P2P – Query Matrix

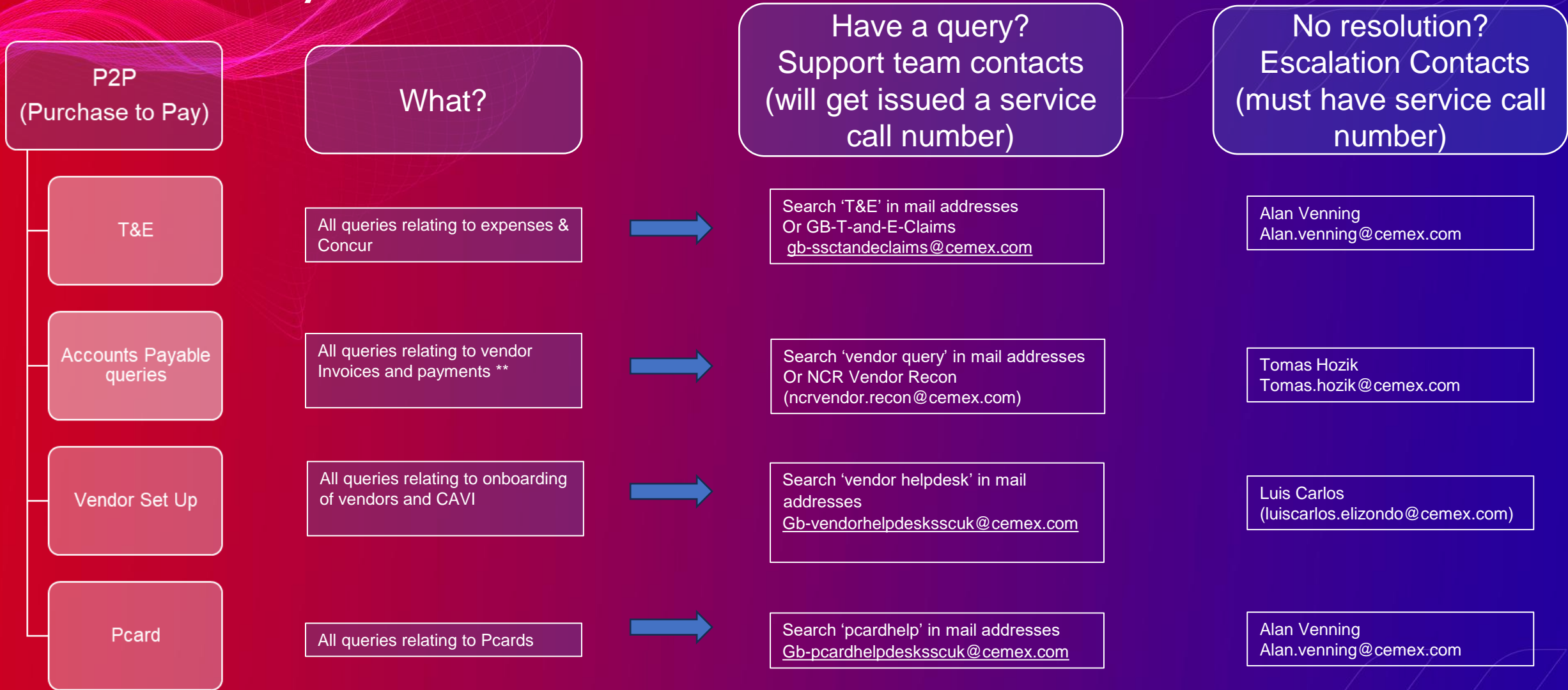| P2P (Purchase to Pay)	What?	Have a query? Support team contacts (will get issued a service call number)	No resolution? Escalation Contacts (must have service call number)
T&E	All queries relating to expenses & Concur	Search 'T&E' in mail addresses Or GB-T-and-E-Claims gb-ssctandeclaims@cemex.com	Alan Venning Alan.venning@cemex.com
Accounts Payable queries	All queries relating to vendor Invoices and payments **	Search 'vendor query' in mail addresses Or NCR Vendor Recon (ncrvendor.recon@cemex.com)	Tomas Hozik Tomas.hozik@cemex.com
Vendor Set Up	All queries relating to onboarding of vendors and CAVI	Search 'vendor helpdesk' in mail addresses Gb-vendorhelpdesksscuk@cemex.com	Luis Carlos (luiscarlos.elizondo@cemex.com)
Pcard	All queries relating to Pcards	Search 'pcardhelp' in mail addresses Gb-pcardhelpdesksscuk@cemex.com	Alan Venning Alan.venning@cemex.com

** Note all Vendor invoices must be sent for scanning & onward processing to UK.supplierinvoices@cemex.com which is a no reply email address

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