



AUTORIDAD DEL CANAL DE PANAMÁ
Shipping Customer Service Management Office

Customer Code Form

(See responsibility clauses on the back of this form)

341 (OP-AC)
V. 6/2/2025

SECTION 1 - Requested Action (choose option(s))

☐ Customer Code Creation ☐ Update additional information ☐ Cancel Customer Code

SECTION 2 - General Information

1. Company legal name: _____
2. Company full style address: _____
3. Country: _____
4. Legal representative name : _____
(First name, middle initial, last name)
5. ID number: _____ ☐ Personal ID ☐ Passport
6. Country of issuance: _____
7. Phone number: _____ 8. Country Code: _____
9. Fax number: _____ 10. Country Code: _____
- 11 E-mail address: _____
(no public or free domain is accepted user@domain.com)
12. Website(if available): _____
13. E-mail address for notifications i.e. visit creation, baplie, etc (maximum of two e-mails):
_____, _____

SECTION 3 – Additional Information

14. Additional points of contacts:

Name	Position/Title	Email	Telephone
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

SECTION 4 - Organization's Authorization Information

I certify, to the best of my knowledge and belief, the above information is true and correct. In addition, I have read all the information and responsibility clauses on the reverse of this page.

15. Name of Company's representative: _____
(First name, middle initial, last name)
16. Position/Title: _____
17. Signature of Company's representative: _____
18. Date: _____ (mm/dd/yy)

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(See responsibility clauses on the back of this form)

INSTRUCTIONS:

The ACP issues customer codes only to the owner, operator, or charterer of a vessel visiting the Canal. The customer code issuance, consolidation and deactivation procedures is published in our website: www.pancanal.com

RESPONSIBILITY CLAUSES:

1. Customers must ensure that the customer code assigned is applied only on visits where he is the owner, operator, or charterer of the vessel. To ensure this, customers must have proper documentation, and available if the ACP requests it.
2. The ACP may perform audits at any time to ensure the proper use of the customer codes. Customers or agents may be required to submit documents (i.e., proof of ownership, chartering contract, operation agreements, etc.) to prove that the customer code reported at the time of the vessel transit falls into one of the authorized categories.
3. To provide a customer code which belongs to a person or entity who does not own, operate, or charter the visiting vessel is prohibited. In addition, customers and agents are reminded that as result of any audit performed by ACP, if any inappropriate use of a customer code is found, the following actions will take place:
4. Chapter XI of the Regulation on Navigation in Panama Canal Waters establishes that providing inaccurate information to the ACP may result in fines ranging from B/.500 to B/. 1,000,000.
 - 4.1 All reserved transit slots for the visiting vessel, under the misused customer code, allocated through a booking competition process, will be cancelled and the cancellation fees will be invoiced to the company of the misused customer code.
 - 4.2 All credits earned by completed visits for the visiting vessel will be deducted from the next generated customer code ranking reports after audit is completed and inappropriate use is found.
 - 4.3 All reserved transits for the visiting vessel, the misused customer code, allocated through a standard booking request procedure or through auction will be honored. However, such transits will not be included in the next generated customer code ranking reports after audit is completed and inappropriate use is found.
 - 4.4 Any future transit booking request for visiting vessel under the misused customer code will not be accepted until the offending customer code company complies with the Customer Code Issuance, Consolidation and Deactivation Procedure and other rules and regulations established by the ACP.
5. Any change in the information provided in form 341 or submitted by the owner of a customer code or an authorized agent to the ACP, that may result in the alteration of the transit reservation system or the allocation of points in the ACP customer ranking, must be immediately reported to the ACP.
6. Customer codes that are not used during a five-year period will be deactivated by the Shipping Customer Service Management Team.