SAP Concur

How To: Request Compliance Documents

Instructions for using the SAP Trust Center to request SOC Reports, Bridge Letters, PCI Attestations, and more for your organization

What's the SAP Trust Center?

The SAP Trust Center serves as a repository for cloud performance, security, privacy, and compliance information.

Compliance Finder is a tool within the Trust Center to help customers locate compliance documents. Certain documents, such as SOC reports, Bridge Letters, PCI Attestations, and SOC Remediation updates, are only available to our customers upon request. The SAP Trust Center team validates requestors' privileges and provides documentation within 3 business days.

Requesting Compliance Documents

Step 1: Visit the **SAP Trust Center Compliance Finder** webpage

Step 2: Filter for the report you are looking for. For example:

· Document Type: SOC1

· Solution/Area: SAP Concur

Step 3: Send your request. Click on the audit report that populates on the page, then scroll to the bottom and select "request a copy of the SAP Concur report." This will generate several text boxes. Please fill out the required fields (indicated with an *asterisk*) and click "send your request."

Note: You will need to make individual requests for different documents.

Step 4: Receive the report or document within 3 business days

If you have any issues receiving the report *after* submitting your request, please contact SAP Trust Center: saptrustcenter@sap.com

Opening reports

Some reports (ex. SOC Reports) require a particular process to access due to security features. To open a SOC report:

· Right click on the attachment sent
· Click "Save As" and save to a location on the device
· Right click on the saved PDF copy and click "Open with"
· Open the file with "Adobe Acrobat Reader DC"
· Now click on "I Agree" button and the report should be accessed.