

Material Suppliers FAQs

As we continue to work in new ways with the deployment of our new procurement ecosystem, we will build on the information available within these FAQ's. New or updated FAQ's are indicated.

The following FAQs provide general for material suppliers, for 'how do I' type questions as you become familiar with Suncor's new processes and requirements with Ariba Network please refer to the Ariba Network Transactional FAQs on Ariba.

Why did Suncor choose the Ariba Network?

Ariba creates value for Suncor and our supplier community by providing a standard and streamlined method of collaboration. Ariba will be used for the transaction management of goods, automating the exchange of purchase orders, confirmations, advance shipment notifications, and invoice documents for material procurement.

Is there a cost for suppliers to join the Ariba Network?

There will be no cost to suppliers to transact with Suncor on the Ariba Network; Suncor is sponsoring a buyer funded program.

Is Ariba Network the best or preferred method to transact materials with Suncor in the future?

Yes, as of 2022 the Ariba Network becomes the preferred method to transact material orders with Suncor. We are anticipating that the vast majority, if not all material orders will be processed through Ariba.

When will suppliers be expected to use Ariba with Suncor?

For materials procurement management, Suncor will pace migrations over a 12-18 month period beginning in 2022. These scheduled waves will ensure a successful migration experience onto the Ariba Network for suppliers. Invitations to participate in a scheduled wave began in 2022 and continue into 2023. Training on the Ariba Network will be part of each scheduled wave.

Will suppliers require both an Ariba SLP and Ariba Network after go-live?

As of April 6, 2022, *material suppliers* require both an Ariba SLP and an Ariba Network account.

- 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.
- Suppliers will receive an email to complete their company's account set up for Ariba SLP or Ariba Network.
- Suppliers can use the same Ariba Network Identification number (ANID) for both accounts.
- You can link your existing Ariba Account or Register if your company does not already have one.

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- [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.

What if I have not received an invitation from Suncor to join the Ariba Network?

All material suppliers who migrated to the Ariba Network on April 6, have received their invitations from Suncor. To ensure a successful migration experience for suppliers, migration to Ariba Network will be completed in paced migrations into 2023.

(Updated) How do I submit invoices until I am setup on the Ariba Network?

A temporary process using email to exchange transaction information will be in place for material procurement suppliers until their migration to the Ariba Network is complete. Suncor will send purchase orders by email and suppliers will be asked to send invoices to Accounts Payable. This interim process for material procurement transactions will ensure the ongoing flow of business with our suppliers during this transition period.

(New) Our invoice submission requirements for Suncor suppliers have been updated with Suncor's migration to SAP S/4. For more information, review the updated information available under Procurement on invoicing on suncor.com.

What else changes for suppliers?

With Suncor's migration to SAP S4, multi-line purchase orders will split into multiple purchase orders.

(Updated) How will the payment of my invoices be affected by these changes?

The Evaluated Receipt Settlement (ERS) process currently used for materials procurement have been phased out with the migration to SAP S4 on April 6. Going forward, all material purchase order invoices, including those previously paid through ERS must be submitted to Suncor to receive payment. The Ariba platform is the preferred method for submitting invoices, providing the fastest and most reliable way to ensure your invoice is processed and paid.

From the Supplier Information Session, it was communicated North American material suppliers with more than 50 annual documents (PO/invoice) will migrate to the Ariba Network for go-live. What does this mean for those suppliers with less than 50?

Based on the current Ariba Network configuration Suncor is implementing for go-live, migrating material suppliers with less than 50 annual documents does not make sense at this time; this approach will be revisited later in the year. We ask suppliers to follow the interim submission process until further notice.

Note: These suppliers still require an Ariba SLP account to continue to conduct business with Suncor after go-live. For more information, refer to the Supply chain transformation FAQs.

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How are annual documents counted?

Each PO counts as one document; each invoice counts as one document. If a supplier has one PO with 12 monthly invoices, the total annual document count is 13.

Who to contact with questions?

- **SAP Ariba Support:** Your support resource for account setup, access / password issues, technical platform issues. Please contact Ariba directly, [SAP Ariba Help Center](#).
- **Supplier Help:** For questions related to invoicing and payment issues, and requests for remittance. Please reach out to supplierhelp@suncor.com.

If you have any questions that have not been answered by the resources posted to Ariba or our [information portal](#), please contact supplierenablement@suncor.com.