

A Screening questions			
A1	Firm ID (from the sample)	_____ ID	A2
A2	Firm name	_____ _____ _____	A3
A3	Place	_____ _____ _____	A4
A4	Firm size - number of employees	1. Less than 10 2. 10 - 49 3. 50 - 249 4. 250+	A5
A5	Are you an international freightforwarder	1. Yes 2. No	A6 END
A6	Do you provide transport services?	1. Yes 2. No	A7
A7	Does your company assists with customs procedures?	1. Yes 2. No	B1 END

B Firm Identification information			
B1	Have you contacted the appropriate person? <i>Do not read to respondent!</i>	1. Yes 2. No	B3 B2
B2	Please write the reason why you are not in touch with the appropriate person.	_____ _____ _____	END
B3	What is you position	1. Logistics manager 3. Someone else who makes the operational and logistics decisions (this person can be the owner) 4. Someone else	B4 END
B4	Do you agree to participate in research?	1. Yes 2. No	B6 B5
B5	Please write the reason why respondent rejected you	_____ _____ _____	END
B6	How many times is did you call the company in which the interview takes place?	_____ times	B7
B7	Date of interview scheduling	_____ dd.mm.yyyy	CH

C Firm Identification information			
CH	<p>Good morning, my name is _____. I am from Ipsos, reserach agency which conduct the survey for the World Bank Group, an international organization. I do not represent the government or any political party. A World Bank Group research team is conducting an analysis on how the performance of Serbian custom and non customs (other inspections) agencies impacts business and <u>IMPORTING</u> activities.</p> <p>In conducting this assessment we are randomly interviewing freight forwarding companies in Serbia to learn about their perceptions and understand their business decisions given the current performance of these border agencies. Your responses will be kept strictly confidential and only shared with the World Bank Group research team.</p>		C2

	The survey consists of two sections. The first one will ask about characteristics of your firm and type of operations you conduct. The second one will ask about your experience with Serbian border agencies. Your responses will be kept strictly confidential.....		
C2	Start time of interview (24 hr format)	_____ hh:mm	C4
C4	Date of interview	_____ dd.mm.yyyy	C5
C5	Firm id number (from the sample)	_____ ID	DH

D Section one - Freight Forwarder characteristics

DH First I am going to ask you a few details about you and the firm D1

D1 What is your position in the firm? 1. _____ D2

D2 How many import consignments does your firm handle in a year? (A rough estimate is sufficient) 1. _____
DK (Don't know - Do not read out) D3

D3 Approximately what share of your business (share of revenue/sales) involves your largest client? 1. _____ %
DK (Don't know - Do not read out) D4

D4	Please indicate in the list all the sectors, i.e. custom tariffs that account each for more than 20% of the IMPORT consignments that your firm handles. [INT] Multiple responses (up to 5). Show card D4. Explain to the respondent that sectors present broad categories of products that are imported. Each sector has its customs tariff that is linked to the certain products.	Sectors	HS 2-digit codes covered	D5
		-1- Live animals and animal products	01-05	
		-2- Vegetable products (including Animal and Vegetable Fats)	06-15	
		-3- Foodstuff (Beverages, Spirits, Vinegar, Tobacco etc.)	16-24	
		-4- Mineral Products (except hydrocarbons)	25-26	
		-5- Chemicals and Parachemical Products	28-38	
		-6- Plastics and Articles Thereof	39-40	
		-7- Wood and Articles Thereof (Including Paper & Articles, Furniture)	44-46, 47-49, 94	
		-8- Textiles (Including Raw Skins and Leather)	50-59, 41	
		-9- Apparel (Including Footwaer, Headgear, Art. of Feathers, Fur, Leather Products)	60-63, 64-67, 42-43	
		-10- Glass, Ceramics and articles of Stone, Cement, ect.	68-70	
		-11- Presious Metals (Pearls, Jewellery, Coin, Presious Stones etc.)	71	
		-12- Base metals and Articles Thereof	72-83	
		-13- Mechanical Machinery (Including Clocks and Music instruments)	84, 91-92	
		-14- Electrical machinery (Including Optical, Medical, Photographic instruments)	85,90	
		-15- Transportation Vechiles	86-89	
		-16- Arms and ammunitions	93	
		-17- Toys, props for games, entertainment (board game) and spots; parts and accessories for these products.	95	
		-18- Art objects, pieces and antiques	97	
-19- Other: _____				

D5	What share of your import consignments originates... [ANK] Percentages must sum up to 100%! This question refers to the country of origin. If the respondent does not know the answer, type 999.	1. in the European Union? _____ %	DK (Don't know - Do not read out)	D6
		2. in CEFTA? _____ %	DK (Don't know - Do not read out)	
		3. elsewhere in Europe? _____ %	DK (Don't know - Do not read out)	
		4. in North America? _____ %	DK (Don't know - Do not read out)	
		5. in China? _____ %	DK (Don't know - Do not read out)	
		6. Other? What: _____ %	DK (Don't know - Do not read out)	
		TOTAL: _____	100%	

D6 What share of your shipments use combined transport or multimodal transport (air, road, rail, sea)?

[INT] Single response. Show card D6

1. 75% or more
2. 50-74%
3. 25-49%
4. Less than 25%
5. Zero

EH1

E Section two			
EH1	Now I am going to ask you about your operational practices and your experience with custom and non customs agencies. I want to remind you that your answers are confidential, so please respond as candidly as possible.		
E1	From your experience, do your clients consolidate import shipments of different products/ clients (that is, make consolidate shipments)? [INT] Single response.	<ol style="list-style-type: none"> 1. Always 2. Frequently 3. Sometimes 4. Rarely 	E2
		<ol style="list-style-type: none"> 5. Never DK (Don't know - Do not read out)	E3
E1a	From your experience, do your clients usually consolidate import shipments of different products or from different clients	<ol style="list-style-type: none"> 1. combine products of different clients 2. combine different products of the same client 3. combine different products and involve more clients into a single shipment 	
E2	Based on your experience, how much more do you earn on one consolidated shipment (relative to non-consolidated shipment) [INT] [open ended]	<ol style="list-style-type: none"> 1. 1 to 5 % 2. 5 to 10% 3. 10 to 20% 4. 20 to 50% 5. More than 50% DK (Don't know - Do not read out)	EH2
E2a	Consider a shipment of your most traded product. How much time is expected for your typical shipment to go through customs clearans. By "Custom clearans" is meant a procedures done by by the customs and non-customs agencies. (Fito, Fito food, veterinary and other inspections) which could be done on a border outpost or other place where the state services inspect imports. Such locations may actually be within the physical borders of Serbia, for example, in places like Belgrade. [INT] Single response.	<ol style="list-style-type: none"> 6. Less than one hour 7. 1-2 hours 8. 3-5 hours 9. 5-10 hours 10. The shipment stays overnight. 11. The shipment spends at least 24 hours at the border. 12. The shipment spends 2-5 days at the border 13. The shipment spends more than 5 days at the border DK (Don't know - Do not read out)	
EH2	Read to respondent: In following questions (E3 – E11) we ask about “delays in customs clearance”. The word “delay” here means a period of time that is both unexpected and long enough to risk a breach of contractual obligations.		E3
E3	How much ADDITIONAL UNEXPECTED TIME must pass with your shipment in customs clearance at the border post or terminal for you to be at risk for breaching your contractual obligations? Please think only about additional time, not the time you mentioned in previous question. [INT] Single response.	<ol style="list-style-type: none"> 1. 1-2 hours 2. 3-5 hours 3. 5-10 hours 4. The shipment stays overnight. 5. The shipment spends at least 24 hours at the border post or terminal 6. The shipment spends 2-5 days at the border post or terminal 7. The shipment spends more than 5 days at the border post or terminal DK (Don't know - Do not read out)	E4
E4	In your experience does the consolidation of shipments increase the risk of intensive physical inspection at the border post or terminals? (i.e. “intensive physical inspection” (customs and noncustoms inspection) means that packaging is opened and goods themselves are inspected)	<ol style="list-style-type: none"> 1. Yes 2. No DK (Don't know - Do not read out)	E5
E5	In your experience does the consolidation of shipments increase the risk of delays in customs clearance at the border post or terminals?	<ol style="list-style-type: none"> 1. Yes 2. No DK (Don't know - Do not read out)	E6
E6	In your experience do intensive physical inspections frequently lead to extended delays in customs clearance at the border post or terminals? Remember that by "custom clearans" we mean procedures done by by the customs and non-customs agencies	<ol style="list-style-type: none"> 1. Yes 2. No DK (Don't know - Do not read out)	E7

		DK (Don't know - Do not read out)			
E17	Are there any greater punishment for a longer delay? (If the penalty for one day delay is for example 150 EUR, will the penalty for three days delay be 450 (3 x 150) EUR, or the penalty increases with each day of delay (For example, first day 150 EUR, 200 EUR for second day...)?	1. Yes, it increases with each day of delay		E18	
		2. No, it remains the same for each day		E19	
		3. Other: _____			
		DK (Don't know - Do not read out)		E18	
E18	If so, can you give a representative example of larger penalty for longer delay? [INT] [open ended]	_____			

		DK (Don't know - Do not read out)		E19	
E19	What would happen if the shipment arrived earlier?	1. There is contracting reward			
		2. Nothing happened			
		3. There are penalties			
		DK (Don't know - Do not read out)		E20	
E20	Has any customer decided not to hire you again due to delays at the border post or terminals?	1. Yes		E21	
		2. No		E25	
		DK (Don't know - Do not read out)		E21	
E21	Last time it occurred, how long were the delays at the border post or terminals that caused a loss of job with that client?	_____ days			
		DK (Don't know - Do not read out)		E22	
E22	How often did you lose a job with a client, as a result of delays at the border post or terminals? [INT] Single response.	1. daily			
		2. weekly			
		3. monthly		E23	
		4. annually			
		5. rarely		E25	
		6. never			
		DK (Don't know - Do not read out)		E23	
E23	If you know the reason why did you lose a job with a client, does the business usually go to another freight forwarder or does the importer cease importing the product?	1. Business goes to another freight forwarder			
		2. Importer ceases to import the product			
		95. Other [specify: _____			
		_____)			
		DK (Don't know - Do not read out)		E24	
E24	Last time you lost a job with a client due to delays at the border post or terminals, what kinds of products were involved? [INT] [open ended] Multiple answer possible.	_____			

		DK (Don't know - Do not read out)		E24a	
D24a	What is on average the value of a typical consignment you handle?	1. _____ EUR			
		DK (Don't know - Do not read out)		E25	
E25	Do you handle imports from the following sources?	1. North America	2. East Asia		
		YES	1	1	E26
		NO	2	2	
		Don't know (Do not read out)	3	3	E31
E26	If you handle goods from these sources, do you typically organize the shipment from the source country itself, or are your responsibilities limited to moving the goods within Europe? [INT] Multiple answer possible.	1. Organize the shipment from the source country.			
		2. Move goods within Europe.			
		95. Other (specify: _____			
		_____)			
		DK (Don't know - Do not read out)		E27	
E27	If you organize shipments from outside the region, presumably there are several possible routes you could use. Which sea port is most likely used for goods coming from	1. Thessaloniki			
		2. Rotterdam			
		3. Bar		E28	

	East Asia? <i>[INT]</i> Single response.	4. Northern Adriatic ports (Rieke, Kopar, Trieste, Venice) 95. Other: _____ DK (Don't know - Do not read out)																																														
E28	Which sea port is most likely used for goods coming from North America? <i>[INT]</i> Single response.	1. Thessaloniki 2. Rotterdam 3. Bar 4. Northern Adriatic ports (Rieke, Kopar, Trieste, Venice) 95. Other _____ DK (Don't know - Do not read out)	E29																																													
E29	Regardless of country of origin, which Northern Adriatic ports do you use more frequent? Please rank all Northern Adriatic ports which you use by frequency of usage. Port which you use the most mark with 1, port which you use second by frequency mark with 2 etc. <i>[INT]</i> (rank 1 to 4) If the respondent does not know the answer, type 99	1. Rieke__ 2. Kopar__ 3. Trieste__ 4. Venice__ 5. I usually do not use Northern Adriatic ports DK (Don't know - Do not read out)	E30																																													
E30	Consider the following factors that might affect route choice, and if possible, rank them in terms of the importance they have in determining the route (from 1=most important to 4=least important) <i>[INT]</i> (rank 1 to 4) Show card E30 If the respondent does not know the answer, type 99	1. _____ Ocean freight costs 2. _____ Overland freight costs 3. _____ Border-related costs/delays in countries other than Serbia 4. _____ Border related costs/delays in Serbia DK (Don't know - Do not read out)	E31																																													
E31	Do you or your Clients use in-house clearance? By in-house clearance we mean situation where Customs allows businesses to have their goods cleared in a private warehouse inside Serbia	1. Yes	E32																																													
		2. No	E33																																													
		DK (Don't know - Do not read out)	EH5																																													
E32	When did you or your largest Client begin to use in-house clearance (please give the month and year if possible)?	1. Month: _____ 2. Year: _____ DK (Don't know - Do not read out)	E34																																													
E33	If you or your Clients do not use in-house clearance, why not? <i>[INT]</i> [open ended]	1. _____ _____ _____ DK (Don't know - Do not read out)	EH5																																													
EH5	Now consider different customs districts (Carinarnice) in Serbia...		E34																																													
E34	Do you normally use just one or more than one Carinarnica in Serbia?	1. Just one 2. 2-3 3. 4-5 4. More than 5 DK (Don't know - Do not read out)	E35																																													
E35	Which Carinarnica have you used till now? Please mark all from the list which you have used. <i>[INT]</i> Multiple answer possible. Show card E35 What are the top 3 Carinarnice that you use? <i>[INT]</i> Up to 3 answers. Could be chosen only from Carinarnica mentioned in C35a	<table border="1"> <thead> <tr> <th>CARINARNICE</th> <th>C35a Used</th> <th>C35b Mostly used</th> </tr> </thead> <tbody> <tr><td>1. Carinarnica Beograd</td><td>1</td><td>1</td></tr> <tr><td>2. Carinarnica Vršac</td><td>2</td><td>2</td></tr> <tr><td>3. Carinarnica Dimitrovgrad</td><td>3</td><td>3</td></tr> <tr><td>4. Carinarnica Zrenjanin</td><td>4</td><td>4</td></tr> <tr><td>5. Carinarnica Kladovo</td><td>5</td><td>5</td></tr> <tr><td>6. Carinarnica Kragujevac</td><td>6</td><td>6</td></tr> <tr><td>7. Carinarnica Kraljevo</td><td>7</td><td>7</td></tr> <tr><td>8. Carinarnica Kruševac</td><td>8</td><td>8</td></tr> <tr><td>9. Carinarnica Novi Sad</td><td>9</td><td>9</td></tr> <tr><td>10. Carinarnica Priština</td><td>10</td><td>10</td></tr> <tr><td>11. Carinarnica Sombor</td><td>11</td><td>11</td></tr> <tr><td>12. Carinarnica Subotica</td><td>12</td><td>12</td></tr> <tr><td>13. Carinarnica Užice</td><td>13</td><td>13</td></tr> <tr><td>14. Carinarnica Niš</td><td>14</td><td>14</td></tr> </tbody> </table>	CARINARNICE	C35a Used	C35b Mostly used	1. Carinarnica Beograd	1	1	2. Carinarnica Vršac	2	2	3. Carinarnica Dimitrovgrad	3	3	4. Carinarnica Zrenjanin	4	4	5. Carinarnica Kladovo	5	5	6. Carinarnica Kragujevac	6	6	7. Carinarnica Kraljevo	7	7	8. Carinarnica Kruševac	8	8	9. Carinarnica Novi Sad	9	9	10. Carinarnica Priština	10	10	11. Carinarnica Sombor	11	11	12. Carinarnica Subotica	12	12	13. Carinarnica Užice	13	13	14. Carinarnica Niš	14	14	E35a
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		15. Carinarnica Šabac	15	15	
E35a	Do you have the possibility of choosing across customs districts or not?	16. Yes			E36
		17. No			
		DK (Don't know - Do not read out)			E37
E36	What factors drive your choice of Carinarnica (please rank the following factors in terms of their importance) [from 1=most important to 4=least important] [INT] (rank 1 to 4) Show card E36 If the respondent does not know the answer, type 99	1. _____ Delivery point in Serbia 2. _____ Location of goods origin 3. _____ Transport infrastructure/cost 4. _____ Performance of border agencies in this Carinarnica	DK (Don't know - Do not read out)		E37
E37	If you work with more than one Carinarnica, do you consider performance to be relatively stable across the Carinarnice, or do they vary? [INT] [open ended]	1. Performance is relatively stable across the Carinarnice			E39
		2. Performance varies across the Carinarnice			E38
		3. DK (Don't know - Do not read out)			E39
E38	If performance varies over Carinarnice, please rank the Carinarnice you use from best to worst. [INT] 1=best Multiple responses. Show card E38	CARINARNICE		RANK [1=best]	
		1. Carinarnica Beograd			
		2. Carinarnica Vršac			
		3. Carinarnica Dimitrovgrad			
		4. Carinarnica Zrenjanin			
		5. Carinarnica Kladovo			
		6. Carinarnica Kragujevac			
		7. Carinarnica Kraljevo			
		8. Carinarnica Kruševac			
		9. Carinarnica Novi Sad			
		10. Carinarnica Priština			
		11. Carinarnica Sombor			
		12. Carinarnica Subotica			
		13. Carinarnica Užice			
		14. Carinarnica Niš			
15. Carinarnica Šabac				E39	
E39	Would you say that the efficiency and quality of border agencies considering the period 2010 to 2013:	1. improved 2. worsened 3. remained the same	DK (Don't know - Do not read out)		E40a
E40a	Have there been any noticeable changes in the performance of the Carinarnice you use?	1. Yes			E40b
		2. No			
		DK (Don't know - Do not read out)			E42
E40b	If so, and if you use more than one, which Carinarnice have changed most significantly? [INT] Ask only if the respondent named more than one Carinarnica in E35 [INT] Multiple responses. Show card E40b	CARINARNICE		Change	
		-1- Carinarnica Beograd		1	
		-2- Carinarnica Vršac		2	
		-3- Carinarnica Dimitrovgrad		3	
		-4- Carinarnica Zrenjanin		4	
		-5- Carinarnica Kladovo		5	
		-6- Carinarnica Kragujevac		6	
		-7- Carinarnica Kraljevo		7	
		-8- Carinarnica Kruševac		8	
		-9- Carinarnica Novi Sad		9	
		-10- Carinarnica Priština		10	
		-11- Carinarnica Sombor		11	
		-12- Carinarnica Subotica		12	
		-13- Carinarnica Užice		13	
		-14- Carinarnica Niš		14	

E41	<p>If there have been noticeable changes, what specifically, do you think has changed in efficiency and quality?</p> <p>[INT] [open ended]</p>	<p>1. _____ _____ _____</p> <p>DK (Don't know - Do not read out)</p>		E42
E42	<p>Are you aware of any significant changes to formal procedures that occurred in this time period? If so, please describe what those changes were for the period 2010-2013.</p> <p>[INT] [open ended]</p>	<p>1. _____ _____ _____</p> <p>DK (Don't know - Do not read out)</p>		E43
E43	<p>How often are cold storage shipments given priority for clearance at the border crossing?</p>	<p>1. Always 2. Frequently 3. Sometimes 4. Rarely 5. Never</p> <p>DK (Don't know - Do not read out)</p>		EH6
EH6	<p>Pročitati ispitaniku: Following questions (E44 - E47) consider hypothetical choices that you may make that trade-off speed of delivery and cost savings.</p>			E44
E44	<p>Suppose that for a given shipment of imported goods a lower tariff is available because of a preferential trade agreement with the goods' country-of-origin, but that claiming the lower tariff may subject you to more frequent inspections, or more time under review at the border. According to your experience, would your clients opt to...</p> <p>[INT] Single response</p> <p>Show card E44</p>	<p>1. always claim the lower tariff, risking delays 2. sometimes claim the lower tariff, risking delays 3. rarely claim the lower tariff, risking delays 4. never claim the lower tariff 5. There is no meaningful trade-off between the use of a lower tariff and a higher risk of delays due to more inspections or longer inspections.</p> <p>DK (Don't know - Do not read out)</p>		E45
E45	<p>Suppose that including certain goods in a consolidated shipment lowers the cost of delivery, but may subject you to more frequent or longer inspections. According to your experience, would your clients opt to...</p> <p>[INT] Single response</p> <p>Show card E45</p>	<p>1. always include the goods in the consolidated shipment, risking delays 2. sometimes include the goods in the consolidated shipment, risking delays 3. rarely include the goods in the consolidated shipment, risking delays 4. never include the goods in the consolidated shipment. 5. There is no meaningful trade-off between cost savings from consolidating shipments and a higher risk of delays due to more inspections or longer inspections.</p> <p>DK (Don't know - Do not read out)</p>		E46
E46	<p>Consider two border posts, one which operates more quickly than the other, but the faster post has other costs (for example it requires higher transportation costs) that mean the monetary cost of using that border post is higher. Do you...</p> <p>[INT] Single response</p> <p>Show card E46</p>	<p>1. always use the faster border post, even though other costs are higher 2. sometimes use the faster border post, even though other costs are higher 3. rarely use the faster border post, even though other costs are higher 4. never use the faster border post in order to save money. 5. There is no meaningful trade-off between using a faster border post and paying higher costs.</p> <p>DK (Don't know - Do not read out)</p>		E47
E47	<p>Suppose you have an opportunity to ship a half-truckload of a certain product from Munich tomorrow and a second half-truckload shipment of the same product two days later. The product will not spoil, and is not subject to phytosanitary, veterinary or other such inspections, so you expect few delays at the border. What is your most likely course of action, and what is the reason for choosing it?</p> <p>[INT] Single response</p> <p>Show card E47</p>	<p>1. Wait two days so you can send a full truckload because the transportation cost savings are substantial. 2. Send two half-full trucks because timely delivery is more valuable than the transportation cost savings. 3. Send two half-full trucks because warehousing the goods in Munich is more costly than the transportation cost savings. 4. Attempt to mix the product with other goods which will raise the probability of inspection but will lower transportation and warehousing costs. 5. A situation like this rarely occurs because supply chains are well organized.</p> <p>DK (Don't know - Do not read out)</p>		S1

S1	Id of company		S2
S2	Respondent's name		S3
S4	Telephone number of respondents		S5
S5	Name and surname of interviewer		S6
S6	General comment (based on the summary of relevant information the repondent provided)		END