



Syncrude's transition to Suncor's procurement processes FAQs for suppliers new to working with Suncor

We are working towards a January 3, 2024 date to transition Syncrude to Suncor's procurement processes and onto a single SAP platform.

To ensure an orderly transition into the new systems and processes, Syncrude onboarding and readiness activities are underway.

Integrating Syncrude with our procurement processes is an investment in – and a commitment to – improving the way we do business together.

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Important deadlines

- 1. November 30, 2023: deadline for suppliers to complete onboarding activities.**
 - This activity is required so your company data can be migrated over to Suncor.
 - Failure to complete pre-qualification, registration and qualification could put future work at risk.
 - For more information refer to [registration FAQs for suppliers new to working with Suncor](#).
- 2. December 12, 2023, by 4 pm (MST): deadline to submit manual invoices to accounts payable (includes invoices submitted via Basware).**
 - This deadline is only for Syncrude transaction invoices and does not apply to invoices for Suncor transactions.
 - The Basware system closes on December 12 at 4 pm (MST) and will no longer be available.
- 3. December 18, 2023, by 4 pm (MST): deadline to submit invoices via CDMS and eSES.**
 - This deadline is only for Syncrude transaction invoices and does not apply to invoices for Suncor transactions.
- 4. On December 18 at 4 pm (MST), the CDMS and eSES systems will close for submissions and switch to read-only access so reports can be generated.**
- 5. December 18, 2023 to January 3, 2024: shipment blackout period.**
 - Except for critical or hotshot deliveries, Syncrude warehouses will not accept deliveries between December 18, 2023 and January 3, 2024.
 - To better assist our warehouse teams during our system transition, please schedule deliveries to occur before December 18 or hold deliveries until January 3, 2024.
- 6. Between December 23, 2023 and January 2, 2024 do not action any Syncrude tasks on SAP Ariba, Fieldglass or the Business Network as we complete data migration.**
 - As we complete data migration activities you may receive documents from Suncor for a Syncrude related task on SAP Ariba, Fieldglass or the Business Network.
 - Please do not action anything, if you have questions contact your SCM representative.
 - Actioning a task may impact the migration of your company's data.
- 7. December 30, 2023, by 4 pm (MST): existing third-party/hatted contractors to complete in-progress training and download their training histories from Syncrude's Contractor Learning Academy.**
 - Access to Syncrude's Contractor Learning Academy ends December 30, 2023.
 - **Complete all in-progress training** on Syncrude Learning Academy by December 30. Partially completed training will have to be restarted on Suncor's LMS.
 - **Existing SOW contractors should [download and print](#)** all valid training certificates from Syncrude Contractor Learning Academy by December 30, 2023.
- 8. January 3, 2024 is our targeted go-live date.** Suncor will send email notifications once migration activities are complete and when to start following the Suncor procurement processes.

What to know about this transition

- 1. We are working towards January 3, 2024, for the transition.**
 - Until then, continue to follow Syncrude's procurement and payables processes for all Syncrude transactions.
 - Suncor will send email notification when the transition is complete.
- 2. Suppliers with contracts that continue into 2024 must complete all onboarding steps by November 30.**
 - All suppliers submitting purchase orders to Suncor are required to register with Suncor on SAP Ariba and provide banking information.
 - For more information refer to [registration FAQs for suppliers new to working with Suncor](#).
- 3. Between December 23, 2023 and January 2, 2024 do not action any Syncrude tasks on SAP Ariba, Fieldglass or the Business Network as we complete data migration.**
 - As we complete data migration activities you may receive documents from Suncor for a Syncrude related task on SAP Ariba, Fieldglass or the Business Network.
 - Please do not action anything, if you have questions contact your SCM representative.
 - **Actioning a task may impact the migration of your company's data.**
- 4. 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.
- 5. Direct all Syncrude supplier onboarding process questions to supplierenablement@suncor.com.**
 - If you have questions about current transactions with Suncor, refer to our [Supplier support](#) page on how to direct your question to the right Suncor team.
- 6. Contractor learning moves to Suncor's Learning Management System in 2024 and no learning history will be migrated from Syncrude to Suncor.**

Access to Syncrude's Contractor Learning Academy ends December 30, 2023.

- As part of the Suncor and Syncrude integration, Syncrude sites will adopt the Suncor contractor onboarding process including contractor learning for third-party/hatted contractors.
- Embedded contractors will follow the Suncor employee process to complete required training.

No training history will be migrated from Syncrude to Suncor.

- Most existing SOW contractors have met their training requirements. If an existing contractor has additional training as required to complete their scope of work after December 30, 2023 they will complete it using the Suncor LMS.

More about this change and how to complete training on Suncor's LMS will be shared soon.

Questions about invoices

When do Syncrude invoices need to be submitted to receive payment before the end of the year?

Syncrude is working diligently to settle outstanding invoices before cut-over to Suncor's systems.

- December 12, 2023: deadline to submit manual invoices to Accounts Payable (this includes invoices submitted via Basware).
- December 18, 2023, by 4 pm (MST): deadline to submit invoices via CDMS and eSES.

These deadlines do not apply to invoices for Suncor transactions.

What happens to open invoices at time of transition?

Syncrude invoices submitted, but not yet due before January, will be migrated and paid out within the contracted time-period after January 3, 2024. Submit invoice payment inquiries to supplierhelp@suncor.com.

- Do not resubmit invoices into Fieldglass or the SAP Ariba Business Network after go-live as this will impact payment delays if duplicate invoices are received.

If we missed the invoice submission deadline, what should we do?

We strongly encourage all Syncrude invoices be submitted by the deadline as no invoices will be processed for payment during our cut-over window (December 12 for manual invoices; December 18 for electronic invoices).

- No Syncrude invoices will be accepted after the invoice deadline as this is our cut-over window.
- If you miss the deadline, you will have to wait until we send email notification when the transition is complete (targeting January 3, 2024).
- After receiving confirmation from Suncor that are systems are open for Syncrude transactions, you will then you submit your invoice via the right channel; Fieldglass for service invoices; email to Accounts Payable for material suppliers transacting manually; or Ariba Business Network for material suppliers transacting with us today on the network.

How do we handle time worked and services provided between December 19 to 31, 2023? What if our PO expires on December 31?

Even if your PO expires on December 31, all invoices or time sheets that cannot be submitted prior to the deadline should be held and submitted through Fieldglass after Suncor sends an email confirming the system is open for transactions.

When can we start submitting invoices via email or through Fieldglass or Ariba Business Network?

After Suncor has confirmed by email that the transition is complete and transactions can start flowing through to Suncor (targeting January 3, 2024 for transition to be complete).

Who do we contact about old outstanding invoices that haven't been paid and not showing in Track Invoice?

Submit invoice payment inquiries to supplierhelp@suncor.com.

What is the legal entity name we need to include on Syncrude invoices after the transition? What happens if we submit an invoice with the wrong legal entity for Syncrude?

As of January 3, 2024 all invoices should reflect Suncor Energy (Syncrude) Operating Inc. Starting March 1, 2024 invoices will be rejected by Accounts Payable if they do not reflect the proper legal entity name for Syncrude.

Does the Syncrude address for invoices remain the same?

Yes, there is no change.

How will suppliers monitor the status of payments when the Track Invoice system is no longer available after December 18, 2023?

For suppliers that will submit invoices through SAP Fieldglass (for services) or the Ariba Business Network (for materials), after January 3, 2024, they will have visibility to payment statuses in the system they have been migrated too.

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For suppliers manually submitting purchase orders and invoices via email, all invoice payment inquiries should be directed to supplierhelp@suncor.com.

If suppliers are currently registered with an early pay program with Suncor will Syncrude activities be eligible for early pay?

No, the early pay program will not be extended to Syncrude as part of the transition to Suncor.

Questions about contracts

For suppliers who work with both Syncrude and Suncor, when our Syncrude data is migrated to Suncor, does our supplier/contract number default to our existing Suncor supplier/contract number?

All Syncrude contracts will migrate to a new Suncor contract number. It is our intention during the regular renewal process, to review and align contracts across entities.

After the transition, will Syncrude suppliers be able to do work with Suncor at other sites?

The transition to Suncor's procurement process does not affect your relationship scope, however, if you are interested in expanding your scope of work with Suncor, please contact your own supply chain representative.

Questions about services and SAP Fieldglass

- ▶ [Registration, account management and access to Fieldglass FAQs](#)

Will open Syncrude purchase orders be migrated into Fieldglass by Suncor?

Yes, if your company is fully registered with Suncor on SAP Ariba and Fieldglass, otherwise, after January 3, 2024 you will have to manually reconfirm all purchase orders in Fieldglass (known as Statements of Work on Fieldglass).

Will active workers be migrated into Fieldglass by Suncor?

Yes, if your company is fully registered with Suncor on SAP Ariba and Fieldglass, otherwise, workers and equipment will have to be manually added to all SOWs after January 3, 2024.

Will there be any changes in service master numbers as part of the migration?

Yes, there will be changes and reflected in your revised contracts available to you after we complete the transition in January 2024.

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. This will be covered in training.

Do we use one Fieldglass account to submit all invoices for Syncrude and Suncor?

Yes, and this will be covered in training.

How do we know if we will be doing summary or detailed entry billing for Syncrude POs?

Suppliers required to migrate to Suncor's Detailed Time Entry (DTE) process will receive an email the week of November 20, including a link to register for DTE training.

Will swipe data be available to support detailed time entry? How will we receive swipe data?

Yes, swipe data will be available. More information will be covered in training.

Questions about materials and SAP Ariba Business Network

- ▶ [Registration, account management and access to SAP Ariba FAQs](#)

How do we determine if we will transact via email with Accounts Payable or via the Ariba Business Network?

For January 3, 2024 only suppliers already collaborating with Suncor on the Business Network will be migrated. In 2024, material suppliers will be assessed for eligibility and invited to an onboarding wave.

When will Suncor start onboarding eligible suppliers to the SAP Ariba Business Network?

Suncor is currently identifying eligible suppliers for Ariba Business Network onboarding waves in 2024.

- Suppliers with significant transaction volumes will be asked to register and transact with Suncor on Ariba Business Network.
- No new suppliers will be onboarded for the Syncrude integration date of January 3, 2024.
- We are targeting the first onboarding wave to commence in the first quarter of 2024.
- New suppliers identified for this first onboarding wave can expect communication by the end of the year to create awareness and initiate onboarding activities that include completing pre-requisite tasks with SAP Ariba before onboarding can be completed in the first quarter of 2024.

What is the threshold/criteria to qualify for using the SAP Ariba Business Network vs. email transaction?

Suppliers with significant transaction volumes will be asked to register and transact with Suncor on SAP Ariba Network.

We have multiple people that will be working with both Suncor and Syncrude, will we be able to tell the difference between the transactions on SAP Ariba Business?

Yes, and this will be covered in training.

Questions about supplier onboarding, banking and SAP Ariba

- ▶ [Supplier onboarding and registration FAQs](#)

If we have been doing business through email with Suncor, do we need to now have an SAP Ariba account?

Yes, all suppliers submitting purchase orders to Suncor are required to register with Suncor on SAP Ariba and provide banking information. For more information refer to registration FAQs for suppliers already working with Suncor.

What if the "connection" is pointing us to an incorrect ARIBA account?

Please email us at supplierenablement@suncor.com and include the legal name for your company.

Can suppliers have more than one designated administrator on SAP Ariba?

No, only one designated administrator can be assigned for your company, however, the administrator can set up multiple users with different roles for your company.

Does Suncor still use Avetta for pre-qualification and qualification in addition to SAP Ariba?

No, all pre-qualification and qualification activities are completed using SAP Ariba.

Getting help

1. Use the [SAP Ariba](#) or [SAP Fieldglass](#) help centers for technical support or questions about account set up, access or password resets or technical platform issues.
2. For questions or issues about the integration to Suncor's procurement processes, submit a ticket with supplierenablement@suncor.com.
3. If you have questions about current transactions with Suncor, refer to our [Supplier support page](#) on how to direct your question to the right Suncor team.
4. Please direct all Environment, Health, and Safety (EH&S) related inquiries to [EH&S Contractor Management](#).

Additional resources

October information sessions

We encourage you to watch a meeting recording or review the presentation as many of the key questions that are top of mind for suppliers were answered at these information sessions.

Service providers

- [Recording: October 24 information session](#)
- [Recording: October 26 information session.](#)
- [Presentation](#)

Goods (materials) suppliers

- [Recording: October 25 information session.](#)
- [Recording: October 26 information session.](#)
- [Presentation](#)