PAYMENT PROCEDURE FOR KENYA VETERINARY BOARD

PREAMBLE

Following the Executive order No. 1 of 2023 that directed all government payments be made via the gazette paybill number (**222222**), the Board has deactivated its paybill number (**787888**) in favor of the unified Government paybill number.

The Directorate of E-Citizen services is coordinating with the Board to have services on-boarded onto the E-Citizen platform. The E-Citizen team has created a platform for testing the **Invoice Generator**. Below is a step-by-step procedure.

STEPS TO ACCESS THE KVB SERVICES ON THE E-CITIZEN PLATFORM

1. **You must have an existing E-Citizen account to use SSO (Single Sign On)**
2. Open any web browser (Google Chrome, Mozilla Firefox, Microsoft Edge, Safari, Brave, etc.)
3. Copy and paste the link https://kvb.ecitizen.go.ke/
4. Scroll down to invoice generator (click on **apply now**)
5. Click on either one of 3 links:
   a. "click here to login wish SSO" or
   b. "Sign in with SSO"
   c. Alternatively, one can click the "**sign in**" at the top-right corner of the KVB page. Do not click "**sign in with OTP"**
6. Enter your ID number or email and put your E-Citizen password.
7. After logging in, a prompt shall appear asking how one wishes to receive the verification code; either through email or mobile/phone number. Click the preferred choice.
8. After receiving the verification code, type it and click enter/continue. E-Citizen shall then display two options. Click the appropriate choice.
   a. Not You? Logout
   b. Continue
9. The page of the Invoice Generator shall open. Click Invoice Generator (colored in blue)
   NOTE: If directed to the E-Citizen home page, copy the link https://kvb.ecitizen.go.ke/ and place it in a new tab on the web browser. It should take you to the KVB landing page.
10. An application page shall open. Fill in the details where appropriate. If the details have automatically been captured correctly, proceed to the next page by clicking **NEXT.**
11. A page containing services shall open. Choose the desired service (e.g. Internship, registration, retention, etc) and click **COMPLETE**.
12. A page shall open saying payment for the service should be made. Click on the Invoice number (**INV-XXXXX**).

13. A new page shall appear giving you with details of the application and invoice. There are also several options for the invoice. They are:
    a. Pay
    b. Print Invoice
    c. Download Invoice
14. After selection, you shall be presented with the total payable amount. You shall be prompted to enter your phone number and press "**PAY**". After you do this, a prompt shall appear on your mobile phone requesting you to enter your MPESA PIN number.
15. After making the payment on your mobile phone, click "**COMPLETE**" on the E-Citizen once you receive the MPESA confirmation.
16. You will then be issued a receipt with the option to download it.
17. After issuance of receipt, download at send it to finance@kenyavetboard.or.ke

NOTE: **SSO** means ***Single Sign On*** – This is an authentication process that allows a user to log into E-Citizen once. This means that users do not have to sign in again to move across different government agencies. You must have an existing E-Citizen account in order to use **SSO**.

OTP means ***One Time Password*** – This is a method of authentication that uses more than just one password to gain access to an account. After a user has logged in using the regular password, a second password must be entered. The OTP process sends a code either through SMS or E-mail (usually chosen by the user). This code is known as a **one-time password** as it can only be used once. If the second password is not input within a specified time frame, the user shall have to request for another code.