

ADVISORY TO SHIPPING No. A-13-2017

April 5, 2017

TO : All Shipping Agents, Owners, and Operators

SUBJECT: Online Bank Guarantee Requests through the Panama Canal Maritime Service Portal

The Panama Canal Authority (ACP) has updated its Maritime Service Portal to include functionalities that facilitate bank guarantee requests and approvals to provide the funds clearance necessary to schedule transit and marine services. These updates were implemented to streamline the process and improve the flow of information required to provide a better service.

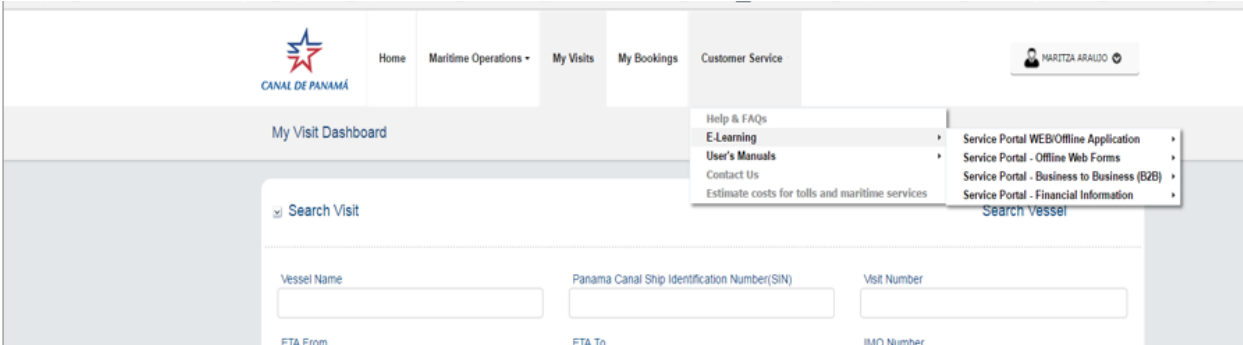
Effective May 2, 2017, all shipping agents will be required to have an established user role and permission in order to submit guarantees to their guarantor banks through the Panama Canal Maritime Service Portal. User administrators are encouraged to configure, as soon as possible, the user role “**PF AGENT FINANCIAL BACKING**” for all company users who coordinate bank guarantees. This will allow users to begin requesting bank guarantees and become familiar with this process prior to the implementation date.

These updates also ensure compliance with Article 77 of the Organic Law, which states that:

“All Canal users subject to tolls, fees, and tariffs shall make the payment in cash, in the legal currency of the Republic of Panama or the currency established by the Authority before the service requested is rendered in an amount equivalent to the cost of the service.

The above-mentioned payment may be substituted by a surety posted by a bank that meets the requirements of the Authority for such purpose.”

Instructions on how to process guarantees online are available at *My Visit Dashboard* page. Select the *Customer Service* drop-down menu, and under *E-Learning*, select the *Service Portal – Financial Information* option. For further assistance, you may contact our Customers Deposit Team at +507 6674-0780.



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Should technical difficulties arise while using the Panama Canal Maritime Service Portal, please contact the ACP System Support Team at +507 272-2222.

Additional comments regarding our services, or requests to access the Panama Canal Maritime Service Portal, may be sent to customerservice@pancanal.com.

We do appreciate your business and trust these updates will result in an improved service for your future transits through the Panama Canal.

ORIGINAL SIGNED

Esteban G. Saenz
Executive Vice President
for Operations