

## Log In

Action Taken to Cause Error	Current Error Message	Error Meaning	Action to be taken
Booking collection for a unit that requires a PIN number	The entered credentials are invalid	E-mail address or password are incorrect	Ensure entered details are correct or click the forgot your password link
Click on link to set/reset your password	Recovery token is invalid or has expired.	The link to set/reset your password has expired	Go to <a href="https://vbs.pdports.co.uk">https://vbs.pdports.co.uk</a> and click on the 'Forgot your password?' link to request another e-mail

## Bookings

Action Taken to Cause Error	Current Error Message	Error Meaning	Action to be taken	Move Type	Unit Number Known
Booking collection for a unit that requires a PIN number	PIN nbr "[Example PIN]" does not match	Incorrect pin	Confirm PIN with Line Operator or Shipping agent	Collect unit	Yes
Booking collection for a unit that requires a PIN number	Unit "[Example Unit ID]" does not have pin nbr.	No pin assigned to the unit	Ask Line Operator or Shipping Agent to assign PIN	Collect unit	Yes
Booking drop off for a unit	Unit not found.	The unit is not pre-advised back to the terminal or is already in the yard	Use find my unit to determine if the unit is already in the terminal or is not pre-advised	Drop off unit	Yes
Booking collection for a unit	Unit is not in the yard or is unavailable for collection. Please use Find Unit to determine the unit status.	The unit is due to be dropped off at the terminal or is at the terminal but is unavailable for collection	Use Find Unit to determine the status of the unit	Collect unit	Yes
Booking collection for an empty unit via EDO	EDO does not exist	EDO has not been setup	Contact Shipping Agent or Line to have release sent through to us	Collect unit	No
	Unit not found.	Unit number not in N4			
Booking collection for an empty unit via EDO	NO ERROR MESSAGE GIVEN	EDO is full	Contact the Shipping Line and request more units to be released on the EDO	Collect unit	No
Booking a collection for an import	Event type 'UNIT_DELIVER' can not be applied to 'UNIT: [Example Unit ID]'. No Permission CUSTOMS_CLEARANCE exists on 'UNIT: [Example Unit ID]'.	Unit has not cleared customs	Contact Shipping Agent or Line	Collect unit	Yes

## Bookings

Action Taken to Cause Error	Current Error Message	Error Meaning	Action to be taken	Move Type	Unit Number Known
Booking a collection for an import	Event type 'UNIT_DELIVER' can not be applied to 'UNIT: [Example Unit ID]'. No Permission LANDSIDE_RELEASE exists on 'UNIT: [Example Unit ID]'.	Unit has stop-road applied - no landside release	Contact PD Ports	Collect unit	Yes
Booking a collection of a unit	Event type 'UNIT_DELIVER' can not be applied to 'UNIT: [Example Unit ID]'. Hold TERMINAL_HOLD_DELIVER exists on 'UNIT: [Example Unit ID]'.	Unit has stop-road applied - terminal hold in place	Contact PD Ports	Collect unit	Yes
Booking a drop off for a unit	Booking Order Not Found	Unit booked for export but no booking number against it	Contact Shipping Line or Agent to have the export booking made correctly	Drop off unit	Yes
Rechedule an appointment when the timeslot has passed	TID_ERROR_TIMESLOT_REAS SIGN_LIENIENCY	Timeslot closed while the booking was being created	Delete and recreate the booking		

## Bookings

Action Taken to Cause Error	Current Error Message	Error Meaning	Action to be taken	Move Type	Unit Number Known
Create a booking	There are no appointment openings available for the entered date: Either the appointment creation window for the entered date has not been reached yet/has passed, or all available openings are already booked. Please try to make an appointment for a different day.	Timeslot closed while the booking was being created	Start a new appointment and select another timeslot		
Create a booking	Duplicate appointment for container [Example unit ID] and transaction type RE at gate PDP AG .	An appointment already exists for this unit and move type			Yes
Create a booking to collect a unit	Event type 'UNIT_DELIVER' can not be applied to 'UNIT: [Example Unit ID]'. No Permission MCP_ERU01_PERM exists on 'UNIT: [Example Unit ID]'.	Unit has not been released via Destin8	Ask Line Operator or Shipping Agent to release the unit	Collect unit	Yes
Create a booking to drop off a unit	Outbound carrier [Example Carrier ID] is Closed, which does not allow cargo to be received.	Vessel or train is closed and cannot receive any more units	Contact Shipping Line or Agent to have the booking rolled onto another carrier		

## Bookings

Action Taken to Cause Error	Current Error Message	Error Meaning	Action to be taken	Move Type	Unit Number Known
Create a booking to drop off a unit	Outbound carrier [Example Carrier ID] is Departed, which does not allow cargo to be received.	Vessel or train has already departed	Contact Shipping Line or Agent to have the booking rolled onto another carrier		
Create a booking to drop off a unit	Outbound carrier [Example Carrier ID] is Complete, which does not allow cargo to be received.	Vessel or train is finished loading and cannot receive any more cargo	Contact Shipping Line or Agent to have the booking rolled onto another carrier		
Create a booking to drop off a unit	Hazard Item with IMDG Class 9 Other Dangerous Materials is not available in the Booking Hazard.	IMDG UN against unit and booking don't match	Contact Shipping Line or Agent to the booking corrected	Drop off unit	Yes

EDI

Action Taken to Cause Error	Current Error Message	Error Meaning	Action to be taken	Action	Category
Booking a drop off for the unit via EDI	FAILED - A UNIT COULD NOT BE CREATED: 'Duplicate appointment for container [Example unit ID] and transaction type RE at gate PDP AG .	An appointment already exists for this unit and move type		Drop Off	Export
Booking collection for a unit that requires a PIN number	FAILED - A UNIT COULD NOT BE CREATED: 'PIN nbr "[Example PIN]" does not match'	Incorrect pin	Confirm PIN with Line Operator or Shipping agent	Pick Up	Import
Booking collection for an empty unit via EDO	ONE OR MORE UNITS HAVE FAILED N4 SANITY CHECK. NO ERROR MESSAGE GIVEN	EDO is full	Contact the Shipping Line and request more units to be released on the EDO	Pick Up	Storage
Booking a drop off for the unit via EDI	FAILED - A UNIT COULD NOT BE CREATED: 'Duplicate appointment for container [Example unit ID] and transaction type RM at gate PDP AG .	An appointment already exists for this unit and move type		Drop Off	Storage
Booking a drop off for the unit via EDI	FAILED - A UNIT COULD NOT BE CREATED: 'Duplicate appointment for container [Example unit ID] and transaction type RI at gate PDP AG .	An appointment already exists for this unit and move type		Drop Off	Import
Booking a drop off for a unit	ONE OR MORE UNITS HAVE FAILED N4 SANITY CHECK. Unit not found.	The unit is not pre-advised back to the terminal or is already in the yard		Drop Off	

EDI

Action Taken to Cause Error	Current Error Message	Error Meaning	Action to be taken	Action	Category
Booking a collection for a unit	<b>ONE OR MORE UNITS HAVE FAILED N4 SANITY CHECK.</b> Unit is not in the yard or is unavailable for collection. Please use Find Unit to determine the unit status.	Unit is not at the terminal or in not setup for release	Use find my unit to determine if the unit is already in the terminal or is not setup for release. If the unit is not released contact the Shipping Line or Agent	Pick Up	Export
Booking for collection of an import	<b>ONE OR MORE UNITS HAVE FAILED N4 SANITY CHECK.</b> Unit is not in the yard or is unavailable for collection. Please use Find Unit to determine the unit status.	Unit is not at the terminal and is not advised to arrive	Contact the Shipping Line or Agent	Pick Up	Import
Booking for collection of a storage unit	<b>ONE OR MORE UNITS HAVE FAILED N4 SANITY CHECK.</b> EDO does not exist.	EDO has not been setup	Contact Shipping Agent or Line to have release sent through to us	Pick Up	Storage
Booking to collect an import	<b>FAILED - A UNIT COULD NOT BE CREATED: 'Event type 'UNIT_DELIVER' can not be applied to 'UNIT: [Example Unit ID]'. No Permission PIN_REQUIRED exists on 'UNIT: [Example Unit ID]'.</b>	No pin assigned to the unit	Ask Line Operator or Shipping Agent to assign PIN	Pick Up	Import
Booking to drop off a unit	<b>FAILED - A UNIT COULD NOT BE CREATED: 'Transaction category does not match with Preadvise category.</b>	Category entered in the .CSV file doesn't match the pre-advised category	Update the category and re-submit the file or contact the Shipping Line or Agent to correct the pre-advice	Drop Off	

EDI

Action Taken to Cause Error	Current Error Message	Error Meaning	Action to be taken	Action	Category
Create booking to pick up an export	FAILED - A UNIT COULD NOT BE CREATED: 'Event type 'UNIT_DELIVER' can not be applied to 'UNIT: GOSTEST21'. No Permission MCP_ERU01_PERM exists on 'UNIT: GOSTEST21'.'	Unit has not been released via Destin8	Ask Line Operator or Shipping Agent to release the unit	Pick Up	Export
Booking a collection for an import	FAILED - A UNIT COULD NOT BE CREATED: 'Event type 'UNIT_DELIVER' can not be applied to 'UNIT: [Example Unit ID]'. No Permission CUSTOMS_CLEARANCE exists on 'UNIT: [Example Unit ID]'.'	Unit has not cleared customs	Contact Shipping Agent or Line	Pick Up	Import
Create a booking to drop off a unit	FAILED - A UNIT COULD NOT BE CREATED: 'Outbound carrier [Example Carrier ID] is Closed, which does not allow cargo to be received.'	Vessel or train is closed and cannot receive any more units	Contact Shipping Line or Agent to have the booking rolled onto another carrier	Drop Off	Export
Create a booking to drop off a unit	FAILED - A UNIT COULD NOT BE CREATED: 'Outbound carrier [Example Carrier ID] is Departed, which does not allow cargo to be received.'	Vessel or train has already departed	Contact Shipping Line or Agent to have the booking rolled onto another carrier	Drop Off	Export

EDI

Action Taken to Cause Error	Current Error Message	Error Meaning	Action to be taken	Action	Category
Create a booking to drop off a unit	FAILED - A UNIT COULD NOT BE CREATED: 'Outbound carrier [Example Carrier ID] is Complete, which does not allow cargo to be received.'	Vessel or train is finished loading and cannot receive any more cargo	Contact Shipping Line or Agent to have the booking rolled onto another carrier	Drop Off	Export
Create a booking to drop off a unit	FAILED - A UNIT COULD NOT BE CREATED: 'Hazard Item with IMDG Class 9 Other Dangerous Materials is not available in the Booking Hazard.'	IMDG UN against unit and booking don't match	Contact Shipping Line or Agent to the booking corrected	Drop Off	Export

## Find Unit

Action Taken to Cause Error	Current Error Message	Error Meaning	Action to be taken
Search for unit using Find Unit	This query returned no results.	The unit is not pre-advised to come into the terminal and is not in the yard	Contact Shipping Line or Agent to pre-advise the unit

## Users

Action Taken to Cause Error	Current Error Message	Error Meaning	Action to be taken
Create new user	A user with this email already exists	A user account has already been created with this e-mail address	Use a different e-mail address to create the account

## Trucks

Action Taken to Cause Error	Current Error Message	Error Meaning	Action to be taken
Create new truck	Error: TID_ERROR_TRUCK_EXISTS	A truck with this License plate number has already been created	