

Services 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 service providers, for 'how do I' type questions as you become familiar with Suncor's new processes and requirements with SAP Fieldglass please refer to the SAP Fieldglass Transactional FAQs on Fieldglass.

With Suncor's migration to Fieldglass we adopt new terminology

Services Workflow: SOW Workers	
Fieldglass will be used to request services and support simplified, automated recruitment of contracted workforce.	
SOW Worker	Replaces the terms non-positioned contractor, contractor, consultant, contract, staged or structured services.
Statement of Work (SOW)	Replaces the term Purchase Order.
Master Statement of Work (MSOW)	Replaces the term Contract.
Profile Worker	A new worker type for workers who do not need to bill Suncor for their time (e.g., Site visitors), who may still need to complete tasks prior to coming to site, such as Site Orientation through the contractor learning portal.
Service Provider	Any organization that provides contracted workforce.
Service Requestor	Replaces the term hiring leader or manager.
Service Approver	Assigned to approve invoices, time entry, etc.
External Talent Lifecycle: Contingent Workers	
Fieldglass will be used to request services and support simplified, automated recruitment of contingent workers.	
Contingent Worker	An individual, engaged as a contractor to support work; position is reflected in Suncor's org chart.
Work Order (WO)	Replaces the term Purchase Order.
Master Statement of Work (MSOW)	Replaces the term Contract.
Service Provider	Any organization that provides contracted workforce.
Service Requestor	Replaces the term hiring leader or manager.
Service Approver	Assigned to approve invoices, time entry, etc.

Getting started with Fieldglass

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.

Services Suppliers FAQs

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.

Is Fieldglass the preferred method to transact services with Suncor?

Yes, as of April 6, 2022 Fieldglass is the sole method to transact service purchases and invoices with Suncor. All service purchases and invoices will be routed through Fieldglass.

(Updated) Do all service providers need to use Fieldglass?

All services provided to Suncor by Service Providers will be in Fieldglass. As of April 6, 2022, Fieldglass becomes the sole method for services such as lodging, bussing, maintenance, construction, engineering, consulting, inspection services, training, with Suncor.

Do service providers require both an Ariba SLP and SAP Fieldglass account?

Service providers will require Ariba SLP and SAP Fieldglass accounts. Service providers will receive an email to complete their company's account set up for Ariba SLP or Ariba Network.

- 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.
- [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.

If we use Fieldglass with other customers, do we need a new account for Suncor?

No. During the Fieldglass registration process you will have the option to link to an existing Fieldglass account or create a new account.

Will service providers be entering their invoices directly into Fieldglass?

Yes, service providers will be generating their invoices electronically directly into Fieldglass. All service purchase orders, and invoice transactions become the responsibility of the supplier to submit using the Fieldglass platform.

Services Suppliers FAQs

Is time going to be entered though Fieldglass instead of SAP?

Yes, 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.

Will contractors enter time into Fieldglass?

Contingent and SOW Workers will follow the process your company has in place for time entry. As the Service Provider, you will submit the invoice (Fees) to Suncor through Fieldglass.

Does Fieldglass require a flat file for upload of timecards like the detailed billing today?

Yes, Fieldglass offers 150 out-of-box upload tools to load mass amounts of data in bulk.

Like any previous POs, will no work start until the SOW has been approved in Fieldglass?

Correct. The Statement of Work (SOW) must be approved before work begins.

Can suppliers continue to submit service Purchase Order (PO) invoices to Accounts Payable after go-live?

All service purchase orders, and invoice transactions become the responsibility of the supplier to submit using the Fieldglass platform. After go-live, Accounts Payable will not have access to enter invoices on behalf of suppliers.

What happens if I am not setup on the Fieldglass platform?

As of April 6, 2022, Fieldglass becomes 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.

Who to contact with questions?

- **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](#).
- **Supplier Help:** For invoicing and payment issues unresolved through the Fieldglass process, please reach out to supplierhelp@suncor.com.

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