



April 6, 2022

Suncor completes migration to SAP S/4, Ariba and Fieldglass

Suncor has completed its migration to SAP's S/4, Ariba and Fieldglass systems, initiating the new processes relevant to you. While we have worked to have minimal impact, we want to remind you of what to expect now that we have reached go live.

For invited materials suppliers this means

- Effective April 6, all material procurement activities with Suncor will now be completed in Ariba.
- Resources, including Quick Reference Guides (QRGs), demonstration videos and simulations are available directly in Suncor's Information Portal on Ariba.
 - We have also posted an FAQs document in the Information Portal on Ariba, focused on answering 'how do I' type questions as you become familiar with Ariba. These are created based on questions submitted to Supplier Enablement.

For service providers this means

- Effective April 6, all service procurement activities with Suncor will now be completed in Fieldglass.
- With Suncor's migration to SAP S4, new purchase order (PO) numbers will be assigned for each supplier relationship. Please work with your Suncor procurement contact to get a list of the old PO numbers to new, if required.
- Quick reference guides and other learning materials are available in the Reference Library in Fieldglass. These materials help you navigate the new processes and requirements Suncor adopts with the migration to SAP S4 and Fieldglass.
 - Use the Quick Start Guide for a full view of the learning resources available with quick links.
 - We have also posted a FAQ document in the Reference Library, focused on answering 'how do I' type questions as you become familiar with Fieldglass. These are created based on questions submitted to Supplier Enablement

For all suppliers this means

- All current (qualified) material and service suppliers were migrated by Suncor to Ariba's Supplier Lifecycle Performance (Ariba SLP) module for go-live.
- After go-live, we begin the work with all suppliers to validate registration data and complete qualification requirements in the Ariba SLP tool.
- These will be paced migrations completed in the months following go-live.
- [Review the presentation](#) or [watch the recording](#) to learn how Suncor will use Ariba SLP for the qualification, pre-qualification processes. Topics covered include migration activities, data maintenance requirements and how Ariba SLP fits within Suncor's new procurement ecosystem that is enabled with Suncor's migration to SAP S4.



Who to contact with questions?

Invited material suppliers to Ariba Network	<p>SAP Ariba Support: Your support resource for account setup, access / password issues, technical platform issues. Please contact Ariba directly, SAP Ariba Help Center.</p> <p>Supplier Help: For questions related to invoicing and payment issues, and requests for remittance. Please reach out to supplierhelp@suncor.com.</p> <p>If you have any questions that have not been answered by the resources posted to Ariba or Suncor's information portal, please contact supplierenablement@suncor.com.</p>
Service Providers	<p>SAP Fieldglass Support: For technical support regarding SAP Fieldglass, please contact SAP Fieldglass directly at 1-866-467-4833 or use the SAP Fieldglass Help Center.</p> <p>Supplier Help: For invoicing and payment issues unresolved through the Fieldglass process, please reach out to supplierhelp@suncor.com.</p> <p>If you have any questions that have not been answered by the resources posted to Fieldglass or Suncor's information portal, please contact supplierenablement@suncor.com.</p>

We value your relationship and thank you in advance for your support as we implement our new procurement processes.

Suncor Supplier Enablement