



It's here! We have now moved to the SAP S/4Hana (SAP S4) platform

With the objective of making it easier for us to do business together, Suncor has updated its systems by moving to the SAP S/4Hana (SAP S4) platform.

We have standardized many of our processes and moved them to cloud-based systems that offers business partners and customers, secure, self-serve access to accurate, near real-time data.

Suncor's migration to SAP S/4Hana (SAP S4) was completed on April 5, 2022. We appreciate your business and thank you for your patience as we work hard to make the transition as seamless as possible.

Changes to highlight for business partners and customers as of April 5, 2022

1. Many of the forms, such as invoices, you receive now have a new format and include new account and customer numbers or other identifiers, plus a new date format of DAY-MONTH-YEAR has been adopted.
2. Many of our Canadian business partners and customers, are now set up to use SAP's Cloud for Customer Payments (C4CP). For customers who migrated from Wholesale Online to C4CP, Wholesale Online closed on March 31 and only the receivables for open items, as of end of day March 31 were migrated to C4CP as part of go-live data conversion.
3. For our natural gas, power and SuperPass customers, Suncor's migration to SAP S4 has no impact in how we conduct business today.
4. The web address paymybills.petro-canada.ca will now direct customers to the C4CP login page for an interim period during this transition.

Other changes that impact business partners and customers

For a view to the changes that came into effect on April 5 based on your business relationship with Suncor, please visit the [information portal](#).

- Changes specific to Petro-Canada Associates, US Asphalt or US Wholesale customers will be communicated using existing communication channels directly.

I have questions about these changes, who do I contact?

If you have questions, please speak with your account representative, or contact us at sapS4customerquestions@suncor.com.

- For all invoice inquiries, contact invoices@suncor.com.
- For questions related to the setup of your Cloud for Customer Payments account, please contact invoices@suncor.com to the attention of the Suncor C4CP Administrator.



- For all Canadian Wholesale customers, please speak with your Wholesale Business Manager, account representative or send your questions to sapS4customerquestions@suncor.com.
- For US Wholesale Customers, including Suppliers and Vendors, please send your questions to CFS.lightoils@suncor.com.
- For US Asphalt customers, please send your questions to CFS.heavyoils@suncor.com.

Additional FAQs

Do these changes apply to SuperPass customers?

No, there will be no change to the cards or invoices used by SuperPass customers.

Do these changes apply to US based customers?

Yes, our US customers will be issued new numbers and the forms will be updated. What doesn't change is the use the MiWeb Portal with those US customers currently registered to use this online system.

Access to Wholesale Online ended on March 31 and replaced by SAP's Cloud for Customer Payments (C4CP)

For customers who migrated from Wholesale Online to C4CP, this means:

- Only the receivables for open items, as of end of day March 31 were migrated to C4CP.
- Closed items were not migrated by Suncor from Wholesale Online to C4CP.
- No invoice documents (for open or closed items) were migrated by Suncor from Wholesale Online to C4CP.
- If customers wish copies of any documentation previously stored in Wholesale Online, please contact invoices@suncor.com.

How will business partners and customers use Cloud for Customer Payments (C4CP)?

All active Customers, other than those specific to SEUSA, have been set up in C4CP. C4CP allows for secure, 24/7, self-serve access to copies of your invoices and back-up, your account statement and, for select customers, the ability to process payments. With C4CP, the data to reconcile your account with Suncor is available in real-time and includes a channel where discrepancies can be raised and sent to Suncor.

This change does not apply to natural gas, power and SuperPass customers, who will continue to use the systems in place for them today.

What to know before activating your C4CP account with Suncor

- C4CP is a cloud-based application, users may access from a smart phone (iPhone or Android) or computer.
- An authenticator app must be downloaded to your smart phone / device to complete the two factor authentication process with Suncor's C4CP system.
- Review [Suncor's Accessing C4CP User Guide](#) for more information, including examples of authenticator apps to choose from.



Review [SAP's Cloud for Customer Payments Help Portal](#) for more information about using C4CP. For questions related to the set up of your Cloud for Customer Payments account, please contact invoices@suncor.com to the attention of the Suncor C4CP Administrator.

What will change for me in 2022?

On April 5, 2022, our invoicing and payment activities moved to new cloud-based SAP supported systems.

With the move to SAP S4, account and customer numbers changed and many of the forms (invoices, remittance statements, payment notices) we use to support the exchange of information with our business partners and customers have been updated and standardized. We also introduced a new process that will streamline all queries about invoices issued by Suncor through a dedicated support team. This dedicated support team will monitor and ensure issues are resolved in a timely manner and can be accessed via invoices@suncor.com.

We also introduced a new self-serve tool, called Cloud for Customer Payments. For many of our Canadian customers, SAP's Cloud for Customer Payments replaced Wholesale Online, also known as Biller Direct. This secure, cloud-based tool from SAP will give customers self-serve access to track invoices and payments. Natural gas, power, SuperPass and US customers will continue to use the systems in place for them today.

What data will change?

In general, all numbers issued by Suncor that helps us track our interactions are new. These changes are required to align with SAP S4's standard data fields.

- There will be no change to the cards or invoices used by SuperPass customers.
- For our natural gas, power and SuperPass customers, Suncor's migration to SAP S4 has no impact in how we conduct business today.

What forms will change?

Overall, Suncor is updating and standardizing most of the system-generated forms we issue to support our business partner and customer relationships. These include payment notices, invoices, and remittance statements.

Samples of some of the frequently used forms and invoices we will use with business partners and customers are available so your organization can review and update your systems, as required. Please visit the [information portal](#) and refer to the change summary page relevant to your business relationship with Suncor.

Why are these forms changing?

As we standardize many of our processes, we are also standardizing many of our forms across our systems to improve accuracy and consistency of data collection. This means we must align our data fields across all the forms we generate that support our business partner and customer relationships.