

# OP NOTICE TO SHIPPING No. N-3-2022



Communication  
on Transit  
Activities





January 1, 2022

## **OP NOTICE TO SHIPPING No. N-3-2022**

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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-3-2021. 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 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 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.

**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 prior to arriving in Panama Canal Waters.
  - 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 Panama Maritime Single Window System (VUMPA.) 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 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 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 38.1 meters -125 feet- in length) owners and operators with no authorized shipping agency are required to visit the ACP Admeasurement Unit at Bldg. 729 or at Bldg. 1000, Cristobal. However, small craft owners and operators are still required to provide the required information not less than 96-hour in advance as indicated in Article 30 of the Regulation on Navigation in Panama Canal waters.*

**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 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:** *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 Panama Maritime Single Window System (VUMPA.) 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>
- NT 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.pancanal.com/eng/op/forms.html>

(b) ACP reviews customer requests for 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.pancanal.com/eng/op/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@pancanal.com](mailto:customerservice@pancanal.com). The customer has to define the preferred format (EDIFACT or XML) that will be utilized.

**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 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): Details all procedures relating to connecting to B2B gateway for 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 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 in order to evaluate his/her 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 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/B2G Gateway to the ACP production servers. The ACP will verify appropriate transmission and certify 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. 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 an administrator user account and password.



(2) Panama Canal authorized customers or agents shall contact the ACP Shipping Customer Service Team at the e-mail [customerservice@pancanal.com](mailto:customerservice@pancanal.com) or at 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 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, a completed "Panama Maritime Single Window (VUMPA) – External Administration Request Form" (Form 337) is required, 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](mailto: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](mailto:customerservice@pancanal.com) stating:

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

**Note:** *Shipping Customer Service Team will guide you in 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 certificates 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 with an assigned user ID and password. Training kits are available online once the user is signed into the Panama Maritime Single Window (VUMPA) under the Customer Service tab for the following modules:

- (1) Web Service Portal
- (2) Off-line Web Forms
- (3) Business-to-Business Gateway (B2B)

### **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
- 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

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 based on full capacity.

Full container vessels scheduled to perform cargo operations in Panama ports prior to Canal transit should submit a BAPLIE 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 of the first business day following the transit date.

NOTE: A container summary shall be submitted through email to [optt-as@pancanal.com](mailto:optt-as@pancanal.com).

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, such as fuel amount, among others.
- Facilities & Naval Equipment condition

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 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 Panama Maritime Single Window (VUMPA) 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 VUMPA, EVTMS and CSMS.

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

- International Call Center ..... Tel. + 65 6887-7288
- Technical Support..... [support@pancanal.com](mailto:support@pancanal.com)  
Tel. (507) 272-2222
- Registration and Accreditation ..... [Customerservice@pancanal.com](mailto:Customerservice@pancanal.com)  
Tel. (507) 272-4595
- Maritime Information Inquiries ..... [Customerservice@pancanal.com](mailto:Customerservice@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 in order to create a vessel's visit in the Panama Maritime Single Window (VUMPA), with the exception of small crafts. 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 Section. The following information can be sent by email:

- Complete Company Address



- Phone Number
- Fax Number
- Email Address
- Web Site
- Official Contact Person

2) The ACP Shipping Customer Service Team sends back the assigned Customer Code to the customer.

3) The Shipping Customer Service Team is available Monday through Friday from 7:00 a.m. to 3:30 p.m., at the following email: [customerservice@pancanal.com](mailto:customerservice@pancanal.com)

4) 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 that has been authorized by the owner, operator or charterer 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](mailto:customerservice@pancanal.com):

1) Request to become Authorized Shipping Agent Form (Form 3676), available at the following web link: <http://www.pancanal.com/common/maritime/forms/3676-Rev20181108.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 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 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 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 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 representative should be communicated and registered in the ACP.

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

9) The Shipping Customer Service Team is available Monday through Friday from 7:00 a.m. to 3:30 p.m., at the following email: [customerservice@pancanal.com](mailto:customerservice@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. 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 Panama Maritime Single Window (VUMPA);

(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 Panama Maritime Single Window (VUMPA), 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 before arriving to Panama Canal Water's Declaration

For any question regarding Radio Pratique, please contact the Admeasurement Unit at: [OPTT-ARP@pancanal.com](mailto:OPTT-ARP@pancanal.com) (Balboa) and [OPTT-ARA@pancanal.com](mailto:OPTT-ARA@pancanal.com) (Cristobal).

**d. 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 on the means of transport. The message uses 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:

**a.** The product of multiplying the vessel's total TEU allowance 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; and

**b.** The product of multiplying the full total number of TEU allowance with cargo aboard while transiting the Canal, by the corresponding rate, which corresponds to the variable tolls portion.

For the purpose of applying these rates, the Authority shall determine the TEU with cargo aboard the vessel during transit based on the information that to this effect the vessel representatives shall submit, within a period determined by the Authority.

Notwithstanding the foregoing, if the information submitted by the vessel is incorrect, inadequate, incomplete, insufficient, or untimely, or disagrees with each other, the tolls shall be the result of adding:

**a.** The product of multiplying the vessel's total TEU allowance 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; and

**b.** The product of multiplying the full total number of TEU allowance with cargo aboard while transiting the Canal, by the corresponding rate, which corresponds to the variable tolls portion.

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 of 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 declared quantity between the BAPLIE file and the Container Summary given/submitted by the vessel's master.

Extensions to the 0900 hours deadline may be requested by the vessel's local agency through the Panama Maritime Single Window (VUMPA).

- If the extension request and the BAPLIE file are received prior to 1000 hours on the day following the transit date, a late verification tariff for containers in full container vessels based on Total TEU Allowed (TTA).
- If the extension request and the BAPLIE file are received after 1000 hours but prior to 1000 hours on the second day following the transit date, a late verification tariff for containers in full container vessels based on Total TEU Allowed (TTA).
- If the extension request and the BAPLIE file are received after 1000 hours on the second day after transit but prior to 1000 hours on the fifth day following the transit date, a late verification tariff for containers in full container vessels based on Total TEU Allowed (TTA).

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 addressed to [Support@pancanal.com](mailto:Support@pancanal.com) and to ACP Admeasurement Unit at [OPTT-AS@pancanal.com](mailto:OPTT-AS@pancanal.com) and [OPTT-A@pancanal.com](mailto:OPTT-A@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 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](mailto: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](mailto:ETA@pancanal.com)

**Telephone:** (507) 272-4200

**Fax:** (507) 272-3976

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

**E-mail:** [cargoinfo@pancanal.com](mailto:cargoinfo@pancanal.com)

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

**Fax:** (507) 272-3015

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

**E-mail:** [OPTT-AS@pancanal.com](mailto:OPTT-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](mailto:OPTS-CP1@pancanal.com)

**Telephone:** (507) 272-4215

**Fax:** (507) 272-5280

or the Canal Port Captain, North:

**E-mail:** [OPTN-CP1@pancanal.com](mailto: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.

**e. Submission of drawings:** Drawings may be submitted via e-mail to the Transit Operations Division at: [OPTS-AN@pancanal.com](mailto: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 AUTOCAD. All drawing and letter files should be compressed together into one zip/7z/rar file. File 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.

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

**Courier Mail:** PANAMA CANAL AUTHORITY  
Transit Operations Division (OPT)  
Building 910, La Boca  
Balboa-Ancon, Panama  
Telephone: (507) 272-4191/4296

**Regular Mail:** PANAMA CANAL AUTHORITY  
Transit Operations Division (OPT)  
Balboa-Ancon, Panama

NOTE: If other means of delivery is to be used, you shall contact the Transit Operations Division to coordinate its approval.

**f. 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:** Shipping Customer Service Team

**E-mail:** [customerservice@pancanal.com](mailto:customerservice@pancanal.com)

**Telephone:** (507) 272-4595

**Fax:** (507) 272-0451

**Mail:** PANAMA CANAL AUTHORITY  
Shipping Customer Service Team  
Vice Presidency for Operations  
Building 729  
Balboa-Ancon, Panama

**ORIGINAL SIGNED**

Ilya R. Espino de Marotta  
Deputy Administrator and Vice President for Operations