Test Case 1 (Email Escalated from L1 Support)

RE: Email ALR-861600 | CMAU0000020 - Duplicate Container information received

To: Ops Team Duty; Jen

Cc: Customer Service

Hi Jen,

Please assist in checking container CMAU0000020. Customer on PORTNET is seeing 2 identical containers information.

Thanks.

Regards,
Kenny

Test Case 2 (Email Escalated from L1 Support)

RE: Email ALR-861631 | VESSEL_ERR_4 - System Vessel Name has been used by other vessel advice

To: Ops Team Duty; Vedu

Cc: Customer Service

Hi Vedu,

Customer reported that they were unable to create vessel advice for MV Lion City 07 and hit error VESSEL_ERR_4. The local vessel name had been used by other vessel advice.

Please assist, thanks.

Regards,

Jia Xuan

Test Case 3 (SMS Received on Duty Phone)

Alert: SMS INC-154599

Issue: EDI message REF-IFT-0007 stuck in ERROR status (Sender: LINE-PSA, Recipient: PSA-TOS, State: No acknowledgment sent, ack_at is NULL).

Test Case 4 (Call Escalated from L1 Support)

Alert: Call TCK-742311

Issues: Vessel MV PACIFIC DAWN/07E exception at Pasir Panjang Terminal 4

Details: BAPLIE inconsistency for MV PACIFIC DAWN/07E: COARRI shows load completed for bay 14, but BAPLIE still lists units in those slots. Older timestamp regressed the plan. All numeric identifiers are randomized placeholders; no credentials stored. Please investigate and resolve urgently. Contact the relevant team if needed.