



SAP TPRM – Starter Guide for Third Parties

Welcome to Third Party Risk Management at SAP

In case you are new to this process, please find a short FAQ below to get started:

1. What is the SAP TPRM Process and why is it needed?

- The SAP TPRM process aims to **identify and manage potential risks** introduced to SAP using third parties
- TPRM is an SAP corporate function responsible for measuring, reporting, escalating, and mitigating third-party risk

2. Is there an overview of the questionnaires that were sent across?

- Yes, please access the [TPRM portal](#) and select the “**All Assessments**” tab on the left menu.
- In addition, notifications are sent regularly for each assessment that needs to be completed, to ensure that you will not miss any pending action.

3. When do I receive my login credentials?

- You should receive your login credentials automatically via e-mail as soon as an Assessment is triggered for the Third Party you are listed for as a contact.
- If this is not the case, please use the “**Forgot Password**” button on the front page of the [TPRM portal](#)

4. I already submitted all the questionnaires, why do I still receive reminders?

- Please select the “**All Assessments**” tab on the left menu in ProcessUnity and ensure you have completed and **submitted** all the questionnaires.
- The **submit button** is located at the top of each questionnaire.

5. Is it possible to add additional contacts to fill out the questionnaire(s) in the tool?

- You can **add contacts directly by yourself** in the tool by following the instructions in the provided manual on the supplier portal page: [SAP TPRM - How to add Contacts - Manual for Third Parties](#)
These contacts will be able to **access and populate** all the pending questionnaires.
- However, please note that only the contact the questionnaire(s) was **sent to** will have a **submit** button. You may contact the SAP TPRM Team in case another contact needs submit access.

6. What additional requirements / steps can I expect?

- As a first step, please complete the Assessments that were sent across to you via the TPRM portal.
- The respective Team who is managing the Assessment will notify you via e-mail in case any additional information is needed.

7. How do I find the follow-up questions I have been asked to respond to?

- Please access the [TPRM portal](#) and access the questionnaire that is referenced in the e-mail notification you have received.
From there, select / review the “Summary” tab and make sure you have selected “All Questions” on the bottom right.

8. How do I access the CDPA/TPSA?

- Please access the [TPRM portal](#) and follow the instructions on the questionnaire. There is a link to the DocuSign document included.

9. Where can I reach out to for help?

- To contact the TPRM Team, please reach out to sap.thirdpartyriskmanagement@sap.com