

# Manage service contracts and purchase orders in SAP Fieldglass

## Suncor Supplier Guide

Our services and contractor procurement processes are conducted using SAP's Fieldglass system.

This guide provides job aides and an overview of the processes, roles, expectations, and responsibilities to do business with Suncor.



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## Doing business with Suncor

Suncor's suppliers are required to comply with our policies, procedures and criteria including, but not limited to, meeting our insurance requirements, drug and alcohol policy and environmental, health and safety (EH&S) and invoicing criteria.

- ▶ All suppliers must pre-qualify to perform work or to provide goods or services to Suncor. Pre-qualification does not mean or imply any right to work at Suncor; it simply places your company's name on a list of suppliers eligible to be selected to work for Suncor.
- ▶ Based on work to be performed or goods to be provided a supplier may be required to complete our qualification process.
- ▶ Failure to complete pre-qualification, registration and qualification could put future work at risk.
- ▶ Refer to [supplier management](#) for more information.

### **Suncor's procurement processes are managed using SAP's Ariba and Fieldglass systems.**

Our procurement processes and the management of our supplier relationships are conducted using SAP's Ariba and Fieldglass systems. We use these cloud-based systems to manage the full life cycle with our suppliers which enables Suncor's supply chain team to collaborate directly with suppliers online.

- ▶ To engage in business with Suncor and participate in sourcing events, all suppliers, must register with Suncor on SAP Ariba and complete the required pre-qualification, registration and qualification steps and as required, keep company information such as business contacts, documentation and banking details current and accurate.
- ▶ All suppliers submitting purchase orders to Suncor are required to register with Suncor on SAP Ariba and provide banking information.  
*Accurate company information and banking details minimizes payment errors or delays.*
- ▶ Management of all services, including invoicing is done on SAP's Fieldglass system.  
*Services include lodging, bussing, maintenance, construction, engineering, consulting, inspection services and training, etc.*
- ▶ Material suppliers transact with us via email or using SAP's Ariba Business Network.  
*Materials include standard material orders issued for the purchase of equipment, machinery, parts and supplies, etc.*

### **There is no cost to suppliers to transact with Suncor on SAP Ariba or Fieldglass.**

Our procurement ecosystem is a Suncor-funded program. There are no annual subscription or transaction fees to conduct business with Suncor on SAP Ariba and Fieldglass. Suncor's procurement ecosystem provides many benefits for our business partners, including 24/7 access to near real-time information.

### **Supplier Code of Conduct**

In doing business with Suncor, we expect all suppliers and their workforce to understand and follow our [Supplier Code of Conduct](#) and related policies.

### **Contracting terms and conditions**

Refer to [sourcing and contracting](#) for a listing of Suncor's contracting terms and conditions.

### **Invoices and payments**

Suppliers should review the [invoice submission requirements](#) to understand the information required for correct invoice submission. Note: Suncor does not accept mailed invoices or statements.

- ▶ Refer to [invoices and payments](#) for more information.
- ▶ Contact our supplier help team ([supplierhelp@suncor.com](mailto:supplierhelp@suncor.com)) with payment inquiries for invoices, requests for remittance and inquiries for invoices past due payment.

## Fieldglass essentials

SAP Fieldglass is a cloud-based platform used by Suncor for the transaction management of all services, automating the exchange of service commitments, worker profile details, work assignments, timesheets, and invoice documents for services procurement.

Service providers can only register with Suncor on SAP Fieldglass at the request of Suncor's supply chain team and after completing our supplier registration process.

- ▶ The designated Fieldglass account administrator from your organization with Suncor is accountable to configure and manage your organization's Suncor SAP Fieldglass account.
  - This includes setting up multiple user profiles for others in your organization who will support relevant procurement and payment activities in your organization.
- ▶ To determine your company's Fieldglass administrator, contact Fieldglass [SAP Fieldglass Help Center](#).

All service providers must use Fieldglass to exchange purchase orders and invoice documents, onboard and offboard workers.

- ▶ On Fieldglass, Suncor will:
  - Send service purchase orders.
  - Activate workers.
  - Review and approve purchase orders, invoices or timesheets.
  - Post announcements
- ▶ On Fieldglass, service providers will:
  - Designate a Suncor SAP Fieldglass administrator.
  - Receive service purchase orders.
  - Onboard and mobilize workers.
  - Submit service invoices or timesheets.
  - Maintain company information and user profiles.
- ▶ Suncor demo: [Fieldglass essentials](#)

### Four service procurement processes are managed on SAP Fieldglass

1. **Contract and purchase order management.** When new contracts are negotiated, signed, and created with the Suncor contract team this information generates a Master Statement of Work (MSOW) within Fieldglass that requires the service provider's acceptance to activate its usage.

After accepting the MSOW, purchase orders in Fieldglass called Statements of Work (SOW) can be created with the terms agreed on in the MSOW. Service providers will need to accept the SOW before workers and equipment can be onboarded and mobilized.

2. **Statement of Work (SOW) workers or equipment.** SOW workers are individual workers provided by a service provider that is not reflected in Suncor's org chart to deliver/ execute project services, operational services, or outsourced services on behalf of Suncor.

Approved SOW workers and equipment are added to a SOW to support onboarding, mobilization, time entry and fee submission processes.

3. **Contingent workers.** A contingent worker is an individual engaged as a contractor and reflected in Suncor's organizational chart, with an approved position number.

Recruitment through candidate selection, onboarding and timesheet management is completed on Fieldglass.

4. **Profile workers (limited use).** Profile workers are not associated to a SOW or purchase order, cannot invoice their time, and cannot be set up with any Suncor system.

A profile worker are workers who do not need to bill Suncor for their time, who may still need to complete tasks prior to coming to the site, such as site orientation.

## Managing your Fieldglass account

For Suncor, only company information and user profiles are required to be maintained by the designated administrator on Fieldglass. Suncor uses the banking details on SAP Ariba to pay suppliers. Note: Suncor cannot update your Fieldglass account information or your designated administrator – this must be done by the service provider.

## Getting help

The following support options are in place to help get your questions answered. Leverage these resources to access training and answers to frequently asked questions.

<p><b><a href="#">SAP Ariba Help Center</a></b></p> <p>The SAP Ariba Help Center should be used by all suppliers who interact with Suncor across SAP's Ariba platform to complete supplier registration and onboarding, maintain company information and banking details.</p>	<p>Use the help center for:</p> <ul style="list-style-type: none"> <li>• account setup</li> <li>• access or password resets</li> <li>• technical platform issues</li> <li>• access SAP Ariba knowledge articles.</li> </ul>
<p><b><a href="#">SAP Fieldglass Help Center</a></b></p> <p>The SAP Fieldglass Help Center should be used by all suppliers who interact with Suncor on SAP Fieldglass.</p> <p>For more information, refer to <b>KB0361975 - How to submit an SAP Fieldglass support case</b> on the <a href="#">SAP Fieldglass Help Center</a>.</p>	<p>Use the help center for:</p> <ul style="list-style-type: none"> <li>• account setup</li> <li>• access or password resets</li> <li>• technical platform issues</li> <li>• access SAP Fieldglass knowledge articles.</li> </ul>
<p><b><a href="#">Suncor supplier enablement</a></b></p> <p>For questions about Suncor's services procurement processes, submit a ticket with our <a href="#">supplier enablement team</a>. Provide all relevant information so we can better respond.</p>	<p>Use our supplier enablement team for:</p> <ul style="list-style-type: none"> <li>• supplier onboarding questions</li> <li>• Suncor process or training questions</li> <li>• resolving purchase order or invoice transaction errors within SAP Ariba.</li> </ul>
<p><b><a href="#">Suncor supplier help</a></b></p> <p>It is important for us to pay our suppliers on time. Adhering to our <a href="#">invoicing submission guidelines</a> will assist with these efforts. Additional information including a list of Suncor legal entities and a remittance example can be found on <a href="#">invoices and payments</a>.</p>	<p>Use our supplier help team for:</p> <ul style="list-style-type: none"> <li>• payment inquiries</li> <li>• requests for remittance</li> <li>• inquiries for invoices past due payment</li> </ul>

## Key Fieldglass terms used by all service providers.

Term	Description
Buyer	The term used to represent the Suncor entity that you are transacting with in Fieldglass.
Service approver	A Suncor employee assigned to approve timesheets, expense sheets, etc.
Service provider	Any organization that performs a service or provides a contracted workforce to Suncor.
Service requestor	A hiring leader or manager.
Master Statements of Work (MSOW)	<p>The version of the executed contract agreement in SAP Ariba with rate details that exist in SAP Fieldglass. Includes contract type details such as: the owner, budgets, site locations, terms and conditions, and rates.</p> <ul style="list-style-type: none"> <li>• When new contracts are negotiated, signed and created with our contract team, a MSOW is generated in Fieldglass.</li> <li>• Service providers must review and accept the MSOW to activate its usage in Fieldglass.</li> </ul>
Statements of Work (SOW)	<p>A formal document that encompasses work activities, deliverables and timelines for a service provider to review.</p> <p>The SOW also provides buyers and service providers alternate methods of defining payment schedules for invoicing.</p>

## What to know before you get started

<p><b>Duplicate worker records</b></p>	<p>Duplicate worker records can delay worker mobilization, including badge creation (company credentials) until the duplicate error is resolved.</p> <ul style="list-style-type: none"> <li>• Prior to adding a new worker, please ensure steps have been taken to confirm the worker doesn't already exist in Fieldglass.</li> <li>• To help stop a duplicate record from being created, an internal process is in place. As required, a Suncor contact will reach out asking to verify information to avoid a duplicate record from being created. Please support these requests in a timely manner so we can get your worker mobilized before their start date.</li> <li>• The badge number and Worker ID number should be the same for each worker. Like an employee number, the Worker ID is a unique Suncor identifier for each worker.</li> <li>• The Security ID is a required field by Fieldglass. It is a unique identifier for each worker to help ensure duplicate records are not created on Fieldglass, and to distinguish workers with the same name from one another.</li> </ul>
<p><b>Invoice submissions</b></p>	<p>It is important for us to pay our suppliers on time. Here are some common reasons why payment could be delayed, or your invoice rejected by Suncor:</p> <ul style="list-style-type: none"> <li>• Only submit invoices through Ariba Business Network.</li> <li>• Taxes are not automatically calculated when submitting invoices via Ariba Business Network. To avoid invoice errors or payment delays, please ensure applicable taxes are inputted when submitting invoices.</li> <li>• If you submit the same invoice to Accounts Payable and through the Ariba Business Network, both invoices will be rejected, requiring resubmission through the Ariba Business Network only.</li> <li>• All goods shipments require an invoice for payment.</li> <li>• No invoice can be processed if it includes goods not received by Suncor. Only invoices with received items can be processed.</li> <li>• Invoices must be billed to the <a href="#">Suncor entity</a> on the purchase order that is sent to suppliers by Suncor.</li> </ul>
<p><b>Worker end dates</b></p>	<p>When a worker's end date is reached, they immediately lose all access to Suncor systems and sites unless an extension is applied before the end date. To facilitate a smoother process, we encourage you to take the following actions:</p> <ul style="list-style-type: none"> <li>• Proactively monitor the status of worker end dates. We recommend service providers run a "Worker Status" report in Fieldglass. More information about running reports can be found <a href="#">here</a>.</li> <li>• Review open SOWs with your procurement representative, to determine if the SOW can be extended or a replacement SOW needs to be issued.</li> <li>• To prevent duplication in Fieldglass close any workers no longer working at Suncor. If a worker will not support Suncor beyond their end date, no action is required as records will close as per the end date noted on record.</li> </ul>

## Navigating in Fieldglass

Use this [link](#) to log in to SAP Fieldglass

Process	Suncor job aides	Search for these Knowledge Base articles under the supplier section of the <a href="#">SAP Fieldglass Help Center</a>
Fieldglass essentials	<a href="#">Demo</a>	KB0314674 – Information for new supplier users. Includes information on workflows for Contingent and SOW processes.
Log on	<a href="#">Quick reference guide</a>	KB0052559 - I forgot my username or password for my supplier account
Change notification settings	<a href="#">Quick reference guide</a>	KB0065691 - How do I create a new user for my supplier company?
Update contact information	<a href="#">Quick reference guide</a>	KB0165112 - How do I change my supplier address?
Add additional users	<a href="#">Quick reference guide</a>	KB0295201 - How to create new user roles
Information for new supplier administrators	n/a	KB0314672 - Information for new Supplier Administrators KB0230282: How to update the contact details of my supplier company. KB0065691: How do I create a new user for my supplier company?
Information for new supplier users	n/a	KB0314674 - Information for new supplier users KB0220092 - What is available on the Profile Menu? (view / edit personal information or settings). KB0052559 - I forgot my username or password for my supplier account.
As SAP regularly updates their systems, Suncor job aides will not reflect these updates in real-time.		

## Run / create reports in SAP Fieldglass

Fieldglass has predefined reports available.		
If you do not see a report that fills your needs, users with appropriate user role permissions can create custom reports.	<b>Important</b>	User access to specific reports is controlled by your organizations' Fieldglass Administrator.
Process	Suncor job aides	Search for these Knowledge Base articles under the supplier section of the <a href="#">SAP Fieldglass Help Center</a>
Run reports	<a href="#">Demo</a> <a href="#">Quick reference guide</a>	KB0224727 - What are predefined reports? KB0010878 - How do I create a report KB0045017 - I cannot view reports in a specific folder
As SAP regularly updates their systems, Suncor job aides will not reflect these updates in real-time.		

## Self-serve information and resources available on Fieldglass

Resources available in Fieldglass to help get you started, or to come back to as needed.

### Fieldglass training Courses

Out-of-the-box tutorials developed by Fieldglass on how to complete common tasks.

#### On Fieldglass:

- Click **Help** (Question mark) > **Training courses**.
- Click a topic from the list to launch a training video.
  - Transactional: Basic navigation of the application for any supplier user
  - Administrative: Configuration menu and administration of SAP Fieldglass for an admin user
- Click a sub-topic from the overview menus.
- Click the **Play** (triangle) button in the pop-up box to progress the course (there is no sound).

### Fieldglass Knowledge Articles (KB) & FAQs

Role-based resources found in the supplier section of the [SAP Fieldglass Help Center](#).

#### Use this [link](#) to access the SAP Fieldglass Help Center or on Fieldglass:

- Click **Help** (question mark) > **Contact Us**
- Click **SAP Fieldglass Help Center** link.

#### Use the KB number to search the Help Center. Example:

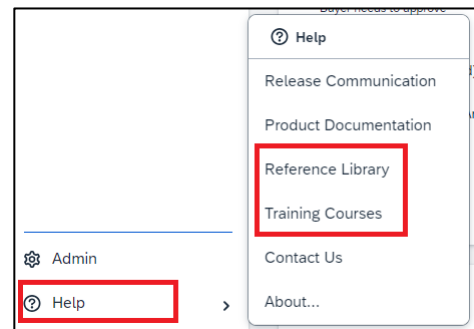
- KB0011223 - How to change supplier company contact person.

### Suncor's Reference Library on Fieldglass

Suncor developed learning resources, specific to Suncor processes and requirements.

#### Frequently used resources:

- Fieldglass ID Naming Convention
- Submit single entry fee (QRG)
- Add SOW worker to SOW (QRG)
- View and action SOW (QRG)
- Tax reference table



### News and announcements

Time sensitive / important information, general announcements / helpful tips are posted on Suncor's Fieldglass dashboard.



# 1 Contract and purchase order management

All collaboration between service providers, service requestors and Suncor’s supply chain team occurs directly through Fieldglass.

- ▶ The Master Statement of Work (MSOW) is the version of the contract agreement with rate details that exist in Fieldglass. The MSOW includes contract type details such as: the owner, budgets, site locations, T&C’s, and rates.
- ▶ A Statement of Work (SOW) constitutes an agreement (purchase order) between Suncor and the service provider for provisions of services. The SOW provides the commitment to perform work, and manages other details such as fee types, SOW workers and equipment when required.

On Fieldglass, suppliers will:

- ▶ Receive and action MSOWs and SOWs.
- ▶ Validate and provide input on SOWs, including ability to provide estimates.

## View and action a Master Statement of Work (MSOW)

When new contracts are negotiated, signed, and created with the Suncor contract team this information generates a MSOW within Fieldglass that requires the service provider’s acceptance to activate its usage.

Process	Suncor job aides	Important
View and action a MSOW	<a href="#">Demo</a> <a href="#">Quick reference guide</a>	Three versions of the same MSOW will be in Fieldglass and require acceptance, each MSOW includes a different statement of work template: <ul style="list-style-type: none"> <li>• Cost Flexible with MSOW</li> <li>• Standard with MSOW</li> <li>• Plant Maintenance/Projects with MSOW</li> </ul> A service provider must also accept MSOWs after revisions.
As SAP regularly updates their systems, Suncor job aides will not reflect these updates in real-time.		

## View and action a Statement of Work (SOW)

After accepting a MSOW, a SOW (purchase order) in Fieldglass can be created with the terms agreed on in the MSOW. Service providers will need to accept the SOW before workers and equipment can be onboarded and mobilized.

Process	Suncor job aides	Important
View and action a SOW	<a href="#">Demo</a> <a href="#">Quick reference guide</a>	The SOW must be accepted by the service provider and may route back to the service provider for approvals during revisions.
As SAP regularly updates their systems, Suncor job aides will not reflect these updates in real-time.		

## 2 Management of SOW workers or equipment

SOW workers are individual workers provided by a service provider that is not reflected in Suncor's org chart to deliver/ execute project services, operational services, or outsourced services on behalf of Suncor.

- ▶ Approved SOW workers and equipment are added to a SOW to support onboarding, mobilization, time entry and fee submission processes.

### On Fieldglass, suppliers will:

- ▶ Initiate onboarding of SOW workers directly in Fieldglass.
- ▶ Complete time and invoice entry directly into Fieldglass.
- ▶ Service providers submit Fees tied to milestones and deliverables in Fieldglass.
- ▶ Maintain their own worker data.

### Key Fieldglass terms used by Statement of Work service providers.

Term	Description
Statement of Work (SOW) Service Provider	Any organization that provides / delivers /executes third-party contracted services to Suncor. This is the most common type of service provider.
SOW worker	An individual worker provided by a service provider that is not reflected in Suncor's org chart to deliver/ execute project services, operational services, or outsourced services on behalf of Suncor.
SOW fee	The summary of charges billed to Suncor for any service provided, that do not require worker based detailed time-entry.
Detailed Time Entry	Detailed charges billed to Suncor that are itemized by worker, work date, cost object, and/or service provided for labour, maintenance and/or equipment. Used only by service providers invited by Suncor to submit detailed time entry charges.
Profile worker (limited use)	A profile worker are workers who do not need to bill Suncor for their time, who may still need to complete tasks prior to coming to the site, such as site orientation on the <a href="#">Suncor Learning management system</a> .

### Adding SOW workers and equipment to a SOW

SOW workers must be added to a SOW to be mobilized, activating their badge, access to site and Suncor's [Learning management system](#).

- ▶ A worker must be added to every SOW that they are performing work on to enable billing against contracted service master numbers and rates.
- ▶ The correct role for the worker must be selected to ensure the worker is billed against the correct service master number.
- ▶ Adding a SOW worker provides the worker a Suncor badge, or activates their existing badge, and provides access to training.
- ▶ The Suncor service requestor or if applicable, the Suncor onboarding coordinator, must request additional system access and provisions.

Process	Suncor job aides	Important
Add an individual worker or equipment to a SOW	<a href="#">Demo</a> <a href="#">Quick reference guide</a>	The workers' security ID should be used for all SOWs and not changed, as it is the unique identifier tied to the worker.  Creating a new security ID will trigger duplicate records for the worker and could impact access to Suncor's sites or systems for the worker.
As SAP regularly updates their systems, Suncor job aides will not reflect these updates in real-time.		

## Submit timesheets and fees for SOW workers / equipment

### Fees are to be submitted in accordance with your contracted terms with Suncor.

- ▶ SOW fees are a summary of the charges being billed against a SOW, such as milestone payments and lump-sum entries.
- ▶ Fees are consumption-based, such as brochures printed, helpdesk calls received, or classes taught, so only invoice what has been completed.

### What to use when (and how) - depends on how the service master is set up:

- ▶ Detailed time entry can be used when the SOW is linked to a MSOW (contract) that includes service masters.
- ▶ If service masters are not linked to a MSOW (contract) follow the relevant single entry fee process.

### Detailed time entry

- ▶ Only service providers identified for detailed time entry (DTE) are authorized to submit DTE charges for individual workers / equipment.
  - **Note:** All service providers can submit summary invoices.
- ▶ Ensure detailed backup is attached with submissions.

### Invoicing Do's and Don'ts

1. Once a fee (invoice) has been reversed to zero the fee can no longer be revised.
  - If the fee needs to be revised back to a dollar amount, please create a new fee.
2. Ensure invoice date is used in Effective Date.
3. Enter in invoice number in Description field.
4. Enter in tax code and tax jurisdiction code as referenced on tax table for Canadian taxes.
5. Sub-total of invoice should be entered, do not include tax amount.
6. Attachments are required.

Process	Suncor job aides	
Submit: Single summary fee entry	<a href="#">Demo</a>	<a href="#">Quick reference guide</a>
Submit: Single summary fee entry against cost flexible SOW	<a href="#">Demo</a>	<a href="#">Quick reference guide</a>
Submit: Single summary fee entry against SOW with multiple tax rates	<a href="#">Quick reference guide</a>	<a href="#">Reference - Tax Table Entries</a>
View payment status	<a href="#">Quick reference guide</a>	
As SAP regularly updates their systems, Suncor job aides will not reflect these updates in real-time.		

### Credits in Fieldglass

Fieldglass does not support the entry of direct credit. Credits must be managed in one of the following ways:

#### 1. Credits directly related to a fee or fees that were entered in Fieldglass.

Follow these guidelines:

- ▶ Make an adjustment to the original fee. Fees can either be corrected or reversed and re-entered.
- ▶ Follow the [revise or reverse fee guidance](#) to process corrections.
  - **Revision** - A fee revision takes place due to a minor change to an existing entry (i.e., invoice date, amount, etc.).
  - **Reversal** - Reversing a fee occurs when the fee is not valid or has been incorrectly added and needs to be reversed out of the system completely.

**2. Credits not directly related to a specific fee in Fieldglass (i.e., rebate or overall project credit).**

Follow these guidelines:

- ▶ Create a credit memo and follow Suncor’s [Invoice Submission Requirements](#) for non-PO invoices.
- ▶ Contact your Suncor procurement advisor to provide non-PO coding requirements.
- ▶ Submit a credit memo to [ap@suncor.com](mailto:ap@suncor.com) for processing.

Process	Suncor job aides
Revise or reverse a fee	<a href="#">Quick reference guide</a>
Credit process to a SOW	<a href="#">Demo</a> <a href="#">Quick reference guide</a>
View payment status	<a href="#">Quick reference guide</a>
As SAP regularly updates their systems, Suncor job aides will not reflect these updates in real-time.	

### 3 Management of contingent workers

Fieldglass is used to request services and support simplified, automated recruitment of contingent workers (CW). A Contingent Worker (CW) service provider provides workers as supplemental labor to Suncor, within an approved Suncor position number in Suncor's organization chart.

Service requestors and CW service providers collaborate through Fieldglass:

- ▶ Hiring leaders interact directly with service providers.
- ▶ Procurement has less involvement in the recruitment of embedded contractors.
- ▶ Timesheets and expenses submitted through Fieldglass.

On Fieldglass, CW service providers:

- ▶ Submit job seekers for an available job posting.
- ▶ Review and accept a new work order.
- ▶ Onboard and offboard workers
- ▶ Manage work or revisions.
- ▶ Submit and revise time sheets and expenses – could be done by service provider or the CW.
- ▶ Reconcile billing and payments.

#### Key Fieldglass terms used by Contingent Worker service providers.

Term	Description
Contingent Worker (CW) Service Provider	Any organization that provides workers as supplemental labor to Suncor, within an approved Suncor position number in Suncor's organization chart.
Contingent worker	A contingent worker is an individual engaged as a contractor and reflected in Suncor's organizational chart, with an approved position number.
Job Posting	An electronic document created in the Fieldglass application by a buyer organization that requests temporary labor.
Job Seeker	The individual (candidate) submitted to a job posting by a Service Provider for review and consideration of an open temporary position.
Workforce	A pool of candidates who are available in Fieldglass for submittal to job postings.
Work Items	Items in Fieldglass that require action, such as responding to a job posting, accepting a work order, or approving a time sheet.
Work Order	An electronic document created in Fieldglass that outlines the terms, dates, rates, and individual selected for a (contingent) assignment. This is the equivalent of a purchase order for a contingent worker. <ul style="list-style-type: none"> <li>• Work Order and Work Assignment have the same meaning in Fieldglass.</li> </ul>

#### Submit a job seeker (candidate)

Process	Suncor job aides	Search for these Knowledge Base articles under the supplier section of the <a href="#">SAP Fieldglass Help Center</a>
Job posting overview	<a href="#">Demo</a>	KB0218961 - Job posting overview for suppliers.
Submit a job seeker (candidate)	<a href="#">Demo</a> <a href="#">Quick reference guide</a>	KB0134179 - How do I submit a candidate to a job posting? KB0220418 - How to submit existing worker to a job posting? KB0639076 - How to change email on submitted job seeker KB0150397 - How to withdraw a Job Seeker KB0010994 - How to resend a worker registration (expired link or misplaced email)
As SAP regularly updates their systems, Suncor job aides will not reflect these updates in real-time.		

## Accept a Work Order / Work Assignment (WO)

A WO is an electronic document created in Fieldglass that outlines the terms, dates, rates, and individual selected for a (contingent) assignment.

- ▶ This is the equivalent of a purchase order for a contingent worker.

### Before work can be begin

- ▶ Work Orders **must be** accepted and workers activated on Fieldglass before timesheets can be submitted.
- ▶ Work **cannot proceed** without Work Order confirmation and Work Orders cannot be overspent.

### Do's & Don'ts

Once a timesheet has been reversed to zero the timesheet can no longer be revised.

- ▶ If a timesheet needs to be revised it needs to be rejected and resubmitted.
- ▶ Contact [supplierhelp@suncor.com](mailto:supplierhelp@suncor.com) to assist.

Process	Suncor job aides	Search for these Knowledge Base articles under the supplier section of the <a href="#">SAP Fieldglass Help Center</a>
Accept a Work Order	<a href="#">Demo</a>	KB0010961 - How do I accept a Work Order
As SAP regularly updates their systems, Suncor job aides will not reflect these updates in real-time.		

## Submit timesheets / expenses (can be done by the CW service provider or contingent worker)

Process	Suncor job aides	Search for these Knowledge Base articles under the supplier section of the <a href="#">SAP Fieldglass Help Center</a>
Time sheet and expense overview	<a href="#">Demo</a> <a href="#">Quick reference guide</a>	KB0217071 - How to view draft time sheets. KB0220784 - How can I revise a time sheet? Time and Expense Management for Workers
As SAP regularly updates their systems, Suncor job aides will not reflect these updates in real-time.		

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## Management of profile workers

A profile worker is a worker who does not bill Suncor for their time, who may still need to complete tasks prior to coming to the site, such as site orientation on the [Suncor Learning management system](#).

### Examples of a profile worker:

- ▶ Site visitors
- ▶ Third party's who need to cross Suncor property (e.g., telecom providers)
- ▶ Sales representatives who need to attend a meeting.

Process	Suncor job aides	Important
Create a profile worker	<a href="#">Quick reference guide</a>	Profile workers are issued a personnel number, a badge and access to Suncor's Learning management system.
Close a profile worker	<a href="#">Quick reference guide</a>	They are not associated to a SOW or purchase order, cannot invoice their time, and cannot be set up with any Suncor system.
As SAP regularly updates their systems, Suncor job aides will not reflect these updates in real-time.		

# Frequently Asked Questions

## Questions about contracts, Master Statements of Work (MSOW) Statements of Work (SOW)

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### **Does the MSOW number replace contract numbers?**

MSOWs are specific to Fieldglass transactions and will align with your Suncor contract number.

### **What do suppliers do if there are no details on the MSOW; how can they be sure it is correct?**

MSOW are merely a copy of your contract with Suncor. Terms, conditions and pricing should be agreed upon when the contract is negotiated, and suppliers are not required to validate all details again in Fieldglass.

### **Why are there three MSOWs for a contract in Fieldglass?**

Fieldglass has three main SOW types that are used. Every contract will have three versions to align with each SOW type.

### **Does the business unit create the SOW for work requested?**

Yes, business users will initiate the creation of any SOW for their work requirements.

### **Is there a description/definition of what work the SOW is specifically issued for?**

There is a description field where the details of the SOW can be found.

### **If a vendor is receiving MSOW/SOWs to a closed vendor number, who do they contact to get that resolved so SOWs flow to the correct vendor number for approval?**

Please connect with your procurement representative or contact [supplierhelp@suncor.com](mailto:supplierhelp@suncor.com).

### **Who do we contact if the status of the SOW is "Response Pending Approval"?**

Please contact your procurement representative for any SOW changes.

### **If the Tax Code and Jurisdiction are wrong on the SOW, what do we do?**

Contact your procurement representative to make the change to the SOW.

### **If a supplier needs to increase a SOW, what do they do? Is there a way to trigger a revision to a SOW from inside Fieldglass rather than trying to find a Buyer as this information is not always accurate on the SOW?**

Increases can only be initiated by Suncor. Please connect with your procurement representative if you need to have your existing SOW increased or any other SOW changes. If you are having trouble contacting the buyer, please send an email to [supplierhelp@suncor.com](mailto:supplierhelp@suncor.com) and include a clear explanation of the issue and all pertinent information related to your inquiry to improve service levels.

### **If a SOW's dates are adjusted (i.e., scope of work increased or timeline extended), will the workers already assigned to that SOW have their dates adjusted automatically or does an administrator need to go in and adjust the dates of the active workers individually?**

If the SOW template is defaulted to extend the worker when the SOW is extended the worker is automatically extended, if not then the administrator will need to manually extend the worker.

### **When I try to accept a SOW, I get a window saying that I don't have authorization to access the page and to contact the system administrator. How do I know who my system admin is?**

The system administrator would be the person at your company that setup your Suncor Fieldglass account. To determine your company's Fieldglass system administrator you will have to contact Fieldglass from the [SAP Fieldglass Help Center](#) and request assistance.

### **The SOW shows the site location and business unit. Although it does not show the Bill to, Ship to and sold to information that the original SAP PO used to show. How does a vendor validate the addresses?**

Please connect with your procurement representative if you require any information that you are unable to get from your SOW in Fieldglass.

### **How can you check the Work Order (WO) status? Open, Closed or duration dates?**



The WO status is not visible through Fieldglass directly. Note WO is the Fieldglass name for a purchase order only used for contingent workers.

**When SOWs have been closed how or where do suppliers go to view your actual Fieldglass entries (not entries on a report)?**

Past data can be found in the admin tab on Fieldglass.

## **Questions about invoices and entering fees on Fieldglass**

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**Do we enter invoices in both Ariba and Fieldglass?**

For service providers SAP Ariba is only used to maintain company information and Fieldglass is for invoicing.

**Can suppliers track approved invoices pending payment in SAP Fieldglass? How can we see the expected payment dates for all fees submitted for an entity on Fieldglass?**

Yes, there is a report that can be run to see projected payment date; or you can click on the invoice itself in Fieldglass and scroll down to the bottom where the comments are.

**Who do we contact if we have issues with an invoice?**

Contact our supplier help team ([supplierhelp@suncor.com](mailto:supplierhelp@suncor.com)) with payment inquiries for invoices, requests for remittance and inquiries for invoices past due payment.

**When submitting back up for a summary invoice should we include Service Master Numbers?**

Invoices should be added to the fee entry, including all relevant or requested backup, this could include Service Master Numbers if required by the approver.

**How can we search for invoice numbers we uploaded to Fieldglass if we do not remember the SOW or the SUENT# we uploaded the invoice under?**

The SOW line-item fee report can be run to match the invoice number to the SOW and SUENT#.

**Is there a way to see in one place all invoices/fees we've submitted to check on their status vs going into each SOW?**

A report can be created and run to see this information. Suppliers should have access to published reports in the analytics section of Fieldglass. The following reports should show the fee or invoice details for your account:

- Invoice Status Lookup
- Supplier SOW Line-Item Fees

**What do we do if we realize after submitting a fee, that a mistake was made, how do we adjust? Or do we have to wait until the pending status changes?**

The fee needs to either be in rejected, invoiced, or paid status to make revisions.

**If you make a mistake on the tax code and Suncor pays without tax, do you have to revise the entry to correct this? And how do you change the default tax code?**

Yes, you would have to revise the entry to correct the taxes and if the default tax code needs to be changed, please contact your procurement representative.

**When you revise an invoice because of a credit, are we required to enter the credit as well?**

No, reducing the amount is applying the credit. You just need to attach the credit to the revised fee.

**If an invoice has been rejected, can suppliers edit the entry, or will it have to be deleted and re-entered?**

Invoice can be resubmitted unless otherwise indicated in the rejection comments.

**In the "posting info" section on a SOW, there is a field labelled "purchase order" which is different from the SOW; what information is required on an invoice, the SOW or PO number? What other reference numbers are required on an invoice to replace the current service codes?**

You will be invoicing directly against the SOW and the SOW is what should be referenced on the invoice. More information about our invoice submission requirements can be found [here](#).

**What if we are invoicing after the expiry date and the invoice date is past that period, which date should be entered under "Effective Date" while creating the fee? Can we back date invoices? Does it matter if we enter an invoice date that was a few months previous?**

Invoices should reflect the actual invoice date on your invoice, even if that was in the past. Note all invoice dates cannot be outside the SOW validity dates. Please work with your procurement representative to update the SOW period to allow for invoicing.

**Sometimes we have invoiced outside of the "period of work " of the SOW and it will not let us use the invoice creation date; would I need to put the last day of period of work?**

Please work with your procurement representative to ensure the SOW dates allow for billing within the dates required.

**If you make a mistake on the tax code and Suncor pays without tax, do you have to revise the entry to correct this?**

Yes, a correction needs to be made on the fee.

**We are a US based company and do no work physically within Canada. Do we put something in the tax code and jurisdiction fields to avoid delays in processing the invoice? Or should we use CA and I0?**

If you are charging Canadian taxes, please follow the tax reference table found in Suncor's Fieldglass Reference Library, otherwise leave the tax fields blank.

**What does it mean if a fee has been reversed to zero and can no longer be revised?**

If a fee is entered for zero dollars or zero units that fee can no longer be edited/adjusted or revised again.

**What if one invoice has multiple cost centers; is there a way suppliers can enter multiple cost centers?**

Multiple cost objects can be entered only if the SOW is setup as a Cost Flexible SOW, otherwise separate invoices need to be submitted to separate SOWs.

**If we have multiple line items on our invoice, do we break that out in Fieldglass or just enter the lump sum and the approver can refer to our invoice for the line items?**

A lump sum entry can be done as long the invoice is against one work order or code. If the invoice contains multiple code objects and the SOW is a cost flexible, amounts have to be broken out.

**Do we have to split an invoice so taxable and non-taxable portions can be submitted?**

One fee entry can accommodate multiple lines to allow you to break out your taxes as required. Please refer to the QRG for *Submitting a fee – multiple tax rates* in the Fieldglass reference library for further details on this process.

**Why do we only enter the subtotal in the unit field and not the invoice total? Where do we enter taxes if you don't add the codes from the table?**

There is an outside program that calculates the taxes depending on the tax code and jurisdiction values entered on the fee submission.

**How are non-taxable amounts to be invoiced?**

A non-taxable tax code can be entered to exempt any taxes on your fee entry.

**When you submit a credit, does the system take 100% back and then repay the reduced amount?**

Yes.

**How does a supplier reconcile internal entries to match Fieldglass or vice versa?**

Please ensure you add the appropriate invoice or reference number on each fee entry. This will transfer through to your remittance to help you reconcile your Fieldglass entries.

**Is there a way to ensure a Supplier Invoice # appears on remittance advices? Currently remittances only include a SUENT# and this makes any payment applications very difficult.**

Please ensure you enter your supplier invoice/reference number in the description field on your fee. This description field will populate on the remittance.

**Who do contact to get a remittance advice emailed to us?**

If you require a copy of your remittance advice, please contact [supplierhelp@suncor.com](mailto:supplierhelp@suncor.com).

**Will Fieldglass prompt a supplier if the same invoice was entered in twice?**

No there is no duplicate prompt.

**If the same invoice was uploaded more than once and resulted to a duplicate payment, can we still enter a credit in Fieldglass for Suncor to take/apply the duplicate payment back?**

You would go into the duplicate fee that was paid and reverse it out. Please follow the credit memo process

**Is it possible to activate auto invoicing in Fieldglass? If we miss this when first accepting a new SOW and have actively worked on the SOW can we edit afterwards?**

If you search for knowledge article KB0497668 in the [SAP Fieldglass Help Centre](#), you can set your account to auto invoicing as default. Changes can be made at any time as long as the SOW is still open.

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**Contractor mobilization**

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**If we get a new SOW, do we have to re-enter all the workers?**

When you receive a new SOW, you should add your workers to this new SOW to ensure continuity in their access.

**Do you have to add SOW workers to each SOW or just once to the workforce? Can a worker be added to multiple SOWs?**

Yes, as this will grant the worker access to all sites they work at and especially if you are a Detailed Time Entry supplier. Workers can be added to multiple SOWs if they are supporting multiple work scopes.

**Can we upload multiple workers to SOW at one time?**

Yes, there is an option to do a mass upload of workers to a SOW. Please refer to *QRG Mass Upload SOW Workers* found in the Fieldglass reference library.

**Who adds workers to a SOW? The administrator or Biller?**

It is the responsibility of the supplier to add the workers to the SOW. Who is responsible for that task at your company will depend on how you have internally allocated these responsibilities.

**What do we do if a SOW worker needs access to more than one site? Are we now required to add them to each site SOW?**

Yes, workers will not have access to site if they are not added to the SOW for that specific site.

**To confirm, we add Workers to the MSOW and that will automatically add them to the SOW?**

No, you should only add workers to the SOW.

**If we create a profile for a new hire, and we enter the wrong spelling or DOB are we able to adjust the profile to the correct information or do we need to create a new profile and wait for approval again?**

If you have the right permissions in Fieldglass, you should be able to make the correction. But if you do not have the right permissions, please contact [supplierhelp@suncor.com](mailto:supplierhelp@suncor.com) and provide as much relevant information so we can assist you faster.

**Once you add a new worker is the workforce ID automatically generated from Fieldglass?**

The Suncor Worker ID will be automatically generated once the worker record is activated.

**The security ID is something that hasn't been created for each worker, correct? You create it when you type in that information?**

For new workers to a Suncor work site, the security ID should be newly created when entering the worker data in Fieldglass. If the contractor has worked with your company in the past, you can run a worker lookup report to find their existing security ID. Information on how to look up a worker on Fieldglass can be found in this [quick reference guide](#).

### **What's the difference between a badge number, Worker ID and a Security ID?**

- The badge number and Worker ID number should be the same for each worker.
- Like an employee number, the Worker ID is a unique Suncor identifier for each worker.
- The Security ID is a required field by Fieldglass. It is a unique identifier for each worker to help ensure duplicate records are not created on Fieldglass, and to distinguish workers with the same name from one another.

### **How can suppliers find or verify a SOW contractor's Security ID or Worker ID on Fieldglass?**

If the contractor has worked with your company in the past, you can run a worker lookup report. Information on how to look up a worker on Fieldglass can be found in the *Worker lookup prior to new assignment* QRG found in the Fieldglass reference library.

### **What do we do if we have duplicate worker records in Fieldglass?**

Contact [supplierhelp@suncor.com](mailto:supplierhelp@suncor.com) and provide as much relevant information so we can assist you faster.

### **Is the city of birth for the worker required?**

Yes, this is required by Fieldglass when setting up a new worker.

### **Can the "supervisor" be someone that is not Syncrude/Suncor?**

No, the supervisor must be a Syncrude/Suncor employee.

### **Who do we contact if we have questions about contractor swipe data?**

Service providers invited by Suncor to follow our Detailed Time Entry process should contact [supplierhelp@suncor.com](mailto:supplierhelp@suncor.com) for questions about this process, including swipe data.

### **How long does it take for the SOW worker to be approved and ready to take their learning?**

We recommend a minimum of seven business days be planned for when mobilizing a new SOW worker. However, if no issues occur during the onboarding process, the SOW contractor should receive their Suncor credentials by email within 48 hours of being added to a SOW on Fieldglass.

## **Questions about Fieldglass**

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### **How do I log in to Fieldglass?**

Go to [www.fieldglass.net](http://www.fieldglass.net) to log in to Fieldglass.

### **How do I determine my company's SAP Fieldglass administrator?**

You will have to contact Fieldglass from the [SAP Fieldglass Help Center](#) and request assistance.

### **Is it possible for an organization to have multiple SAP Fieldglass administrators in Suncor's system? We have several different work units, and their contract administration is largely separate from each other.**

Each service provider must assign a designated Fieldglass administrator to manage the service provider's account, but multiple administrators cannot be set up.

However, multiple users can be set up in Fieldglass with different access requirements. The administrator will be the one responsible for setting up other users that require access to their organization's Fieldglass account with Suncor. This includes assigning each user's permission level before sending invitations to each user.

### **What if I don't see the reference library on Fieldglass?**

You will have to contact your Fieldglass administrator to update your role profile.

### **Who will be entering time in Fieldglass, the contractor or the supplier? Will paper timesheets still be required in Fieldglass?**

Depends on the worker type and the process your company has in place for time entry.

### **Does Fieldglass send out an external message (e.g., email) that there is a new notification posted on Fieldglass? Or do we need to login daily to check for new messages/notifications?**

User accounts can be setup to receive email notifications.