

## Trade Single Window - Guideline on allowing pop-ups

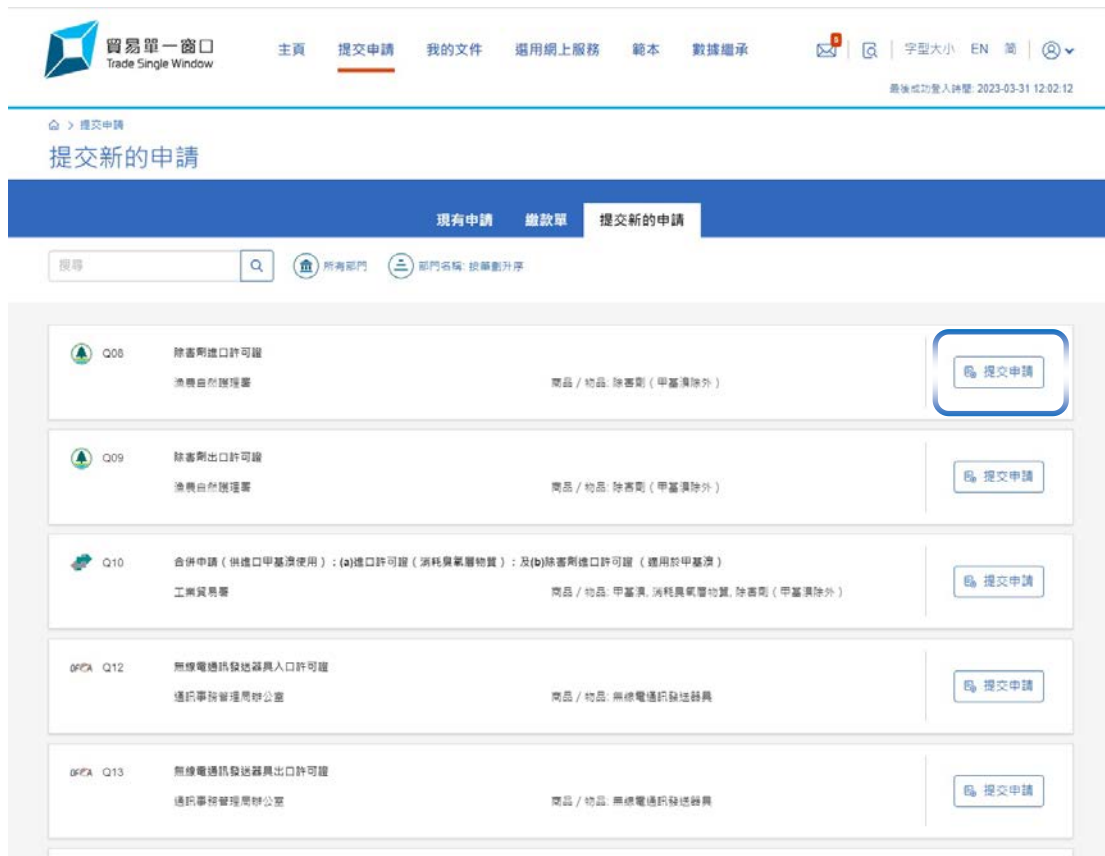
After the rollout of Trade Single Window Phase 2, the User Interface for our system will be enhanced to improve its functionality and usability.

To access certain trade document functions in Trade Single Window, our website will show a pop-up window and redirect you to the corresponding page. Therefore, we would like to remind all users to allow web browser pop-ups from our website (<https://www.tradesinglewindow.hk/>) to ensure a smooth user experience while using the upgraded system.

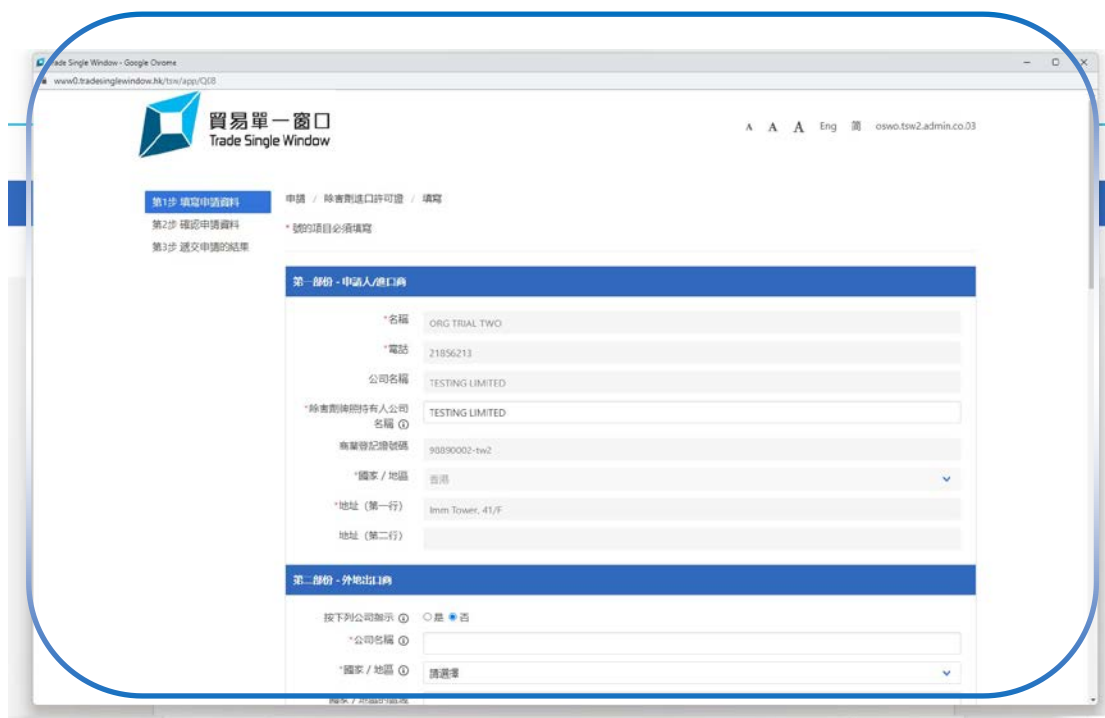
### 1. Enhanced user portal home page.

The screenshot shows the Trade Single Window user portal. The navigation bar includes the logo and menu items: 主頁, 提交申請, 我的文件, 選用網上服務, 範本, 數據繼承. There are also utility icons for notifications, search, font size, language (EN, 簡), and a user profile. The main content area is titled '我的申請' and '提交新的申請'. It displays a list of '現有申請' (Existing Applications) with details for each, including application ID, submission date, and status (e.g., '已完成', '處理中'). A '通知' (Notifications) section on the right shows recent messages like 'Acknowledgement receipt of Amendment Request of P70' and 'Payment Notice - APP/TSW/C/23/00005(S)'. At the bottom, there is a '核實許可證的有效性' (Verify License Validity) section with a search bar.

2. Lodge a new application (subject to the trade document selected) - after clicking “Apply” under the “Apply New Application”, a pop-up window will be shown and users can follow the steps to apply a new application.



3. The new pop-up window will appear in front of the main window.



4. After submitted the application, user can close the pop-up window and return to

the user portal.

The screenshot shows the 'Trade Single Window' user portal. The header includes the logo and navigation links: '主頁', '提交申請', '我的文件' (highlighted), '通用網上服務', '範本', and '數據繼承'. There are also utility icons for notifications, search, font size, language (EN), and a user profile. A timestamp '最後成功登入時間: 2023-03-31 12:13:16' is visible in the top right. The main content area is titled '我的文件' and features a search bar with 'P08' entered. Below the search bar are filters for '所有狀態', '所有部門', '所有日期', and '發出日期, 降序', along with a '清除' button. A table displays one entry with ID 'P08W20220008959', description 'P08 - 特殊關境口許可證', and details 'Q08W20220015515' and '發出日期: 2022-12-01 16:41:54'. The status '已發出' is highlighted in green. A '選項' button is in the top right of the table. Below the table is a link for '不連續的修正歷史'.

As always, we are available to answer any questions you may have and address any concerns you may encounter during this process. Thank you for your cooperation and support in making Trade Single Window Phase 2 a success.

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## Official Guide to allow pop-ups

For the guide to allow pop-ups in your web browser, please refer to the official guide of some common browsers.

### Safari



<https://support.apple.com/en-hk/guide/safari/sfri40696/mac>

### Chrome



<https://support.google.com/chrome/answer/95472?hl=en&co=GENIE.Platform%3DDesktop>

### Firefox



<https://support.mozilla.org/en-US/kb/pop-blocker-settings-exceptions-troubleshooting>

### Edge



<https://support.microsoft.com/en-us/microsoft-edge/block-pop-ups-in-microsoft-edge-1d8ba4f8-f385-9a0b-e944-aa47339b6bb5>