

Suncor is on a new journey as we adopt SAP's cloud-based platform, Fieldglass, for its transaction management of services.

As Suncor continues to deepen its knowledge about Fieldglass, we will update this guide.

We recommend bookmarking the [link](#) to this guide versus downloading a copy, so you are always working from the latest version.

Suncor Supplier Enablement

How to use this guide

1. **Click the buttons.** Use the buttons on each page to navigate within this guide, or to open learning resources.
2. **Templates and quick reference guides** are also available in the Reference Library on Fieldglass.

Table of contents

Resources to help get you started or when you need assistance in completing key steps.

Tip: Click on the buttons to open the link

The Quick Reference Guides and templates provided in this document, are also available in Suncor's Reference Library within Fieldglass. Note: demos are not available in Fieldglass, use the links in this document to access.

Navigating
in Fieldglass

From logging in, to personalizing your account, to finding your tasks to complete, get familiar with Fieldglass and the Fieldglass terms we adopt.

**Navigating
And glossary of terms**

Contract and purchase
order management

With Fieldglass, Master Statement of Work (MSOW) is the term for contract and Statement of Work (SOW) is the term for purchase order. Find or take action on a MSOW or SOW.

**Review and action
MSOWs and SOWs**

Onboard and mobilize
workers

Three types of workers are managed by service providers on behalf of Suncor in Fieldglass. Learn about these worker types and the processes to follow.

**Onboarding workers
Mobilizing from Fieldglass**

Payment processes

How to view payment status, submit fees (invoices), revise or reverse a fee, or submit credits.

**Submitting fees
Paying, revising, credits**

Running reports

Using the out-of-the-box Fieldglass reports.

Running reports

Getting help

Additional resources and who to contact with questions.

Getting help

Navigating in Fieldglass

Resources available to help you navigate in Fieldglass.

Tip: Click on the buttons to open the link

Basic navigation	Demo Fieldglass simulation
Log on	Quick Reference Guide
Change notification settings	Quick Reference Guide
Update contact information	Quick Reference Guide
Change your password	Quick Reference Guide
Add additional users	Quick Reference Guide
Using Fieldglass help center	Fieldglass demo
Information for new suppliers	Search for KB0314674 under Suppliers in the SAP Fieldglass Help Center
Information for new supplier administrators	Search for KB0314672 under Suppliers in the SAP Fieldglass Help Center

Fieldglass terms to become familiar with

Service provider is any organization or company who provides any services and/or a contracted workforce to Suncor.

Service requestor is the term used for a hiring leader or manager.

Buyer is the term used to represent the Suncor entity that you are transacting with in Fieldglass.

Master Statement of Work (MSOW) is the term used by Fieldglass for a contract.

Statement of Work (SOW) is the term used by Fieldglass for a purchase order. It constitutes an agreement between Suncor and a supplier for the provision of services.

Work Order / Work Assignment (WO) is an electronic document created in Fieldglass that outlines the terms, dates, rates, and the individual selected for a contingent assignment. Work Order and Work Assignment have the same meaning in Fieldglass.

Work Items are items in Fieldglass that require action by the service provider. Includes responding to a SOW revision, job posting, accepting a work order, or approving a time sheet.

For more terms and definitions, refer to the Suncor Service Provider Transactional Guide to Fieldglass

Tip: Click on the buttons to open the link

- The Master Statement of Work (MSOW) is the version of the contract agreement with rate details that exist in Fieldglass. When new contracts are negotiated, signed, and created with Suncor's contract team using the Ariba Contracts module, a MSOW is generated in Fieldglass. Service provider's will review and accept the MSOW to activate its usage in Fieldglass.
- A Statement of Work (SOW) is a formal document that encompasses work activities, deliverables, and timelines for a service provider to review. It provides buyers and service providers alternate methods of defining payment schedules for invoicing.

View and accept MSOW	Demo	Quick Reference Guide
View and action SOW		Quick Reference Guide
Statement of Work overview	Fieldglass simulation	
Work order overview	Fieldglass simulation	

Coming soon!

Quick Reference Guides:

- Overview of MSOW process
- Overview of SOW process

For more information
Section 2: Managing Statements of Work
Suncor Service Provider Transactional Guide to Fieldglass

How does Fieldglass fit within Suncor's new procurement ecosystem?

Suncor has adopted SAP's S4, Ariba and Fieldglass to manage its procurement processes. [Learn more about how our processes and new systems work together.](#)

Onboard and mobilize workers

Three types of workers are managed by service providers on behalf of Suncor in Fieldglass.

Tip: Click on the buttons to open the link

SOW workers / equipment

A SOW worker is an individual provided by a third-party contracted service company to deliver / execute project services, operational services, or outsourced services on behalf of Suncor.

Approved SOW workers and equipment are added to a SOW to support onboarding, mobilization, time entry and fee submission processes.

In Fieldglass, service providers are accountable to:

- View and action MSOWs and SOWs
- Onboard and offboard SOW workers and equipment to a SOW
- Submit fees or time sheets

[SOW onboarding
SOW workers / equipment](#)

[Timesheets / fees
SOW workers / equipment](#)

[Submit services fees
For statement of work](#)

Profile workers

A profile worker are workers who do not need to bill Suncor for their time, who may still need to complete tasks prior to coming to the site, such as site orientation through the Contractor Portal.

Profile workers are issued a personnel number, a badge and access to the Contractor Portal. They are not associated to a SOW or purchase order, cannot invoice their time, and cannot be set up with any Suncor system. In Fieldglass, service providers are accountable to:

- Onboard and offboard workers

[Profile worker
Processes](#)

Contingent workers

A contingent worker is an individual reflected in Suncor's organizational chart with an approved position number.

In Fieldglass, service providers are accountable to:

- Submit job seekers for an available job posting
- Review and accept a new work order
- Onboard and offboard workers
- Manage work or revisions
- Submit and revise time sheets
- Reconcile billing and payment

[Contingent worker
Processes](#)

Tip: Click on the buttons to open the link

A SOW worker is an individual provided by a third-party contracted service company to deliver / execute project services, operational services, or outsourced services on behalf of Suncor. Approved SOW workers and equipment are added to a SOW to support onboarding, mobilization, time entry and fee submission processes.

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- View and action MSOWs and SOWs
- Onboard and offboard SOW workers and equipment to a SOW
- Submit fees or timesheets
- Reconcile billing and payments

Adding individual workers to a SOW

Add SOW worker

Quick Reference Guide

Mass upload of workers and equipment to a SOW

SOW worker mass upload

Quick Reference Guide

Excel Guide

Coming soon!

Contractor onboarding overview and demo videos

Tip: Click on the buttons to open the link

- Fees are to be submitted in accordance with your contracted terms with Suncor.
- Fees are consumption-based, such as brochures printed, helpdesk calls received, or classes taught, so only invoice what has been completed.

Until further notice, use of detailed time entry through mass upload of timesheets is restricted to a pilot group

For those not in the pilot group, please continue to either enter detailed time for each worker individually, or enter summary invoices for time entry and ensure detailed backup is attached with your submissions.

What to use when (and how) - depends on how the service master is set up:

- Detailed time entry **can** be used when the SOW is linked to a MSOW (contract) that includes service masters.
- If service masters **are not** linked to a MSOW (contract) follow the SOW fee submission processes on [page 8](#).

Submit individual worker fees

Submit single detailed time entry fee

Quick Reference Guide

Mass upload of worker fees

Fees for worker mass upload

Quick Reference Guide

Excel Guide

For more information
Section 3: Submit Fees
Suncor Service Provider Transactional Guide to Fieldglass

Coming soon!
Demo videos

Tip: Click on the buttons to open the link

- Fees are to be submitted in accordance with your contracted terms with Suncor.
- Fees are consumption-based, such as brochures printed, helpdesk calls received, or classes taught, so only invoice what has been completed.

Fieldglass terms to become familiar with **SOW fee** is a summary of the charges being billed against a SOW, such as milestone payments and lump-sum entries.

Submit fees

Single fee entry

[Quick Reference Guide](#)

Single fee entry against cost flexible SOW

[Quick Reference Guide](#)

Single fee entry against SOW with multiple tax rates

[Quick Reference Guide](#)

Mass upload of fees

Submit fees mass upload

[Quick Reference Guide](#)

[Excel Guide](#)

For more information
Section 3.1: Single Fee Entry
Suncor Service Provider Transactional Guide to Fieldglass

Coming soon!
Demo videos

Profile worker

Submit candidates, onboarding and offboarding, submitting timesheets and fees.

[Click to return to Onboard and mobilize overview](#)

Tip: Click on the buttons to open the link

A profile worker is for workers who do not need to bill Suncor for their time, who may still need to complete tasks prior to coming to the site, such as site orientation through the contractor learning portal.

Profile workers are issued a personnel number, a badge and access to the Contractor Portal. They are not associated to a SOW or purchase order, cannot invoice their time, and cannot be set up with any Suncor system.

In Fieldglass, service providers are accountable to:

- Onboard and offboard workers

Examples of a profile worker:

- Site visitors
- Third-parties who need to cross Suncor property (e.g., telecom providers)
- Sales representatives who need to attend a meeting

Creating a profile worker

[Quick Reference Guide](#)

Closing a profile worker

[Quick Reference Guide](#)

Coming soon!
Demo videos

Contingent worker

Submit candidates, onboarding and offboarding, submitting timesheets and fees.

[Click to return to Onboard and mobilize overview](#)

Tip: Click on the buttons to open the link

A contingent worker is an individual engaged as a contractor who is reflected in Suncor's organizational chart.

Job posting overview

[Fieldglass simulation](#)

Job posting process

[Demo](#)

Submit a job seeker

[Quick Reference Guide](#)

Time sheet and expense overview

[Fieldglass simulation](#)

View and submit time sheets

[Demo](#)

[Quick Reference Guide](#)

Resend a worker's invitation
(expired link or misplaced email)

[Quick Reference Guide](#)

In Fieldglass, service providers are accountable to:

- Submit job seekers for an available job posting
- Review and accept a new work order
- Onboard and offboard workers
- Manage work or revisions
- Submit and revise time sheets

For more information

Section 4: Contingent Worker Process

Suncor Service Provider Transactional Guide to Fieldglass

Coming soon!

Quick Reference Guide:

- Close a contingent worker

Payment processes

Submitting, revising and reversing fees or submitting credits.

Tip: Click on the buttons to open the link

Common processes

Revising or reversing a fee

Quick Reference Guide

Submitting credits

Quick Reference Guide

View payment status

Quick Reference Guide

Specific processes

Contingent workers

Time sheets / expenses

SOW workers / equipment

Time sheets / fees

Fees for services only

Fees only

Coming soon!
Demo videos

Running reports

Using the out-of-the-box Fieldglass reports.

Tip: Click on the buttons to open the link

- Many predefined reports are available in the Fieldglass application. If you do not see a report that fills your needs, users with appropriate user role permissions can create custom reports.
- User access to specific reports is controlled by your organizations' Fieldglass Administrator.

Reporting overview

Fieldglass simulation

Run reports

Demo

Quick Reference Guide

For more information
Section 5: Reporting
Suncor Service Provider Transactional Guide to Fieldglass

Tip: Click on the buttons to open the link

The following channels are available to answer your questions.

Technical support

For technical support regarding Fieldglass, please contact SAP Fieldglass directly.

[SAP Fieldglass Help Center](#)

How to submit a SAP Fieldglass support case - video

How to use the SAP Fieldglass Help Center - video

Suncor process or training

For Fieldglass registration, onboarding, invoice/fee submission inquiries, transaction errors or learning support, reach out to Suncor Supplier Enablement.

SupplierEnablement@suncor.com

Payment & non-Fieldglass invoices

For invoicing support submitted through Suncor AP and all payment status inquires, reach out to Supplier Help.

SupplierHelp@suncor.com

Suncor Invoice Submission Requirements

Each service provider has a Fieldglass Administrator

For questions related to your account or your organization's account, contact your Fieldglass Administrator.

Find your Administrator by clicking on the **Gear** button in Fieldglass and select **User List**.



For an overview of how to transact with Suncor on Fieldglass Refer to: Suncor Service Provider Transactional Guide to Fieldglass