

OP NOTICE TO SHIPPING No. N-3-2026



Communication
on Transit
Activities

January 1, 2026

OP NOTICE TO SHIPPING N-3-2026

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 N-3-2025. A revised Notice will be issued in January of each year or when otherwise required.

2. Purpose and Scope

The purpose of this Notice is to present a compilation of all communication means available within the 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. Panama Maritime Single Window System (VUMPA for its Spanish acronym)

The Panama Maritime Single Window System (VUMPA) is designed to serve as the ACP's Information System front-end. It provides for the electronic reception of all preliminary information required for admeasurement and safety inspection, security and operational planning purposes. Vessel's visit information must comply with the requirements as set forth in the Regulation on Navigation in Panama Canal Waters, Article 30. 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.

The Panama Maritime Single Window System (VUMPA) 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.

PANAMA CANAL AUTHORITY (ACP)
Vice Presidency for Operations
Bldg. 729, Balboa-Ancon
Panama, Panama
www.pancanal.com

a. Web Portal:

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

(1) User profile and access package maintenance

The ACP provides each customer and registered agent access to a sponsor, who will approve access package requests for users within their organization to log into the Panama Maritime Single Window System (VUMPA).

However, in order for the customer or agent to access the VUMPA, the customer must have a Customer Code (CC) or Agent Code (AC) authorized by the 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 Panama Maritime Single Window System (VUMPA), the user may verify the status of each transaction. These forms or modules validate the submitted data and alert the user to missing or invalid data.

(2) Visit Management

- Create and modify a visit.
- Create a new vessel.
- Consult general information about an existing vessel (Vessel Information).
- Declare advanced vessel visit overall condition (Declaration).
- Declare visit information such as port of arrival, ETA, responsible customer and agent, draft, among others (Visit information).
- Declare services/itineraries within the Canal (Service Overview).
- Declare other shipping lines carrying commercial cargo and/or empty containers in the vessel's visit (Cargo Alliance).
- Declare and link Dead Tow components (DTU Components).
- Submit vessel documentation such as certificates and plans (Vessel Documents).
- Consult Neopanamax vessel's mooring schematics (Mooring Schematics).
- Consult financial, invoice and credit memos information. To quote, establish guarantees and/or pay for requested services.
- Consult vessel's Panama inspection result.

(3) Visit Information Declaration

- Vessel Class Certificate: To declare information regarding the Class Certificate.
- Naval Inspection Checklist: To declare the current condition of naval equipment.
- Passenger List Declaration: To declare the passenger date of birth, place of birth, port of origin, port of destination, id, among other personal information.
- Vessel Admeasurement Declaration: To declare vessel admeasurement preliminary information when visiting the Panama Canal for the first time.
- Vessel Cargo Declaration: To declare commercial cargo, dangerous cargo, and/or empty containers.

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

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

- a. Harmonized code for detailing cargo (6 digits), including cargo inside containers, required for non-dangerous cargo.
- b. 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.
- c. IMDG (UN) code for dangerous cargo.
- d. UN Port Codes for origin and destination ports.
- e. 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 date, the Business-to-Business option is available.

Note: Owners and operators of small crafts (up to 38.1 meters or 125 feet in length overall) without an authorized shipping agency are required to process their visits through the Small Craft Service Management (ASEM) tab in the Maritime Single Window System (VUMPA).

- Vessel Characteristics Changes Declaration: To declare any changes in vessel characteristics since the last vessel visit.
- Vessel Crew & Officers Declaration: To declare the personnel date of birth, place of birth, port of origin, port of destination, id, among other personnel information.

- Vessel Fuel Declaration: To declare type, amount and purpose of fuel on board, scrubber information and upload Bunker Delivery Note.
- Vessel Health and Quarantine Declaration: To declare stowaways, sick personnel, dead, among other information.
- Vessel Last 10 Visited Ports Declaration: To declare last 10 visited ports prior to arriving in Panama Canal Waters.
- Vessel Security Declaration: To declare information regarding the security officers and security certificate.
- Vessel Stability Declaration: To declare displacement and draft in salt water and fresh water.
- Vessel BAPLIE Declaration: To display declared BAPLIE information.

(4) Radio pratique requests

All radio pratique requests shall be sent through the Panama Maritime Single Window (VUMPA), in the Visit Management menu option called "Visit Information" and must comply with the Maritime Regulations for the Operation of the Panama Canal. The following information is required to process the request:

- a. Vessel Health and Quarantine Declaration, including a valid Ship Sanitation Control Certificate.
- b. Last 10 Ports before arriving to Panama Canal Water's Declaration.

For any questions regarding Radio Pratique, please contact the Admeasurement Unit at: optt-arp@pancanal.com (Balboa- Northbound Transits) and opt-ara@pancanal.com (Cristobal-Southbound Transits).

(5) My Visits and Information Compliance

To view the status of visits and information requirements and identify those that have pending items in VUMPA.

(6) Search Vessel

Vessel's search applying multiple filter criteria such as vessel name, SIN, IMO number, type.

(7) Green Connection

Initiative to recognize customers who demonstrate excellent environmental stewardship. View and create requests.

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

The B2B Gateway communication module provides ACP customers with 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 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 secure file transfer protocols (FTP).

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: *To properly understand the terms and processes defined herein, customers should be familiar with the business logic and flow of the ACP transit procedures, as well as the Panama Maritime Single Window System (VUMPA.) For details on the business logic and flow of the ACP transit procedures, please refer to:*

- Panama Canal Regulations:
<https://pancanal.com/en/maritime-services/maritime-regulations>
- OP Notices to Shipping:
<https://pancanal.com/en/maritime-services/notices-to-shipping>

(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.pancanal.com/eng/op/forms.html>

(b) The ACP reviews customer requests for access and, upon approval, provides the customer with a user ID and a password. These credentials grant access to the Maritime Service web module via My B2B menu option at <http://vumpa.gob.pa>. As part of the initial setup process, customers must complete the accreditation steps, which include configuring and programming the required files by submitting them to the ACP server, and test the submission procedure.

(c) The request shall be made via e-mail to operationservices@pancanal.com. The customer must define the preferred format (EDIFACT or XML) to be used.

Note: *The B2B Gateway module requires a 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 a 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/B2G Gateway.
- Client Data Requirements (CDR): This details all the procedures related to connecting to the B2B gateway for secure FTP.

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

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

(d) ACP issues a Transmission site ID for customer's server.

(e) Testing will begin once the customer has completed changes to his/her 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 to evaluate the effectiveness of their software 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 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:** This process is carried out in the production environment using actual vessels visit. Live and accurate data is transmitted through the B2B/B2G Gateway to the ACP production servers. The ACP then verifies integrity of the transmission and certifies the customer's 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 B2B Gateway technical manuals provided and to make the required changes on the customer's systems and servers. 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.

4. Panama Maritime Single Window (VUMPA) Registration Process

a. Procedure for Web Access:

(1) To access the Panama Maritime Single Window (VUMPA) a user ID and password are required. All Panama Canal registered agents (agent code holder) and Customers (customer code holder) are issued a sponsor user account.

(2) Authorized Panama Canal customers or agents should contact the Services, Information and Changes Unit (OPC-S) by e-mail at operationservices@pancanal.com or by the telephone (507) 272-4595. The Agents or Customers (vessels owners, charterers,

or operators) who require registration to be Panama Canal authorized Customers or Agents please refer to Section 6 of this Notice.

(3) The person assigned as the agent or customer sponsor is responsible for managing all company users' accounts and re-viewing audit logs and reports, for their respective organization.

(4) The sponsor's account can have the same capabilities as any other account regarding the submission of forms.

(5) Only the sponsor can approve access package requests.

(6) To request a sponsor account, a completed "Panama Maritime Single Window (VUMPA) – External Administration Request Form" (Form 337) is required. This form must include the agent or customer sponsor user information, which must be signed and submitted by each agent and/or customer representative to the ACP via e-mail at operationservices@pancanal.com

(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 operationservices@pancanal.com stating:

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

Note: *Shipping Customer Service Management Team will guide you with any additional required information.*

b. Related Charges

(1) Transmission site id for servers (B2B access module):

Two Basic certificates or Transmission site Ids: No Charge

Each additional certificate or Transmission site Ids server (up to 4 per customer): USD \$1,000

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.*

c. Training

An E-learning tool is available for authorized users as a training aid on the use of the Panama Maritime Single Window (VUMPA.) Access to this application is available to all registered users. Training kits are available online once the user is signed into the Panama Maritime Single Window (VUMPA) under the Customer Service column.

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. Please refer to Section 3 of this Notice.

Full container vessels arriving only for transit with cargo and/or empty containers are required to submit a BAPLIE file no later than 0900 hours of the day following the transit date. If the day following the transit date falls on a weekend or an official holiday, the BAPLIE file and a signed and stamped Container Summary form shall be received no later than 0900 hours of the first business day following the transit date. The transit date is the date of the vessel's arrival at the first set of locks. Failure to comply with this requirement will be considered a non-compliance with the BAPLIE file requirements and, consequently, the variable portion of the tolls invoice will be the product of multiplying the total TEU allowance (TTA) according to the Regulations for the Admeasurement of Vessels to Assess Tolls for the Use of the Panama Canal, by the corresponding rate or the sum of the products of multiplying the TEUS with cargo (TTL) and the empty TEUs aboard the vessel, whichever is greater.

Full container vessels scheduled to perform cargo operations in Panama ports prior to Canal transit should submit a BAPLIE file after port operation no later than 0900 hours of the day following the transit date. If the day following the transit date falls on a weekend or an official holiday, the BAPLIE file and a signed and stamped Container Summary form must be received no later than 0900 hours on the first business day following the transit date.

Note: A container summary shall be submitted through VUMPA.

Vessels with multiple transits during a single visit: For vessels scheduled to perform more than one transit during the same visit, starting from the second transit onward, the required information (refer to Section 3) must be submitted no later than 12 hours prior to the scheduled time of the next transit.

Please note that the same information provided for the first transit is required for all subsequent transits. This requirement is essential to ensure safe and expedited transit through the Canal.

Failure to provide the required information in a timely manner may result in delays in transit times and the application of additional charges. Security holds may also be imposed on every transit until the required information has been properly revised, and a risk assessment has been carried out.

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 Panama Maritime Single Window (VUMPA), under Visit Management includes a menu option called "Vessel Document", which allows users to submit vessel drawings, certificates, the vessel's picture, and other related documents.

(3) The ACP Help Desk provides 24-hour service to address technical issues related to the VUMPA and EVTMS.

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

- Technical Support..... support@pancanal.com
Tel. (507) 272-2222
- Registration and Accreditation operationservices@pancanal.com
Tel. (507) 272-4595
- Maritime Information Inquiries operationservices@pancanal.com

(5) The process of system registration (User/Password and/or the initiation of B2B/B2G accreditation process) takes a minimum of 5 working days.

5. Customer Code Issuance Procedure

a. Customer Code (CC)

The Customer Code (CC) is required to create a vessel's visit in the Panama Maritime Single Window (VUMPA), except for small crafts. Additionally, the assigned customer code for each vessel visit declaration will be used to generate the Customer Ranking List used on the transit slot booking competition. The latest CC procedure that can be reviewed on our website remains unchanged.

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

New customers shall fill out form 341 and send the required documentation by e-mail to operationservices@pancanal.com

1) The Services, Information and Charges Unit provides the assigned Customer Code to the customer.

2) The Services, Information and Charges Unit is available Monday through Friday from 7:00 a.m. to 3:30 p.m., at the following email: operationservices@pancanal.com

3) The request must be sent at least five days prior to the vessel's scheduled arrival date.

b. Agent Code Issuance Procedure (AC)

The Shipping Agency is a company domiciled in the Republic of Panama authorized by the vessel's owner, operator, or charterer through the form prescribed by the Authority, granting them the power to represent the vessel. To become an authorized shipping agent, the following information must be sent to operationservices@pancanal.com:

1) Application to be Considered Authorized Shipping Agent Form available at the following web link: <https://pancanal.com/en/maritime-services/customer-forms/> 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 establishes 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 to the Social Pact. In the case of a 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 consign 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 the ACP. For additional information contact our financial office by phone at (507) 272-7807.
- 7) Copy of personal identity card or passport of the legal representative, or general attorney or special registered attorney. Changes of legal representatives should be communicated and registered in the ACP.
- 8) The Services, Information and Charges Unit provides the assigned Agent Code to the Shipping Agent.
- 9) The Services, Information and Charges Unit is available Monday through Friday from 7:00 a.m. to 3:30 p.m., at the following e-mail: operationservices@pancanal.com
- 10) The process of generating an AC takes a minimum of 20 working days.

6. 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 comply with this requirement 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. Uploading BAPLIE files: BAPLIE is a standard United Nations (UN) message used to transmit information about equipment and goods on a means of transport, including their location. The message utilizes standard UN port and container size codes. The ACP’s Panama Maritime Single Window (VUMPA) accepts the uploading of BAPLIE EDI-type files from the principal operator and/or the local ship agency responsible for the vessel’s visit.

Panama Canal tolls for full container vessels shall be the result of adding:

1. A fixed tariff depending on the locks utilized and the vessel size category (regular, super or Neopanamax),
2. The product of multiplying the vessel's total TEU allowance (TTA) according to the Regulations for the Admeasurement of Vessels to Assess Tolls for the Use of the Panama Canal, by the corresponding rate according to the applicable category,
3. The product of multiplying the number of TEUs with cargo (TTL) aboard while transiting the Canal, by the corresponding rate according to the applicable category, which corresponds to the variable portion; and
4. The product of multiplying the number of empty TEUs aboard while transiting the Canal, by the corresponding rate according to the applicable category, which corresponds to the variable portion.

To apply these rates, the Authority shall determine the TEU with cargo aboard the vessel during transit based on the information the vessel's representatives submitted within a period determined by the Authority.

Notwithstanding the foregoing, if the information submitted by the vessel is incorrect, inadequate, incomplete, insufficient, untimely, or inconsistent, the tolls shall be determined by adding:

1. A fixed tariff depending on the locks utilized and the vessel size category (regular, super or Neopanamax.)
2. The product of multiplying the vessel's total TEU allowance (TTA) according to the Regulations for the Admeasurement of Vessels to Assess Tolls for the Use of the Panama Canal, by the corresponding rate according to the applicable category.
3. The product of multiplying the total TEU allowance (TTA) according to the Regulations for the Admeasurement of Vessels to Assess Tolls for the Use of the Panama Canal, by the corresponding rate or the sum of the product of multiplying the TEUs with cargo (TTL) and the empty TEUs aboard the vessel while transiting the Canal by the corresponding rate which corresponds to the variable portion, whichever is greater.

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 no later than 0900 hours the day following the transit date. However, if the day following the transit date falls on a weekend or an official holiday, the BAPLIE file and a signed and stamped Container Summary form shall be received no later than 0900 hours on the first business 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 a signed and stamped updated Container Summary (Form 4510) should be declared after departing such port, but prior to 0900 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 for transit only (no port calls at any of the terminal ends of the Panama Canal, including Manzanillo or Coco Solo before transit) are not required to submit a BAPLIE file. A vessel is in ballast when she transits with no commercial cargo on board. An empty container on board invalidates the ballast condition.

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) before transit, shall declare their cargo condition (draft, visibility and displacement) after departing such port, but no later than 0900 hours the day following the transit date or business day if a weekend or holiday.

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 total TEUs declared quantity between the BAPLIE file, and the Container Summary given/submitted by the vessel's master. In case the total TEUs quantity declared in the BAPLIE, and the Container Summary are the same, the variable portion (TTL and TTE) will be determined by the ACP based on the highest declared quantities between the BAPLIE file and the Container Summary submitted.

Extensions to the 0900 hours deadline may be requested by the vessel's local agency through the Panama Maritime Single Window (VUMPA), using the option "BAPLIE Late Verification Request." Additional charges shall be applied as per the current tariff.

If no BAPLIE and Container Summary files are uploaded during the above mentioned time period, the variable portion of the Tolls invoice will be the product of multiplying the total TEU allowance (TTA) according to the Regulations for the Admeasurement of Vessels to Assess Tolls for the Use of the Panama Canal, by the corresponding rate or the sum of the products of multiplying the TEUS with cargo (TTL) and the empty TEUs aboard the vessel while transiting the Canal by the corresponding rate, whichever is greater.

Any issue regarding the uploading of the required BAPLIE and Container Summary files shall be addressed to Support@pancanal.com and to ACP Admeasurement Unit at OPTT-AS@pancanal.com. The ACP will evaluate the arguments presented and determine whether the files are accepted, based on the aforementioned periods. Note: The charges described shall be applied.

If a vessel announces via the Panama Maritime Single Window (VUMPA) 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 in ballast 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). 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 Panama Maritime Single Window (VUMPA).

c. 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 Panama Maritime Single Window (VUMPA) 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.

d. 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

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

E-mail: cargoinfo@pancanal.com

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

(3) For toll basis calculation information, contact the Admeasurement Unit:

E-mail: OPTT-AS@pancanal.com

Telephone: (507) 272-4567

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

E-mail: OPTS-CP1@pancanal.com

Telephone: (507) 272-4215

or the Canal Port Captain, North:

E-mail: OPTN-CP1@pancanal.com

Telephone: (507) 443-2202/2207

(5) A detailed contact list is available at the following web link:
<https://pancanal.com/en/address-list>

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.

e. Submission of drawings: Drawings may be submitted via e-mail to the Transit Operations Division at: PlanApproval@pancanal.com. This service involves fees according to the current tariff manual.

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 AUTOCAD. All drawing and letter files should be compressed together into one zip/7z/rar file. Files exceeding 10MB must not be included within the compressed file, instead it must be sent in their original format.

(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.

f. Customer Comments Regarding Maritime Services: Finally, to enhance the quality of service provided to our customers, the ACP has improved the process of managing complaints, recommendations and recognition. Please send your comments to:

Contact: Services, Information and Charges Unit (OPC-S)

E-mail: operationservices@pancanal.com

Telephone: (507) 272-4595

Mail: PANAMA CANAL AUTHORITY
Services, Information and Charges Unit (OPC-S)
Vice Presidency for Operations
Building 729
Balboa-Ancon, Panama



Boris Moreno Vásquez
Vice President for Operations