

Suncor's Supply Chain transformation 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 all suppliers:

- For **material suppliers** invited to the Ariba Network with '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.
- For **all service providers** please refer to the SAP Fieldglass Transactional FAQs on Fieldglass for 'how do I' type questions as you become familiar with Suncor's new processes and requirements with SAP Fieldglass.

Why did Suncor choose SAP S4, Ariba and Fieldglass to manage their supply chain processes?

The past few years, we've been on a journey to improve many of our business processes, with the principles of standardization and simplification in mind. In selecting SAP S4, Ariba and Fieldglass we adopt industry-standard, cloud-based technology that will benefit Suncor and our suppliers.

How does this change benefit suppliers?

By adopting industry-standard technology and moving the management of our supply chain into an end-to-end procurement ecosystem, we will move to automated, integrated, and consistent processes. Suppliers will have self-serve access to accurate, near real-time data and there will be no annual subscription or transaction fees to conduct business with Suncor on the SAP, Ariba and Fieldglass platforms.

Will all Suncor subsidiaries migrate to the new ecosystem?

All subsidiaries except Syncrude will migrate; this includes Terra Nova and our international operations.

(Updated) When does Suncor's new ecosystem go live?

Suncor completed its migration on April 6, 2022. This means Suncor's qualification, sourcing, contracting, materials and services procurement management processes, used to manage Suncor's supply chain, have migrated to SAP's Ariba and Fieldglass systems. Suppliers will be expected to transition using these systems going forward.

- For **services**, all services procurement and invoicing will now occur using Fieldglass.
- 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. Suppliers will be invited to participate in a scheduled wave that will include Ariba Network training.

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What else changes for suppliers?

Key changes suppliers should be aware of include:

- Suncor's new procurement ecosystem is a buyer funded program; there will be no annual subscription or transaction fees to conduct business with Suncor on the SAP, Ariba and Fieldglass platforms.
- With Suncor's migration to SAP S4, new account numbers, contract numbers, and purchase order numbers will be assigned for each supplier relationship.
- Many of the processes supported by the submission of documents by suppliers are replaced with data entry by suppliers directly into an SAP supported system.
- Service suppliers must now submit all invoices connected to a service commitment through Fieldglass.
- Material suppliers must submit all invoices connected to a purchase order after their migration to Ariba is complete (onboarding to happen in waves).
- All sourcing activity will be conducted through Ariba Sourcing Management. Suppliers must be registered through Ariba Supplier Lifecycle and Performance to be invited to participate in sourcing events.

What doesn't change for suppliers?

- Non-purchase order based transactions will continue to require email invoice submissions to Accounts Payable.
(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.
- Payment remittances will continue to be provided via emails to facilitate cash application of Suncor's payments.

Will all suppliers require both an Ariba SLP and Ariba Network account? What about SAP Fieldglass?

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.

Material suppliers will require both an Ariba SLP and an Ariba Network account.

- Suppliers will receive an email to complete their company's account set up for Ariba SLP or Ariba Network.

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- 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.

Service providers will require Ariba SLP and SAP Fieldglass accounts.

- Service providers will be required to complete the SAP Fieldglass registration process.

Note: Suppliers who provide **both materials and services** with Suncor will require Ariba SLP, Ariba Network and SAP Fieldglass accounts.

(Updated) All active **service providers** will be required to complete the SAP Fieldglass registration process. If you have not completed registration, or have questions, please contact supplierenablement@suncor.com.

How was data migrated from the old to new system?

To streamline the transition process, Suncor migrated only active data (including contracts currently in force) for current (qualified) suppliers to our new system and did not bring historical data into the new environment. With Suncor's migration to SAP S4, new account numbers, contract numbers, and purchase order numbers will be assigned for each supplier relationship.

Once Suncor completes data migration, after go-live suppliers will be asked to validate their organization's data in the new ecosystem.

What happens to open invoices at time of transition?

Suncor will be taking efforts to settle any outstanding invoices before go-live. Any invoices that are processed, but not yet due, will be migrated and paid out after migration. For continuity, we will bring forward any open Purchase Order commitments into our new environment.

Will there be changes to my existing contract?

Historically, Suncor assigns each contract an SAP 46000xxxxx contract number. At the time of migration to SAP S4, any contract(s) in force will be migrated into the Ariba Contract Management system and assigned a new Ariba contract number. After go-live, Suncor will be in direct contact to communicate your new Ariba contract number(s).

Ariba Network and SAP Fieldglass accounts.

(Updated) Will the Avetta prequalification system continue to be a part of Suncor's new procurement ecosystem?

No, all current (qualified) suppliers have been migrated to Ariba SLP. **However, all suppliers should continue to maintain an active Avetta membership and status until they have completed their registration and qualification activities in Ariba SLP, and this has been validated by Suncor.**

Our company already has an Ariba Network Identification number (ANID) can this be used to register with Suncor?

- Yes, no new ANID is required to do business with Suncor.