Goods procurement and invoicing on Ariba Business Network
Suncor Supplier Guide

Suppliers that meet Suncor's criteria based on spend and transaction volumes are asked to register and transact with Suncor on SAP's Ariba Business Network for all goods procurement activities.

This guide is to be used by invited goods suppliers to Suncor's SAP Business Network.

Contents

Doing business with Suncor

Suncor's suppliers are required to comply with our policies, procedures and criteria including, but not limited to, meeting our insurance requirements, drug and alcohol policy and environmental, health and safety (EH&S) and invoicing criteria.

- All suppliers must pre-qualify to perform work or to provide goods or services to Suncor. Pre-qualification does not mean or imply any right to work at Suncor; it simply places your company's name on a list of suppliers eligible to be selected to work for Suncor.
- Based on work to be performed or goods to be provided a supplier may be required to complete our qualification process.
- Failure to complete pre-qualification, registration and qualification could put future work at risk.
- Refer to supplier management for more information.

Suncor's procurement processes are managed using SAP's Ariba and Fieldglass systems.

Our procurement processes and the management of our supplier relationships are conducted using SAP's Ariba and Fieldglass systems. We use these cloud-based systems to manage the full life cycle with our suppliers which enables Suncor's supply chain team to collaborate directly with suppliers online.

- To engage in business with Suncor and participate in sourcing events, all suppliers, must register with Suncor on SAP Ariba and complete the required pre-qualification, registration and qualification steps and as required, keep company information such as business contacts, documentation and banking details current and accurate.
- All suppliers submitting purchase orders to Suncor are required to register with Suncor on SAP Ariba and provide banking information.

  Accurate company information and banking details minimizes payment errors or delays.

- Management of all services, including invoicing is done on SAP's Fieldglass system.

  Services include lodging, bussing, maintenance, construction, engineering, consulting, inspection services and training, etc.

- Material suppliers transact with us via email or using SAP's Ariba Business Network.

  Materials include standard material orders issued for the purchase of equipment, machinery, parts and supplies, etc.

There is no cost to suppliers to transact with Suncor on SAP Ariba or Fieldglass.

Our procurement ecosystem is a Suncor-funded program. There are no annual subscription or transaction fees to conduct business with Suncor on SAP Ariba and Fieldglass. Suncor's procurement ecosystem provides many benefits for our business partners, including 24/7 access to near real-time information.

Supplier Code of Conduct

In doing business with Suncor, we expect all suppliers and their workforce to understand and follow our Supplier Code of Conduct and related policies.

Contracting terms and conditions

Refer to sourcing and contracting for a listing of Suncor's contracting terms and conditions.

Invoices and payments

Suppliers should review the invoice submission requirements to understand the information required for correct invoice submission. Note: Suncor does not accept mailed invoices or statements.

- Refer to invoices and payments for more information.
- Contact our supplier help team (supplierhelp@suncor.com) with payment inquiries for invoices, requests for remittance and inquiries for invoices past due payment.

Ariba Business Network essentials

The Ariba Business Network is a cloud-based system for the transaction management of goods where purchase orders can be received and confirmed and where material purchase order invoices are submitted. By using industry-standard processes and the Ariba Business Network, we automate the exchange of all documents, reducing our reliance on email communication.

Material suppliers can only register with Suncor on SAP Ariba Business Network at the request of Suncor's supply chain team and after completing our supplier registration process.

▸ The designated SAP Ariba Business Network account administrator from your organization with Suncor is accountable to configure and manage your organization's Suncor Ariba Business Network account.

- This includes setting up multiple user profiles for others in your organization who will support relevant procurement and payment activities.

▸ Goods suppliers can only register with Suncor on Ariba's Business Network at the request of Suncor's Supply Chain team and after completing the Supplier Registration process.

Three material purchase order processes are managed on Ariba Business Network

1. **Direct purchase orders.** Used by all material suppliers, direct purchase orders are standard material orders issued for the purchase of equipment, machinery, parts and supplies.

2. **Return credit purchase orders.** Used by all material suppliers, return purchase orders are an order type used to accommodate the return of materials from Suncor to suppliers.

3. **Subcontracting purchase orders.** Only used by suppliers that support material subcontracting, subcontracting purchase orders are orders issued for repair and refurbishment of materials.

How SAP Ariba and Ariba Business Network supports Suncor's procurement processes

By using industry-standard processes and the Ariba Business Network, via Ariba's Supply Chain Collaboration portal we automate the exchange of all documents, reducing our reliance on email communication.

1. **All suppliers submitting purchase orders to Suncor are required to register with Suncor on SAP Ariba and provide banking information.**

   ▸ All suppliers require one Ariba Business Network ID to complete the registration process with Suncor.
   ▸ **On SAP Ariba suppliers will:**
   - Register with Suncor and complete the pre-qualification and qualification processes.
   - Maintain their company information and documents (i.e., business contacts and banking information).

2. **Ariba Business Network is SAP's Ariba module for goods transaction management.**
   Suppliers with significant transaction volumes may be asked to register and transact with Suncor on the Ariba Business Network.

   ▸ Separate registration and configuration process to add Ariba Business Network to your Suncor Ariba account.
   ▸ Network ID used in Step 1 will need to be linked with your Ariba Business Network account.
   - If you encounter an error that states your SAP Ariba account is already linked to another ID, please contact our supplier enablement team.
   ▸ **On Ariba Business Network suppliers will:**
   - Receive and confirm purchase orders.
   - Submit material purchase order invoices through Ariba Business Network.

3. **The management for goods procurement and invoicing is executed through SAP's Ariba SCC portal.**

   ▸ SAP's Ariba Supply Chain Collaboration (SCC) is an extension of the Ariba Business Network that adds additional collaboration features such as subcontracting.
   - Only select suppliers will use the subcontracting features.

Managing your Ariba Business Network account

For Suncor, only company information and user profiles are required to be maintained by the designated administrator for your Ariba Business Network account.

- ▶ Suncor uses the banking details on SAP Ariba to pay suppliers.
- ▶ Note: Suncor cannot update your Ariba Business Network account information or your designated administrator – this must be done by the materials supplier.

Ariba Business Network connection types

There is no cost to transact with Suncor on Ariba Business Network. There are three ways to connect to Suncor:

1 **Portal**	2 **Integration / B2B***	3 **Hybrid***
Connection type: Online	**Connection type: CIG, cXML, EDI**	**Connection type: Portal + Integration**
Central collaboration website	*Automated system-to-system communication*	*Combination of 1 & 2*
Used by suppliers with approximately 30 to 500 documents per year with Suncor. • Simple to setup and maintain. • Requires some learning and effort to transact. • Manual document creation within Ariba Business Network.	Used by suppliers with over 500 documents per year. • Higher cost to setup and maintain. • Simplifies transactions for high-volume suppliers. • Auto document creation from supplier's ERP into Suncor's Ariba Business Network system.	Used by high-volume integration suppliers who have not integrated all document types.
	* Suppliers will be assessed for Integration / B2B after a usage period on the portal with Suncor. This ensures suppliers understand Suncor's processes and transaction rules before the complexity of an integration project is initiated.	

Getting help

The following support options are in place to help get your questions answered. Leverage these resources to access training and answers to frequently asked questions.

SAP Ariba Help Center The SAP Ariba Help Center should be used by all suppliers who interact with Suncor across SAP's Ariba platform to complete supplier registration and onboarding, maintain company information and banking details, and by all material suppliers registered with Suncor on the Ariba Business Network.	Use the help center for: • account setup • access or password resets • technical platform issues • access SAP Ariba knowledge articles.
Suncor supplier enablement For questions about Suncor's procurement processes, submit a ticket with our supplier enablement team. Provide all relevant information so we can better respond.	Use our supplier enablement team for: • supplier onboarding questions • Suncor process or training questions • resolving purchase order or invoice transaction errors within SAP Ariba.
Suncor supplier help It is important for us to pay our suppliers on time. Adhering to our invoicing submission guidelines will assist with these efforts. Additional information including a list of Suncor legal entities and a remittance example can be found on invoices and payments.	Use our supplier help team for: • payment inquiries • requests for remittance • inquiries for invoices past due payment

What to know before you get started

Order requirements	Order confirmations must be entered in Ariba Business Network prior to invoicing. Confirmations via email will not be accepted.
Invoice submissions	It is important for us to pay our suppliers on time. Here are some common reasons why payment could be delayed, or your invoice rejected by Suncor: • Only submit invoices through Ariba Business Network. • Taxes are not automatically calculated when submitting invoices via Ariba Business Network. To avoid invoice errors or payment delays, please ensure applicable taxes are inputted when submitting invoices. • If you submit the same invoice to Accounts Payable and through the Ariba Business Network, both invoices will be rejected, requiring resubmission through the Ariba Business Network only. • All goods shipments require an invoice for payment. • No invoice can be processed if it includes goods not received by Suncor. Only invoices with received items can be processed. • Invoices must be billed to the Suncor entity on the purchase order that is sent to suppliers by Suncor.
Purchase Order (PO) updates	PO updates must be requested by the supplier on the Ariba Business Network using an Order Confirmation. If updates are being completed by Suncor outside of the Ariba Business Network, please reach out to your procurement representative for further clarification.
Credit Memos	Return POs must be processed by Suncor, credit memos for material returns can then be applied to the Return PO. Other credits and corrections can be applied to the original PO.
Ariba Supply Chain Collaboration (SCC) portal	Ariba SCC will be used for material POs only. Service POs can only be issued through SAP Fieldglass.

Run / create reports in SAP Ariba Business Network

SAP Ariba Business Network has predefined reports available.

▸ Only users with a reporting permission can see the **Reports** area in your SAP Business Network account and any report types for which they have permission.

▸ Users with appropriate permissions can carry out all reporting tasks, including creating, editing, and deleting report templates, as well as running and downloading reports.

Process	Suncor job aides	SAP Ariba Business Network job aides
Create invoice reports	Quick reference guide	Introduction to SAP Business Network Reporting Creating a Report Template How to Schedule a Report Report Generation and Downloads
As SAP regularly updates their systems, Suncor job aides will not reflect these updates in real-time.		

1 Direct purchase order collaboration

Used by all material suppliers, direct purchase orders are standard material orders issued for the purchase of equipment, machinery, parts and supplies.

Direct PO document types

Document	Description
Purchase Order (PO)	The PO is a request from Suncor to a supplier to supply or provide materials.
Order Confirmation (OC)	An OC is a PO acknowledgement (POA) completed by the supplier. It also serves to confirm or change the PO, or lines of the PO.
Advanced Shipping Notification (ASN)	An ASN is an optional document from a supplier to Suncor that provides details of a shipment, similar to a Bill of Lading (BOL) or Packing Slip.
Goods Receipt (GR)	A Goods Receipt is a document that serves as a confirmation to the receipt of materials to Suncor's warehouse.
Invoice	An invoice is a document created by the supplier to charge for the materials provided to Suncor.

Direct PO transaction processes

Process	Suncor job aides	Important
Search, Identify and View the PO	Demo Quick reference guide	• All material POs start with 350* or 360*. • Suncor buyer contact information will be provided on the PO. • Payment terms will be provided on the PO. • Header field is a free text field that can be used to identify return POs, hotshots, or additional details from Suncor.
Create OC	Demo Quick reference guide	• OCs must be entered in Ariba prior to invoice submission. • If confirming a quantity less than requested, your Suncor buyer will need to be contacted. • Suppliers will not be able to reject an order partially or fully within Ariba, these requests need to be accommodated by your Suncor buyer. • Suncor does not allow back orders; these will need to be reflected by using multiple dates within the OC.
Create OC deviations	Demo Deviation guide	• Suppliers can submit price, quantity and delivery date deviations. • OC deviations must be entered in Ariba prior to invoice submission. • All deviations/changes need to be approved by Suncor before fulfillment of the order. • When making deviations/changes the status of the deviation can be found on the PO line.
Create ASN	Demo Quick reference guide	• An ASN is an optional document that can be entered before invoicing; the ASN number is auto generated. • Suppliers should only ship items that have been confirmed. • Attachment of packing slips / bill of ladings to the ASN is required.

Process	Suncor job aides	Important
Create invoices	Demo Search for invoice and invoice status Review invoice history Invoice requirements and rules Invoice archival guide Create PO-based invoices guide Copy invoices guide	• Invoice numbers must only contain alpha/numerical data. • Tax ID is required on the invoice. • Invoices can only include line items that have been fully confirmed. • Material taxes are entered at the line-item level. • Suncor has configured a list of taxes that are allowed within invoice creation. • Shipping and additional charges can be added at the header level.
Create line-item credit memos	Demo Quick reference guide	• Line-item credit memos are used for original invoice corrections, such as incorrect prices or missed taxes. • You must select the original invoice the credit pertains to. • You must use a unique invoice number it cannot be the same number used as the original invoice you are crediting. • Can be created from all original invoice statuses, such as sent, approved and paid. • If a credit is required for a returned item, a return PO must be created, and the credit will be applied to the return PO.
Goods receipt	Demo Quick reference guide	
As SAP regularly updates their systems, Suncor job aides will not reflect these updates in real-time.		

2   Return credit purchase order collaboration

Used by all material suppliers, return purchase orders are an order type used to accommodate the return of materials from Suncor to suppliers.

▸ A return purchase order (PO) is like a standard PO, except the return flag, which sets up the return delivery to enable shipment of the items back to the supplier.

▸ The goods return is a document used to return delivered goods to suppliers or to reverse a purchasing transaction for an item completely or partially.

Return credit PO document types

Document	Description
Return Credit Purchase Order (PO)	The Return PO is a request from Suncor to the supplier to notify of the return of a material.
Goods Return notification	The Goods Return is a notification of return shipment from Suncor to the supplier.
Goods Issue	The Goods Issue is the outbound delivery once return material has left Suncor.
Credit Memo	A Credit Memo for a return item is a document created by the supplier to credit for the materials returned.

Return credit PO transaction processes

Process	Suncor job aides	Important
Return PO process	Demo Process guide	The return PO confirmation goes to the supplier; the return delivery is sent to the shipping department, where item(s) are picked and shipped back along with a delivery note.
Create credit memo	Quick reference guide	• Original PO number will be referenced in header text. • Order will be a negative value.
Create line-item credit memos	Quick reference guide	• Return indicator is visible on the line-item details. • If there are PO discrepancies, contact your Suncor buyer.
As SAP regularly updates their systems, Suncor job aides will not reflect these updates in real-time.		

3 Subcontracting purchase order collaboration

Only used by suppliers that support material subcontracting, subcontracting purchase orders are orders issued for refurbishment and fabrication of materials.

▸ Subcontracting POs are standard SAP documents for external supplier refurbishment of materials, typically intended for repair.

Subcontracting PO document types

Document	Description
Subcontracting PO	A type of purchase order that is sent from a buyer to a contract manufacturer to request the production and delivery of finished goods. The subcontracting PO carries, not only item level and schedule line level information, but also subcontracting component information. Subcontracting components are the raw materials that are used for manufacturing the finished goods specified at the item level.
Component Ship Notice (Outbound Delivery)	A type of ship notice that informs the contract manufacturer of the shipment of subcontracting components.
Component Receipt	A type of goods receipt that informs the customer of the receipt of subcontracting components. The contract manufacturer can issue the component receipt against one or more component ship notices.
Component Inventory	A report to inform suppliers about quantities of components available for manufacturing.
Order Confirmation (including Component)	Acknowledgement of a subcontracting PO with components' details. Component handling possibilities: add, delete, duplicate, quantity updates.
Advanced Ship Notice (Inbound Delivery)	A document that the supplier creates on the PO that the supplier will send the material back to Suncor. Stock components will be updated accordingly.
Finish Goods Receipt	Customer confirmation of final product receipt.

Subcontracting PO transaction processes

Process	Suncor job aides
Subcontract PO collaboration	Presentation
Subcontract view purchase order	Demo
Component ship notice and component receipt	Demo
Subcontract order confirmation	Demo
Subcontract ship notice	Demo
Subcontract invoice	Demo
As SAP regularly updates their systems, Suncor job aides will not reflect these updates in real-time.	

Frequently Asked Questions

Is there a cost to suppliers to transact on the Ariba Business Network?
Our procurement ecosystem is a Suncor-funded program. There are no annual subscription or transaction fees to conduct business with Suncor on SAP Ariba or the Ariba Business Network.

Who do we contact if we have issues with an invoice?
Contact our supplier help team (supplierhelp@suncor.com) with payment inquiries for invoices, requests for remittance and inquiries for invoices past due payment.

How do we find our procurement representative?
This information is provided on your PO and in the Ariba Business Network under "Buyer Headquarters".

Who do I contact at Suncor to ensure they have our Ariba ANID setup correctly?
Contact supplierenablement@suncor.com for assistance.

Who do we reach out to regarding Integration?
If you are interested in becoming an integrated supplier, please reach out to supplierenablement@suncor.com.

Is there a maximum number of characters that can be entered for the invoice number?
Yes, Ariba invoice numbers must be alpha numerical and a max. of 16 characters.

Are there instances where we can re-use an invoice number?
The only instance that a supplier can re-use an invoice number in Ariba, is if the status of the original invoice is rejected.

We do not always know what might be on backorder when we accept an order. How should suppliers handle this? Does this affect the orders and invoices being processed properly? When do we use backorder?
This will be handled by multiple order confirmation deviations. Suncor does not currently allow backorders within the Ariba Business Network.

Does the system auto generate an Order Confirmation (OC) number, or must the supplier provide OC numbers? If so, is there a mandatory format or can the supplier devise their own OC numbering system?
This is not a supplied number. It will be created by the supplier or can be left blank, and a default value will automatically be applied in this field.

- Note: the OC number cannot exceed 35 characters.

What types of attachment files are accepted within OC/ASN and invoices? Are attachments required?
Attachments aren't required in Ariba. However, your Suncor procurement representative may require attachments for certain orders, please reach out to them if you require further clarification on this process.

Acceptable file types include PDF, Excel and Word. All other file types will result in documents failing through the Ariba Business Network.

If there are delays on material lines that are already confirmed, can you reconfirm delayed ship date after the fact?
Yes, you can create a new order confirmation.

Once a PO is sent and we are fulfilling, what do we do if Suncor makes changes and we have already fulfilled the request?
If a change is made, a change order could be sent after a supplier has confirmed and started processing an order.

Do suppliers need to re-confirm PO revisions?
Yes, when the status of the PO line is in "awaiting supplier reconfirmation" a new order confirmation is required.

Can suppliers view the list of POs with deviations needing buyer approvals without having to search for them individually? Is there a report in Ariba for this?
For assistance with reporting, please contact SAP Ariba directly via the SAP Ariba Help Center.

Can we enter multiple different taxes for each line (i.e., PST/GST)?
Yes, multiple taxes can be added at the line-item level.

Why isn't the tax amount populated automatically? Can we have the GST applied automatically?
To correctly route allocated taxes, our Ariba system does not automatically calculate taxes. Suppliers will need to enter taxes at the line-item level for each item.

Does the status need to be "Received" prior to invoicing?
No, however, the PO will need to be in received status before Accounts Payable can post the invoice. We do encourage suppliers not to submit invoices before deliveries have been made to Suncor or our carriers.

Do you create a return credit PO only after you have received your vendors RMA confirmation submittal?
Yes, a procurement representative will get all return details including RMA/restocking fees negotiated with the supplier and include those details/changes on the Return Credit PO.

- A return credit PO should not be created until confirmed with the supplier that it will be accepted.

If restocking fees were missed on the PO, who should we contact to have this revised?
Please reach out to your procurement representative; their contact information can be found on the PO.

There are occasions where we charge a return (re-stocking) fee, what do we do?
Restocking fees will be added to the PO directly. If missed, please reach out to your procurement representative; their contact information can be found on the PO.