Online Container Enquiry
Help Sheet

FORTH PORTS LIMITED

With the introduction of our new Container Enquiry Screen which is accessed through the Forthports website www.forthports.co.uk. We have provided the below to assist in understanding the meaning of the Status' and also a solution guide to commonly seen issues

1 Status Definition

Location ▾	Status ▾	Meaning ▾
VESSEL	EXIT BY VESSEL	Container has left the terminal by vessel
NOT IN PORT	CONTAINER MANIFESTED	For Import - Vessel has not arrived/ container not discharged
ROAD	EXIT BY TRUCK	Container has exited the teminal by Road
IN TRANSIT	IN TRANSIT	Container is in the terminal awaiting delivery or receipt from/to vehicle
IN YARD	IN YARD	Container is in the terminal in a yard location
IN TRANSIT	(BLANK)	Container is in MT Park

2 Common User Issues

Error ▾	Cause ▾	Solution ▾
Blank Screen	Wrong Browser	Please only Chrome Or Edge browsers for accessing
Cant Read Captcha		Press the refresh button to generate new words until one is readable
Invalid Captcha		Ensure you are using Chrome/Edge , try generating a new word
Cant Retrieve Container Details	wrong terminal	Check you have selected the correct Terminal, Grangemouth/Tilbury
Error instead of PDF report	Too many containers in the query	Please use the Excel report or re run the query with fewer results
Missing result navigation arrows	Screen Size	Please maximise your Screen