

OP NOTICE TO SHIPPING No. N-3-2017

**Communication on
Transit Activities**



CANAL DE PANAMÁ

January 1, 2017

OP NOTICE TO SHIPPING No. N-3-2017

To: Shipping Agents, Owners and Operators

Subject: Communication on Transit Activities

1. Effective Date and Cancellation

This Notice is effective on the date of issue and cancels OP Notice to Shipping No. N-3-2016. A revised Notice will be issued in January of each year or when otherwise required.

Every section of this Notice has been thoroughly revised and updated as follows:

- 1) Subsection 4.a (4) was updated on p. 3.
- 2) Subsection 4.b (*Business-to-Business Gateway*) was modified on p. 5.
- 3) The note on p. 7 was updated.
- 4) Subsection 5.d (1) was modified on p. 9.
- 5) Subsection 5.d (4) was updated on p. 11.
- 6) Subsection 6.b (*Agent Code Issuance Procedure*) was modified on p. 12 and 13.
- 7) Subsection 7.d (*Uploading BAPLIE files*) was modified on p. 14 and 15.
- 8) Paragraph 7.f (3) was updated on p. 16.

2. Purpose and Scope

The purpose of this Notice is to present a compilation of all communication means available within the Executive Vice-Presidency for Operations that pertain to transit

operations. In this way, the Panama Canal Authority (ACP) strives to maintain permanent and open channels of communication to strengthen the relationship with clients and users and to ensure excellence in the services provided.

3. Customer Services Management System (CSMS)

The Panama Canal, in an effort to improve its services, continues to maintain the following processes within the Customer Services Management System (CSMS):

- Customer Code 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: CustomerService@pancanal.com PCSOPEP plan writers shall send their requests for access to pcsopep@pancanal.com

Customer complaints, recognitions, or suggestions regarding the services provided by the Panama Canal can also be submitted to the following e-mail: ServiceSatisfaction@pancanal.com

Be advised that 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 their PCSOPEP plan through the e-mail: pcsopep@pancanal.com

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

4. Maritime Service Portal

The Maritime Service Portal is designed to serve as the ACP's Information System front-end. It provides for the electronic reception of all preliminary information required for security and operational purposes. After being verified by ACP personnel through an interface, this information is incorporated into the production database of the Enhanced Vessel Traffic Management System (EVTMS) and other operational systems, which are the operational applications used by the ACP.

The Maritime Service Portal contains two main modules to receive information from the vessel:

- Web Portal (Client's Web-Form Module): used by clients and registered agents
- Business-to-Business Gateway: Used by clients to submit massive data from their servers to the ACP servers.

a. Web Portal:

Customers and registered agents have access to this portal at any time, which has the following features:

- (1) User profile and password maintenance
- (2) General transaction status – My Transactions
- (3) Visit Information monitoring – My Visits
- (4) Vessel's menu options to submit the following information:
 - Declaration question option: To declare the vessel overall condition, such as cargo, passenger, quarantine, among others; it manages the obligation of detailed forms/modules, such as cargo, passenger.
 - Vessel Information: Vessel Structural Characteristics.
 - Visit Information: It includes port of arrival, ETA, responsible customer and agent, draft, among others.
 - Service Overview: Services/itineraries within the Canal.
 - Import Files: To upload predefined structured forms in xml format and BAPLIE in edi format.
 - Attach Documents: To upload unformatted documents, such as certificates, vessel drawing (plans), letters, among others.
 - Cargo Alliance: To declare other shipping lines carrying commercial cargo and/or empty containers in the vessel's visit.
 - DTU components: To declare and link Dead Tow components.
 - Last 10 Ports: To declare last 10 visited ports.
 - Health and Quarantine: To declare stowaways, sick personnel, dead, among other information.
 - Vessel Security Declaration: To declare information regarding the security officers and security certificate.
 - Vessel Characteristic Changes: To declare any change in vessel characteristics, since last vessel visit.
 - Preliminary Admeasurement Data Sheet: To declare vessel admeasurement preliminary information when visiting the Panama Canal for the first time.
 - Transit Visibility Declaration: To declare information on vessel visibility from the bridge, either when loaded or empty.
 - Crew & Officers Declaration: To declare the personnel date of birth, place of birth, port of origin, port of destination, id, among other personal information.

- **Passenger Declaration:** To declare the passenger date of birth, place of birth, port of origin, port of destination, id, among other personal information.
- **Vessel Arrival and Transit Condition:** To declare the condition of the vessel, such as fuel on board, ballast area information, among others.
- **Facilities and Naval Equipment:** To declare the current condition of naval equipment.
- **Cargo Declaration:** To declare commercial cargo, dangerous cargo and/or empty containers.

Note: *An empty container is considered cargo at the Panama Canal. In addition, any on-deck container not properly welded to the vessel's structure, shall also be declared.*

- **BAPLIE Declaration:** To display declared BAPLIE information.
- **Financial Transactions:** To quote, establish guarantees and/or pay requested services.

The ACP provides each customer and registered agent a user name and password to log-in to the Maritime Service Portal. The password can be changed by the user at any time.

However, in order for the customer or agent to receive its user name and password, the customer must have a Customer Code (CC) or Agent code (AC) authorized by ACP. Please refer to Section 6 of this Notice. The CC or AC are critical for the submission of any information to the ACP.

After logging into the Maritime Service Portal, the user may verify the status of each transaction. These forms or modules validates the submitted data and alerts the user for missing or invalid data.

Regarding the vessel's cargo, the following detailed information is required:

- (1) Harmonized code for detailing of cargo (6 digit), including cargo inside containers, required for non-dangerous cargo.
- (2) Location of cargo in the vessel, according to the Stowage Layout, to be provided electronically when a vessel arrives at Canal waters for its first transit.
- (3) IMDG (UN) code for dangerous cargo.
- (4) UN Port Codes for origin and destination ports.
- (5) UN Country codes.

Finally, the ACP has designed this portal primarily for clients with bulk cargo on board and a reduced number of passengers. For high volumes of cargo and passenger data, the Business-to-Business option is available.

Note: *Small craft (under 125 feet in length) with no authorized shipping agency are required to visit the ACP Admeasurement Unit at Bldg. 729 or at Bldg. 1000, Cristobal. However, small craft are still required to comply with the 96-hour rule.*

b. Business-to-Business Gateway (B2B):

The B2B Gateway communication module provides ACP customers an avenue to send and receive messages to and from the ACP in either EDI or XML format via Internet in a fast, secure, and reliable manner. The specific B2B interface data requirements and format definition will be provided in the Panama Canal Automated Data Requirements (PC-ADR). The B2B module offers customers the option of forwarding submissions via HTTP or FTP, secure file transfer protocols.

The connectivity service to the B2B communication module may be obtained by customers through third party vendors or a Value Added Network (VAN). The decision to use a particular provider is strictly a customer's decision.

Note: *For a proper understanding of the terms and processes defined herein, customers should have an understanding of the business logic and flow of the ACP transit procedures and the Maritime Service Portal system. For business logic and flow of the ACP transit procedures, please refer to:*

- Panama Canal Regulations: <http://www.pancanal.com/eng/maritime/regulations/index.html>
- OP Notices to Shipping: <http://www.pancanal.com/eng/maritime/notices/index.html>

(1) B2B Messaging Module:

The messaging module has the same function as the Web Portal, but provides access to the following forms only:

- (a) Cargo Declaration
- (b) Crew & Officer Declaration
- (c) Passenger Declaration

This module handles direct server-to-server communication using an ACP proprietary format called Panama Canal Automated Data Collection Requirements (PC-ADR).

The Web Server module and the B2B Messaging Module are integrated in a way that if the customers send visit information using the Web Portal, and use the B2B messaging module to send their passenger and cargo declarations, the status of all the transactions will be reflected in the status screen at the Web Portal.

(2) B2B Gateway Registration:

(a) Customers may request an administrator user ID and a password through the User's administration Account Request (Form 337), available at <http://www.pan canal.com/eng/maritime/forms.html>

(b) ACP reviews customer requests for B2B gateway access and, upon approval, the customer is provided a user ID and a password. This user ID and password will provide access to the Maritime Service web module, My B2B menu option, at <http://www.pan canal.com/eng/maritime/index.html> However, it has the accreditation processes pre-requisite, in which customers configure and program the required files to be submitted to the ACP server and test the submission processes.

(c) The request shall be made via e-mail to customerservice@pan canal.com The customer has to define the preferred format (EDIFACT or XML) or the connectivity (FTP or HTTP) that will be utilized.

Note: *The B2B Gateway module requires a digital certificate or transmission site ID per server.*

(3) B2B Gateway accreditation process:

(a) ACP reviews customer information provided in Form 337 and assigns a process and client's liaison specialist as counterpart who will serve as the point of contact throughout the B2B accreditation process.

(b) ACP provides the customer with the following technical documentation:

- Panama Canal Data Requirements (PC-ADR): Includes information required for ACP clients to map and translate data from any of their individual formats to the proprietary PC-ADR format. Lists message types, structure and validations accepted by B2B Gateway.

- Client Data Requirements (CDR): Details all procedures relating to connecting to B2B gateway for both HTTP and secure FTP.

Note: *All necessary information for B2B accreditation is contained in the PC-ADR and CDR.*

(c) ACP provides Interconnection Security Agreement (ISA) for customer's approval and signature.

(d) ACP issues digital certificate or Transmission site ID for customer's server.

(e) Testing will begin once the customer has completed changes to their backend system or contracted the services of a third party Value Added Network (VAN).

(f) A series of tests will be required by the ACP to evaluate the customer's ability to receive and transmit data. B2B testing will be done in four stages:

- **System Interface Test:** Verifies the accuracy of the customer's communication software and hardware. All communication problems encountered during this test are resolved. The test is successful when the customer has submitted and retrieved all required messages using ACP B2B Gateway. Each customer must follow a pre-defined test scenario in order to evaluate their software's effectiveness in transmitting and receiving the required forms.

- **Software Test:** Allows final adjustments to the customer's system and provides an opportunity for error detection without risk. Each customer must demonstrate the ability to transmit all required sample forms and receive replies according to established test procedures. B2B will process the sample forms and generate error messages, reject messages, and status notifications.

- **Pilot Test:** It is performed once software testing is complete. During the Pilot Test live data is transmitted through the B2B Gateway to the ACP test server. Upon successful completion of the Pilot Test, the ACP will issue appropriate certificates or transmit site id for the production environment.

- **Production Verification:** It is performed in the production environment using customer's vessels visit. Live and correct data is transmitted through the B2B Gateway to the ACP production servers. The ACP will verify appropriate transmission and certified the customer accreditation process.

Note: *The ACP does not provide a technical expert on massive data transmission and/or Electronic Data Interchange (EDI) transactions. Therefore, the requested parties shall assign technical experts to easily understand the provided B2B Gateway technical manuals and to make the required changes on the customer's systems and servers. Please note that the complete accreditation process may take from 30 to 60 days, based on the customer's configuration and dedicated time. All tests shall be done during office hours.*

5. Maritime Service Portal Registration Process

a. Procedure for Web Access:

(1) To access the Maritime Service Portal a user ID and password are required. All Panama Canal registered agents (agent code holder) and Customers (customer code holder) are issued an administrator user account and password.

(2) Panama Canal authorized customers or agents shall contact the ACP Customer Service Office at the e-mail CustomerService@pancanal.com or at the

telephone (507) 272-4595. The Agents or Customers (vessels owner's charterers or operators) that require registration to be Panama Canal authorized Customers or Agents please refer to Section 6 of this Notice.

(3) The person assigned to be the agent or customer is responsible for the administration of all the company user's accounts, viewing all audits logs and reports, creating or deactivating users for its agent or customer code. In addition, the company user's administrator will be able to deactivate an account, i.e., personnel taking vacation or personnel no longer employed with the agency, and reactivate, i.e., personnel returning from vacation or hiring.

(4) The administrator's account will have the same capability as any other account with regard to the submission of forms.

(5) Only the administrator can create new users and/or change or add profiles to the already created users.

(6) In order to submit an administrator account request, it is required a completed "Administration Users Account Form" (Form 337) containing agent or customer administrator user information, which must be signed and submitted by each agent and/or customer representative to the ACP via electronic mail to customerservice@pancanal.com or by fax to (507) 272-0451.

(7) To request additional users, in addition to the allowed total user accounts per company, an e-mail request shall be sent by the company user's administrator to customerservice@pancanal.com stating:

- Company Code,
- Quantity of users required,
- A brief justification to increase the amount of allowed users

Note: *Customer Service Office will guide you in additional required information.*

Note: *Each shipping agent with an ACP Agent or Customer Code may request up to twenty six (26) user accounts at no cost, including company user's administrator. Those companies with B2B Gateway access will be allowed to two (2) additional users at no additional cost. Thereafter, each additional user account will be charged a nominal one (1) time fee.*

b. Related Charges

(1) Creation of Web user account – User ID and password (valid for agents and customers):

Basic user (Account administrator) No Charge

Additional users (First 26)No Charge

Additional users (27 and up)*USD \$100

* 29 and up, if B2B gateway authorized.

(2) Digital certificate or Transmission site id for servers (B2B access module):

Two Basic certificates or Transmission site Ids: No Charge

Each additional server (up to 4 per customer): USD \$1,000*

* In addition, one (1) additional web user account per server may be created, at no additional cost.

Accreditation process (B2B access module): No Charge

Renewal: No Charge

Note: The above-listed charges may be paid at CITIBANK Panama with cash or certified check using the "Speed Collect" slip available at the bank. The reference number required by the bank in order to complete the "Speed Collect" slip is EDCS-620301-400203.

c. Training

An E-learning tool is available to authorized users as a training aid on the use of the Maritime Service Portal. Access to this application is available to all registered users with an assigned user ID and password. Training kits are available online at the following web links:

(1) Web Service Portal E-Learning: http://www.pancanal.com/UPKFiles/All_ServicePortal/data/toc.html

(2) Off-line Web Forms E-Learning: <http://www.pancanal.com/UPKFiles/offline/data/toc.html>

(3) Business-to-Business Gateway (B2B) E-Learning: <http://www.pancanal.com/UPKFiles/b2b/data/toc.html>

d. Procedure to Declare Vessel's Visit Information through the Maritime Service Portal

(1) Submitting Information:

The following information is required 96 hours prior to the arrival of a vessel at Panama Canal waters:

- Declaration question option

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- Vessel and Visit Information (draft, customer, agent, etc.)
 - Services/itineraries Overview (transit, harbor, anchorage)
 - Cargo Alliance, if any
 - DTU components, if any
 - Last 10 Ports
 - Health and Quarantine
 - Vessel Security Declaration
 - Vessel Characteristic Changes
 - Preliminary Admeasurement Data Sheet
 - Crew & Officers Declaration
 - Passenger Declaration
 - Cargo Declaration

The BAPLIE Declaration is required for full container vessels with commercial cargo and/or empty containers.

The following information is required 48 hours prior to the arrival of a vessel at Panama Canal waters:

- Declare if vessel's exceeds IMO Visibility
- Vessel Arrival and Transit Condition
- Facilities & Naval Equipment condition

Failure to provide the required information in a timely manner may result in delays in transit times. There may be security holds imposed on every transit until the required information has been properly revised and a risk assessment has been performed.

Vessels with a voyage time of less than 96 hours from their last port of call to arriving at Canal waters will be required to provide preliminary information not less than 96 hours in advance of arrival. However, such vessels will be required to provide their final information to ACP immediately upon departure from their last port of call.

Vessels unable to comply with the above requirements, or that arrive at Canal waters without providing proper notification, shall be considered in violation of Panama Canal Regulations and will be subject to control and compliance measures. Non-compliance may consist of the submittal of incorrect, false, incomplete or late information. These measures may include the assignment of additional resources, at the vessel's expense, or a more detailed inspection, which may result in delays or denial of transit.

Non-compliant vessels may also be subject to fines and/or other additional control and compliance measures, as deemed appropriate by the ACP. Fines for non-compliance are independent of charges that may be incurred for the use of any additional resources assigned due to safety or security concerns.

(2) The Maritime Service Portal has a menu option called ATTACH FILE. It allows to submit vessel drawings, certificates, vessel's picture, etc.

(3) The ACP Help Desk provides 24-hour service to address difficulties pertaining to technical problems related to the Maritime Service Portal, EVTMS and CSMS.

(4) Following is a list of points of contacts:

- International Call CenterTel. + 65 6887-7288
- Technical Support.....support@pancanal.com
Tel. (507) 272-2222
- Registration and AccreditationCustomerservice@pancanal.com
Tel. (507) 272-4595
- Maritime Information Inquiries Customerservice@pancanal.com

(5) The process of system registration (User/Password and/or the initiation of B2B accreditation process) takes a minimum of 5 working days.

6. Customer Code Issuance Procedure

a. Customer Code (CC)

The Customer Code (CC) is required for a vessel's visit transaction be accepted and processed through the Maritime Service Portal. In addition, the assigned customer code per vessel visit declaration will be used to generate the Customer Ranking List used on the transit slot booking competition. The CC process remains the same.

The following is a general overview of the Customer Code request process:

1) New customers shall send the required general and security information and documentation to the Customers Relations Unit. The following information can be sent by email or through the CSMS:

- Complete Company Address
- Phone Number
- Fax Number
- Email Address

- Web Site
- Official Contact Person

2) The ACP Customer Relations Unit sends back the assigned Customer Code to the customer.

3) Finally, the Customer Relations Office is available Monday through Friday from 7:15 a.m. to 4:15 p.m., at the following email: Customerrelations@pancanal.com

4) The process of generating a CC takes a minimum of 2 working days.

b. Agent Code Issuance Procedure (AC)

The Shipping agency is a company domiciled in the Republic of Panama that has been authorized by the owner or operator of the ship on the form prescribed by the Authority with powers to represent him. In order to become an authorized shipping agent the following information shall be send to customerservice@pancanal.com :

1) Request to become Authorized Shipping Agent Form (Form 3676), available at the following web link: <https://micanaldepanama.com/wp-content/uploads/2012/01/3676-24042013.pdf>. Public or free domains are not allowed for the given e-mail. In addition, a fixed telephone line shall be included in the request.

2) Original and copy of the notice of operations issued by the Panama Ministry of Trade and Industries, which established that the applicant is authorized to perform the duties of Shipping Agency, and the date it began operations.

3) Original and copy of the Social Pact of the Shipping Agency, as well as any other legal deeds that have been registered related to changes of the Social pact. In case of natural person, a duly authenticated copy of the identity card or passport.

4) Original and copy of the temporary permit or operating license issued by the Panama Maritime Authority (AMP) to the natural or legal person.

5) Bank reference letter of the Shipping Agency addressed to the ACP.

6) Letter issued by the guarantor bank, addressed to the ACP, which states that the Shipping Agency will consignee all bank guarantees for Panama Canal services through the bank that issued it. The guarantor bank must be authorized by the ACP for "submission of bank guarantees". The ACP accepts bank guarantees from banks previously evaluated and approved by ACP. For additional information contact our financial office by phone: 272-7807.

7) Copy of personal identity card or passport of the legal representative, or general attorney or special registered attorney. Changes of legal representative should be communicated and registered in the ACP.

8) The ACP Operations Customer Service Office sends the assigned Agent Code to the Shipping Agent.

9) The Operations Customer Service Office is available Monday through Friday from 7:00 a.m. to 3:30 p.m., at the following email: CustomerService@pancanal.com

10) The process of generating an AC takes a minimum of 20 working days.

7. Additional Communication on Maritime Services

a. Pre-arrival Notice: As previously advised, vessels bound for the Panama Canal with a voyage time of less than 96 hours from their previous port of call are also required to submit their pre-arrival notice 96 hours prior to arrival at Panama Canal waters. This pre-arrival notification may be subsequently revised as deemed necessary. Vessels that fail to provide their pre-arrival notification 96 hours prior to arriving at Canal waters will not be scheduled for transit ahead of vessels that have complied with this requirement or that have already been assigned pilots for transit.

b. Vessel's Visit messages: All Vessel's visit messages must comply with the following requirements:

(1) Vessel's visit messages will only be accepted when submitted via the Maritime Service Portal;

(2) Vessel's visit messages must comply with the requirements as set forth in the Regulation on Navigation in Panama Canal Waters, Article 30;

(3) Each message shall include Vessel's visit information for only one vessel;

(4) Non-compliance may subject a vessel to unnecessary delays.

c. Radio pratique requests: All radio pratique requests shall be sent through the Maritime Service Portal, included in the visit information module, and must comply with the Maritime Regulations for the Operation of the Panama Canal. In addition to the vessel and visit information, the following information is required to process the request:

(1) Health and Quarantine Declaration, including a valid Ship Sanitation Control Certificate

(2) Last 10 Ports Declaration

For any question regarding Radio Pratique, please contact the Admeasurement Unit at: optc-arp@pancanal.com (Balboa) and optc-ara@pancanal.com (Cristobal).

d. Uploading BAPLIE files: Panama Canal tolls for full container vessels will consist of a fixed portion based on the Total TEU Allowance (TTA), and a variable portion based on the Total Loaded TEU (TTL). The variable portion will be determined from the TTL information contained in the BAPLIE (Bayplan/stowage plan occupied and empty locations message); therefore, the BAPLIE shall reflect the cargo condition of the vessel after the last cargo operation.

BAPLIE is a standard United Nations (UN) message used to transmit information about equipment and goods on a means of transport, including their location on the means of transport. The message uses standard UN port and container size codes.

The ACP's Maritime Service Portal accepts the uploading of BAPLIE EDI-type files from the principal operator and/or the local ship agency responsible for the vessel's visit.

All full container vessels arriving for transit with commercial cargo and/or empty containers are required to declare the BAPLIE file reflecting the transit cargo condition prior to 0700 hours the day following the transit date. In addition, if cargo operations are to take place in Panama Canal waters and/or Manzanillo Bay before transit, an additional BAPLIE and an updated Container Summary (Form 4510) should be declared after departing such port, but prior to 07:00 hours the day following the transit date. Note: The transit date is the date of the vessel's arrival at the first set of locks.

Full Container Vessels arriving in ballast condition (no commercial cargo and/or empty containers on board) for transit only (no port calls at any of the terminal ends of the Panama Canal, including Manzanillo or Coco Solo) are not required to submit a BAPLIE file.

Full Container vessels that arrive in a loaded condition and discharge all cargo at any of the ports located at the terminal ends of the Panama Canal (Balboa, Cristobal, or Manzanillo Bay), shall declare their cargo condition after departing such port, but prior to 07:00 hours the day following the transit date.

The declared BAPLIE file and the Container Summary are vital elements in determining the number of loaded and empty containers carried onboard a vessel at the time of transit. To determine the total amount of loaded TEUs, used to calculate the variable toll portion for a full container vessel, the ACP will use the highest declared amount between the BAPLIE file and the Container Summary given/submitted by the vessel's master.

Extensions to the 0700 hours deadline may be requested by the vessel's local agency to the Panama Admeasurement Unit Supervisor at optc-as@pancanal.com, as follows:

- If received prior to 0830 hours the day following its transit date, a fee equivalent to 1 percent of the vessel's Total TEU Allowed (TTA) multiplied by the corresponding Toll Tariff will be incurred.

- If received after the invoice has been generated, but before 1500 hours the day following its transit date, a fee equivalent to 2 percent of the total Tolls amount (of the invoice) charged will be incurred.

If no BAPLIE file is received during the above mentioned time period, the variable portion of the Tolls invoice will be based on full capacity.

Any operational issue regarding the BAPLIE file shall be address to ACP Admeasurement Unit (OPTC-A@pancanal.com; opts-as@pancanal.com). The ACP will evaluate the arguments presented, and will determine if the BAPLIE file is accepted or not, based on the above mentioned periods. Note: The described charges shall be applied.

If a vessel announces via Maritime Service Portal that it is arriving for transit in ballast condition, but during the inspection the boarding officer finds a container not securely welded to the deck, with cargo that is not commercial cargo, the vessel will be considered laden for toll purposes. However, it will not be required to submit a BAPLIE file and the variable portion of the tolls will be zero (0). The same applies for any other type of cargo other than containerized cargo found on board the vessel which may invalidate the ballast status. If the container found on board has commercial cargo, the vessel shall also declare the BAPLIE file and/or the Container Summary, within the described time periods.

Please contact Systems Support (support@pancanal.com) for any technical issue regarding the BAPLIE file and its submission through the Maritime Service Portal.

e. Payment and Bank Guarantees: Vessels should coordinate and process all requested services payment or bank guarantees at least 48 hours before the service required date. In addition, the payment and/or bank guarantee should have sufficient funds to cover unforeseen circumstances or events. In order to calculate all these charges correctly, please use the Panama Canal tariffs published in the following web link: <https://www.pancanal.com/eng/op/tariff/index.html> Additionally, the Maritime Service Portal financial Information menu option can be consulted for service quotation. For payments or bank guarantee information please contact the ACP financial office by telephone at (507) 272- 7807.

f. Direct communication available to transiting vessels: Direct communication enabling immediate attention to requirements for transiting vessels, small craft, dangerous cargo information, tonnage information and emergencies contacts, may be achieved as follows:

(1) For messages and transit information of small craft, contact the Traffic Management Unit:

E-mail: ETA@pancanal.com

Telephone: (507) 272-4200

Fax: (507) 272-3976

(2) For dangerous cargo information, contact the Transit Operations Division:

E-mail: opts@pancanal.com

Telephones: (507) 272-4219 or 272-4213

Fax: (507) 272-3015

(3) For tonnage information, contact the Admeasurement Unit:

E-mail: optc-as@pancanal.com

Telephone: (507) 272-4567

Fax: (507) 272-7901

(4) For emergencies involving vessels in Canal waters, contact the Canal Port Captain, South:

E-mail: OPTS-CP1@pancanal.com

Telephone: (507) 272-4215

Fax: (507) 272-5280

or the Canal Port Captain, North:

E-mail: OPTN-CP1@pancanal.com

Telephone: (507) 443-2202/2207

Fax: (507) 443-2213

(5) A detailed contact list is available at the following web link: <https://www.pancanal.com/eng/contact/operations/index.html>

Note: For calls originating outside the Republic of Panama, dial the International Access Code, followed by the Country Code (507) and the ACP telephone number.

g. Submission of drawings: Drawings may be submitted via e-mail to the Transit Operations Division at: opts-an@pancanal.com

Submission of drawings via e-mail must comply with the following:

(1) The drawings are to be saved preferably in PDF or TIFF file format, or in a file compatible with AUTOCAD2000. All drawing and letter files should be compressed together into one zip file.

(2) Upon review, the drawings will be electronically stamped and returned via e-mail. In this manner, the recipient has control of printing any number of copies of the stamped drawings needed to meet distribution requirements.

Drawings in compact disk, diskette or printed form are to be mailed directly to:

Courier Mail: AUTORIDAD DEL CANAL DE PANAMA
División de Operaciones de Tránsito (OPTS)
Building 910, La Boca
Balboa-Ancon, Panama
(telephone: 272-4191/4296)

Regular Mail: AUTORIDAD DEL CANAL DE PANAMA
División de Operaciones de Tránsito (OPTS)
Balboa-Ancon, Panama

h. Customer Comments Regarding Maritime Services: Finally, in an effort to enhance the quality of service provided to our customers, the ACP has improved the process to manage complaints, recommendations or recognitions. Please send your comments to:

Contact: CUSTOMER SERVICE
E-mail: Customerservice@pancanal.com
Telephone: (507) 272-4595
Fax: (507) 272-3892
Mail: AUTORIDAD DEL CANAL DE PANAMA (ACP)
Process and Maritime Customer Liaison Office
Executive Vice Presidency for Operations
Building 729
Balboa-Ancon, Panama

ORIGINAL SIGNED

Esteban G. Sáenz
Executive Vice President for Operations