



ACP DIGITAL SIGNATURE - REGISTRATION PROCEDURE

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INTRODUCTION

The ACP has implemented electronic digital signature for security reasons in two different processes within the following systems:

- **EDCS (ELECTRONIC DATA COLLECTION SYSTEM):** digital signature required to submit transit booking request, only for steamship agents.
- **CSMS (CUSTOMER SERVICES MANAGEMENT SYSTEM):** digital signature required to manage all security access within the organization (create users, change profile, change passwords, etc), and it will be also required to submit maritime guarantees to ACP (available only to bank users).

EDCS process

- a. To access EDCS, a userID and password are required. All Panama Canal registered agents (agent code holder) and maritime lines (customer code holder) are issued an administrator user account and password.
- b. The person assigned for the agent/customer administrator account is responsible for the administration of all accounts, view all audits logs and reports, and requests for additional user accounts for its code, in this regard the agent administrator will only be able to de-activate an account, i.e., personnel taking vacation or personnel no longer working with the agency, and re-activate, i.e., personnel returning from vacation.
- c. The administrator account will have the same capability as any other account regarding the submission of forms; however, only the ACP can create additional user accounts requested by the agent administrator.

CSMS process

- a. A userID and password are required to access the system. All Panama Canal registered agents (agent code holder) , maritime lines (customer code holder) and Maritime Guarantors (banks) are issued an administrator user account and password.
- b. The person assigned as administrator for the organization is responsible for the administration of the creation and updates of all users' account within the organization: de-activate or re-activate an account, change passwords, create new user's accounts, change personal information for the bearer's account or assign the authorized profiles. Therefore, this administrator requires a digital signature issue by ACP.
- c. For those user's within the bank with profiles authorized to submit guarantee, in addition to the userID and password, a digital signature is required.

Request Access process

- (1) A completed "User's Administrator Request" (either for CSMS or EDCS, respectively) is required, containing administrator and/or user information. The user's administrator request form must be signed by each agent/customer representative. All additional user's request must be signed by the assigned administrator. The form shall be scanned and send to the following electronic e-mail:
 - a. Agents and Customer forms to: edcs_registration@pancanal.com; with copy to support@pancanal.com; helpdesk@pancanal.com
 - b. Banks forms to: helpdesk@pancanal.com

These forms are available at the following web link:
<http://www.pancanal.com/eng/maritime/forms.html>

- (2) When the user's administrator is created, the system will automatically send the userID by e-mail and the password through the given user's fax.
- (3) When banks/agent administrator users and/or other user's with the profile to submit Guarantee are created, the assigned organization's administrator shall contact ACP to: (helpdesk@pancanal.com) for the appointment to get the digital signature.

Related Nominal Charges:

User's administration

1. Basic user (Account administrator): No Charge
2. Additional users (First 10): No Charge
3. Additional users (11 and up): USD \$ 50.00

Digital certificate

1. Steamship Agent administrator (including token) (1): No Charge
2. Banks Guarantor administrator and additional users (including token) (5): No charge
3. Additional digital certificate (including token): USD \$ 90.00 each
4. Renewal and/or new digital certificate issuance (-no token): USD \$ 25.00
5. New digital certificate (loss of token): USD \$ 90.00

Note: (a) Due to security reasons, the digital certificate has not procedures to change password. Therefore, after 3 erroneous passwords entry, the certificate will be blocked. Thereafter, a new digital certificate issuance shall be requested. (b) Additionally, in order to use the digital signature, some specific software's are required to be installed in the station/PC where the process is been done. (c) For the submittal of guarantee processes (banks) there is a maximum of 5 tokens at no charge.