



**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](mailto: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](mailto:PortalProveedores@pancanal.com).

Supplier  
Sign in

Employee  
Sign in



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

# Menu

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

[Request for Access Form](#) [User guide](#) [Español](#) [Home](#) [Invoice requirements](#) [About payments](#) [Contact us](#)

## 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](mailto:PortalProveedores@pancanal.com).

Supplier  
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

Select Search Filter



All Purchase Orders

Search by Invoice Number

Search by Description

Search by Purchase Order

Text Search

Filter by

Invoice Status

☐ Draft

☐ Sent

☐ Received

☐ Evaluation

☐ In Process

☐ Paid

☐ Rejected

Date range

☐ 1 Month

☐ 2 Months

☐ 3 Months

☐ 12 Months

SEARCH

Payment Provider Portal

ATTACH INVOICE

PAYMENTS QUERY


NOTIFICATIONS

Showing Purchase Orders for "Attach Invoices"

Showing 10 Records | Sort by P/O Date

The requested search returned no results

# Search by All Purchase Orders



CANAL DE PANAMÁ

All Purchase Orders

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

Payment Provider Portal

Feedback

Antonella

Log Out

EMPRESA X  
RUC 2088791-1-7512

ATTACH INVOICE

PAYMENTS QUERY

NOTIFICATIONS

Showing Purchase Orders for "Attach Invoices"

Showing

10

Records

|

Sort by

P/O Date

1

2

3

4

5

»

»»

Purchase Order Number

454541

Date

28-Jul-2020

Amount

1,589.85

Buyer

Buyer phone

E-Mail

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

Payment Site

ACH LOCAL

VIEW INVOICE

Purchase Order Number

454056

Date

21-Jul-2020

Amount

179.90

Buyer

Buyer phone

E-Mail

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

Payment Site

ACH LOCAL

VIEW INVOICE

# Search by Purchase Order



CANAL DE PANAMÁ

Search by Purchase Order

454541

←

×

Q

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

Payment Provider Portal

Feedback

Antonella

Log Out

EMPRESA XYZ

RUC 2089791-1-75127

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

Buyer phone

E-Mail

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

Payment Site

ACH LOCAL


VIEW INVOICE


8








# Search by Description



Search by Description 

CHANEL   

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

Payment Provider Portal


Feedback


Antonella


Log Out

EMPRESA XYZ

RUC 2089791-1-751271

 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		Bill to	720004.L.FACO-FACT Oficina Central de Recibo de Facturas
Buyer phone		RUC	
E-Mail		Payment Site	ACH LOCAL
Billed Amount	25.00		

VIEW INVOICE

9

 CANAL DE PANAMÁ

# 3. Create a new invoice and attach the document

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"

Showing10Records

Sort byP/O Date

1

Purchase Order Number454541

Date28-Jul-2020

Amount1,589.85

Buyer

Buyer phone

E-Mail

Billed Amount25.00

Vendor NameEMPRESA XYZ

DescriptionChaneles

Purchasing siteCALLE 64 OES

Bill to720004.L.FACO-FACT Oficina Central de Recibo de Facturas

RUC

Payment SiteACH LOCAL

1

VIEW INVOICE

ATTACH INVOICE

PAYMENTS QUERY

NOTIFICATIONS

Purchase Order Detail

Purchase Order Number454541

Amount1,589.85

Billed Amount25.00

Total Amount Due1,564.85

Vendor NameEMPRESA XYZ

DescriptionChaneles

Date28-Jul-2020

2

+ New invoice

Excel

Show Pending

Invoices list

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

Invoice Date

Invoice Amount

Pay Site

Payment term

Invoice Received Date

Commentary

0.00

ACH LOCAL

Neto 30 dias

Attachments

4

Add File

Only PDF format will be accepted

# Attach an Invoice image

Attach files

Attachment Type

Invoice

Search

Invoice

Other Documents

Drag the file here from your browser or explorer

Attachments created

Name	Attachment Type	Size
The requested search returned no results		

Attach File

Close

1-Search

Choose File to Upload

Doc... > CENTRO DE FACT...

Search CENTRO DE FACTURA...

Organize

New folder

This PC

3D Objects

Desktop

Documents

Downloads

Music

Pictures

Videos

Local Disk (C:)

APPS (\\IM-DP-B69.canal.acp) (i:)

Name

2025

2026

2028

2030

2031

2033

2035

2039

2041

2042

File name: INVOICE 1

Custom Files (\*.pdf)

Open

Cancel

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

1

Save Change

**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

2

Send To Review

**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



CANAL DE PANAMÁ

Search by Purchase Order ▾

All Purchase Orders

Search by Invoice Number

Search by Purchase Order

Search by Payment Number

Filter by

Invoice Status

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

Date range

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

SEARCH

CLEAR

### Payment Provider Portal

ATTACH INVOICE PAYMENTS QUERY NOTIFICATIONS

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



CANAL DE PANAMÁ

Search by Purchase Order

462245

Filter by

**Invoice Status**

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

**Date range**

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

SEARCH

### Payment Provider Portal

ATTACH INVOICE **PAYMENTS QUERY** NOTIFICATIONS

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 Invoice Number



CANAL DE PANAMÁ

Payment Provider Portal

EMPRESA ABC  
RUC 1719593-1-69005

ATTACH INVOICE

**PAYMENTS QUERY**

NOTIFICATIONS

Search by Invoice Number

00022119

2

Filter by Invoice Date

Start date

End date

Search

Export to Excel

Filter by Invoice Status

☐ Draft

☐ Sent

☐ Received

☐ Evaluation

☐ In Process

☐ Paid

☐ Rejected

Date range

☐ 1 Month

☐ 2 Months

☐ 3 Months

☐ 12 Months

3

SEARCH

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

# PAYMENTS QUERY

## Search by Invoice Date

ATTACH INVOICE

**PAYMENTS QUERY**

NOTIFICATIONS

Filter by Invoice Date

10-Dec-2020

31-Dec-2020

Search

Export to Excel

2

1

3

<Prev

Today

Next>

December

2020

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Clear

Close

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

# 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

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

Email

maortega@pancanal.com

Vendor

EMPRESAS XYZ

1

Received

2

Evaluation

3

In Process

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

Comments

Multa fórmula 7% DA=11 por entrega tardía.

Deduction Applied (USD)

6.00

If Estimated Date of Payment is empty go to next page

18


CANAL DE PANAMÁ



# 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.



Search by Invoice Number

00022119

X

Q

Filter by

Invoice Status

☐ Draft

☐ Sent

☐ Received

☐ Evaluation

☐ In Process

☐ Paid

☐ Rejected

Date range

☐ 1 Month

☐ 2 Months

☐ 3 Months

☐ 12 Months

SEARCH

CLEAR

Payment Provider Portal

Feedback

Antonella

Log Out

EMPRESA AE

RUC 1719593-1-6900

ATTACH INVOICE

PAYMENTS QUERY

NOTIFICATIONS

Invoice Detail

Invoice Number

00022119

Invoice Amount

2,300.76

Invoice Date

18-Dec-2020

Invoice Status

Accepted

Purchase Order Number

460780

Purchase Order Amount

3,834.60

Buyer

DICK LEON, MAURICIO GUSTAVO

Phone

443-6020

Email

mdick@pancanal.com

Vendor

EMPRESA ABC

1

Received

2

Evaluation

3

In Process

4

Paid

Invoice Received In

23-Dec-2020

Accepted In

Estimated Date of Payment

Payment Date

Back

Buyer e-mail

# 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

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

1

Received

Invoice Received In  
10-Dec-2020  
Rejected

2

Evaluation

Accepted In

3

In Process

Estimated Date of Payment

4

Paid

Payment Date

Motivo de Rechazo

Motivo de Rechazo - Otro

Otra, descrito en la seccion " 3. Nota al proveedor"  
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

Número de Teléfono de la Persona que Rechazó la Factura

Correo Electrónico de la Persona que Rechazó la Factura

BETHANCOURT COPRI, LUIS ANTONIO  
272-7027  
labethancourt@pancanal.com