



Screen Greyed out after accessing “Blue Book” icon

Clients using the Customs Interactive will notice that some fields have a small ‘blue book’ icon at the end. The blue book icon allows clients to choose the correct item from an existing list. The blue book icon is circled in red in the below screenshot. In this example, we have chosen Origin Country Code.

The screenshot shows the 'Import Declaration N10 SEA Express Create' interface. It includes sections for 'Importer & Broker Details', 'Invoice Term Type', 'Valuation Elements', 'Transport Lines', and 'Tariff Lines'. In the 'Tariff Lines' section, the 'Origin Country Code' field has a small blue book icon circled in red. Other fields like 'Supp ID', 'Tariff Class No', 'Stat Code', 'Tariff Class Rate No', 'Valuation Basis Type', 'Treatment Code', 'GST Exemption Code', 'Goods Desc', 'Country Code', 'Preference Origin Country Code', 'Preference Scheme Type', and 'Preference Rule Type' also have similar icons. The 'Type' field is set to 'Transport And Insurance'.

Clicking on the icon will bring up a screen with a list of options to choose.

The 'Shared Select' dialog box displays a list of origin country codes under the heading 'Origin Country Code'. The list includes: AFGHANISTAN, ALAND ISLANDS, ALBANIA, ALGERIA, AMERICAN SAMOA, ANDORRA, ANGOLA, ANGUILLA, ANTARCTICA, ANTIGUA AND BARBUDA, ARGENTINA, ARMENIA, ARUBA, AUSTRALIA, and AUSTRIA. Navigation buttons '>>', '>', '<<', and '<' are positioned between the list and a 'Selected' list box on the right. 'OK' and 'Cancel' buttons are at the bottom.

Clicking on the option of your choice will populate the information selected into the correct field.

The screenshot shows the 'Import Declaration N10 SEA Express Create' web application. The interface is organized into several main sections:

- Importer & Broker Details:** Includes fields for Importer ABN/CCID, Reference, Contact/Broker, Vessel ID, Voyage No, Loading/Discharge Port Codes, and Arrival/First Arrival Dates.
- Invoice Term Type:** A dropdown menu for selecting the invoice term type.
- Valuation Elements:** A table with columns for Type, Amount, and Currency, listing items like Invoice Total, Overseas Freight, and Packing Costs.
- Transport Lines:** A table with columns for Line No, Type, Container No, Ocean Bill of Lading, House Bill of Lading, No of Packages, Pkg Unit Count, and Marks & Nos Des.
- Tariff Lines:** A section with tabs for Line 1 through Line 5. It includes fields for Supp ID, Tariff Class No, Stat Code, Tariff Class Rate No, Valuation Basis Type, Treatment Code, GST Exemption Code, Goods Desc, Origin Country Code (highlighted with a red circle and containing 'AO'), Preference Origin Country Code, Preference Scheme Type, and Preference Rule Type.

At the bottom of the form, there are 'Save' and 'Cancel' buttons.

When clients access some hyperlinks such as the 'blue book' icon, the ICS will generally allow the pop-up screen.

Problem

When the selection is made the user is returned to the original screen with the field completed however much of the screen is 'greyed out' with the text looking faded including the buttons. The user can complete the fields but is unable to submit the document. This is because Pop-up blocking tools such as the Google Toolbar, or the pop-up blocker in Internet Explorer 6 (IE6) interfere with this process.

The screenshot below indicates the greyed-out error.

Import Declaration N10 SEA Express Create - Microsoft Internet Explorer

ICS_B EXT_PROD HELP **Import Declaration N10 SEA Express Create**

Copy details from existing dec ID Copy Clear Branch ID

Importer & Broker Details

Importer ABN/CCID find CAC
Importer Reference Broker Reference
Contact/Broker Phone No Nominee Broker Licence No
Vessel ID find Voyage No
Loading Port Code find First Arrival Port Code find
Discharge Port Code find Destination Port Code find
Arrival Date First Arrival Date
Gross Weight Gross Weight Unit
Delivery Address

Invoice Term Type
Valuation Date EFT Payment Ind

Valuation Elements

Type	Amount	Currency
Invoice Total	<input type="text"/>	<input type="text"/> find
Overseas Freight	<input type="text"/>	<input type="text"/>
Overseas Insurance	<input type="text"/>	<input type="text"/>
Packing Costs	<input type="text"/>	<input type="text"/>
Free On Board	<input type="text"/>	<input type="text"/> find
Cost, Insurance & Freight	<input type="text"/>	<input type="text"/> find

Transport Lines

Line No	Cargo Type	Container No	Ocean Bill of Lading	House Bill of Lading	No of Packages	Pkg Unit Count	Marks & Nos Des
1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Tariff Lines Line 1 Line 2 Line 3 Line 4 Line 5

Supp ID find Tariff Class No Stat Code Tariff Class Rate No Valuation Basis Type Treatment Code GST Exemption Code
Goods Desc Origin Country Code AR Preference Origin Country Code find Preference Scheme Type Preference Rule Type

Type	Amount	Currency	Quantity	Qty Unit	Instrument Type	Instr No
Price	<input type="text"/>	<input type="text"/> find	1	<input type="text"/>	1st Treatment	<input type="text"/>
Transport And Insurance	<input type="text"/>	<input type="text"/> find	2	<input type="text"/>	Tariff Class	<input type="text"/>

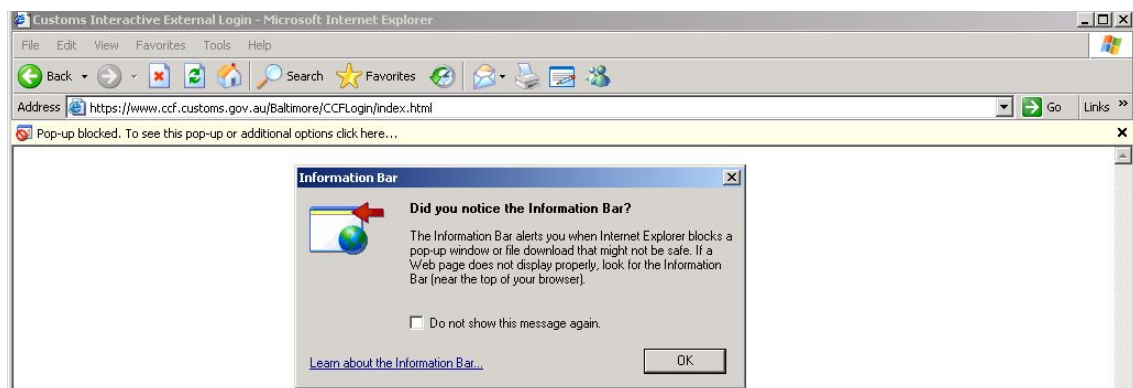
Save Cancel

Solution

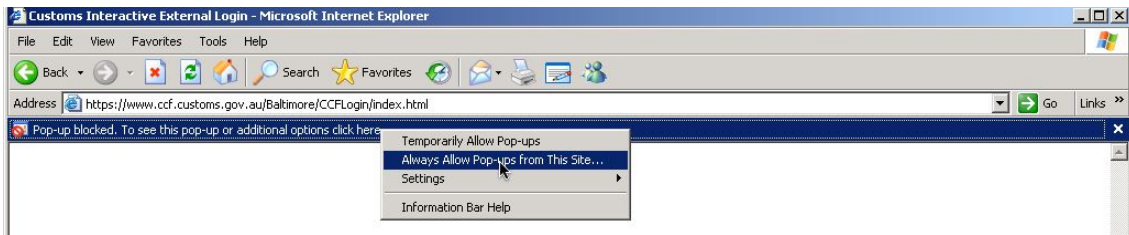
Ensure that pop-up blocking is turned off in IE 6 and uninstall the Google Toolbar.

Turn off pop-up blocking in IE 6

When you attempt to log into Customs Interactive, IE 6 will display the following message if pop-up blocking is enabled.



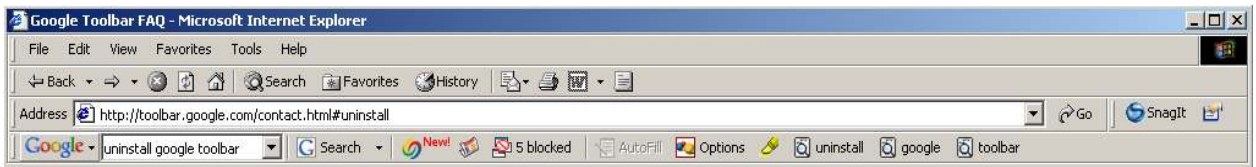
Click OK and then click on the yellow bar. Do not click on the cross at the right hand end. The following pop-up will be displayed.



Choose the option 'Always allow pop-ups from this site'.

Check to see if you have the Google toolbar and if you do uninstall it.

Does your version of IE look like the one shown in the picture below? Can you see the word "Google" in the menus at the left hand side? If so you need to uninstall it as described below.



1. Click on the Google logo to the left of the Toolbar search box.
2. Choose 'Uninstall' or 'Help' and then 'Uninstall'.
3. Add comments about your experience with the Toolbar, if you wish, and then press the 'Uninstall the Google Toolbar' button.

You may also uninstall from the Windows Control Panel if you prefer.

1. Click on the Windows 'Start' Menu
2. Choose 'Settings', then 'Control Panel', then 'Add Remove Programs'
3. Select 'Google Toolbar for IE' and then click remove.

Re-start the machine and log back in.

Other 'Pop-up Blockers/Stoppers'

There are so many Pop-up Blockers in use it would be impossible to outline how to change or disable them all. The following link will run a test to see whether you have a Pop-up Blocker in use on your computer

PopUpCheck.com

Examples of Pop-up Blocker applications include: -

Google Toolbar Popup Blocker

Yahoo Toolbar with Pop-Up Blocker

Norton Internet Security

Norton Personal Firewall

Norton AntiSpam

Zone Alarm

Ad Crusher Popup Killer

Coffee Cup Popup Blocker

Consulting Nation Popup XP

Exit Killer

NoPops!

PAL Popup Eliminator

Panicware

Pop This!

Popup Begone

Popup Blocker

Pop up Commander

Pop-up Stopper

StopPops

Stop Zilla

ToolBar 3.1 (contains a pop-up blocker)

Some Internet Security programs also have a 'Pop-up Blocker' setting. The Ad Blocking would need to be turned off or configured to accept the Customs site.