



## Syncrude's transition to Suncor's procurement processes Suncor Contractor Onboarding Support team - FAQs

As part of Syncrude's integration with Suncor, starting **January 3, 2024** Suncor's Contractor Onboarding Support team that currently supports suppliers at Suncor sites in the Regional Municipality of Wood Buffalo (RMWB) region will extend their support to suppliers that are onboarding to Syncrude.

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### The role of Suncor's Contractor Onboarding Support team

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

Note: Suncor's Contractor Onboarding Support team is **not to be used** by individual contractors, all inquiries should be made through their service provider.

#### This team should be your first point of contact for questions about:

- **Mobilizing new Statement of Work (SOW) contractors.**

For Syncrude sites contact [SYNCCOSG@suncor.com](mailto:SYNCCOSG@suncor.com).

For Suncor sites in the RMWB contact [COGS@suncor.com](mailto:COGS@suncor.com).

Scope of support by this team includes:

- Help identify SOW contractor mobilization errors or delays.
- Help resolve duplicate SOW contractor record issues.
- Help identify if a SOW contractor has a worker record with Suncor from a previous engagement with a different service provider.
- **Password reset requests to Suncor's Contractor Learning Portal.** Verification of contractor training requirements must be done with your business contact, but the Contractor Onboarding Support team can assist with password resets to Suncor's [Contractor Learning Portal](#).

Please include the legal name, badge number and email address for the SOW contractor.

#### Do not contact this team for questions about:

- **Technical issues with Fieldglass.** Use the [SAP Fieldglass Help Center](#) to contact Fieldglass for account setup, access or password resets, or technical platform issues.
- **Payment inquiries.** Use our supplier help team for payment inquiries, requests for remittance or inquiries about past due payments.

Contact [supplierhelp@suncor.com](mailto:supplierhelp@suncor.com).

When submitting a ticket, please include the invoice and purchase order number, a clear explanation of the issue and all pertinent information related to your inquiry to improve service levels. For Fieldglass inquiries, please include your Fee ID in addition to your invoice number.

- **Suncor procurement process / training questions.** Our Supplier Enablement team is the right team to reach out to for questions about Suncor's procurement processes and training questions or resolving purchase order or invoice transaction errors within SAP Fieldglass.

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

- **Access issues with Suncor's travel portal.** Contact your Travel Coordinator. If you do not have a Travel Coordinator, contact Suncor Client Support Centre (CSC) via phone or email:

Phone: 1-866-276-7800 (inside North America) or 1-403-272-7800 (outside of North America), (after choosing a language), select 1 for Client Support.

Email: [clientsupport@suncor.com](mailto:clientsupport@suncor.com). Please include the legal name, badge number and email address for the SOW contractor.

## **Related information**

- [Syncrude SOW contractors badge FAQs](#)
- [Contractor learning FAQs](#)
- [Safety Data Sheets FAQs](#)
- [Syncrude supplier onboarding information portal](#)

## **Frequently asked questions**

### **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.

### **Who do we contact if we have questions about an embedded contractor (contingent worker)?**

Start with your business contact or the procurement contact identified on the work order. Suncor's Contractor Onboarding Support team only supports the onboarding and mobilization of SOW contractors (also known as third-party/hatted contractors).