



337 (OP-AC)  
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AUTORIDAD DEL CANAL DE PANAMÁ  
Unidad de Administración de Recursos y Proyectos / Resources and Projects Management Unit

## Panama Maritime Single Window (VUMPA)

### External Administration Request

(See instructions and responsibility clauses on the back of this form)

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

- Create UserID       Update additional information       Deregister UserID       Reset password

#### SECTION 2 - General Information

1. Company name \*: \_\_\_\_\_ 2. Agents/Customer Code \* \_\_\_\_\_
3. Company e-mail address: \_\_\_\_\_  
(email with company domain, for example: operations@companydomain.com)
4. Account requested for \*: \_\_\_\_\_ 5. User ID\*: \_\_\_\_\_  
(First name, middle initial, last name) (Not required to create UserID)
6. ID \*: \_\_\_\_\_  Personal ID  Passport  Driving License
7. Country of issuance: \_\_\_\_\_  
(Personal ID, passport or driving license)
8. Gender:  Male  Female 9. Date of birth: \_\_\_\_\_ (mm/dd/yy)
10. Designation (Position Title): \_\_\_\_\_ 11. Department: \_\_\_\_\_
12. Phone number: \_\_\_\_\_ 13. Country Code: \_\_\_\_\_
14. Fax number: \_\_\_\_\_ 15. Country Code: \_\_\_\_\_
- 16 Personal e-mail address: \_\_\_\_\_  
(company email for the user, for example jsmith@companydomain.com)

#### SECTION 3 – Access Required for:

17.  Business to Business Gateway (B2B)
18.  Vumpa Administration (Agents and Customers only)
19.  Vumpa User (Customers only)
20.  Enhanced Vessel Traffic Management System (EVTMS)Agents

#### SECTION 4 - Organization's Authorization Information

**I certify, to the best of my knowledge and belief, the above information is true and correct. Therefore, I hereby authorized the above described person for the requested access (Section 3). In addition, I have read all the instructions and the responsibility clauses on the reverse of this page.**

21. Name of Company's representative: \_\_\_\_\_  
(First name, middle initial, last name)

22. Signature of Company's representative: \_\_\_\_\_

23. Date: \_\_\_\_\_ (mm/dd/yy)

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### External Administration Request

(See instructions and responsibility clauses on the back of this form)

#### INSTRUCTIONS TO COMPLETE THE FORM:

This form allows for any of the following 4 options:

Create user, update additional information, deregister users, reset passwords for administrators.

On section 1 of the form, you should only select one of the five available options. Depending on which one you select, you may or may not have to fill remaining sections:

1. Create UserID. You need to fill all remaining sections (2, 3 and 4).
2. Update (UserID) Additional Information. You must fill sections 1 and 4.  
Depending on your need, also select section 2 or 3 to enumerate only the changes requested.
3. Deregister UserID. You need to fill sections 1 and 4.
4. Reset Password. You need to fill sections 1 and 4.

All available fields in sections are numbered to ease its identification. There are a maximum of twenty-two fields that any user might have to complete before submitting the form:

1. Company Name: Name of Organization where person is employed and has a current commercial relationship with ACP.
2. Short name: Code provided by ACP when organization was registered.
3. Company Email Address.
4. Account requested for: First name followed by last name of owner of userid requested.
5. User ID: Not required to create a userid. Required to reset password.
6. ID: In case a passport is not available, owner of user id might present his/her driving license number. Panamanian citizens shall provide cedula's number. ACP employees shall provide identification number (IP).
7. Country of issuance: Name of country who issued the passport, driving license or ID.
8. Gender: Check one of the available boxes.
9. Date of birth: Date shall be in two-digit format for day, month and year.
10. Designation: Position title of the owner of the userid requested
11. Department: Organizational unit of the owner of the userid requested.
12. Phone number: include applicable area code.
13. Country Code for phone number stated in field 12.
14. Fax number: include applicable area code.
15. Country Code: country code for fax number stated in field 14.
16. Personal Email Address: is the requested user's email in the organization.
17. Apply for B2B Gateway access to transmit massive data from server to server.
18. Apply for Vumpa Administration only Agents and Customers
19. Apply for Vumpa User only for Customers
20. Apply for EVTMS access.
21. Name of Company's representative: First name, followed by last name of person requesting the creation or change of Information on a userid.
22. Signature of Company's representative.
23. Date: Date of request in month, day and year format.

#### RESPONSIBILITY CLAUSES:

ACP is not liable for any actions that the designated Administrator execute on the Maritime Service Portal System on behalf of his/her company. Neither for any action performed for the users created, update or configured by this Administrator.

All users approved as Administrator of the company, act on behalf of their company in the Maritime Service Portal. The Administrators have the responsibility to create, activate, inactivate, change passwords, and assign responsibilities or functions to those users in the Maritime Service Portal. All actions performed by the administrators and the users created or updated by him are under the company's responsibility.

The Client are forced to use the authorized accounts only to access the information contained in this Service Portal, to which is given access. The information contained in the Maritime Services Portal will be exclusively for the client use for the purpose of running services to maritime trade efforts, and may not be used, disclosed or otherwise shared by this in favor of third parties.

The Client acknowledges that information obtained through the Maritime Service Portal can put at risk the safety of navigation and therefore declares that he undertakes to:

1. Not to disclose, in any way, information obtained through the Maritime Services Portal or its data.
2. Establish access to the system or its information control processes that prevent access to it by people who do not work for the client.
3. Implement the necessary measures in order to avoid that the system may be accessed by unauthorized users.
4. Develop policies and usage guidelines applicable to the personnel who will have access to the data or the Maritime Service Portal, as to ensure the proper use of the same with clear identification of the legal responsibilities for the unauthorized use of the system.
5. Do not share the access granted.
6. Access control processes, policies and usage guidelines as well as the list of authorized personnel to use the Maritime Service Portal and/or its data, shall be submitted to the ACP when required.