

**AUTORIDAD DEL CANAL DE PANAMÁ
OPERATIONS DEPARTMENT**

OP'S ADVISORY TO SHIPPING No. A-05-2011

March 11, 2011

TO : All Shipping Agents, Owners, and Operators

SUBJECT: Implementation of the Panama Canal Customer Services Management System (CSMS) – Revision 1

The purpose of this advisory is to clarify the meaning of the term “Information Requests” in Advisory to Shipping No. A-03-2011. When used in the context of the CSMS system, "Information Requests" refers to the following:

- Historical information of the Canal
- Transit-related statistics (such as yearly statistics regarding arrivals, transits, Canal water times, transits by market segments, vessel dimensions, etc.)
- Information about the Panama Canal or its customers that may be considered confidential
- Information about the Canal Expansion Program
- Other general or specific information not available within the Panama Canal web page.

Requests for information such as transit prospects, transit requirements, underway and clearing times, booking issues, billing information regarding maritime services, admeasurement, etc., will continue to be provided through the regular channels.

For additional information regarding the CSMS system, please submit your inquiry to op-information@pancanal.com or call (507) 272-4261.

ORIGINAL SIGNED

Manuel E. Benitez
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