

Invoice Request Process- Port of Balboa

APM Terminals Panama informs its customers of the process for requesting invoices related to payments made for services provided at the terminal.

Registration:

- **STEP 1 - Customer Registration.**

For invoicing purposes, the requesting company must be registered in our system as a customer. If your company is not yet registered, you may complete the registration process through the following link:

[APM Terminals](#)

If your company is already registered, please omit this step.

Payment:

- **STEP 2 - Payment Process.**

The corresponding charges must be paid. For information regarding the payment process, please refer to the following link:

[Payment process - APM Terminals](#)

Invoices will be automatically sent to the email address registered in our system. If you require a copy of an invoice, would like to add an additional email address for future invoice delivery, or have not received the document, please follow the process outlined below.

Invoice Request:

- **STEP 3 - Request.**

Requests should be submitted to the following email address: Cobranzasbalboa@apmterminals Panama.com

The request must include the following:

- Proof of payment.
- Additional email address for future invoice delivery.
- Name of the requesting company.
- Description of the service for which payment was made.

Support & Inquiries:

Customer Service

E-mail: Customerservice@apmterminalsbalboa.com

Office hours: Monday to Friday, 08:00 to 17:00 hours / Saturday, 08:00 to 12:00 hours.

Phone: +507 831-7558, +507 6750-6374, +507 6760-3779