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**
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/. If you do not use the link and log into E-Citizen first, you will have to search for Kenya Veterinary Board among the agencies listed. Once you find it, search for the **Invoice Generator** link and click **apply now**
4. Scroll down to invoice generator and click on **apply now**
5. Click **login with E-Citizen**
6. Enter your ID number or email and put your E-Citizen password.
7. After logging in, a prompt shall appear asking how you wish 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. A new page shall open. Click Invoice Generator (colored in blue)
10. A page titled **applicant's 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 **pay for service** with an invoice number (**INV-XXXXX**) colored in blue. Below are payment options. Click on your preferred choice and follow the instructions displayed until you have completed the payment process.
13. You will then be issued a receipt with the option to download it.
14. After issuance of receipt, download at send it to finance@kenyavetboard.or.ke

NOTE: **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.