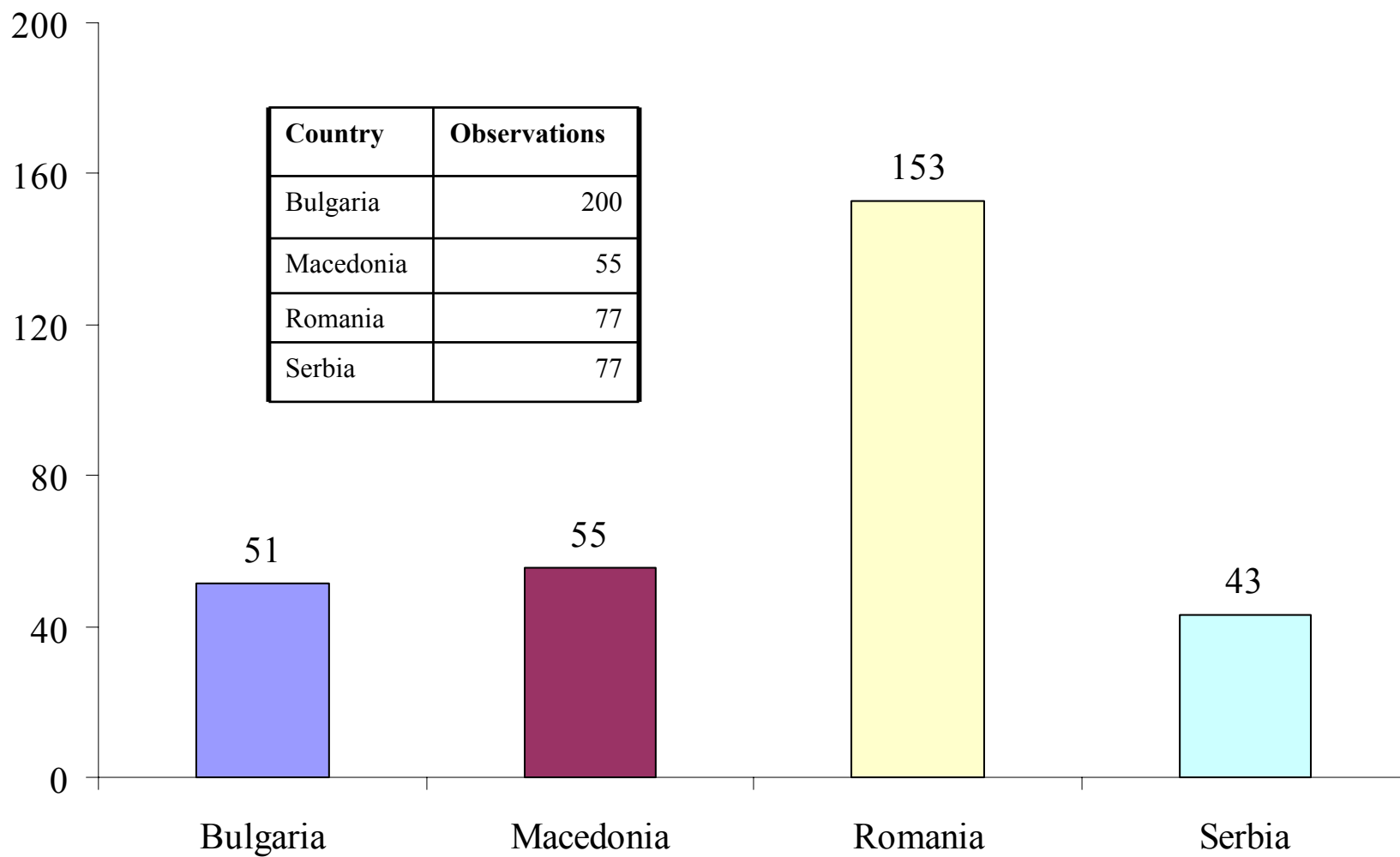
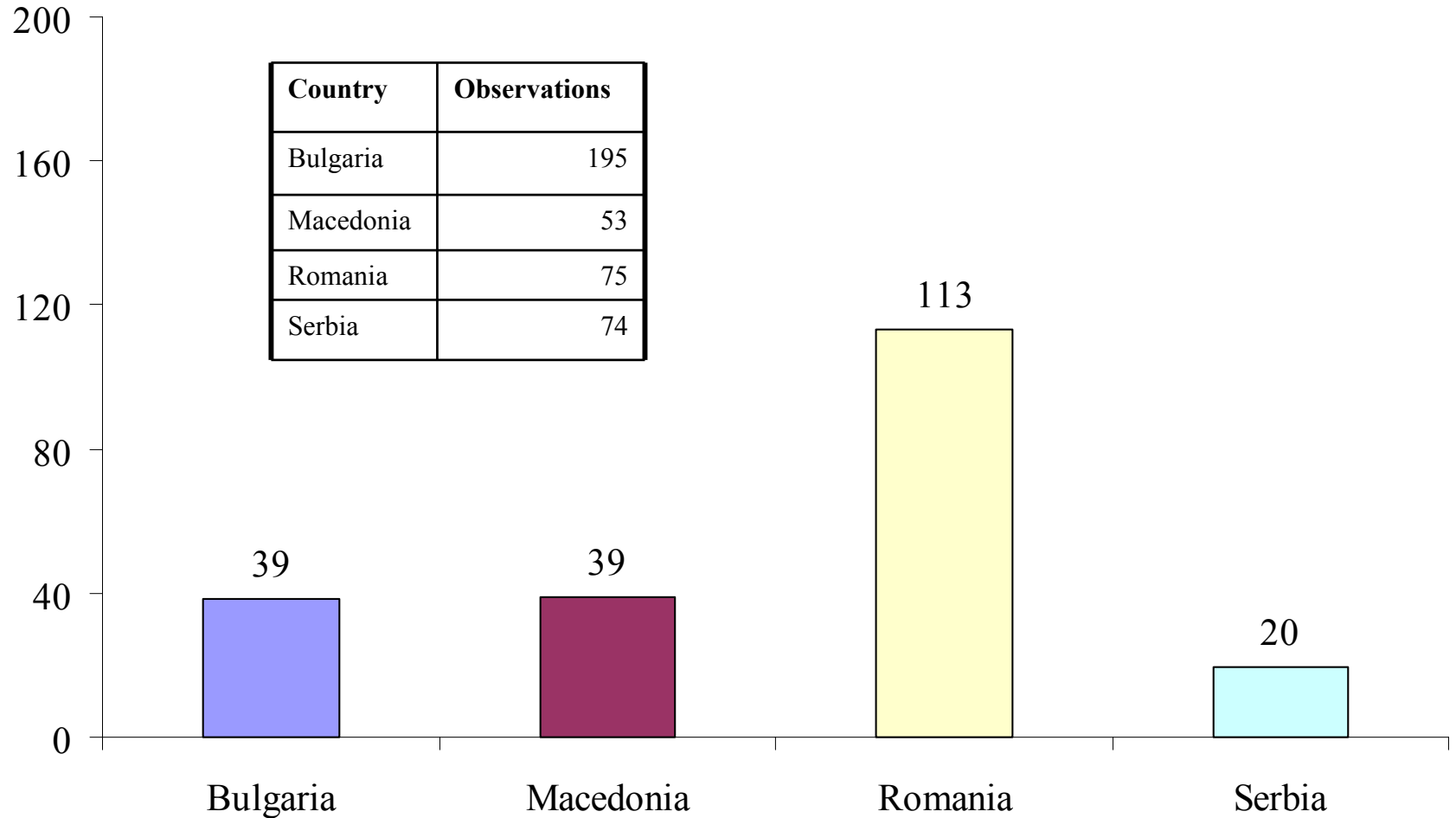


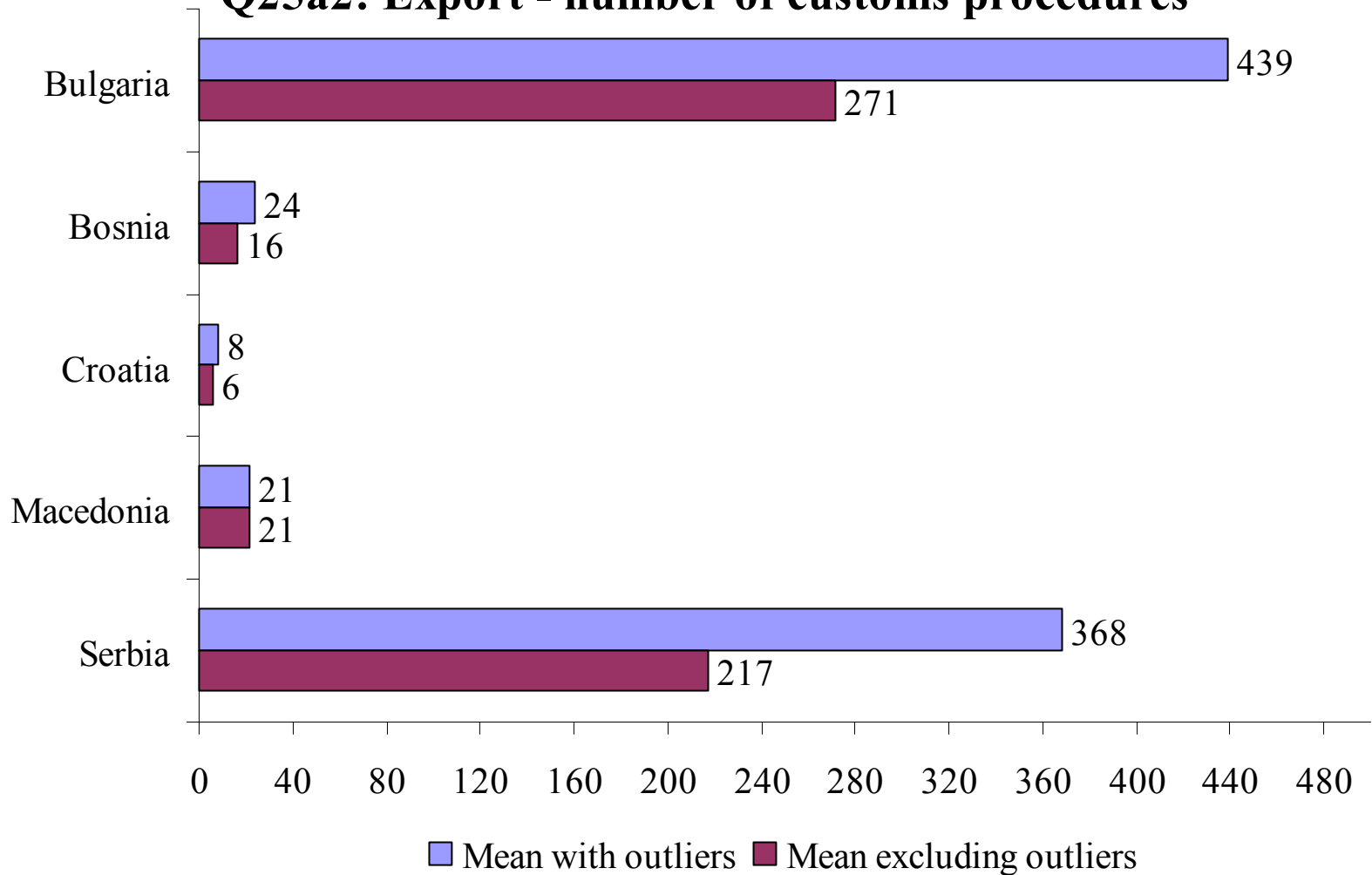
## Q25a2: Export - number of customs procedures



## Q25a2: Export - number of customs procedures (excluding outliers)

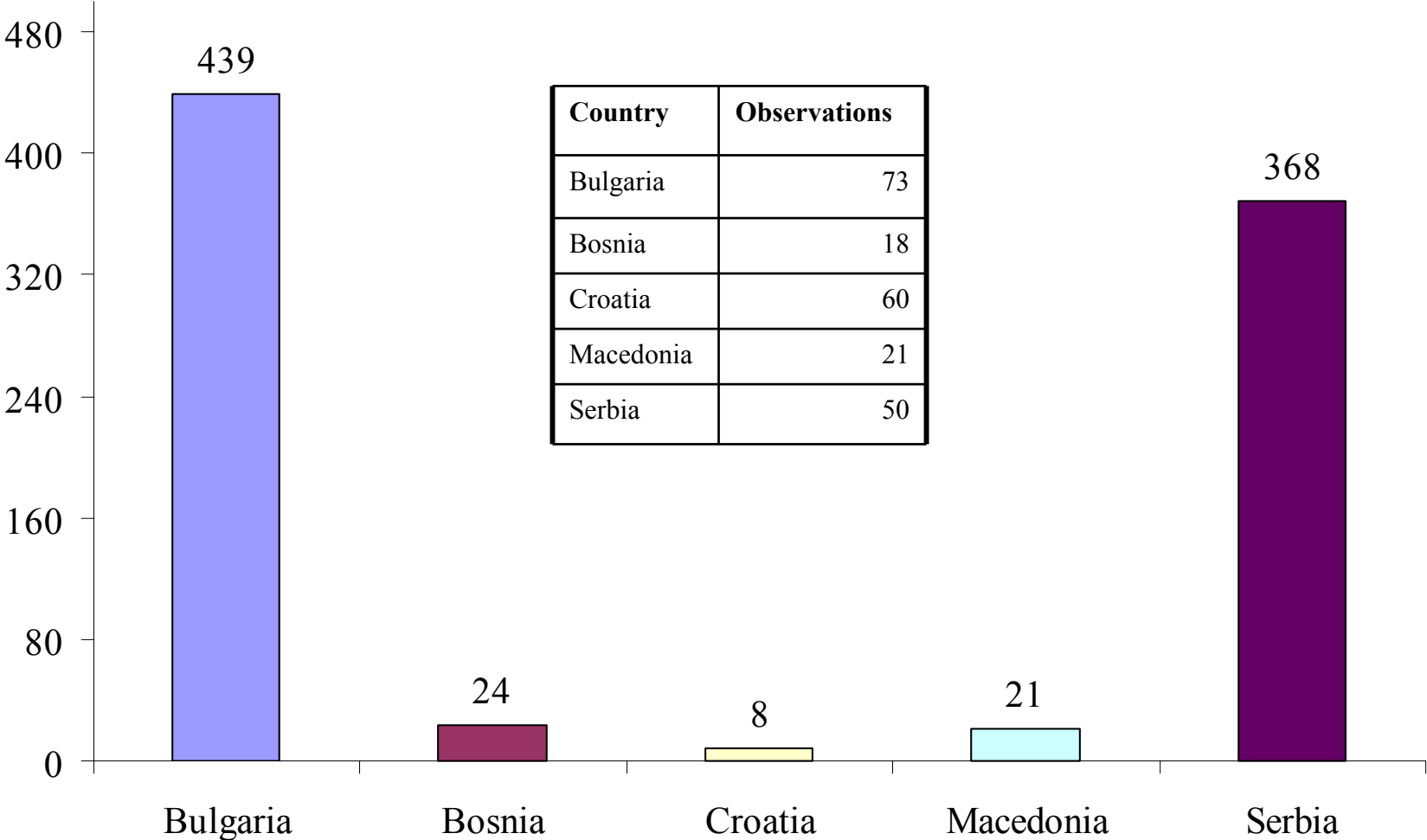


## Q25a2: Export - number of customs procedures

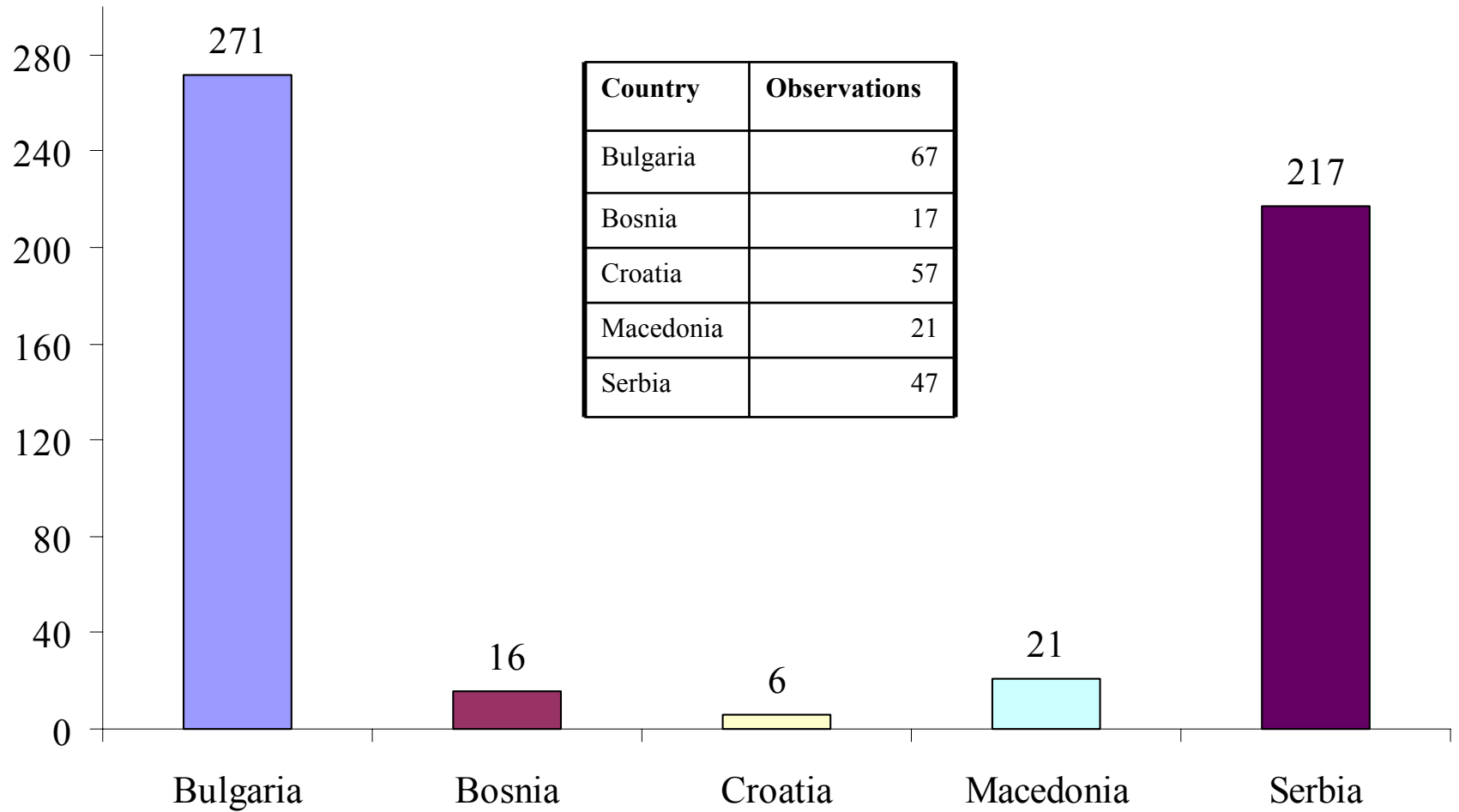


|  | Bulgaria | Macedonia | Romania | Serbia |
|--|----------|-----------|---------|--------|
| No. of observations (with outliers)      | 20       | 55        | 77      | 77     |
| No. of observations (excluding outliers) | 195      | 53        | 75      | 74     |

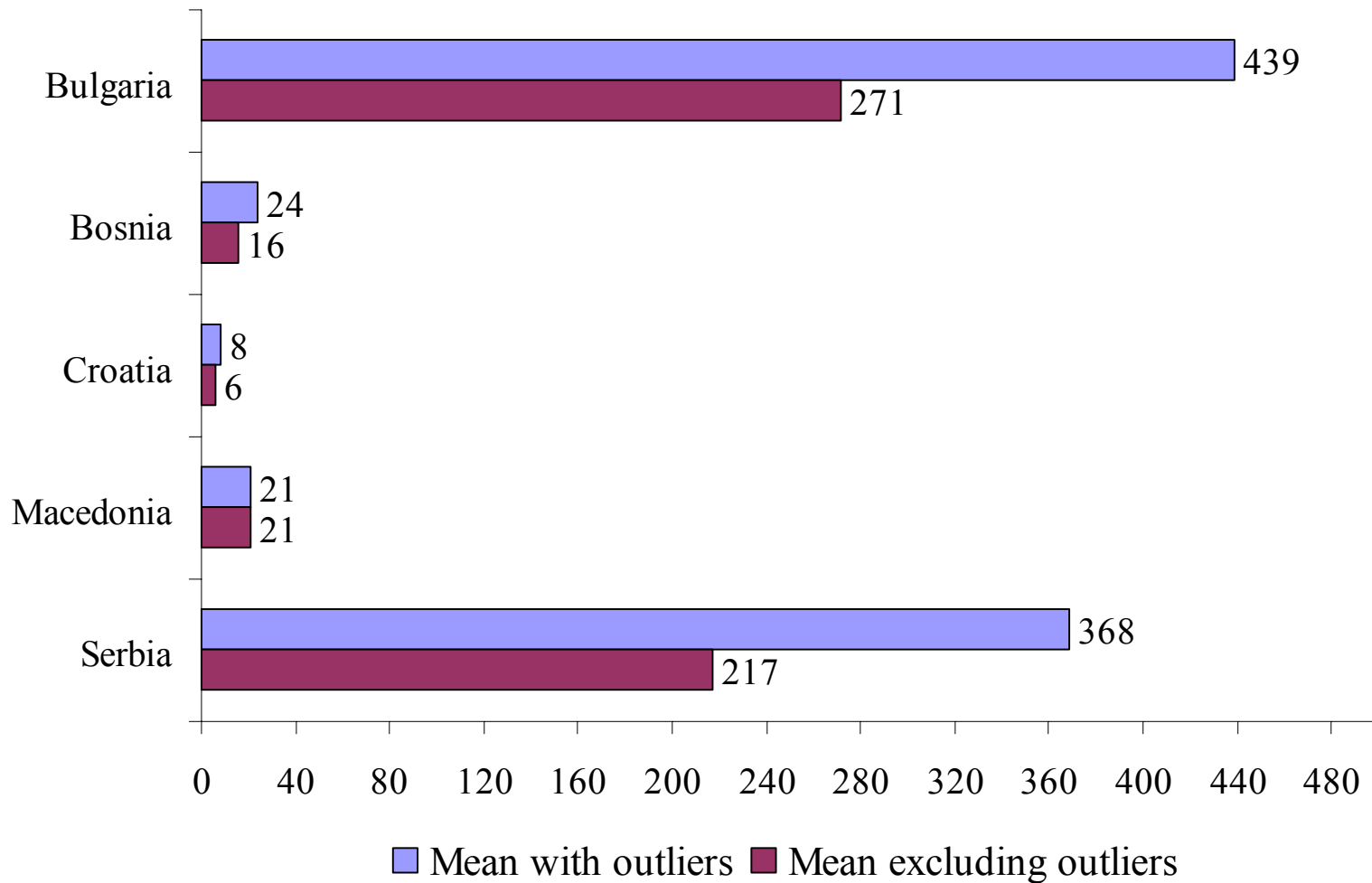
# Q26a1: Export: All Processes - Time in Hours



## Q26a1: Export: All Processes - Time in Hours (excluding outliers)

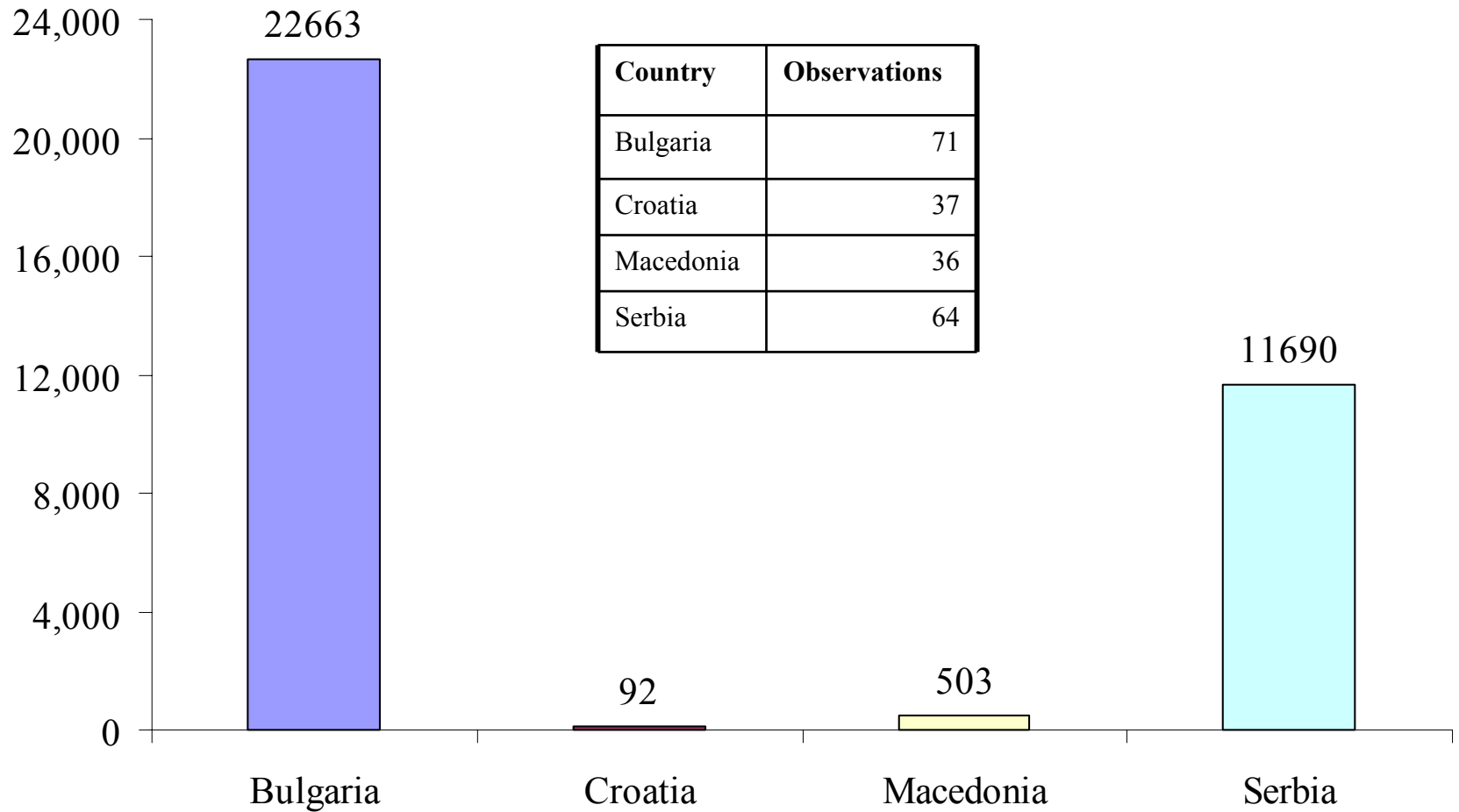


## Q26a1: Export: All Processes - Time in Hours

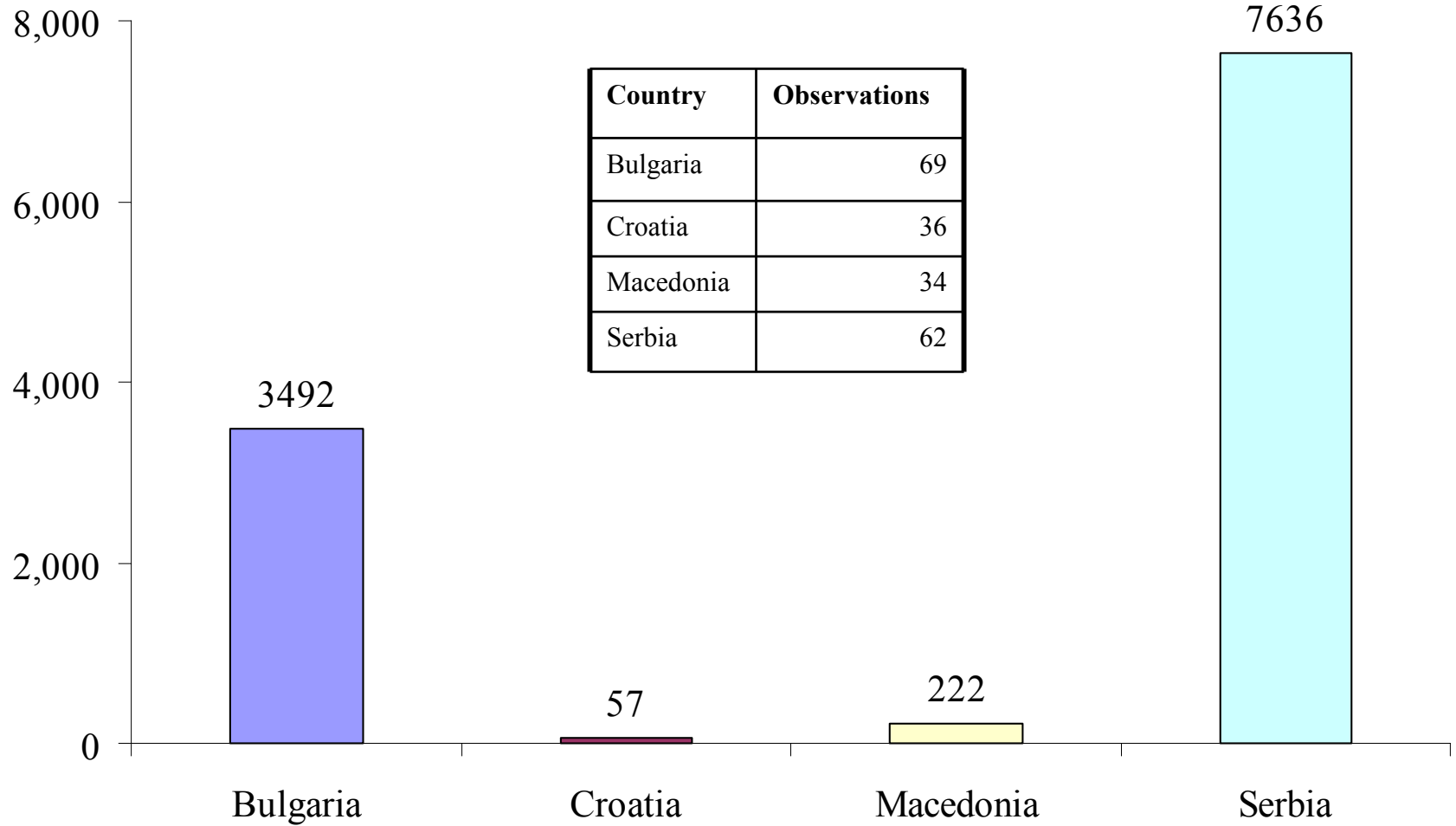


|  | Bulgaria | Bosnia | Croatia | Macedonia | Serbia |
|--|----------|--------|---------|-----------|--------|
| No. of observations (with outliers)      | 73       | 18     | 60      | 21        | 50     |
| No. of observations (excluding outliers) | 67       | 17     | 57      | 21        | 47     |

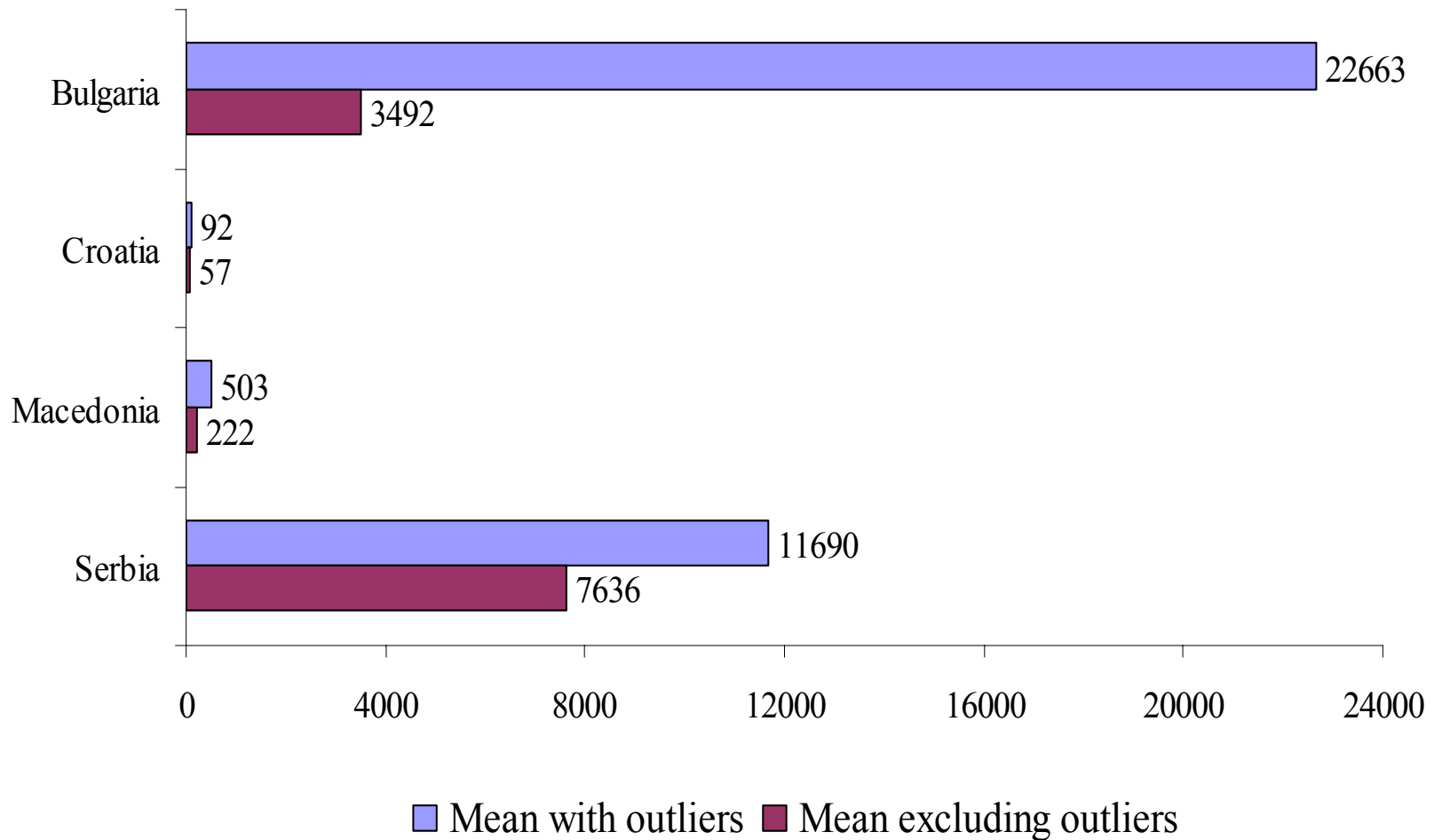
### Q26a3: Export: All Processes - Total Costs (US Dollars)



### Q26a3: Export: All Processes - Total Costs - US Dollars (excluding outliers)

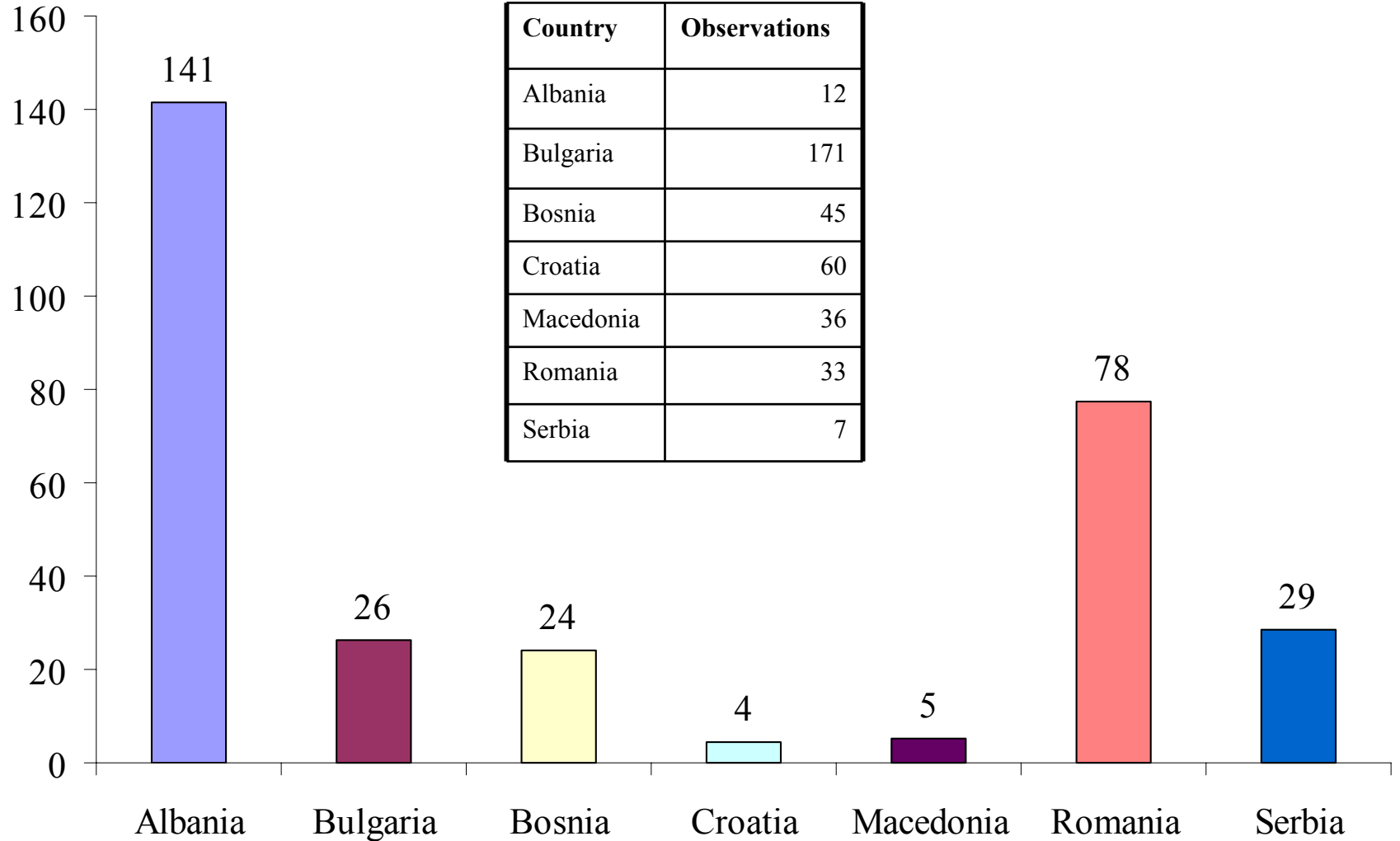


### Q26a3: Export - All Processes - Total Costs (US Dollars)

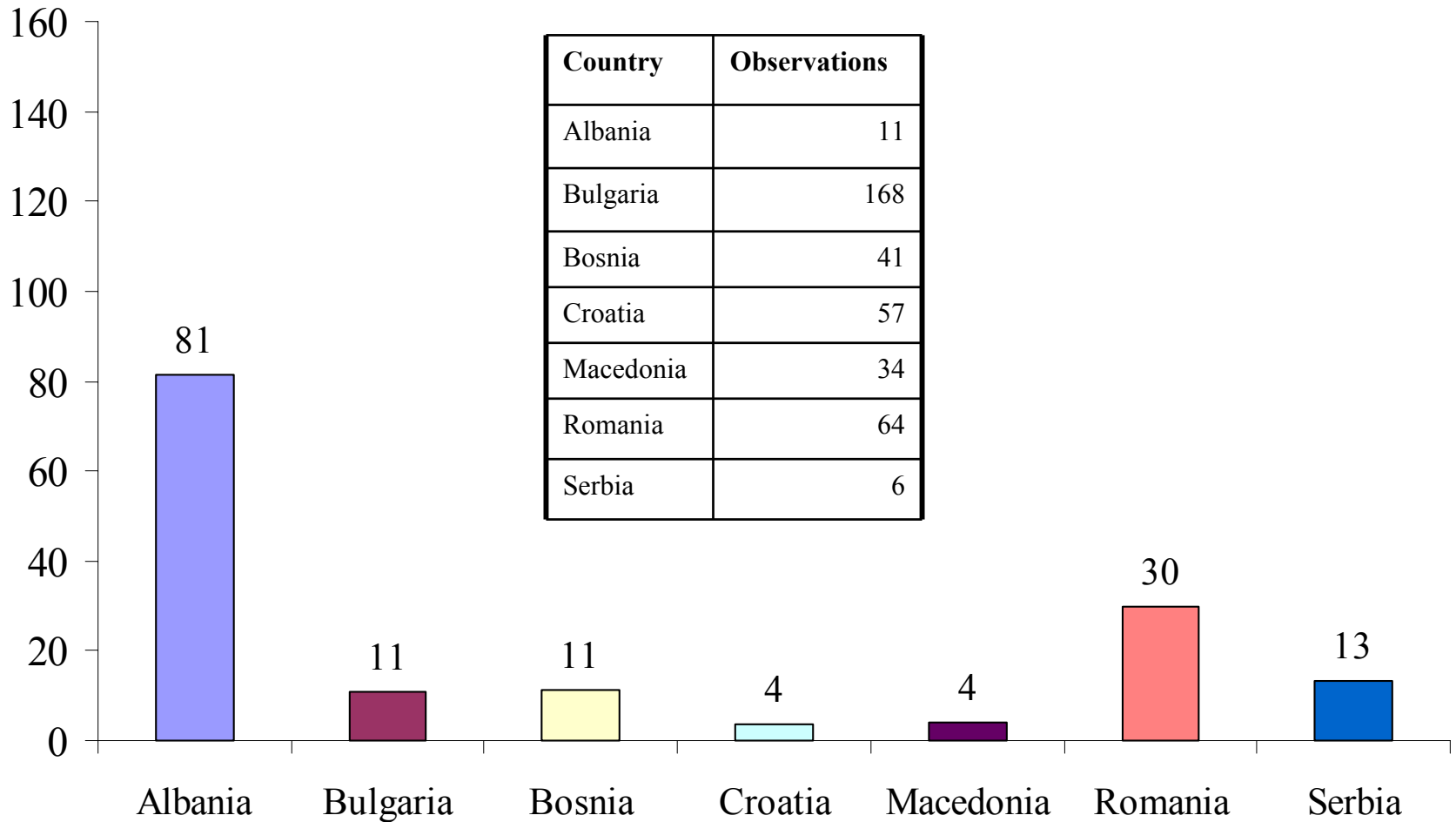


|  | <b>Bulgaria</b> | <b>Croatia</b> | <b>Macedonia</b> | <b>Serbia</b> |
|--|-----------------|----------------|------------------|---------------|
| No. of observations (with outliers)      | 71              | 37             | 36               | 64            |
| No. of observations (excluding outliers) | 69              | 36             | 34               | 62            |

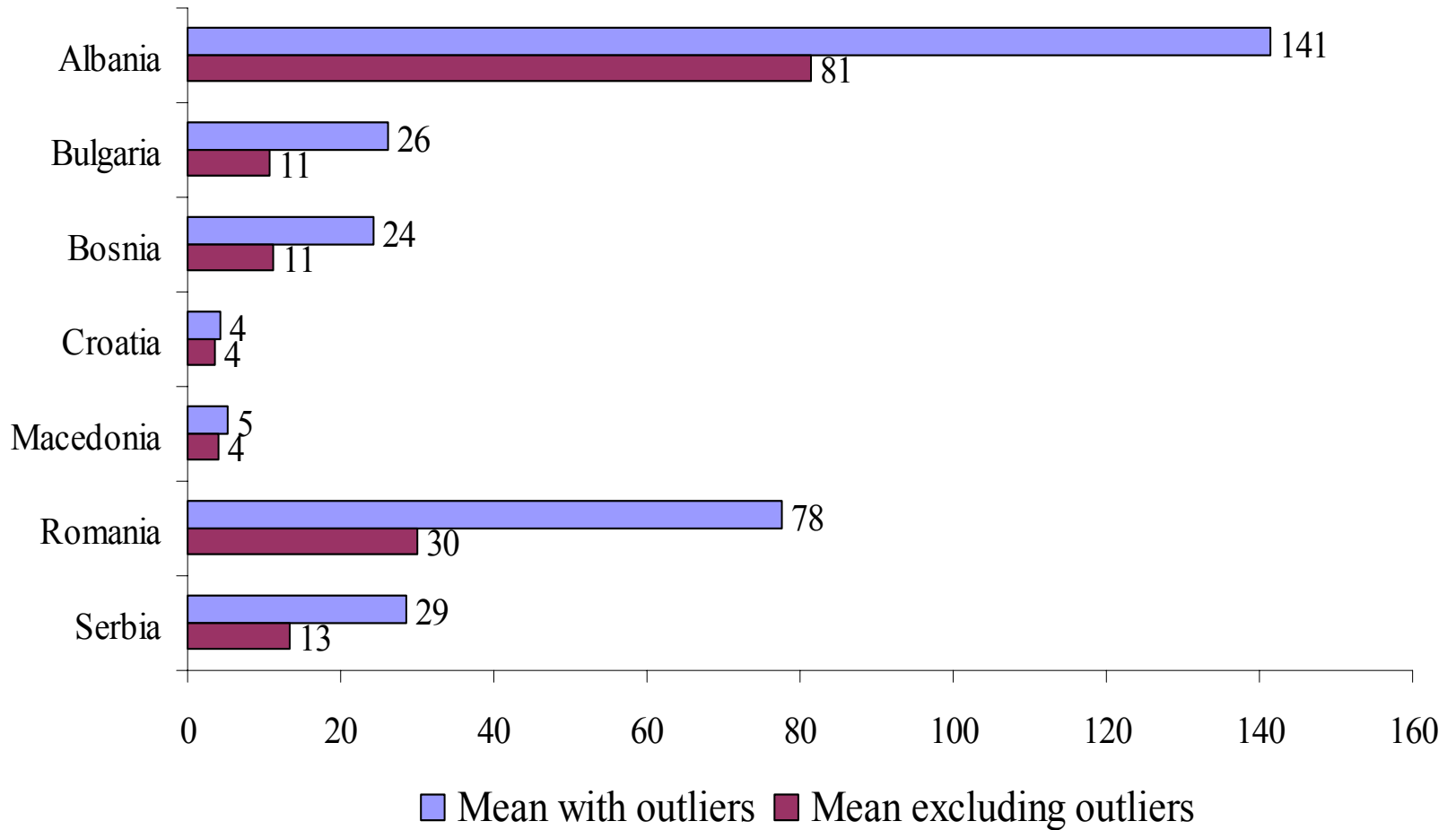
## Q26d1: Export - Customs clearance (Time in Hours)



## Q26d1: Export - Customs clearance - Time in Hours (excluding outliers)

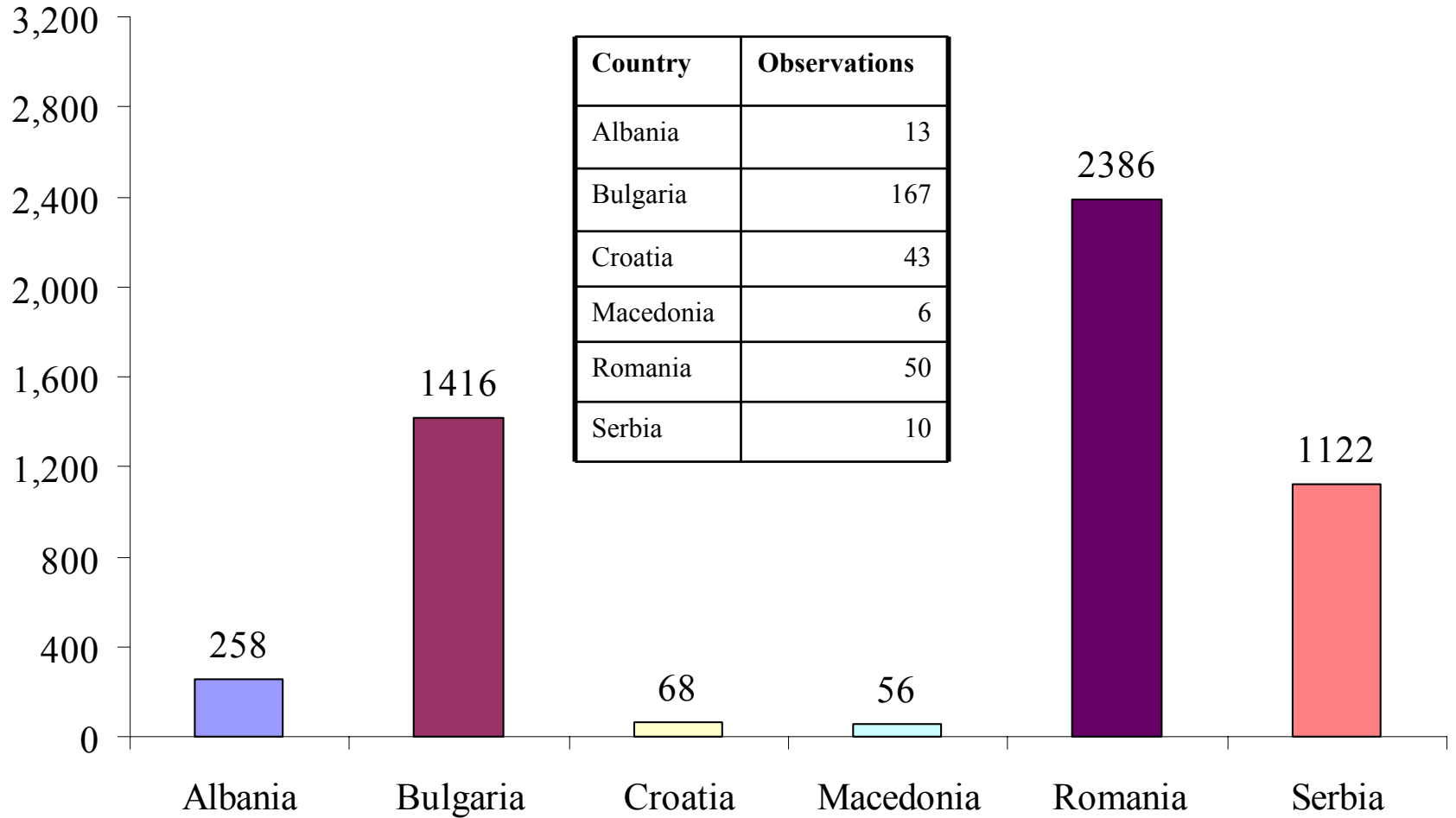


## Q26d1: Export - Customs clearance - Time in Hours

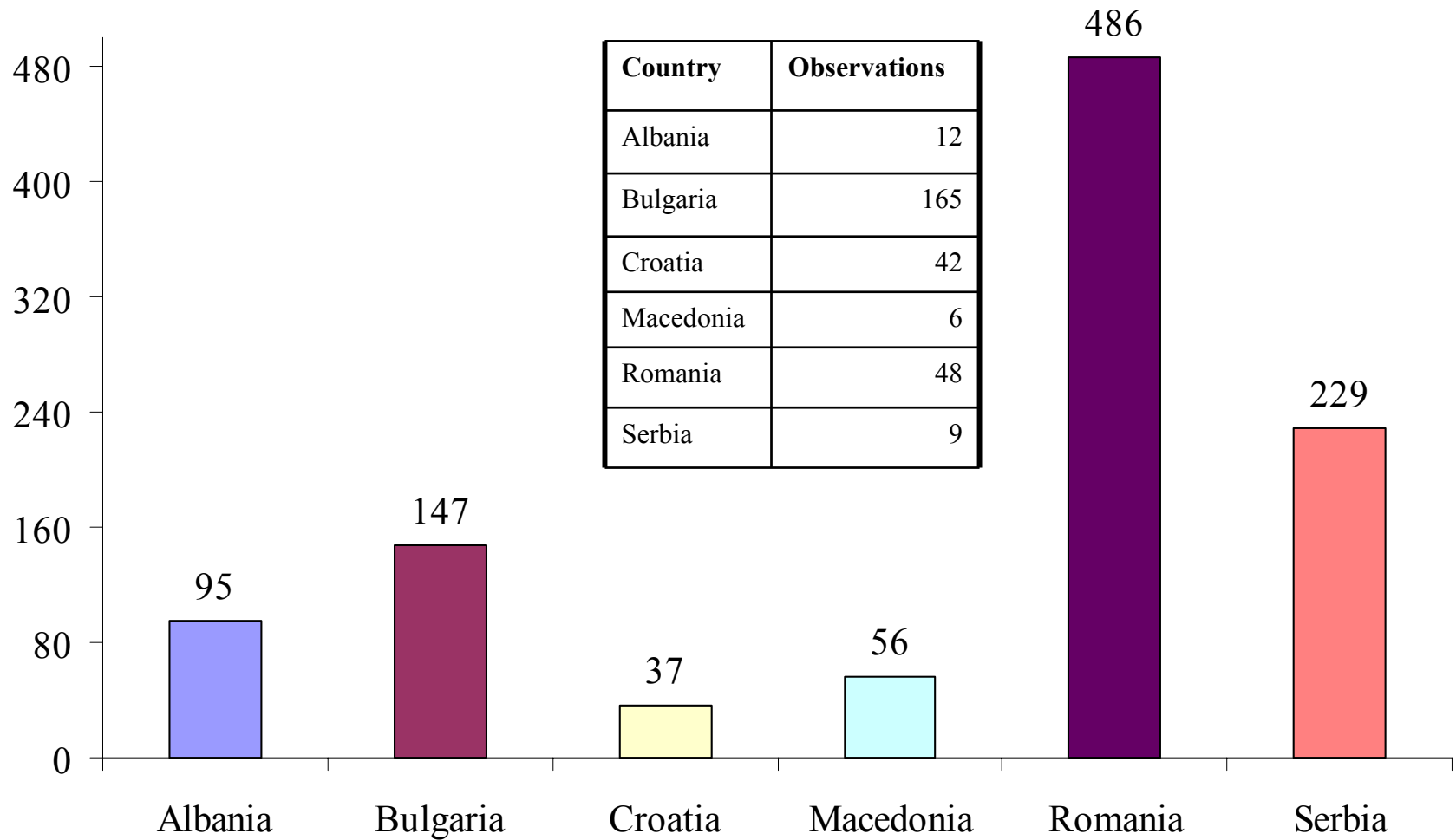


|  | Albania | Bulgaria | Bosnia | Croatia | Macedonia | Romania | Serbia |
|--|---------|----------|--------|---------|-----------|---------|--------|
| No. of observations (with outliers)      | 12      | 171      | 45     | 60      | 36        | 66      | 7      |
| No. of observations (excluding outliers) | 11      | 168      | 41     | 57      | 34        | 64      | 6      |

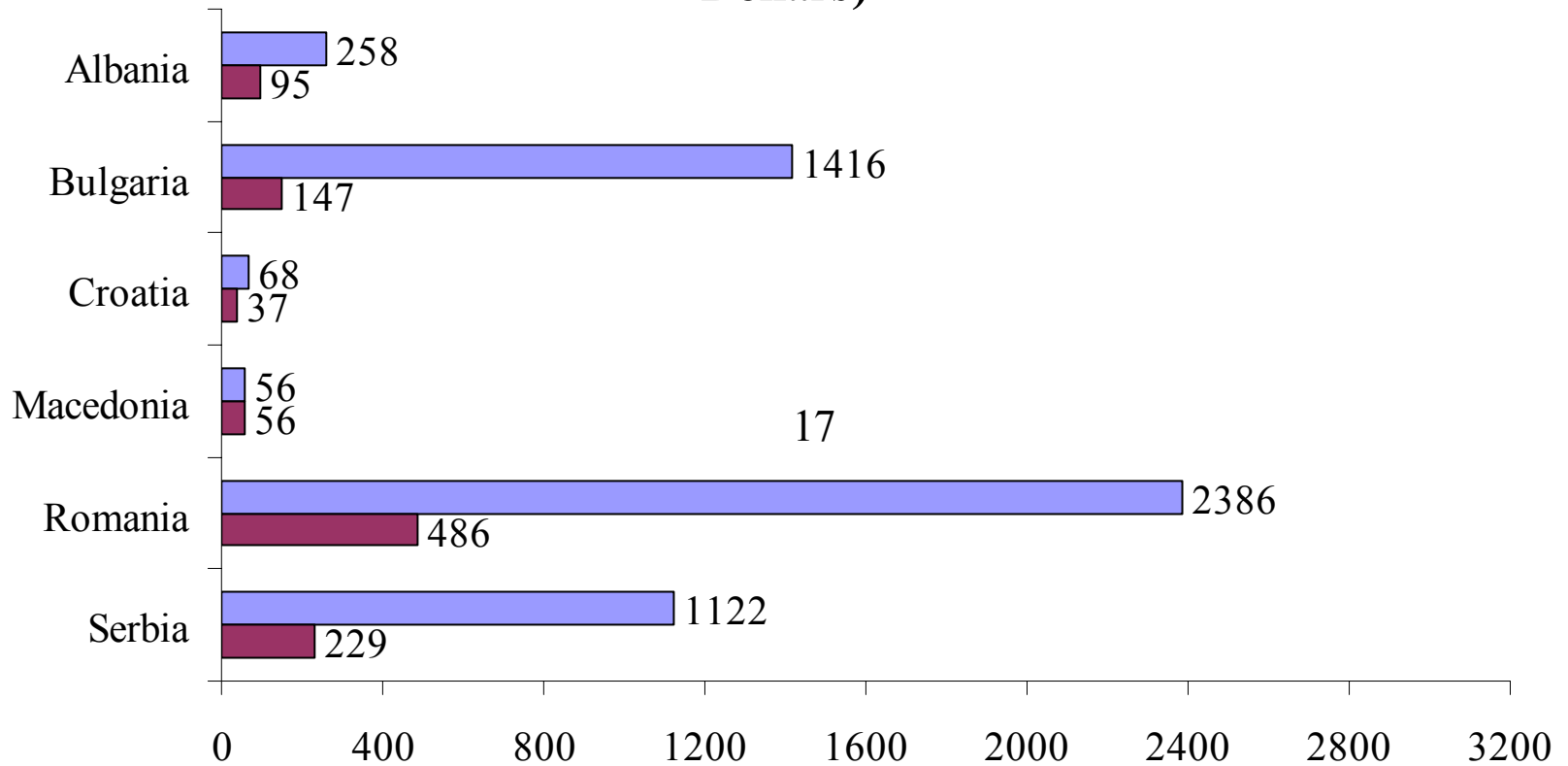
### Q26d3: Export: Customs clearance - Total Costs (US Dollars)



### Q26d3: Export: Customs clearance - Total Costs - US Dollars (excluding outliers)



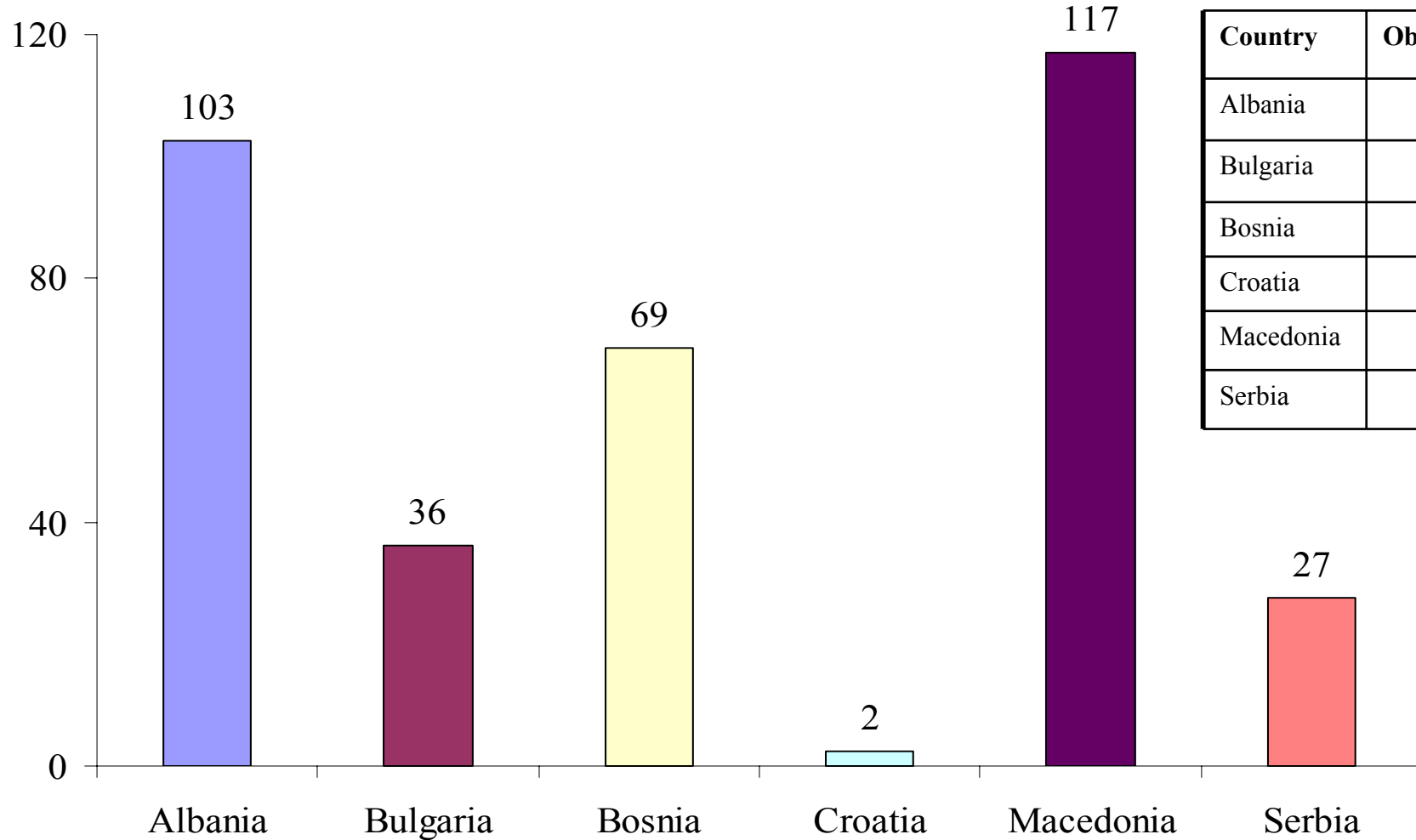
## Q26d3: Export: Customs clearance - Total Costs (US Dollars)



■ Mean with outliers   
 ■ Mean excluding outliers

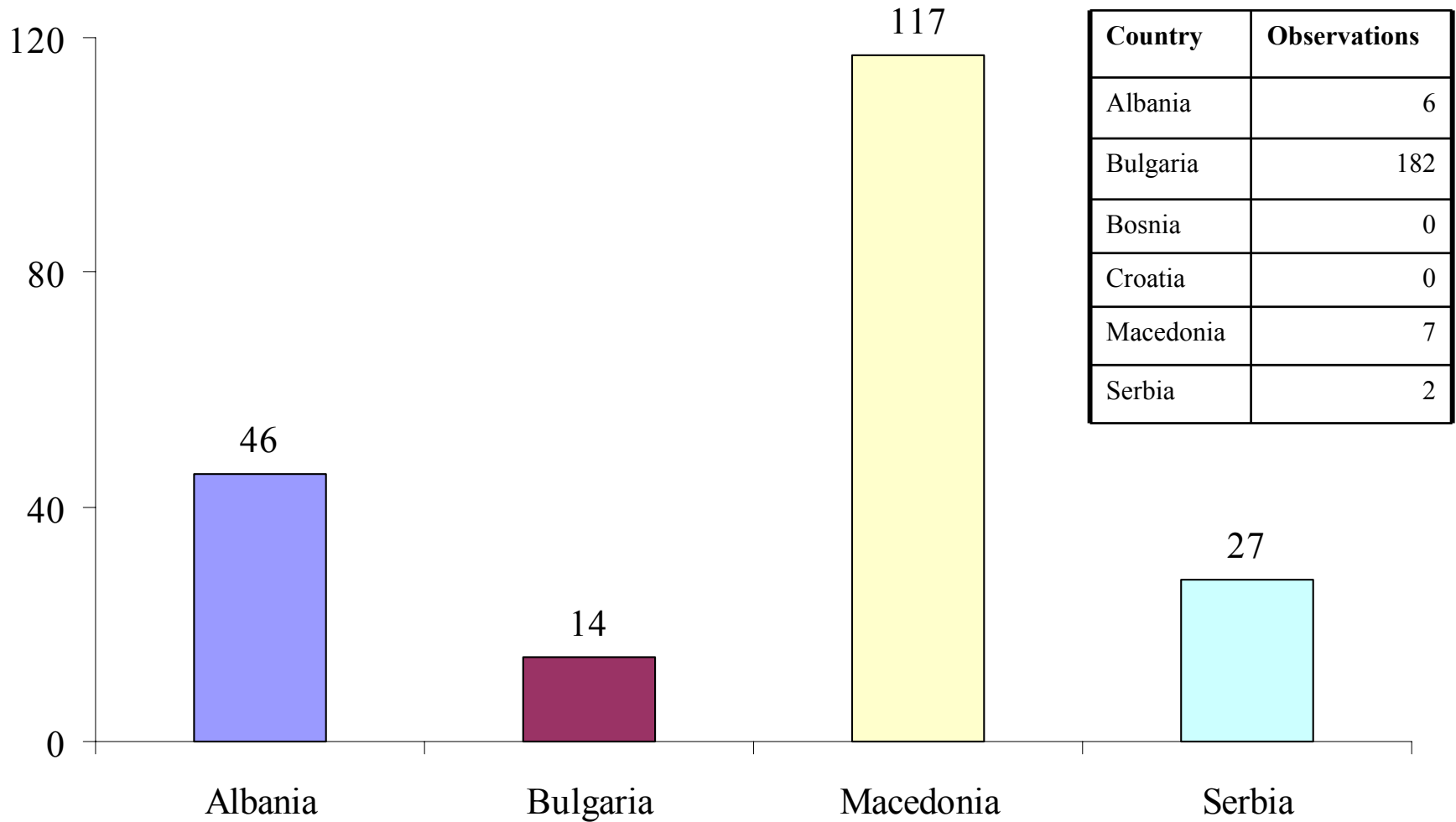
|  | Albania | Bulgaria | Croatia | Macedonia | Romania | Serbia |
|--|---------|----------|---------|-----------|---------|--------|
| No. of observations (with outliers)      | 13      | 167      | 43      | 6         | 50      | 10     |
| No. of observations (excluding outliers) | 12      | 165      | 42      | 6         | 48      | 9      |

## Q26a6: Export - All Processes: Unofficial Payments (US Dollars)

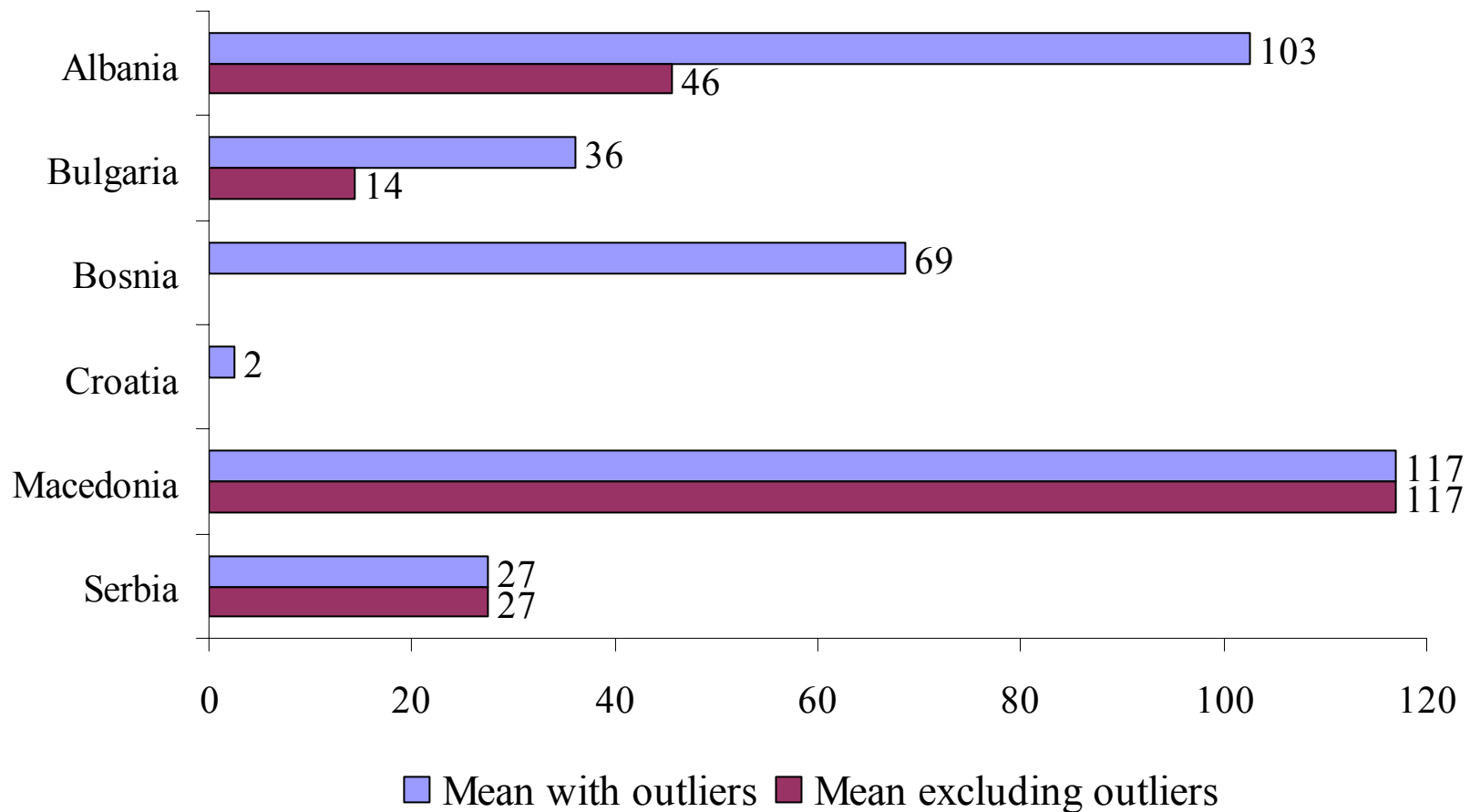


| Country   | Observations |
|-----------|--------------|
| Albania   | 7            |
| Bulgaria  | 186          |
| Bosnia    | 1            |
| Croatia   | 1            |
| Macedonia | 7            |
| Serbia    | 2            |

## Q26a6: Export - All Processes - Unofficial Payments - US Dollars (excluding outliers)

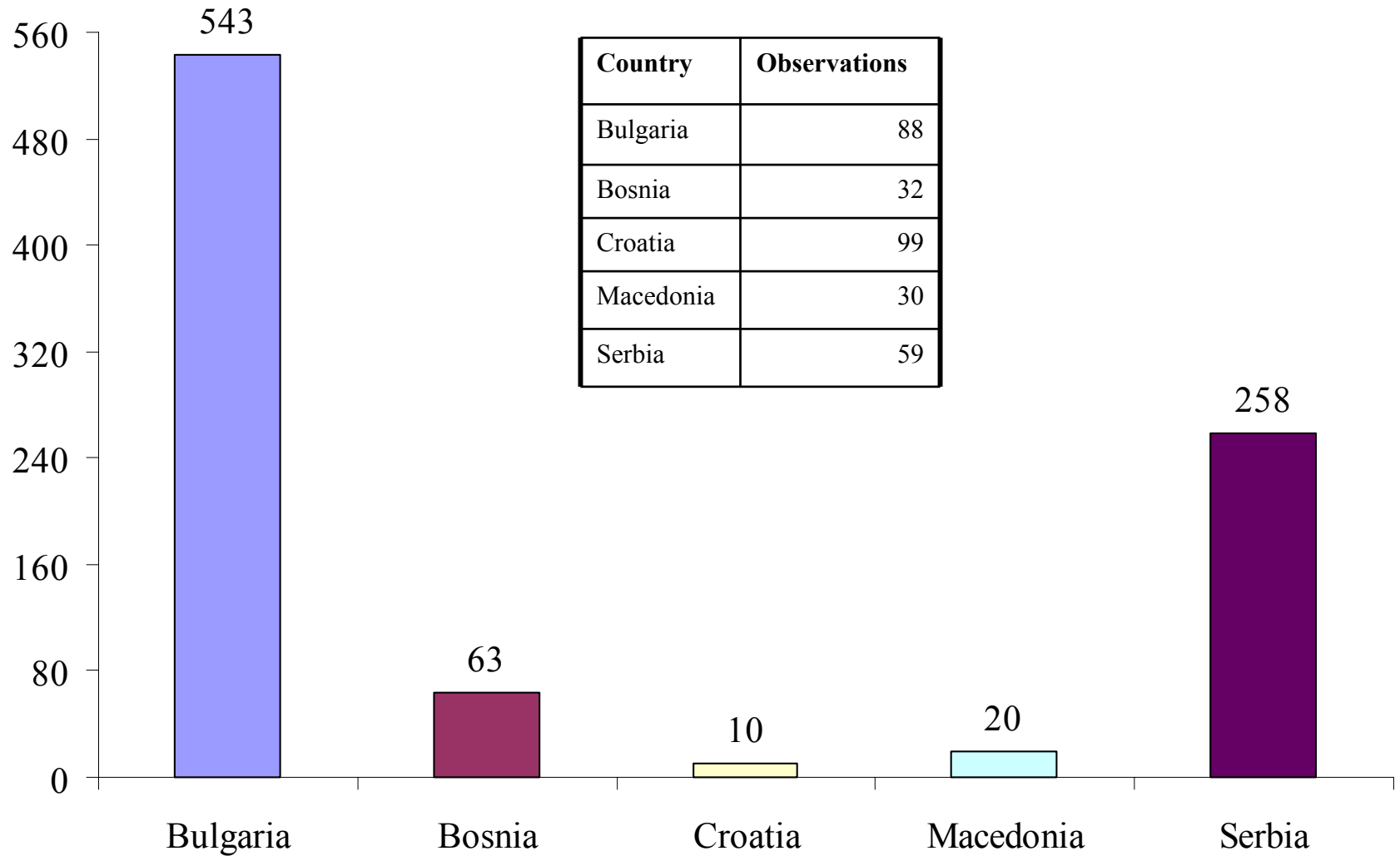


## Q26a6: Export - All Processes: Unofficial Payments (US Dollars)

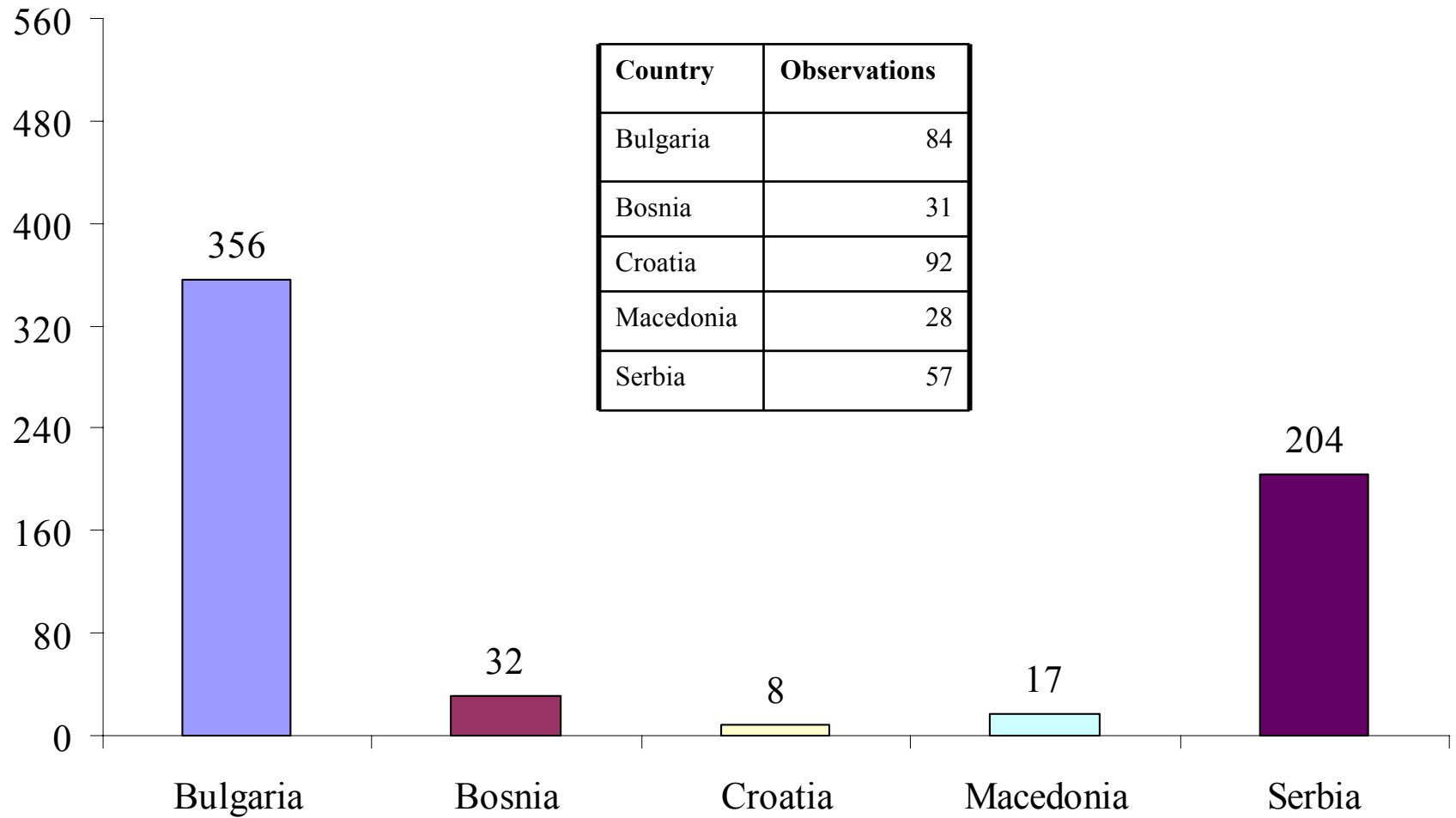


|  | Albania | Bulgaria | Bosnia | Croatia | Macedonia | Serbia |
|--|---------|----------|--------|---------|-----------|--------|
| No. of observations (with outliers)      | 7       | 186      | 1      | 1       | 7         | 2      |
| No. of observations (excluding outliers) | 6       | 182      | 0      | 0       | 7         | 2      |

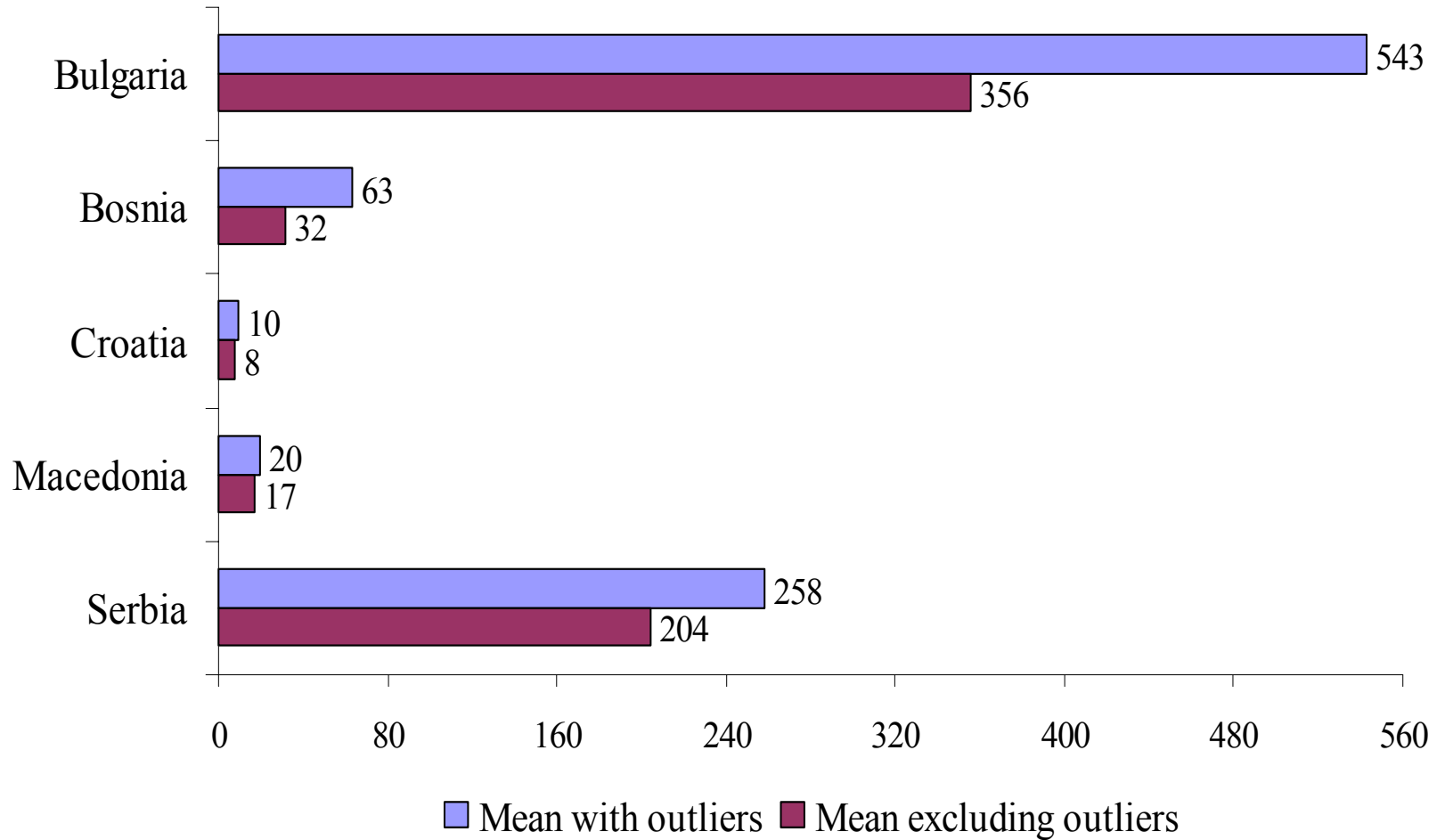
## Q27a1: Import: All Processes (Time in Hours)



## Q27a1: Import: All Processes - Time in Hours (excluding outliers)

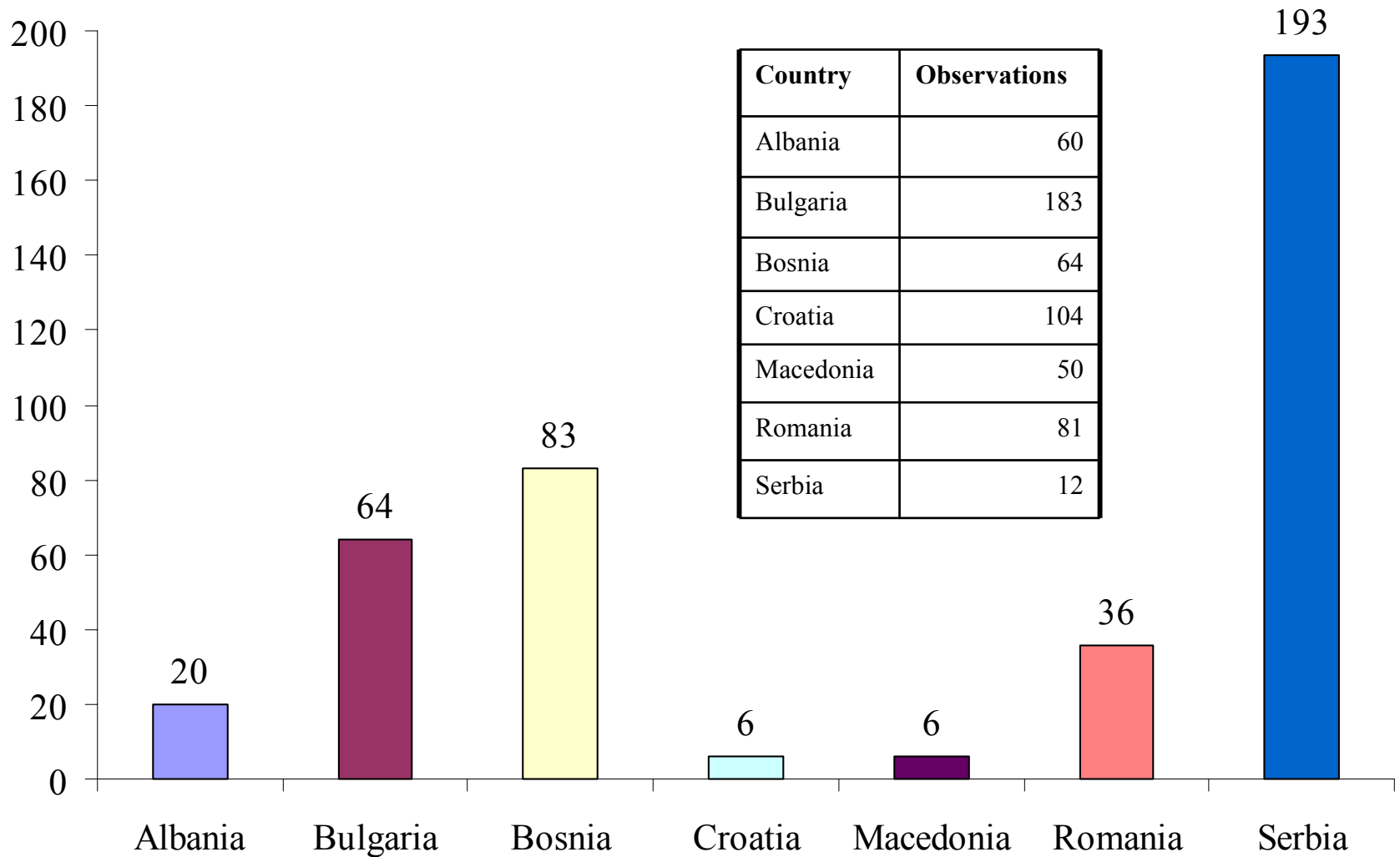


## Q27a1: Import: All Processes - Time in Hours

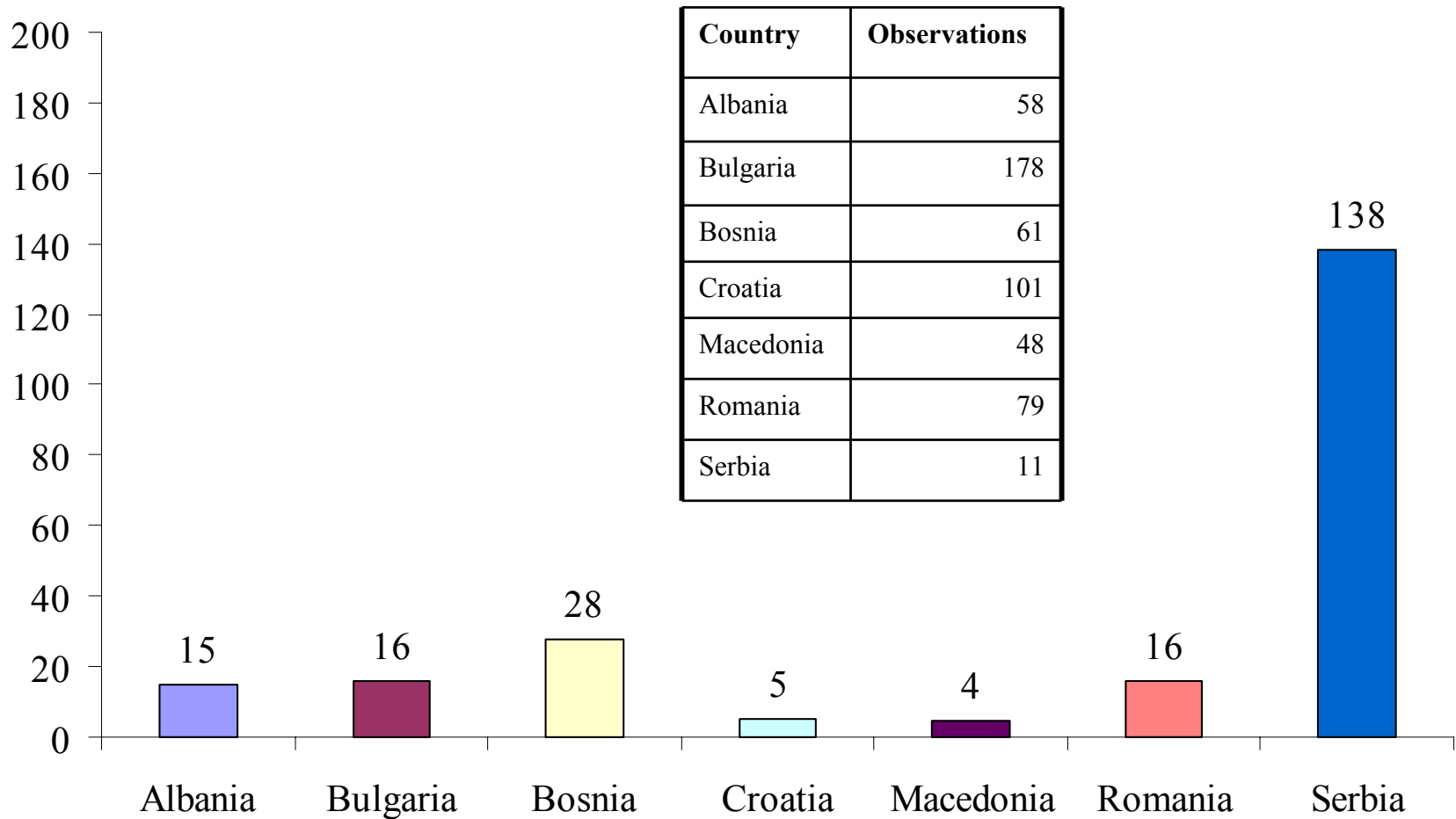


|  | <b>Bulgaria</b> | <b>Bosnia</b> | <b>Croatia</b> | <b>Macedonia</b> | <b>Serbia</b> |
|--|-----------------|---------------|----------------|------------------|---------------|
| No. of observations (with outliers)      | 88              | 32            | 99             | 30               | 59            |
| No. of observations (excluding outliers) | 84              | 31            | 92             | 28               | 57            |

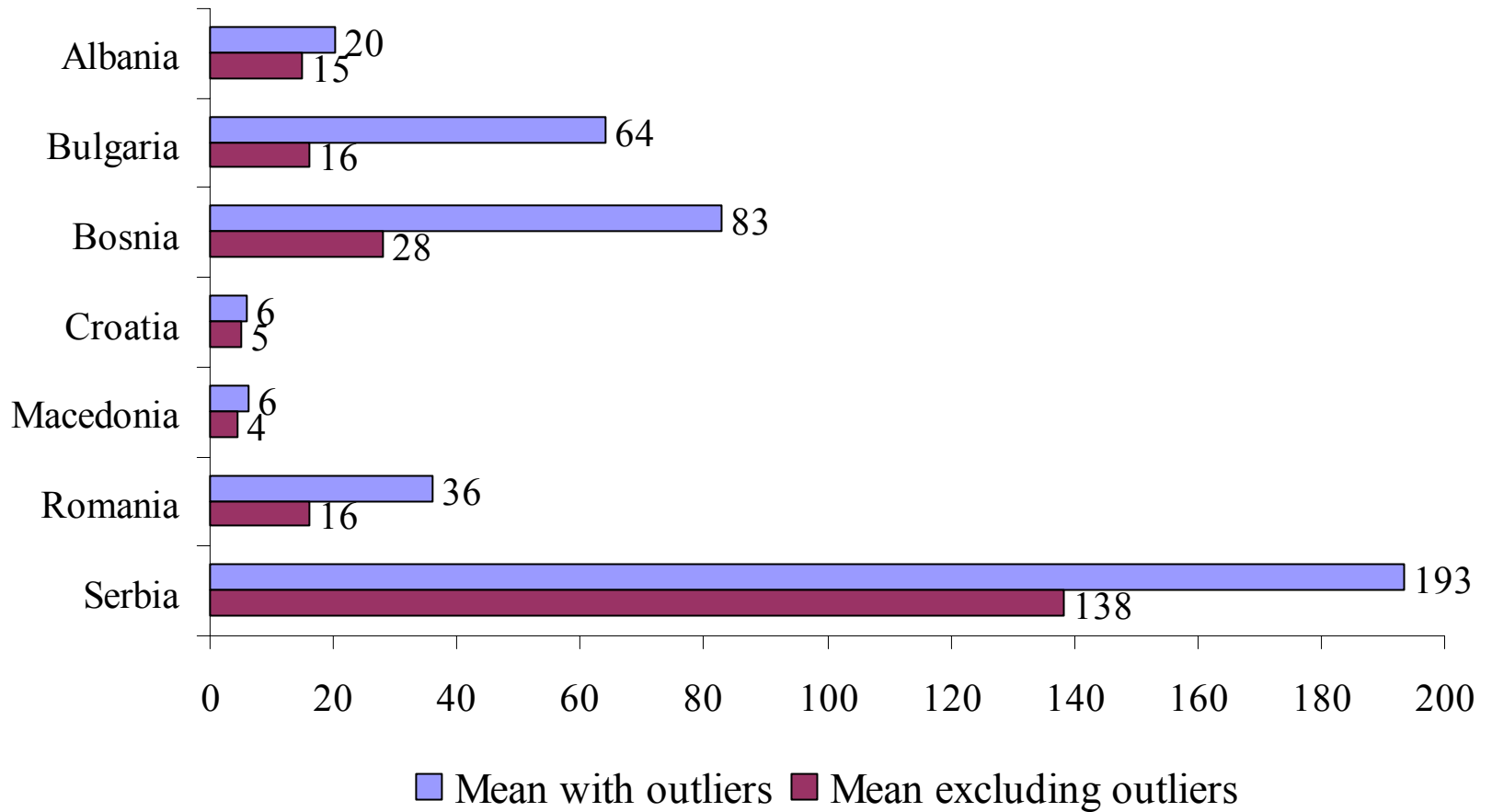
## Q27d1: Import - Customs clearance (Time in Hours)



## Q27d1: Import - Customs clearance - Time in Hours (excluding outliers)

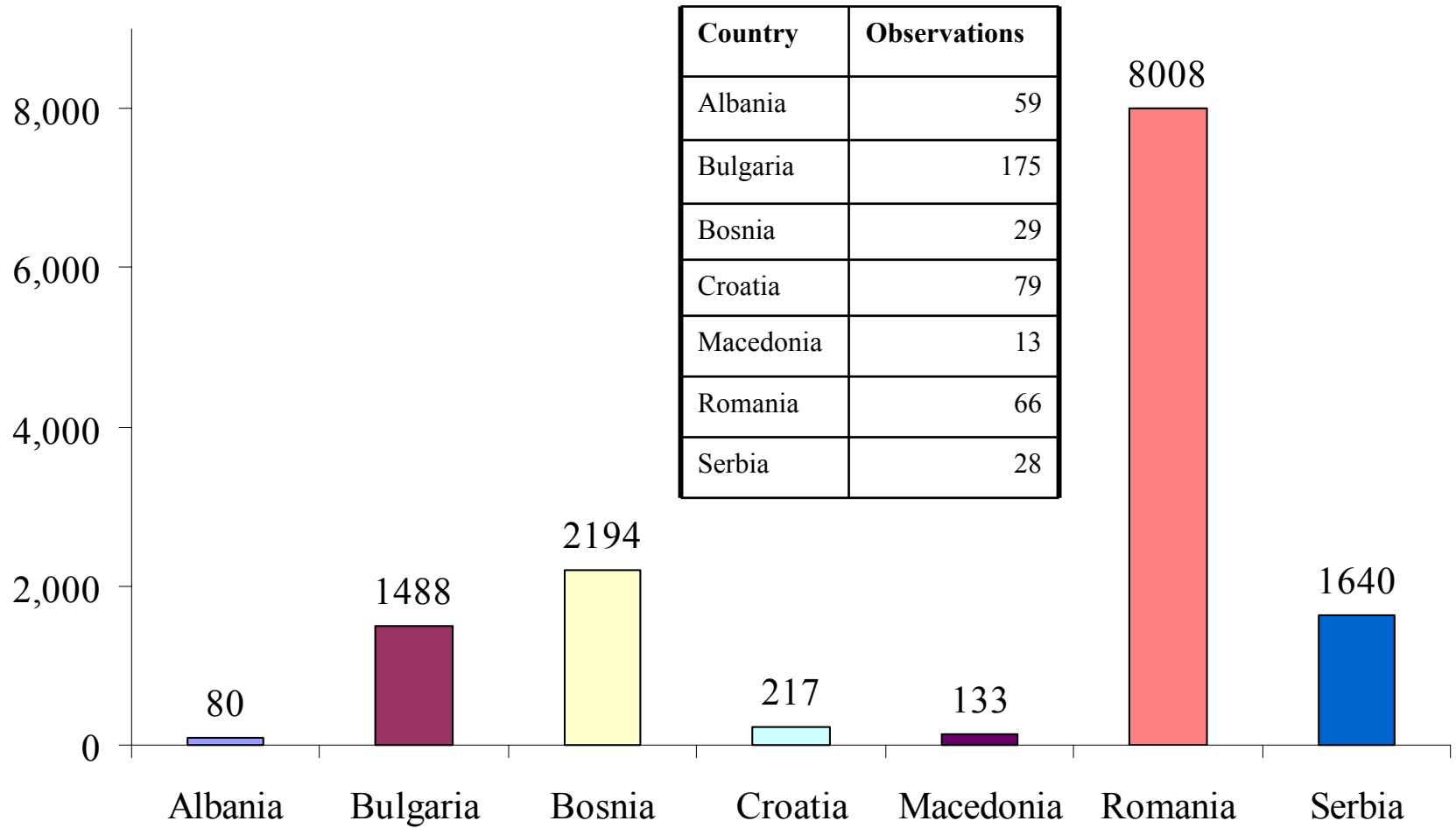


## Q27d1: Import - Customs clearance (Time in Hours)

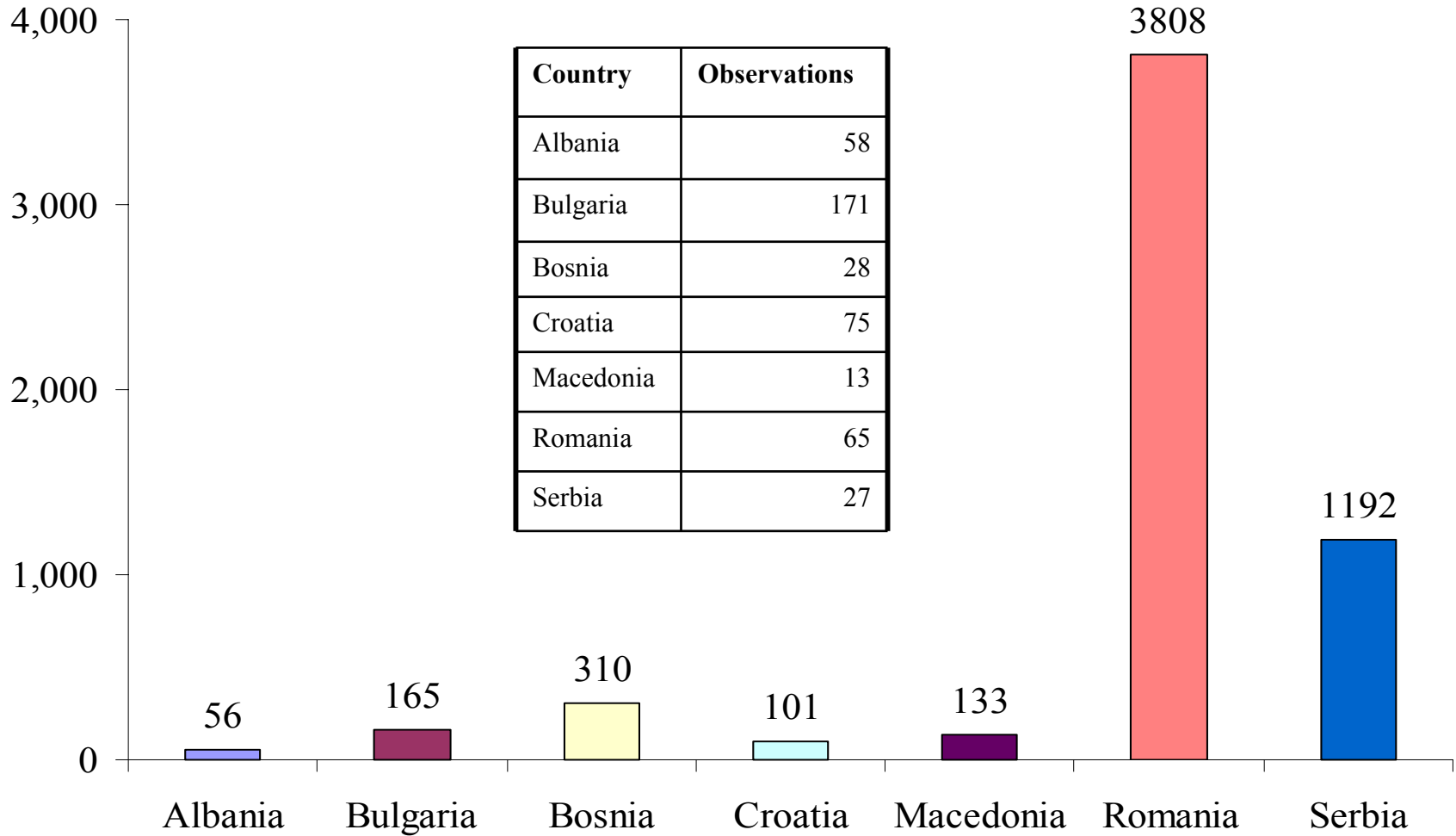


|  | Albania | Bulgaria | Bosnia | Croatia | Macedonia | Romania | Serbia |
|--|---------|----------|--------|---------|-----------|---------|--------|
| No. of observations (with outliers)      | 60      | 183      | 64     | 104     | 50        | 81      | 12     |
| No. of observations (excluding outliers) | 58      | 178      | 61     | 101     | 48        | 79      | 11     |

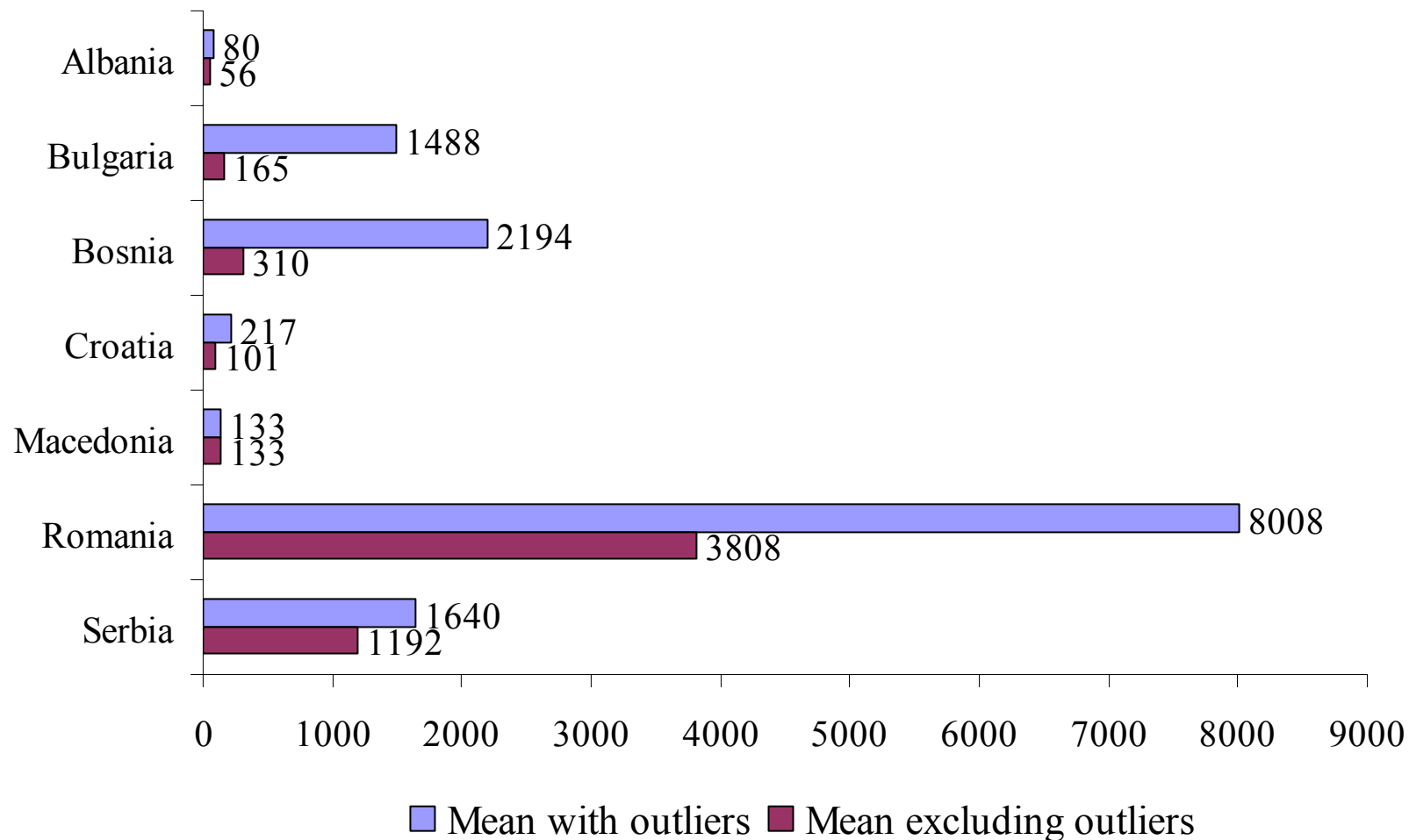
### Q27d3: Import - Customs clearance - Total Costs (US Dollars)



### Q27d3: Import - Customs clearance - Total Costs - US Dollars (excluding outliers)



## 27d3: Import - Customs clearance - Total Costs (US Dollars)



|  | Albania | Bulgaria | Bosnia | Croatia | Macedonia | Romania | Serbia |
|--|---------|----------|--------|---------|-----------|---------|--------|
| No. of observations (with outliers)      | 59      | 175      | 29     | 79      | 13        | 66      | 28     |
| No. of observations (excluding outliers) | 58      | 171      | 28     | 75      | 13        | 65      | 27     |