



Dear Sir or Madam,

Further to our letter dated **1 March 2023**, please ensure that all invoices and credit notes are submitted in line with the instructions below to avoid delays in processing and payment.

Invoice and Credit Note Submission

All invoices and credit notes **must** be sent to the following email address only:

uk.supplierinvoices@cemex.com

This email address is used **solely** for invoice and credit note receipt. Please **do not** use this address for any other purpose, as emails sent for general queries will **not receive a response**.

The correct contact details for invoice and payment queries are provided later in this letter.

Please ensure invoices and credit notes are sent **only once**. Sending the same document multiple times creates duplication in our system and may delay payment. If a copy invoice is required, we will request it separately.

If you have been provided with an alternative submission email address by a CEMEX representative, please check this with me to ensure the correct process is being followed.

Other Documents and Queries

All other documentation (e.g. statements, reminders, legal correspondence) and payment-related queries must be sent to:

ncrvendor.recon@cemex.com

Paper invoices should be sent to the address below; however, **wherever possible, please submit invoices electronically**.

Please **do not submit invoices both electronically and by post**, as this will result in duplication.

CEMEX UK Operations Ltd

Visualsoft House
Clearwater Business Park
Thornaby
Stockton-on-Tees
TS17 6QY

CEMEX UK Operations Limited

CEMEX House, Binley Business Park, Harry Weston Road, Coventry CV3 2TY, United Kingdom.

Phone +44 (0)1788 517000 www.cemex.co.uk

Registered in England and Wales: Company Number 658390 Registered office: as above.

Purchase Order and Invoice Requirements

All invoices **must** quote a valid purchase order (PO) number.

- Purchase Order numbers consist of 10 digits and start with **450, 451, or 55**. PO numbers starting with 450 relate to previous years, while new POs are currently being issued with the 451 prefix. A **Non-PO reference** may be provided by a CEMEX representative; these start with **980** and are also **10 digits**.
- PO numbers starting with **452** are no longer valid (legacy SAP system replaced in April 2022)

For credit notes, the **original invoice number being credited must be quoted**.

The **correct legal entity** must also be stated on the invoice. Valid entities include:

Name
CEMEX UK MATERIALS LIMITED
CEMEX UK OPERATIONS LIMITED
CEMEX UK CEMENT LIMITED
CEMEX UK MARINE LIMITED
CEMEX UK OPERATIONS LTD- BUILDING PRODUCTS
BLACKWATER AGGREGATES

Failure to quote a valid PO number and/or legal entity will result in the invoice being rejected and payment delayed.

Please also ensure that the total value of the PO is monitored and that the same PO is not used indefinitely.

Accepted Invoice Formats

- PDF attachments only
- Only one PDF invoice (with a valid PO or Non-PO reference) or one PDF credit note (clearly referencing the related invoice) should be sent per email
- No additional file formats (such as Excel, Word, timesheets, delivery notes, or similar files) should be attached unless explicitly requested by us.

Including multiple documents or additional attachments may result in processing delays or technical issues within our system.

Sending one document per email helps us avoid processing errors and ensures smoother and faster handling of your documents.

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Please note that **CEMEX does not accept proforma invoices under any circumstances.** If payment is required before a VAT invoice can be issued, please contact the NCR team at ncrvendor.recon@cemex.com.

Payment Runs and Queries

CEMEX operates a **single monthly payment run**, processed on the **first working day of each month**.

Invoices due on or before that date will be paid in that run; invoices due after will be included in the next month's payment run. Existing payment arrangements remain unchanged.

For invoice payment date queries or any other issues, please contact:

ncrvendor.recon@cemex.com

Your query will be logged and you will receive a response with a ticket number from Global Enterprise Services via:

cemex@service-now.com

Please respond only to this address regarding the specific ticket.

For any **new issue**, contact ncrvendor.recon@cemex.com and do not reply to an old ticket number.

You may also contact the team by phone on **+44 203 457 5782**.

Yours sincerely,

AP Department
CEMEX UK Operations Limited

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