## P2P – Query Matrix

P<sub>2</sub>P (Purchase to Pay) T&E Accounts Payable queries Vendor Set Up Pcard

What?

Have a query?
Support team contacts
(will get issued a service call number)

No resolution?
Escalation Contacts
(must have service call number)

All queries relating to expenses & Concur

Search 'T&E' in mail addresses Or GB-T-and-E-Claims qb-ssctandeclaims@cemex.com

Luis Carlos (luiscarlos.elizondo@cemex.com)

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

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)

All queries relating to Pcards

Search 'pcardhelp' in mail addresses Gb-pcardhelpdeskssc@cemex.com Luis Carlos (luiscarlos.elizondo@cemex.com)

<sup>\*\*</sup> Note all Vendor invoices must be sent for scanning & onward processing to <a href="mailto:UK.supplierinvoices@cemex.com">UK.supplierinvoices@cemex.com</a> which is a no reply email address

## Links for urgent and advanced payments

## **Urgent payment**

- □ <a href="https://cemex.service-now.com/sp">https://cemex.service-now.com/sp</a>
- Go to Menu Accounts Payable
- Click on Browse All
- Click on Urgent Payments option and fill out the request form

Advanced payments (ahead of the final invoice) executed based on PURCHASES & INVENTORIES GLOBAL POLICY effective starting February 2024 are currently processed via Service Now through this link:

- □ https://servicehub.cemex.com/esc\_cemex?id=cemex\_ec\_pro
- Go to Menu Sourcing Processes
- Click on Purchase Exceptions
- Click on Advance payments option and fill out the request form