

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.