



**AUTORIDAD DEL CANAL DE PANAMÁ**  
EXECUTIVE VICE PRESIDENCY FOR OPERATIONS

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**ADVISORY TO SHIPPING No. A-25-2015**

August 11, 2015

**TO** : All Shipping Agents, Owners, and Operators  
**SUBJECT:** Clarification on the Use of the Customer Code

In the past few months, the Panama Canal Authority (ACP) has received inquiries regarding the proper use of the Customer Code when a visit of a vessel is created.

With the exception of small craft and government vessels, the ACP requires that a Customer Code be provided for each and every transit. Vessel agents are expected to comply with this requirement when creating a vessel visit and a booking request is submitted. Therefore, the Customer Code provided by the vessel's agent must belong to either the owner of the vessel transiting the Canal, the operator of the vessel transiting the Canal, or the company that charters a vessel transiting the Canal.

In order to safeguard the correct use of the Customer Codes, the ACP provides an automatically generated notification to the company under which the Customer Code is registered every time a visit is created. In the event that the visit does not coincide with the company under which the Customer Code has been registered, the company shall promptly notify the ACP at [customerservice@panacanal.com](mailto:customerservice@panacanal.com) and [eta@panacanal.com](mailto:eta@panacanal.com) in order to correct the discrepancy and avoid any possible misuse of the Code.

It is important that all companies with assigned Customer Codes have their email addresses registered with the ACP so that the Customer Code automatic notifications reach the appropriate recipients.

**ORIGINAL SINGED**

Esteban G. Sáenz  
Executive Vice President for Operations