



# Provide Services to Suncor

Suncor Detailed Time Entry Training

# Introductions

Welcome to the Provide Services to Suncor course!



Name



Role and level of experience with Fieldglass



Fun fact about you



What you hope to learn in this course



# Course Agenda

Course Introduction	5 minutes
Safety Moment	5 minutes
Lesson 1: Fieldglass and Detailed Time Entry (DTE) Overview	xx minutes
Lesson 2: Fieldglass Introduction and Navigation	xx minutes
<i>Break</i>	xx minutes
Lesson 4: Statement Of Work (SOW)	xx minutes
Lesson 5: Contractor Mobilization	xx minutes
Lesson 6: Fee Entry	xx minutes
<i>Break</i>	xx minutes
Lesson 7: Reporting	xx minutes
Course Summary	5 minutes



This course provides an overview of the processes, roles, and responsibilities for providing services to Suncor, and collaborating using Detailed Time Entry (DTE) in SAP Fieldglass. It will outline the key tasks required to receive new Statements Of Work (SOW), mobilize and manage a contractor workforce, and submit charges for approval and payment.

At the end of this course, you should be able to:

- Access and navigate Fieldglass
- Understand roles and responsibilities in providing services to Suncor
- Receive and accept a SOW as a service provider
- Mobilize and manage a contractor workforce
- Submit fees for approval and payment, and generate reports to monitor the status of work and the workforce



*The duration of this course is ~xx hours.*



*Lesson 1*

# Fieldglass and DTE Overview

# Lesson Objectives

At the end of this lesson, you should be able to:

- Understand key terms
- Know what DTE is and why it is important
- Understand roles and responsibilities of a service provider



**SAP Fieldglass** is an external workforce management tool that will be used to manage all service procurement and contractor management. As such, it is important to become familiar with Fieldglass terminology.

**Service Provider** is any organization that performs a service or provides a contracted workforce to Suncor (formerly referred to as a supplier or contractor).

**Statement Of Work (SOW) Service Provider** is an organization that provides / delivers / executes third-party contracted services to Suncor. This is the most common type of service provider within Fieldglass. SOW includes a broad range of services such as: construction, maintenance, repairs, transportation, lodging, rentals, consulting, and much more.

**Master Statement of Work (MSOW)** is the Fieldglass term for contract.

The **MSOW** includes contract type details such as: the owner, budgets, site locations, terms and conditions, and rates.

**Statement Of Work (SOW)** is the term used by Fieldglass for a purchase order. It constitutes an agreement between Suncor and a supplier for the provisioning of services.

**SOW Fee** is the summary of charges billed to Suncor for any service provided that does not require worker-based time entry.

**SOW Worker** is an individual worker provided by a service provider who is not reflected in Suncor's organization (org) chart. Billing for SOW Workers is entered using DTE.

# Demonstration: Contractor Mobilization

For SAP Fieldglass

Click to run demo or go to:

[<Live demo>](#)



# Detailed Time Entry (DTE) and its importance

**Key suppliers of onsite labour and maintenance at Suncor site locations will be required to support the process of DTE within SAP Fieldglass**

## What is DTE?

- DTE is a process by which labour, maintenance and/or equipment charges are itemized by worker, work date, cost object, and/or service provided.
- Multiple lines may be required in Workday to accommodate different shift differentials (e.g., regular vs. overtime), or charges being submitted for a worker who is working across multiple jobs / work orders on a given day.

## Why is this detail important?

- **Cost Flow** - Capturing costs at the work order or cost object level is important to ensure costs are allocated and accounted for against the correct asset.
- **Planning and scheduling** - Detailed time capture of working hours by resource allows tracking of actuals against resource planning. This allows for better planning for future maintenance requirements. Timely entry enables adaptive replanning of work, especially for events of longer duration.
- **Asset Down Time** - Accurate planning and execution allows Suncor to minimize asset downtime.
- **Validation and Compliance** - Detailed entry enables system validation of contracted rates, as well as real-time attestation of charges. This avoids audit issues and recoveries.

# Roles and Responsibilities of a Service Provider

Key responsibilities within Fieldglass include the following:

- View and action MSOW and SOW
- Add a SOW Worker to SOWs
- Submit a SOW Fee or SOW Worker time
- Reconcile billing and payments

# Lesson Summary

In this lesson, you learned the following:

- Fieldglass key terms
- What DTE is and why it is important
- Roles and responsibilities of a service provider





Thank You!

