

# Single Business Permit- Mombasa County

## Citizen's work Manual

Version 1.0



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# Single Business Permit- Mombasa County

Software Version: Single Business Permit – Mombasa County 1.0

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## Citizen's work Manual

Version No. 1.0

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# 101

## Introduction

# 1 Introduction

## 1.1 About the document

This user manual provides guideline of the functionalities of **Single Business Permit – Mombasa County** in an easy-to-use format. Following the System Flow, it works by listing the step-by-step procedure of executing the processes automated by the application, combined with an extensive use of application screenshots, cross-references, and supplementary notes. All this is meant to give you a good understanding of the application and to provide you with comprehensive support in handling it.

### 1.1.1 Purpose of the Document

The purpose of the document is to give assistance to the user (Citizen) for using **Single Business Permit – Mombasa County** system. Its focus is to provide a simple, easy-to-use reference that will help users to navigate the critical areas of the system.

### 1.1.2 Scope of the Document



Scope of this document depends on the **Single Business Permit – Mombasa County** system.

### 1.1.3 Intended Audience

Audience	Description
Citizen / Client	A registered user, who can access the system and can submit any application.

### 1.1.4 Document Legends

The following notations are used in this guide:

- Application name is written in **Calibri, bold, dark blue, 11 point**.
- Company name, software component name, hardware component name, window or dialog name, window or dialog component name, all are written in **Calibri, bold, black, 11 point**.
- Keyboard shortcut name is written in **Calibri, White, 12 point, Boxed**.
- Data to be typed or selected is written in *Calibri, Italic, black, 11 point*.
- Business term is written in *Calibri, italic, black, 12 point*.
- Code is written in `Courier New, black, 10 point`.
- Important text is highlighted with  **Note:**  Description
- Navigation Flow is written in **Calibri, Brown, and 11 point**.
- Cross Reference is written in ***Calibri, bold, italic, and black and 11 point***.

## 1.2 About Single Business Permit – Mombasa County

The **Single Business Permit – Mombasa County** software will allow users to submit online applications for Single Business permits. Submitted application undergoes different phases and permit and certificates are generated against respective application for specific business. **Single Business Permit – Mombasa County** system also provide facility to submit applications for other types of businesses.

# 02

## Getting Started



## 2 Getting Started

### 2.1 Accessing the Application

Access the application by typing the following URL in address bar of the browser.

<http://54.69.227.166//>

#### 2.1.1. Sign in

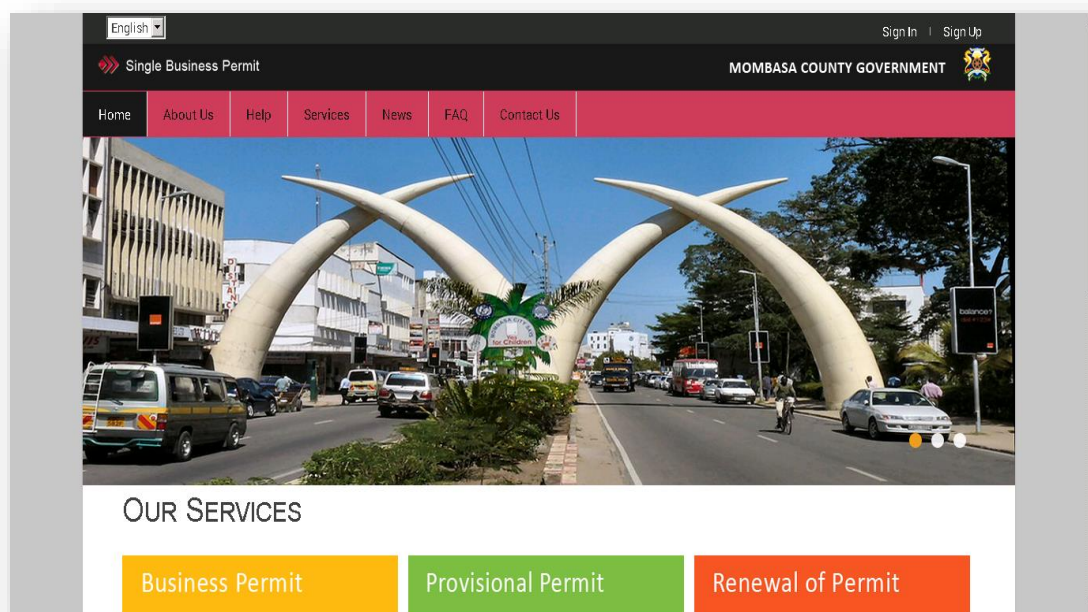


Figure 1: Sign in

In order to Sign in to **Single Business Permit – Mombasa County** system; follow the following steps;

1. Access **Single Business Permit – Mombasa County** by providing URL in address bar. On main page you have links for 'Home', 'About us', 'help', 'Review', 'News', 'FAQs' and 'Contact Us'.

To Access	Click on 'Sign in' link.
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2. Enter email address or id number in text field provided against 'Email Address or ID Number' label.
3. Enter Password in text field provided against 'Password' label.
4. Click on **Login** button. System will redirect you to **e-Citizen** home page.

## 2.1.2. Logout

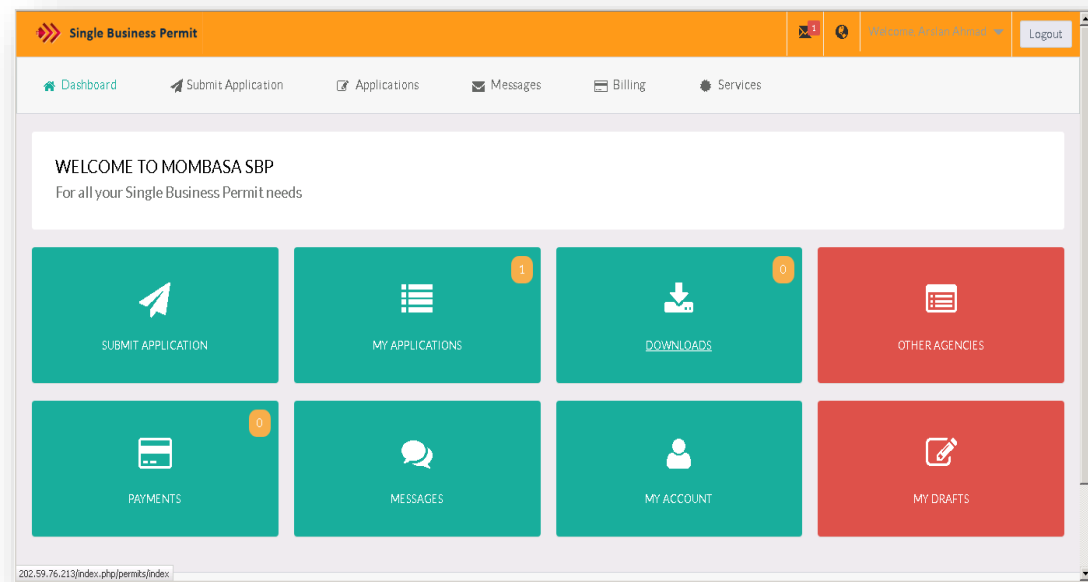


Figure 2: Logout

In order to logout **Permit Single Business – Mombasa County** system; follow the following steps;

1. Click on **Logout** button provided on top right corner of the screen. You will be logged out of the system and directed to **Permit Single Business – Mombasa County** Login page.



# 03

## Dashboard

### 3 Dashboard

After sign in, system will redirect you to main dash board. On which you have links for '**Dashboard**', '**Submit Application**', '**Applications**', '**Messages**', '**Billing / Payments**', '**Downloads**', '**My Account**', '**Other Agencies**', '**My Drafts**' and '**Services**'.

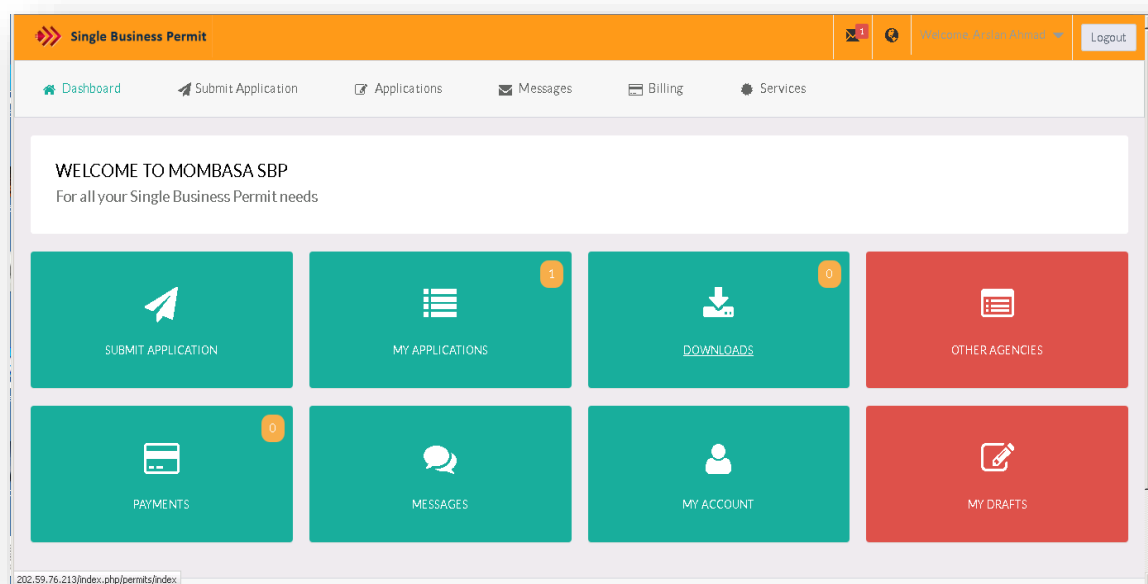


Figure 3: Dash board

#### 3.1 Applications

Allows you to submit applications and also track progress for all applications you have submitted.

#### 3.2 Messages

It shows messages from the reviewers (Supervisors / Inspectors) regarding submitted applications.

#### 3.3 Billing

This lists invoices issued for your applications.

#### 3.4 Services

Lists all permits and certificates that have been issued to you.

#### 3.5 Downloads

Lists all permits and certificates that have been issued to you for download.

#### 3.6 My Account

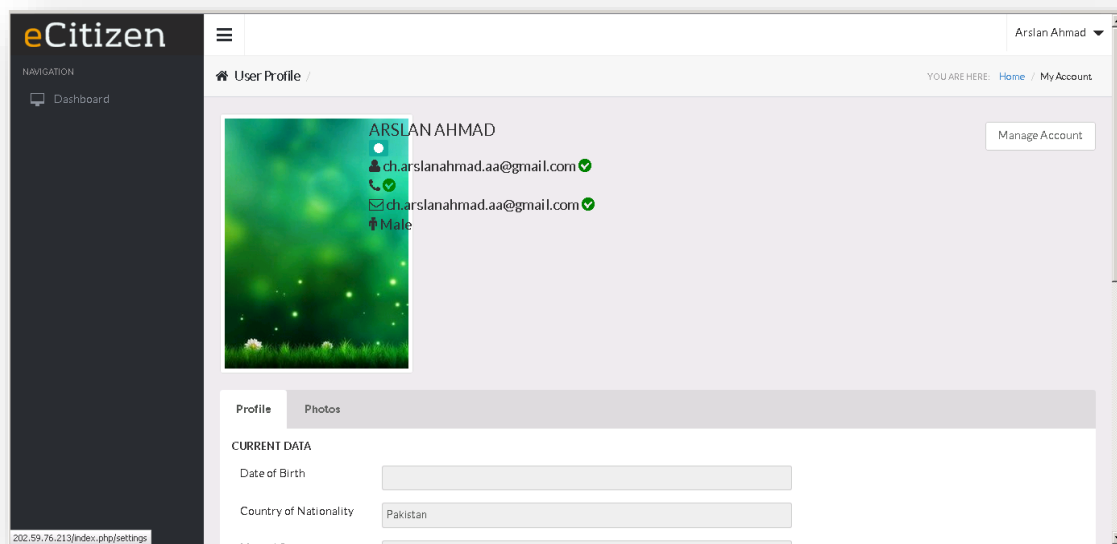


Figure 4: My account

To manage Account details;

To Access	Click on  button.
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1. Make desired changes in different sections i-e. **Personal Details, Account Photo, Change Email Address, Change Mobile Number** and **Change Password** by accessing the section from framework tree, after making changes click on '**Update**' button, system will update you information.

**Note:** You have to verify details of updating through email, SMS (in case of change in mobile number).

### 3.6.1 Viewing Profile

To view user profile;

1. Click on '**View Profile**' button provided with user name, system will display user profile.

### 3.7 Other Agencies

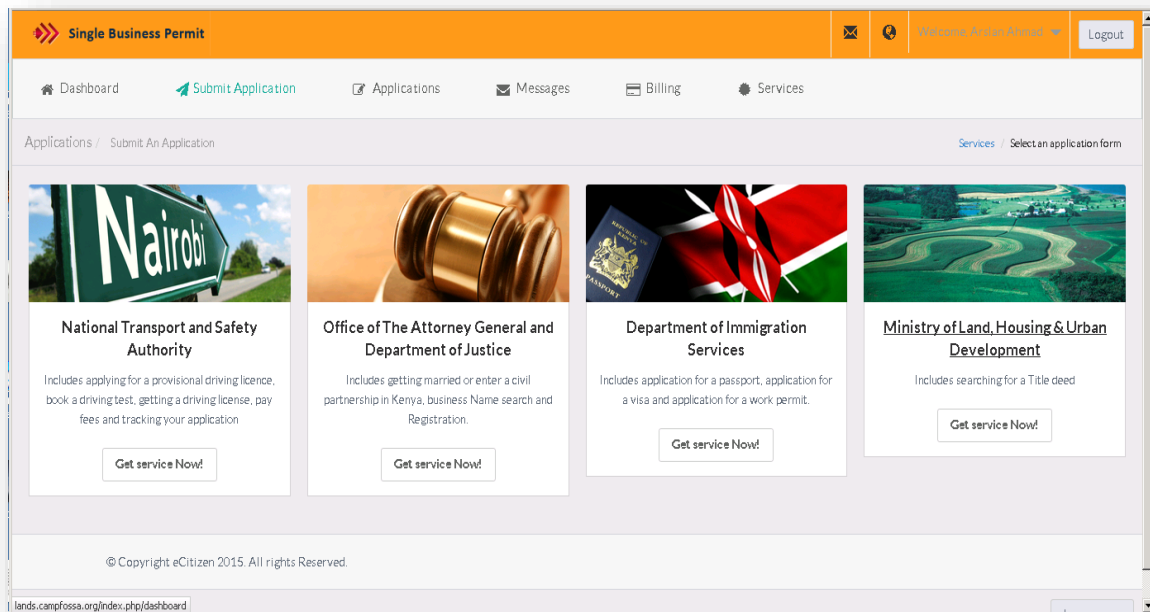


Figure 5: Other Agencies

This link redirects you to other government e-services.

# 04

## Submitting an Application



## 4 Submitting an Application

You can submit applications for single business permit, Temporary permit, close business request, Renewal with information change, renewal without change of business, modify business activity, Renewal with change of business information, Transfer ownership, Update business address information.

### 4.1 Single Business Permit Registration (New Business)

A registered applicant will be able to submit their application for the Single Business Permit and make payments against the application. After filling online application for Single Business Permit you can review the information & able to make changes if required and make payment against the activity code selected in the Business Information, after successful payment using e-payment Platform the Provisional Certificate will be issued. You can also print the provisional certificate.

#### 4.1.1 Submitting application for single business permit (New Business)

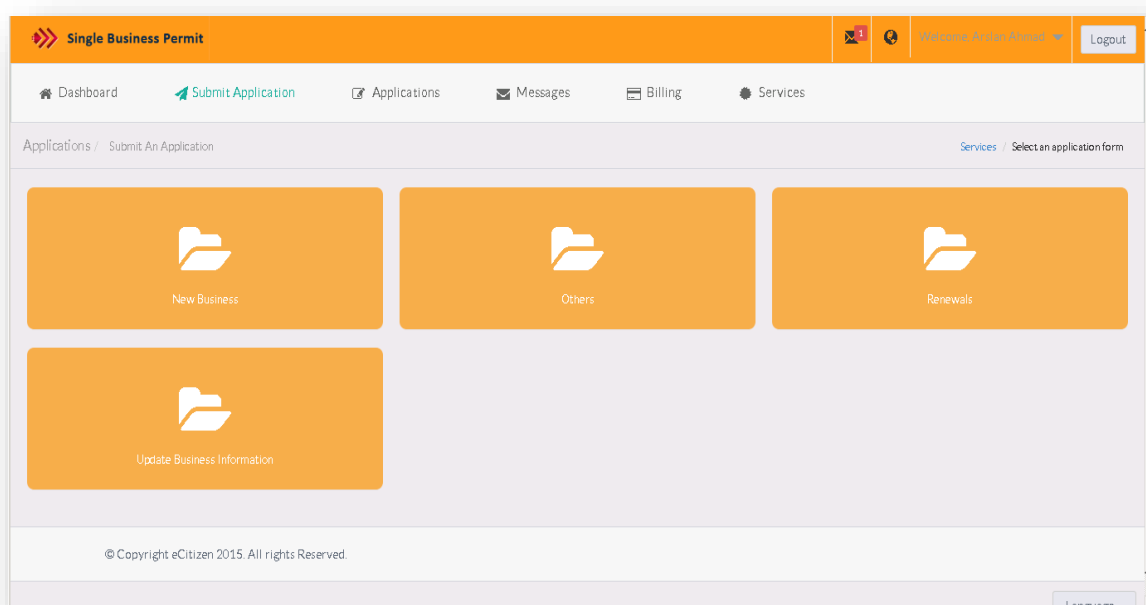


Figure 6: Single Business Permit

To Access	Click on <b>Submit application &gt; New Business &gt; Single Business Permit (New Business)</b> .
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### Operation

1. Click on  button, system will display a form for single business permit registration.

The screenshot shows a web application for a 'Single Business Permit'. The header is orange with the title 'Single Business Permit' and a 'Logout' button. Below the header is a navigation bar with links: Dashboard, Submit Application, Applications, Messages, Billing, and Services. The main content area is titled 'Single Business Permit (New Business)' and shows a 'TOTAL' fee of 'KES0.00'. The form is divided into sections: 'Business Identification and Address' and 'Owner / Contact Person Details'. The 'Business Identification and Address' section contains four fields: 'Business Name' (Mall), 'Applicant Classification' (National), 'Certificate of Registration No/ID No/Passport No' (1454668973), and 'PIN' (123). Each field has a character limit and a 'Currently Entered' count.

Figure 7: Single Business Permit

**Business Identification and Address**

2. Enter Business identification and address details in business identification and address section.

**Owner / Contact Person Details**

3. Enter Owner details in Owner / Contact person details section.

**Business Details**

4. Enter Business Details in this section.

**Declaration**

5. Check checkbox provided with declaration.
6. Click on [Continue](#) button, system will display application details to review; form fee will be mention on top right corner off the application.


**Payments**

The screenshot shows the 'Single Business Permit' payment page. The top navigation bar is orange with the title 'Single Business Permit' and a 'Logout' button. Below it is a secondary navigation bar with links: Dashboard, Submit Application, Applications, Messages, Billing, and Services. The main content area has a breadcrumb trail 'Payment / Pay for your application' and a 'Home / Payment' link. A 'Payments by jambopay' banner is at the top. The 'Checkout Details' box shows: Order ID: 3124/13/22, Item Name: Single Business Permit (New Business), and Amount: KES 100,500.00. Below this, the 'Select Your Preferred Payment Channel' section displays six options: VISA, MasterCard, jambopay (Pay With E-WALLET), M-PESA, Airtel Money, and YU CASH.

Figure 8: Payments

The screenshot shows the 'Single Business Permit' payment page with the 'Payment Option: VISA' form. The top navigation bar is orange with the title 'Single Business Permit' and a 'Logout' button. Below it is a secondary navigation bar with links: Dashboard, Submit Application, Applications, Messages, Billing, and Services. The main content area has a breadcrumb trail 'Payment / Pay for your application' and a 'Home / Payment' link. A 'Payments by jambopay' banner is at the top. The 'VISA' payment form is displayed, showing the 'Enter Your Card Details to pay with VISA' section. The total amount is KES 100,500.00. The form includes fields for: Select Currency (KES), Card Number (4242424242424242), CVC (masked with three dots), and Expiry Date (Feb 2016). A 'What is this?' link is next to the CVC field.

Figure 9: Payments

7. Click on  button, system will redirect you to payments screen, select appropriate payment method by clicking on it, on selecting the payment method; system will redirect you to other screen.
8. Select appropriate payment method and provide details as required e.g:

If you have selected payment with visa card:

- Enter card number in text field provided against '**Card Number**' label.
- Enter CVV in text field provided against '**CVV**' label.
- Select expiry date and month from dropdown lists provided against '**Expiry Date**' label.
- Click on '**Submit Payment**' button, system will display a success notification for payments and send the application to supervising officer for assessment.

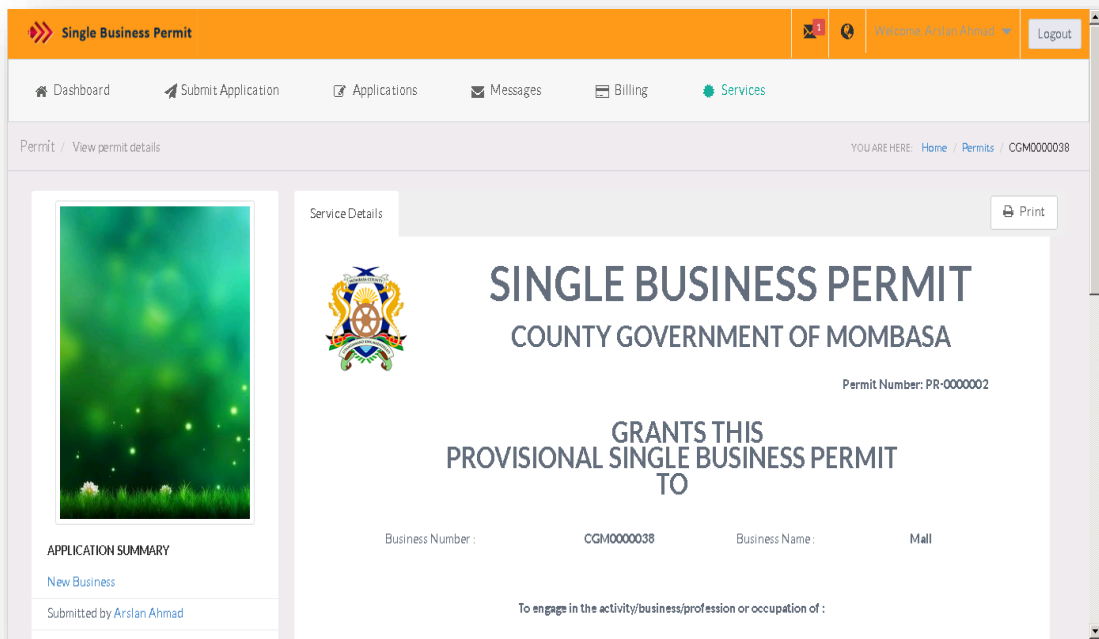
### 4.1.2 Viewing Provisional Permit for New Business

The screenshot displays the 'Single Business Permit' application interface. The top navigation bar is orange and includes the title 'Single Business Permit', a notification icon with a red '1', a user profile icon, and a 'Logout' button. Below this is a secondary navigation bar with links for 'Dashboard', 'Submit Application', 'Applications', 'Messages', 'Billing', and 'Services'. The main content area is titled 'My Applications' and shows a breadcrumb trail: 'Applications / Single Business Permit (New Business)'. A blue button labeled 'View Provisional Permit (2015-07-14 09:01:39)' is visible. On the left, there is a placeholder image for a business logo. To the right of the image, the application details are displayed in a table format. The table has four tabs: 'Details', 'Comments', 'Invoices', and 'Messages'. The 'Details' tab is active, showing the following information:

CGM0000038	
Service Code	
Assessment	
Business Name	Mall
Applicant Classification	National
Certificate of Registration No/ID No/Passport No	1454668973
PIN	123

Below the table, there is a section titled 'APPLICATION SUMMARY' with a link for 'New Business'.

Figure 10: View Provisional Permit



**Figure 11: View Provisional Permit**

1. Click on the link provided with success notification message which system displays after payments, system will display you application.
2. Click on [View Provisional Permit \(2015-07-14 09:01:39\)](#) button provided at the top right corner of the application, system will display provisional certificate for new single business permit. You can print the certificate by clicking on [Print](#) button provided on the top right corner of certificate.

## 4.2 Temporary Business Permit

The screenshot shows the 'Single Business Permit' application interface. The top navigation bar is orange and includes links for Dashboard, Submit Application, Applications, Messages, Billing, and Services. The main content area is titled 'Application Form / Submit an Application' and 'Application Form / Temporary Permit'. A dark header bar indicates '- Temporary Permit'. A summary box on the right shows 'KES0.00 TOTAL'. The form section is titled 'Business Identification, Address and Owner/Contact Person Details' and contains the following fields:

- Business Name:** A text input field with a red asterisk. Below it, a message states 'Maximum of 64 characters allowed. Currently Entered: 0 characters'.
- Contact Person:** A text input field with a red asterisk. Below it, a message states 'Maximum of 64 characters allowed. Currently Entered: 0 characters'.
- Mobile No.:** A text input field with a red asterisk.
- Activity Code:** A dropdown menu with a red asterisk.
- Business Activity Description:** A text input field with a red asterisk.

Figure 12: Temporary Business Permit

<b>To Access</b>	Click on <b>Submit application &gt; New Business &gt; Temporary Business Permit.</b>
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### Operation

1. Click on **Apply Now** button, system will display a form for Temporary Business Permit Request.
2. After completing the application form, click on **Continue** button, system will redirect you to next page.
3. Click on **Submit** button. System will redirect you to payments screen, select appropriate payment method by clicking on it, on selecting the payment method, system will redirect you to other screen.
4. Select appropriate payment method and provide details as required e.g:

If you have selected payment with visa card:

- Enter card number in text field provided against **'Card Number'** label.
- Enter CVV in text field provided against **'CVV'** label.
- Select expiry date and month from dropdown lists provided against **'Expiry Date'** label.

- Click on **'Submit Payment'** button, system will display a success notification for payments and send the application to supervising officer for assessment.






## 4.3 Close of Business Request

The screenshot shows the 'Close of Business Request' form within the 'Single Business Permit' system. The form includes a header with navigation links (Dashboard, Submit Application, Applications, Messages, Billing, Services) and a user profile section. The main form area has a title bar '- Close of Business Request'. Below this, there is a dropdown menu for 'Select Existing Business Application' with the value 'CGM0000038'. A text area for 'Reason: Why are you want to close the Business?' is present, with a note 'Maximum of 1024 characters allowed. Currently Entered: 0 characters.' Below the text area is a 'Declaration' section with a checkbox and text: 'I declare that all the information provided in this form is true and correct concerning the business. NB: Any false declaration would lead to automatic cancellation and prosecution.' At the bottom left is a 'Continue' button.

Figure 13: Close of Business Request

To Access	Click on <b>Submit application &gt; Others &gt; Close of Business Request.</b>
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### Operation

1. Click on  button, system will display a form for Close of Business Request.
2. After completing the application form, click on  button, system will redirect you to next page.
3. Click on  button. Application will be assigned to supervisor for assessment.

## 4.4 Renewal with information change

The screenshot shows a web application interface for a 'Single Business Permit'. The top navigation bar is orange and contains the title 'Single Business Permit', a user profile icon, and a 'Logout' button. Below this is a secondary navigation bar with links: 'Dashboard', 'Submit Application', 'Applications', 'Messages', 'Billing', and 'Services'. The main content area has a breadcrumb trail: 'Application Form / Submit an Application' and 'Application Form / Renewal with Information Change'. A dark header bar indicates the current step: '- Renewal with Information Change'. The form itself is titled 'Business Identification and Address' and contains several fields: 'Select Existing Business Application' (a dropdown menu showing 'CGM0000038'), 'Applicant Classification' (a dropdown menu), 'Certificate of Registration No/ID No/Passport No' (a text input field with a note 'Maximum of 10 characters allowed. Currently Entered: 0 characters.'), 'PIN' (a text input field with a note 'Maximum of 20 characters allowed. Currently Entered: 0 characters.'), 'VAT NO' (a text input field with a note 'Maximum of 20 characters allowed. Currently Entered: 0 characters.'), and 'PD No' (a text input field).

Figure 14: Renewal with information change

To Access	Click on <b>Submit application &gt; Renewals &gt; Renewal with information change.</b>
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### Operation

1. Click on  button, system will display a form for Renewal with information change.
2. After completing the application form, click on  button, system will redirect you to next page.
3. Click on  button.


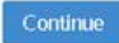

## 4.5 Renewal without change of business

The screenshot shows a web application interface for a 'Single Business Permit'. The top navigation bar is orange and contains the title 'Single Business Permit', a notification icon, a user profile icon, a dropdown menu for 'Welcome, [User Name]', and a 'Logout' button. Below this is a secondary navigation bar with links: 'Dashboard', 'Submit Application', 'Applications', 'Messages', 'Billing', and 'Services'. The main content area has a breadcrumb trail: 'Application Form / Submit an Application' and 'Application Form / Renewal without Change of Business'. A dark grey header bar within the form area reads '- Renewal without Change of Business'. To the right of this bar, the text 'KES0.00 TOTAL' is displayed. The form contains three dropdown menus: 'Select Existing Business Application' (with the value 'CGM0000038'), 'Business Activity', and 'Fee' (with the value 'Renewal Form Fee - 200'). Below these is a 'Declaration' section with a checkbox and the text: 'I declare that all the information provided in this form is true and correct concerning the business. NB: Any false declaration would lead to automatic cancellation and prosecution.' At the bottom left of the form is a blue 'Continue' button.

Figure 15: Renewal without Change of Business

To Access	Click on <b>Submit application &gt; Renewals &gt; Renewal without change of business.</b>
-----------	---

### Operation

1. Click on  button, system will display a form for Renewal without change of business.
2. After completing the application form, click on  button, system will redirect you to next page.
3. Click on  button. System will display a success notification.

## 4.6 Modify Business Activity

The screenshot shows the 'Single Business Permit' web application interface. The top navigation bar includes links for Dashboard, Submit Application, Applications, Messages, Billing, and Services. The main content area is titled 'Application Form / Submit an Application' and 'Application Form / Modify Business Activity'. The form is titled '- Modify Business Activity' and features a 'TOTAL' fee of KES0.00. The form fields are as follows:

- Select Existing Business Application:** A dropdown menu with the value 'CGM0000038' selected.
- Business Activity:** A dropdown menu.
- Business Activity Description:** A text input field with a maximum of 256 characters allowed. Currently entered: 0 characters.
- Business Premise Area (Square Meters):** A text input field with a maximum of 8 digits allowed. Currently entered: 0 digits.

Figure 16: Modify Business Activity

<b>To Access</b>	Click on <b>Submit application &gt; Update Business information change &gt; Modify Business activity.</b>
------------------	---

### Operation

1. Click on **Apply Now** button, system will display a form for Modify Business Activity.
2. After completing the application form, click on **Continue** button, system will redirect you to next page.
3. Click on **Submit** button. Fee will be mentioned on top right of the form. System will display a success notification.


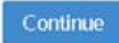

## 4.7 Transfer Ownership

The screenshot shows the 'Single Business Permit' application interface. The top navigation bar includes 'Dashboard', 'Submit Application', 'Applications', 'Messages', 'Billing', and 'Services'. The breadcrumb trail indicates the path: 'Application Form / Submit an Application' and 'Application Form / Transfer Ownership'. The main heading is '- Transfer Ownership'. A 'TOTAL' fee of 'KES1500.00' is displayed. The 'Owner/Contact Person Details' section contains a dropdown for 'Select Existing Application' (CGM00000088), and input fields for 'Name', 'Designation', and 'PO Box', each with a character limit and current entry count.

Figure 17: Transfer Ownership

To Access	Click on <b>Submit application &gt; Update Business information change &gt; Transfer ownership.</b>
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### Operation

1. Click on  button, system will display a form for Transfer Ownership.
2. After completing the application form, click on  button, system will redirect you to next page.
3. Click on  button. System will display a success notification.

## 4.8 Update Business Address information




The screenshot shows the 'Update Business Address Information' form within the 'Single Business Permit' system. The form is titled '- Update Business Address Information' and includes a 'TOTAL' fee of KES1500.00. The form fields are as follows:

- Select Existing Application:** A dropdown menu with the value 'CGM0000038' selected.
- P.O. Box:** A text input field with a note: 'Maximum of 10 digits allowed. Currently Entered: 0 digits.'
- Postal Town/Code:** A dropdown menu.
- Telephone No. 1:** A text input field.
- Telephone No. 2:** A text input field.
- Business Physical Address:** A text input field.

Figure 18: Update Business Address information

<b>To Access</b>	Click on <b>Submit application &gt; Update Business information change &gt; Update Business Address information.</b>
------------------	--

### Operation

1. Click on  button, system will display a form for Update Business Address information.
2. After completing the application form, click on  button, system will redirect you to next page.
3. Click on  button. System will display a success notification.

# 05

## Viewing an Application

## 5 Viewing an Application

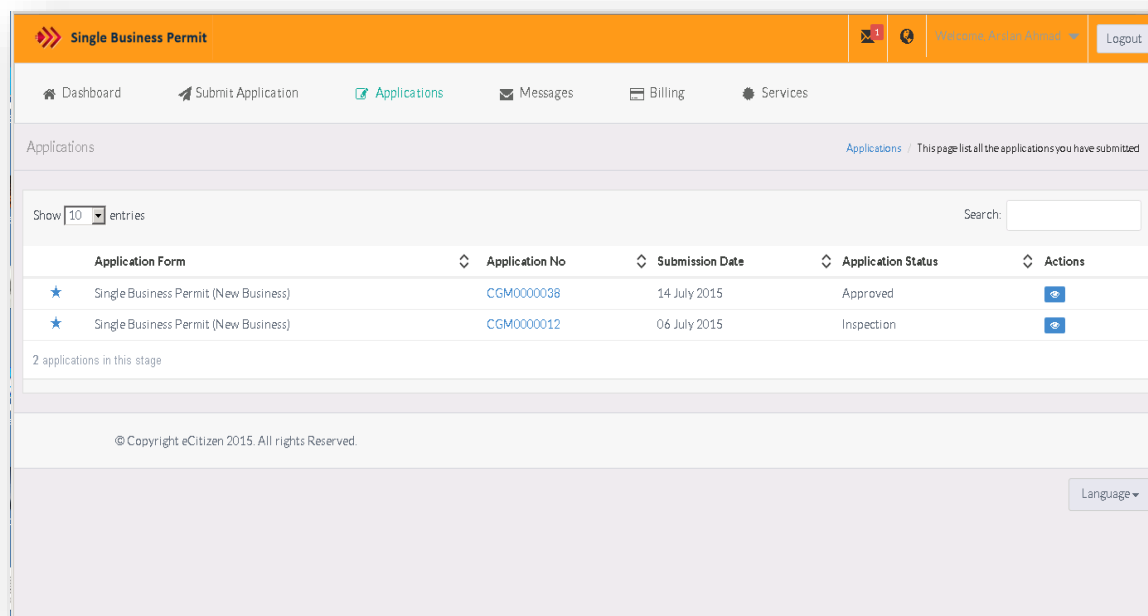


Figure 19: Viewing an Application

<b>To Access</b>	Click on <b>Application</b> link on home page.  <b>OR</b>  Click on <b>Application</b> in menu bar on home page.
------------------	--


System will display list of all applications you have submitted.

### 5.1 Searching an Application

To search an application,

1. Enter application number in search field provided on top right side of applications list and press enter. System will display search results.

### 5.2 Viewing an Application

1. Click on application number provided under '**Application Number**' in respective row.  
**OR**
2. Click on  button provided under '**Actions**' column. System will display application details.

The application page is divided into two main columns;



- The first column shows Profile picture, Name of Person that submitted the application, Date of submission and Days in Progress and application status.
- The second column contains application details separated in different tabs depending on the progress and stage of your application.

### **5.2.1 Details**

It shows details entered on the Application form.

### **5.2.2 Comments**

Contain comments given by reviewers about the application.

### **5.2.3 Invoices**

This shows the invoices issued for this application and their status.

### **5.2.4 Messages**

Contains the trail of communications between you and the reviewer.

## **5.3 Viewing comments / messages of an Application**

1. To view comments and messages attached to application simply click on respective tabs provided on application details page.



# 06

## Payments / Billing

## 6 Payments / Billing

The billing menu enables you to view all invoices issued.

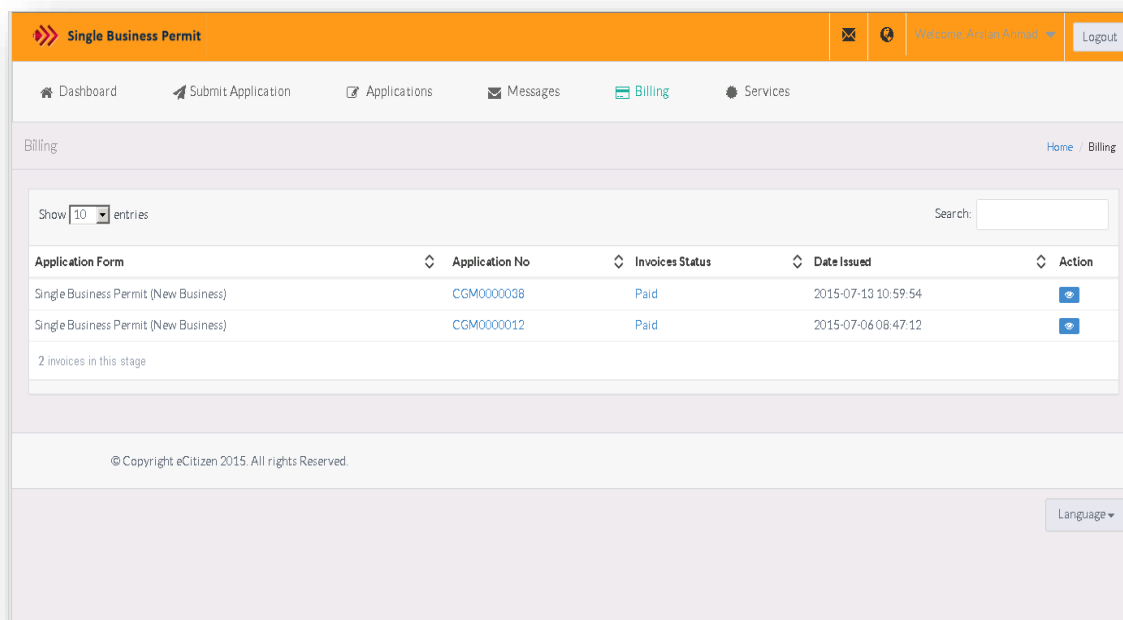


Figure 20: Payments / Billing

To Access	Click on <b>Payments</b> link on home page.
	<b>OR</b>
	Click on <b>Billing</b> in menu bar on home page.

System will display list of all applications along with their payment status in 'Invoices Status' column.

### 6.1 Searching an Application


To search an application,

1. Enter application number in search field provided on top right side of applications list and press enter. System will display search results.

## 6.2 Viewing an Application

1. Click on application number provided under **'Application Number'** in respective row.

OR

Click on  button provided under **'Actions'** column. System will display application details.

OR

Click on invoice status mentioned under **'Invoices Status'** column against respective record.

## 6.3 Viewing certificates / permits

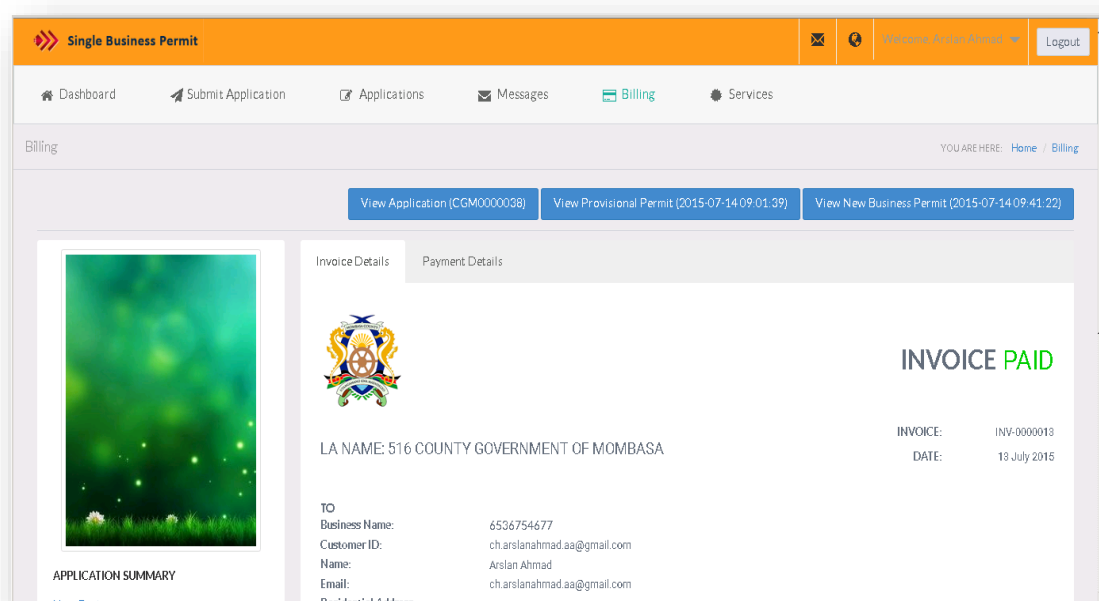


Figure 21: Viewing Certificates / Permits

1. To view different certificates and permits associated with specific application, click on buttons provided on invoice details page, system will display certificate.

OR

2. You can also view permits for approved applications while viewing the application and clicking on buttons provided for certificates / permits, system will display certificate.

## 6.4 Printing certificates / permits

1. To print a certificate / permit, click on  button provided on service details screen.

A decorative header consisting of a solid blue vertical bar on the left and a series of horizontal blue lines of varying shades on the right.

# 07

## Messages

# 7 Messages

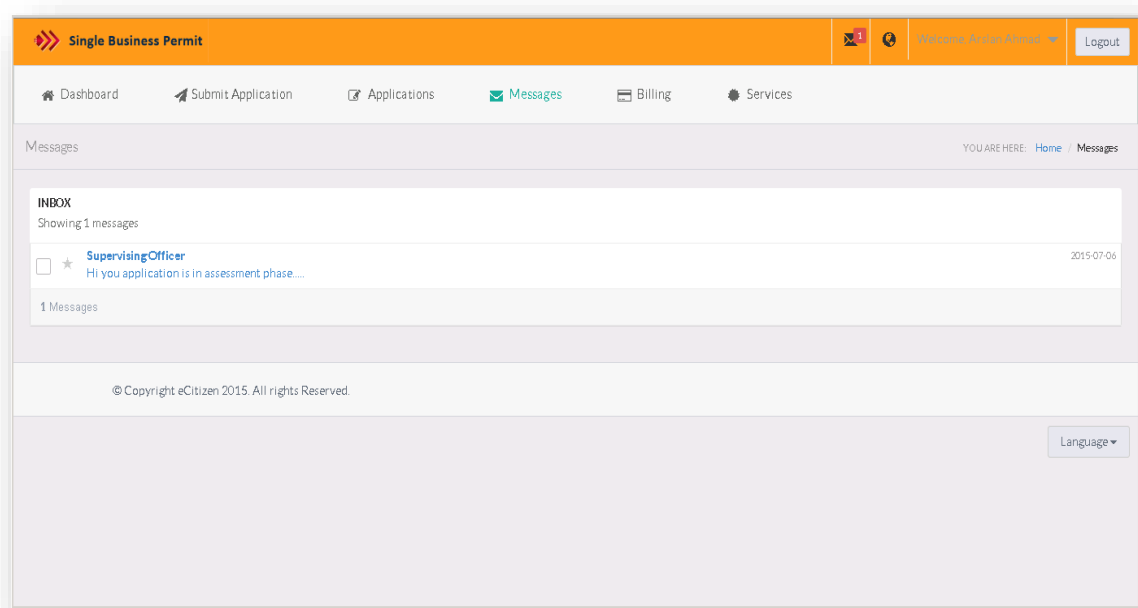


Figure 22: Messages

The Messages menu enables you to view all invoices issued.

<b>To Access</b>	Click on <b>Messages</b> link on home page.  <b>OR</b>  Click on <b>Messages</b> in menu bar on home page.
------------------	--

System will display list of all Messages in your inbox.

## 7.1 Viewing a Message

1. Click on any message in the list, system will redirect you to application details page, you can view comments, invoices and messages by clicking on their respective tabs provided on this screen.

## 7.2 Sending a Message

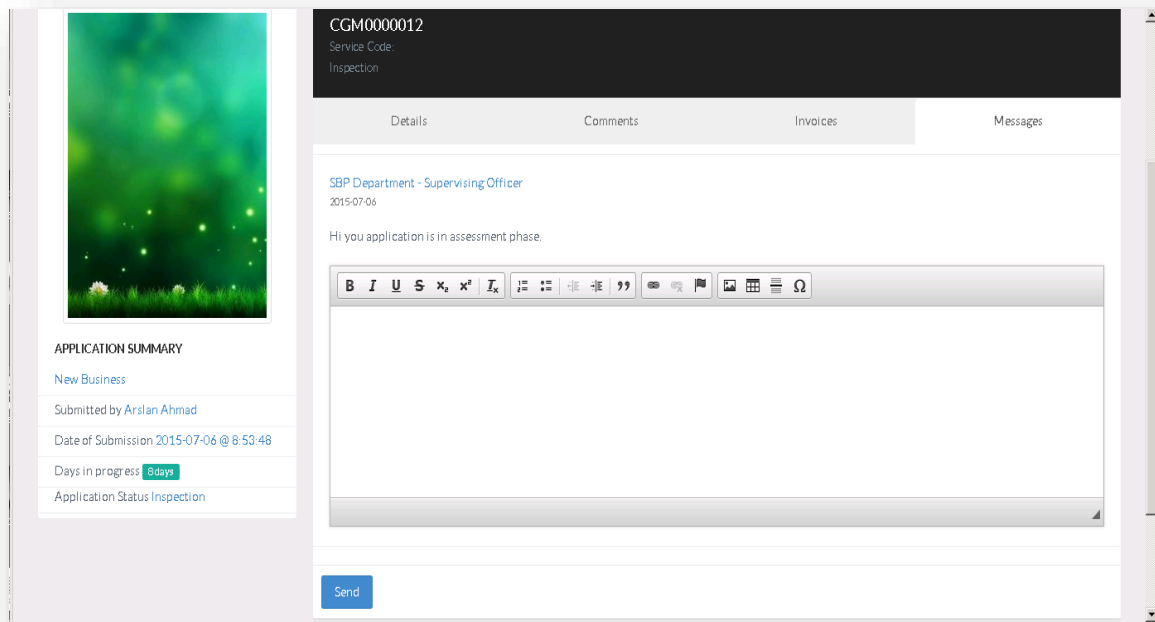



Figure 23: sending a Message

1. To send a reply of a message, enter content in body section of the message and click on  button. Message will be sent to corresponding recipient and a message entry will appear in the thread in 'Messages' tab. Recipient can view this message by opening the application and accessing its 'Messages' tab.



# Appendices



## Appendices

N/A

### A. FAQ's

N/A

### B. Reference

N/A

