

OP'S ADVISORY TO SHIPPING No. A-03-2011

February 21, 2011

TO : All Shipping Agents, Owners, and Operators

SUBJECT : Implementation of the Customer Services Management System (CSMS)

Effective April 1, 2011, the Panama Canal, in an effort to improve our services to all customers, will officially implement the following processes in the Customer Services Management System (CSMS):

- Transit Cost estimates – Proforma
- Service Complaints
- Customer Code
- Information Requests
- Panama Canal Ship Oil Pollution Emergency Plan (PCSOPEP)

To request access to the system, please complete the form published in the following web link: <http://www.pancanal.com/eng/op/csms/index.html> and forward it to: op-information@pancanal.com. To request training or additional information regarding the system, forward an email to this same address. PCSOPEP plan writers shall send their request for access to pcsopep@pancanal.com.

Customers who currently have access are encouraged to begin using the system. While the system registration procedure is being completed, the alternate routes of communication will remain available, including the new e-mail ServiceSatisfaction@pancanal.com, to submit customer's complaints, congratulations, or suggestions regarding the services the Panama Canal provides.

Be advised that also effective April 1, 2011, all communication regarding the processes listed above shall be done through the CSMS. Vessels that have not previously visited the Panama Canal are required to submit the PCSOPEP plan, through e-mail, to the e-mail pcsopep@pancanal.com.

Technical assistance for the CSMS is available at (507) 272-2222 or support@pancanal.com

ORIGINAL SIGNED

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