

Services Suppliers FAQs

As we continue to prepare for the deployment of the new procurement ecosystem, we will build on the information available within these FAQ's.

Why did Suncor choose SAP Fieldglass?

Fieldglass creates value for Suncor and our supplier community by providing a standard and streamlined method of collaboration. Fieldglass will be used for the transaction management of services, automating the exchange of service commitments, worker profile details, work assignments, timesheets, and invoice documents for services procurement.

Is there a cost to join Fieldglass?

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

Will Fieldglass be the best or preferred method to transact services with Suncor in the future?

Yes, as of 2022, Fieldglass will become the sole method to transact service purchases and invoices with Suncor. All service purchases and invoices will be routed through Fieldglass after go-live.

How do I register to transact with Suncor on the Fieldglass platform?

Service suppliers currently registered with Suncor will receive an invitation to complete the registration process with Suncor on the Fieldglass platform before go-live. Timely completion of this registration process is appreciated.

Will training be available on the Fieldglass platform?

Virtual training sessions will be hosted by Suncor and Fieldglass. Dates to be announced in 2022.

What happens if I am not setup on the Fieldglass platform by the end of the year?

In 2022, Fieldglass will become the sole method to transact service purchases and invoices with Suncor. Suppliers not registered on the Fieldglass platform will see challenges and delay in receiving new purchase orders from Suncor, as well as with the submission and payment of invoices for services. Timely completion of registration is required to avoid challenges through the transition.