



CANAL DE PANAMÁ

SUPPLIERS PAYMENT PORTAL



USER GUIDE

**HOW TO CREATE AND REGISTER A
NEW INVOICE**

**QUERY YOUR INVOICE STATUS
AND PAYMENTS**

Bienvenidos

Bienvenido al portal de pago a proveedores de la Autoridad del Canal de Panamá. Este portal ha sido diseñado para la presentación de facturas y su respectiva documentación. Para cualquiera consulta adicional, favor de contactarnos al correo electrónico PortalProveedores@pancanal.com.

apps.pancanal.com says

¿Está seguro que desea cambiar el idioma actual de la página?, será redireccionado a la página principal y perderá el progreso actual.

OK

Cancel

Welcome

Welcome to the Panama Canal Authority's Supplier Payment Portal. This tool is designed for the presentation of supplier invoices and their respective documentation. For queries, please contact us by email at PortalProveedores@pancanal.com.

Supplier
Sign in

Employee
Sign in



The Panama Canal Authority accepts prompt payment discount offers. [Read more](#)

Menu

(click on the menu list to go directly to the desire subject)

1. [Invoice Requirements](#)
2. [How to search for your purchase order](#)
3. [Create a new invoice and attach an invoice image](#)
4. [Payments Query](#)
5. [Rejected Invoices](#)



Supplier Payment
Portal

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Welcome

Welcome to the Panama Canal Authority's Supplier Payment Portal. This tool is designed for the presentation of supplier invoices and their respective documentation. For queries, please contact us by email at PortalProveedores@pancanal.com.

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Sign in

Employee
Sign in

1. REQUIREMENTS FOR INVOICE ACCEPTANCE



Invoices of foreign or Non-Resident suppliers of the Republic of Panamá must comply with the following requirements to be accepted:

- The **invoice** must be completely **legible**.
- **Legal name** to whom the purchase order or contract was issued or awarded.
- Supplier or contractor's **physical address**
- **Number** and **date** of invoice. Invoice numbering must be **unique**
- **Description of the good or service**, purchase order or contract justification. A breakdown of the goods / services provided is required. When payment is made to a non-resident company for the installation of equipment, technical support services, training, consultancy or other services provided by the non-resident company, withholding tax is applied on the service fees.
- Quantity, price and total amount of the goods purchased or services rendered.



- The invoice must **not include taxes**.
- **The purchase order number** corresponding to the invoice. You should only include (1) purchase order number
- Invoice **currency must be USD**
- If the supplier / contractor has offered prompt-pay, the following text must be included on the invoices submitted for payment: **"This invoice offers prompt-pay discount"**



Failure to comply with any of the requirements listed is subject to an invoice rejection.

2. SEARCH FOR YOUR PURCHASE ORDER – choose one of the filters



Select Search Filter



- All Purchase Orders
- Search by Invoice Number
- Search by Description
- Search by Purchase Order

Filter by

Invoice Status

- Draft
- Sent
- Received
- Evaluation
- In Process
- Paid
- Rejected

Date range

- 1 Month
- 2 Months
- 3 Months
- 12 Months

Payment Provider Portal



ATTACH INVOICE



PAYMENTS QUERY



NOTIFICATIONS

Showing Purchase Orders for "Attach Invoices"

Showing 10 Records

Records

Sort by

P/O Date

The requested search returned no results

Search by All Purchase Orders



Payment Provider Portal

Feedback Antonella Log O

EMPRESA X
RUC 2069791-1-7512

All Purchase Orders 

 ATTACH INVOICE  PAYMENTS QUERY  NOTIFICATIONS



Showing Purchase Orders for "Attach Invoices"

Showing Records | Sort by

Purchase Order Number	454541
Date	28-Jul-2020
Amount	1,589.85
Buyer	MORGAN SOTO, MARLENE DEL CARMEN
Buyer phone	443- 4603
E-Mail	marmorgan@pancanal.com
Billed Amount	25.00

Vendor Name	EMPRESA XYZ
Description	Chaneles
Purchasing site	CALLE 64 OESTE
Bill to	720004.L.FACO-FACT Oficina Central de Recibo de Facturas
RUC	2069791-1-751271 <input type="text" value="DV"/> <input type="text" value="7"/>
Payment Site	ACH LOCAL

[VIEW INVOICE](#)

Purchase Order Number	454056
Date	21-Jul-2020
Amount	179.90
Buyer	MARTINEZ, DAMARIS ESTHER DE
Buyer phone	276-2913
E-Mail	demartinez@pancanal.com
Billed Amount	0.00

Vendor Name	EMPRESA XYZ
Description	NTDA-TOR / ART 50 B / PR 1005597 / BRAZO HIDRAULICO
Purchasing site	CALLE 64 OESTE
Bill to	720004.L.FACO-FACT Oficina Central de Recibo de Facturas
RUC	2069791-1-751271 <input type="text" value="DV"/> <input type="text" value="7"/>
Payment Site	ACH LOCAL

[VIEW INVOICE](#)

Filter by

Invoice Status

- Draft
- Sent
- Received
- Evaluation
- In Process
- Paid
- Rejected

Date range

- 1 Month
- 2 Months
- 3 Months
- 12 Months

[SEARCH](#) 

[CLEAR](#)



Need help?
Call: 272-7777

Search by Purchase Order



Payment Provider Portal

Feedback Antonella Log Out

EMPRESA XYZ
RUC 2069791-1-75127

Search by Purchase Order



454541



Filter by

Invoice Status

- Draft
- Sent
- Received
- Evaluation
- In Process
- Paid
- Rejected

Date range

- 1 Month
- 2 Months
- 3 Months
- 12 Months

SEARCH

CLEAR



Need help?
Call: 272-7777

ATTACH INVOICE PAYMENTS QUERY NOTIFICATIONS

Showing Purchase Orders for "Attach Invoices"

Showing 10 Records | Sort by P/O Date

Purchase Order Number	454541
Date	28-Jul-2020
Amount	1,589.85
Buyer	MORGAN SOTO, MARLENE DEL CARMEN
Buyer phone	443- 4603
E-Mail	marmorgan@pancanal.com
Billed Amount	25.00

Vendor Name	EMPRESA XYZ
Description	Chaneles
Purchasing site	CALLE 64 OESTE
Bill to	720004.L.FACO-FACT Oficina Central de Recibo de Facturas
RUC	2069791-1-751271 DV 7
Payment Site	ACH LOCAL

VIEW INVOICE

Search by Description



Payment Provider Portal

ATTACH INVOICE PAYMENTS QUERY NOTIFICATIONS

Search by Description

CHANEL

Showing Purchase Orders for "Attach Invoices"

Showing Records | Sort by

Purchase Order Number	454541
Date	28-Jul-2020
Amount	1,589.85
Buyer	MORGAN SOTO, MARLENE DEL CARMEN
Buyer phone	443- 4603
E-Mail	marmorgan@pancanal.com
Billed Amount	25.00

Vendor Name	EMPRESA XYZ
Description	Chaneles
Purchasing site	CALLE 64 OESTE
Bill to	720004.L.FACO-FACT Oficina Central de Recibo de Facturas
RUC	2069791-1-751271 DV 7
Payment Site	ACH LOCAL

[VIEW INVOICE](#)

Filter by Invoice Status

- Draft
- Sent
- Received
- Evaluation
- In Process
- Paid
- Rejected

Date range

- 1 Month
- 2 Months
- 3 Months
- 12 Months

[SEARCH](#)

[CLEAR](#)



Need help?
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3. Create a new invoice and attach the image



After you find your purchase order click on:

1. View Invoice
2. New Invoice

ATTACH INVOICE PAYMENTS QUERY NOTIFICATIONS

Showing Purchase Orders for "Attach Invoices"

Showing 10 Records | Sort by P/O Date

Purchase Order Number	454541	Vendor Name	EMPRESA XYZ
Date	28-Jul-2020	Description	Chaneles
Amount	1,589.85	Purchasing site	CALLE 64 OESTE
Buyer	MORGAN SOTO, MARLENE DEL CARMEN	Bill to	720004.L.FACO-FACT Oficina Central de Recibo de Facturas
Buyer phone	443- 4603	RUC	2069791-1-751271 DV 7
E-Mail	marmorgan@pancanal.com	Payment Site	ACH LOCAL
Billed Amount	25.00		

1
VIEW INVOICE

ATTACH INVOICE PAYMENTS QUERY NOTIFICATIONS

Purchase Order Detail

Purchase Order Number	454541
Amount	1,589.85
Billed Amount	25.00
Total Amount Due	1,564.85

Vendor Name	EMPRESA XYZ
Description	Chaneles
Date	28-Jul-2020

2

+ New invoice Excel Show Pending

Invoice Detail and Attachments

- 1. Invoice Number
- 2. Invoice Date
- 3. Invoice Amount
- 4. Add File

INVOICE WILL BE ACCEPTED DURING PANAMA CANAL WORKING DAYS AND HOURS: MONDAY – FRIDAY (07:15 – 16:15). INVOICES REGISTERED AFTER 16:15 WILL BE RECEIVED THE NEXT WORKING DAY

Invoice Detail

Invoice Number	<input type="text" value="1"/>
Invoice Date	<input type="text" value="2"/>
Invoice Amount	0.00 <input type="text" value="3"/>
Pay Site	ACH LOCAL <input type="text" value="v"/>
Payment term	Neto 30 dias <input type="text" value="v"/>
Invoice Received Date	<input type="text" value=""/>
Commentary	<input type="text" value=""/>

Attachments

Only PDF format will be accepted

Attach an Invoice image

Attach files

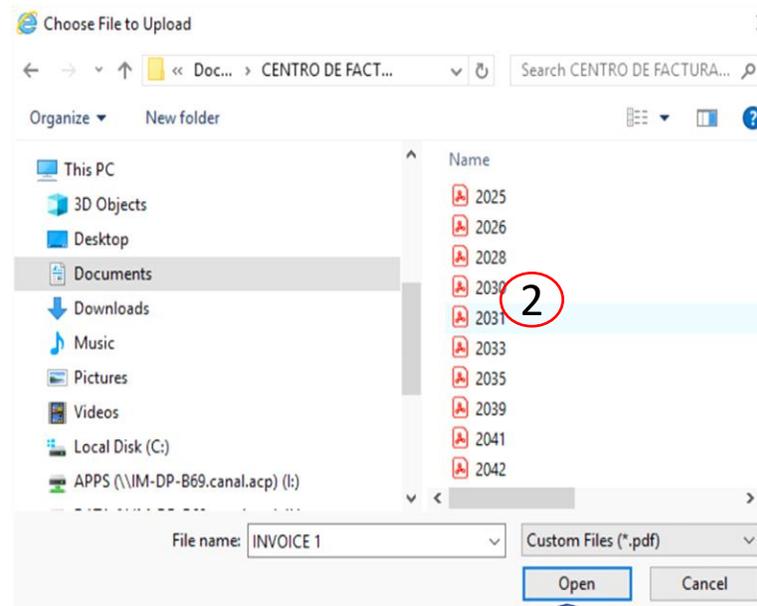
Attachment Type: Invoice Search

Attachments created

Name	Attachment Type	Size
The requested search returned no results		

Attach File

1-Search



2-Select File - Open

Attach files

Attachment Type: Invoice Search

Attachments created

Name	Attachment Type	Size	
2039	INVOICE	187 KB	

Attach File

Close

3- Attach File (Yellow highlighting confirms that the file has been attached)

4- Close

When you finish attaching the invoice image click on:

1. Save Change
2. Send to Review
 - i. Verify that both buttons disappear
3. Verify that status is **Sent**

ATTACH INVOICE PAYMENTS QUERY NOTIFICATIONS

Purchase Order Detail

1 — 2 — 3 — 4
Invoice Details Attachments Sent Received

Save Change

1

Purchase Order Detail

Purchase Order Number	454541	Vendor Name	EMPRESA XYZ
Amount	1,589.85	Description	Chaneles
RUC	2069791-1-751271	Date	28-Jul-2020

Purchase Order Detail

1 — 2 — 3 — 4
Invoice Details Attachments Sent Received

Save Change

Send To Review

2

Purchase Order Detail

Purchase Order Number	454541	Vendor Name	EMPRESA XYZ
Amount	1,589.85	Description	Chaneles
RUC	2069791-1-751271	Date	28-Jul-2020

✓ Your invoice information was saved. The invoice will not be delivered to the ACP until you click on "Send To Review" button.

Invoice will not be delivered to the Panama Canal until you click on "Send to Review" button.



Purchase Order Detail

1 — 2 — 3 — 4
Invoice Details Attachments Sent Received

Purchase Order Detail

Purchase Order Number	454541	Vendor Name	EMPRESA XYZ
Amount	1,589.85	Description	Chaneles
RUC	2069791-1-751271	Date	28-Jul-2020

4. PAYMENTS QUERY – Choose one the filters to search (view examples on pages 15-17)



Payment Provider Portal

ATTACH INVOICE PAYMENTS QUERY NOTIFICATIONS

Search by Purchase Order

All Purchase Orders

Search by Invoice Number

Search by Purchase Order

Search by Payment Number

1

Filter by

Invoice Status

- Draft
- Sent
- Received
- Evaluation
- In Process
- Paid
- Rejected

Date range

- 1 Month
- 2 Months
- 3 Months
- 12 Months

SEARCH

2

CLEAR

Filter by Invoice Date

Start date

End date

Search

Showing 10 Records | Sort by Invoice Number

Please use date filter to improve search.

The requested search returned no results

PAYMENTS QUERY

Search by Purchase Order

The screenshot displays the 'Payment Provider Portal' interface. At the top left is the Canal de Panamá logo. The main header area contains three navigation tabs: 'ATTACH INVOICE', 'PAYMENTS QUERY' (highlighted with a red box and circled '1'), and 'NOTIFICATIONS'. Below the header, there is a search section with a dropdown menu set to 'Search by Purchase Order' (circled '2') and an input field containing '462245'. To the left of the main content is a sidebar with filter options under 'Filter by', including 'Invoice Status' (Draft, Sent, Received, Evaluation, In Process, Paid, Rejected) and 'Date range' (1 Month, 2 Months, 3 Months, 12 Months). Below the filters is a 'SEARCH' button (circled '3'). The main content area includes a 'Filter by Invoice Date' section with 'Start date' and 'End date' input fields and a 'Search' button. Below this, it shows 'Showing 10 Records' and 'Sort by Invoice Number'. A message box with an information icon states: 'Please use date filter to improve search.' and 'The requested search returned no results'.

PAYMENTS QUERY

Search by Invoice Number

CANAL DE PANAMÁ

Payment Provider Portal

EMPRESA ABC
RUC 1719593-1-69005

ATTACH INVOICE **PAYMENTS QUERY** NOTIFICATIONS

Search by Invoice Number

00022119

Filter by Invoice Date

Start date End date Search

Export to Excel

Showing 10 Records | Sort by Invoice Number

Invoice Number	00022119	Purchase Order Number	460780
Invoice Amount	2,300.76	Purchase Order Amount	3,834.60
Invoice Date	18-Dec-2020	Buyer	DICK LEON, MAURICIO GUSTAVO
Invoice Status	ACCEPTED	Phone	443-6020
		Vendor	EMPRESA ABC

PAYMENT DETAIL

SEARCH

PAYMENTS QUERY

Search by Invoice date

ATTACH INVOICE **PAYMENTS QUERY** NOTIFICATIONS

Filter by Invoice Date

10-Dec-2020 x 31-Dec-2020 Search

Export to Excel

Sort by Invoice Date

1 2 3 4 »

Invoice Number	00022119	Purchase Order Number	460780
Invoice Amount	2,300.76	Purchase Order Amount	3,834.60
Invoice Date	18-Dec-2020	Buyer	DICK LEON, MAURICIO GUSTAVO
Invoice Status	ACCEPTED	Phone	443-6020
		Vendor	EMPRESA ABC

PAYMENT DETAIL

Invoice Number	00022096	Purchase Order Number	461919
Invoice Amount	2,412.36	Purchase Order Amount	2,412.36
Invoice Date	17-Dec-2020	Buyer	SAENZ TAYLOR, RAFAEL
Invoice Status	VALIDATED BY PAYABLES	Phone	443-7278
		Vendor	EMPRESA ABC

PAYMENT DETAIL

Calendar: 10-Dec-2020, December 2020, 1-31, Clear, Close

PAYMENTS QUERY – ESTIMATED DATE OF PAYMENT

1. After using a filter click on **PAYMENT DETAIL**.
2. If your invoice was accepted, Estimated Date of Payment will be displayed.
3. If there was a deduction before accepting the invoice, it will appear in this section.

Invoice Number	210002357-00000190
Invoice Amount	227.82
Invoice Date	16-Dec-2020
Invoice Status	VALIDATED BY PAYABLES

Purchase Order Number	459437
Purchase Order Amount	146,310.62
Buyer	ORTEGA GUEVARA, MAYBETH DEL CARMEN
Phone	272-7028
Vendor	EMPRESAS XYZ

PAYMENT DETAIL 1

Invoice Detail

Invoice Number	210002357-00000190	Purchase Order Number	459437
Invoice Amount	227.82	Purchase Order Amount	146,310.62
Invoice Date	16-Dec-2020	Buyer	ORTEGA GUEVARA, MAYBETH DEL CARMEN
Invoice Status	Validated by Payables	Phone	272-7028
		Email	maortega@pancanal.com
		Vendor	EMPRESAS XYZ

1
 Received

2
 Evaluation

3
 In Process 2

4
 Paid

Invoice Received In 16-Dec-2020	Accepted In 21-Dec-2020	Estimated Date of Payment 15-Jan-2021	Payment Date
------------------------------------	----------------------------	------------------------------------------	--------------

Deductions 3

Deduction Type	PENALTY	Deduction Applied (USD)	6.00
Comments	Multa fórmula 7% DA=11 por entrega tardía.		

If Estimated Date of Payment is empty go to next page

PAYMENTS QUERY – ESTIMATED DATE OF PAYMENT

If 30 days have passed after the receipt of the invoice (**1. Invoice Received In**) and Estimated Date of Payment (3) is empty, contact your purchasing agent through his email for further details about invoice acceptance.

Invoice need to be accepted and sent to Account Payables in order to display an Estimated Date of Payment.

The screenshot displays the 'Payment Provider Portal' interface. At the top left is the Canal de Panamá logo. The main header includes 'Payment Provider Portal' and navigation links for 'ATTACH INVOICE', 'PAYMENTS QUERY', and 'NOTIFICATIONS'. A search bar contains the invoice number '0022119'. A sidebar on the left offers filters for 'Invoice Status' (Draft, Sent, Received, Evaluation, In Process, Paid, Rejected) and 'Date range' (1 Month, 2 Months, 3 Months, 12 Months). The main content area shows 'Invoice Detail' with the following information:

Invoice Number	00022119	Purchase Order Number	460780
Invoice Amount	2,300.76	Purchase Order Amount	3,834.60
Invoice Date	18-Dec-2020	Buyer	DICK LEON, MAURICIO GUSTAVO
Invoice Status	Accepted	Phone	443-6020
		Email	mdick@pancanal.com
		Vendor	EMPRESA ABC

A red arrow points to the email address 'mdick@pancanal.com' with the label 'Buyer e-mail'. Below the details is a progress bar with four stages: 1. Received, 2. Evaluation, 3. In Process, and 4. Paid. The 'Received' stage is highlighted in blue and contains the text 'Invoice Received In 23-Dec-2020'. The 'In Process' stage is highlighted in grey and contains the text 'Estimated Date of Payment'. The 'Evaluation' stage is highlighted in grey and contains the text 'Accepted In'. The 'Paid' stage is highlighted in grey and contains the text 'Payment Date'. A 'Back' button is located at the bottom left of the main content area.

5. REJECTED INVOICES



Invoice Number	00000179
Invoice Amount	4,727.01
Invoice Date	09-Dec-2020
Invoice Status	REJECTED

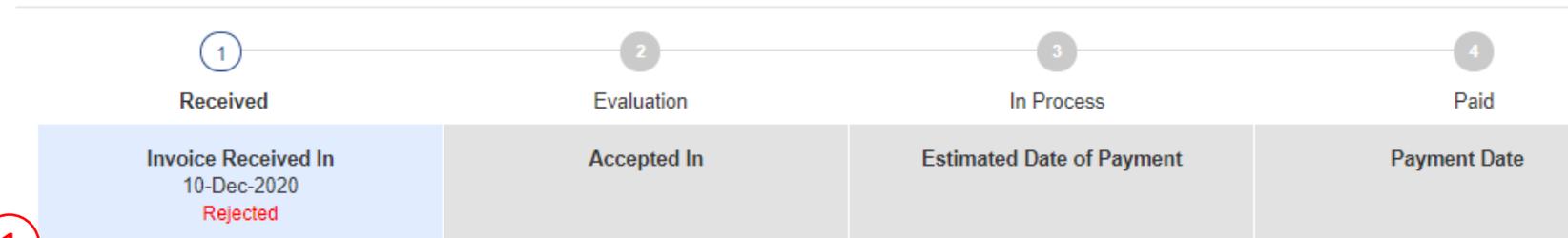
Purchase Order Number	459129
Purchase Order Amount	336,578.95
Buyer	ORTEGA GUEVARA, MAYBETH DEL CARMEN
Phone	272-7028
Vendor	EMPRESAS XYZ



Invoice Detail

Invoice Number	00000179
Invoice Amount	4,727.01
Invoice Date	09-Dec-2020
Invoice Status	Rejected

Purchase Order Number	459129
Purchase Order Amount	336,578.95
Buyer	ORTEGA GUEVARA, MAYBETH DEL CARMEN
Phone	272-7028
Email	maortega@pancanal.com
Vendor	EMPRESAS XYZ



1

Motivo de Rechazo	Otra, descrito en la seccion " 3. Nota al proveedor"
Motivo de Rechazo - Otro	Se rechaza factura a solicitud del centro de facturas por error en número de orden de compra ASEGOVIA
Persona a la Cual se le Informó del Rechazo	SVF PANAMA CORPORATION
Fecha del Rechazo	14-Dec-2020

Colaborador de ACP que Rechazó la Factura	BETHANCOURT COPRI, LUIS ANTONIO
Número de Teléfono de la Persona que Rechazó la Factura	272-7027
Correo Electrónico de la Persona que Rechazó la Factura	labethancourt@pancanal.com

2

If your invoice status is REJECTED you can see the details by clicking on PAYMENT DETAIL.

1. The reason of the rejection is in the box(es) enclosed in **red**.

2. For further details of the rejection you can write to your purchasing agent using the emails enclosed in **green**