronize personnel shifts with processes</p>	<p>Specifically, at BCP Tabanovce enumerators observed that the personnel shift began at 07:00, while the operations of the Customs Transit start at 08:00. This one-hour delay causes a tailback of trucks that could be easily avoided if the shift and Transit process were synchronized.</p> <p>To reduce the time to cross a BCP, the Transit procedures could be opened at the Inland Customs Offices (commonly referred to as “Terminals”).</p>
<p>Customer relations training</p>	<p>It was observed that Customs Administration, CBRA personnel and agents were on occasion overly officious and could be more courteous to their clients (brokers and truck drivers). Customer relation focused training would help improve working relationships between truck drivers and broker agents on the one hand, and the Customs Administration and CBRA officers on the other.</p>
<p>Increase availability of and awareness about new policies and procedures (Train the Brokers)</p>	<p>The Customs Administration organizes trainings for the representatives of the customs brokers (usually occurring every two to four years) to update its employees on the new policies and procedures that have been adopted. It also communicates these changes with the customs brokers regularly. However, some brokers are not members of MIFA and may not have received the information. Also, some brokers may not have received sufficient or appropriate amount of training. The recommendation is twofold:</p> <ol style="list-style-type: none"> <li>1) To ensure that the information is communicated to all customs brokers, the Customs Administration can use (or update) its existing mailing list to include both the customs brokers who are members of MIFA and those who are not. Ensuring all customs brokers are on the same “mailing list” will minimize the risk that there are customs brokers who are potentially unaware of changes occurring at the Customs Administration.</li> <li>2) To strengthen the accessibility of training materials to the customs brokers, the Customs Administration can seek to digitize its training materials and opt for only (or mostly) “online-trainings.” The Customs Administration can create a centralized location on the Customs Administration website where training material related to new policies and regulatory changes could be shared and made publicly available to brokers.</li> </ol> <p>These training materials could also include instructional videos about how to complete different forms and paperwork.</p> <p>The recommendation would be to start with those licenses that are highest in volume and that require the most time to process. Examples of such licenses include (% refer to the share of the total</p>

GENERAL RECOMMENDATIONS	DESCRIPTION
	<p>number of licenses processed in the study period): I007 (Food and Veterinary Agency, 45%), N853 (Food and Veterinary Agency, 15%), I005 (State Agriculture Inspectorate, 21%) and I008 (State Sanitary and Health Inspectorate, 14%). Together these 5 licenses constituted 95% of all the licenses processed in the study period.</p> <p>The “in-person” trainings could focus on “training the trainers” i.e., those customs brokers who will in turn train other customs brokers to ensure that all customs brokers (or the majority) are informed and up to date regarding Customs policies and procedures.</p>
Accelerate the efforts to reduce border controls between members of the Open Balkan initiative	<p>The Open Balkan initiative between N. Macedonia, Albania, and Serbia, established on July 29<sup>th</sup>, 2021, seeks to increase the trade flow between these countries and facilitate the movement of people and goods. One of the goals of this initiative is to abolish border controls for people and products starting January 1<sup>st</sup>, 2023. The Government of N. Macedonia should ensure that there are no delays to this initiative and that it is fully implemented. It will support the trade flow between two of the busiest BCPs in the country, Tabanovce and Kjafasan.</p> <p>Additional efforts should be allocated in existing and ongoing initiatives that could create synergies to facilitate trade such as CEFTA, Additional Protocol 5, SEED, SEED+ and Green Corridors.</p>
BCP TABANOVCE	DESCRIPTION
Abide by the official government advertised working hours	<p>Although the advertised working hours for BCP Tabanovce is 24/7, the supervisors reported that the inspection officers from the Food and Veterinary Agency and the Phytosanitary Inspectorate were not present during the night shift. Trucks that arrived at BCP Tabanovce were required to wait overnight.</p>
Reduce costs and overall burden of processing transit declarations when exporting through BCP Tabanovce	<p>A considerable number of export consignments leaving the territory of N. Macedonia via BCP Tabanovce are delayed due to the voluntary cancellation of an existing export declaration at the BCP previously issued in-land. New replacement export documents are then completed by brokers for the same consignment at the BCP.</p> <p>The Customs Administration should make the opening and the completion of the export procedures compulsory at the inland Customs terminals. This would avoid delays at BCP Tabanovce. The procedure should be harmonized across all inland terminals and BCPs to ensure consistency in the application of the procedures.</p>
Reduce time burden for processing the transit declaration at BCP Tabanovce	<p>The time to process transit declarations at BCP Tabanovce is significantly longer than at BCP Kjafasan or Bogorodica. BCP Tabanovce could seek to review and if appropriate adopt the procedures from BCP Kjafasan order to reduce the time of processing transit declarations from over 1.5 hours to bring it down to less than 10 minutes, as is the case with BCP Kjafasan or Bogorodica.</p>
BCP KJAFASAN	DESCRIPTION
Increase the number of Food and Veterinary inspectors.	<p>At BCP Kjafasan the only Food and Veterinary Inspector who conducts inspection is on call. The inspector is usually off-site and must drive from his/her place of residence, about 30 minutes away, to the BCP whenever there is a truck subject to inspection.</p>
Ensure equipment can withstand extreme weather conditions.	<p>The breaking down of a weighbridge at BCP Kjafasan due to cold weather caused delays on import and export.</p>
BCP BOGORODICA	DESCRIPTION

GENERAL RECOMMENDATIONS	DESCRIPTION
Increase the number of SSHI personnel at the terminal	The SSHI recorded significantly higher average processing times for import procedures for consignments within their area of competency compared to the Food and Veterinary Agency (nearly 7 hours vs 4 minutes). Based on conversations with the SSHI staff and observations from the supervisors and enumerators, the SSHI appear to be understaffed in order to effectively perform the timely review of consignments under their area of responsibility. SSHI inspectors are tasked with multiple job responsibilities and do not have sufficient time to efficiently handle the volume of consignments after 14:30.

Table 17 below highlights the recommendations for improving the TRS+ study process.

**TABLE 17: RECOMMENDATIONS FOR IMPROVING THE TRS+ STUDY**

RECOMMENDATION	DESCRIPTION
Pilot study is essential for the successful completion of the study	The pilot study proved essential in testing the questionnaires, making adjustments and updates to it, as well as testing the assumptions that were developed by the TRS coordinator in training the teams of enumerators and supervisors.
Share the knowledge from experts who have conducted previous TRS studies	The support and advise of the IFC team who have previously conducted TRS studies proved invaluable in training and preparing the team of enumerators and supervisors in identifying and solving bottlenecks.  The knowledge sharing sessions between the IFC experts with prior experience in TRS studies and the Consultant's team was crucial in successfully planning the positioning and the stationing of the enumerators at each of the BCP and Terminal Skopje 1013.
Aim to conduct the study during warmer months	The study was conducted in the middle of winter, where especially during the nightshifts the temperatures were around or even in sub-zero (degrees Celsius). This made the study more challenging, however the enumerators and supervisors prevailed and finalized the study.
Questionnaires were not completely filled out by the Customs employees or CBRA authorities.	Secure full commitment from the Customs Administration and the CBRAs that the truck drivers and the brokers will be required to have a completed questionnaire before their documents are approved.
Some employees from the Customs Administration and CBRAs were uninformated about the project.	There were six mitigation approaches that were taken that proved effective: <ul style="list-style-type: none"> <li>• Assigning a single point of contact with each of the stakeholders involved in the study (Customs Administration, CBRAs, enumerators, and private sector representatives).</li> <li>• Additional communication from the Customs Administration reminding all contact points to circulate the information about the main study with all employees, across all shifts.</li> <li>• Additional reminders communicated from the contact points from the CBRAs to their employees at each of the study locations (i.e., the three BCPs and Skopje Terminal 1013).</li> <li>• Additional follow-up communication from the team of enumerators on the ground with the Customs Administration, CBRA employees, and the representatives from the private sector.</li> <li>• Dedicate about 15 minutes between enumerator shifts to transfer some notes from the previous enumerator shift and as relevant inform the new shift from the Customs Administration or the CBRAs about the study.</li> </ul>

RECOMMENDATION	DESCRIPTION
	<ul style="list-style-type: none"> <li>• Present the TRS study to the Government, the National Trade Facilitation Committee (NTFC) and the Consultative body.</li> </ul>
It may be advisable to issue the questionnaire in multiple languages	At international border crossings, many languages are spoken. It may be advisable to include more languages on the questionnaire rather than being too restrictive. However, the questionnaires should not become cumbersome to use as a result.
Clear identification of enumerators to increase engagement with the truck drivers and collaboration with the employees from the Customs Administration and the CBRAs.	<p>The enumerators were issued with and were asked to wear clearly visible identifying badges</p> <ul style="list-style-type: none"> <li>• All enumerators were issued with instructions to guide them in their communications with truck drivers.</li> </ul>
Brokers (freight forwarders) at the BCPs should be additionally informed about the project.	Whilst the Customs Administration issued a communication to representatives of the brokers and freight forwarders and the CIVITTA team invited representatives of the brokers and the freight forwarders to a stakeholder training event, nevertheless, a need for additional communication from the Customs Administration and phone-call follow-ups from the CIVITTA and Insider ID teams were identified as further measures to ensure that information was sufficiently well transferred
Ensure enumerators have access to appropriate work locations	The Customs Administration issued a communication to all contact points reminding them to provide access to working space for the enumerators and a place to keep warm (due to the low temperatures).
Enumerator position in Serbia BCP Tabanovce was unresolved.	Despite several attempts, permission was not granted by the Serbian Customs Administration to allow the TRS enumerators onto the territory of Serbia. As a result, the Customs Administration of North Macedonia agreed that its employee(s) would complete the last section of the questionnaire.

## 12. CONCLUSION

Trade facilitation is an important measure of an economy's competitiveness. The TRS+ Study uses a set of qualitative and quantitative data to provide a robust overview of the actual state of trade in the country of study, in this case the Republic of North Macedonia. The recommendations derived from the study serve to set in motion changes that will further lead to reforms that will continue the good efforts of the Customs Administration in further facilitating trade.

The benefits for the business community of trade facilitation is the reduced time spent on import, export and transit procedures thus reducing the overall costs of trade. The companies trading goods across borders can be more competitive in the regional and international markets.

The benefits for the Customs Administration of trade facilitation is the reduced time spent on processing import, export and transit declarations and documentation, improving the risk assessment of goods being released in the country.

The qualitative data was obtained from observations provided by the supervisors and enumerators who were on the field. The quantitative data was obtained from the data available in EXIM (TRS+ portion of the study to analyze the average times to process LPCOs) and the questionnaires that were distributed during the main study. The TRS+ Study in North Macedonia was carried out with the support of the IFC and in coordination with the Customs Administration of the Republic of North Macedonia, during 7-consecutive days (January 25 – February 2, 2022).

The key insights from the study are:

- Increase the number of trucks under simplified procedure and strengthen overall digitalization and paperless trade.
- Abide by Official Government Advertised Working Hours across all agencies.
- Ensure technical and repair teams are on stand-by to address maintenance issues that may arise at BCPs to reduce the eventual delays.
- Increase the number of CBRA staff, especially inspectors at those agencies where there are staff shortages. This is particularly the case with SSHI and Veterinary Inspectors at certain BCPs (e.g. BCP Kjafasan).
- Increase availability of and awareness about new policies and procedures (train the brokers).
- At some BCPs some of the processes were not aligned when the shifts would change and the recommendation is to synchronize processes with shift so there are no undue delays in processing and releasing consignments.
- Customer relations training is important of the quality of the service that the Customs Administration Officers and CBRA staff provide. Additional and specialized training in customer relations for Customs and CBRA staff can further strengthen the relationship and collaboration between the public and private sector stakeholders.
- Pilot study is essential for the successful completion of the study as there are many practical lessons that were drawn and implemented during the main study.
- Accelerate the efforts to reduce border controls between members of the Open Balkan initiative as well as other regional and international initiatives such as CEFTA and Green Corridors.
- The time of day of submission of the LPCO applications via EXIM impacts the time it will take to process the application. Submissions outside of business working hours, especially after working hours and early in the morning have shown that the processing times are lower than average. This

is possibly because the requests submitted after working hours are first to be processed the following morning.

- Given that the number of LPCOs submitted outside of business working hours is only about 16%, there is no need for CBRA inspectors to work 24/7. If the intention is to lower the processing times, then increasing the number of inspectors but also increasing the capacities of the private sector representatives (brokers, agents, and freight forwarders) who are submitting the application documents, especially around the most frequently trade consignments, will help reduce the need for CBRA inspectors to check and verify the information, and for the private sector representatives to re-submit their applications.
- The Border Police control and the weighing of the trucks is completed in about 2 minutes across all locations and consignment categories
- On import through BCPs, the Customs Administration accounted for about two thirds of the processing time (about 46 minutes out of 1 hours and 13 minutes or about 63% of the time).
- On export through the BCPs, most of the processing time is with the private sector (about 46 minutes out of 58 average processing time, or about 79% of the total time).
- On import through Terminal Skopje 1013, most of the processing is made by the private sector (about 5 hours and 14 minutes out of a total time of 9 hours and 53 minutes or about 53% of the total time). Next is Customs, with an average processing time of 3 hours and 23 minutes or about 34% of the total time.
- On export through Terminal Skopje 1013, most of the processing is handled by the private sector (about 5 hours and 44 minutes of a total time of 6 hours and 3 minutes or about 95% of the total processing time).
- There was a general reduction in the time in processing times at import between the two TRS studies. The most notable decrease was at BCP Bogorodica (5 hours and 16 minutes), then BCP Tabanovce (4 hours and 5 minutes), and finally Terminal Skopje 1013 (1 hour and 51 minutes). BCP Kjafasan was not part of the 2015 study, hence no comparative analysis was undertaken.

The core recommendations are that:

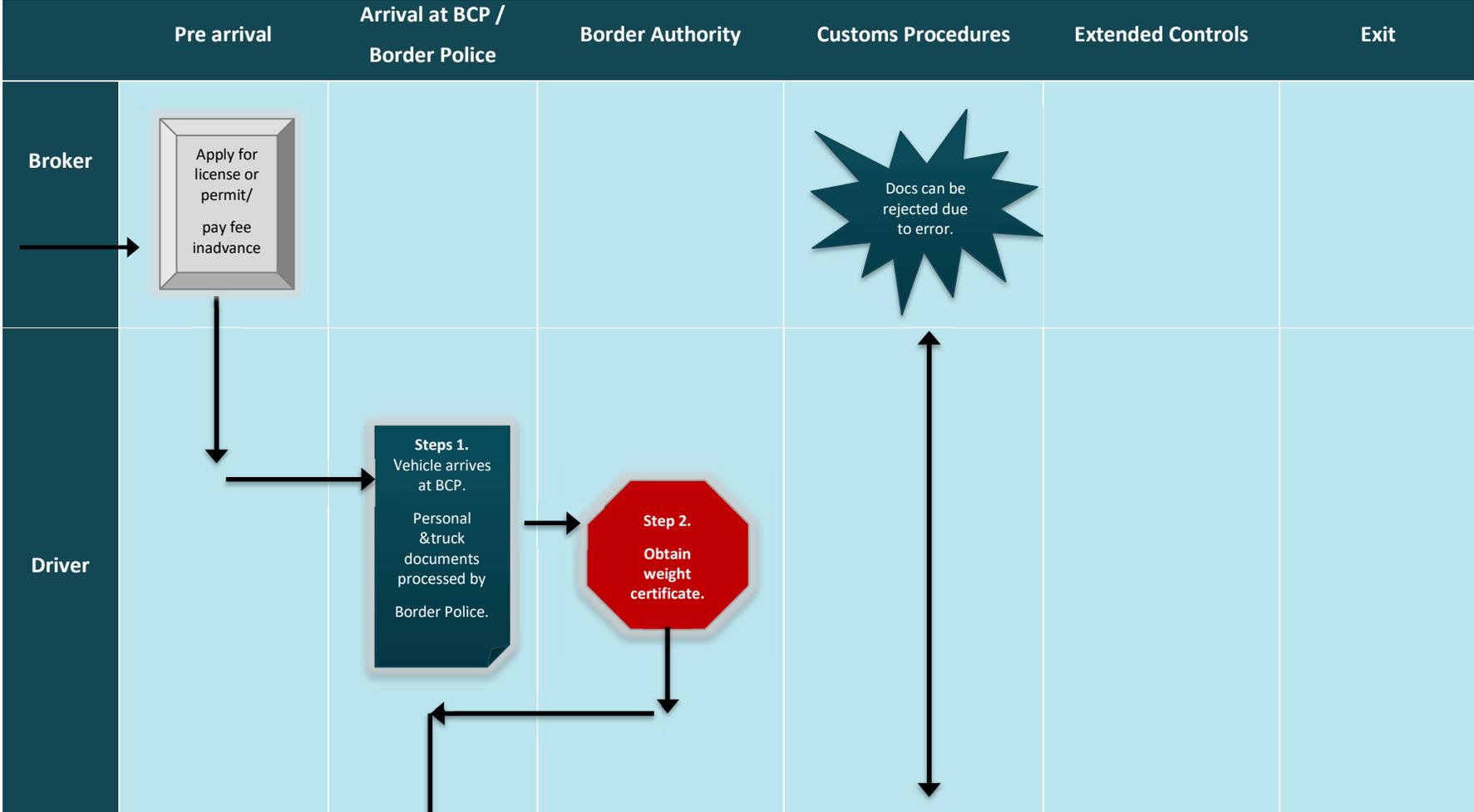
- Critical CBRA inspectors are missing at certain locations such as the Veterinarian inspectors at BCP Kjafasan and SSSHI inspectors. Excessive work volumes do not match the number of available professionally trained staff.
- The working hours of the CBRAs at the BCPs need to be aligned and synchronized to ensure that there are no extraordinary delays for the private sector in receiving approvals for the import, export, or transit of consignments
- The private sector should be trained on the correct methods for the preparation and submission of LPCOs. The Customs Administration and the CBRAs could help to facilitate this process by creating online video tutorials for brokers and agents demonstrating how to effectively submit LPCOs.
- Increasing the number of consignments with simplified procedure will significantly speed up processing times as the average times for procedures on export and import drops to less than one fifth compared to the time procedures take for regular cargo.
- Ensure the on-time development of the National Single Window system that is scheduled for launch in 2024 that will help further reduce the processing times by the Customs Administration and the CBRAs.

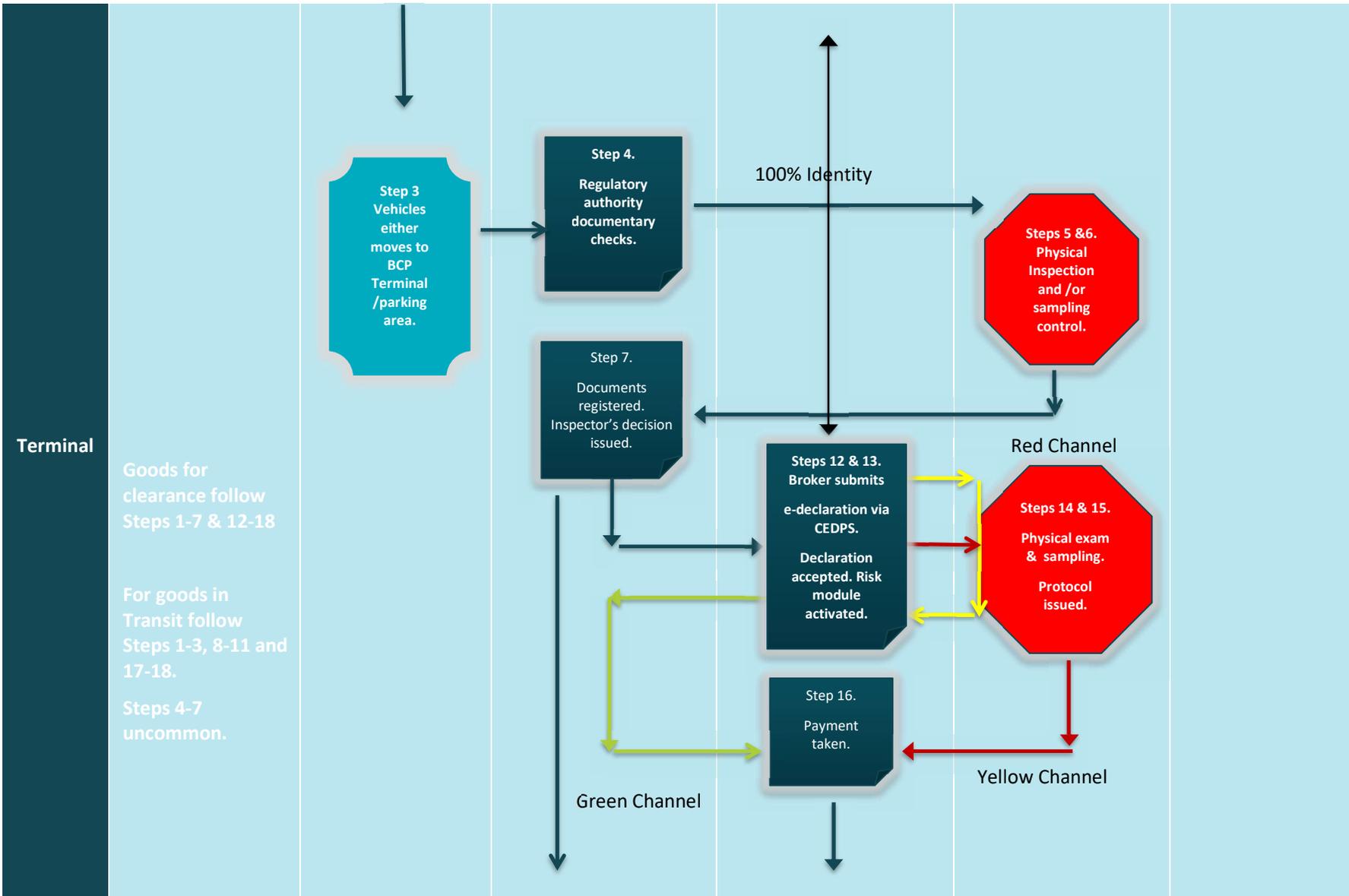
- Continue with the regional efforts such as the Open Balkan, CEFTA, and Green Corridors initiatives to facilitate trade and reduce Customs and CBRA checks and controls on goods flowing to/from Albania, Serbia, and Macedonia.

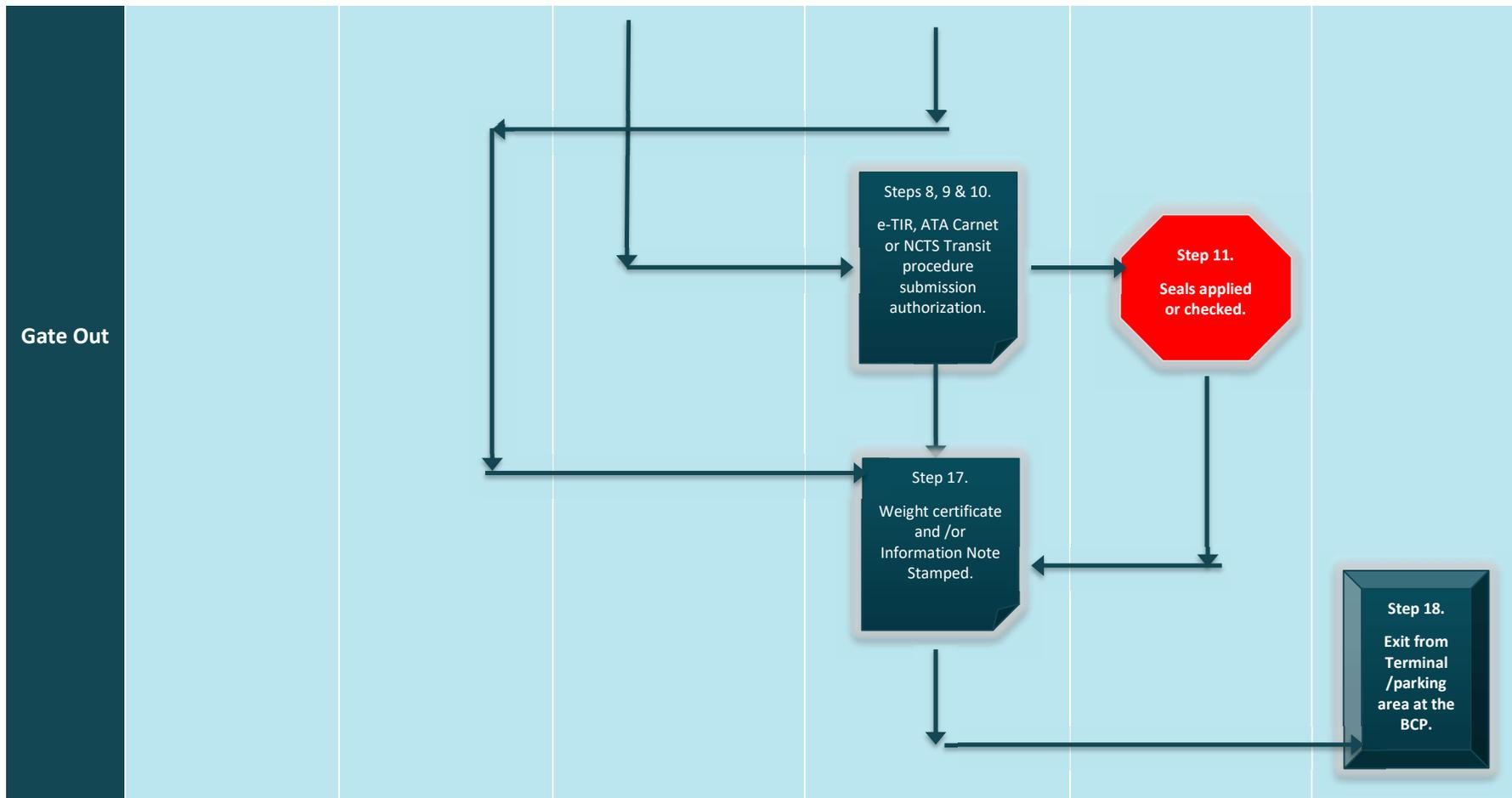
## **13. ANNEX 1: BUSINESS PROCESS MAPS**

There are four business process maps that have been prepared that match the steps in the questionnaires (See Annex 2: Questionnaires)

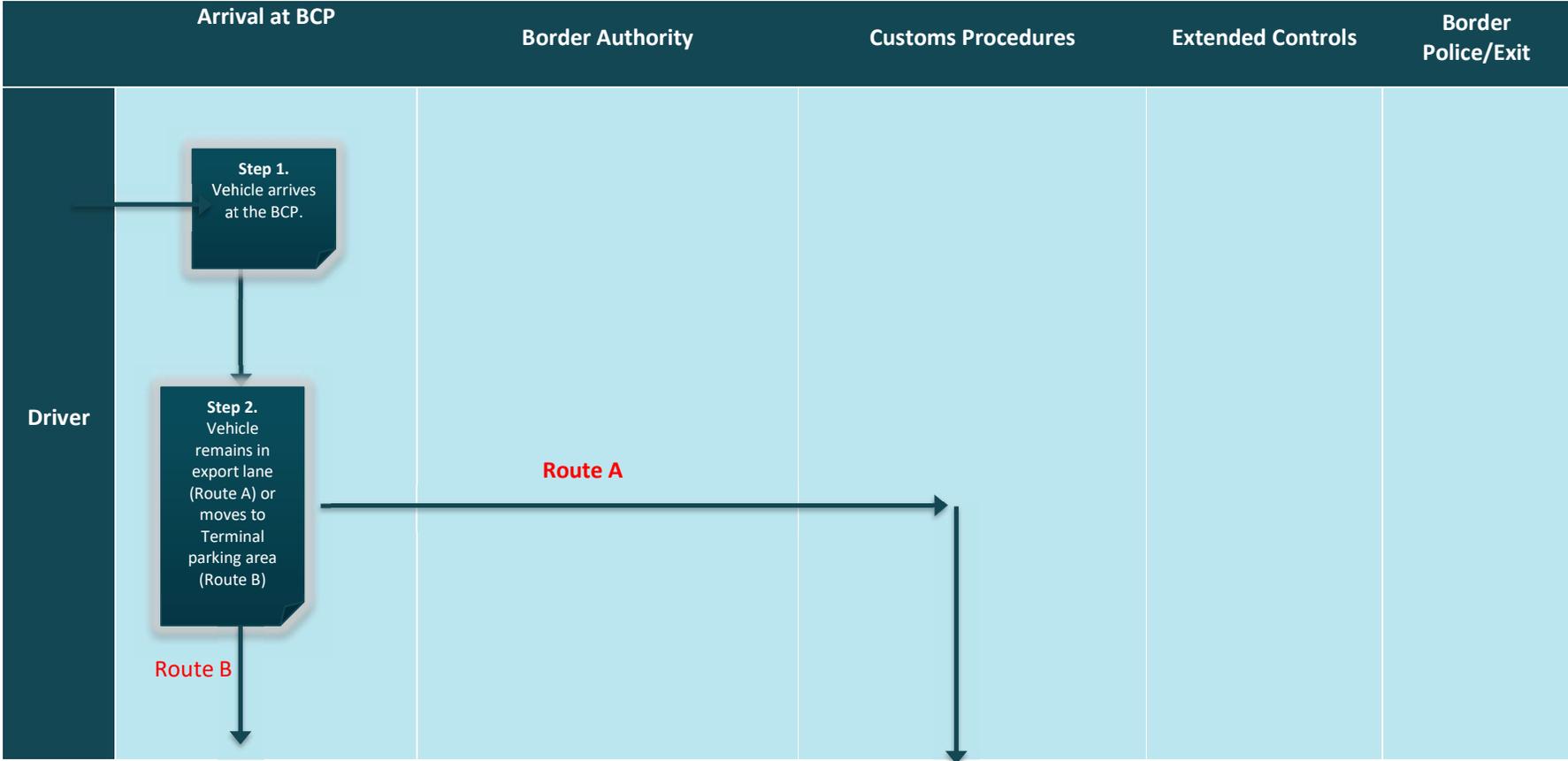
13.1. PROCESS MAP IMPORT/TRANSIT BCP: 18 STEPS.

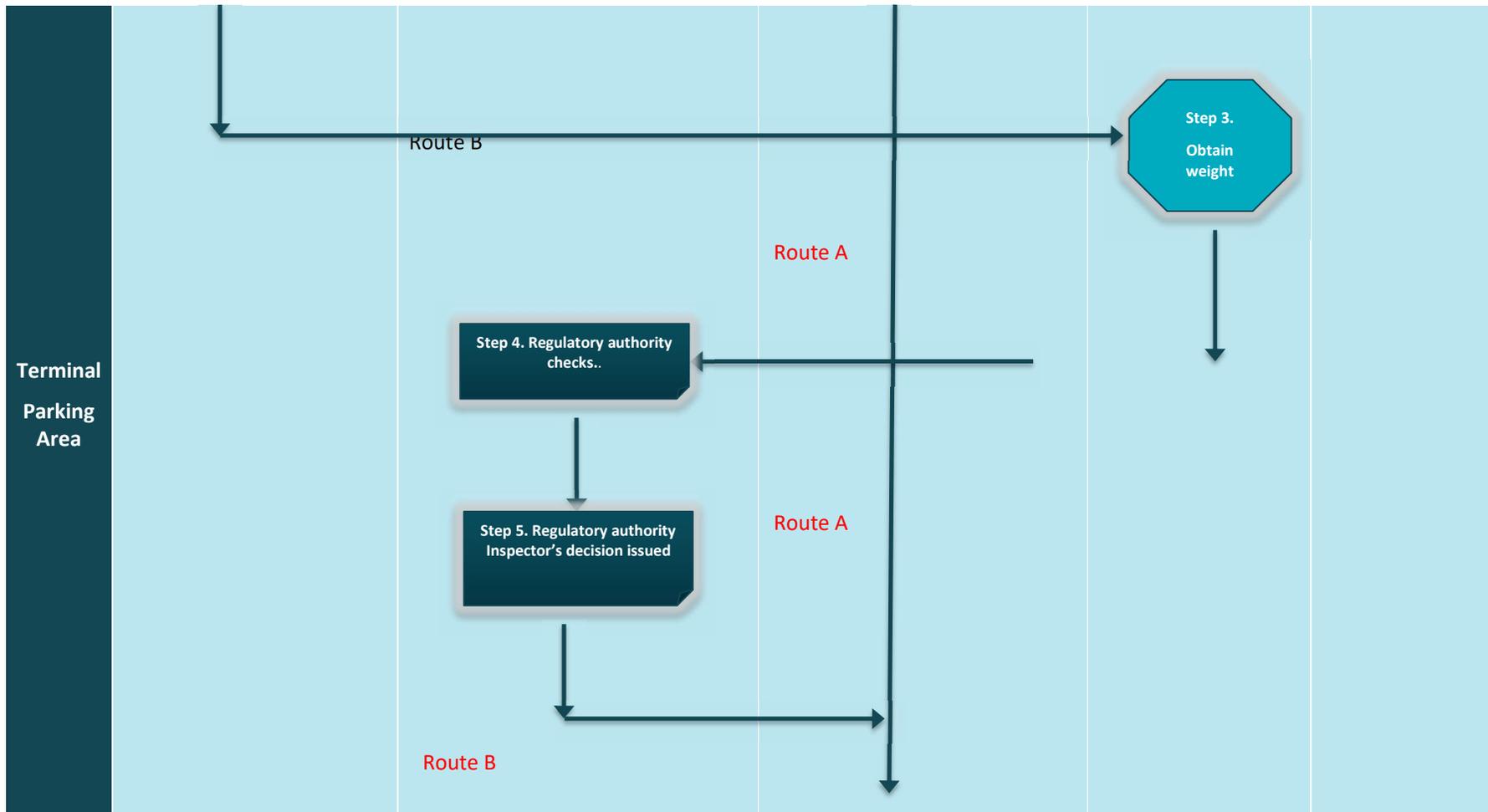


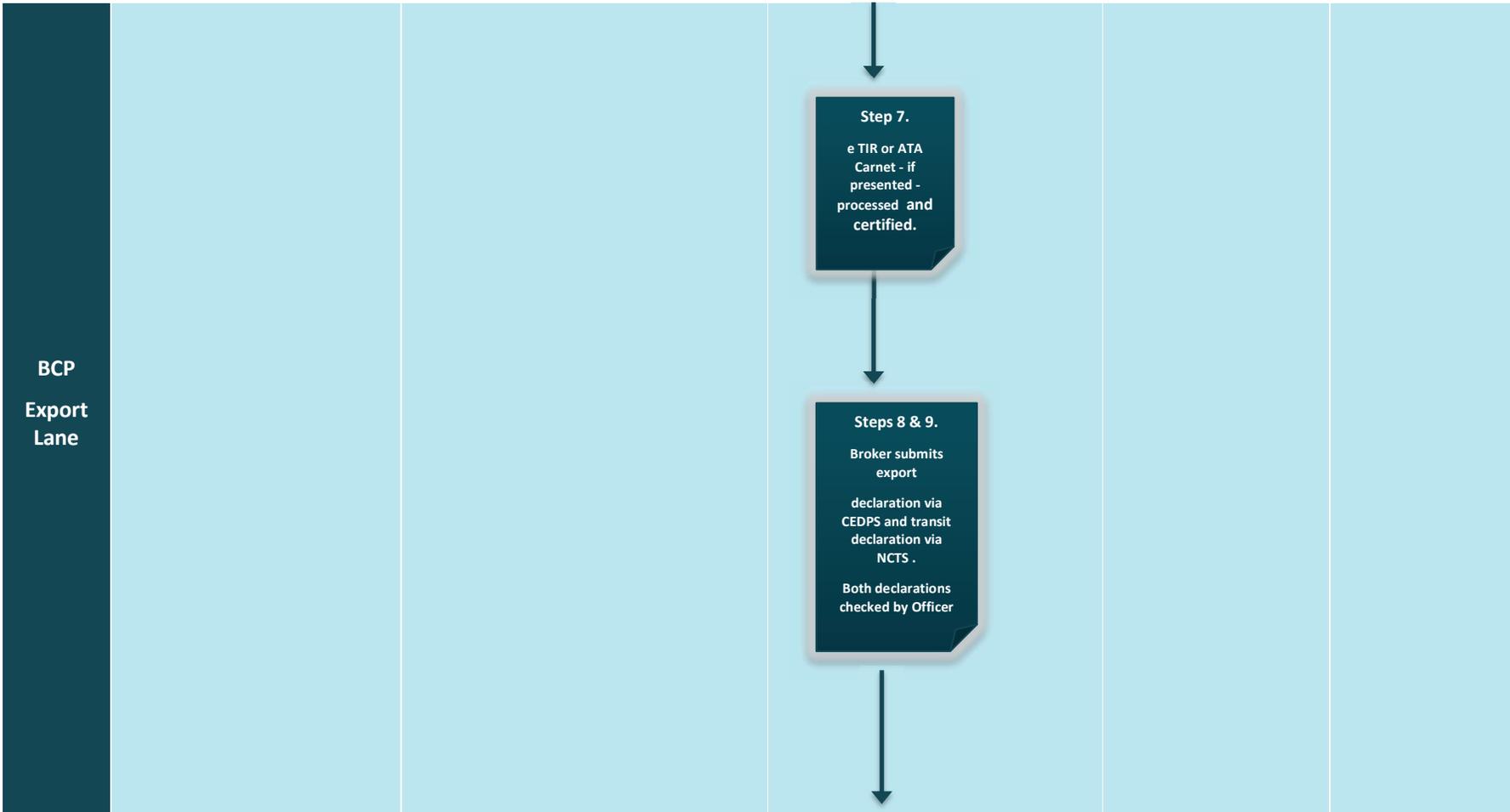


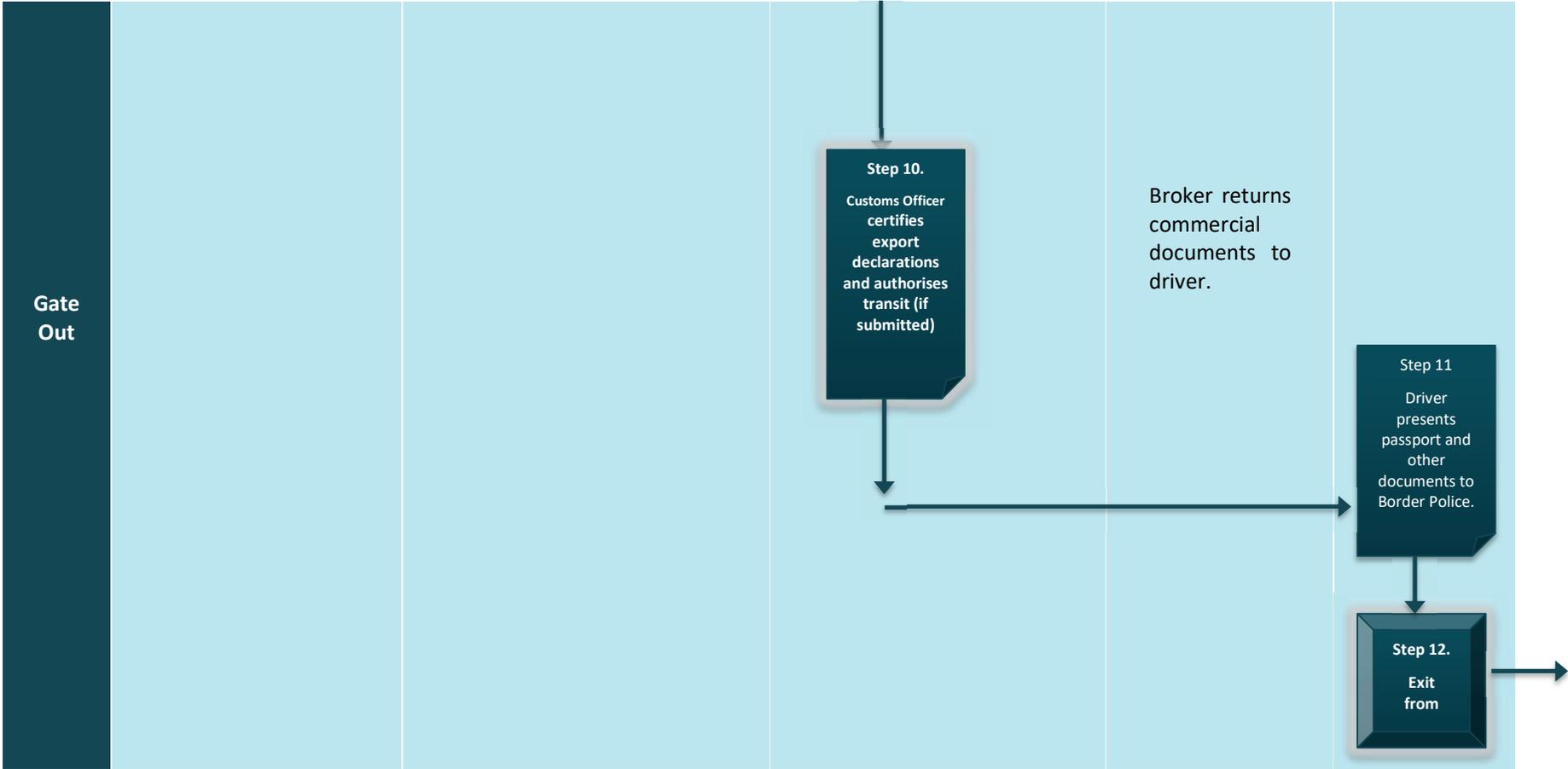


13.2. BCP PROCESS MAP EXPORT/TRANSIT - BCP: 12 STEPS.

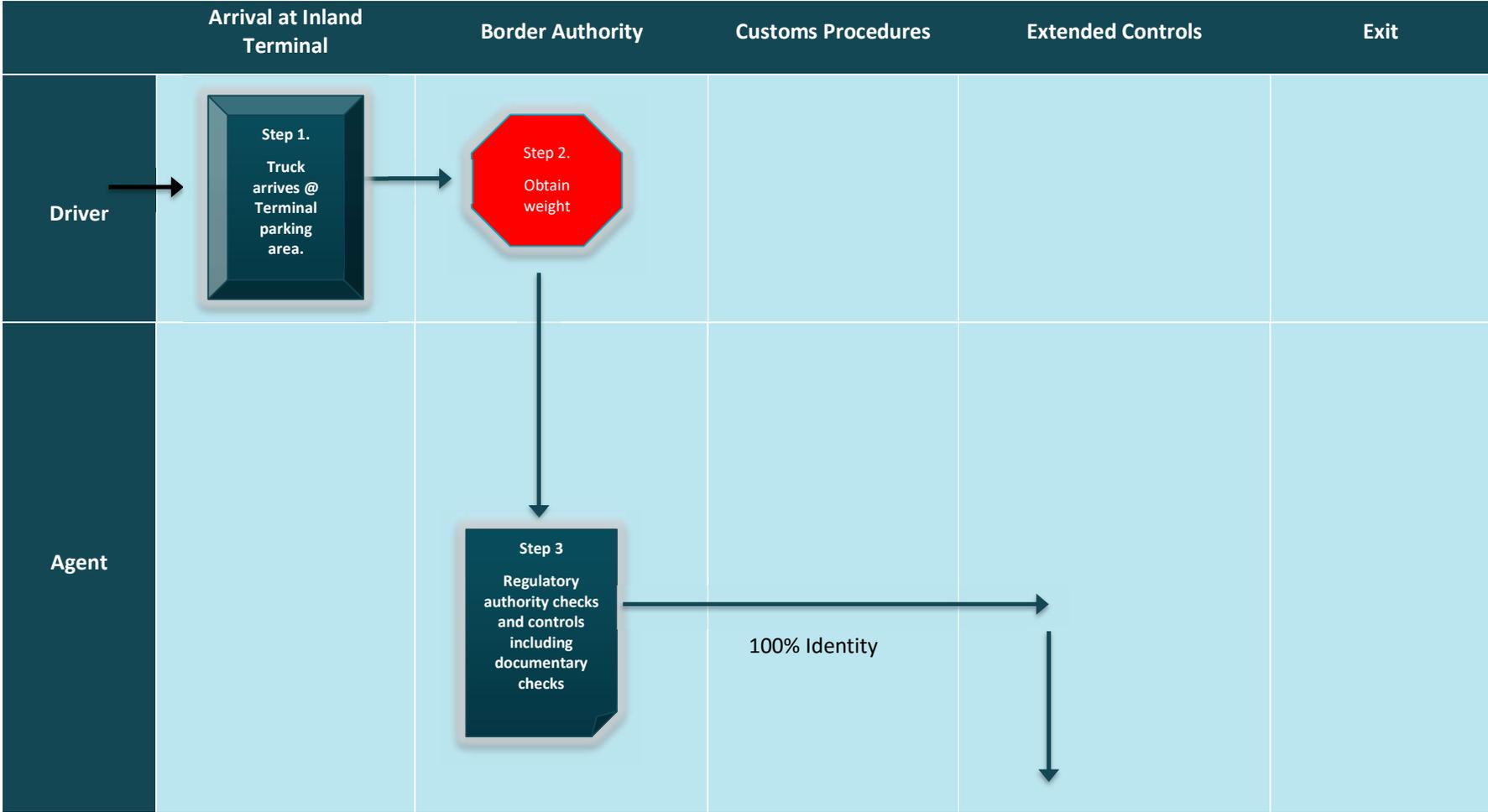


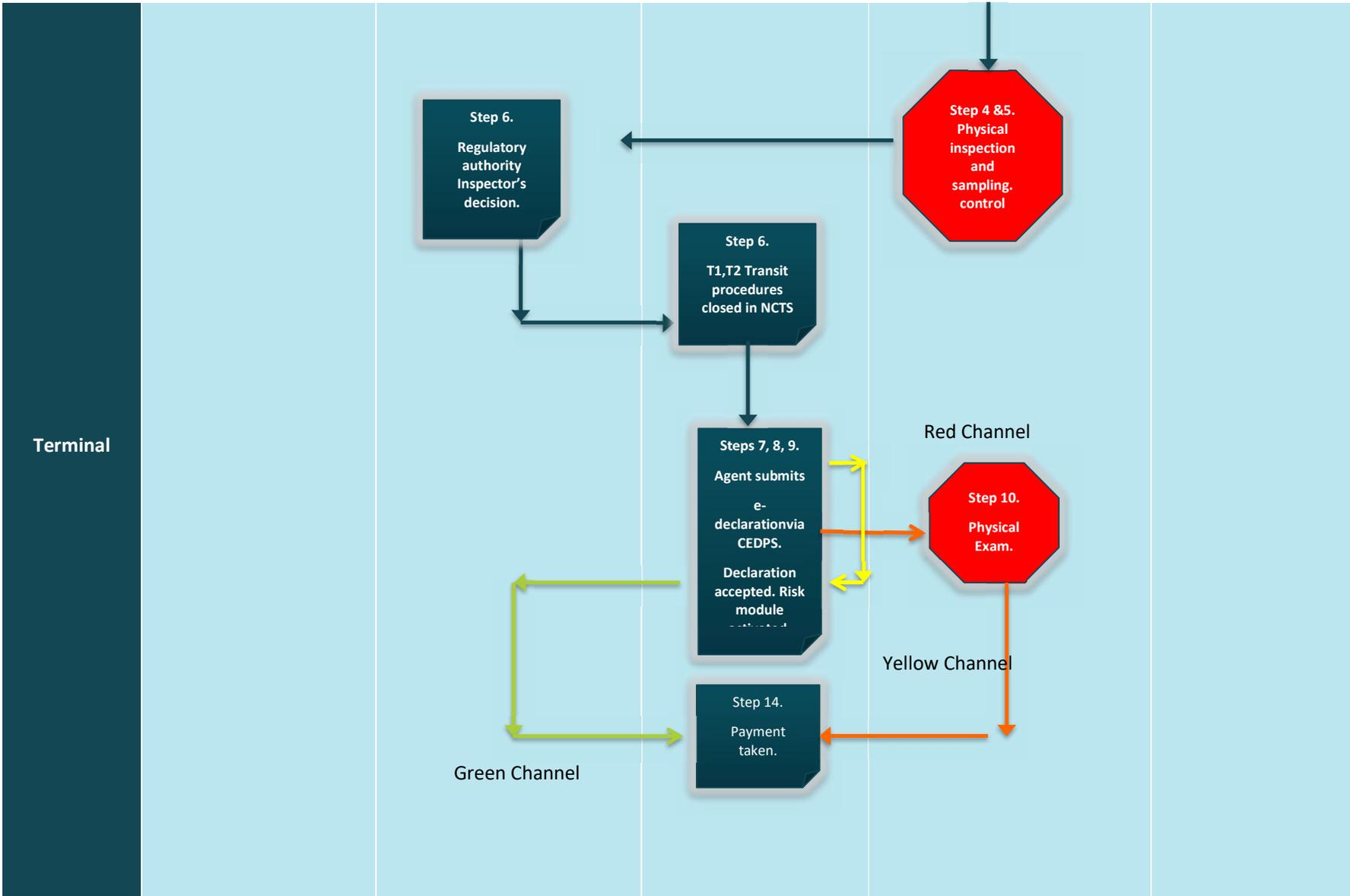


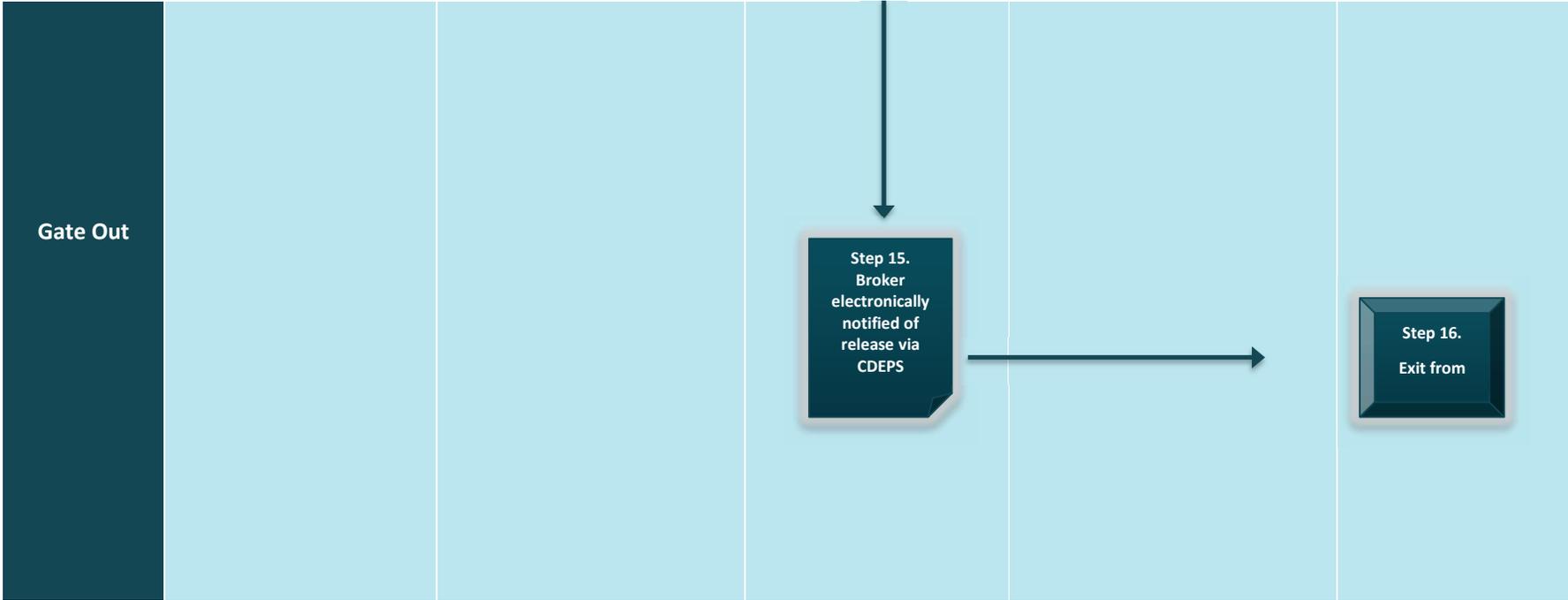




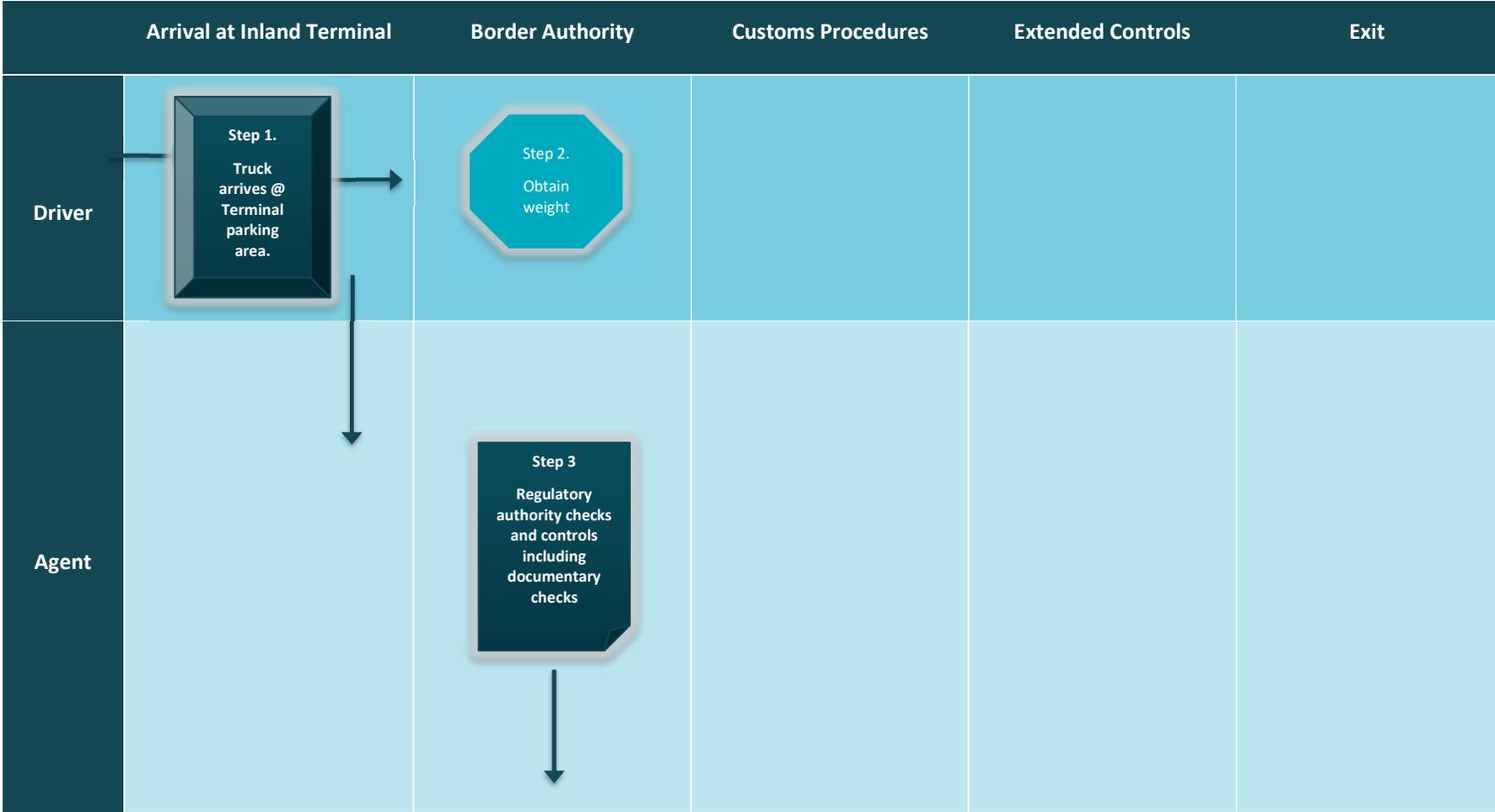
13.3. PROCESS MAP IMPORT - SKOPJE TERMINAL 3: 16 STEPS.



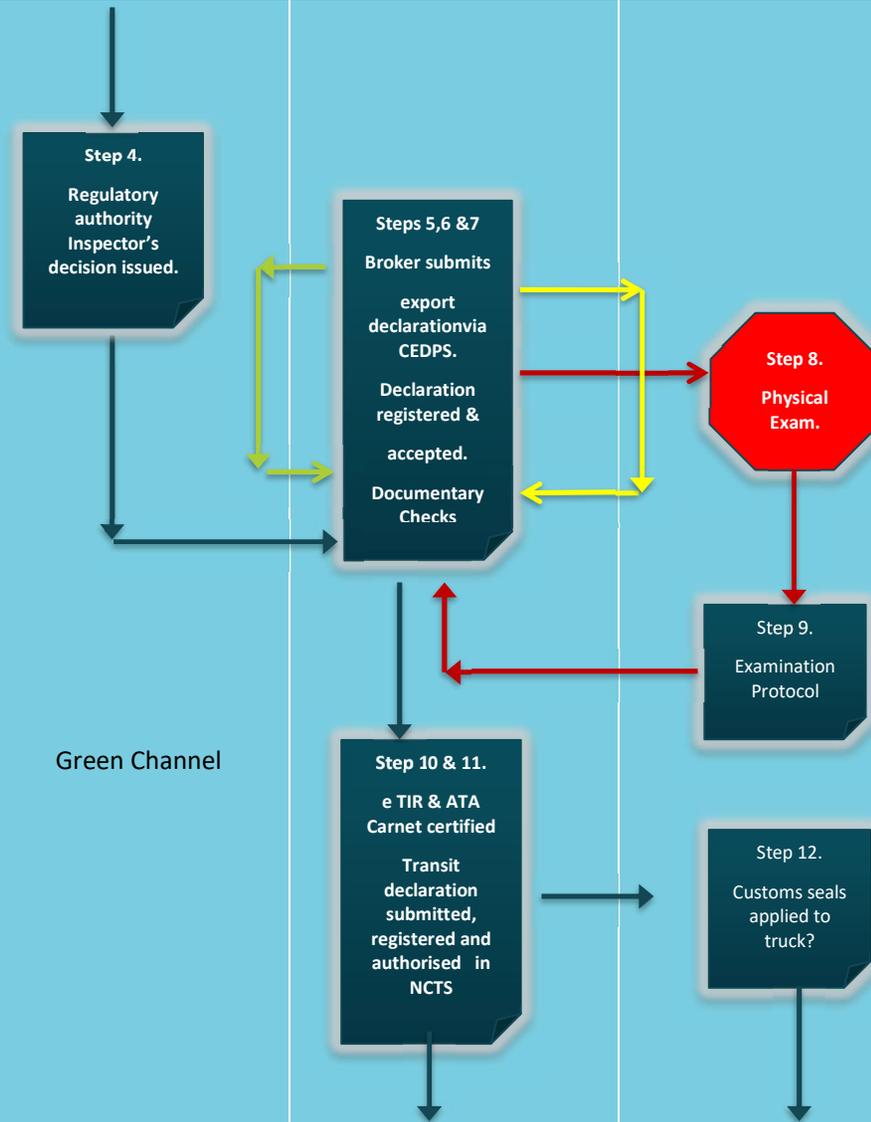


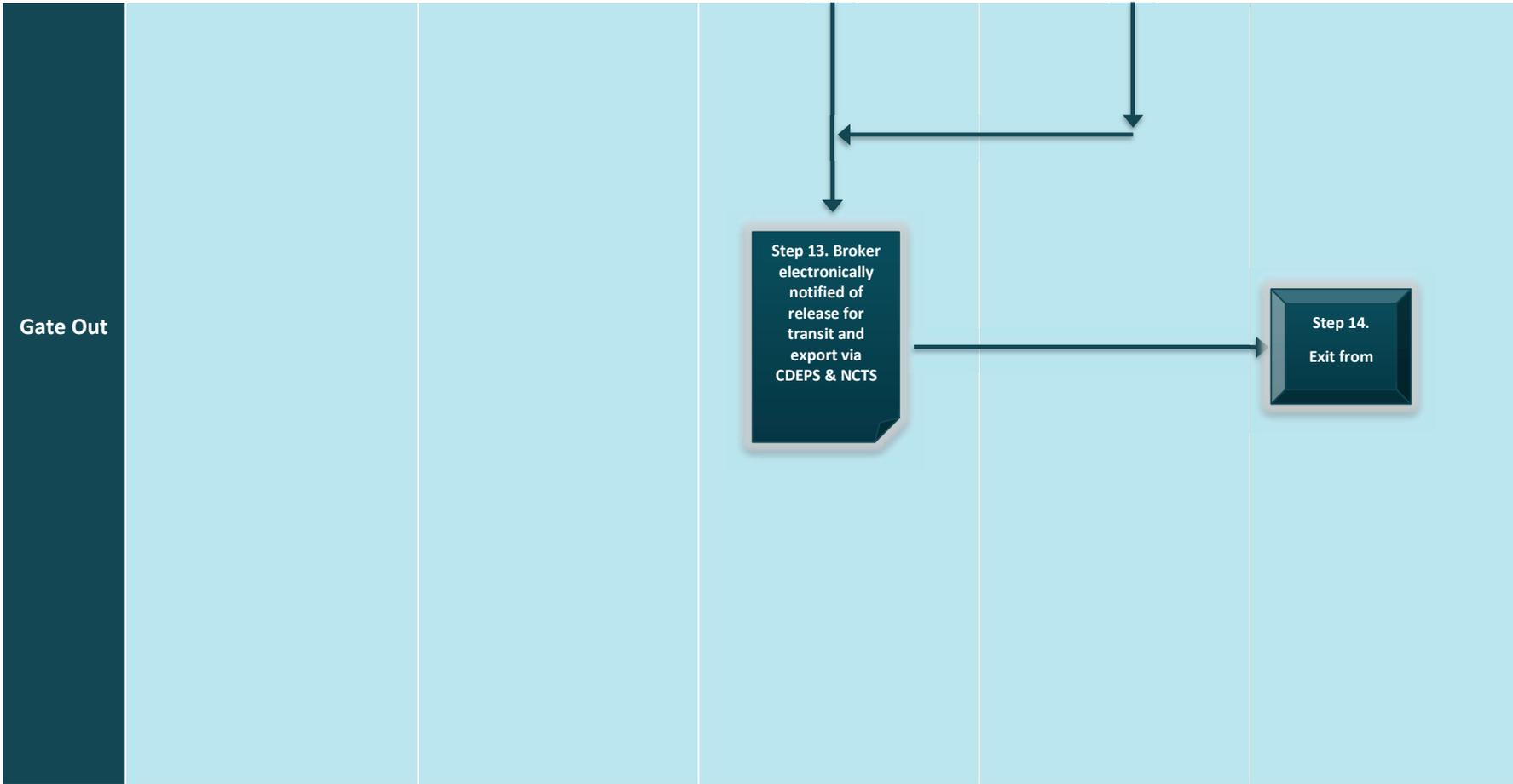


13.4. PROCESS MAP EXPORT/TRANSIT - SKOPJE TERMINAL 3: 14 STEPS.



Terminal





## 14. ANNEX 2: QUESTIONNAIRES

There are four questionnaires that were used:

- BCP Import (Transit)
- BCP Export (Transit)
- Skopje Terminal 3 Import (Transit)
- Skopje Terminal 3 Export (Transit)

## 14.1. BCP - IMPORT (TRANSIT)

### BCP Import (Transit), WCO Questionnaire

	<b>Time Release Study - 2022 North Macedonia Import Transit (BCP)</b>	
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#### Purpose of Survey

The Customs Administration has decided to carry out analysis of the time needed for procedures to import, export and transit 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 recording the time required to complete the process. Царинската управа одлучи да направи анализа на времето потребно за постапките за увоз, извоз и транзит на стоки. Целта на анализата е да се идентификуваат пречките во постапките за да може да се преземат корективни мерки. Ви благодариме за вашето учество во мерење на времето потребно за завршување на процесот!

(\*) = Mandatory - if indicated for a **section**, mandatory questions for the section must be completed / if indicated for a **question**, the question must be completed if the section is used

<b>TRUCK ARRIVAL AT BORDER CROSSING – TO BE COMPLETED BY ENUMERATOR (ПРИСТИГНУВА ВОЗИЛОТО НА ГРАНИЧЕН ПРЕМИН-ПОПОЛНУВА АНЕКТАР)</b>	
1. Consignment type / Тип на пратка	Single Consignee / Единечна пратка <input type="checkbox"/> Multiple Consignees / Збирна пратка <input type="checkbox"/>
2. Consignment category / Категорија на пратка	Meat & meat products / Месо и месни продукти <input type="checkbox"/> Food and vegetables / Храна и зеленчук <input type="checkbox"/> Automotive parts / Автомобилски делови <input type="checkbox"/> Processed food products / Процесирана храна <input type="checkbox"/> Other / Друго <input type="checkbox"/>
3. Border crossing point / Граничен премин.	Kafasan / Кафасан <input type="checkbox"/> Tabanovce / Табановце <input type="checkbox"/> Bogorodica / Богородица <input type="checkbox"/> Other / Други <input type="checkbox"/>
4. Goods for release at/to: / Стоката за ослободување во/до	BCP/ Граничен премин <input type="checkbox"/> Skorje Terminal / Скопје Терминал <input type="checkbox"/> International Transit / Интернационален транзит <input type="checkbox"/> Domestic Transit / Домашен транзит <input type="checkbox"/>
5. Trade Facilitation / Трговска постапка	Simplified / Поедноставена постапка <input type="checkbox"/> AEO / Овластен економски оператор <input type="checkbox"/> Regular / Стандардна постапка <input type="checkbox"/> Not known at the time / Не е познато <input type="checkbox"/>
6. Truck Plate # / Регистарски таблци	
7. CMR#	
<b>ACTIVITY / (АКТИВНОСТ)</b>	
8. Date and time truck arrives at the State border i.e. joins import lane queue after controls completed on other side of border. / Датум и време камионот пристигнува на граничниот премин односно се приклучува на редицата откако контролите се завршени на другата страна на границата.	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr   <input type="text"/> min
<b>BORDER POLICE CONTROL – TO BE COMPLETED BY BORDER POLICE OFFICER / (ПОПОЛНУВА ГРАНИЧНА ПОЛИЦИЈА)</b>	
9. Border Police control started (documents)	

presented to Border Police). / Контролата на Граничната полиција започнува. (документите се презентирани на граничната полиција)	day mth - hr min
10. Border Police control completed (documents returned to driver) /Контролата на Граничната полиција е завршена. (документите се вратени на возачот)	day mth - hr min
<b>WEIGHBRIDGE PROCESS – TO BE COMPLETED BY WEIGHBRIDGE OPERATOR / (ПОПОЛНУВА ОПЕРАТОР НА ВАГА)</b>	
11. Truck requires weighbridge. / Дали е потребно мерење на возилото	NO (Skip to #14) / НЕ (ОДИ НА #14) <input type="checkbox"/> YES. / ДА <input type="checkbox"/>
12. Date and time weight registration starts. / Датум и време кога мерењето започнува	day mth - hr min
13. Date and time weight registration certificate issued. / Датум и време кога сертификатот за тежина е издаден.	day mth - hr min
<b>VEHICLE BEGINS BCP CLEARANCE FORMALITIES - TO BE COMPLETED BY DRIVER/ENUMERATOR / (ПОПОЛНУВА АНКЕТАР)</b>	
14. Date and time vehicle enters Terminal /parking area. / Датум и време кога возилото влегува на Терминал/Паркинг зона.	day mth - hr min
<b>REGULATORY AUTHORITY CONTROL (if applicable) - TO BE COMPLETED BY INSPECTOR / (ПОПОЛНУВА ИНСПЕКТОР)</b>	
15. Border Authority Unique #. / (Уникатен број во системот)	
16. Are goods subject to regulatory authority checks and controls? / Дали стоките се предмет на проверки и контроли на регулаторните органи	NO (Skip to #59) / НЕ (оди на #59) <input type="checkbox"/> YES./ ДА <input type="checkbox"/>
17. Relevant regulatory authority / Релевантно регулаторно тело	Border Food/Veterinary Inspection. / Гранична Храна/ Ветеринарна инспекција <input type="checkbox"/> Border Phytosanitary Inspection./ Гранична Фитосанитарна проверка <input type="checkbox"/> Other <input type="checkbox"/> please write: Друго ве молиме напишете... <input type="checkbox"/>
18. Date and time of submitting application for goods control./ Датум и време на поднесување на апликација за контрола на стоки.	day mth - hr min
19. Documents checked? / Проверка на документи	NO (Skip to #25). / НЕ (оди на #25) <input type="checkbox"/> YES. / ДА <input type="checkbox"/>
20. Date and time document checking starts. / Датум и време проверката на документите започнува	day mth - hr min
21. Documents rejected. / Документите се одбиени	NO (Skip to #24). / НЕ (оди на #24) <input type="checkbox"/> YES. / ДА <input type="checkbox"/>
22. Date and time documents rejected. / Датум и време кога документите се одбиени	day mth - hr min
23. Date and time documents resubmitted. / Датум и време кога документите се повторно поднесени	day mth - hr min
24. Date and time document checking completed. / Датум и време кога проверката на документите е завршена	day mth - hr min

25. Is the vehicle being fully unloaded? / Дали возилото е целосно истоварено	NO (Skip to #28) / НЕ (оди на #28) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
26. Date and time unloading of vehicle starts. / Датум и време кога возилото започнува со истовар.	_____ day _____ mth - _____ hr _____ min
27. Date and time unloading of ends. / Датум и време кога истоварот завршува.	_____ day _____ mth - _____ hr _____ min
28. Physical Inspection. Физичка инспекција	NO (Skip to #36). / НЕ (оди на #36) <input type="checkbox"/> YES. / Да <input type="checkbox"/>
29. Date and time physical examination starts. / Датум и време кога е започнато со физичката инспекција	_____ day _____ mth - _____ hr _____ min
30. Date and time physical examination ends. / Датум и време кога е завршена физичката инспекција.	_____ day _____ mth - _____ hr _____ min
31. Sampling / Примероци (мостра)	NO (Skip to #36) / НЕ (оди на #36) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
32. Date and time sampling starts / Датум и време кога е започнато со земање на примерок (Мостра)	_____ day _____ mth - _____ hr _____ min
33. Date and time sampling ends / Датум и време кога е завршено со примероците (мостра)	_____ day _____ mth - _____ hr _____ min
34. Date and time vehicle reloading starts / Датум и време кога возилото започнува повторно да се товари.	_____ day _____ mth - _____ hr _____ min
35. Date and time reloading of vehicle ends / Датум и време кога завршува повторното товариње на возилото.	_____ day _____ mth - _____ hr _____ min
36. Date and time Inspector's decision / Датум и време кога е издадена одлука од инспекторот.	_____ day _____ mth - _____ hr _____ min
<b>REGULATORY AUTHORITY CONTROL-OTHER (if applicable) - TO BE COMPLETED BY INSPECTOR / (ПОПОЛНУВА ИНСПЕКТОР)</b>	
37. Regulatory Authority Unique # / (Уникатен број во системот)	
38. Are goods subject to other regulatory authority checks and controls? / Дали стоките се предмет на проверки и контроли на регулаторните органи	NO (Skip to #59) / НЕ (оди на #59) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
39. Relevant regulatory authority / Релевантно регулаторно тело	Border Food/Veterinary Inspection / Гранична Храна/ Ветеринарна инспекција <input type="checkbox"/> Border Phytosanitary Inspection / Гранична Фитосанитарна проверка <input type="checkbox"/> Other <input type="checkbox"/> please write: / Друго ве молиме напишете <input type="checkbox"/>
40. Date and time of submitting application for goods control / Датум и време на поднесување на апликација за контрола на стоки	_____ day _____ mth - _____ hr _____ min
41. Checking of documents? / Проверка на документи?	NO (Skip to #47) / НЕ (оди на #47) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
42. Date and time checking starts / Датум и време кога проверката започнува	_____ day _____ mth - _____ hr _____ min
43. Documents rejected / Документите се одбиени	NO (Skip to #46) / НЕ (оди на #46) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
44. Date and time documents rejected / Датум и	

време кога документите се одбиени	_____ day _____ mth - _____ hr _____ min
45. Date and time documents resubmitted / Датум и време кога документите се повторно поднесени	_____ day _____ mth - _____ hr _____ min
46. Date and time document checking ends / Датум и време кога проверката на документи завршува.	_____ day _____ mth - _____ hr _____ min
47. Is the vehicle being fully unloaded / Дали возилото е целосно истоварено	NO (Skip to #50) / НЕ (оди на #50) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
48. Date and time unloading of vehicle starts / Датум и време кога истоварот започнува.	_____ day _____ mth - _____ hr _____ min
49. Date and time unloading of ends. / Датум и време кога истоварот завршува.	_____ day _____ mth - _____ hr _____ min
50. Physical Inspection / Физичка инспекција	Skip to #58) / НЕ (оди на #58) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
51. Date and time physical examination starts / Датум и време кога физичката инспекција е започната	_____ day _____ mth - _____ hr _____ min
52. Date and time physical examination ends / Датум и време кога физичката инспекција е завршена	_____ day _____ mth - _____ hr _____ min
53. Sampling /Примероци ( Мостра )	NO (Skip to #58) / НЕ (оди на #58) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
54. Date and time of sampling starts / Датум и време кога е започнато со земање на примероци (Мостра)	_____ day _____ mth - _____ hr _____ min
55. Date and time sampling ends / Датум и време кога е завршено со земањето примероци (Мостра)	_____ day _____ mth - _____ hr _____ min
56. Date and time vehicle reloading starts / Датум и време кога возилото започнува да се претоварува (товари)	_____ day _____ mth - _____ hr _____ min
57. Date and time reloading of vehicle ends / Датум и време кога завршува претоварува на возилото.	_____ day _____ mth - _____ hr _____ min
58. Date and time the Inspector's decision issued / Датум и време на одлуката на инспекторот.	_____ day _____ mth - _____ hr _____ min
<b>CUSTOMS –SUBMISSION OF TRANSIT DOCUMENTS - TO BE COMPLETED BY BROKER/CUSTOMS OFFICER/ENUMERATOR / (ПОПЛУНУВА ЦАРИНИК/АНКЕТАР)</b>	
59. Do goods require TIR or ATA carnet to be certified/ / Дали стоките побаруваат сертификарање на е-TIR или ATA Carnet?	NO (Skip to #62) / НЕ (оди на #62) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
60. Date and time processing starts / Датум и време кога процесирањето започнува.	_____ day _____ mth - _____ hr _____ min
61. Date and time processing ends / Датум и време кога процесирањето завршува.	_____ day _____ mth - _____ hr _____ min
62. Customs Transit Declaration # / Царински број на транзит декларација	
63. Date and time of electronic submission of transit declaration in NCTS. / Датум и време на електронско поднесување на транзит декларација во NCTS.	_____ day _____ mth - _____ hr _____ min

64. Date and time of electronic acceptance and registration of transit declaration in NCTS / Датум и време на електронско прифаќање и регистрација на транзит декларација во NCTS.	day mth - hr min
65. Check or application of vehicle seal / Проверка или ставање на плomba на возилото	NO (Skip to #68) / НЕ (оди на #68) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
66. Date and time seal check/application starts / Датум и време кога проверката/апликацијата на плomba почнува	day mth - hr min
67. Date and time seal check/application ends / Датум и време кога проверката/апликацијата на плomba завршува.	day mth - hr min
<b>CUSTOMS – SUBMISSION OF IMPORT DECLARATION, EXAMINATION OF DOCUMENTS AND GOODS - TO BE COMPLETED BY CUSTOMS OFFICER - IF APPLICABLE / (ПОПОЛНУВА ЦАРИНИК)</b>	
68. Customs Declaration # / Број на царинска декларација	
69. Date and time of electronic submission of import declaration / Датум и време на електронско поднесување на увозната декларација	day mth - hr min
70. Date and time of electronic acceptance and registration of import declaration / Датум и време на електронско прифаќање и регистрација на увозната декларација.	day mth - hr min
71. Date and time document examination starts / Датум и време проверката на документи започнува.	day mth - hr min
72. Documents rejected? Документите се одбиени	NO (Skip to #75) / НЕ (оди на #75) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
73. Date and time documents rejected / Датум и време документите се одбиени.	day mth - hr min
74. Date and time documents resubmitted / Датум и време кога документите се повторно поднесени	day mth - hr min
75. Additional documentary check required / Дали се побарани дополнителни документи?	NO (Skip to #80) / НЕ (оди #80) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
76. Date and time additional documentary check starts / Датум и време дополнителните документи се доставени	day mth - hr min
77. Additional documents requested / Дали се побарани дополнителни документи?	NO (Skip to #80) / НЕ (оди на #80) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
78. If YES date and time request for additional documents issued / Доколку ДА, датум и време кога се побарани дополнителни документи.	day mth - hr min
79. Date and time additional documents received / Датум и време дополнителните документи се доставени	day mth - hr min
80. Date and time of document examination ends / Датум и време проверката на документите завршува.	day mth - hr min
81. Physical examination. Including sampling / Физичко испитување вклучувајќи примероци	NO (Skip to #93) / НЕ (оди на #93) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
82. Grounds for physical examination / Основа за	Risk analysis / Анализа на ризик <input type="checkbox"/>

физичка проверка	Customs officer's decision / Царинска одлука <input type="checkbox"/> Anti-Smuggling Department / Оддел за Анти-Криумчарење <input type="checkbox"/>
83. Date and time physical examination advised to broker or operator / Датум и време кога физичкиот преглед што му се советува на брокерот или операторот	day mth - hr min
84. Is the vehicle being fully unloaded? / Дали возилото е целосно истоварено?	NO (Skip to #87) / НЕ (оди на #87) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
85. Date and time unloading of vehicle starts / Датум и време кога возилото започнува со истовар.	day mth - hr min
86. Date and time unloading of ends / Датум и време кога истоварот завршува.	day mth - hr min
87. Date and time physical examination /sampling starts / Датум и време физичката проверка/ земање примероци започнува	day mth - hr min
88. Date and time physical examination/sampling ends / Датум и време физичката проверка/ земање примероци завршува.	day mth - hr min
89. Examination protocol issued? / Протокол за проверка е издаден?	NO (Skip to #93) / НЕ (оди на #93) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
90. Date and time examination protocol issued / Протокол за проверка е издаден	day mth - hr min
91. Date and time vehicle reloading starts. (IF #84. Is YES) / Датум и време кога повторно товарење на возилото започнува (Доколку #84 е ДА)	day mth - hr min
92. Date and time reloading of vehicle ends.(IF #84. Is YES) / Датум и време кога повторно товарење на возилото завршува (Доколку #84 е ДА)	day mth - hr min
93. Date and time payment accepted / Датум и време кога плаќањето е прифатено	day mth - hr min
94. Date and time weight certificate /Information Note stamped by Customs / Датум и време кога е запечатен сертификатот за тежина од страна на Царина	day mth - hr min
<b>Date and time weight certificate /Information Note stamped by Customs / Датум и време кога е запечатен сертификатот за тежина од страна на Царина</b>	
95. Date and time vehicle/goods physically exit Terminal parking/VCP / Датум и време возилото/ стоките физички го напуштаат Терминалот/ Граничниот премин.	day mth - hr min
<b>EXTRAORDINARY DELAYS WITHIN CDEPS AND NCTS / НЕВОБИЧАЕНИ ОДЛОЖУВАЊА ВО СИСТЕМИ CDEPS И NCTS (ПОПОЛНУВА АНКЕТАР)</b>	
96. Date and time interruption starts / Датум и време кога пречките започнуваат	day mth - hr min
97. Date and time interruption ends / Датум и време кога пречките завршуваат	day mth - hr min
98. Do you face any limitations in the number of users? / Дали се соочивте со некои ограничувања во врска со бројот на лиценци за корисници?	NO (Skip to #101) / НЕ (оди на #101 ) <input type="checkbox"/> YES / ДА <input type="checkbox"/>

99. If YES how long did you have to wait? Date and time start / Доколку ДА, колку долго требаше да чекате. Датум и време на започнување	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
100. If YES how long did you have to wait? Date and time end / Доколку ДА, колку долго требаше да чекате. Датум и време на завршување	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
101. Did you face any issues with CDEPS/NCTS shutdown and restart? / Дали се соочивте со некои проблеми во CDEPS/NTCS со исклучување и рестартирање?	NO (Skip to #104) / НЕ (Оди на #104) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
102. If YES date and time system shutdown? / Доколку ДА, датум и време кога системот се исклучи?	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
103. If YES date and time the system restart? / Доколку ДА, датум и време кога системот е рестартиран?	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
104. 1. Note -ЗАБЕЛЕШКА Please provide details of any other reasons for slowing down of import /transit procedures. / Ве молиме наведете детали за какви било други причини за забавување на процедурите за увоз/транзит.	

(\*) = Mandatory - if indicated for a **section**, mandatory questions for the section must be completed / if indicated for a **question**, the question must be completed if the section is used

## ПРАШАЛНИК ЗА УВОЗ/ТРАНЗИТ (ГРАНИЧЕН ПРЕМИН) Import/Transit (BCP)

The Customs Administration has decided to carry out analysis of the time needed for procedures to import, export and transit 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 recording the time required to complete the process. **Царинската управа одлучи да направи анализа на времето потребно за постапките за увоз, извоз и транзит на стоки. Целта на анализата е да се идентификуваат пречките во постапките за да може да се преземат корективни мерки. Ви благодариме за вашето учество во мерењето на времето потребно за завршување на процесот.**

### ARRIVAL AT TERMINAL, WEIGHING AND DOCUMENT PROCESSING BY BROKER – TO BE COMPLETED BY ENUMERATOR / BROKER ПРИСТИГНУВАЊЕ НА ТЕРМИНАЛ, МЕРЕЊЕ И ПРЕЦСИРАЊЕ НА ДОКУМЕНТИ ОД БРОКЕР – ПОПОЛНУВА АНКЕТАРОТ

1.	Consignment Type Тип на пратка	<input type="checkbox"/> Single consignee Единечна пратка		<input type="checkbox"/> Multiple consignee Збирна пратка		
2.	Consignment Category Категорија на пратка	<input type="checkbox"/> Meat & meat products Месо и млечни производи	<input type="checkbox"/> Food & vegetables Храна и зеленчук	<input type="checkbox"/> Automotive parts Автомобилски делови	<input type="checkbox"/> Processed food products Процесирана храна	<input type="checkbox"/> Other Друго
3.	Arrival of truck at Terminal 3 Skopje from: Пристигнување на возилото на Терминал 3 Скопје од:	<input type="checkbox"/> Kjafasan Кафасан	<input type="checkbox"/> Tabanovce Табановце	<input type="checkbox"/> Bogorodica Богородица	<input type="checkbox"/> Other Друго	
4.	Trade Facilitation Трговска постапка	<input type="checkbox"/> Simplified Поедноставена постапка	<input type="checkbox"/> AEO Овластен економски оператор	<input type="checkbox"/> Regular Стандардна постапка	<input type="checkbox"/> Not known at the time Не е познато во моментов	
5.	Truck Plate # Регистарски таблци	#				
6.	CMR #	#				

ACTIVITY АКТИВНОСТ	DAY/MONTH ДЕН/МЕСЕЦ	HOUR/MINUTE ЧАС/МИНУТА
<b>TO BE COMPLETED BY ENUMERATOR/ ПОПОЛНУВА АНКЕТАРОТ</b>		

7.	Date and time truck enters terminal. Датум и време на пристигнување на терминалот	/	hr: min
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### REGISTRATION OF TRUCK ENTERING AND WEIGHING – TO BE COMPLETED BY WEIGHBRIDGE OPERATOR РЕГИСТРАЦИЈА НА ВОЗИЛОТО КОЕ ВЛЕГУВА И СЕ МЕРИ – ПОПОЛНУВА ОПЕРАТОР ЗА ТЕЖИНА

8.	Truck weighing Дали возилото има потреба од мерење?	<input type="checkbox"/> NO (Skip to #11). <input type="checkbox"/> НЕ (Оди на # 11)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА.	9. Date and time weight registration starts. Датум и време на старт на на регистрирање за мерење	/	hr: min
				10. Date and time weight registration certificate issued. Датум и време на издавање на регистрација за мерење	/	hr: min

### REGULATORY AUTHORITIES CONTROL (if applicable) - TO BE COMPLETED BY INSPECTOR КОНТРОЛА НА РЕГУЛАТОРЕН ОРГАН (доколку е применливо) – ПОПОЛНУВА ИНСПЕКТОР

11.	Border Authority Unique Number Единствен број во систем	#
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12.	Are goods subject to regulatory authority checks and controls? <b>Дали стоките се предмет на проверки и контроли на регулаторни органи</b>	<input type="checkbox"/> NO (Skip to #56). <input type="checkbox"/> НЕ (Оди на # 56)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА	13. Relevant regulatory authority. <input type="checkbox"/> Sanitary inspection. <input type="checkbox"/> Phytosanitary Inspection. <input type="checkbox"/> Food and Veterinary Agency. <input type="checkbox"/> Other, please state:  <b>Релевантен регулаторен орган.</b> <input type="checkbox"/> Државен санитарен и здравствен инспекторат <input type="checkbox"/> Фитосанитарна инспекција <input type="checkbox"/> Агенција за храна и ветеринарство <input type="checkbox"/> Друго, ве молам напишете		
14.	Date and time of submitting application for goods control. <b>Датум и време на поднесување на апликацијата за контрола на стока.</b>			/	hr:	min
15.	Documentary check? <b>Проверка на документи?</b>	<input type="checkbox"/> NO (Skip to #21). <input type="checkbox"/> НЕ (Оди на #21)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА.	16. Date and time document checking starts. <b>Датум и време на почеток на проверка на документи</b>	/	hr: min
17.	Documents rejected. <b>Документите се одбиени.</b>	<input type="checkbox"/> NO (Skip to # 20). <input type="checkbox"/> НЕ (Оди на #20)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА	18. Date and time documents rejected. <b>Датум и време на одбивање на документите</b>	/	hr: min
				19. Date and time documents resubmitted. <b>Датум и време на повторно поднесување на документите</b>	/	hr: min
20.	Date and time document checking completed. <b>Датум и време на завршување на проверката на документи</b>			/	hr:	min
21.	Is the truck being fully unloaded? <b>Дали возилото е целосно истоварено?</b>	<input type="checkbox"/> NO (Skip to #24). <input type="checkbox"/> НЕ (Оди на # 24)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА.	22. Date and time unloading of truck starts. <b>Датум и време на почеток на истоварање на возилото</b>	/	hr: min
				23. Date and time unloading of ends. <b>Датум и време на завршување на истоварање на возилото</b>	/	hr: min
24.	Physical Inspection. <b>Физичка инспекција</b>	<input type="checkbox"/> NO (Skip to #32). <input type="checkbox"/> НЕ (Оди на #32)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА.	25. Date and time physical examination starts. <b>Датум и време на почеток на физичкиот преглед</b>	/	hr: min
				26. Date and time physical examination ends. <b>Датум и време на завршување на физичкиот преглед</b>	/	hr: min
27.	Sampling. <b>Земање примерок</b>	<input type="checkbox"/> NO (Skip to #32). <input type="checkbox"/> НЕ (Оди на #32)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА.	28. Date and time of sampling starts. <b>Датум и време на почеток на земање примерок.</b>	/	hr: min
				29. Date and time sampling ends. <b>Датум и време на завршување на земање примерок.</b>	/	hr: min
30.	Date and time truck reloading starts. (IF #21 is YES) <b>Датум и време на почеток на повторно товарење на возилото. (АКО #21 е ДА)</b>			/	hr:	min
31.	Date and time reloading of truck ends. (IF #21 is YES) <b>Датум и време на завршување на повторно товарење на возилото. (АКО #21 е ДА)</b>			/	hr:	min

32.	Date and time the Inspector's decision. <b>Датум и време кога е издадена одлуката на инспекторот.</b>		/	hr: min
<b>OTHER INSPECTION AUTHORITY CONTROL (if applicable) - TO BE COMPLETED BY INSPECTOR</b> <b>ОСТАНАТИ ИНСПЕКЦИИ ОД РЕГУЛАТОРЕН ОРГАН (доколку применливо) – ПОПОЛНУВА ИНСПЕКТОР</b>				
33.	Border Authority Unique # <b>Единствен број во систем</b>			#
34.	Are goods subject to other regulatory authority checks and controls? <b>Дали стоките се предмет на проверки и контроли на регулаторни органи</b>	<input type="checkbox"/> NO (Skip to #56). <input type="checkbox"/> НЕ (Оди на # 56)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА	35. Relevant regulatory authority <input type="checkbox"/> Sanitary inspection <input type="checkbox"/> Phytosanitary inspection <input type="checkbox"/> Food & Veterinary Agency <input type="checkbox"/> Other, please state: <b>Релевантен регулаторен орган</b> <input type="checkbox"/> Државен санитарен и здравствен инспекторат <input type="checkbox"/> Фитосанитарна инспекција <input type="checkbox"/> Агенција за храна и ветеринарство <input type="checkbox"/> Друго, ве молам напишете
36.	Date and time of submitting application for goods control. <b>Датум и време на поднесување на апликацијата за контрола на стока</b>		/	hr: min
37.	Documentary checks? <b>Проверка на документи</b>	<input type="checkbox"/> NO (Skip to #44). <input type="checkbox"/> НЕ (Оди на #44)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА	38. Date and time document checking starts. <b>Датум и време на почеток на проверка на документи</b>
				39. Date and time documentary check ends. <b>Датум и време на завршување на проверка на документите</b>
40.	Documents rejected. <b>Документите се одбиени</b>	<input type="checkbox"/> NO (Skip to #43). <input type="checkbox"/> НЕ (Оди на #43)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА.	41. Date and time documents rejected. <b>Датум и време на одбивање на документите</b>
				42. Date and time documents resubmitted. <b>Датум и време на повторно поднесување на документите</b>
43.	Date and time document check ends. (IF #37 is YES) <b>Датум и време на завршување на проверката на документите (АКО #37 е ДА)</b>		/	hr: min
44.	Is the truck being fully unloaded? <b>Дали возилото е целосно истоварено?</b>	<input type="checkbox"/> NO (Skip to #47). <input type="checkbox"/> НЕ (Оди на #47)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА	45. Date and time unloading of truck starts. <b>Датум и време на почеток на истоварање на возилото.</b>
				46. Date and time unloading of ends. <b>Датум и време на завршување на истоварање на возилото</b>
47.	Physical Inspection <b>Физичка инспекција</b>	<input type="checkbox"/> NO (Skip to #55). <input type="checkbox"/> НЕ (Оди на #55)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА	48. Date and time physical inspection starts. <b>Датум и време на почеток на физичката инспекција</b>
				49. Date and time physical inspection ends. <b>Датум и време на завршување на физичката инспекција</b>
50.	Sampling <b>Земање примерок</b>	<input type="checkbox"/> NO (Skip to #55). <input type="checkbox"/> НЕ (Оди на #55)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА	51. Date and time of sampling starts. <b>Датум и време на почеток на земање примерок.</b>

	#55)		52. Date and time sampling ends. <b>Датум и време на завршување со земање примерок.</b>	/	hr: min
53.	Date and time truck reloading starts. (IF #44 is YES) <b>Датум и време на почеток на повторно товарење на возилото. (АКО #44 е ДА)</b>			/	hr: min
54.	Date and time reloading of truck ends. (IF #44 is YES) <b>Датум и време на завршување со повторно товарење на возилото. (АКО #44 е ДА)</b>			/	hr: min
55.	Date and time the Inspector's decision. <b>Датум и време на донесување на одлуката на инспекторот.</b>			/	hr: min
<b>CUSTOMS - SUBMISSION OF TRANSIT DOCUMENTS - TO BE COMPLETED BY CUSTOMS OFFICER – IF APPLICABLE</b> <b>ЦАРИНА - ПОДНЕСУВАЊА НА ТРАНЗИТНИ ДОКУМЕНТИ - ПОПОЛНУВА ЦАРИНСКИ СЛУЖБЕНИК (ДОКОЛКУ ПРИМЕНЛИВО)</b>					
56.	Transit Declaration Number <b>Број на декларација за транзит</b>		#		
57.	Is consignment subject to NCTS Transit procedure for domestic or international transit? <b>Дали пратката е предмет на NCTS транзитна постапка за домашен или меѓународен транзит?</b>		<input type="checkbox"/> NO (Skip to #59). <input type="checkbox"/> НЕ (Оди на #59)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА.	
58.	Date and time Transit declaration closed in NCTS (T1 or T2) <b>Датум и време на затворање на транзитна декларација во NCTS (Т1 или Т2 )</b>		/		hr: min
59.	Do goods require TIR or ATA carnet to be certified? <b>Дали добрата побараат ТИР или АТА карнет за да бидат сертифицирани?</b>	<input type="checkbox"/> NO (Skip to #62). <input type="checkbox"/> НЕ (Оди на #62)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА	60. Date and time processing starts. <b>Датум и време на почеток на процесирање.</b>	hr: min
				61. Date and time processing ends. <b>Датум и време кога процесирањето завршува.</b>	hr: min
<b>CUSTOMS – SUBMISSION OF IMPORT DECLARATION, EXAMINATION OF DOCUMENTS AND GOODS - TO BE COMPLETED BY CUSTOMS OFFICER</b> <b>ЦАРИНА – ПОДНЕСУВАЊА НА ДЕКЛАРАЦИЈА ЗА УВОЗ, ПРОВЕРКА НА ДОКУМЕНТИ И СТОКА – ПОПОЛНУВА ЦАРИНСКИ СЛУЖБЕНИК</b>					
62.	Customs Declaration # <b>Број на царинска декларација</b>		#	/	hr: min
63.	Date and time of electronic submission of import declaration. <b>Датум и време на електронско поднесување на декларација на увоз.</b>		/		hr: min
64.	Date and time of electronic acceptance and registration of import declaration. <b>Датум и време на електронско прифаќање и регистрација на декларација за увоз.</b>		/		hr: min
65.	Date and time document examination starts. <b>Датум и време на почеток на проверка на документи.</b>		/		hr: min
66.	Documents rejected? <b>Документите се одбиени?</b>	<input type="checkbox"/> NO (Skip to #69). <input type="checkbox"/> НЕ (Оди на #69)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА.	67. Date and time documents rejected. <b>Датум и време на одбивање на документите</b>	hr: min
				68. Date and time documents resubmitted. <b>Датум и време на повторно поднесување на документите</b>	hr: min
69.	Additional documentary check required? <b>Дали е потребна дополнителна проверка на документи?</b>		<input type="checkbox"/> NO (Skip to #74). <input type="checkbox"/> НЕ (Оди на #74)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА	hr: min
70.	Date and time additional documentary check starts. <b>Датум и време на почеток на дополнителна проверка на документи</b>		/		hr: min

71.	Additional documents requested? <b>Дали се побарани дополнителни документи?</b>	<input type="checkbox"/> NO (Skip to #74). <input type="checkbox"/> НЕ (Оди на #74)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА	72. If YES Date and time request for additional documents issued. <b>Доколку ДА, Датум и време на издавање на барањето за дополнителни документи</b>	/	hr: min
73.	Date and time additional documents received. (IF #71 is YES) <b>Датум и време кога дополнителните документи се поднесени (АКО #71 е ДА)</b>			/	hr: min	
74.	Date and time document examination ends. <b>Датум и време на завршување на проверката на документацијата</b>			/	hr: min	
75.	Physical examination including sampling? <b>Физичка проверка со земање примерок?</b>	<input type="checkbox"/> NO (Skip to #87). <input type="checkbox"/> НЕ (Оди на #87)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА	76. Grounds for physical examination. <input type="checkbox"/> Risk analysis. <input type="checkbox"/> Customs officer's decision. <input type="checkbox"/> Anti-Smuggling Department. <b>Основи за физичка проверка</b> <input type="checkbox"/> Проценка на ризик <input type="checkbox"/> Одлука на цариник <input type="checkbox"/> Одделение за борба против криумчарење		
77.	Date and time physical examination advised to broker or operator. <b>Датум и време кога физички преглед е советуван до брокер или оператор</b>			/	hr: min	
78.	Is the truck being fully unloaded? <b>Дали возилото е целосно истоварено?</b>	<input type="checkbox"/> NO (Skip to #81). <input type="checkbox"/> НЕ (Оди на #81)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА	79. Date and time unloading of truck starts. <b>Датум и време на почеток на истоварање на возилото</b>	/	hr: min
				80. Date and time unloading of ends. <b>Датум и време на завршување со истоварање на возилото</b>	/	hr: min
81.	Date and time physical examination starts. (IF #75 IS YES) <b>Датум и време на почеток на физичкиот преглед. (АКО #75 е ДА)</b>			/	hr: min	
82.	Date and time physical examination ends. (IF #75 IS YES) <b>Датум и време на завршување на физичкиот преглед. (АКО #75 е ДА)</b>			/	hr: min	
83.	Examination protocol issued. <b>Издаден протокол за проверка</b>	<input type="checkbox"/> NO (Skip to #87). <input type="checkbox"/> НЕ (Оди на #87)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА	84. Date and time examination protocol issued. <b>Датум и време на издавање на протокол за проверка</b>	/	hr: min
85.	Date and time truck reloading starts. (IF #78. Is YES) <b>Датум и време на почеток на повторно товарење на возилото (АКО #78 е ДА)</b>			/	hr: min	
86.	Date and time reloading of truck ends. (IF #78. Is YES) <b>Датум и време на завршување на повторно товарење на возилото (АКО #78 е ДА)</b>			/	hr: min	
87.	Date and time payment accepted. <b>Датум и време на прифаќање на уплатата</b>			/	hr: min	
88.	Date and time goods released from Custom's supervision. <b>Датум и време на ослободување на стоката од царинската супервизија</b>			/	hr: min	
<b>AGENT'S ACTIONS – TO BE COMPLETED BY BROKER/ENUMERATOR</b>						
<b>ПОСТАПКИ НА АГЕНТ – ПОПОЛНУВА АНКЕТАР</b>						
89.	Date and time truck/goods physically exit Terminal parking/BCP. <b>Датум и време на физичко заминување на возилото/добрата од паркингот на Терминалот/ВСП</b>			/	hr: min	
<b>EXTRAORDINARY DELAYS WITHIN CDEPS AND NCTS</b>						
<b>ВОНРЕДНИ ОДЛОЖУВАЊА ВО СКОП НА CDEPS И NCTS- ПОПОЛНУВА АНКЕТАР</b>						
90.	Date and time interruption starts. <b>Датум и време на почеток на прекилот</b>			/	hr: min	
91.	Date and time interruption ends <b>Датум и време со завршување на прекилот</b>			/	hr: min	

92.	Do you face any limitations in the number of users? <b>Дали се соочивте со некои ограничувања во бројот на лиценци на корисниците?</b>	<input type="checkbox"/> NO (Skip to #95). <input type="checkbox"/> НЕ (Оди на #95)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА	93. If YES how long did you have to wait? Date and time start. <b>Доколку ДА, колку долго чекавте ? Датум и време на почеток на чекањето</b>	/	hr: min
				94. If YES how long did you have to wait? Date and time end. <b>Доколку ДА, колку долго чекавте ? Датум и време на завршување на чекањето</b>	/	hr: min
95.	Did you face any issues with CDEPS shutdown and restart? <b>Дали се соочивте со некакви проблеми со исклучувањето и рестартирањето на CDEPS?</b>	<input type="checkbox"/> NO (Skip to #98). <input type="checkbox"/> НЕ (ОДИ НА #98)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА	96. If YES date and time system shutdown? <b>Доколку ДА, Датум и време кога системот се исклучил?</b>	/	hr: min
				97. If YES date and time the system restart? <b>Доколку ДА, Датум и време на рестарт на системот?</b>	/	hr: min
<b>98. Note</b> <b>Забелешки</b>						
<i>Please provide details of any other reasons for slowing down of import /transit procedures.</i> <b>Ве молиме наведете детали за какви било други причини за забавување на процедурите за извоз/транзит.</b>						

## **Process Steps at BCP Import /Transit Combined:**

### **Border Police /Phytosanitary or Veterinary/ Customs – 18 steps**

- **Cleared at BCP** - For goods cleared at the BCP for home consumption follow steps: 1-7, 12-18
- **Transit** - For goods in transit to Skopje Term 3 follow steps: 1-3 (possible 4-7) 8-11 & 17-18.

#### **Step 1. Arrival of truck at the BCP, presentation of personal and truck documents to Border Police.**

Truck arrives at BCP.

Driver presents documents including passport, truck registration, CMR to Border Police.

Arrival is registered. Passport is automatically read and compared with various databases.

Other documents are manually recorded into Border Police national system.

(Vehicle registration documents retained by Border Police at Kjafasan BCP until import and transit procedures are completed see Step 19)

#### **Step 2. Weighbridge.**

If truck is required to be weighed Vehicle enters queue and proceeds to weighbridge.

Weight certificate is issued.

(Weight certificate is significant as it also allows access to terminal parking and when stamped/certified by Customs also indicates that all border Customs and regulatory authority controls are completed. Further it allows access to Term. 3 Skopje parking.

(If a truck is overweight the clearance process may be delayed. Border Police and Customs are both notified by the weighbridge operator.)

#### **Step 3. BCP Terminal / parking area.**

At Kjafasan & Tabanovce following the weighbridge control, the truck proceeds to the BCP Terminal and awaits all Customs and border regulatory authority checks and controls as required. At Bogorodica the truck goes to the parking area at the BCP where similar procedures take place to those completed at Kjafasan and Tabanovce. If there is no requirement for regulatory authority checks, go to Step 8.

#### **Step 4. Regulatory authority documentary checks (Phytosanitary & Food & Veterinary Service).**

If goods fall under the competence of the Phytosanitary Service or Food / Veterinary authority control and checks are required at the border, the broker delivers documents to the appropriate Inspector. If no regulatory authority checks are required, then go to Steps 9 & 10.

Documents can be rejected at this point due to error.

#### **Step 5 Physical inspection and /or**

#### **Step 6. Sampling controls.**

#### **For information purposes only:**

Phytosanitary - For imported goods (not in transit) cleared for home use either at the BCP or inland Terminal 100% of goods under Phytosanitary control are documentary and identity checked, requiring sight of goods and Customs presence to break seals.

Sampling takes place in accordance with an Annual Sampling Plan (ASP). Goods in transit from all 3 BCPs to Skopje Term 3 are extremely unlikely to undergo any form of phytosanitary control.

Food & Veterinary Authority - . Food /Veterinary service operate a risk based annual sampling plan (ASP) which results in approx. slightly > 5% of all consignments within their area of competence physically inspected and/or sampled. However, Inspectors can examine outside of the ASP if it is suspected that the consignment is contaminated or there are other indicators, which warrant closer attention.

Some commodities e.g., Chicken and Beef from Brazil require 100% of consignments to be examined and sampled.

Customs are always present to break seals and the Food/Veterinary procedures must be completed before Customs begin their clearance process. Joint controls with Customs take place. Unlike Phytosanitary controls, Food & Veterinary checks and controls are undertaken at the border in order that contaminated products do not gain entry to the country.

**Step 7, Inspector's decision issued.**

Documents are manually entered into regulatory authority records including recording of physical inspection and samples taken, before approval is granted for release by issue of the Inspector's decision.

**Step 8. Carnet processing procedures**

Following any regulatory checks and controls, for goods in transit Customs procedures begins either through the processing of a Carnet which allows temporary admission and the movement of goods within the national Customs territory under guarantee without the need to pay duties and taxes at the border OR utilizing the computerized transit system.

**Step 9. Customs Transit Procedures, submission of transit declaration.**

The most common form of transit utilizes the New Computerized Transit System (NCTS) whereby the broker will submit an electronic Customs transit declaration by his computer terminal to Customs. If goods are to be cleared for home consumption and not in transit to another destination go to Step 12.

**Step 10. Transit Declaration acceptance.**

Electronic Transit Declaration accepted and registered by Customs in NCTS. If satisfactory, transit is electronically authorized. Broker and Office of Destination are notified.

**Step 11. Seal Check**

Not all trucks in transit are sealed and not all seals are checked but if a truck's seals are checked or there is a need to apply seals to the truck then this is an additional step and time consideration.

**Steps 12 & 13 Customs Import Declarations Procedure**

If goods are to be cleared and released at the BCP Terminal, then an electronic Customs declaration is submitted (Step 12) by the broker through CDEPS. The System registers and accepts (Step 13) the declaration and performs an automatic channel selection based on risk to either send Green >90% or Yellow for additional documentary checks or Red for physical controls. The declaration can also be rejected during the document checking process due to errors.

**Step 14. Customs physical examination (< 10% max) & sampling.**

Physical examination of goods may result in violations due to misclassification, misdescription, excess quantities, undeclared (un-manifested) items, origin or valuation irregularities.

**Step 15. Issue of physical examination protocol.**

If consignment is the subject of a violation, then an examination protocol may be issued

**Step 16. Payment accepted & release.**

Once all Customs checks are satisfactorily completed, payment of Customs duties and taxes is taken electronically usually by bank guarantee.

CDEPS confirms payment. Broker is informed electronically that clearance has been authorized and collects any hard copy documents from Customs.

**Step 17. Customs certify weight certificate.**

Customs stamp weight certificate to allow truck and goods to exit Terminal / parking area.

**Step 18. Vehicle exits the BCP.**

Presentation of Customs certified copy of weight certificate and/or Information Note allows driver & truck to exit the Terminal or parking area at the BCP. Vehicles in Transit then have 24hrs to reach their final office of destination within the Customs territory of North Macedonia.

## 14.2. BCP - EXPORT (TRANSIT)

### BCP – Export (Transit), WCO Questionnaire

	<b>Time Release Study - 2022 North Macedonia Export/Transit (BCP)</b>	
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#### Purpose of Survey

The Customs Administration has decided to carry out analysis of the time needed for procedures to import, export and transit 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 recording the time required to complete the process. Царинската управа одлучи да направи анализа на времето потребно за постапките за увоз, извоз и транзит на стоки. Целта на анализата е да се идентификуваат пречките во постапките за да може да се преземат корективни мерки. Ви благодариме за вашето учество во мерењето на времето потребно за завршување на процесот!

(\*) = Mandatory - if indicated for a **section**, mandatory questions for the section must be completed / if indicated for a **question**, the question must be completed if the section is used

<b>TRS Information / Информации за TPC</b>	
1. Consignment type / Тип на пратка	<input type="checkbox"/> Single consignee /Единечна пратка <input type="checkbox"/> <input type="checkbox"/> Multiple consignee /Збирна пратка <input type="checkbox"/>
2. Consignment Category / Категорија на пратка	<input type="checkbox"/> Meat & meat products/Месо и млечни производи <input type="checkbox"/> <input type="checkbox"/> Food and vegetables/Храна и зеленчук <input type="checkbox"/> <input type="checkbox"/> Automotive part/Автомобилски делови <input type="checkbox"/> <input type="checkbox"/> Processed food product /Процесирана храна <input type="checkbox"/> Other/Друго <input type="checkbox"/>
3. Border crossing point / Граничен премин	<input type="checkbox"/> Kafasan/Кафасан <input type="checkbox"/> Tabanovce/Табановце <input type="checkbox"/> <input type="checkbox"/> Bogorodica/ Богородица <input type="checkbox"/> Other/Друго <input type="checkbox"/>
4. Trade Facilitation/Трговска постапка	<input type="checkbox"/> Simplified/Поедноставена постапка <input type="checkbox"/> <input type="checkbox"/> AEO/Овластен економски оператор <input type="checkbox"/> Regular/Регуларна постапка <input type="checkbox"/> <input type="checkbox"/> Not known at the time/Не е познато <input type="checkbox"/>
5. Truck Plate # / Регистарска табличка	
6. CMR# / број #	
<b>TRUCK ARRIVAL AT BORDER CROSSING – TO BE COMPLETED BY ENUMERATOR/(ПРИСТИГНУВА ВОЗИЛОТО НА ГРАНИЧЕН ПРЕМИН-ПОПОЛНУВА АНКЕТАР)</b>	
7. Date and time truck arrives at the BCP Terminal parking area. / Датум и време кога камионот пристигнува на Терминалот на граничниот премин.	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
<b>WEIGHBRIDGE PROCESS – TO BE COMPLETED BY WEIGHBRIDGE OPERATOR/(ПОПОЛНУВА ОПЕРАТОР НА ВАГА/АНКЕТАР (ТАБАНОВЦЕ)??)</b>	
8. Does vehicle require to weighed?/ Дали возилото има потреба од мерење?	<input type="checkbox"/> NO (Skip to #11) / НЕ (Оди на #11) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
9. Date and time weight registration starts / Датум и време кога започнува регистрацијата на тежината	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min

10. Date and time weight registration certificate issued / Датум и време на издадената потврда за регистрација на тежина	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
<b>REGULATORY AUTHORITY CONTROL (if applicable) - TO BE COMPLETED BY INSPECTOR/(ПОПОЛНУВА ИНСПЕКТОР)</b>	
11. Border Authority Unique # / (Уникатен број во систем)	
12. Are goods subject to regulatory authority checks and controls?/ Дали стоките се предмет на проверки и контроли на регулаторните органи?	NO (Skip to #19) / НЕ (Оди на #19) <input type="checkbox"/> YES / ДА. <input type="checkbox"/>
13. Relevant Regulatory Authority / Релевантно регулаторно тело	Border Food/Veterinary Inspection /Гранична инспекција за Храна/Ветерина <input type="checkbox"/> Border Phytosanitary Inspection/Гранична Фитосанитарна инспекција <input type="checkbox"/> <input type="checkbox"/> Other <input type="checkbox"/> please write/Друго <input type="checkbox"/> ве молиме напишете: <input type="text"/>
14. Date and time control and documents checks start / Датум и време кога започнува проверката на документи.	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
15. Documents rejected / Документите се одбени	NO (Skip to #17) / НЕ (Оди на #17) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
16. Date and time documents resubmitted / Датум и време на повторно доставување на документите	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
17. Date and time control and document check ends / Датум и време кога контрола и проверката на документите завршува.	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
18. Date and time Inspector's decision / Датум и време кога е издадена одлуката на инспекторот.	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
<b>CUSTOMS- SUBMISSION OF EXPORT&amp; TRANSIT DOCUMENTS - TO BE COMPLETED BY CUSTOMS OFFICER / ЦАРИНА-ПОДНЕСУВАЊА НА ИЗВОЗНИ И ТРАНЗИТНИ ДОКУМЕНТИ-ПОПОЛНУВА ЦАРИНИК</b>	
19. Customs Export Declaration #/ Декларација за извоз	
20. Do goods require export TIR or ATA Carnet to be certified? / Дали стоките побаруваат сертификарање на е-TIR или ATA Carnet?	NO (Skip to #23) / НЕ (Оди на #23) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
21. Date and time processing starts/ Датум и време кога процедурата започнува	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
22. Date and time processing ends / Датум и време кога процедурата завршува.	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
23. Is the consignment in transit from Skopje (or from any inland town)? / Дали пратката е во транзит од Скопје (или од друг град од внатрешноста на земјата)?	NO / НЕ <input type="checkbox"/> YES /ДА <input type="checkbox"/>
24. Have either the export or transit declaration (or both) been ended for this vehicle and consignment at the ВСП? / Дали извозната и транзит декларација (или двете) за ова возило и пратка се затвораат на граничниот премин?	NO (Skip to #27) / НЕ (Оди на #27) <input type="checkbox"/> YES / ДА <input type="checkbox"/>

25. (If YES to #24) Date and time electronic submission of (new) export declaration in CDEPS at BCP Terminal / (АКО ДА #24) Датум и време на електронско поднесување на (нова) извозна декларација во CDEPS на Терминалот на граничниот премин	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
26. If YES to #24 Date and time electronic acceptance and (new) registration of export declaration in CDEPS at BCP Terminal / (АКО ДА #24) Датум и време на електронско прифаќање и (нова) регистрација на извозната декларација во CDEPS на Терминалот на граничен премин.	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
27. Date and time export declaration check by Customs in CDEPS at BCP Terminal starts / Датум и време кога е започната проверката на извозната декларација во CDEPS на Терминалот на граничниот премин.	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
28. Additional documents requested? / Дали се побарани дополнителни документи ?	NO (Skip to #31) / НЕ (Оди на #31) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
29. If YES date and time request for additional documents issued / Доколку ДА, датум и време кога се побарани дополнителни документи	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
30. Date and time additional documents received / Датум и време кога се доставени дополнителните документи.	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
31. Date and time export declaration check by Customs in CDEPS at BCP Terminal ends / Датум и време кога завршува проверката на извозната декларација од Царина во CDEPS на Терминалот на граничниот премин.	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
32. Physical examination / Физичка проверка	NO (Skip to #44) / НЕ (Оди на #44) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
33. Grounds for physical examination / Основи за физички преглед	Risk analysis / Анализа за ризик <input type="checkbox"/> Customs officer's decision / Одлука на цариник <input type="checkbox"/> Anti-Smuggling Department / Оддел за борба против криминарење <input type="checkbox"/>
34. Date and time physical examination advised to broker or operator / Датум и време кога физичката проверка се предложува/советува на брокерот или операторот.	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
35. Is the vehicle being fully unloaded? / Дали возилото е целосно истоварено?	NO (Skip to #38) / НЕ (О <input type="checkbox"/> YES / ДА <input type="checkbox"/>
36. Date and time unloading of vehicle starts / Датум и време на почеток на истоварање на возилото	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
37. Date and time unloading of ends / Датум и време на завршување на истоварувањето	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
38. Date and time physical examination starts / Датум и време на почеток на физички преглед.	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
39. Date and time physical examination ends / Датум и време на завршување на физички преглед.	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
40. Examination protocol issued / Издаден протокол за проверка	NO (Skip to #44) / НЕ (Оди на #44) <input type="checkbox"/> YES / ДА <input type="checkbox"/>

41. Date and time examination protocol issued / Датум и време на издавање на протокол за проверка.	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
42. Date and time vehicle reloading starts. (IF #35. Is YES) / Датум и време на почеток на повторно товарење (ДОКОЛКУ #35. е ДА)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
43. Date and time vehicle reloading starts. (IF #35. Is YES) / Датум и време на почеток на повторно товарење (ДОКОЛКУ #35. е ДА)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
44. Check or application of vehicle seal / Проверка или апликација на пломба на возила	NO (Skip to #47) / НЕ (Оди на #47) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
45. Date and time seal check/application starts / Датум и време на почеток на апликација/проверка на пломба.	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
46. Date and time seal check/application ends / Датум и време на завршување на апликација/проверка на пломба на возилото.	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
47. Date and time confirmation note of export certified at the BCP Terminal / Дата и време на потврда за извозниот сертификат на Терминалот на граничен премин.	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
48. Date and time vehicle exits the BCP Terminal parking area / Дата и време кога возилото го напушта Терминалот на граничен премин.	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
<b>CUSTOMS- TRUCK ARRIVES AT THE BCP – TO BE COMPLETED BY CUSTOMS / ЦАРИНА- КАМИОНОТ ПРИСТИГНУВА НА ГРАНИЧЕН ПРЕМИН - ПОПОЛНУВА ЦАРИНИК</b>	
49. Date and time truck arrives at the State Border i.e. joins the export lane queue at BCP / Датум и време кога камионот пристигнува на границата односно се приклучува во на редот за извоз на граничен премин.	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
50. Customs Export Declaration / # Број на извозна декларација	
51. Date and time export declaration checked by Customs in CDEPS at BCP starts / Датум и време кога проверката на извозната декларација се проверува во CDEPS на граничниот премин.	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
52. Date and time export declaration checked by Customs in CDEPS at BCP ends / Датум и време на завршување на проверката на извозната декларација во CDEPS на граничниот премин.	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
53. Transit Declaration # / Број на транзитна декларација	
54. Is an electronic transit declaration submitted for this vehicle/consignment in NCTS? / Дали е поднесена електронска транзитна декларација за ова возило/пратка во NCTS?	NO (Skip to #58) / НЕ (Оди на #58). <input type="checkbox"/> YES / ДА <input type="checkbox"/>
55. Date and time transit declaration check in NCTS at BCP starts / Датум и време кога проверка на транзитна декларација во NCTS на граничен премин е започната	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
56. Date and time transit declaration check in NCTS at BCP ends / Датум и време кога проверка на транзитна декларација во NCTS на граничен премин е завршена.	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min

57. Date and time transit declaration authorized in NCTS at BCP / Датум и време кога транзит декларацијата е авторизирана во NCTS на граничен премин.	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
58. Date and time all export/transit procedures certified at BCP / Датум и време кога извозот/транзитот е сертифициран на граничен премин.	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
<b>BORDER POLICE CONTROL – TO BE COMPLETED BY BORDER POLICE OFFICER / ПОЛИЦИСКА КОНТРОЛА-ПОПОЛНУВА ПОЛИЦИСКИ СЛУЖБЕНИК/АНКЕТАР</b>	
59. Date and time vehicle and personal documents presented to Border Police / Датум и време кога личните документи и документите за возилото се доставени до граничната полиција.	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
60. Date and time Border Police control completed (i.e. vehicle and driver cross the border / Датум и време кога проверката на документите е завршена (Возилото и возачот ја поминуваат границата)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
<b>EXTRAORDINARY DELAYS WITHIN CDEPS/ NCTS / НЕВООБИЧАЕНИ ОДЛОЖУВАЊА ВО СИСТЕМИ CDEPS И NCTS (ПОПОЛНУВА АНКЕТАР)</b>	
61. Date and time interruption starts / Датум и време кога прекилот започнува.	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
62. Date and time interruption ends / Датум и време кога прекилот завршува	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
63. Do you face any limitations in the number of users? / Дали се соочувате со некакви ограничувања во бројот на корисници?	NO (Skip to #66) / НЕ (Оди на #66) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
64. If YES how long did you have to wait? Date and time starts / Доколку ДА, колку долго требаше да чекате? Датумот и време на започнување.	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
65. If YES how long did you have to wait? Date and time ends / Доколку ДА, колку долго требаше да чекате? Датумот и времето на завршување.	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
66. Did you face any issues with CDEPS shutdown and restart? / Дали се соочивте со некакви проблеми со исклучувањето и рестартирањето на CDEPS?	NO (Skip to #69) / НЕ (Оди на #69) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
67. If YES date and time system shutdown? / Доколку ДА, датум и време на исклучување на системот?	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
68. If YES date and time the system restart? / Доколку ДА, датум и време на рестартирање на системот ?	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
69. Забелешки Note Please provide details of any other reasons for slowing down of export /transit procedures / Ве молиме наведете детали за какви било други причини за забавување на процедурите за извоз/транзит.	

(\*) = Mandatory - if indicated for a **section**, mandatory questions for the section must be completed / if indicated for a **question**, the question must be completed if the section is used

**ПРАШАЛНИК ЗА Извоз/Транзит (ГРАНИЧЕН ПРЕМИН)  
Export/Transit (BCP)**

The Customs Administration has decided to carry out analysis of the time needed for procedures to import, export and transit 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 recording the time required to complete the process. **Царинската управа одлучи да направи анализа на времето потребно за постапките за увоз, извоз и транзит на стоки.**

**Целта на анализата е да се идентификуваат пречките во постапките за да може да се преземат корективни мерки.**

**Ви благодариме за вашето учество во мерењето на времето потребно за завршување на процесот!**

1.	Consignment type Тип на пратка	<input type="checkbox"/> Single consignee Единечна пратка			<input type="checkbox"/> Multiple consignee Збирна пратка	
2.	Consignment Category Категорија на пратка	<input type="checkbox"/> Meat & meat products Месо и млечни производи	<input type="checkbox"/> Food and vegetables Храна и зеленчук	<input type="checkbox"/> Automotive parts Автомобилски делови	<input type="checkbox"/> Processed food products Процесирана храна	<input type="checkbox"/> Other Друго
3.	Border crossing point. Граничен премин	<input type="checkbox"/> Kjafasan Ќафасан	<input type="checkbox"/> Tabanovce Табановце	<input type="checkbox"/> Bogorodica Богородица	<input type="checkbox"/> Other Друго	
4.	Trade Facilitation Трговска постапка	<input type="checkbox"/> Simplified Поедноставена постапка	<input type="checkbox"/> AEO Овластен економски оператор	<input type="checkbox"/> Regular Регуларна постапка	<input type="checkbox"/> Not known at the time Не е познато	
5.	Truck Plate # Регистарска табличка	#				
6.	CMR број #	#				
<b>АКТИВНОСТ/ACTIVITY</b>						
<b>TRUCK ARRIVAL AT BORDER CROSSING – TO BE COMPLETED BY ENUMERATOR</b>						
<b>(ПРИСТИГНУВА ВОЗИЛОТО НА (ТЕРМИНАЛ) ГРАНИЧЕН ПРЕМИН-ПОПОЛНУВА АНКЕТАР</b>						
7.	Date and time truck arrives at the BCP Terminal parking area. Датум и време кога камионот пристигнува на Терминалот на граничниот премин.				DAY/MONTH (ДЕН/МЕСЕЦ)	HOUR/MINUTE (ЧАС/МИНУТИ)
					/	hr: min
<b>WEIGHBRIDGE PROCESS – TO BE COMPLETED BY WEIGHBRIDGE OPERATOR (ПОПОЛНУВА ОПЕРАТОР НА ВАГА/АНКЕТАР)</b>						
8.	Does truck require to weighed? Дали возилото има потреба од мерење?	<input type="checkbox"/> NO (Skip to #11). <input type="checkbox"/> НЕ (Оди на #11)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА	9. Date and time weight registration starts. Датум и време кога започнува регистрацијата на тежината	/	hr: min
				10. Date and time weight registration certificate issued Датум и време на издадената потврда за регистрација на тежина.	/	hr: min
<b>REGULATORY AUTHORITY CONTROL (if applicable) - TO BE COMPLETED BY INSPECTOR</b>						
<b>РЕГУЛАТОРНА ИНСПЕКЦИСКА КОНТОЛА (ПОПОЛНУВА ИНСПЕКТОР)</b>						
11.	Border Authority Unique #. (Уникатен број во систем)					#
12.	Are goods subject to regulatory authority checks and controls? Дали стоките се предмет на проверки и контроли на регулаторните органи	<input type="checkbox"/> NO (Skip to #19). <input type="checkbox"/> НЕ (Оди на #19)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА.	13. Relevant Regulatory Authority. Релевантно регулаторно тело <input type="checkbox"/> Agency for food and vet- doctor Агенција за храна и ветерина - доктор <input type="checkbox"/> Agency for food and vet- vet Агенција за храна и ветерина- ветеринар <input type="checkbox"/> Border Phytosanitary Inspection. Гранична Фитосанитарна проверка <input type="checkbox"/> Other, please write: Друго ве молиме напишете...		
14.	Date and time control and documents checks start. Датум и време кога започнува проверката на документи.				/	hr: min

15.	Documents rejected. <b>Документите се одбиени</b>	<input type="checkbox"/> NO (Skip to #17). <input type="checkbox"/> НЕ (Оди на #17)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА.	16. Date and time documents resubmitted. <b>Датум и време на повторно доставување на документите</b>	/	hr: min
17.	Date and time control and document check ends. <b>Датум и време кога контрола и проверката на документите завршува.</b>			/	hr: min	
18.	Date and time Inspector's decision. <b>Датум и време кога е издадена одлуката на инспекторот.</b>			/	hr: min	
<b>CUSTOMS- SUBMISSION OF EXPORT&amp; TRANSIT DOCUMENTS - TO BE COMPLETED BY CUSTOMS OFFICER ЦАРИНА-ПОДНЕСУВАЊА НА ИЗВОЗНИ И ТРАНЗИТНИ ДОКУМЕНТИ-ПОПОЛНУВА ЦАРИНИК</b>						
19. Customs Export Declaration # <b>Декларација за извоз</b>					#	
20.	Do goods require export TIR or ATA Carnet to be certified? <b>Дали стоките побаруваат сертифицирање на e-TIR или ATA Carnet?</b>	<input type="checkbox"/> NO (Skip to #23). <input type="checkbox"/> НЕ (Оди на #23)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА	21. Date and time processing starts. <b>Датум и време кога процедурата започнува</b>	/	hr: min
				22. Date and time processing ends. <b>Датум и време кога процедурата завршува.</b>	/	hr: min
23.	Is the consignment in transit from Skopje (or from any inland town)? <b>Дали пратката е во транзит од Скопје (или од друг град од внатрешноста на земјата)?</b>			<input type="checkbox"/> NO <input type="checkbox"/> НЕ	<input type="checkbox"/> YES. <input type="checkbox"/> ДА	
24.	Have either the export or transit declaration (or both) been ended for this truck and consignment at the BCP? <b>Дали извозната и транзит декларација (или двете) за ова возило и пратка се затвораат на граничниот премин?</b>			<input type="checkbox"/> NO (Skip to #27). <input type="checkbox"/> НЕ (Оди на #27)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА	
25.	(If YES to #24) Date and time electronic submission of (new) export declaration in CDEPS at BCP Terminal <b>(АКО ДА #24) Датум и време на електронско поднесување на (нова) извозна декларација во CDEPS на Терминалот на граничниот премин</b>				hr: min	
26.	If YES to #24 Date and time electronic acceptance and (new) registration of export declaration in CDEPS at BCP Terminal. <b>(АКО ДА #24) Датум и време на електронско прифаќање и (нова) регистрација на извозната декларација во CDEPS на Терминалот на граничен премин.</b>				hr: min	
27.	Date and time export declaration check by Customs in CDEPS at BCP Terminal starts. <b>Датум и време кога е започната проверката на извозната декларација во CDEPS на Терминалот на граничниот премин.</b>			/	hr: min	
28.	Additional documents requested? <b>Дали се побарани дополнителни документи ?</b>	<input type="checkbox"/> NO (Skip to #31). <input type="checkbox"/> НЕ (Оди на #31)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА	29. If YES date and time request for additional documents issued. <b>Доколку ДА, датум и време кога се побарани дополнителни документи</b>	/	hr: min
				30. Date and time additional documents received <b>Датум и време кога се доставени дополнителните документи.</b>	/	hr: min
31.	Date and time export declaration check by Customs in CDEPS at BCP Terminal ends. <b>Датум и време кога завршува проверката на извозната декларација од Царина во CDEPS на Терминалот на граничниот премин.</b>			/	hr: min	
32.	Physical examination. <b>Физичка проверка</b>	<input type="checkbox"/> NO (Skip to #44). <input type="checkbox"/> НЕ (Оди на #44)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА	33. Grounds for physical examination. <b>Основи за физички преглед</b> <input type="checkbox"/> Risk analysis. <b>Анализа за ризик</b> <input type="checkbox"/> Customs officer's decision. <b>Одлука на цариник</b> <input type="checkbox"/> Anti-Smuggling Department. <b>Оддел за борба против криумчарење</b>		

34.	Date and time physical examination advised to broker or operator. <b>Датум и време кога физичката проверка се предлага/советува на брокерот или операторот.</b>			/	hr: min	
35.	Is the truck being fully unloaded? <b>Дали возилото е целосно истоварено?</b>	<input type="checkbox"/> NO (Skip to #38). <input type="checkbox"/> НЕ (Оди на #38)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА	36. Date and time unloading of truck starts. <b>Датум и време на почеток на истоварање на возилото</b>	/	hr: min
				37. Date and time unloading of ends. <b>Датум и време на завршување на истоварувањето</b>	/	hr: min
38.	Date and time physical examination starts. <b>Датум и време на почеток на физички преглед.</b>			/	hr: min	
39.	Date and time physical examination ends. <b>Датум и време на завршување на физички преглед.</b>			/	hr: min	
40.	Examination protocol issued. <b>Издаден протокол за проверка</b>	<input type="checkbox"/> NO (Skip to #44). <input type="checkbox"/> НЕ (Оди на #44)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА	41. Date and time examination protocol issued. <b>Датум и време на издавање на протокол за проверка.</b>	/	hr: min
42.	Date and time truck reloading starts. (IF #35. Is YES). <b>Датум и време на почеток на повторно товарење (ДОКОЛКУ #35. е ДА)</b>			/	hr: min	
43.	Date and time reloading of truck ends. (IF #35. Is YES). <b>Датум и време кога завршува повторното товарење на возилото (ДОКОЛКУ #35 е ДА)</b>			/	hr: min	
44.	Check or application of truck seal. <b>Проверка или апликација на пломба на возила</b>	<input type="checkbox"/> NO (Skip to #47). <input type="checkbox"/> НЕ (Оди на #47)	<input type="checkbox"/> YES <input type="checkbox"/> ДА	45. Date and time seal check/application starts. <b>Датум и време на почеток на апликација/проверка на пломба.</b>	/	hr: min
				46. Date and time seal check/application ends. <b>Датум и време на завршување на апликација/проверка на пломба на возилото.</b>	/	hr: min
47.	Date and time confirmation note of export certified at the BCP Terminal. <b>Дата и време на потврда за извозниот сертификат на Терминалот на граничен премин.</b>			/	hr: min	
48.	Date and time truck exits the BCP Terminal parking area. <b>Дата и време кога возилото го напушта Терминалот на граничен премин.</b>			/	hr: min	
<b>CUSTOMS- TRUCK ARRIVES AT THE BCP – TO BE COMPLETED BY CUSTOMS</b>						
<b>ЦАРИНА- КАМИОНОТ ПРИСТИГНУВА НА ГРАНИЧЕН ПРЕМИН - ПОПОЛНУВА ЦАРИНИК</b>						
49.	Date and time truck arrives at the State Border i.e. joins the export lane queue at BCP. <b>Датум и време кога камионот пристигнува на границата односно се приклучува во на редот за извоз на граничен премин.</b>			/	hr: min	
50.	Customs Export Declaration # <b>Број на извозна декларација</b>					
51.	Date and time export declaration checked by Customs in CDEPS at BCP starts. <b>Датум и време кога проверката на извозната декларација се проверува во CDEPS на граничниот премин.</b>			/	hr: min	
52.	Date and time export declaration checked by Customs in CDEPS at BCP ends. <b>Датум и време на завршување на проверката на извозната декларација во CDEPS на граничниот премин.</b>			/	hr: min	
53.	Transit Declaration # <b>Број на транзитна декларација</b>					

54.	Is an electronic transit declaration submitted for this truck/consignment in NCTS? <b>Дали е поднесена електронска транзитна декларација за ова возило/пратка во NCTS?</b>	<input type="checkbox"/> NO (Skip to #58). <input type="checkbox"/> НЕ (Оди на #58).	<input type="checkbox"/> YES. <input type="checkbox"/> ДА	55. Date and time transit declaration check in NCTS at BCP starts. <b>Датум и време кога проверка на транзитна декларација во NCTS на граничен премин е започната</b>	/	hr: min
				56. Date and time transit declaration check in NCTS at BCP ends. <b>Датум и време кога проверка на транзитна декларација во NCTS на граничен премин е завршена.</b>	/	hr: min
57.	Date and time transit declaration authorized in NCTS at BCP. <b>Датум и време кога транзит декларацијата е авторизирана во NCTS на граничен премин.</b>			/	hr: min	
58.	Date and time all export/transit procedures certified at BCP. <b>Датум и време кога извозот/транзитот е сертифициран на граничен премин.</b>			/	hr: min	
<b>BORDER POLICE CONTROL – TO BE COMPLETED BY BORDER POLICE OFFICER</b>						
<b>ПОЛИЦИСКА КОНТРОЛА-ПОПОЛНУВА ПОЛИЦИСКИ СЛУЖБЕНИК/АНКЕТАР</b>						
59.	Date and time truck and personal documents presented to Border Police. <b>Датум и време кога личните документи и документите за возилото се доставени до граничната полиција.</b>			/	hr: min	
60.	Date and time Border Police control completed (i.e. truck and driver cross the border). <b>Датум и време кога проверката на документите е завршена (Возилото и возачот ја поминуваат границата)</b>			/	hr: min	
<b>EXTRAORDINARY DELAYS WITHIN CDEPS/ NCTS</b>						
<b>НЕВООБИЧАЕНИ ОДЛОЖУВАЊА ВО СИСТЕМИ CDEPS И NCTS (ПОПОЛНУВА АНКЕТАР)</b>						
61.	Date and time interruption starts. <b>Датум и време кога прекилот започнува.</b>			/	hr: min	
62.	Date and time interruption ends. <b>Датум и време кога прекилот завршува</b>			/	hr: min	
63.	Do you face any limitations in the number of users? <b>Дали се соочувате со некакви ограничувања во бројот на корисници?</b>	<input type="checkbox"/> NO (Skip to #66). <input type="checkbox"/> НЕ (Оди на #66)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА	64. If YES how long did you have to wait? Date and time starts <b>Доколку ДА, колку долго требаше да чекате? Датумот и време на започнување.</b>	/	hr: min
				65. If YES how long did you have to wait? Date and time ends. <b>Доколку ДА, колку долго требаше да чекате? Датумот и времето на завршување.</b>	/	hr: min
66.	Did you face any issues with CDEPS shutdown and restart? <b>Дали се соочивте со некакви проблеми со исклучувањето и рестартирањето на CDEPS?</b>	<input type="checkbox"/> NO (Skip to #69). <input type="checkbox"/> НЕ (Оди на #69)	<input type="checkbox"/> YES.	67. If YES date and time system shutdown? <b>Доколку ДА, датум и време на исклучување на системот?</b>	/	hr: min
				68. If YES date and time the system restart? <b>Доколку ДА, датум и време на рестартирање на системот ?</b>	/	hr: min
69. Забелешки Note						

Please provide details of any other reasons for slowing down of export /transit procedures.

Ве молиме наведете детали за какви било други причини за забавување на процедурите за извоз/транзит.

**Process Steps at BCP Transit & Export**  
**Incl. goods in Transit from Skopje Terminal 3 and goods exported directly from the BCP**  
**Phytosanitary or Veterinary / Customs Border Police – 12 steps**

- Transit - For goods in transit follow steps 1,8-12
- Direct export from the BCP – FOLLOW STEPS 1-12

**Step 1. Arrival of truck at the BCP.**

Vehicle arrives at the BCP.

**Step 2. Vehicle remains either in export lane at the BCP or moves to Terminal parking area.**

Not all export trucks will enter the BCP Terminal parking area many will complete their export procedures directly at the Customs export booth situated in the freight export lane at the BCP

Some on the other hand will instead go directly to the BCP Terminal parking area.

At Tabanovce BCP there is an irregularity with the normal export procedure for goods in transit from Skopje. It is understood that many exporters and transport companies prefer to open international transit procedures and guarantees in Serbia, opting to cancel all previously submitted documents from Skopje and to submit new export declarations at the Tabanovce Terminal. It is also frequent practice to open a new international transit declaration is on the Serbian side of the border In NCTS.

**Step 3. Weighbridge Process.**

If the truck moves to the Terminal parking area then driver may be required to obtain weight certificate from weighbridge in the terminal.

**Step 4. Border regulatory authority checks and controls.**

It is extremely unlikely that any of the border regulatory authorities will perform any checks or controls at the BCP or Terminal parking areas, since in the case of export goods exporters are responsible for meeting the regulatory requirements of the importing country. However in case a missing certificate has to be issued at the BCP or some other requirement is necessary this is included.

**Step 5. Regulatory authority Inspector's decision issued.**

In case the goods have undergone any regulatory authority controls The Inspectors decision is necessary.

**Step 6. Vehicle exits BCP Terminal parking area.**

At Tabanovce following submission of new export documents the truck exits the parking area and moves again towards the BCP export controls.

**Step 7. Customs - submission of export Carnet.**

Customs export clearance procedures begin at the BCP or Terminal either through the processing of a Carnet which allows the movement of goods within the national Customs territory under guarantee without the need to pay duties and taxes at the border OR utilizing the computerized transit system. Generally, the use of Carnets is uncommon.

**Step 8. Customs - checking of export declaration.**

To authorize export of the goods across the border an export declaration will have been submitted and registered in the Customs CDEPS. This document is checked by the Officer in the BCP export lane using often in comparison with hard copy documents carried by the driver.

Though not commonly performed there may be a need for additional documentary checks and for physical examinations for example in respect of excise goods.

**Step 9. Customs – checking of Transit declaration.**

For international transit goods to must be covered by a financial guarantee. Throughout the EU, Turkey, North Macedonia and Serbia the truck and goods are monitored on their journey to final destination by

NCTS. Where the international transit was opened in Skopje then this will be electronically approved and authorized at the BCP by the North Macedonian Customs Officer.

**Step 10. Certification (electronic) of export document**

After completion of all Customs controls, the export is certified and the truck proceeds to the Border Police Controls.

**Step 11. Border Police.**

Driver presents documents including passport, truck registration, CMR.

Departure is registered in Border Police national system. Passport is automatically read and compared with other databases. Supporting documents are manually recorded into Border Police national system. Registration procedures are completed and if satisfactory Border Police return documents to driver.

**Step 12. Vehicle exits BCP.**

Driver & truck exit the BCP and cross the border.

## 14.3. SKOPJE TERMINAL 1013 - IMPORT (TRANSIT)

### Skopje Terminal 1013 – Import (Transit), WCO Questionnaire

	<b>Time Release Study - 2022 North Macedonia Export/Transit (Skopje)</b>	
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#### Purpose of Survey

The Customs Administration has decided to carry out analysis of the time needed for procedures to import, export and transit 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 recording the time required to complete the process. Царинската управа одлучи да направи анализа на времето потребно за постапките за увоз, извоз и транзит на стоки. Целта на анализата е да се идентификуваат пречките во постапките за да може да се преземат корективни мерки. Ви благодариме за вашето учество во мерењето на времето потребно за завршување на процесот.

(\*) = Mandatory - if indicated for a **section**, mandatory questions for the section must be completed / if indicated for a **question**, the question must be completed if the section is used

<b>TRS Information / Информации за TPC</b>	
1. Consignment type / Тип на пратка	Single consignee / Единечна пратка <input type="checkbox"/> Multiple consignees / Збирна пратка <input type="checkbox"/>
2. Consignment Category / Категорија на пратка	Meat & meat products / Месо и млечни производи <input type="checkbox"/> Food and vegetables / Храна и зеленчук <input type="checkbox"/> Automotive parts / Авто делови <input type="checkbox"/> Processed food products / Процесирана храна <input type="checkbox"/> Other / Друго <input type="checkbox"/>
3. Trade Facilitation / Трговска постапка	Simplified / Поедноставена постапка <input type="checkbox"/> AEO / Овластен економски оператор <input type="checkbox"/> Regular / Редовна постапка <input type="checkbox"/> <input type="checkbox"/> Not known at the time / Не е познато <input type="checkbox"/>
4. Truck Plate # / Регистарска табличка	
5. CMR #	
<b>ACTIVITY / АКТИВНОСТ (TO BE COMPLETED BY THE ENUMERATOR / ПОПОЛНУВА / АНКЕТАР)</b>	
6. Date and time vehicle arrives at / enters Terminal / Датум и време на пристигнување на Терминал	day    mth -    hr    min
<b>WEIGHBRIDGE PROCESS – TO BE COMPLETED BY WEIGHBRIDGE OPERATOR / (ПРОЦЕС НА ТЕЖНИСКО МЕРЕЊЕ – ПОПОЛНУВА ОПЕРАТОР ЗА МЕРЕЊЕ)</b>	
7. Does the vehicle require the weighbridge? / Дали возилото има потреба од мерење?	NO (Skip to #10) / НЕ (Оди на #10) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
8. Date and time weight registration starts / Датум и време на почеток на мерењето	day    mth -    hr    min
9. Date and time weight registration certificate issued / Датум и време на издавање на документ за мерењето.	day    mth -    hr    min
<b>BROKER ACTIONS – TO BE COMPLETED BY THE BROKER/ENUMERATOR / (АКТИВНОСТИ НА БРОКЕР – ГИ ПОПОЛНУВА БРОКЕР/АНКЕТАР)</b>	
10. Through which VCP will the vehicle exit N. Macedonia? / Преку кој VCP возилото ќе ја напушти С. Македонија?	Kafasan / Кафасан <input type="checkbox"/> Tabanovce / Табановце <input type="checkbox"/> Bogorodica / Богородица <input type="checkbox"/> Other / Други <input type="checkbox"/>

<b>REGULATORY AUTHORITY CONTROLS - TO BE COMPLETED BY INSPECTOR / (КОНТРОЛА ОД РЕГУЛАТОРЕН ОРГАН – ПОПОЛНУВА ИНСПЕКТОР)</b>	
11. Border Authority Unique Number / Уникатен број во систем	
12. Are goods subject to regulatory authority checks and controls? / Дали стоките се предмет на проверки и контроли на регулаторните органи?	NO (Skip to #20) / НЕ (Оди на #20) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
13. Relevant Regulatory Authority / Релевантно регулаторно тело.	Border Phytosanitary inspection / Гранична фитосанитарна инспекција <input type="checkbox"/> Agency for Food/Vet / Агенција за Храна/Ветерина. <input type="checkbox"/> Other please write: / Друго <input type="checkbox"/> ве молиме напишете <input type="checkbox"/>
14. Date and time control & checks starts / Датум и време на почеток на проверката	_____ day _____ mth - _____ hr _____ min
15. Documents rejected / Документите се одбиени	NO (Skip to #18) / НЕ(Оди на #18) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
16. Date and time documents rejected / Датум и време на одбивање на документите	_____ day _____ mth - _____ hr _____ min
17. Date and time documents resubmitted / Датум и време на повторно доставување	_____ day _____ mth - _____ hr _____ min
18. Date and time document checking completed / Датум и време на завршување на проверката за документи	_____ day _____ mth - _____ hr _____ min
19. Date and time Inspector's decision / Датум и време на одлуката на инспекторот	_____ day _____ mth - _____ hr _____ min
<b>CUSTOMS EXPORT &amp; TRANSIT DECLARATION SUBMISSION – TO BE COMPLETED BY CUSTOMS OFFICER / (ЦАРИНА– ЕКСПОРТ И ТРАНЗИТ НА ПОДНЕСУВАЊЕ НА ДЕКЛАРАЦИЈА – ПОПОЛНУВА ЦАРИНИК/АНКЕТАР)</b>	
20. Export Declaration # / Декларација за извоз	
21. Date and time of electronic submission of export declaration in CDEPS / Датум и време на електронско поднесување на декларација за извоз во CDEPS	_____ day _____ mth - _____ hr _____ min
22. Date and time of electronic acceptance and registration of export declaration in CDEPS / Датум и време на електронско прифаќање и регистрација на декларација за извоз во CDEPS	_____ day _____ mth - _____ hr _____ min
23. Documents rejected by Customs? / Документи се одбиени од Царина	NO (Skip to #26) / НЕ (Оди на #26) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
24. Date and time documents rejected / Датум и време на одбивање на документите	_____ day _____ mth - _____ hr _____ min
25. Date and time documents resubmitted / Датум и време на повторно доставување на документите	_____ day _____ mth - _____ hr _____ min
26. Are additional documents requested / Дали се побарани дополнителни документи?	NO (Skip to #29) / НЕ (Оди на #29) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
27. If YES date and time request for additional documents issued/ Доколку ДА, датум и време кога се издадени дополнителните документи	_____ day _____ mth - _____ hr _____ min
28. Date and time additional documents received / Дата и време на добивање на дополнителни	_____ day _____ mth - _____ hr _____ min

документи	
29. Date and time documentary checks ends / Датум и време кога завршува проверката на документи	day mth - hr min
30. Physical examination / Физички преглед	NO (Skip to #42) / НЕ (Оди на #42) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
31. Grounds for physical examination / Основи за физички преглед	Risk analysis / Анализа за ризик <input type="checkbox"/> Customs officer's decision / Одлука на цариник <input type="checkbox"/> Anti-Smuggling Department / Оддел за борба против кримичарење <input type="checkbox"/>
32. Date and time physical examination advised to broker or operator / Датум и време кога физички преглед му се предложува на брокерот или операторот.	day mth - hr min
33. Is the vehicle being fully unloaded / Дали возилото е целосно истоварено?	NO (Skip to #36) / НЕ (Оди на #36) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
34. Date and time unloading of vehicle starts / Датум и време на почеток на истоварање на возилото	day mth - hr min
35. Date and time unloading of ends / Датум и време на завршување на истоварувањето	day mth - hr min
36. Date and time physical examination starts / Датум и време за почеток на физичкиот преглед	day mth - hr min
37. Date and time physical examination ends / Датум и време за завршување на физичкиот преглед	day mth - hr min
38. Examination protocol issued / Издавање на протокол за проверка	NO (Skip to #42) / НЕ (Оди на #42) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
39. Date and time examination protocol issued / Дата и време на издавање на протокол за проверка	day mth - hr min
40. Date and time vehicle reloading starts. (IF #33. Is YES) / Дата и време на почеток на повторно товарење на возило (АКО #33 е ДА)	day mth - hr min
41. Date and time reloading of vehicle ends. (IF #33. Is YES) / Дата и време на завршување на повторно товарење на возило (АКО #33 е ДА)	day mth - hr min
42. Transit Declaration # / Декларација на транзит	
43. ATA Carnet presented? / Дали е приложен ATA Carnet	NO (Skip to #46) / НЕ (Оди на #46) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
44. If YES Date and time processing of ATA Carnet started / Доколку ДА, датум и време на почетокот на процесирање на ATA Carnet?	day mth - hr min
45. Date and time ATA Carnet completed and certified / Датум и време на комплетирање и сертификарање на ATA Карнет	day mth - hr min
46. Transit opened in NCTS / Отворање на Транзит во NCTS	NO (Skip to #51) / НЕ (Оди на #51) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
47. Transit procedure type / Тип на процедура на транзит	T1 transit / T1 Транзит <input type="checkbox"/> T2 transit / T2 Транзит <input type="checkbox"/> TIR / TIR <input type="checkbox"/>

48. Date and time Transit declaration accepted, registered and approved in NCTS / Дата и време на прифаќање, регистрирање и одобрување на декларацијата за Транзит од NCTS	_____ day _____ mth - _____ hr _____ min
49. Is a Customs seal being applied to this vehicle? / Дали на ова возило е аплицирана царинска пломба	NO (Skip to #52) / НЕ(оди на #52) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
50. Date and time seal check/application starts / Датум и време на почеток на проверка/ апликација на пломбата ?	_____ day _____ mth - _____ hr _____ min
51. Date and time sealing of vehicle completed / Датум и време на завршување на поставување на пломбата	_____ day _____ mth - _____ hr _____ min
52. Date and time goods released for transit / Датум и време кога стоката е пуштена за транзит.	_____ day _____ mth - _____ hr _____ min
<b>EXIT FROM TERMINAL – TO BE COMPLETED BY THE DRIVER/ENUMERATOR / НАПУШТАЊЕ НА ТЕРМИНАЛ – ПОПОЛНУВА АНКЕТАР</b>	
53. Date and time vehicle/goods exit Terminal-parking area / Датум и време кога возилото/ стоката го напушта паркингот на терминалот	_____ day _____ mth - _____ hr _____ min
<b>EXTRAORDINARY DELAYS WITHIN CDEPS AND NCTS / (НЕВООБИЧАЕНИ ОДЛОЖУВАЊА ВО СКЛОП НА CDEPS И NCTS-ПОПОЛНУВА АНКЕТАР)</b>	
54. Date and time interruption starts / Датум и време кога прекилот започнува	_____ day _____ mth - _____ hr _____ min
55. Date and time interruption ends / Датум и време кога прекилот завршува	_____ day _____ mth - _____ hr _____ min
56. Do you face any limitations in the number of users? / Дали се соочувате со некакви ограничувања во бројот на корисници?	NO (Skip to #59) / НЕ (Оди на #59) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
57. If YES how long did you have to wait? Date and time starts / Доколку ДА, колку долго требаше да чекате? Датумот и време на започнување	_____ day _____ mth - _____ hr _____ min
58. If YES how long did you have to wait? Date and time ends / Доколку ДА, колку долго требаше да чекате? Датумот и времето на завршување	_____ day _____ mth - _____ hr _____ min
59. Did you face any issues with CDEPS shutdown and restart? / Дали се соочивте со некакви проблеми со исклучувањето и рестартирањето на CDEPS?	NO (Skip to #62) / НЕ (Оди на #62) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
60. If YES date and time system shutdown? / Доколку ДА датум и време за исклучување на системот?	_____ day _____ mth - _____ hr _____ min
61. If YES date and time the system restart? / Доколку ДА, датум и време на рестартирање на системот?	_____ day _____ mth - _____ hr _____ min
62. NOTE / ЗАБЕЛЕШКИ Please provide details of any other reasons for slowing down of export /transit procedures / Ве молиме наведете детали за какви било други причини за забавување на процедурите за извоз/транзит.	

(\*) = Mandatory - if indicated for a **section**, mandatory questions for the section must be completed / if indicated for a **question**, the question must be completed if the section is used



12.	Are goods subject to regulatory authority checks and controls? <b>Дали стоките се предмет на проверки и контроли на регулаторни органи</b>	<input type="checkbox"/> NO (Skip to #56). <input type="checkbox"/> НЕ (Оди на # 56)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА	13. Relevant regulatory authority. <input type="checkbox"/> Sanitary inspection. <input type="checkbox"/> Phytosanitary Inspection. <input type="checkbox"/> Food and Veterinary Agency. <input type="checkbox"/> Other, please state:  <b>Релевантен регулаторен орган.</b> <input type="checkbox"/> Државен санитарен и здравствен инспекторат <input type="checkbox"/> Фитосанитарна инспекција <input type="checkbox"/> Агенција за храна и ветеринарство <input type="checkbox"/> Друго, ве молам напишете		
14.	Date and time of submitting application for goods control. <b>Датум и време на поднесување на апликацијата за контрола на стока.</b>			/	hr:	min
15.	Documentary check? <b>Проверка на документи?</b>	<input type="checkbox"/> NO (Skip to #21). <input type="checkbox"/> НЕ (Оди на #21)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА.	16. Date and time document checking starts. <b>Датум и време на почеток на проверка на документи</b>	/	hr: min
17.	Documents rejected. <b>Документите се одбиени.</b>	<input type="checkbox"/> NO (Skip to # 20). <input type="checkbox"/> НЕ (Оди на #20)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА	18. Date and time documents rejected. <b>Датум и време на одбивање на документите</b>	/	hr: min
				19. Date and time documents resubmitted. <b>Датум и време на повторно поднесување на документите</b>	/	hr: min
20.	Date and time document checking completed. <b>Датум и време на завршување на проверката на документи</b>			/	hr:	min
21.	Is the truck being fully unloaded? <b>Дали возилото е целосно истоварено?</b>	<input type="checkbox"/> NO (Skip to #24). <input type="checkbox"/> НЕ (Оди на # 24)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА.	22. Date and time unloading of truck starts. <b>Датум и време на почеток на истоварање на возилото</b>	/	hr: min
				23. Date and time unloading of ends. <b>Датум и време на завршување на истоварање на возилото</b>	/	hr: min
24.	Physical Inspection. <b>Физичка инспекција</b>	<input type="checkbox"/> NO (Skip to #32). <input type="checkbox"/> НЕ (Оди на #32)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА.	25. Date and time physical examination starts. <b>Датум и време на почеток на физичкиот преглед</b>	/	hr: min
				26. Date and time physical examination ends. <b>Датум и време на завршување на физичкиот преглед</b>	/	hr: min
27.	Sampling. <b>Земање примерок</b>	<input type="checkbox"/> NO (Skip to #32). <input type="checkbox"/> НЕ (Оди на #32)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА.	28. Date and time of sampling starts. <b>Датум и време на почеток на земање примерок.</b>	/	hr: min
				29. Date and time sampling ends. <b>Датум и време на завршување на земање примерок.</b>	/	hr: min
30.	Date and time truck reloading starts. (IF #21 is YES) <b>Датум и време на почеток на повторно товарење на возилото. (АКО #21 е ДА)</b>			/	hr:	min
31.	Date and time reloading of truck ends. (IF #21 is YES) <b>Датум и време на завршување на повторно товарење на возилото. (АКО #21 е ДА)</b>			/	hr:	min

32.	Date and time the Inspector's decision. <b>Датум и време кога е издадена одлуката на инспекторот.</b>		/	hr: min
<b>OTHER INSPECTION AUTHORITY CONTROL (if applicable) - TO BE COMPLETED BY INSPECTOR ОСТАНАТИ ИНСПЕКЦИИ ОД РЕГУЛАТОРЕН ОРГАН (доколку применливо) – ПОПОЛНУВА ИНСПЕКТОР</b>				
33.	Border Authority Unique # <b>Единствен број во систем</b>			#
34.	Are goods subject to other regulatory authority checks and controls? <b>Дали стоките се предмет на проверки и контроли на регулаторни органи</b>	<input type="checkbox"/> NO (Skip to #56). <input type="checkbox"/> НЕ (Оди на # 56)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА	35. Relevant regulatory authority <input type="checkbox"/> Sanitary inspection <input type="checkbox"/> Phytosanitary inspection <input type="checkbox"/> Food & Veterinary Agency <input type="checkbox"/> Other, please state: <b>Релевантен регулаторен орган</b> <input type="checkbox"/> Државен санитарен и здравствен инспекторат <input type="checkbox"/> Фитосанитарна инспекција <input type="checkbox"/> Агенција за храна и ветеринарство <input type="checkbox"/> Друго, ве молам напишете
36.	Date and time of submitting application for goods control. <b>Датум и време на поднесување на апликацијата за контрола на стока</b>		/	hr: min
37.	Documentary checks? <b>Проверка на документи</b>	<input type="checkbox"/> NO (Skip to #44). <input type="checkbox"/> НЕ (Оди на #44)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА	38. Date and time document checking starts. <b>Датум и време на почеток на проверка на документи</b>
				39. Date and time documentary check ends. <b>Датум и време на завршување на проверка на документите</b>
40.	Documents rejected. <b>Документите се одбиени</b>	<input type="checkbox"/> NO (Skip to #43). <input type="checkbox"/> НЕ (Оди на #43)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА.	41. Date and time documents rejected. <b>Датум и време на одбивање на документите</b>
				42. Date and time documents resubmitted. <b>Датум и време на повторно поднесување на документите</b>
43.	Date and time document check ends. (IF #37 is YES) <b>Датум и време на завршување на проверката на документите (АКО #37 е ДА)</b>		/	hr: min
44.	Is the truck being fully unloaded? <b>Дали возилото е целосно истоварено?</b>	<input type="checkbox"/> NO (Skip to #47). <input type="checkbox"/> НЕ (Оди на #47)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА	45. Date and time unloading of truck starts. <b>Датум и време на почеток на истоварање на возилото.</b>
				46. Date and time unloading of ends. <b>Датум и време на завршување на истоварање на возилото</b>
47.	Physical Inspection <b>Физичка инспекција</b>	<input type="checkbox"/> NO (Skip to #55). <input type="checkbox"/> НЕ (Оди на #55)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА	48. Date and time physical inspection starts. <b>Датум и време на почеток на физичката инспекција</b>
				49. Date and time physical inspection ends. <b>Датум и време на завршување на физичката инспекција</b>
50.	Sampling <b>Земање примерок</b>	<input type="checkbox"/> NO (Skip to #55). <input type="checkbox"/> НЕ (Оди на #55)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА	51. Date and time of sampling starts. <b>Датум и време на почеток на земање примерок.</b>

	#55)		52. Date and time sampling ends. <b>Датум и време на завршување со земање примерок.</b>	/	hr: min
53.	Date and time truck reloading starts. (IF #44 is YES) <b>Датум и време на почеток на повторно товарење на возилото. (АКО #44 е ДА)</b>			/	hr: min
54.	Date and time reloading of truck ends. (IF #44 is YES) <b>Датум и време на завршување со повторно товарење на возилото. (АКО #44 е ДА)</b>			/	hr: min
55.	Date and time the Inspector's decision. <b>Датум и време на донесување на одлуката на инспекторот.</b>			/	hr: min
<b>CUSTOMS - SUBMISSION OF TRANSIT DOCUMENTS - TO BE COMPLETED BY CUSTOMS OFFICER – IF APPLICABLE</b> <b>ЦАРИНА - ПОДНЕСУВАЊА НА ТРАНЗИТНИ ДОКУМЕНТИ - ПОПОЛНУВА ЦАРИНСКИ СЛУЖБЕНИК (ДОКОЛКУ ПРИМЕНЛИВО)</b>					
56.	Transit Declaration Number <b>Број на декларација за транзит</b>		#		
57.	Is consignment subject to NCTS Transit procedure for domestic or international transit? <b>Дали пратката е предмет на NCTS транзитна постапка за домашен или меѓународен транзит?</b>		<input type="checkbox"/> NO (Skip to #59). <input type="checkbox"/> НЕ (Оди на #59)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА.	
58.	Date and time Transit declaration closed in NCTS (T1 or T2) <b>Датум и време на затворање на транзитна декларација во NCTS (Т1 или Т2 )</b>			/	hr: min
59.	Do goods require TIR or ATA carnet to be certified? <b>Дали добрата побараат ТИР или АТА карнет за да бидат сертифицирани?</b>	<input type="checkbox"/> NO (Skip to #62). <input type="checkbox"/> НЕ (Оди на #62)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА	60. Date and time processing starts. <b>Датум и време на почеток на процесирање.</b>	hr: min
				61. Date and time processing ends. <b>Датум и време кога процесирањето завршува.</b>	hr: min
<b>CUSTOMS – SUBMISSION OF IMPORT DECLARATION, EXAMINATION OF DOCUMENTS AND GOODS - TO BE COMPLETED BY CUSTOMS OFFICER</b> <b>ЦАРИНА – ПОДНЕСУВАЊА НА ДЕКЛАРАЦИЈА ЗА УВОЗ, ПРОВЕРКА НА ДОКУМЕНТИ И СТОКА – ПОПОЛНУВА ЦАРИНСКИ СЛУЖБЕНИК</b>					
62.	Customs Declaration # <b>Број на царинска декларација</b>		#	/	hr: min
63.	Date and time of electronic submission of import declaration. <b>Датум и време на електронско поднесување на декларација на увоз.</b>			/	hr: min
64.	Date and time of electronic acceptance and registration of import declaration. <b>Датум и време на електронско прифаќање и регистрација на декларација за увоз.</b>			/	hr: min
65.	Date and time document examination starts. <b>Датум и време на почеток на проверка на документи.</b>			/	hr: min
66.	Documents rejected? <b>Документите се одбиени?</b>	<input type="checkbox"/> NO (Skip to #69). <input type="checkbox"/> НЕ (Оди на #69)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА.	67. Date and time documents rejected. <b>Датум и време на одбивање на документите</b>	hr: min
				68. Date and time documents resubmitted. <b>Датум и време на повторно поднесување на документите</b>	hr: min
69.	Additional documentary check required? <b>Дали е потребна дополнителна проверка на документи?</b>		<input type="checkbox"/> NO (Skip to #74). <input type="checkbox"/> НЕ (Оди на #74)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА	hr: min
70.	Date and time additional documentary check starts. <b>Датум и време на почеток на дополнителна проверка на документи</b>			/	hr: min

71.	Additional documents requested? <b>Дали се побарани дополнителни документи?</b>	<input type="checkbox"/> NO (Skip to #74). <input type="checkbox"/> НЕ (Оди на #74)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА	72. If YES Date and time request for additional documents issued. <b>Доколку ДА, Датум и време на издавање на барањето за дополнителни документи</b>	/	hr: min
73.	Date and time additional documents received. (IF #71 is YES) <b>Датум и време кога дополнителните документи се поднесени (АКО #71 е ДА)</b>			/	hr: min	
74.	Date and time document examination ends. <b>Датум и време на завршување на проверката на документацијата</b>			/	hr: min	
75.	Physical examination including sampling? <b>Физичка проверка со земање примерок?</b>	<input type="checkbox"/> NO (Skip to #87). <input type="checkbox"/> НЕ (Оди на #87)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА	76. Grounds for physical examination. <input type="checkbox"/> Risk analysis. <input type="checkbox"/> Customs officer's decision. <input type="checkbox"/> Anti-Smuggling Department. <b>Основи за физичка проверка</b> <input type="checkbox"/> Проценка на ризик <input type="checkbox"/> Одлука на цариник <input type="checkbox"/> Одделение за борба против криумчарење		
77.	Date and time physical examination advised to broker or operator. <b>Датум и време кога физички преглед е советуван до брокер или оператор</b>			/	hr: min	
78.	Is the truck being fully unloaded? <b>Дали возилото е целосно истоварено?</b>	<input type="checkbox"/> NO (Skip to #81). <input type="checkbox"/> НЕ (Оди на #81)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА	79. Date and time unloading of truck starts. <b>Датум и време на почеток на истоварање на возилото</b>	/	hr: min
				80. Date and time unloading of ends. <b>Датум и време на завршување со истоварање на возилото</b>	/	hr: min
81.	Date and time physical examination starts. (IF #75 IS YES) <b>Датум и време на почеток на физичкиот преглед. (АКО #75 е ДА)</b>			/	hr: min	
82.	Date and time physical examination ends. (IF #75 IS YES) <b>Датум и време на завршување на физичкиот преглед. (АКО #75 е ДА)</b>			/	hr: min	
83.	Examination protocol issued. <b>Издаден протокол за проверка</b>	<input type="checkbox"/> NO (Skip to #87). <input type="checkbox"/> НЕ (Оди на #87)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА	84. Date and time examination protocol issued. <b>Датум и време на издавање на протокол за проверка</b>	/	hr: min
85.	Date and time truck reloading starts. (IF #78. Is YES) <b>Датум и време на почеток на повторно товарење на возилото (АКО #78 е ДА)</b>			/	hr: min	
86.	Date and time reloading of truck ends. (IF #78. Is YES) <b>Датум и време на завршување на повторно товарење на возилото (АКО #78 е ДА)</b>			/	hr: min	
87.	Date and time payment accepted. <b>Датум и време на прифаќање на уплатата</b>			/	hr: min	
88.	Date and time goods released from Custom's supervision. <b>Датум и време на ослободување на стоката од царинската супервизија</b>			/	hr: min	
<b>AGENT'S ACTIONS – TO BE COMPLETED BY BROKER/ENUMERATOR</b>						
<b>ПОСТАПКИ НА АГЕНТ – ПОПОЛНУВА АНКЕТАР</b>						
89.	Date and time truck/goods physically exit Terminal parking/BCP. <b>Датум и време на физичко заминување на возилото/добрата од паркингот на Терминалот/ВСП</b>			/	hr: min	
<b>EXTRAORDINARY DELAYS WITHIN CDEPS AND NCTS</b>						
<b>ВОНРЕДНИ ОДЛОЖУВАЊА ВО СКОП НА CDEPS И NCTS- ПОПОЛНУВА АНКЕТАР</b>						
90.	Date and time interruption starts. <b>Датум и време на почеток на прекилот</b>			/	hr: min	
91.	Date and time interruption ends <b>Датум и време со завршување на прекилот</b>			/	hr: min	

92.	Do you face any limitations in the number of users? <b>Дали се соочивте со некои ограничувања во бројот на лиценци на корисниците?</b>	<input type="checkbox"/> NO (Skip to #95). <input type="checkbox"/> НЕ (Оди на #95)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА	93. If YES how long did you have to wait? Date and time start. <b>Доколку ДА, колку долго чекавте ? Датум и време на почеток на чекањето</b>	/	hr: min
				94. If YES how long did you have to wait? Date and time end. <b>Доколку ДА, колку долго чекавте ? Датум и време на завршување на чекањето</b>	/	hr: min
95.	Did you face any issues with CDEPS shutdown and restart? <b>Дали се соочивте со некакви проблеми со исклучувањето и рестартирањето на CDEPS?</b>	<input type="checkbox"/> NO (Skip to #98). <input type="checkbox"/> НЕ (ОДИ НА #98)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА	96. If YES date and time system shutdown? <b>Доколку ДА, Датум и време кога системот се исклучил?</b>	/	hr: min
				97. If YES date and time the system restart? <b>Доколку ДА, Датум и време на рестарт на системот?</b>	/	hr: min
<b>98. Note</b> <b>Забелешки</b>						
<i>Please provide details of any other reasons for slowing down of import /transit procedures.</i> <b>Ве молиме наведете детали за какви било други причини за забавување на процедурите за извоз/транзит.</b>						

## Process Steps Import Skopje Terminal 1013 - 14 steps

### **Step 1. Arrival of truck at Terminal 3 Skopje.**

Vehicle arrives at the terminal from one of the three BCPs in transit.

Date and time of arrival recorded.

### **Step 2. Weighbridge.**

Vehicle proceeds to terminal weighbridge and obtains weight certificate.

### **Step 3. Regulatory authority documentary checks and controls.**

If goods fall under the competence of one or more of the borders regulatory authorities' control and checks are required at the Terminal. These will be Phytosanitary, Food and Sanitary authorities.

The broker will deliver documents to the appropriate Inspector. If no regulatory authority checks are required, then go to Steps 7 & 8.

Inspector performs a number of documentary checks to confirm identity of the goods.

Documents can be rejected at this point due to error. Goods under Phytosanitary control are 100% documentary and identity checked requiring sight of goods and Customs presence to break seals.

Sampling is according to an Annual Sampling Plan (ASP). Depending upon the type of goods, the truck may either be released to the importers premises after Customs clearance or remain at the terminal until satisfactory results are received.

### **Step 4 & 5 Physical inspection and /or sampling.**

Goods are physically inspected to further confirm identity and quality and if needed according to risk indicators, or based on an annual sampling plan, samples are taken.

### **Step 6. Inspectors' decision issued.**

Whether goods are physically inspected or sampled, documents / licenses / permits and other certificates are compared with those submitted in EXIM and details are entered into authorities' records before approval / Inspectors' decision is issued for release and Customs procedures can begin.

### **Step 7. Customs transit procedures closed procedures.**

Either through the closing of the transit procedure in NCTS or certification of a Carnet transit is completed, and goods now become subject to a new Customs procedure. In the context of this TRS goods will be processed for clearance and released to home use.

### **Step 8. Carnet certification.**

Finalization of e-TIR and ATA Carnets.

### **Step 9. Import Declaration submitted.**

For goods cleared and released at the Terminal, an electronic Customs declaration is submitted by the broker on-line through CDEPS.

### **Step 10. Import Declaration acceptance and registration.**

CDEPS registers and accepts the declaration and performs an automatic channel selection based on risk to either send the declaration Green >90% or Yellow for additional documentary checks or Red for physical controls. The declaration can also be rejected during the document checking process due to errors. Officers may be required to perform an additional documentary check to satisfy themselves that the documents presented are true and may ask for supplementary documents to support claims for preference, value etc.

### **Step 12 & 13. Customs physical examination and issue of examination protocol.**

Physical examination of cargo selected by CDEPS or by an officer over-riding the system are completed in the terminal utilizing warehouse facilities. Usually no more than 10% of all consignments are selected for the Red Channel (physical examination).

Physical examination of goods may result in violations due to misclassification, misdescription, excess quantities, undeclared (un-manifested) items, origin or valuation irregularities. If consignment is the subject of a violation, then a protocol may be issued.

During the physical examination it may be necessary to also take representative samples in order to confirm the goods chemical footprint, or composition as rates of duty c=vary according to how goods are described and what they are made of.

**Step 14 Issue of examination protocol.**

If a violation is detected during the physical examination, then the Officer will issue a protocol detailing the violation and penalty i.e., seizure.

**Step 15. Payment accepted & notification of release.**

Following completion of all checks and controls payment of duties is taken usually against a bank guarantee.

CDEPS confirms payment. The broker is notified electronically through CDEPS that clearance has been granted and the goods are released from Customs supervision.

**Step 16. Vehicle exits the terminal.**

Vehicle exits the terminal.

## 14.4. SKOPJE TERMINAL 1013 - EXPORT (TRANSIT)

### Skopje Terminal 1013 – Import (Transit), WCO Questionnaire

	<b>Time Release Study - 2022 North Macedonia Import/Transit (Skopje)</b>	 <small>WORLD CUSTOMS ORGANIZATION ORGANISATION MONDIALE DES DOUANES</small>
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#### Purpose of Survey

The Customs Administration has decided to carry out analysis of the time needed for procedures to import, export and transit 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 recording the time required to complete the process. Царинската управа одлучи да направи анализа на времето потребно за постапките за увоз, извоз и транзит на стоки. Целта на анализата е да се идентификуваат пречките во постапките за да може да се преземат корективни мерки. Ви благодариме за вашето учество во мерењето на времето потребно за завршување на процесот.

(\*) = Mandatory - if indicated for a **section**, mandatory questions for the section must be completed / if indicated for a **question**, the question must be completed if the section is used

<b>ARRIVAL AT TERMINAL, WEIGHING AND DOCUMENT PROCESSING BY BROKER – TO BE COMPLETED BY ENUMERATOR / БРОКЕР / ПРИСТИГНУВАЊЕ НА ТЕРМИНАЛ, МЕРЕЊЕ И ПРЕЦИРАЊЕ НА ДОКУМЕНТИ ОД БРОКЕР – ПОПОЛНУВА АНКЕТАРОТ/БРОКЕР</b>	
1. Consignment Type / Тип на пратка	Single consignee / Единечна пратка <input type="checkbox"/> Multiple consignees / Збирна пратка <input type="checkbox"/>
2. Consignment Category / Категорија на пратка	Meat & meat products / Месо и млечни производи <input type="checkbox"/> Food & vegetables / Храна и зеленчук <input type="checkbox"/> Automotive parts / Автомобилски делови <input type="checkbox"/> Processed food products / Процесирана храна <input type="checkbox"/> Other / Друго <input type="checkbox"/>
3. Arrival of truck at Terminal 3 Skopje from: / Пристигнување на возилото на Терминал 3 Скопје од:	Kafasan / Ќафасан <input type="checkbox"/> Tabanovce / Табановце <input type="checkbox"/> Bogorodica / Богородица <input type="checkbox"/> Other / Друго <input type="checkbox"/>
4. Trade Facilitation / Трговска постапка	Simplified / Поедноставена постапка <input type="checkbox"/> AEO / Овластен економски оператор <input type="checkbox"/> Regular / Стандардна постапка <input type="checkbox"/> Not known at the time / Не е познато во моментот <input type="checkbox"/>
5. Truck Plate # / Регистарски таблци	
6. CMR #	
<b>ACTIVITY / АКТИВНОСТ</b>	
7. Date and time vehicle enters terminal. Дата и време на пристигнување на терминалот	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr   <input type="text"/> min
<b>REGISTRATION OF TRUCK ENTERING AND WEIGHING – TO BE COMPLETED BY WEIGHBRIDGE OPERATOR РЕГИСТРАЦИЈА НА ВОЗИЛОТО КОЕ ВЛЕГУВА И СЕ МЕРИ – ПОПОЛНУВА ОПЕРАТОР</b>	
8. Truck weighing / Дали возилото има потреба од мерење?	NO (Skip to #11) / НЕ (Оди на # 11) <input type="checkbox"/> YES / ДА. <input type="checkbox"/>
9. Date and time weight registration starts / Дата и време на старт на на регистрирање за мерење	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr   <input type="text"/> min
10. Date and time weight registration certificate issued / Дата и време на издавање на регистрација за мерење	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr   <input type="text"/> min

<b>REGULATORY AUTHORITIES CONTROL (if applicable) - TO BE COMPLETED BY INSPECTOR / КОНТРОЛ НА РЕГУЛАТОРЕН ОРГАН (доколку е применливо) – ПОПОЛНУВА ИНСПЕКТОР</b>	
11. Border Authority Unique Number / Единствен граничен број	
12. Are goods subject to regulatory authority checks and controls? / Дали стоките се предмет на проверки и контроли на регулаторните органи	NO (Skip to #56) / НЕ (Оди на # 56) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
13. Relevant regulatory authority / Релевантен регулаторен орган	Sanitary inspection / Санитарна инспекција <input type="checkbox"/> Phytosanitary Inspection / Фитосанитарна инспекција <input type="checkbox"/> Food and Veterinary Agency / Агенција за храна и ветеринарство <input type="checkbox"/> Other <input type="checkbox"/> please state: / Друго <input type="checkbox"/> ве молам напишете <input type="checkbox"/>
14. Date and time of submitting application for goods control / Датум и време на приложување на апликацијата за контрола на стока.	day mth - hr min
15. Documentary check? / Проверка на документи?	NO (Skip to #21) / НЕ (Оди на прашање 21) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
16. Date and time document checking starts / Датум и време на почеток на проверка на документи	day mth - hr min
17. Documents rejected / Документите се одбиени	NO (Skip to # 20) / НЕ (Оди на прашање 20) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
18. Date and time documents rejected / Дата и време на одбивање на документите	day mth - hr min
19. Date and time documents resubmitted / Дата и време на повторно аплицирање	day mth - hr min
20. Date and time document checking completed / Дата и време на завршување на проверката на документи	day mth - hr min
21. Is the vehicle being fully unloaded / Дали возилото е целосно истоварено?	Skip to #24) / НЕ (Оди на прашање 24) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
22. Date and time unloading of vehicle start / Дата и време на почеток на истоварање на возилото	day mth - hr min
23. Date and time unloading of ends / Дата и време на завршување на истоварање на возилото	day mth - hr min
24. Physical Inspection / Физичка инспекција	NO (Skip to #32) / НЕ (Оди на прашање 32) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
25. Date and time physical examination starts / Дата и време на почеток на физичкиот преглед	day mth - hr min
26. Date and time physical examination ends / Дата и време на завршување на физичкиот преглед	day mth - hr min
27. Sampling / Земање примерок	NO (Skip to#32) / НЕ (Оди на прашање 32) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
28. Date and time of sampling starts / Дата и време на почеток на земање примерок.	day mth - hr min
29. Date and time sampling ends / Дата и време на завршување на земање примерок.	day mth - hr min
30. Date and time vehicle reloading starts / Дата и	

време на почеток на повторно товарење на возилото.	_____ day _____ mth - _____ hr _____ min
31. Date and time reloading of vehicle ends / Дата и време на завршување на повторно товарење на возилото.	_____ day _____ mth - _____ hr _____ min
32. Date and time the Inspector's decision / Дата и време на одлуката на инспекторот	_____ day _____ mth - _____ hr _____ min
<b>OTHER INSPECTION AUTHORITY CONTROL (if applicable) - TO BE COMPLETED BY INSPECTOR / ОСТАНАТИ ИНСПЕКЦИИ ОД РЕГУЛАТОРЕН ОРГАН (доколку применливо) – ПОПОЛНУВА ИНСПЕКТОР</b>	
33. Border Authority Unique # / Единствен граничен број	
34. Are goods subject to other regulatory authority checks and controls? / Дали добрата се приложени на други регулаторни проверки и контроли?	NO (Skip to #56) / НЕ (Одете на прашање 56) <input type="checkbox"/> YES/ ДА <input type="checkbox"/>
35. Relevant regulatory authority / Релевантен регулаторен орган	Sanitary inspection / Санитарна инспекција <input type="checkbox"/> Phytosanitary inspection / Фитосанитарна инспекција <input type="checkbox"/> Food & Veterinary Agency / Агенција за храна и ветеринарство <input type="checkbox"/> Other <input type="checkbox"/> please state / Друго <input type="checkbox"/> ве молам напишете <input type="checkbox"/>
36. Date and time of submitting application for goods control / Дата и време на приложување на апликацијата за контрола на стока	_____ day _____ mth - _____ hr _____ min
37. Documentary checks? / Проверка на документи	NO (Skip to #44) / НЕ (Одете на прашање 44) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
38. Date and time document checking starts. / Датум и време на почеток на проверка на документи	_____ day _____ mth - _____ hr _____ min
39. Date and time documentary check ends / Датум и време на завршување на проверка на документите	_____ day _____ mth - _____ hr _____ min
40. Documents rejected? / Документите се одбиени	NO(Skip to #43) / НЕ (Оди на прашање 43) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
41. Date and time documents rejected. / Датум и време на одбивање на документите	_____ day _____ mth - _____ hr _____ min
42. Date and time documents resubmitted. / Датум и време на повторно аплицирање на документите	_____ day _____ mth - _____ hr _____ min
43. Date and time document check ends. / Датум и време на завршување на проверката на документите	_____ day _____ mth - _____ hr _____ min
44. Is the vehicle being fully unloaded? / Дали возилото е целосно истоварено?	NO (Skip to #47) / НЕ (Оди на прашање 47) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
45. Date and time unloading of vehicle starts / Дата и време на почеток на истоварање на возилото.	_____ day _____ mth - _____ hr _____ min
46. Date and time unloading of ends / Дата и време на завршување на истоварање на возилото	_____ day _____ mth - _____ hr _____ min
47. Physical Inspection / Физичка инспекција	NO (Skip to #55). / НЕ (Оди на прашање 55) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
48. Date and time physical inspection stats. / Дата	

и време на почеток на физичката инспекција	_____ day _____ mth - _____ hr _____ min
49. Date and time physical inspection ends / Дата и време на завршување на физичката инспекција	_____ day _____ mth - _____ hr _____ min
50. Sampling / Земање примерок	NO (Skip to #55). / НЕ (Оди на прашање 55) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
51. Date and time of sampling starts. / Дата и време на почеток на земање примерок.	_____ day _____ mth - _____ hr _____ min
52. Date and time sampling ends. / Дата и време на завршување со земање примерок.	_____ day _____ mth - _____ hr _____ min
53. Date and time vehicle reloading starts. / Дата и време на почеток на повторно товарење на возилото.	_____ day _____ mth - _____ hr _____ min
54. Date and time reloading of vehicle ends. / Дата и време на завршување со повторно товарење на возилото.	_____ day _____ mth - _____ hr _____ min
55. Date and time the Inspector's decision. / Дата и време на одлуката на инспекторот.	_____ day _____ mth - _____ hr _____ min
<b>CUSTOMS - SUBMISSION OF TRANSIT DOCUMENTS - TO BE COMPLETED BY BROKER – IF APPLICABLE / ЦАРИНСКИ - ПОДНЕСУВАЊА НА ТРАНЗИТНИ ДОКУМЕНТИ - ПОПОЛНУВА БРОКЕР – ДОКОЛКУ ПРИМЕНЛИВО</b>	
56. Transit Declaration Number / Број на декларација за транзит	
57. Is consignment subject to NCTS Transit procedure for domestic or international transit? / Дали пратката е предмет на транзитна постапка NCTS за домашен или меѓународен транзит?	NO (Skip to #59). / НЕ (Оди на прашање 59) <input type="checkbox"/> YES / ДА. <input type="checkbox"/>
58. Date and time Transit declaration closed in NCTS (T1 or T2) / Датум и време на транзитна декларација затворена во NCTS (T1 или T2 )	_____ day _____ mth - _____ hr _____ min
59. Do goods require TIR or ATA carnet to be certified? / Дали добрата бараат ТИР или АТА карнет да бидат сертификирани?	Skip to #62). / НЕ (Оди на прашање 62) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
60. Date and time processing starts / Датум и време на почеток на процесирање.	_____ day _____ mth - _____ hr _____ min
61. Date and time processing ends. / Датум и време на завршување на процесирање.	_____ day _____ mth - _____ hr _____ min
<b>CUSTOMS – SUBMISSION OF IMPORT DECLARATION, EXAMINATION OF DOCUMENTS AND GOODS - TO BE COMPLETED BY CUSTOMS OFFICER / ЦАРИНСКИ – ПОДНЕСУВАЊА НА ДЕКЛАРАЦИЈА ЗА ИМПОРТ, ПРОВЕРКА НА ДОКУМЕНТИ И СТОКА – ПОПОЛНУВА ЦАРИНСКИ СЛУЖБЕНИК</b>	
62. Customs Declaration # / Број на царинска декларација	
63. Date and time of electronic submission of import declaration. / Датум и време на електронско поднесување на декларација на импорт.	_____ day _____ mth - _____ hr _____ min
64. Date and time of electronic acceptance and registration of import declaration. / Датум и време на електронско прифаќање и регистрација на декларација за импорт.	_____ day _____ mth - _____ hr _____ min
65. Date and time document examination starts. /	_____ day _____ mth - _____ hr _____ min

Датум и време на почеток на проверка на документи	
66. Documents rejected? / Документите се одбиени?	NO (Skip to #69). / НЕ (Оди на прашање 69) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
67. Date and time documents rejected. / Датум и време на одбивање на документите	day mth - hr min
68. Date and time documents resubmitted. / Дата и време на повторно поднесување на документите	day mth - hr min
69. Additional documentary check required? / Дали е задолжителна дополнителна проверка на документите?	NO (Skip to #74). / НЕ (Оди на прашање 74) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
70. Date and time additional documentary check starts / Дата и време на почеток на дополнителна проверка на документи	day mth - hr min
71. Additional documents requested? / Дали се побарани дополнителни документи?	NO (Skip to #74). / НЕ (Оди на прашање 74) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
72. If YES Date and time request for additional documents issued / Доколку ДА, дата и време на издавање на барањето за дополнителни документи	day mth - hr min
73. Date and time additional documents received. / Дата и време кога дополнителните документи се добиени	day mth - hr min
74. Date and time document examination ends / Дата и време на завршување на проверката	day mth - hr min
75. Physical examination including sampling? / Физичка проверка со зимање примерок?	NO Skip to #87). / НЕ (Оди на прашање 87) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
76. Grounds for physical examination / Основи за физичка проверка	Risk analysis / Проценка на ризик <input type="checkbox"/> Customs officer's decision / Одлука на цариник <input type="checkbox"/> Anti-Smuggling Department / Одделение за борба против криумчарење <input type="checkbox"/>
77. Date and time physical examination advised to broker or operator / Датум и време за физички преглед препорачан од брокер или оператор	day mth - hr min
78. Is the vehicle being fully unloaded? / Дали возилото е целосно истоварено?	NO (Skip to #81) / НЕ (Оди на прашање 81) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
79. Date and time unloading of vehicle starts / Датум и време на почеток на истоварање на возилото	day mth - hr min
80. Date and time unloading of end / Датум и време на завршување со истоварање на возилото	day mth - hr min
81. Date and time physical examination starts / Датум и време на почеток на физичкиот преглед.	day mth - hr min
82. Date and time physical examination ends / Датум и време на завршување на физичкиот преглед	day mth - hr min
83. Examination protocol issued. Издаден протокол за проверка	NO (Skip to #87). / НЕ (Оди на прашање 87) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
84. Date and time examination protocol issued / Датум и време на издавање на протокол за проверка	day mth - hr min

85. Date and time vehicle reloading starts. (IF #78. Is YES) / Датум и време на почеток на повторно товарење на возилото (АКО #78 е ДА)	day mth - hr min
86. Date and time reloading of vehicle ends. (IF #78. Is YES) / Датум и време на завршување на повторно товарење на возилото (АКО #78 е ДА)	day mth - hr min
87. Date and time payment accepted / Дата и време на одобрување на уплатата	day mth - hr min
88. Date and time goods released from Custom's supervision / Датум и време на ослободувањена стоката од царинската супервизија	day mth - hr min
<b>AGENT'S ACTIONS – TO BE COMPLETED BY BROKER / ПОСТАПКИ НА АГЕНТ – ПОПОЛНУВА БРОКЕР</b>	
89. Date and time vehicle/goods physically exit Terminal parking/ВСП / Датум и време на физичко заминување на возилото/добрата од паркингот на Терминалот/ВСП	day mth - hr min
<b>EXTRAORDINARY DELAYS WITHIN CDEPS AND NCTS / ВОПРЕДНИ ОДЛОЖУВАЊА ВО СКЛОП НА CDEPS И NCTS</b>	
90. Date and time interruption starts / Дата и време на почеток на прекилот	day mth - hr min
91. Date and time interruption ends / Дата и време со завршување на прекилот	day mth - hr min
92. Do you face any limitations in the number of users? Дали се соочивте со некои ограничувања од корисникот?	NO (Skip to #95) / НЕ (Оди на прашање 95) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
93. If YES how long did you have to wait? Date and time start. / Доколку ДА, колку долго чекавте ? Дата и време на почеток на чекањето	day mth - hr min
94. If YES how long did you have to wait? / Date and time end. Доколку ДА, колку долго чекавте ? Дата и време на завршување на чекањето	day mth - hr min
95. Did you face any issues with CDEPS shutdown and restart? / Дали се соочивте со некакви проблеми со исклучувањето и рестартирањето на CDEPS?	NO (Skip to #98) / НЕ (Одете на прашање 98) <input type="checkbox"/> YES / ДА <input type="checkbox"/>
96. If YES date and time system shutdown? / Доколку ДА, дата и време на почеток на исклучувањето	day mth - hr min
97. If YES date and time the system restart? / Доколку ДА, дата и време на рестарт на системот?	day mth - hr min
98. 1. Note Забелешки Please provide details of any other reasons for slowing down of import /transit procedures. Ве молиме наведете детали за какви било други причини за забавување на процедурите за извоз/транзит.	

(\* ) = Mandatory - if indicated for a **section**, mandatory questions for the section must be completed / If indicated for a **question**, the question must be completed if the section is used

**Прашалник за ИЗВОЗ/ТРАНЗИТ (ТЕРМИНАЛ СКОПЈЕ 1013)  
EXPORT/TRANSIT (TERMINAL SKOPJE 1013)**

The Customs Administration has decided to carry out analysis of the time needed for procedures to import, export and transit 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 recording the time required to complete the process. **Царинската управа одлучи да направи анализа на времето потребно за постапките за увоз, извоз и транзит на стоки. Целта на анализата е да се идентификуваат пречките во постапките за да може да се преземат корективни мерки. Ви благодариме за вашето учество во мерењето на времето потребно за завршување на процесот!**

1.	Consignment type <b>Тип на пратка</b>	<input type="checkbox"/> Single consignee <b>Единечна пратка</b>			<input type="checkbox"/> Multiple consignee <b>Збирна пратка</b>	
2.	Consignment Category <b>Категорија на пратка</b>	<input type="checkbox"/> Meat & meat products <b>Месо и млечни производи</b>	<input type="checkbox"/> Food and vegetables <b>Храна и зеленчук</b>	<input type="checkbox"/> Automotive parts <b>Автомобилски делови</b>	<input type="checkbox"/> Processed food products <b>Процесирана храна</b>	<input type="checkbox"/> Other <b>Друго</b>
3.	Border crossing point. <b>Граничен премин</b>	<input type="checkbox"/> Kjafasan <b>Ќафасан</b>	<input type="checkbox"/> Tabanovce <b>Табановце</b>	<input type="checkbox"/> Bogorodica <b>Богородица</b>	<input type="checkbox"/> Other <b>Друго</b>	
4.	Trade Facilitation <b>Трговска постапка</b>	<input type="checkbox"/> Simplified <b>Поедноставена постапка</b>	<input type="checkbox"/> AEO <b>Овластен економски оператор</b>	<input type="checkbox"/> Regular <b>Регуларна постапка</b>	<input type="checkbox"/> Not known at the time <b>Не е познато</b>	
5.	Truck Plate # <b>Регистарска табличка</b>	#				
6.	<b>CMR број #</b>	#				

**АКТИВНОСТ/ACTIVITY**  
TRUCK ARRIVAL AT BORDER CROSSING – TO BE COMPLETED BY ENUMERATOR  
**(ПРИСТИГНУВА ВОЗИЛОТО НА (ТЕРМИНАЛ) ГРАНИЧЕН ПРЕМИН-ПОПОЛНУВА АНКЕТАР**

7.	Date and time truck arrives at the BCP Terminal parking area. <b>Датум и време кога камионот пристигнува на Терминалот на граничниот премин.</b>	DAY/MONTH (ДЕН/МЕСЕЦ)	/	HOUR/MINUTE (ЧАС/МИНУТИ)	hr: min
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**WEIGHBRIDGE PROCESS – TO BE COMPLETED BY WEIGHBRIDGE OPERATOR (ПОПОЛНУВА ОПЕРАТОР НА ВАГА/АНКЕТАР)**

8.	Does truck require to weighed? <b>Дали возилото има потреба од мерење?</b>	<input type="checkbox"/> NO (Skip to #11). <input type="checkbox"/> НЕ (Оди на #11)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА	9. Date and time weight registration starts. <b>Датум и време кога започнува регистрацијата на тежината</b>	/	hr: min
				10. Date and time weight registration certificate issued <b>Датум и време на издадената потврда за регистрација на тежина.</b>	/	hr: min

**REGULATORY AUTHORITY CONTROL (if applicable) - TO BE COMPLETED BY INSPECTOR**  
**РЕГУЛАТОРНА ИНСПЕКЦИСКА КОНТОЛА (ПОПОЛНУВА ИНСПЕКТОР)**

11.	Border Authority Unique #. <b>(Уникатен број во систем)</b>	#		
12.	Are goods subject to regulatory authority checks and controls? <b>Дали стоките се предмет на проверки и контроли на регулаторните органи</b>	<input type="checkbox"/> NO (Skip to #19). <input type="checkbox"/> НЕ (Оди на #19)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА.	13. Relevant Regulatory Authority. <b>Релевантно регулаторно тело</b> <input type="checkbox"/> Agency for food and vet- doctor <b>Агенција за храна и ветерина - доктор</b> <input type="checkbox"/> Agency for food and vet- vet <b>Агенција за храна и ветерина- ветеринар</b> <input type="checkbox"/> Border Phytosanitary Inspection. <b>Гранична Фитосанитарна проверка</b> <input type="checkbox"/> Other, please write: <b>Друго ве молиме напишете...</b>
14.	Date and time control and documents checks start. <b>Датум и време кога започнува проверката на документи.</b>	/	hr: min	

15.	Documents rejected. <b>Документите се одбиени</b>	<input type="checkbox"/> NO (Skip to #17). <input type="checkbox"/> НЕ (Оди на #17)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА.	16. Date and time documents resubmitted. <b>Датум и време на повторно доставување на документите</b>	/	hr: min
17.	Date and time control and document check ends. <b>Датум и време кога контрола и проверката на документите завршува.</b>			/	hr: min	
18.	Date and time Inspector's decision. <b>Датум и време кога е издадена одлуката на инспекторот.</b>			/	hr: min	
<b>CUSTOMS- SUBMISSION OF EXPORT&amp; TRANSIT DOCUMENTS - TO BE COMPLETED BY CUSTOMS OFFICER</b>						
<b>ЦАРИНА-ПОДНЕСУВАЊА НА ИЗВОЗНИ И ТРАНЗИТНИ ДОКУМЕНТИ-ПОПОЛНУВА ЦАРИНИК</b>						
19. Customs Export Declaration # <b>Декларација за извоз</b>					#	
20.	Do goods require export TIR or ATA Carnet to be certified? <b>Дали стоките побаруваат сертифицирање на e-TIR или ATA Carnet?</b>	<input type="checkbox"/> NO (Skip to #23). <input type="checkbox"/> НЕ (Оди на #23)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА	21. Date and time processing starts. <b>Датум и време кога процедурата започнува</b>	/	hr: min
				22. Date and time processing ends. <b>Датум и време кога процедурата завршува.</b>	/	hr: min
23.	Is the consignment in transit from Skopje (or from any inland town)? <b>Дали пратката е во транзит од Скопје (или од друг град од внатрешноста на земјата)?</b>			<input type="checkbox"/> NO <input type="checkbox"/> НЕ	<input type="checkbox"/> YES. <input type="checkbox"/> ДА	
24.	Have either the export or transit declaration (or both) been ended for this truck and consignment at the BCP? <b>Дали извозната и транзит декларација (или двете) за ова возило и пратка се затвораат на граничниот премин?</b>			<input type="checkbox"/> NO (Skip to #27). <input type="checkbox"/> НЕ (Оди на #27)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА	
25.	(If YES to #24) Date and time electronic submission of (new) export declaration in CDEPS at BCP Terminal <b>(АКО ДА #24) Датум и време на електронско поднесување на (нова) извозна декларација во CDEPS на Терминалот на граничниот премин</b>				hr: min	
26.	If YES to #24 Date and time electronic acceptance and (new) registration of export declaration in CDEPS at BCP Terminal. <b>(АКО ДА #24) Датум и време на електронско прифаќање и (нова) регистрација на извозната декларација во CDEPS на Терминалот на граничен премин.</b>				hr: min	
27.	Date and time export declaration check by Customs in CDEPS at BCP Terminal starts. <b>Датум и време кога е започната проверката на извозната декларација во CDEPS на Терминалот на граничниот премин.</b>			/	hr: min	
28.	Additional documents requested? <b>Дали се побарани дополнителни документи ?</b>	<input type="checkbox"/> NO (Skip to #31). <input type="checkbox"/> НЕ (Оди на #31)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА	29. If YES date and time request for additional documents issued. <b>Доколку ДА, датум и време кога се побарани дополнителни документи</b>	/	hr: min
				30. Date and time additional documents received <b>Датум и време кога се доставени дополнителните документи.</b>	/	hr: min
31.	Date and time export declaration check by Customs in CDEPS at BCP Terminal ends. <b>Датум и време кога завршува проверката на извозната декларација од Царина во CDEPS на Терминалот на граничниот премин.</b>			/	hr: min	
32.	Physical examination. <b>Физичка проверка</b>	<input type="checkbox"/> NO (Skip to #44). <input type="checkbox"/> НЕ (Оди на #44)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА	33. Grounds for physical examination. <b>Основи за физички преглед</b> <input type="checkbox"/> Risk analysis. <b>Анализа за ризик</b> <input type="checkbox"/> Customs officer's decision. <b>Одлука на цариник</b> <input type="checkbox"/> Anti-Smuggling Department. <b>Оддел за борба против криумчарење</b>		

34.	Date and time physical examination advised to broker or operator. <b>Датум и време кога физичката проверка се предложува/советува на брокерот или операторот.</b>			/	hr: min	
35.	Is the truck being fully unloaded? <b>Дали возилото е целосно истоварено?</b>	<input type="checkbox"/> NO (Skip to #38). <input type="checkbox"/> НЕ (Оди на #38)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА	36. Date and time unloading of truck starts. <b>Датум и време на почеток на истоварање на возилото</b>	/	hr: min
				37. Date and time unloading of ends. <b>Датум и време на завршување на истоварувањето</b>	/	hr: min
38.	Date and time physical examination starts. <b>Датум и време на почеток на физички преглед.</b>			/	hr: min	
39.	Date and time physical examination ends. <b>Датум и време на завршување на физички преглед.</b>			/	hr: min	
40.	Examination protocol issued. <b>Издаден протокол за проверка</b>	<input type="checkbox"/> NO (Skip to #44). <input type="checkbox"/> НЕ (Оди на #44)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА	41. Date and time examination protocol issued. <b>Датум и време на издавање на протокол за проверка.</b>	/	hr: min
42.	Date and time truck reloading starts. (IF #35. Is YES). <b>Датум и време на почеток на повторно товарење (ДОКОЛКУ #35. е ДА)</b>			/	hr: min	
43.	Date and time reloading of truck ends. (IF #35. Is YES). <b>Датум и време кога завршува повторното товарење на возилото (ДОКОЛКУ #35 е ДА)</b>			/	hr: min	
44.	Check or application of truck seal. <b>Проверка или апликација на пломба на возила</b>	<input type="checkbox"/> NO (Skip to #47). <input type="checkbox"/> НЕ (Оди на #47)	<input type="checkbox"/> YES <input type="checkbox"/> ДА	45. Date and time seal check/application starts. <b>Датум и време на почеток на апликација/проверка на пломба.</b>	/	hr: min
				46. Date and time seal check/application ends. <b>Датум и време на завршување на апликација/проверка на пломба на возилото.</b>	/	hr: min
47.	Date and time confirmation note of export certified at the BCP Terminal. <b>Дата и време на потврда за извозниот сертификат на Терминалот на граничен премин.</b>			/	hr: min	
48.	Date and time truck exits the BCP Terminal parking area. <b>Дата и време кога возилото го напушта Терминалот на граничен премин.</b>			/	hr: min	
<b>CUSTOMS- TRUCK ARRIVES AT THE BCP – TO BE COMPLETED BY CUSTOMS</b>						
<b>ЦАРИНА- КАМИОНОТ ПРИСТИГНУВА НА ГРАНИЧЕН ПРЕМИН - ПОПОЛНУВА ЦАРИНИК</b>						
49.	Date and time truck arrives at the State Border i.e. joins the export lane queue at BCP. <b>Датум и време кога камионот пристигнува на границата односно се приклучува во на редот за извоз на граничен премин.</b>			/	hr: min	
50.	Customs Export Declaration # Број на извозна декларација					
51.	Date and time export declaration checked by Customs in CDEPS at BCP starts. <b>Датум и време кога проверката на извозната декларација се проверува во CDEPS на граничниот премин.</b>			/	hr: min	
52.	Date and time export declaration checked by Customs in CDEPS at BCP ends. <b>Датум и време на завршување на проверката на извозната декларација во CDEPS на граничниот премин.</b>			/	hr: min	
53.	Transit Declaration # Број на транзитна декларација					

54.	Is an electronic transit declaration submitted for this truck/consignment in NCTS? <b>Дали е поднесена електронска транзитна декларација за ова возило/пратка во NCTS?</b>	<input type="checkbox"/> NO (Skip to #58). <input type="checkbox"/> НЕ (Оди на #58).	<input type="checkbox"/> YES. <input type="checkbox"/> ДА	55. Date and time transit declaration check in NCTS at BCP starts. <b>Датум и време кога проверка на транзитна декларација во NCTS на граничен премин е започната</b>	/	hr: min
				56. Date and time transit declaration check in NCTS at BCP ends. <b>Датум и време кога проверка на транзитна декларација во NCTS на граничен премин е завршена.</b>	/	hr: min
57.	Date and time transit declaration authorized in NCTS at BCP. <b>Датум и време кога транзит декларацијата е авторизирана во NCTS на граничен премин.</b>			/	hr: min	
58.	Date and time all export/transit procedures certified at BCP. <b>Датум и време кога извозот/транзитот е сертифициран на граничен премин.</b>			/	hr: min	
<b>BORDER POLICE CONTROL – TO BE COMPLETED BY BORDER POLICE OFFICER ПОЛИЦИСКА КОНТРОЛА-ПОПОЛНУВА ПОЛИЦИСКИ СЛУЖБЕНИК/АНКЕТАР</b>						
59.	Date and time truck and personal documents presented to Border Police. <b>Датум и време кога личните документи и документите за возилото се доставени до граничната полиција.</b>			/	hr: min	
60.	Date and time Border Police control completed (i.e. truck and driver cross the border). <b>Датум и време кога проверката на документите е завршена (Возилото и возачот ја поминуваат границата)</b>			/	hr: min	
<b>EXTRAORDINARY DELAYS WITHIN CDEPS/ NCTS НЕВООБИЧАЕНИ ОДЛОЖУВАЊА ВО СИСТЕМИ CDEPS И NCTS (ПОПОЛНУВА АНКЕТАР)</b>						
61.	Date and time interruption starts. <b>Датум и време кога прекилот започнува.</b>			/	hr: min	
62.	Date and time interruption ends. <b>Датум и време кога прекилот завршува</b>			/	hr: min	
63.	Do you face any limitations in the number of users? <b>Дали се соочувате со некакви ограничувања во бројот на корисници?</b>	<input type="checkbox"/> NO (Skip to #66). <input type="checkbox"/> НЕ (Оди на #66)	<input type="checkbox"/> YES. <input type="checkbox"/> ДА	64. If YES how long did you have to wait? Date and time starts <b>Доколку ДА, колку долго требаше да чекате? Датумот и времето на започнување.</b>	/	hr: min
				65. If YES how long did you have to wait? Date and time ends. <b>Доколку ДА, колку долго требаше да чекате? Датумот и времето на завршување.</b>	/	hr: min
66.	Did you face any issues with CDEPS shutdown and restart? <b>Дали се соочивте со некакви проблеми со исклучувањето и рестартирањето на CDEPS?</b>	<input type="checkbox"/> NO (Skip to #69). <input type="checkbox"/> НЕ (Оди на #69)	<input type="checkbox"/> YES.	67. If YES date and time system shutdown? <b>Доколку ДА, датум и време на исклучување на системот?</b>	/	hr: min
				68. If YES date and time the system restart? <b>Доколку ДА, датум и време на рестартирање на системот ?</b>	/	hr: min
<b>69. Забелешки Note</b>						

Please provide details of any other reasons for slowing down of export /transit procedures.

Ве молиме наведете детали за какви било други причини за забавување на процедурите за извоз/транзит.

## Process Steps Export and Transit Skopje Terminal 1013 - 14 steps

- Transit & Export without regulatory authority follow steps 1-2,5-14.
- Transit & Export with regulatory authority follow steps 1-14.

### **Step 1. Arrival of truck at Skopje Terminal 3.**

Vehicle arrives at Skopje Terminal 3.

### **Step 2. Weight certificate.**

Driver obtains weight certificate from weighbridge at the terminal.

### **Step 3. Submission of documents to regulatory authority.**

If required, documents are presented to the regulatory authorities for export control (application form applied for and fees paid in advance). Documents examined by Inspector. Export controls also consist of 100% identity checks. Documentary checks must be completed in order to issue the Phytosanitary certificate—exporters must be registered, and documents must contain details of origin of the goods.

### **Step 4. Inspector's decision issued.**

Regulatory authority Inspector records shipment details including authenticates any certificates required for export and issues decision.

### **Step 5 & 6. Customs export and transit declaration procedures.**

Following any regulatory authority controls, broker submits Customs export declaration on-line through CDEPS. Export declaration is accepted and registered.

### **Step 7. Customs documentary check.**

Additional documentary checks may be undertaken by Customs including presentation of original hard copies of accompanying documents – CMR, invoice, EUR1 certificate and regulatory authority certificates licenses or permits.

### **Step 8. Customs physical examination.**

As with import consignments CDEPS applies three channels to export goods: Green, Yellow and Red.

Green channel selection requires no additional checks or controls, Yellow requires some additional documentary checks and Red requires that the goods be physically examined.

If physical examination is indicated by CDEPS or by an officer over-riding the system, the procedure will be completed in the terminal utilizing appropriate facilities.

### **Step 9. Examination protocol issued.**

Protocol detailing record of physical examination or violations may be issued.

### **Step 10. Carnet certification.**

e-TIR or ATA carnet presented and certified for movement without payment of duties and taxes in the countries through which the good travel until reaching their final destination.

### **Step 11. Submission of Transit declaration.**

If goods are to travel under a transit procedure to the BCP and then internationally a transit declaration is submitted electronically in the New Computerized Transit System for EU and other countries including North Macedonia, Serbia, and Turkey.

### **Step 12. NCTS Transit authorized.**

NCTS accepts and registers the transit declaration automatically at the office of departure (Skopje Terminal 3). If satisfactory Customs will electronically authorize the declaration enabling the export movement of the goods to the office of destination via offices of transit i.e. in this case Kjafasan, Tabanovce or Bogorodica BCPs.

**Step 13. Apply Customs seals.**

Certain transit goods may require Customs to apply a seal to the truck.

**Step 14. Departure from terminal.**

Vehicle departs Terminal for BCP.

## 15. ANNEX 3: LESSONS LEARNED

- **Transition between shifts and friendly outlook matter.** The transition between the enumerator and supervisor shifts is essential in transferring experience between the teams, but also for the new shift of enumerators to establish friendly relations with the Customs Officers. Given that the enumerators worker 8-hour shifts, and the Customs Officers typically worked 12 hour shifts at the BCPs, there was a change in the enumerator teams, but not in the Customs Teams. The transition between one shift of enumerators and other is critical to ensure the smooth continuation of the survey. When the Customs Officers were conducting their shifts, some of them were uninformed about the study and initially refused to participate. After the first few days, this was resolved.
- **Enumerators and supervisors were conducting quality assurance.** At the beginning of the study, the Customs, CBRA and broker agents would fill in information by automation, without checking that the information is filled in the correct field or that the time is inputted correctly. In most instances, the enumerators and supervisors were spotting and correcting the mistakes. The role of the enumerators and supervisors is to support the Customs, CBRA, and broker agents to correctly fill in the information.
- **Challenge to secure the collaboration with the brokers.** Despite numerous efforts to share information about the study, there were many brokers who were uninformed about the study and some of the were not willing to collaborate. There are not many effective mechanisms to “force” brokers to share the questionnaires, the enumerators’ and supervisors’ approach was to rely on their “good-will.” Some of the broker agents were very supportive of the project and were providing help to the enumerators.

**Truck drivers were open to collaboration.** Generally, the truck drivers complied with the request of filling out the surveys, although there were cases where they would refuse, lose, or throw away the surveys. To ensure that the questionnaires are not lost in the process of distribution, it is best to secure the collaboration of the Customs Administration Officer and that the questionnaires should be demanded from the truck drivers with the rest of the documentation. This will help ensure even higher completion rate of the questionnaires. Some supervisors recommend that the surveys should be handed by the Customs Officer to ensure that the truck drivers complete the survey. If it is handed out by an enumerator, they may not be taken “seriously.”