IMPORTANT CONTACTS

Module	Product Ops/Managers	Role	Escalation Steps
Container (CNTR)	Mark Lee – Product Ops Manager Email: mark.lee@psa123.com	Oversee Container-related issues	1. Notify Product Duty immediately. 2. If unresolved, escalate to Manager on-call. 3. Engage SRE/Infra team if needed.
Vessel (VS)	Jaden Smith – Vessel Operations Email: jaden.smith@psa123.com	Vessel management and troubleshooting	1. Notify Vessel Duty team. 2. If no response, escalate to Senior Ops Manager. 3. Engage Vessel Static team for further diagnostics.
EDI/API (EA)	Tom Tan – EDI/API Support tom.tan@psa123.com	Handle EDI/API issues (message validation, communication errors)	1. Contact EDI/API team via on-call channel. 2. In case of API failures, escalate to Infra/SRE. 3. Engage partner if issue persists.
Others	Jacky Chan – Infra/SRE support Lead jacky.chan@psa123.com PSA Helpdesk support@psa123.com	System infrastructure issues (e.g., latency, network) General helpdesk for inquiries and non-technical issues	1. If system error detected, immediately engage Infra team. 2. Escalate to Jacky Chan (SRE) for urgent cases. 1. For non-urgent queries, escalate to team lead. 2. For emergency issues, direct to on-call ops.