



Case study
CCIS e-service
Foreign trade Reports for Business

Chamber of Commerce and Industry of Serbia (CCIS)

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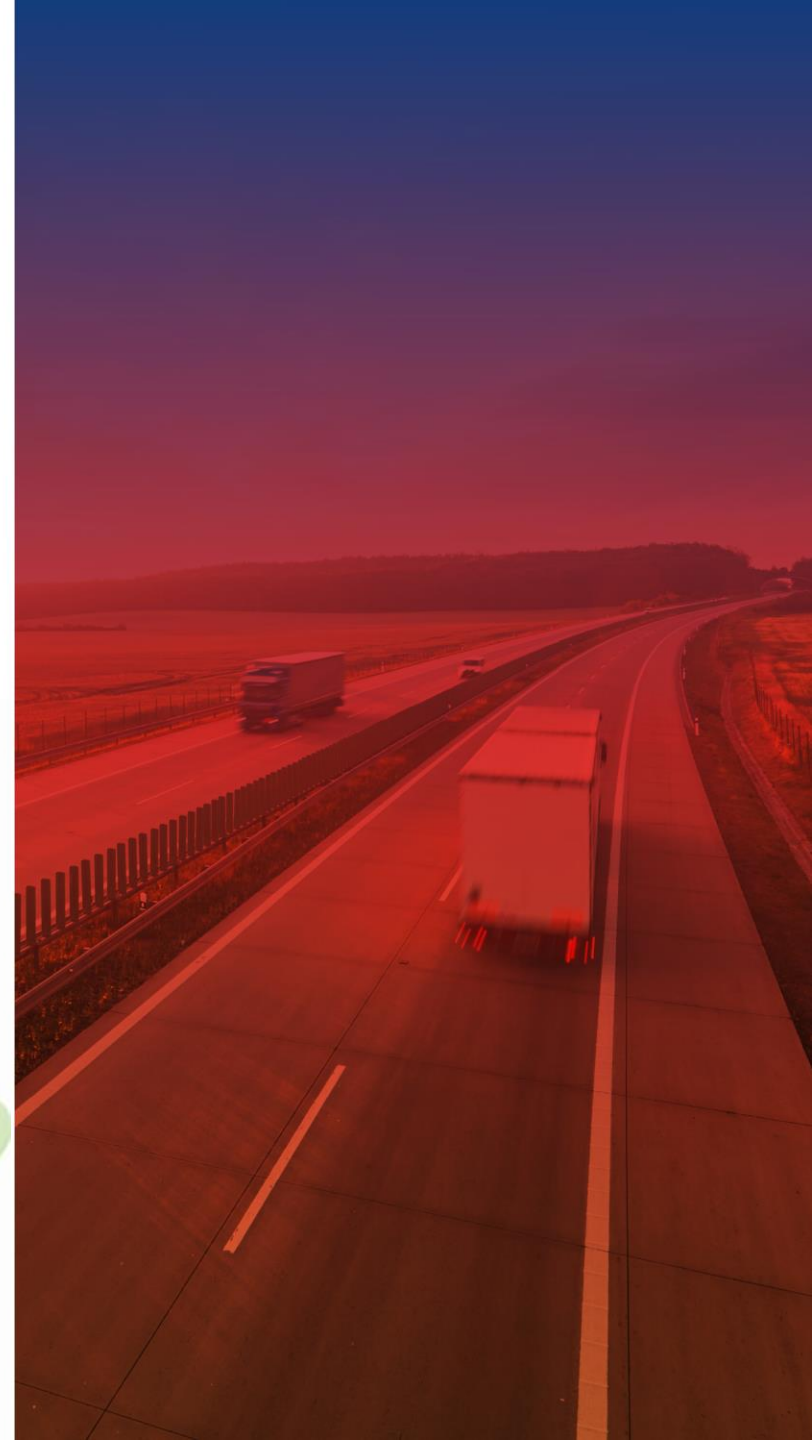


Chambers e-service: Foreign trade Report

- Section 1: Introduction → about main activities
- Section 2: Problem description → trade openness and foreign trade
- Section 3: Foreign trade Report e-service → development
- Section 4: Future activities → topics and goals
- Section 5: Conclusions and Summary, Q&A



Section 1 out of 5: Introduction





Chamber of Commerce and Industry of Serbia

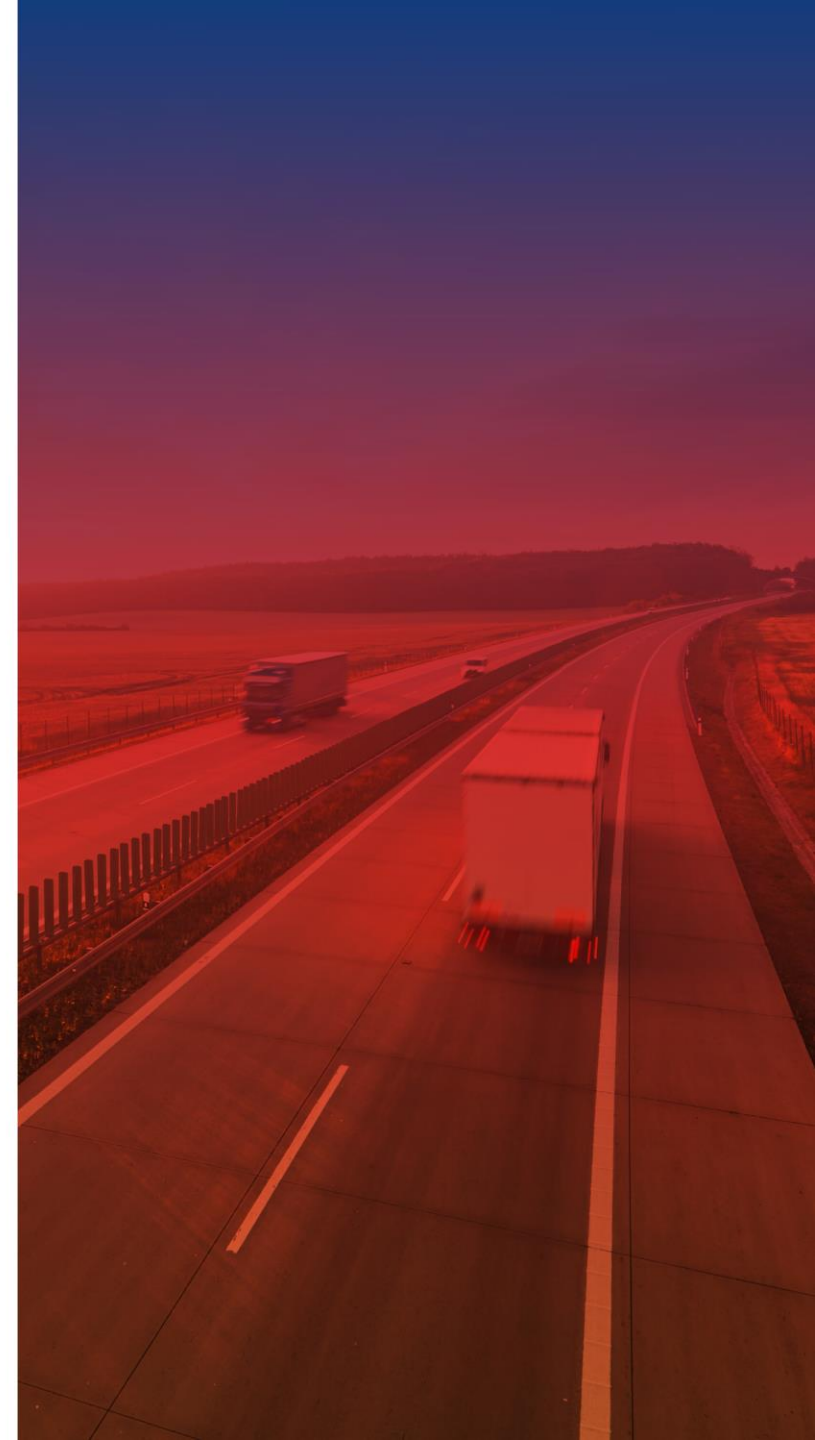
- 146+ years tradition
- More than 130,000 enterprises and 400,000+ entrepreneurs
- Sectoral approach to members
- Regional approach to members

Strategic Goals:

- Advocate for development conditions for doing business in Serbia
- Communication with Government and Business need
- Internationalization support for members
- Representing interests of the economy through accession of Serbia to the EU
- Education
- Business capacity improvements of business community in digitalisation

Wide ranges of Chambers services and e-services (public authorization and commercial services)

Section 1 out of 5: Introduction

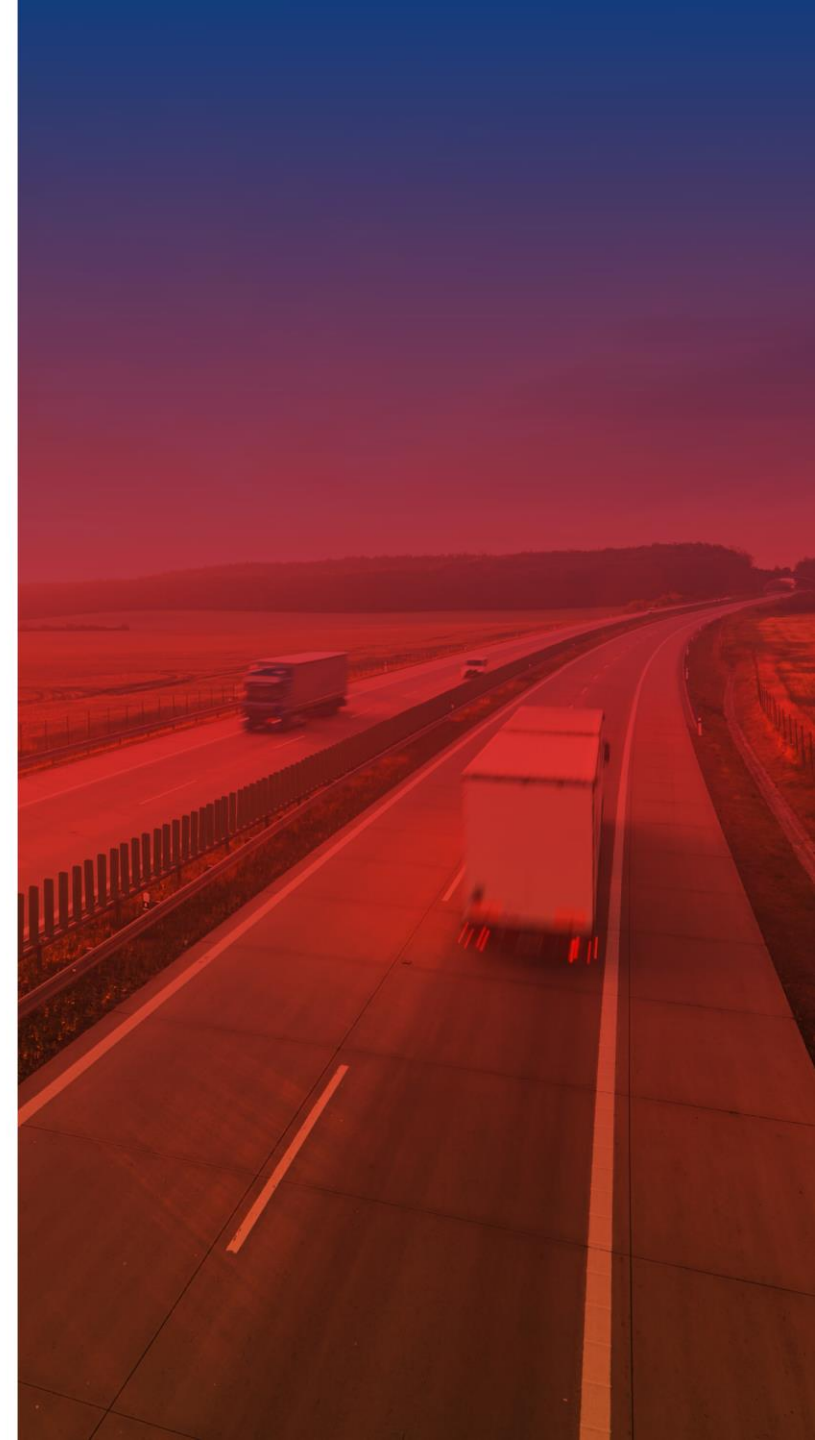




Center for Analytics, Analysis, Planning and Publications

- Macroeconomic Overview (quarterly, annually, SR, ENG)
- Sectoral business analysis (quarterly, annually, SR, ENG)
- Regional business analysis (Regional Chamber Business Reports)
- Internal IST database
- Bloomberg terminal
- FDI Report, FDI infographic
- Incentives for main sectors of economy (semi annual)
- Benefits for Investing in Serbia
- Support to Data Driven Decisions process within the Council for Coordination of Measures and Promotion of GDP growth of the Republic of Serbia
- Project research activities: GIZ, FAO, UNECE, UNIDO, ITC, IFC, OECD etc.

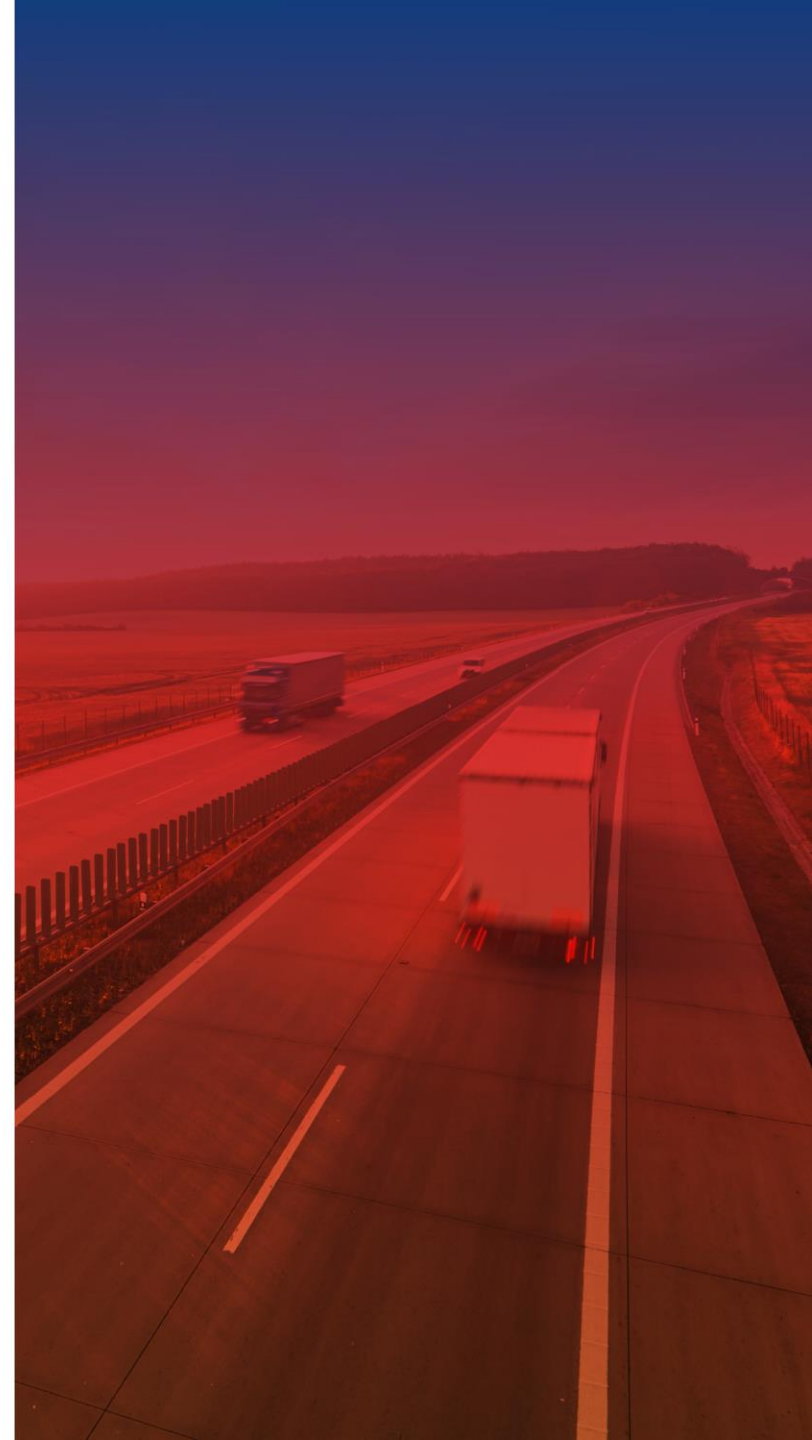
Section 1 out of 5: Introduction





Problem (topic) description

- Serbia: Trade openness 140% GDP
- More than 130,000 companies
- More than 330,000 entrepreneurs
- Export activities:
 - ✓ 70% of big companies
 - ✓ 50% of medium companies
 - ✓ 35% of small companies
 - ✓ 8% of micro companies
 - ✓ 3% entrepreneurs
- Benefits from export activities:
 - ✓ Growth in profitability
 - ✓ Trade diversification
 - ✓ Innovation of business processes
 - ✓ Larger market for products
 - ✓ More potential clients
 - ✓ Higher capacity efficiency
 - ✓ Other benefits

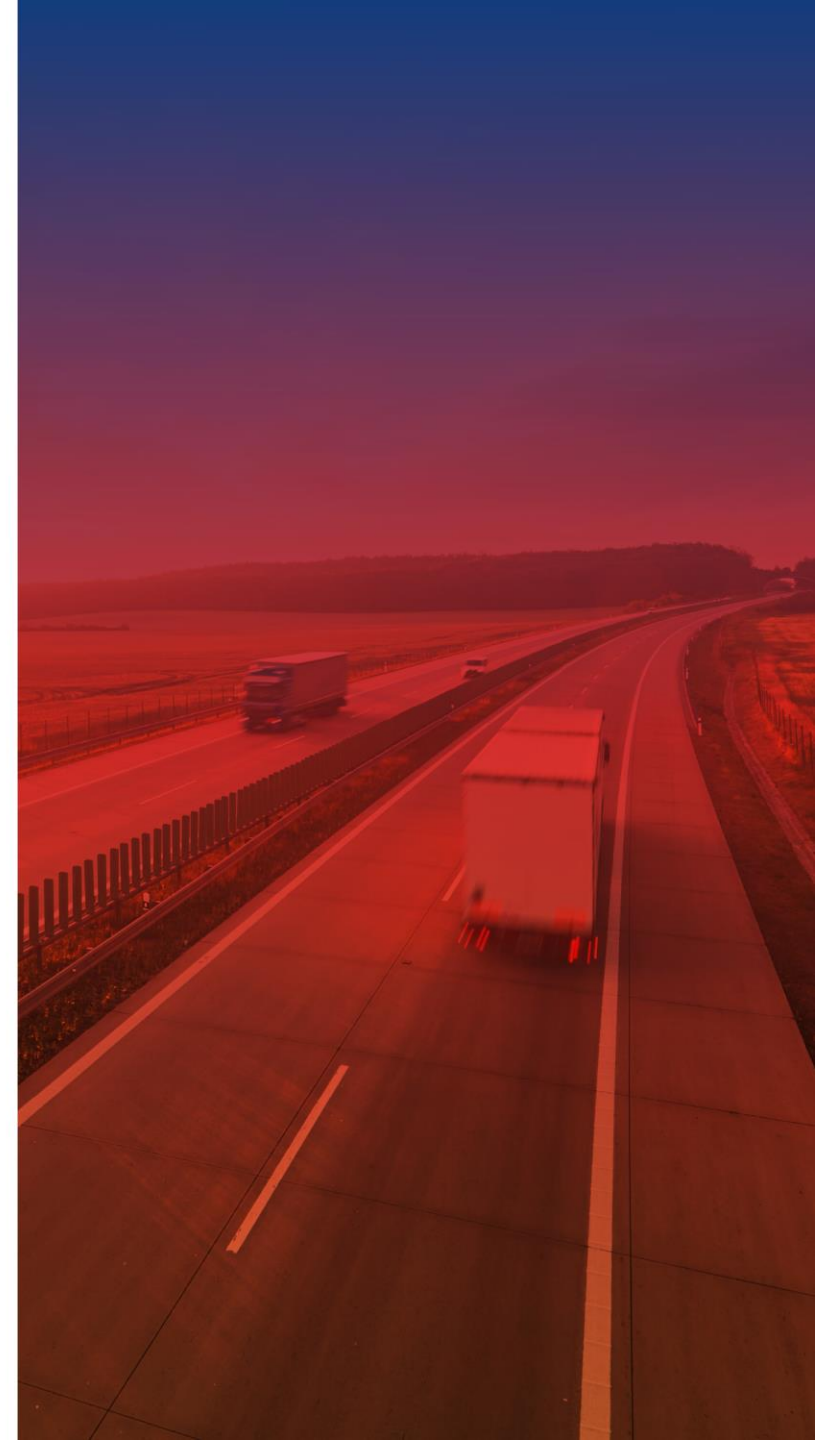




Problem explanation

- Exporters need for data driven decision process
- Not enough information regarding export products
- Needs for structural export/import data detailed than public institutions disseminate
- Needs for information about domestic export potentials/number of exporters/quantities/values/additional information
- Needs for information about main trade partners and foreign trade capacities and trends for all foreign trade partners
- Needs for information about trends/annually data/monthly data – seasonality/ quarterly data – seasonality
- One place for detailed information at national tariff line codes at 10 digits

Section 2 out of 5: Problem description

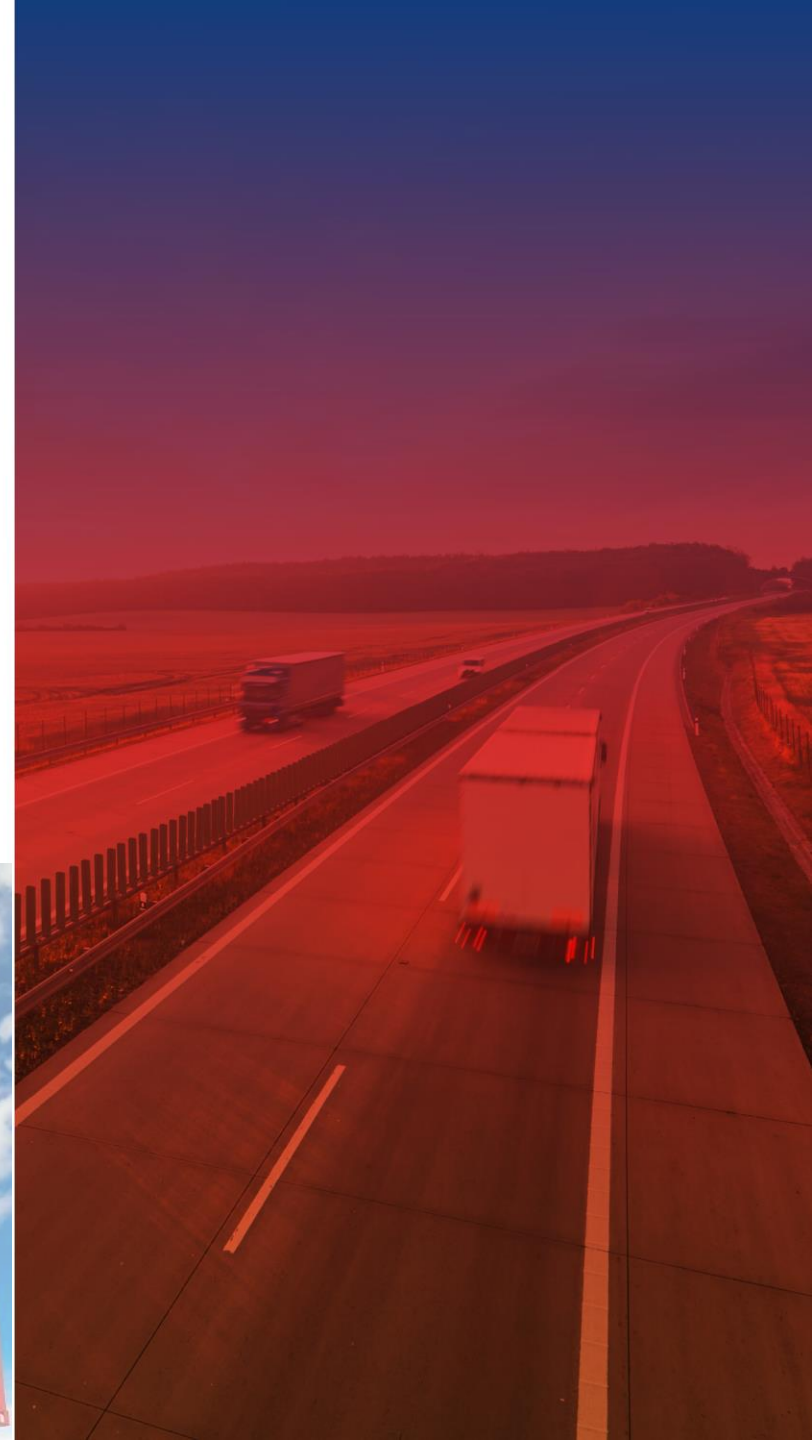




CCIS services and e-services

- Electronic services of CCIS:
 - ✓ Confirmations and professional opinions
 - ✓ Export and Import documents (Form A, nonreferential origin and other confirmations)
 - ✓ Register of Medical Devices and other Registers
 - ✓ Education according to public authorization
 - ✓ Business Reports
 - ✓ Business mark
(Čuvarkuća, Excellent SME)
 - ✓ TIR
 - ✓ ATA
 - ✓ Other services

Section 3 out of 5: Foreign trade Reports

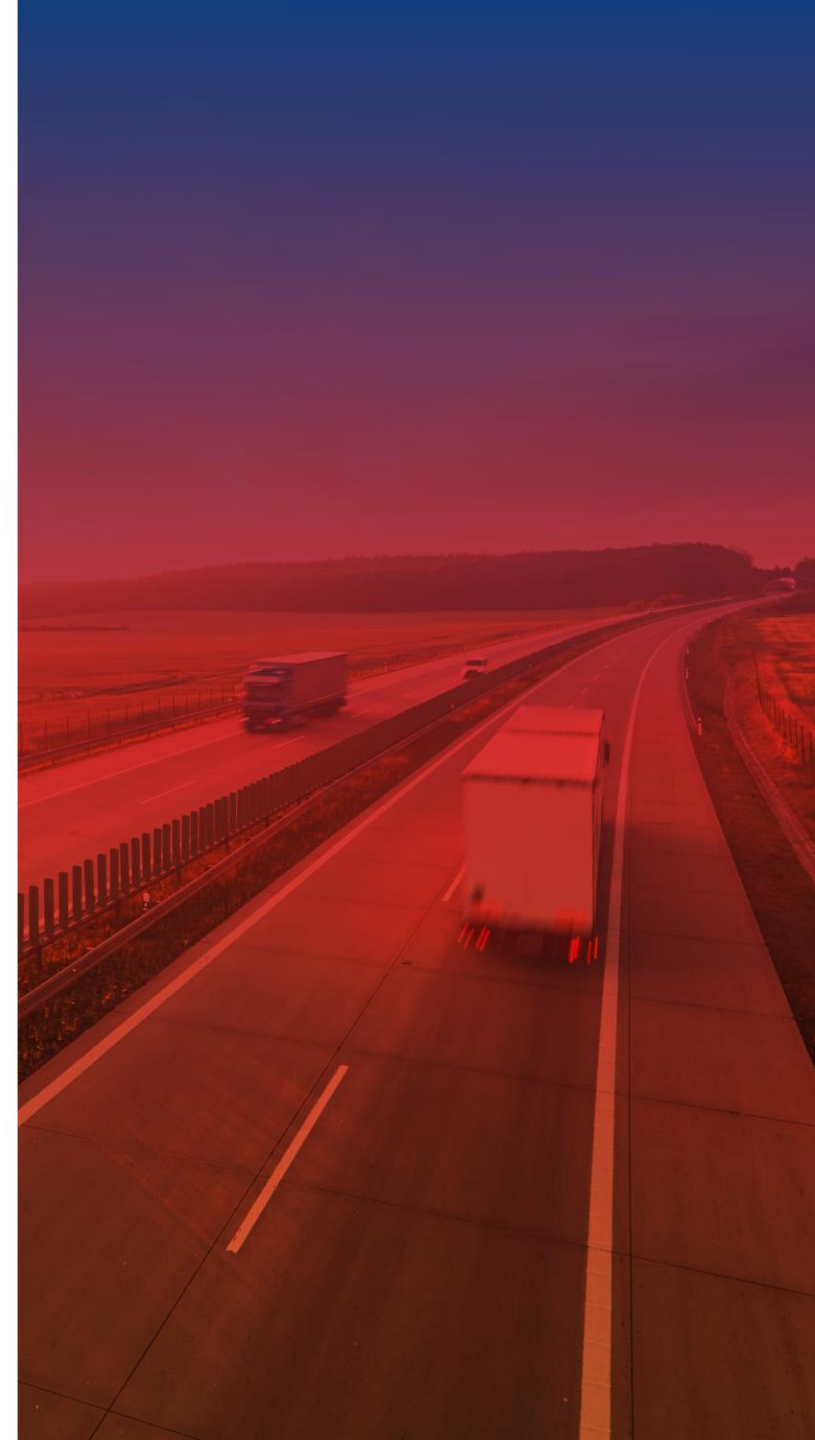




CCIS e-service Foreign trade Reports

- Internally managed and developed service
- Type of the service: Commercial and free e-service
- Fully digitalized e-service based on internally databases
- Target group: Available to all registered members of the portal
- Benefit for chamber: The possibility of further commercialization of the service and upgrading of digital services and e-service is used by CCIS employees to generate reports on request
- External IT support
- Team working and collaboration of experts: economists, IT, organisational scientists, mathematical scientists, mechanical engineer, designers, etc.
- International classifications: Tariff lines, SITC

Section 3 out of 5: Foreign trade Reports





CCIS e-service Foreign trade Reports

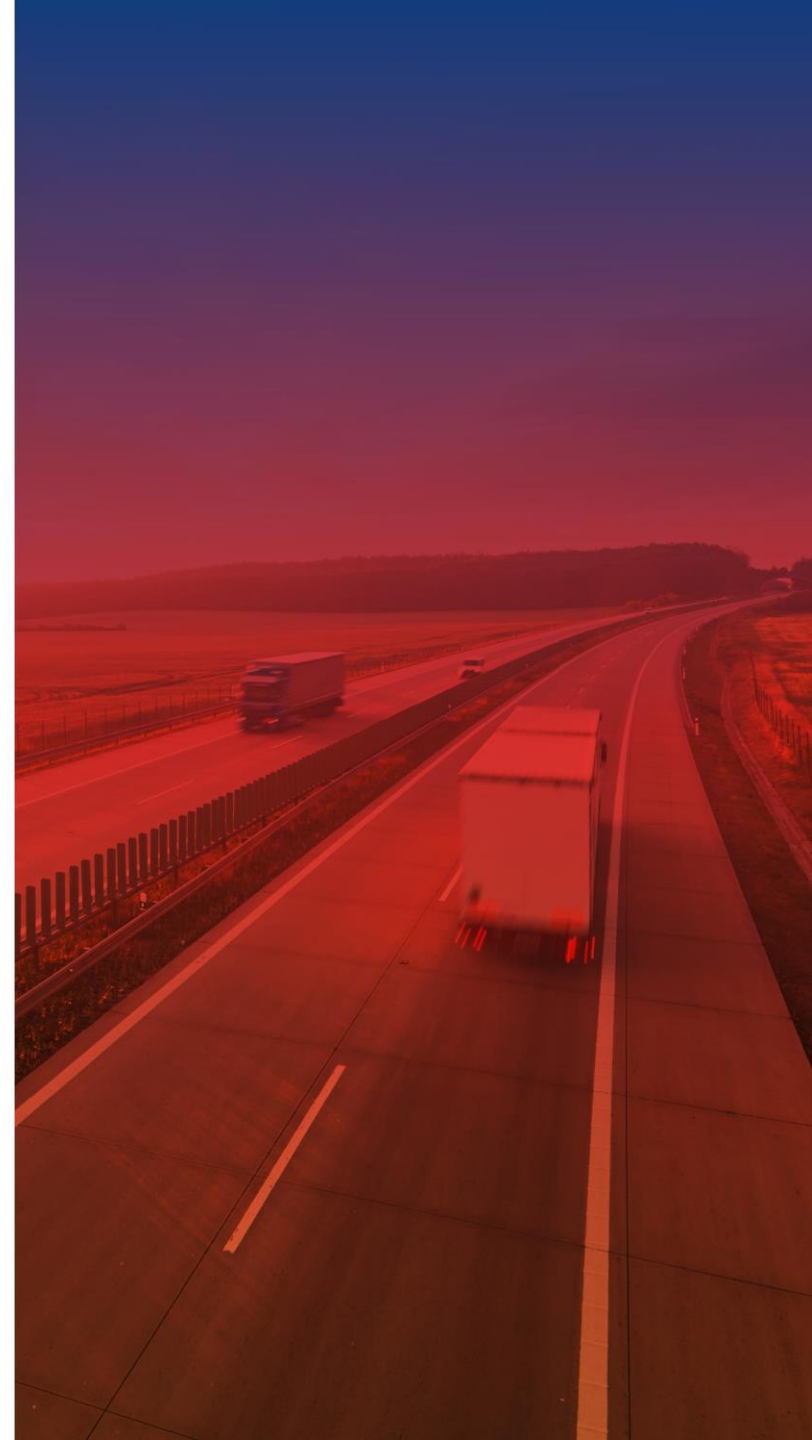


Dobrodošli na portal ePKS

- **Input documents:** Digital process, after registration, the client creates the desired report himself
- <https://usluge.pks.rs/portal>
- LogIN
- Qualified Electronic Certificate

- Choose type of e-service
- Choose good and insert tariff line (up to 12 digits)
- Creating Report / Order Report

Section 3 out of 5: Foreign trade Reports





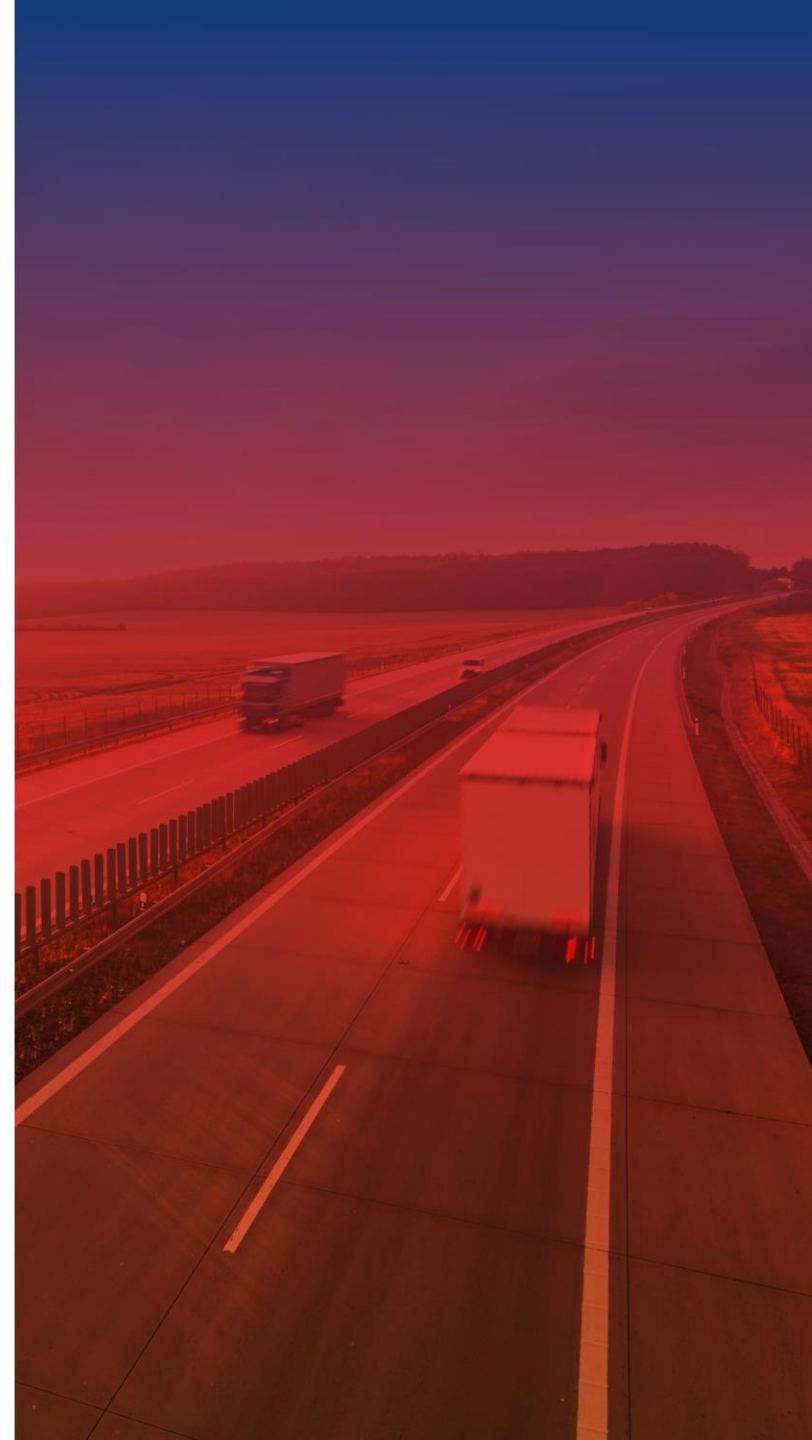
CCIS e-service Foreign trade Reports



Dobrodošli na portal ePKS

- **Output documents - Report:** Excel spreadsheet
Preinvoice and Invoice if the commercial part of the application is selected
- Structure of report (excel spreadsheets):
 - ✓ **Free Reports:**
 - Customs Tariffs 2, 4, 6 digits,
 - SITC - Standard International Trade Classification,
 - NACE - Statistical Classification of Economic Activities
 - ✓ **Commercial Reports**
 - Customs Tariffs 10 and 12 digits

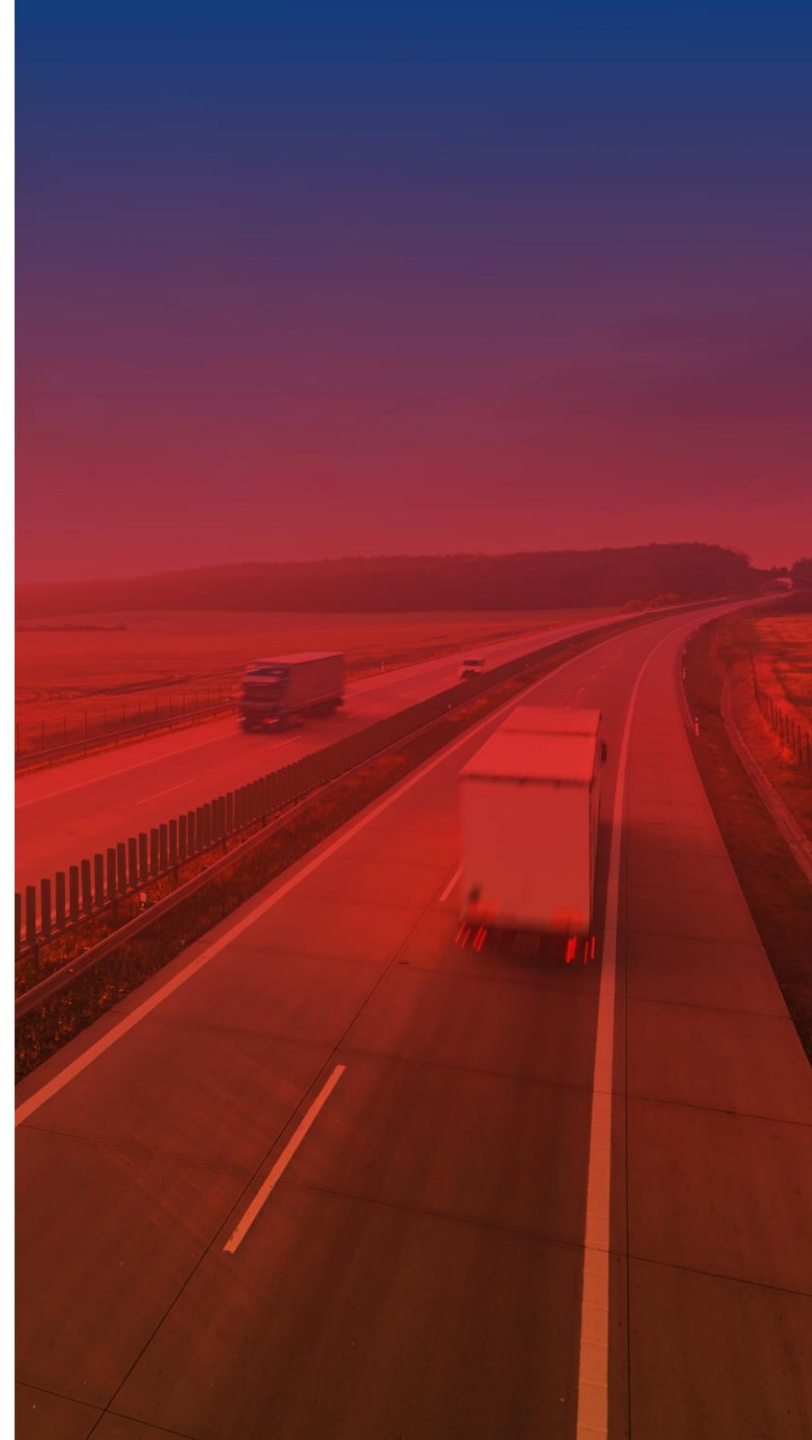
Section 3 out of 5: Foreign trade Reports





CCIS e-service Foreign trade Reports

- Report as Excel document
 - Worksheet 1 summary and graph visualization:
 - ✓ Year
 - ✓ Tariff Line code and description
 - ✓ Value of export and import in RSD/EUR/USD
 - ✓ Weight export/import: kg/t
 - Worksheet 2 detailed data:
 - ✓ Year/Months (I-XII)
 - ✓ Tariff Line code and description
 - ✓ Foreign Trade Partner Country
 - ✓ Weight
 - ✓ Value





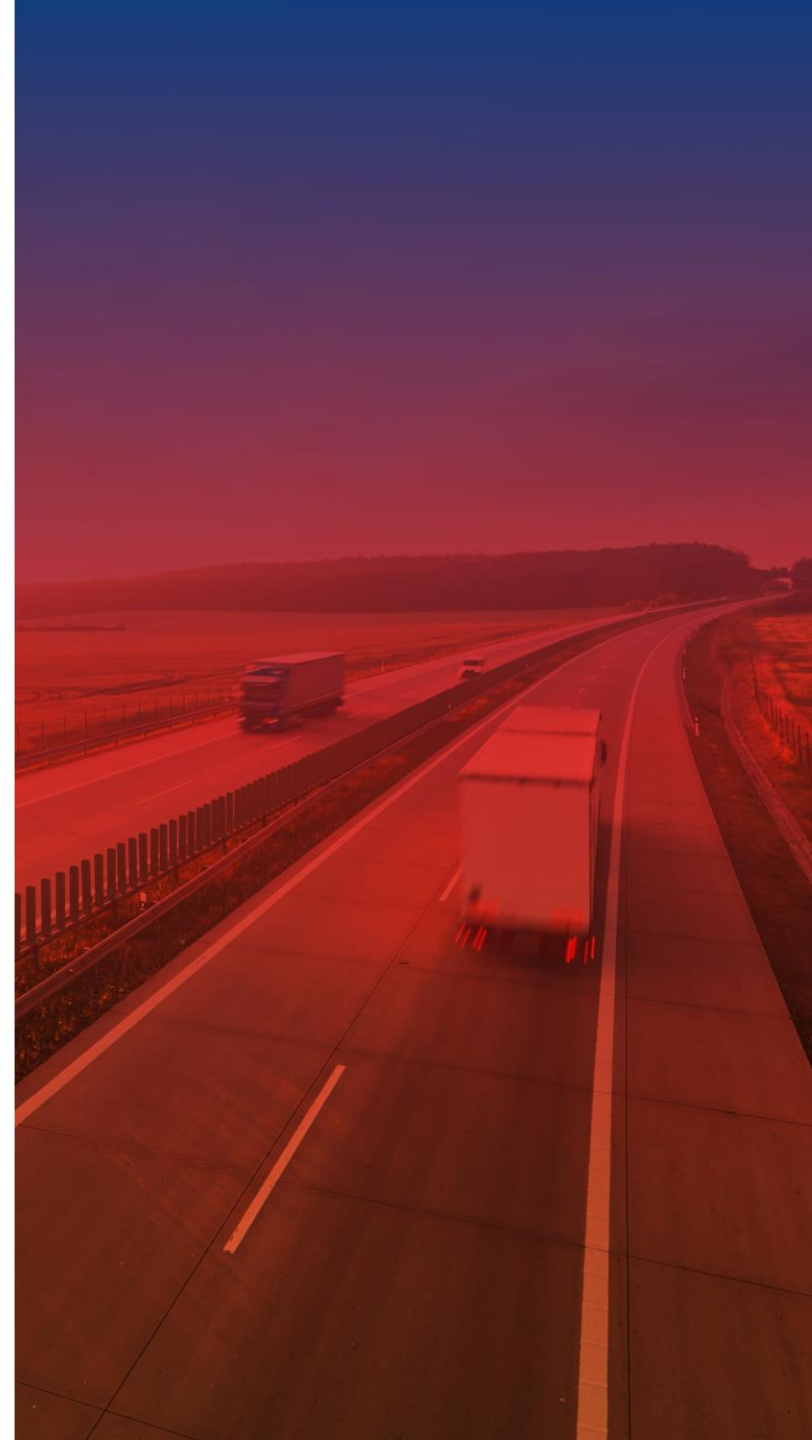
CCIS e-service Foreign trade Reports



Dobrodošli na portal ePKS

- Several hundred reports are generated annually
- Certain business entities periodically require reports (monthly, semi-annually, annually)
- It is estimated that by using tools for digital promotion and advertising, a much larger number of clients can access the creation of reports on demand
- A prerequisite is the improvement of the user interface that "rejects" clients and the lack of adequate instructions for generating the desired reports

Section 3 out of 5: Foreign trade Reports

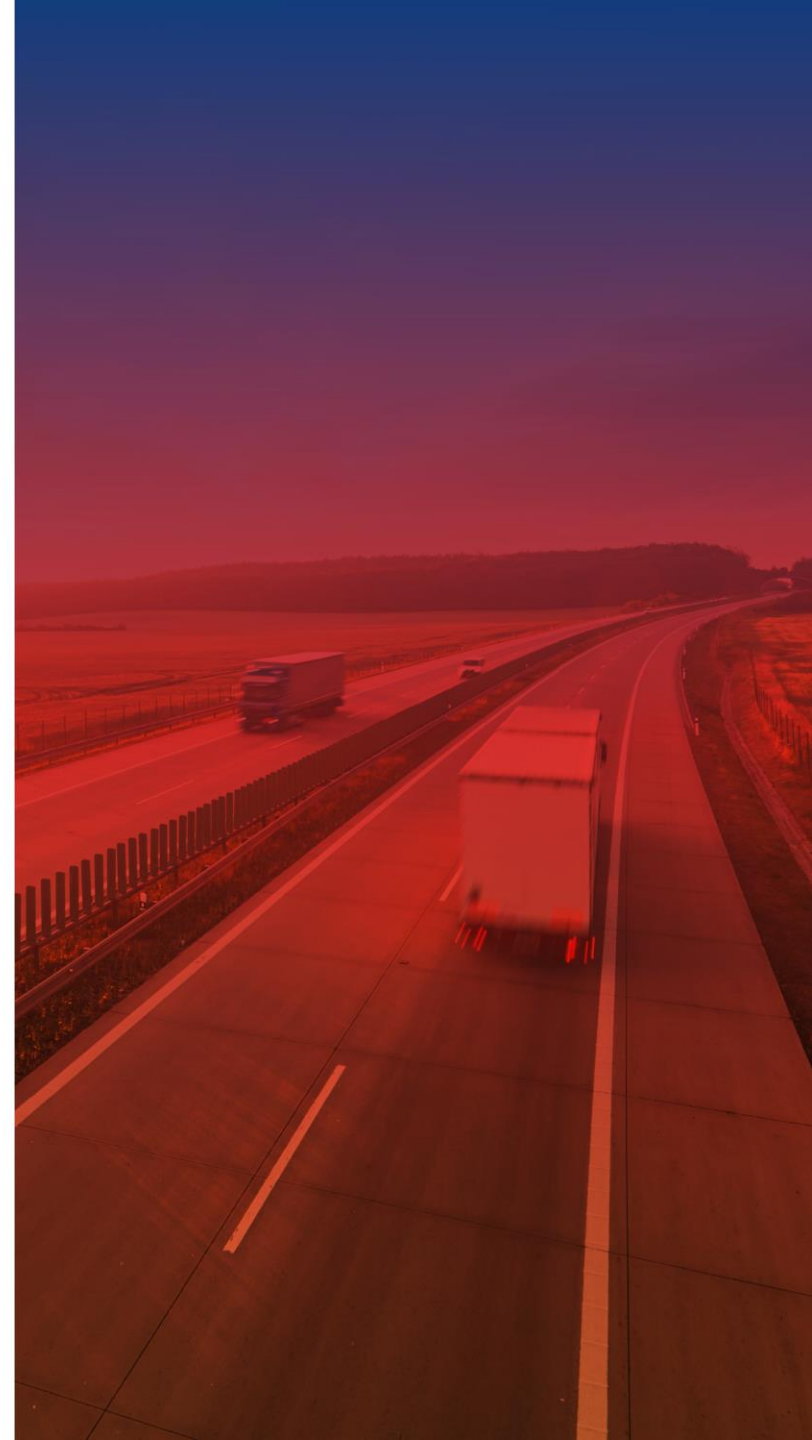




Future activities

- Improved user interface for easier data search and selection
 - New filters for predefined reports
 - New design of service and product descriptions
 - Further Developing of Reports structure
 - Visualization and positioning
 - Promotion and Ads
 - The possibility of further commercialization of the service and upgrading of digital services
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- Promotion of Successful stories

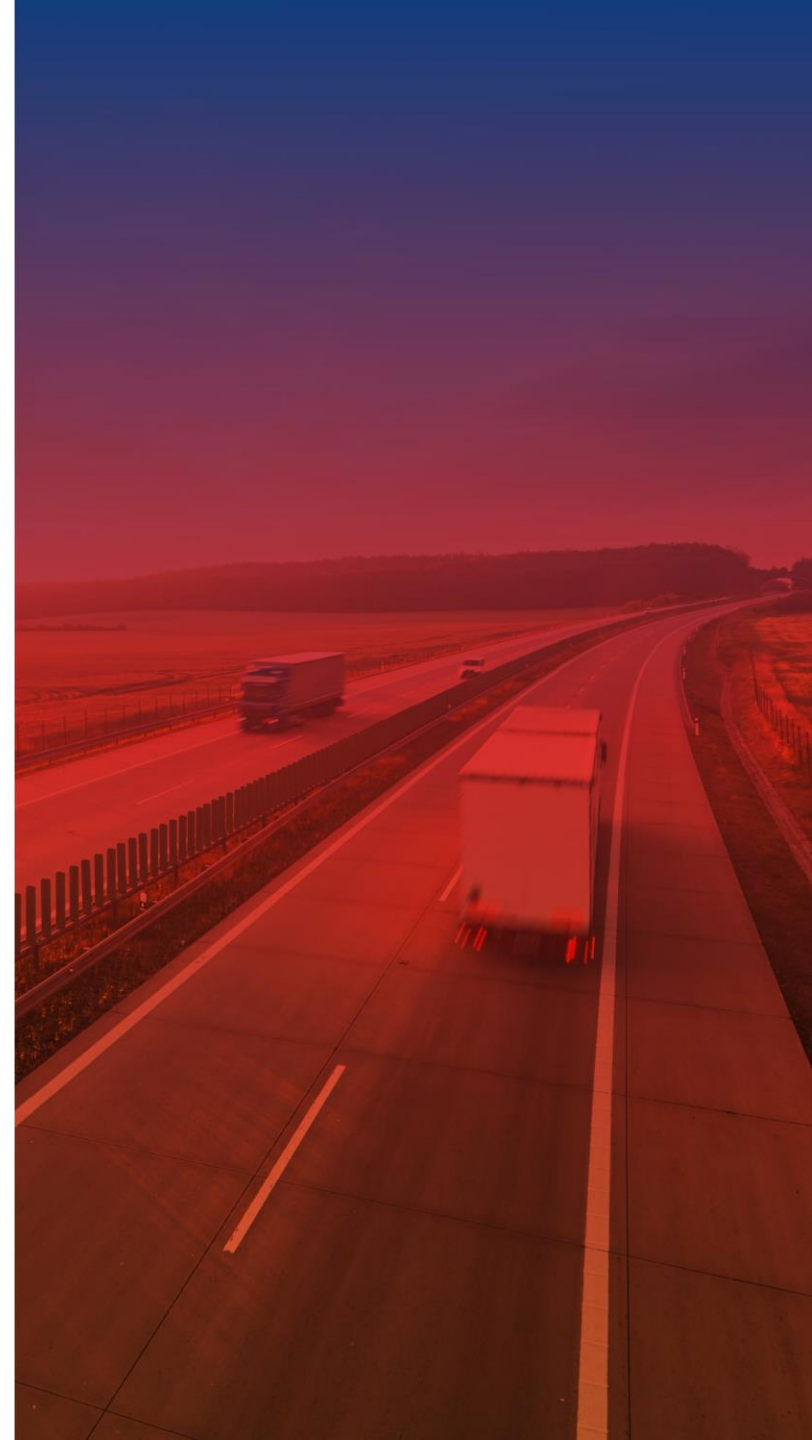
Section 4 out of 5: Future activities





Conclusions and Summary

- ❖ Overall objective: Support business for decision making in trade of goods
- ❖ E service in line with SDG:
 - 9 Industry Innovation and Infrastructure
(build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation)
 - 8 Decent Work and Economic Growth
(promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all)



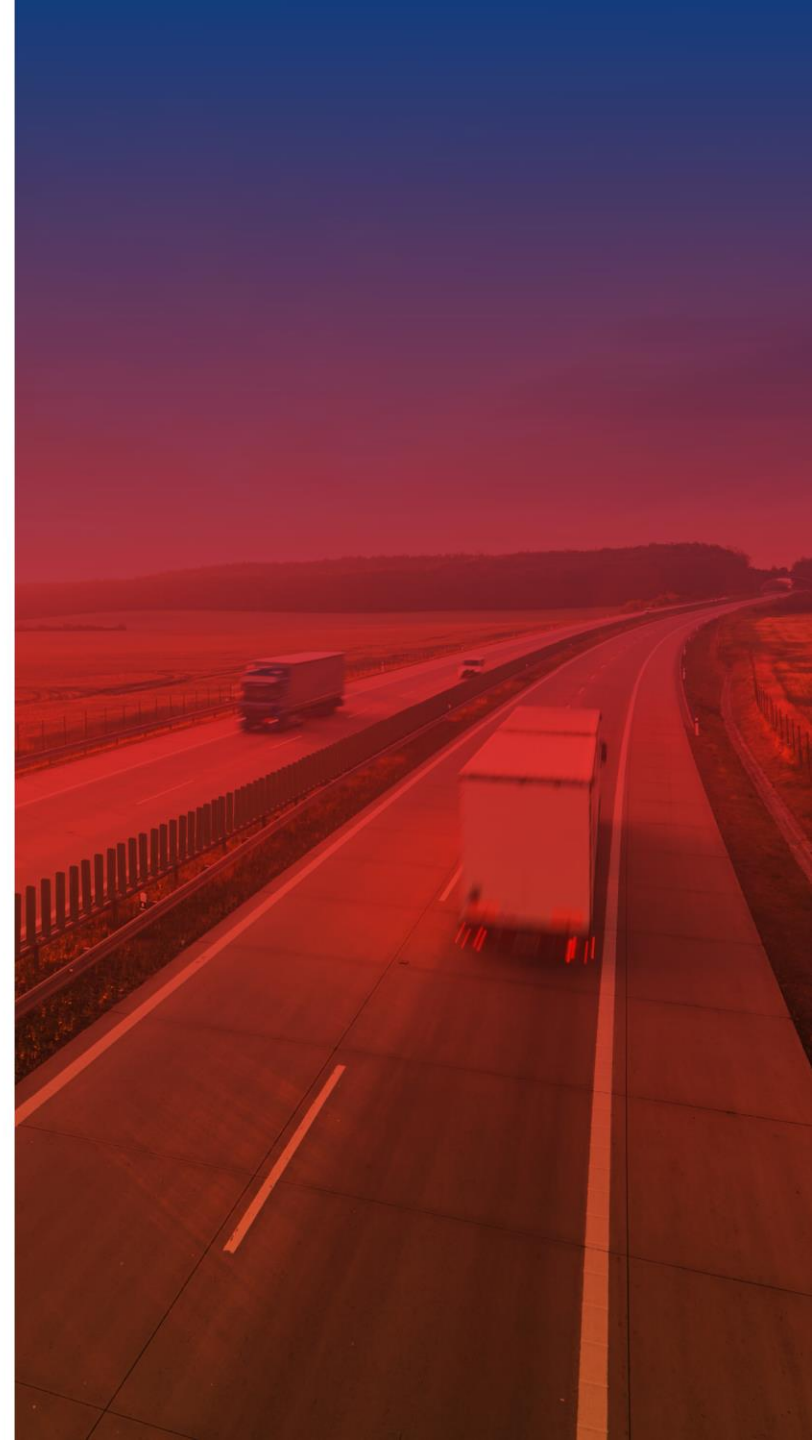


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Q&A

Thank you
for attendance!

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