# 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