

Online Registration for Service Providers and Trucker Companies- Port of Balboa

APM Terminals Panama S.A. informs that in order to strengthen access control measures and optimize the registration process, any company requiring access to perform activities within the Port of Balboa must first complete its registration with the Security Department. As of September 28th, 2026, this process will be managed exclusively through the Online Registration Form, available via the corresponding link or QR code, following the established instructions for document submission, mandatory inductions, and the issuance of access badges.

This requirement applies to the following types of companies:

- Vessel service providers
 - Cargo service providers
 - Tenants
 - Shipping lines
 - Trucking companies
 - Any other companies requiring access to perform activities within the terminal
- **STEP 1 - Registration.**
Access the QR code or the link below and complete the required fields accordingly.

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REGISTRO DE SEGURIDAD

- **STEP 2 - Document Review.**
Once the online registration has been completed, the information and supporting documentation submitted will be reviewed by the corresponding departments. This process may take up to seventy-two (72) hours. If incomplete information, inconsistencies, or incorrect documentation are identified, APM Terminals may request the necessary corrections or adjustments before approving the registration.
- **STEP 3 - Induction.**
Once the documentation has been approved, and in order to coordinate and schedule the Port Security and HSE inductions, the company must submit the induction request form and provide identified JPG photographs of personnel against a white background to the following email address: Registro@apmterminalsbalboa.com
- **STEP 4 - Pagos.**
Upon completion of the required inductions, the Port Security Department will provide the payment details corresponding to the annual registration fee and the issuance of access badges so that the applicable payment can be processed.

To complete the payments related to the annual registration fee and badge issuance, please refer to the procedure available at the following link:

[Payment process - APM Terminals](#)

- **STEP 5 - Cash Receipt Submission.**
Once the corresponding payment has been confirmed, please report to the Gate House cashier area to collect the official cash receipt. The document must be sent to the following email address for validation: Registro@apmterminalsbalboa.com

- **STEP 6 - Badge Retrieval.**

The Port Security Department will initiate the badge issuance process, which may take up to seventy-two (72) hours to complete. Upon completion, the badges may be picked up at Building 1501 within the terminal.

Important Information:

- During the registration process, each company must select the customer group that best corresponds to its line of business.
- Companies that provide services to third parties and currently hold a valid registration will not be required to complete a new registration until its expiration.
- All trucker companies are required to mandatorily complete and maintain the registration process, which is valid until its annual expiration.
- For inquiries or assistance, please contact: Registro@apmterminalsBalboa.com

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

Registration

E-mail: Registro@apmterminalsbalboa.com

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

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