

Mombasa County Government eServices System Guide

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1 Introduction

1.1 About the Document

This user manual provides a guideline of the functionalities of the eServices system for Mombasa County Government 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) when using the Mombasa eServices 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 eServices System for Mombasa County Government.

1.1.3 Intended Audience

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

1.2 About Mombasa eServices System

Mombasa eServices System will allow users to submit online applications for Single Business permits, outdoor advertising and alcoholic drinks licenses . A submitted application undergoes different phases and permits are generated against respective application for specific business. Mombasa eServices System also provides the ability to submit applications to update business details or requests for closure of business.

2 Getting Started

2.1 Accessing the Application

Access the application by typing the following Uniform Resource Locator (URL)/ link in address bar of your browser: sbp.mombasa.sasalog.com

The system will redirect to the Mombasa eServices System homepage with links for 'Home', 'About', 'FAQ' and 'Contacts'.

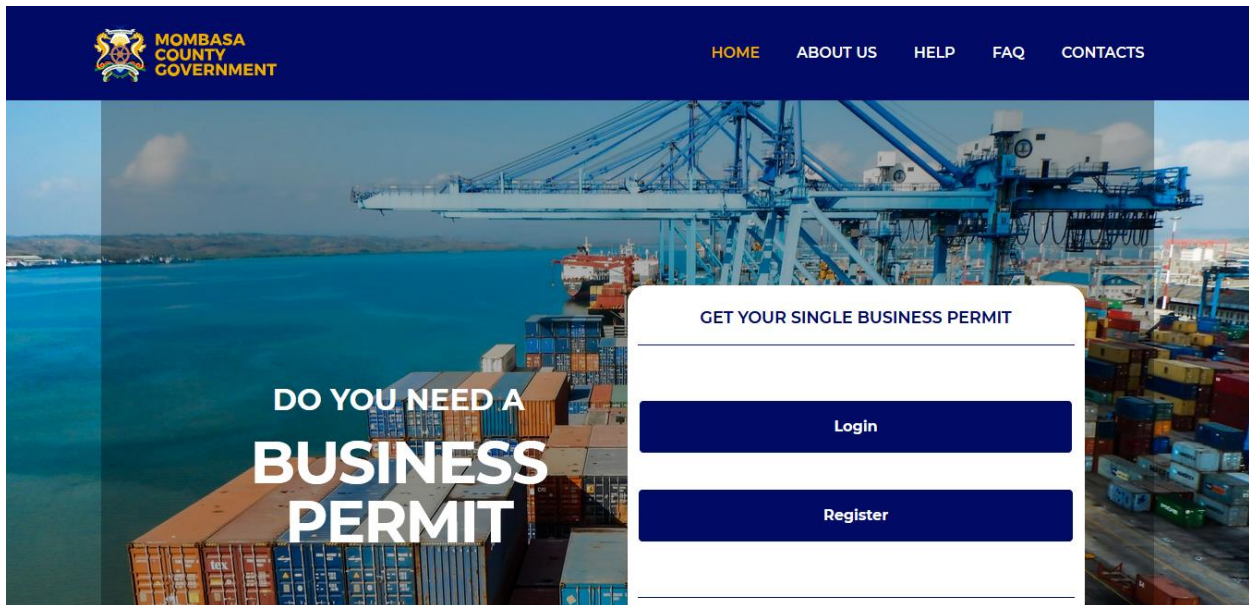


Figure 1: Homepage

2.1.1 Register

Users will require an eCitizen account for authentication before making an application. For users without an existing eCitizen account, click on the **REGISTER** button.

The system will redirect to the **e-Citizen** website. Follow the steps provided to create a new account.

To register	Click on ' REGISTER ' button.
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2.1.2 Log In

For users with an existing eCitizen account, click on the **LOGIN** button. The system will redirect to the e-Citizen website:

To log in	Click on ' LOGIN ' button.
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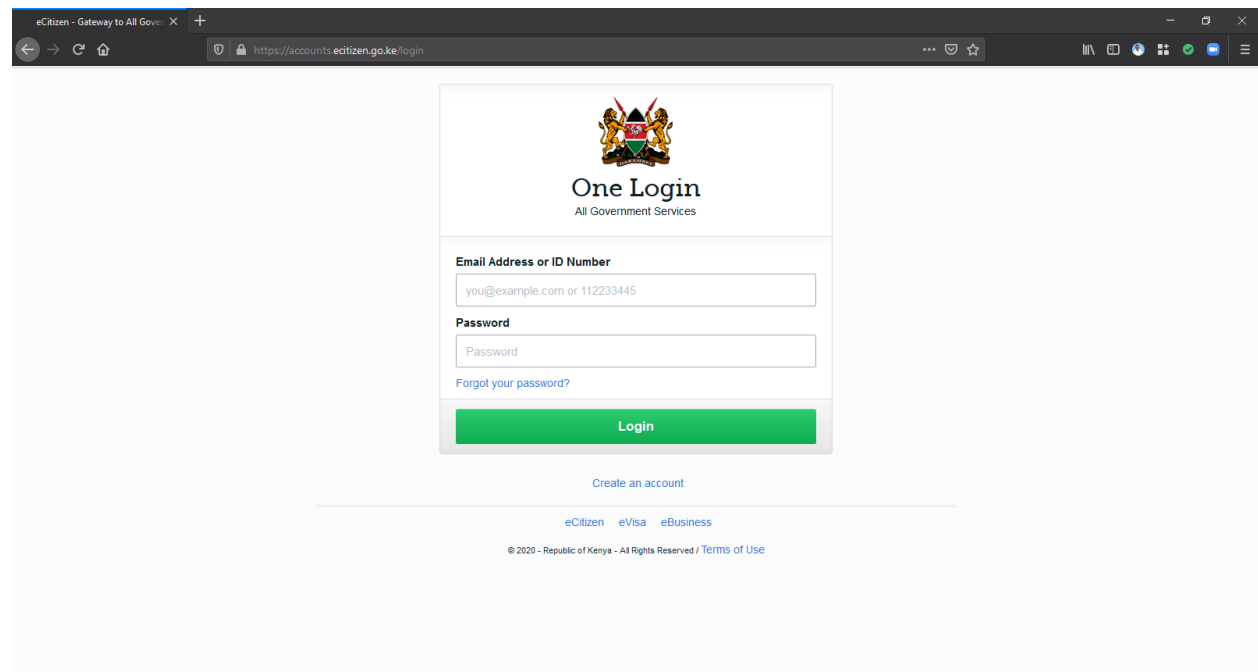


Figure 2: eCitizen login page

Enter email address or ID number in the text field provided against '**Email Address or ID Number**' label. Enter Password in text field provided against '**Password**' label then click on the '**LOGIN**' button.

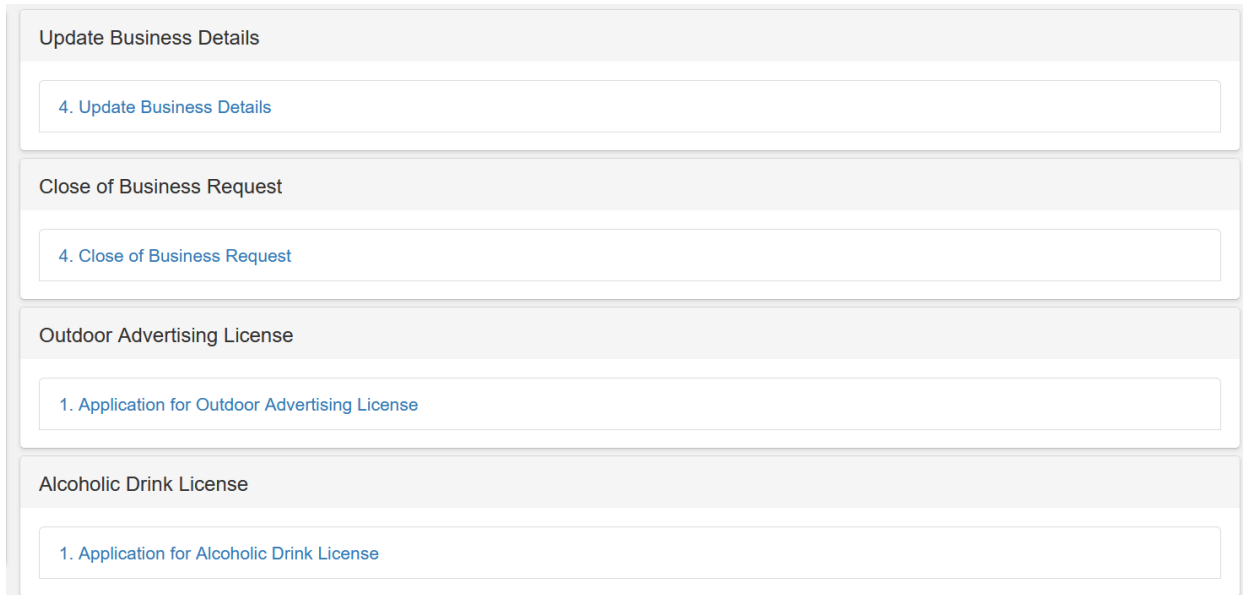
The system will redirect to the system dashboard with tabs for '**Dashboard**', '**Add Business**', '**Make Application**', '**My Services**', '**My Bills**', '**Messages**' and '**Help**'.

2.1.3 Add Business

Allows application for single business permit for your business.

2.1.4 Make Application

Allows applications for **'Update of Business Details'**, **'Close of Business'**, **'Outdoor Advertising License'** and **'Alcoholic Drink License'** for your business.



The screenshot displays a vertical list of four application categories, each with a corresponding link:

- Update Business Details**: 4. Update Business Details
- Close of Business Request**: 4. Close of Business Request
- Outdoor Advertising License**: 1. Application for Outdoor Advertising License
- Alcoholic Drink License**: 1. Application for Alcoholic Drink License

Figure 3: Business Applications

2.1.5 My Services

Lists all permits and certificates that have been issued for your business.

2.1.6 My Bills

Lists all invoices issued from applications made.

2.1.7 Messages

Displays messages from reviewers regarding submitted applications.

2.1.8 Help

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

2.1.9 Guide

Access system tour guide

3 Making Application

3.1 Submitting an Application

You can submit applications for Single Business Permit, Update of Business Details, Close of Business, Outdoor Advertising License and Alcoholic Drinks License.

3.1.1 Single Business Permit Registration (New Business)

A registered applicant will be able to submit an application for a single business permit and make payments against the application. To access the online form, click on the 'Add Business' tab and fill the online form provided.

The screenshot shows a web form titled "Add a business". In the top right corner, there is a blue button labeled "Back to Dashboard". Below the title, there is a section for "Businesses" with a "TOTAL" box displaying "KES500.00". The main form area is titled "Business Identification and Address" and contains several input fields:

- Business Name ***: A text input field with a note below it: "Maximum of 64 characters allowed. Currently Entered: 0 characters."
- Applicant Classification ***: A dropdown menu.
- Certificate of Registration No./ID No./Passport No. ***: A text input field with a note below it: "Maximum of 20 characters allowed. Currently Entered: 0 characters."
- PIN ***: A text input field with a note below it: "Maximum of 20 characters allowed. Currently Entered: 0 characters." Below this field is a blue message box that says: "Please provide a valid KRA PIN. The form can be submitted only when a valid PIN is provided".
- VAT No.**: A text input field with a note below it: "Maximum of 20 characters allowed. Currently Entered: 0 characters."
- P.O. Box ***: A text input field with a note below it: "Maximum of 10 digits allowed. Currently Entered: 0 digits."
- Postal Code ***: A dropdown menu.
- Business Telephone No. ***: A text input field.

Figure 4: SBP Application Form

After filling the online form, you can review the information and make changes, if required. To edit your application, click on the **'Previous'** button, makes edits and then submit the application.

Payment is made against the activity code selected in the Business Information section. After successful payment using the e-payment platform, the Provisional Certificate will be issued. You can also print the Provisional Certificate.

3.1.2 Update Business Details

A registered applicant will be able to submit an application for update of business details. To access the online form, click on the **'Update Business Details'** link under **'Make Application'** tab and fill the online form provided.

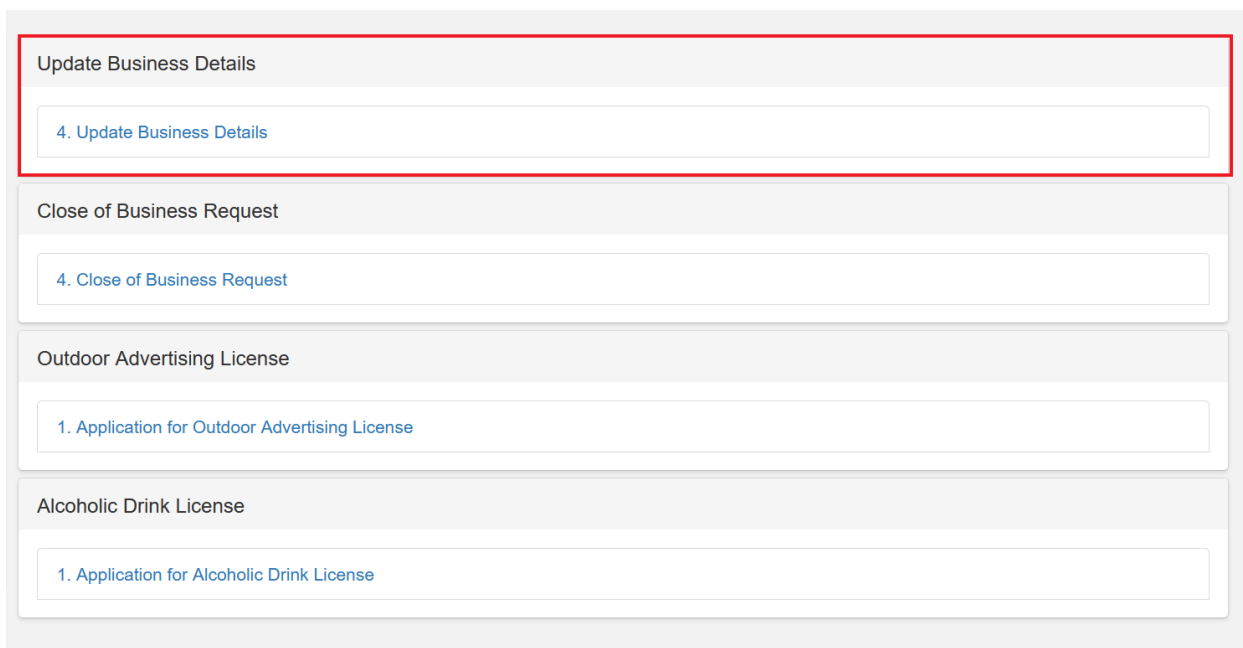


Figure 5: Update Business Details

Provide the details as required through the guided steps. After filling the online form, you can review the information and make changes, if required. To edit your application, click on the **'Previous'** button, makes edits and then submit the application.

3.1.3 Close of Business Request

A registered applicant will be able to submit a request for close of business. To access the online form, click on the **'Close of Business Request'** link under **'Make Application'** tab and fill the online form provided.

The image shows a vertical list of service categories in a light gray container. Each category has a corresponding link in a white box below it. The categories and links are: 'Update Business Details' with link '4. Update Business Details'; 'Close of Business Request' with link '4. Close of Business Request' (highlighted with a red border); 'Outdoor Advertising License' with link '1. Application for Outdoor Advertising License'; and 'Alcoholic Drink License' with link '1. Application for Alcoholic Drink License'.

Figure 6: Close of Business Request

Provide the details as required through the guided steps. After filling the online form, you can review the information and make changes, if required. To edit your application, click on the **'Previous'** button, makes edits and then submit the application.

3.1.4 Outdoor Advertising License

A registered applicant will be able to submit an application for Outdoor Advertising License and make payments against the application. To access the online form, click on the **'Application for Outdoor Advertising License'** link under **'Make Application'** tab and fill the online form provided.

The image shows a vertical list of menu items in a light gray container. Each item consists of a header and a sub-link. The items are: 'Update Business Details' with sub-link '4. Update Business Details'; 'Close of Business Request' with sub-link '4. Close of Business Request'; 'Outdoor Advertising License' with sub-link '1. Application for Outdoor Advertising License' (highlighted with a red border); and 'Alcoholic Drink License' with sub-link '1. Application for Alcoholic Drink License'.

Figure 7: Outdoor Advertising License

Provide the details as required through the guided steps. After filling the online form, you can review the information and make changes, if required. To edit your application, click on the **'Previous'** button, makes edits and then submit the application.

3.1.5 Alcoholic Drink License

A registered applicant will be able to submit an application for Alcoholic Drink License and make payments against the application. To access the online form, click on the **'Application for Alcoholic Drink License'** link under **'Make Application'** tab and fill the online form provided.

The image shows a vertical list of four service categories, each with a corresponding button. The categories are: 'Update Business Details', 'Close of Business Request', 'Outdoor Advertising License', and 'Alcoholic Drink License'. The 'Alcoholic Drink License' section is highlighted with a red border. The buttons are: '4. Update Business Details', '4. Close of Business Request', '1. Application for Outdoor Advertising License', and '1. Application for Alcoholic Drink License'.

Figure 8: Alcoholic Drinks License

Provide the details as required through the guided steps. After filling the online form, you can review the information and make changes, if required. To edit your application, click on the **'Previous'** button, makes edits and then submit the application.

4 Billing and Invoicing

4.1 Invoices

Invoices are generated automatically after submitting applications.

4.1.1 View Invoice

Once an application has successfully been submitted, an alert pops up on the screen with a link provided to view the invoice. The alert remains on the dashboard until the invoice is paid. Click on the link provided to view the invoice.

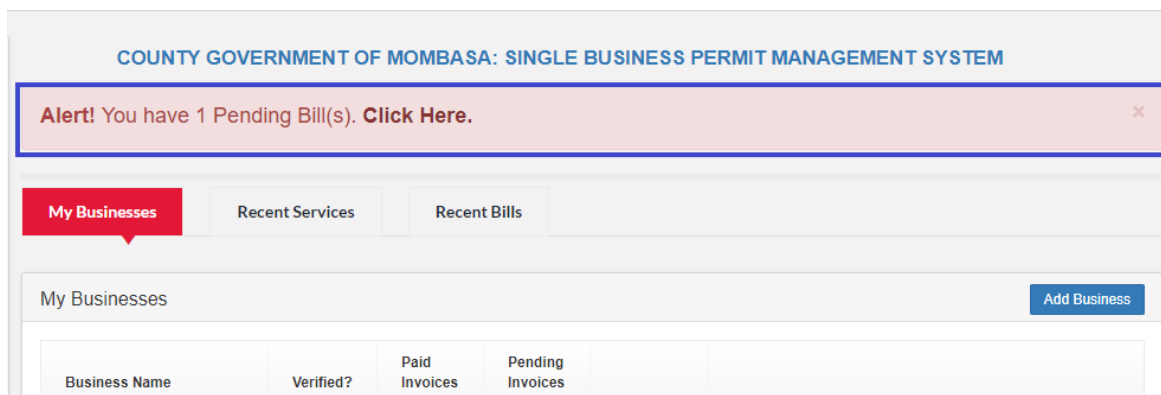


Figure 9: Invoice Alert


You can also access your invoices under 'My Services' or 'My Bills' tab and then clicking on the 'View' button. Alternatively, there is a quick access tab provided on the dashboard under 'Recent Services' and 'Recent Bills.'

4.1.2 Pay Invoice

Payment is made by clicking on the 'Make Payment' button at the bottom of the invoice. The payment status of the invoice is shown on the top right-hand corner of the invoice. Unpaid invoices have the status displayed as 'INVOICE NOT PAID.'

Invoice Details

Invoice Details | Payment Details



LA NAME: 516 COUNTY GOVERNMENT OF MOMBASA

INVOICE NOT PAID

INVOICE: INV-131676
 DATE: 01 August 2020
 DATE OF PAYMENT: NOT PAID

TO
 Business Name: Nexxt Ltd.
 Customer ID: 23940251
 Name: ENOCK MUNGA MASERU
 Email: mungamaseru@gmail.com
 Residential Address:
 P.O. Box:
 Tel:

Service Code	Service Description	Amount (KES)
-	Convenience fee	50.00
-	Application Form Fee	500.00
-	Fire Fees	10,000.00
-	625 Large Financial Services	200,000.00
Total (KES)		210,550.00

Payment Mode: Reference Number: **64301/67066/5794874**

Note: This document is computer generated and therefore not signed. It is valid document issued under the authority of The Local Authority Name 516 County Government of Mombasa.

[Print Invoice](#) [Make Payment](#)

Figure 10: Unpaid Invoice

There are various modes of payment available to applicants. Once payment is successfully made, the invoice status is displayed as 'INVOICE PAID.'

Invoice Details

Invoice Details

Payment Details



INVOICE PAID

LA NAME: 516 COUNTY GOVERNMENT OF MOMBASA

INVOICE: INV-131865
DATE: 03 September 2020
DATE OF PAYMENT: PAID

TO

Business Name: Schaden Ltd.
Customer ID: 23940251
Name: ENOCK MUNGA MASERU
Email: mungamaseru@gmail.com
Residential Address:
P.O. Box:
Tel:

Service Code	Service Description	Amount (KES)
-	Convenience fee	50.00
-	Application Form Fee	500.00
-	105 Large Trader, Shop, Retail Store or Personal Service: From 21 to 100 employees and Premises from 300 to 3000 m2 in fair location Wholesalers, Distributors, suppliers	30,000.00
Total (KES)		30,550.00

Payment Mode: Reference Number: **64301/67226/5795058**

Note: This document is computer generated and therefore not signed. It is valid document issued under the authority of The Local Authority Name 516 County Government of Mombasa.

[Print Invoice](#)

Figure 11: Paid Invoice

5 Permits

5.1 Accessing Permits

Once applications have been successfully submitted and payment made against invoices generated, the provisional single business permit is available immediately. The fire certificate and single business permits are available following the process of review and inspection by the County Government of Mombasa.

To access permits, click the **'View'** button under **'My Services'** tab. Only approved applications will have the fire certificate and final single business permits available for viewing and downloading.

Click on the **'Permits'** tab to view permits issued for a particular application.

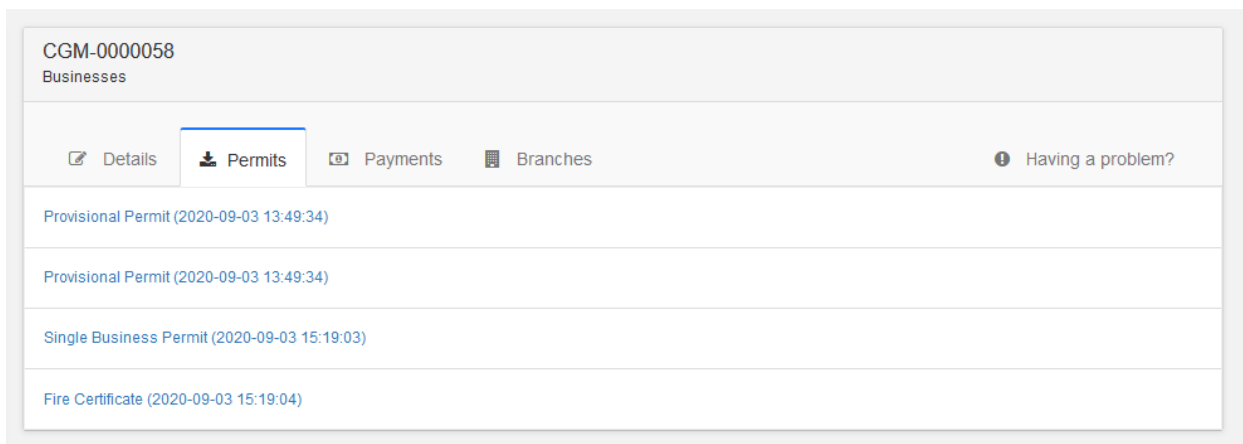


Figure 12: Permits