

Gateway Services

July 2026

SAP Customer Onboarding Guide



New Zealand Government



Inland Revenue
Te Tari Taake

Table of Contents

1. Overview.....	3
2. Roles and Responsibilities.....	4
3. Step-by-Step Onboarding Process	5
4. Communication and Support	7
5. Notifications from Gateway Customer Support Portal	7
6. Appendix A – Interaction model between three organisations.....	8
7. Appendix B – Detailed Flow diagram – SAP Customer Onboarding.....	9

1. Overview

This guide outlines the step-by-step process for SAP customers to onboard to Inland Revenue (IR) Gateway Services.

- SAP provides the core product, integration platform, and technical support
- Each customer is responsible for:
 - Their own system configuration, security, and data management
 - Meeting IR's [Terms of Use](#) (TOU), Due Diligence (DD), and Operational Security Framework (OSF) requirements

Key principle:

- SAP customers must onboard independently and maintain separate credentials and certificates

At a high-level SAP customer onboarding includes:

- **Customer Registration:** Authorised representatives register the organisation on the Gateway Customer Support Portal and submit product requests.
 - Step 1: Registration: Sign up via the Gateway Support Portal, accept Inland Revenue's [Conditions of Use](#) and initiate product requests to begin onboarding. IR reviews and approves the registration.
- **Due Diligence and Compliance:** Authorised representatives complete the IR1266 questionnaire and undergo tax compliance and security framework evaluations.
 - Step 2: Due Diligence Completion of the IR1266 questionnaire ensures compliance and security standards
 - Step 3: Approval Process: IR reviews documents and grants access to the Developer Portal for integration
- **Developer Portal Access:** Upon approval, Authorised representatives access the Developer Portal to register accounts and manage user roles and perform credential management activities.
- **Certificate and Connectivity Setup:** Authorised representatives generate common name and submit CSR for certificate issuance, configure SAP system, and establish secure connections.
 - Step 4: Certificate Setup: Generate and upload Certificate Signing Requests (CSR) for secure authentication and maintain Return URIs, OAuth Client ID and Client Secret
 - Step 5: SAP Configuration: Integrate certificates into SAP systems to establish secure connections with IR Gateway Services
 - Step 6: Ongoing Operations: Manage certificate renewals, maintain compliance, and ensure system stability over time

2. Roles and Responsibilities

2.1 Inland Revenue (IR)

- Conduct due diligence and compliance checks
- Issue gateway credentials and certificates
- Support certificate management and related queries

2.2 SAP

- Provide:
 - Core SAP platform and integration with IR's Gateway Services
 - Technical support and configuration guidance

2.3 Customer (Organisation)

- Complete registration and certificate management activities
- Configure SAP system for IR integration
- Manage:
 - Security and operations
 - Data and compliance obligations
- Maintain individual credentials and certificates via the Developer Portal

Refer to [Appendix A](#) for a detailed Interaction Model between three organisations.

3. Step-by-Step Onboarding Process

Register in Gateway Customer Support Portal

Reference Guide 1: Gateway Customer Support Portal Guide. Please use this document to complete tasks on this portal.

Step 1a: Register your organisation

- Must be completed by an **authorised person (e.g. key office holder)**
- IR reviews and approves the registration. Once the registration is approved, you will receive an email that contains your userID and a link to log into the Gateway Customer Support Portal, you will need to create a password when you first log in.

Step 1b: Within the Gateway Customer Support Portal, Submit a Product Request

Step 1c: Submit a 'Case' to add more users in this portal by providing full names and email addresses.

Step 2: Complete IR Registration and Due Diligence process

- Receive IR1266 Inland Revenue due diligence questionnaire from IR through the Gateway Customer Support Portal Task
- Complete and submit the IR1266 (**Reference Guide 2:** IR1266 Due Diligence Guide)
- IR performs due diligence including:
 - Permitted disclosure and tax compliance
 - Alignment with Operational Security Framework (OSF)

Note: Some of these due diligence tasks may be parked for later to expedite the current onboarding process

Outcome:

- Once approved, IR provides link via email to register in the Developer Portal for support of certificate management.

Step 3: Register in Developer Portal

Reference Guide 3: Developer Portal Registration and Credential Management Guide

- Create organisation account in the Developer Portal by an authorised person (e.g. key office holder). This person would have to accept the [Terms of use for Gateway Services](#)
- Manage additional logons - At least two profiles with 'Full' access role for continuity
- Add technical contacts who will manage credentials.
- Organisation is responsible to review and update profiles and contacts.

Step 4: Credential and Certificate Setup

This step will usually be performed by a technical contact.

Each organisation will have:

- Individual credentials
- Separate certificates - This ensures traceability, accountability, and compliance

Organisations are required to self-manage production certificates.

- Generate a unique common name
- Generate a Certificate Signing Request (CSR) and Private Key pair
- Upload CSR to Developer Portal
- IR reviews and approves the request
- IR issues a client certificate
- Download the issued client certificate
- Maintain Return URIs and OAuth credentials

Responsibilities:

- IR: Create credentials, approve and issue certificates
 - Customer/SAP: correctly configure and apply certificate
-

Step 5: SAP System Configuration

- Configure SAP system to:
 - Use issued certificate
 - Connect to IR Gateway Services

Note:

- SAP provides tooling and product support
 - Customer remains responsible for configuration and operation
-

Step 6: Ongoing Operations

- Customers are responsible for maintaining:
 - Certificate lifecycle (renewal/rotation)
 - Compliance with IR security and operational policies
-

Refer to the details flow diagram in [Appendix B](#)

4. Communication and Support

Support Channels

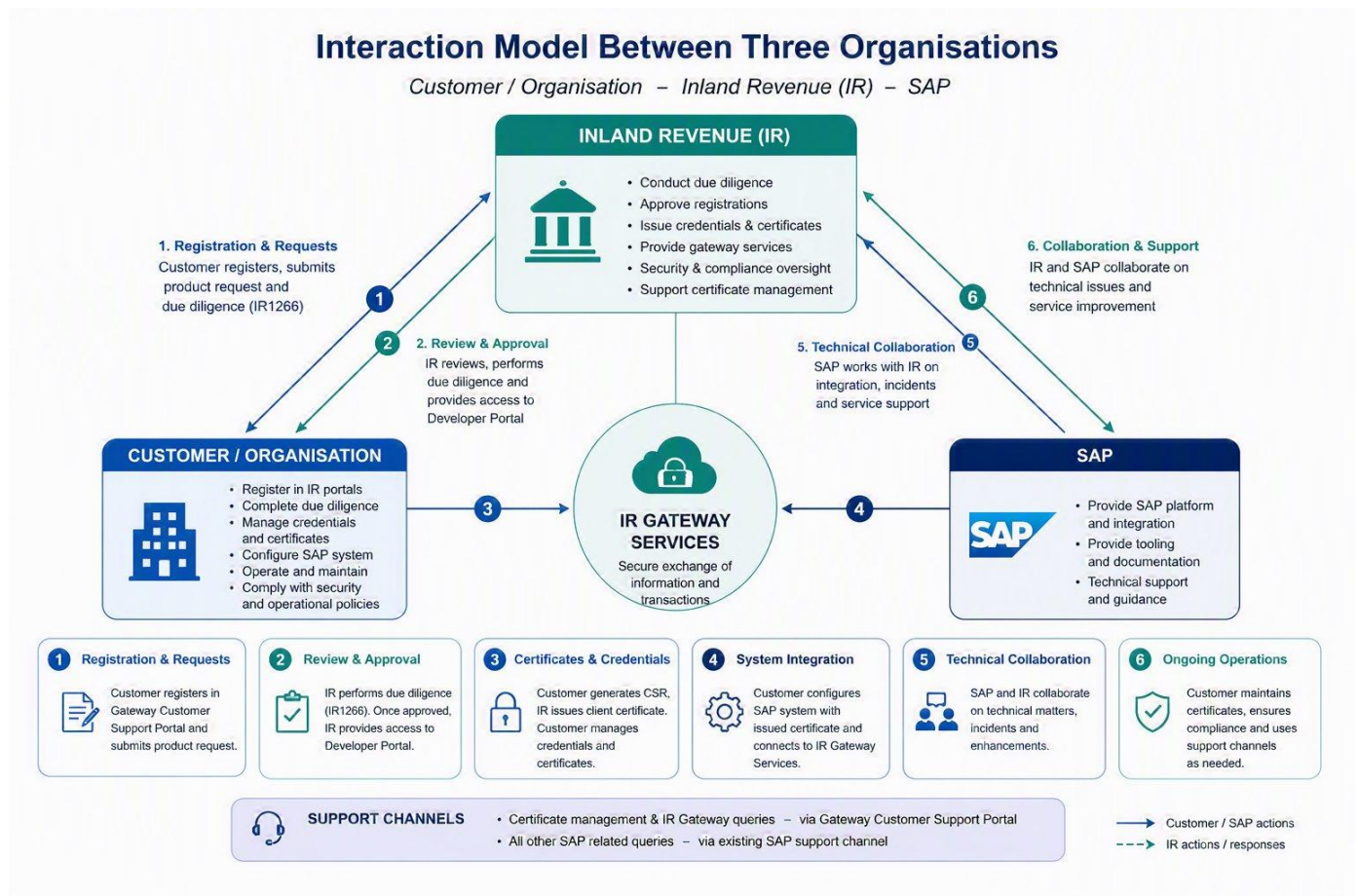
- Raise support queries related to certificate management process with IR via the Gateway Customer Support Portal
 - For all other queries – use you existing support channel with SAP
-

5. Notifications from Gateway Customer Support Portal

IR sends notification/communication for Service updates and planned/unplanned outages.

Customers should review these notifications and raise a support case if clarification is required via the Gateway Customer Support Portal.

6. Appendix A – Interaction model between three organisations



7. Appendix B – Detailed Flow diagram – SAP Customer Onboarding

