Suncor Guide
SAP Ariba

Doing business with Suncor

Our procurement processes and the management of our supplier relationships are conducted using SAP's Ariba and Fieldglass systems.

- These cloud-based, self-serve systems enable us to collaborate with suppliers while providing ease of access for suppliers to ensure their information and documentation is current.
- All Suncor subsidiaries, with the exception of Syncrude follow the processes within Suncor's new procurement ecosystem.

SAP Ariba Lifecycle and Performance (Ariba SLP)

Suncor uses SAP's Ariba SLP module for our supplier management processes. Pre-qualified and qualified suppliers will use Ariba SLP to keep their company information and documents up to date.

Pre-qualification and Registration	Qualification
Suppliers can only complete the pre-qualification and registration process at the request of our supply chain team.	Yearly, suppliers will be asked to complete the annual recertification / qualification process.

Why do suppliers need a SAP Ariba account to work with Suncor?

To do business with Suncor and participate in sourcing events, all suppliers, no matter your supplier relationship with Suncor (goods or services), are required to have an SAP Ariba account. This includes participation in pre-qualification.

No cost to suppliers

There is no cost to suppliers to transact with Suncor on SAP's Ariba or Fieldglass platforms. Our pro-curement system is buyer funded.

What about Ariba Discovery?

Suncor is on SAP's Ariba Discovery network, however, only until we initiate the process with suppliers to complete the pre-qualification, registration, and qualification processes, will the supplier's Ariba account be connected to Suncor.

March 2023

Getting started

The supplier pre-qualification and registration process begins when Suncor sends an email to the business contact we have on file for your company to create a Suncor Ariba account.

To work with Suncor, each supplier must:

1. Assign a designated SAP Ariba account administrator from your company. These designated administrators are required to:
    - manage company information and documentation
    - receive important and timely communication from Suncor
    - manage the pre-qualification, registration and qualification processes in Ariba.
2. Have one Ariba Network ID (ANID) to complete the registration and management process.
    - Your ANID is your company's account number for SAP Ariba.

All service providers require SAP Ariba and Fieldglass accounts and a designated administrator for both platforms.

Does your organization already have a SAP Ariba account?
If yes, a new account does not have to be created. Your company's Ariba Administrator is the best person to contact for assistance.

SAP Ariba account administrators
Learn more from SAP about what should be considered in selecting the right account administrator for your company.

Interested in doing business with Suncor?
Please refer to our intake process for potential new suppliers.

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About Suncor's pre-qualification process

All suppliers must pre-qualify to perform work or to provide goods or services to Suncor.

- A supplier will be asked to complete a set of pre-qualification questions through SAP Ariba.
- These high-level organization questions are required in order to be asked to register with Suncor and participate in any sourcing events.
- The information provided will help Suncor assess your company's environmental, health and safety performance, quality systems and financial strength.
- During your pre-qualification process we will provide you with more information about these requirements.

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.

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) criteria.

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.

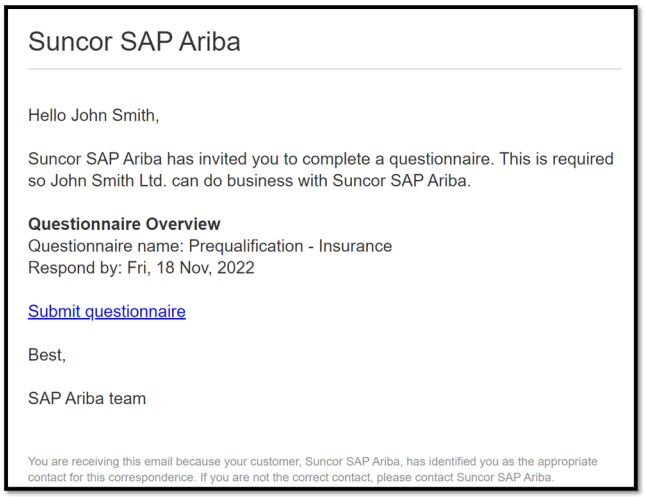
Pre-qualification

Step 1: Initiating the process

Suncor will initiate the pre-qualification process by sending questionnaire to the email address provided to Suncor.

Check your junk or spam folder if you do not see this email in your inbox.

Here is an example of the email you will receive



Suncor SAP Ariba

Hello John Smith,

Suncor SAP Ariba has invited you to complete a questionnaire. This is required so John Smith Ltd. can do business with Suncor SAP Ariba.

Questionnaire Overview
Questionnaire name: Prequalification - Insurance
Respond by: Fri, 18 Nov, 2022

Submit questionnaire

Best,

SAP Ariba team

You are receiving this email because your customer, Suncor SAP Ariba, has identified you as the appropriate contact for this correspondence. If you are not the correct contact, please contact Suncor SAP Ariba.

Step 1

Select **Submit questionnaire**

Questions related to Environment, Health and Safety (EH&S) information requested by Suncor

Please direct all EH&S related inquiries to EH&S Contractor Management. This includes inquiries on how to achieve compliance.

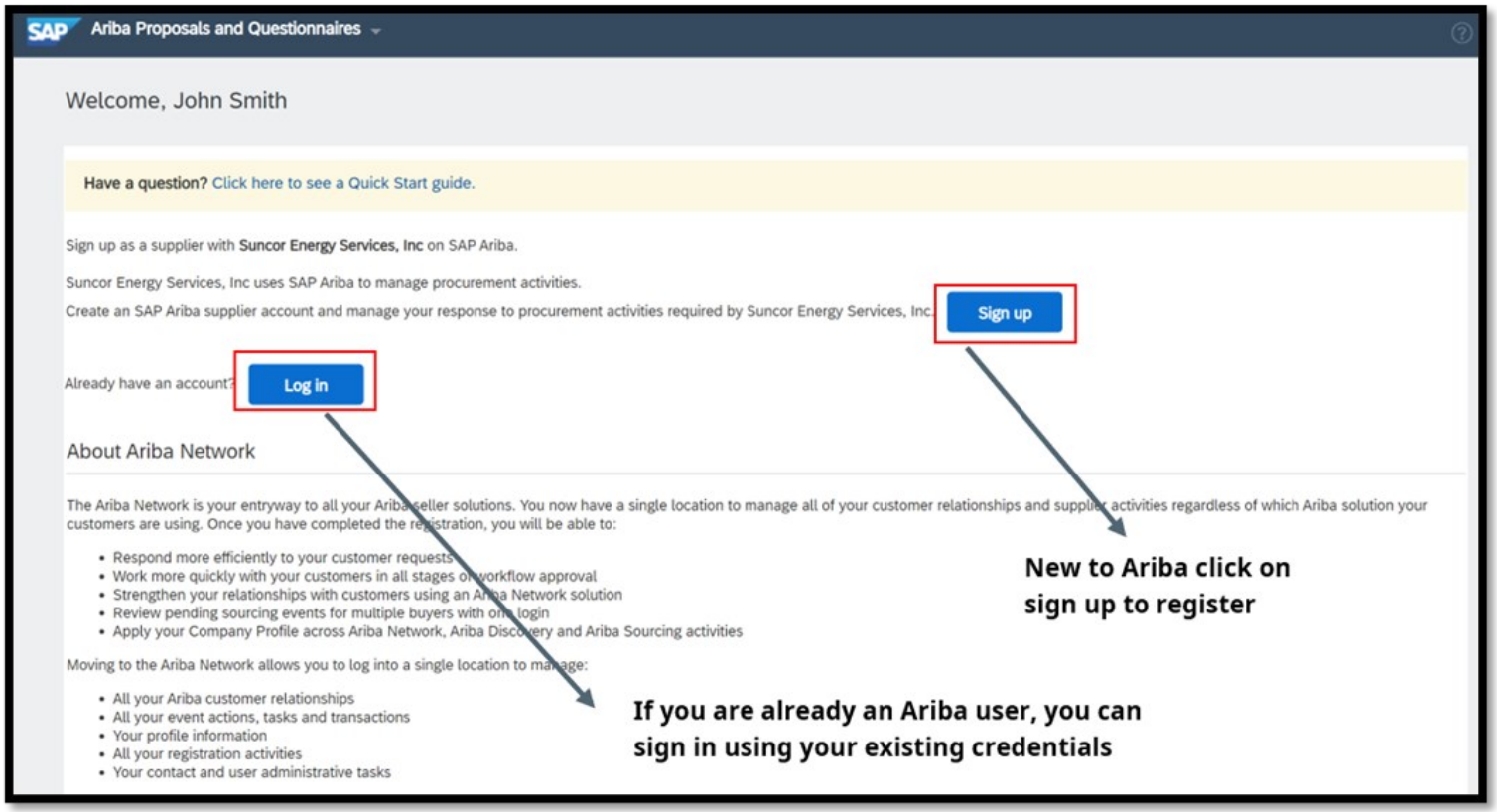
Pre-qualification

Step 2: Sign up or Log in to SAP Ariba

The first time you select **Submit questionnaire** you will be taken to Ariba Sign up Log in page.

Step 2

Select **Log in** or **Sign up**



Pre-qualification

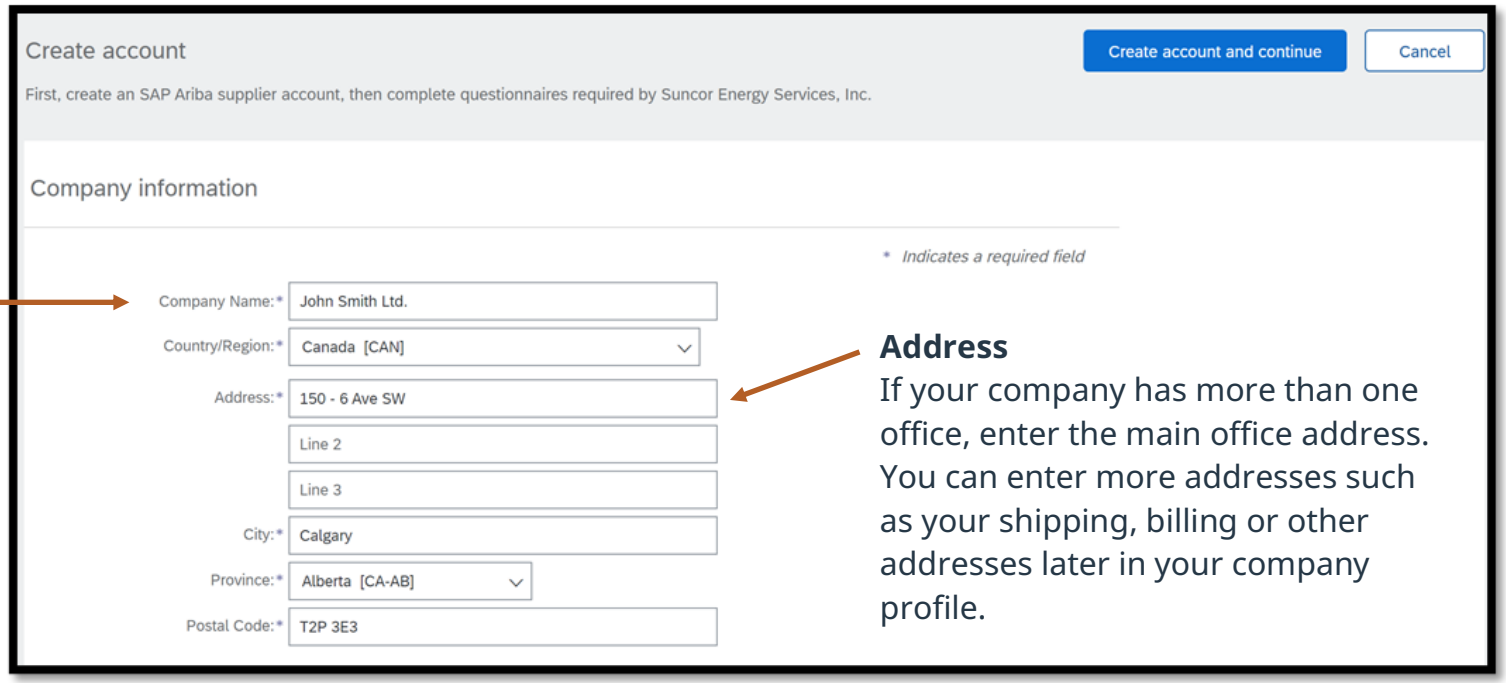
Step 3: Create your Suncor SAP Ariba company account

Step 3

Fill in the fields with your company/account information (as shown below).

Note: The first person from your company to create your company's account automatically becomes the account administrator. At any time, the administrator account can be reassigned to another user in your company (search "How do I change the administrator user" in the SAP Ariba Help Center for more information).

Company Name
Enter the full legal entity name for your company



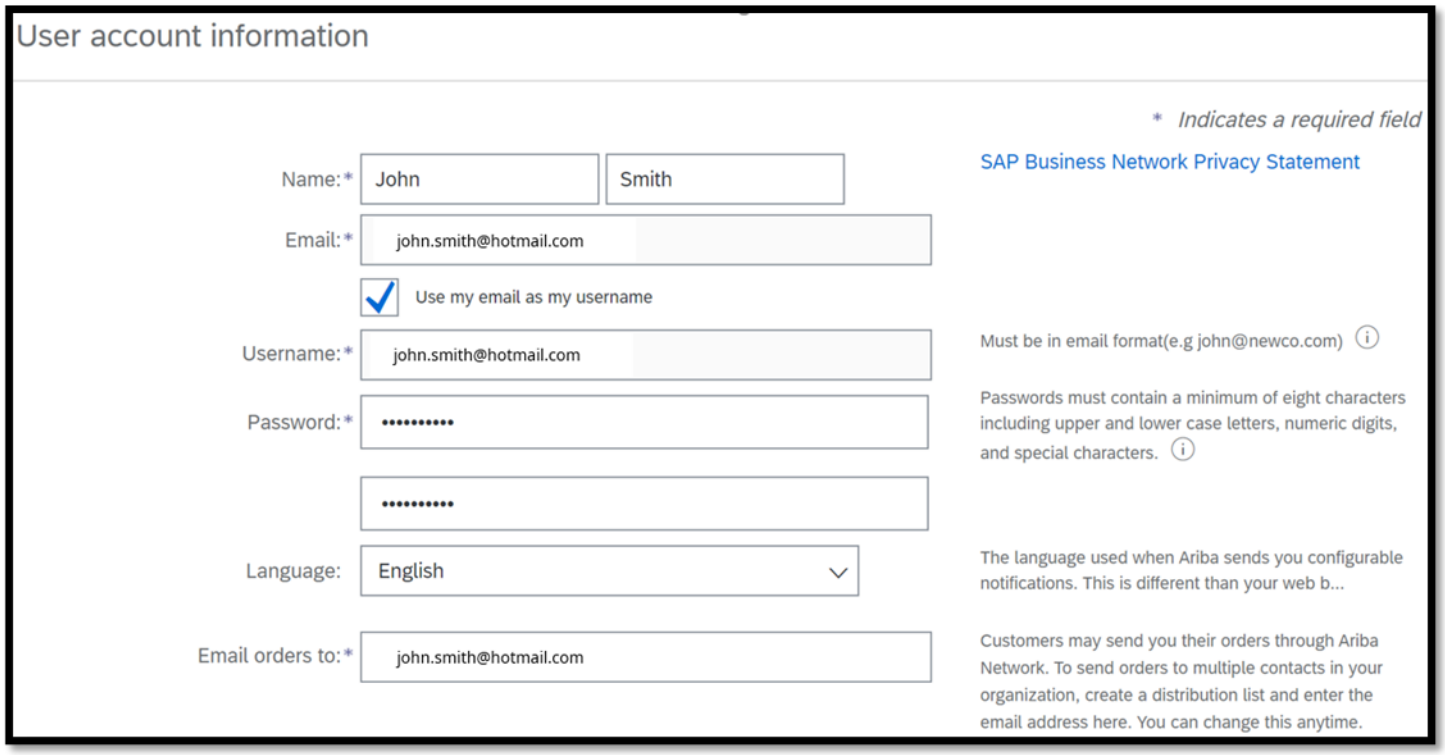
Address
If your company has more than one office, enter the main office address. You can enter more addresses such as your shipping, billing or other addresses later in your company profile.

Pre-qualification

Step 4: Set up your user profile and preferences

Step 4

Fill in the fields and select your language preference

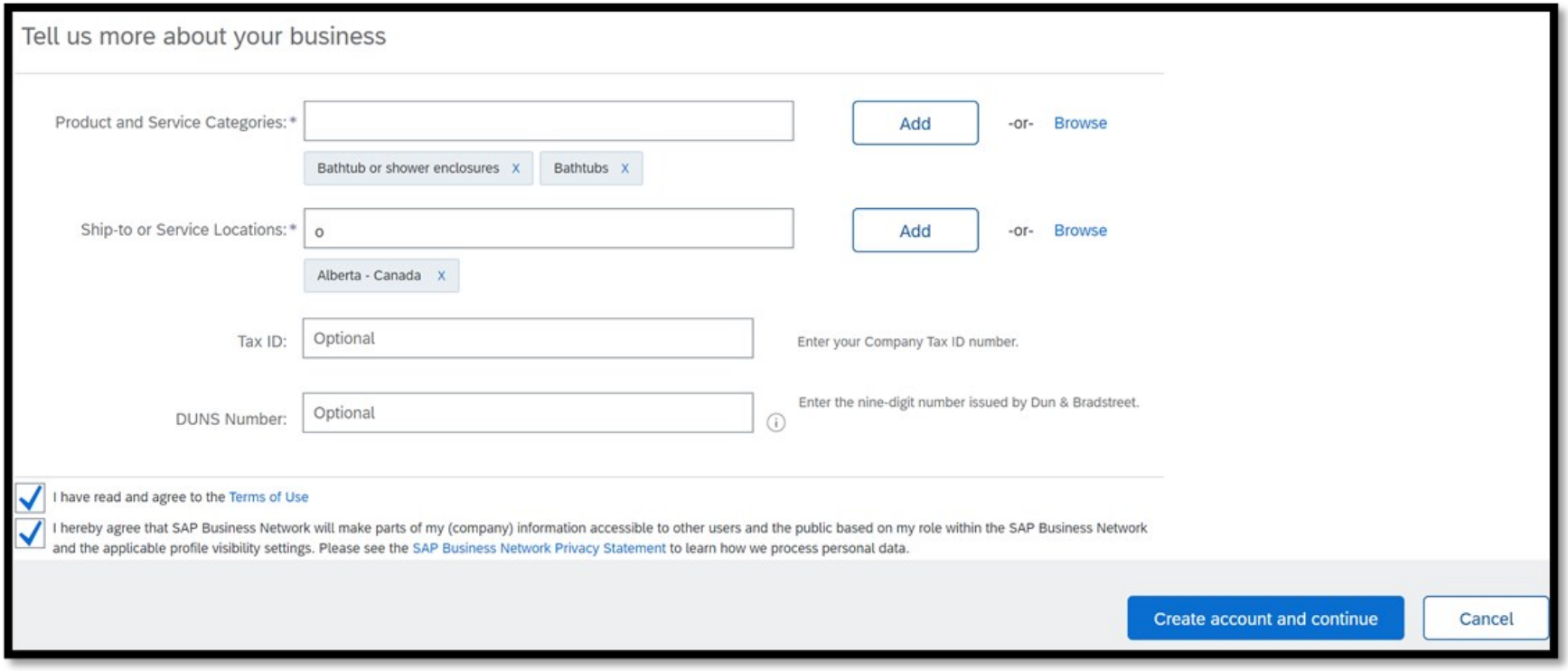


Pre-qualification

Step 5: Create your company profile

Step 5

- Select **Browse** to add all applicable product/service categories and ship-to/service locations
- Review the Terms of Use and SAP's Privacy Statement; then select "I have read…" check boxes
- To complete the set up of your Suncor SAP Ariba account, select **Create account and continue**
- Once Suncor has approved the supplier's pre-qualification questionnaires, the supplier will receive an invitation to register with Suncor. Go to Registration for more information on how to complete these steps.



Registration

Step 1: Initiating the process

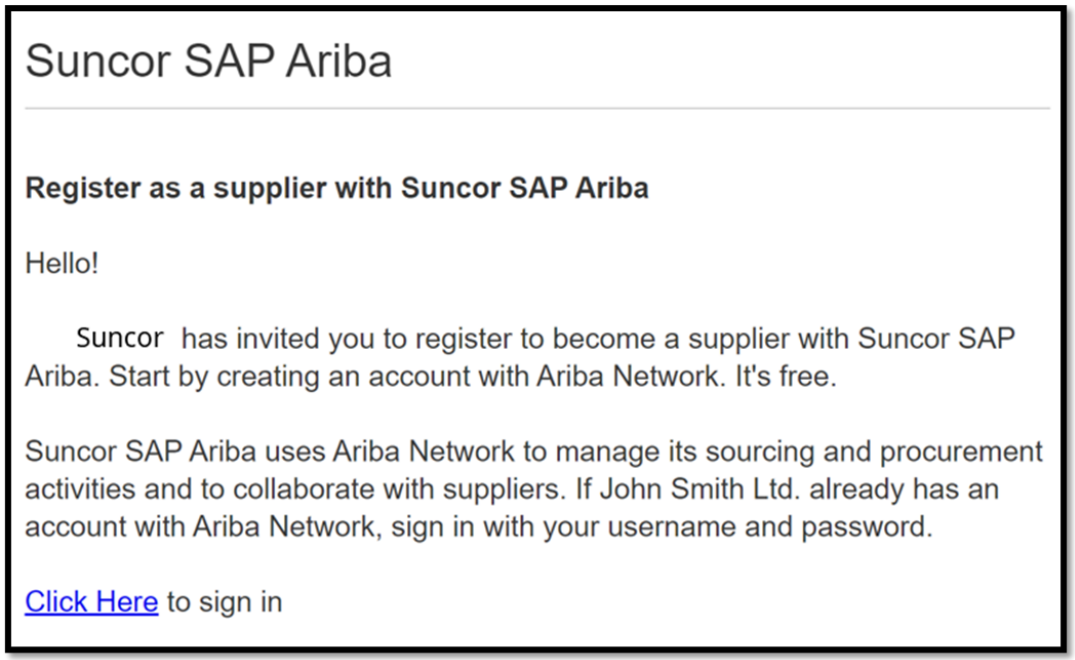
Once Suncor has approved your company's pre-qualification questionnaire, an invitation to register with Suncor SAP Ariba will be sent.

From your company's Suncor SAP Ariba account, you will access and complete two questionnaires to complete the registration process - "Supplier registration questionnaire - External" and "Banking Questionnaire".

Example of the invitation to register with Suncor SAP Ariba email you will receive.

Step 1

Select **Click Here** to sign in and access the registration questionnaires.



Suncor SAP Ariba

Register as a supplier with Suncor SAP Ariba

Hello!

Suncor has invited you to register to become a supplier with Suncor SAP Ariba. Start by creating an account with Ariba Network. It's free.

Suncor SAP Ariba uses Ariba Network to manage its sourcing and procurement activities and to collaborate with suppliers. If John Smith Ltd. already has an account with Ariba Network, sign in with your username and password.

Click Here to sign in

Banking questionnaire

Use the quick reference guides below when setting up your company's banking profile(s).

Note: if your company will bill from different countries, complete a banking profile for each country.

- Canada
- United States
- United Kingdom

If your company is located outside of Canada, United Kingdom or the United States, create a ticket with our supplier enablement team and provide all relevant information so we can better respond.

Certificate of incorporation and proof of tax
Government issued documents must be provided.

Reminder
All requested company documents must have the company logo and legal name on each page, and submitted in PDF format.

Qualification

Step 1: Initiating the process

This is the final step to be a QUALIFIED supplier for Suncor

Unless otherwise advised by your Suncor contract advisor or Ariba SLP team member, the final step of the supplier onboarding process will be initiated.

- Login to the SAP Ariba Portal
- Qualification questionnaires will be sent in different emails to your company's designated administrator.

Reminders

- All requested company documents must have the company logo and legal name on each page, and submitted in PDF format.
- Please direct all Environment, Health and Safety (EH&S) related questions requested by Suncor to EH&S Contractor Management. This includes inquiries on how to achieve compliance.

Account Management
Add users to SAP Ariba

- Login to the SAP Ariba Portal
- In the top right corner, click on your initials
- Select **Settings** to open the drop-down menu
- Then select **Users**

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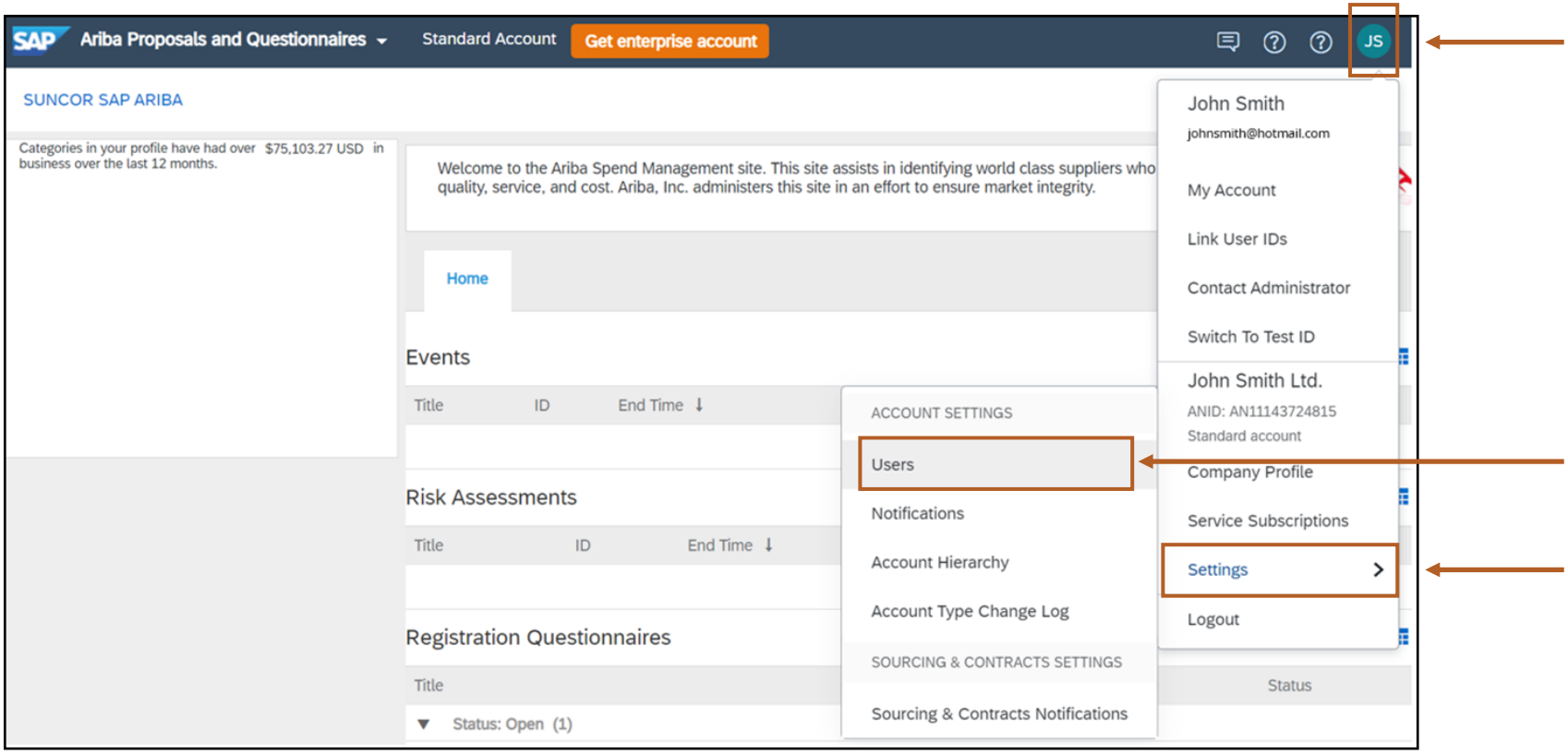
Did you know?
Up to 250 users can be added to your Suncor Ariba company account.



Account Management

Continued: Add users to SAP Ariba

Here is where you manage all your users and roles in Ariba

- Select **Manage Users**, then select the **+** icon to add a new user

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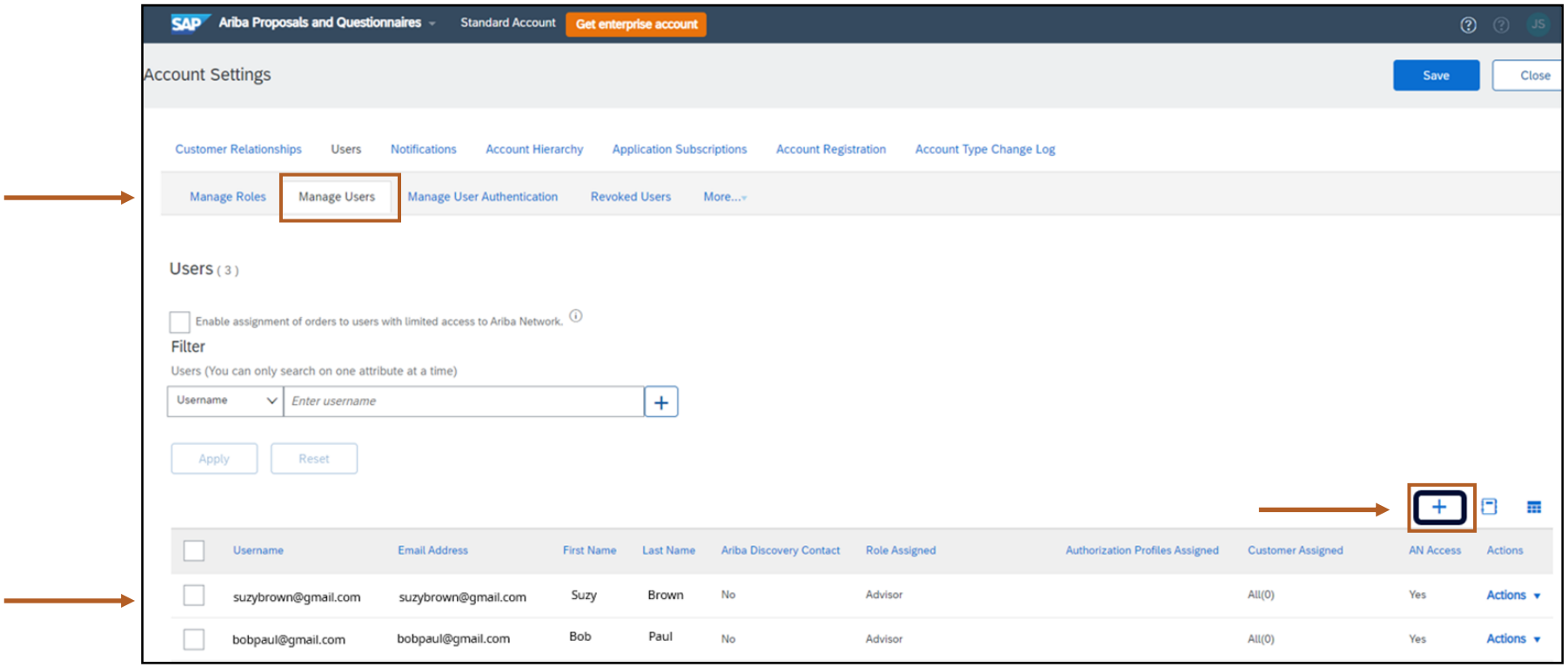
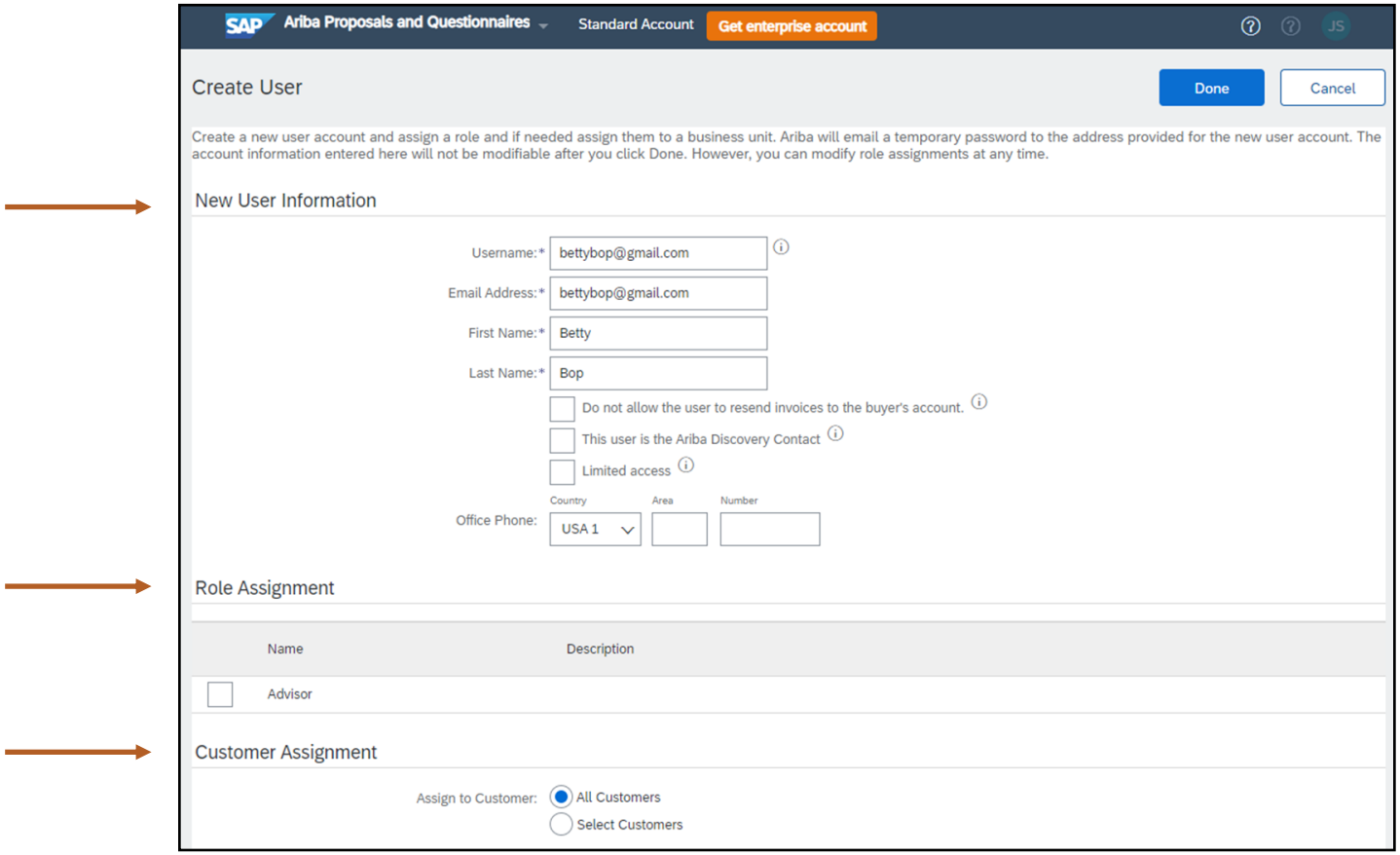


Account Management

Continued: Add users to SAP Ariba

- Enter the **Username**, **Email Address**, **First/Last Name**
- Select applicable **Role** and **Customer Assignments** based on the needs of your organization
- Select **Done** when finished
- The new user will receive an email from Ariba to log in and create a password.



Account Management
How to assign questionnaires to users

When completing a questionnaire, you can use **Response Team** to assign questions to others in your organization.

Note: There are **limitations** when using Response Teams. SAP Ariba Sourcing does not allow more than one response team member to submit a response at the same time. However, response team members can access events, view messages, and view the **Response History** page at the same time. Follow this link for more information about using **Response Teams**.

- To view or add response team members, first open the questionnaire, and select **Response Team**.

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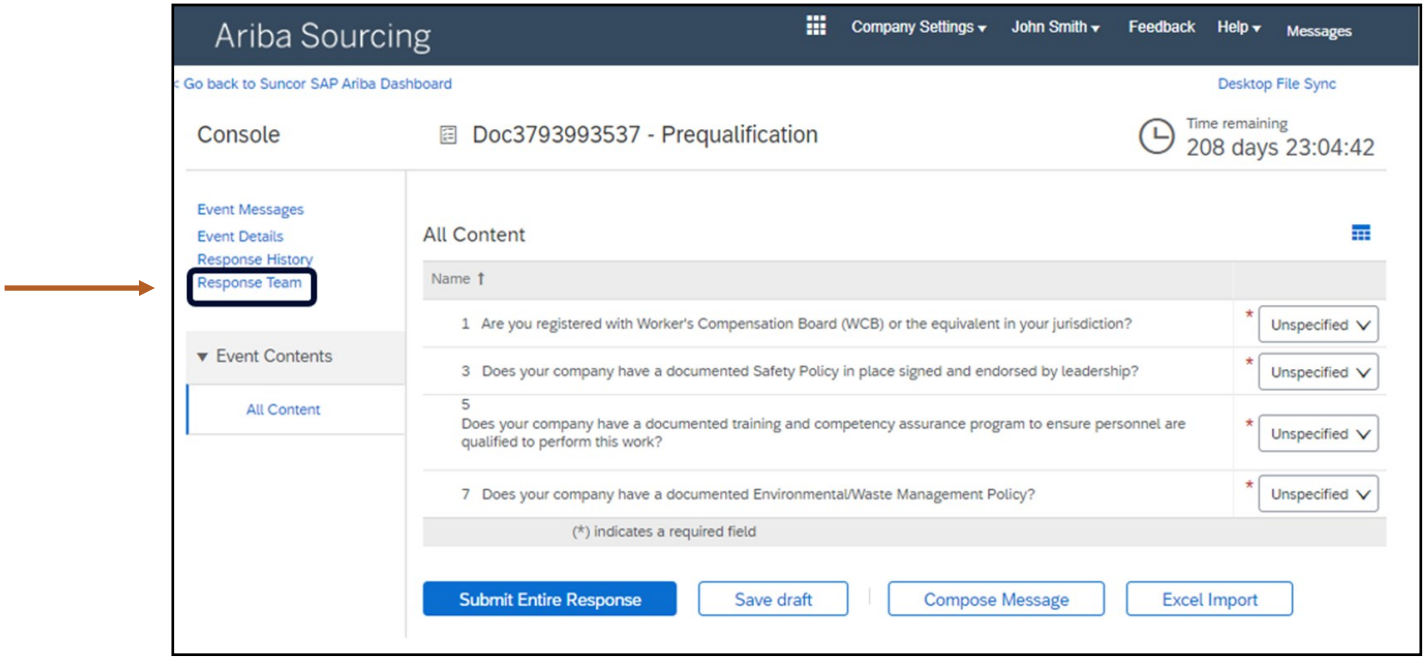
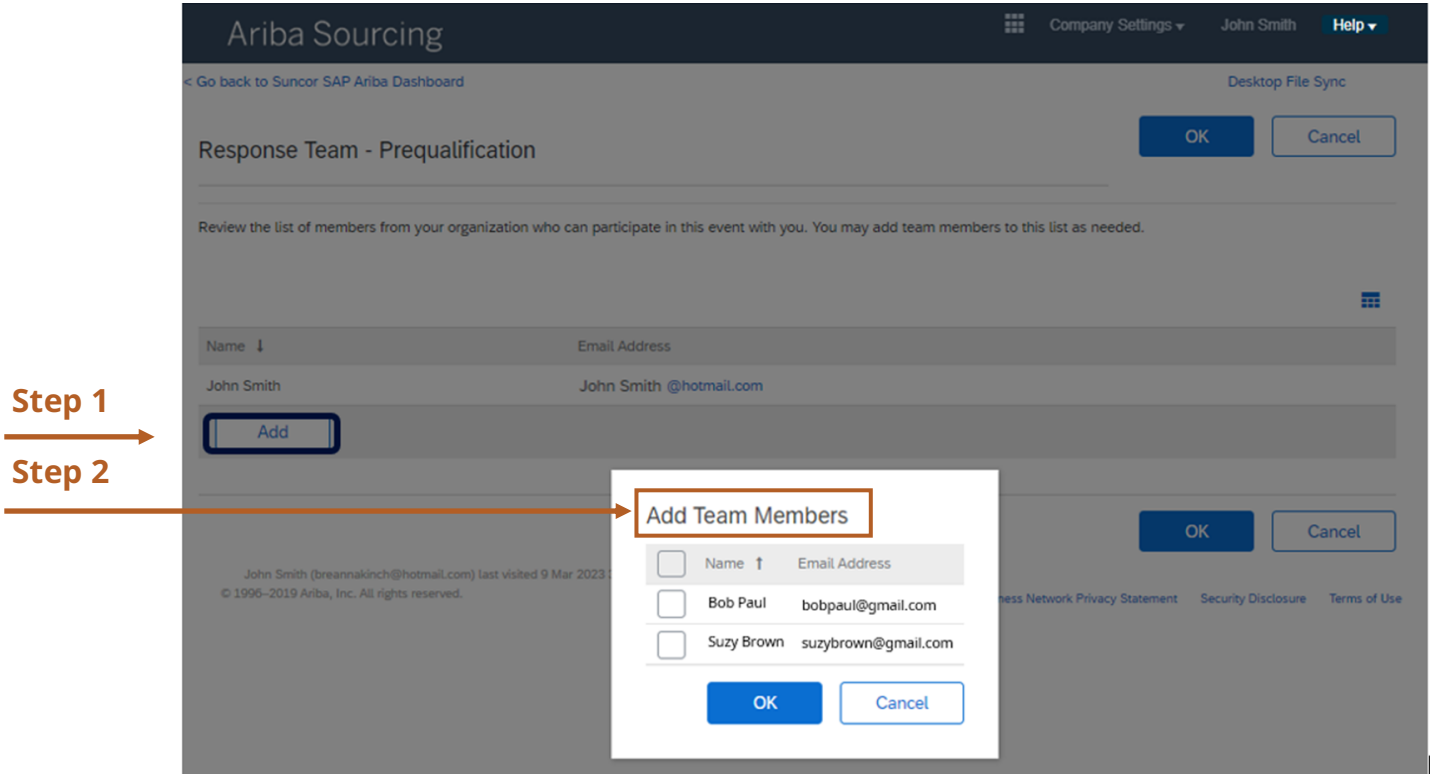


Account Management

Continued: How to assign questionnaires to users

1. Select **Add** then **Add Team Members**
2. Select the team member(s) you want to add to the Response Team and click **OK**

The next time the user logs in to their SAP Ariba account, they will see the questionnaires assigned to them on their Suncor Ariba dashboard.



FAQs

Getting started

Our company already has a SAP Ariba account, do we need to create a new account?
No, you can use your current account. See page 6 for more information.

Who do we contact about registration questions?
See Getting help for more information.

Suncor SAP Ariba account management

What is the role of the account administrator?
Key tasks include:

- Responsible for account setup/configuration and management
- Primary point of contact for users with questions or problems
- Creates users and assigns roles/permissions

Refer to the SAP Ariba Help Center for more information about setting up or managing your company's SAP Ariba Account.

How many users from our company can be set up to transact with Suncor on Ariba?
Up to 250 users can be set up. See page 13 for more information.

How do I contact my company's account administrator?

- Sign in to your Ariba account
- In the top right corner of the page, click [user initials].
- Select **Contact Administrator**

How do we update company information, including our company's email address?
Changes must be made by your account administrator:

- Sign in to your Ariba account
- In the top right corner of the page, click [user initials]
- Select **Company Profile**
- Update any necessary fields in the **Basic tab**
- Click **Save**

How do we update banking information?
See page 11 for more information.

What if extra banking was added in error?

- Sign in to your Ariba account
- Select **Revise Response**
- Select **Delete** on each Banking information/section that needs to be removed

Getting help

The following channels are available to answer your questions.

Technical and account management support

SAP Ariba Help Center

- Select **SAP Business Network** then **Contact us**
- Or search the Help Center for additional supplier support resources, including tutorials and FAQs.

Completing questionnaires

For issues with questionnaires after logging into SAP Ariba, create a ticket with our supplier enablement team and provide all relevant information so we can better respond.

Supplier Enablement

For questions about the Environment, Health and Safety (EH&S) information requested by Suncor contact our EH&S Contractor Management team. This includes inquiries on how to achieve compliance.

EH&S Contract Management