



## Syncrude's transition to Suncor's procurement processes FAQs for service providers

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. Data migration begins December 23, 2023 until January 2, 2024.

As we complete data migration activities you may receive purchasing documents (i.e., Master Statements of Work and Statements of Work) from Suncor for a Syncrude related task on SAP Fieldglass.

- Please do not action anything until you receive an email from Suncor confirming the system is open (targeting January, 3 2024); if you have questions contact your SCM representative.
- Actioning a task may impact the migration of your company's data.
- A Master Statement of Work (MSOW) is the Fieldglass term for contract.
- A Statement of Work (SOW) is the Fieldglass term for a purchase order.

#### 2. Submission of Syncrude invoices to Syncrude is closed.

If you [missed the deadline](#), you now must wait until we send email notification when Syncrude's transition is complete and submission via Suncor's processes can begin (targeting January 3, 2024).

- Syncrude invoices submitted, but not yet due before January 2024, will be migrated and paid within the contracted time-period after January 3, 2024.

#### 3. 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.

**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.

#### 1. Starting January 3, 2024 we will begin to transition Syncrude contractors to one badge standard, to minimize impacts to our business and to our supplier community.

More information about what this means for service providers and their contractors is available in this [FAQ document](#).

#### 2. Starting January 3, 2024 the Suncor Contractor Onboarding Support team will begin to offer support to service providers working with Suncor in the RMWB region.

More information about how this team will support service providers can be found in this [FAQ document](#).

#### 3. Starting January 3, 2024 suppliers and their workforce will use Chemwatch to access Safety Data Sheets (SDS) and request product approvals prior to products arriving to site.

More information about this change, who to contact with questions, and a link to a job aide to help contractors access Safety Data Sheets on Chemwatch is available in this [FAQ document](#).



**What to know about this transition**

1. **Only active data will be migrated by Suncor.** Suncor will migrate supplier data from Syncrude’s systems.
  - No historical data will be migrated (including training history).
  - Active worker data will be migrated for those who have registered with Suncor on Fieldglass.
2. **Open purchase orders (PO) move to Suncor.** For continuity, we will bring forward open PO commitments not fully delivered to Syncrude.
  - Migrated POs will be assigned new Suncor PO numbers.
3. **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.
4. **Invoices or time sheets for time worked and services provided between December 19 to 31, 2023 should be submitted through Fieldglass after Suncor sends an email confirming the system is open for transactions.**

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

5. **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 and no training history will be migrated from Syncrude to Suncor. More information about this transition can be found in this [FAQ document](#).

**Questions about data migration**

**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.

**Additional resources**

[Syncrude supplier information portal](#) for more information and frequently asked questions.

Training presentations / meeting recordings	FAQ documents
Training presentations includes demonstrations on how to complete common tasks on Fieldglass. <ul style="list-style-type: none"> <li>• <b>SAP Fieldglass essentials</b> training session: links to the <a href="#">presentation and meeting recording</a>.</li> <li>• <b>SAP Fieldglass and process</b> training session: links to the <a href="#">presentation and meeting recording</a>. Includes Do’s &amp; Don’ts when submitting invoices and how to identify a Syncrude SOW and reference to legacy Syncrude PO.</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Syncrude contractors – Badge FAQs</a></li> <li>• <a href="#">Contractor learning FAQs</a></li> <li>• <a href="#">Suncor Contractor Onboarding Support team FAQs</a></li> <li>• <a href="#">Safety Data Sheets FAQs</a></li> <li>• <a href="#">Registration FAQs for suppliers new to working with Suncor</a></li> <li>• <a href="#">Registration FAQs for suppliers already working with Suncor</a></li> </ul>

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

**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.

**Does the MSOW number replace the current 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

**Our Syncrude contract has different payment terms than our Suncor contract. How can we check in Fieldglass to ensure those differences have been properly set up in Fieldglass?**

Payment terms will be listed on the SOW in the details tab.

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

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

**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.

**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.

**Is there a way to check who accepted a SOW or MSOW? We had a new Syncrude MSOW come through and somehow it turned to Approved and we were trying to figure out who on our end accepted it.**

All converted Syncrude data will be loaded pre-approved by Suncor for the initial data load. This ensures a timely transition of data from our old to new systems.

**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.

**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.

**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 [supplierenablement@suncor.com](mailto:supplierenablement@suncor.com) and include a clear explanation of the issue and all pertinent information related to your inquiry to improve service levels.

**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.

**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.

**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 [supplierenablement@suncor.com](mailto:supplierenablement@suncor.com).

**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.

**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.

**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 procurement representative.

**Are equipment repairs a material purchase order?**

Material repairs are generally managed on a materials subcontracting purchase order however you should defer to the guidance and PO structure you receive from your procurement representative.

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

**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.

**Will you send us an email informing us when we can start submitting invoices?**

Yes, a go live communication will be sent out (targeting January 3, 2024). After Suncor has confirmed the transition is complete, transactions can start flowing through to Suncor via Fieldglass.

**When can we start submitting invoices via email or through Fieldglass?**

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

**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](mailto: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.
- Syncrude invoices that could not be processed in our legacy system during data migration will be rejected back to the service provider for resubmission in Fieldglass once the system is open for Syncrude transactions. If you have not received a rejection notice and are looking for an update on the status of your payment contact [supplierhelp@suncor.com](mailto:supplierhelp@suncor.com).

**Will POs / invoices be back dated to the actual date in the blackout period?**

Converted POs should have their dates aligned to the original work dates as reflected in Syncrude SAP, even if those dates pre-date the go live. Your invoices should reflect the actual invoice date, even if that invoice was created during the blackout.

**What happens with POs that are in overspend at the time of conversion?**

Any PO that is overspent or fully spend at time of conversion will not be flagged for conversion. A new PO will be required after conversion in order to continue invoicing Syncrude.

**Who do we contact about legacy invoices that haven't been paid or not showing in Track Invoice?**

Submit invoice payment inquiries to [supplierhelp@suncor.com](mailto:supplierhelp@suncor.com).

**We missed the Syncrude invoice submission deadline, what should we do?**

If you [missed the deadline](#), you now must wait until we send email notification when Syncrude's transition is complete and submission via Suncor's processes can begin (targeting January 3, 2024).

- Do not resubmit invoices through Fieldglass after go-live as this will impact payment delays if duplicate invoices are received.

**How do we monitor the status of payments when the Track Invoice system is no longer available?**

For service providers that will submit invoices through Fieldglass after January 3, 2024, they will have visibility to payment statuses in Fieldglass.

**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.

**If an invoice is not approved through the eSES system prior to December 18, will it have to be resent in Fieldglass after January 3?**

Syncrude invoices that could not be processed and approved in our legacy system during data migration will be rejected back to the service provider for resubmission once the system is open for Syncrude transactions. If you have not received a rejection notice and are looking for an update on the status of your payment, contact [supplierhelp@suncor.com](mailto:supplierhelp@suncor.com).

**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.

**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.

**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.

**Do we have to change our Syncrude invoice format (the ones we attach in Fieldglass) to match our Suncor invoice format?**

This change does not require you to change your invoice format.



**Can a supplier search for a PO# in Fieldglass for Syncrude invoices?**

Yes, the global search should be able to search for the old PO#.

**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.

**Do we still have to add service codes for items and Approver Name when submitting Syncrude invoices with a SOW in Fieldglass?**

Service codes are only required for detailed time entry. Approver names are not required going forward and will automatically be determined by the system.

**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.

**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.

**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 need to 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.

**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.

## Contractor mobilization

**Can new workers be onboarded before January 3, or is there a freeze on new worker activation?**

- There is no blackout window for new contractors tied to a Suncor SOW.
- For new contractors tied to a Syncrude SOW, you will have to wait until Suncor confirms Fieldglass is open for transactions (targeting January 3).

**Can we enter Syncrude workers before January 3, if the contract is continuous? Do we use the end date of the MSOW?**

Workers will be loaded before the January 3 transition date. No action is required from suppliers until Fieldglass opens in January for Syncrude transactions. When entering workers after Suncor communicates Syncrude transactions can begin, the worker end date cannot exceed the validity period of the SOW.

**I am a supplier that will follow Suncor's Detailed Time Entry process, will active equipment data and rates also get migrated from CDMS to Fieldglass?**

Equipment data will not be migrated, and best efforts will be made to have equipment rates in your contract. However, you will need to mobilize the equipment to the SOW once Suncor has confirmed Fieldglass is open for transactions (targeting January 3).

**Do suppliers still need to submit a Syncrude Site Access Form to the Syncrude ID station?**

No, this is no longer required as of January 3, 2024.

**If we already have workers with Syncrude badges will they automatically be added to Fieldglass for us?**

All active workers should be loaded into Fieldglass through the data conversion, provided 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 Syncrude SOW contractors be issued a Suncor badge ID#?**

To minimize impacts to our business and to our supplier community, starting January 3, 2024 we will begin to transition Syncrude contractors to one badge standard. More information about what this means for service providers and their contractors is available in this [FAQ document](#).

**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.

**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. If you need help in accessing the Fieldglass reference library refer to the SAP Fieldglass essentials training [presentation](#) or [meeting recording](#).

**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.

**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.

**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.

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

Refer to this [FAQ document](#) for more information about badges and ID's.

**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 or Syncrude 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](#).

**Can suppliers reach out to the Contractor Onboarding Support team to see if a worker has ever had a security ID in the past?**

Yes, after January 3 you can contact the Suncor Contractor Onboarding Support team. More information about how this team will support service providers can be found in this [FAQ document](#).

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

Please connect with the Suncor Contractor Onboarding Support team to address any duplicate worker records. More information about how to contact this team can be found in this [FAQ document](#).

**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 [supplierenablement@suncor.com](mailto:supplierenablement@suncor.com) for questions about this process, including swipe data.

**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 the Suncor Contractor Onboarding Support team. More information about how this team will support service providers can be found in this [FAQ document](#).

**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.

**Who do we contact with questions about contractor training for Syncrude?**

- Up to January 3, 2024 direct all Syncrude contractor learning questions to [contractorlearning@suncor.com](mailto:contractorlearning@suncor.com).
- After January 3, 2023, contact our Suncor Contractor Onboarding support team. More information about how this team will support service providers can be found in this [FAQ document](#).

**Questions about the management of services management in Fieldglass**

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

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

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

As of January 3, 2024, Fieldglass becomes the sole method to transact service purchases and invoices with Syncrude. If your company is not set up on Fieldglass, Suncor will not be able to issue work or pay invoices.

**Who grants access to Fieldglass? Do I go to Suncor, or to the contract person involved in the MSOW application?**

When your company is completing the Suncor supplier registration process on SAP Ariba, the Suncor SAP Fieldglass registration process is automatically initiated when a supplier says “Yes” to “**Are you a service provider?**” when completing the “**Supplier registration questionnaire – External**”.

Once registered your company's account administrator can add users to their Suncor Fieldglass account.

**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.

- For more information about setting up users, refer to the SAP Fieldglass essentials training [presentation](#) or watch the [meeting recording](#).

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

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

**We currently use Fieldglass for Suncor invoice entry. Will we be using the same Fieldglass ID or will there be new one?**

For existing Suncor Fieldglass users, there is no change to the Fieldglass account however you will have new SOWs loaded for Syncrude during data conversion.

**Are the services procurement processes any different than what I do today with Suncor on Fieldglass?**

Yes, the processes are the same.

**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.

**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.

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

Only suppliers invited by Suncor to follow the Detailed Time Entry (DTE) process have been contacted.

**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.

**Can you confirm Is Fieldglass ONLY for on-site service providers AND materials/goods PO's being done through Ariba Network?**

- Fieldglass is our chosen tool for the management of all service procurement and invoicing for both onsite and offsite services.
- Material purchases will be transacted through the Ariba Business Network for those suppliers currently setup. For all other material suppliers, material purchases and invoices are transacted via email.

**Will Suncor be adopting Syncrude's DFR (Daily Force Report) process, if so, through Fieldglass or separately?**

The implementation of the DFR across the RMWB is under review.

## Questions about supplier onboarding, banking and SAP Ariba

**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.

**I am having a problem with a questionnaire, who can I contact?**

Contact [supplierenablement@suncor.com](mailto:supplierenablement@suncor.com) for assistance.

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

Please email us at [supplierenablement@suncor.com](mailto: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.

**Do you need supplier insurance if you do not go on site?**

Insurance requirements are a part of our qualification process for all suppliers, regardless of whether work is completed onsite or offsite.

**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](mailto: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](#).

**Some of the new terminology we adopt with Fieldglass.**

New term	Description
<b>Master Statement of Work (MSOW)</b>	The Fieldglass term for contract. The MSOW includes contract type details such as: the owner, budgets, site locations, T&C's, and rates.
<b>Statement of Work (SOW)</b>	The Fieldglass term for a purchase order. The SOW provides the commitment to perform work, and manages other details such as fee types, SOW workers and equipment when required.
<b>SOW Fee</b>	The SOW Fee is the summary of charges billed to Suncor against a SOW for any service provided, that do not require worker based detailed time-entry. This includes milestone payments and lump-sum entries.
<b>Detailed Time Entry</b>	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.
<b>SOW worker</b>	A SOW worker is 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. Known today as a third-party/hatted contractor with Syncrude.
<b>Contingent worker</b>	A contingent worker is an individual engaged as a contractor and reflected in Suncor's organizational chart, with an approved position number. Known today as an embedded contractor with Syncrude
<b>Profile worker</b>	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 Suncor Learning management system. New worker type with Suncor.