

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