



eTIMS eCitizen Registration

Use URL: ecitizen.kra.go.ke
Click *Sign in*



Home Services Checkers Invoicing Rental Management Calculators

Register PIN

Sign In



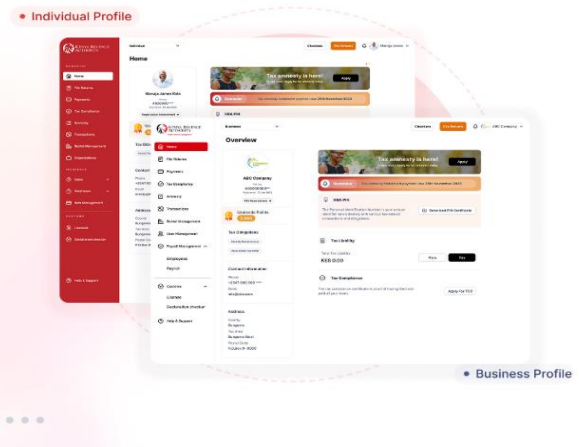
Tulipe Ushuru Tujitegemee.

The convenient way for taxpayers to file their tax returns, make tax payments, and access various tax-related services online.

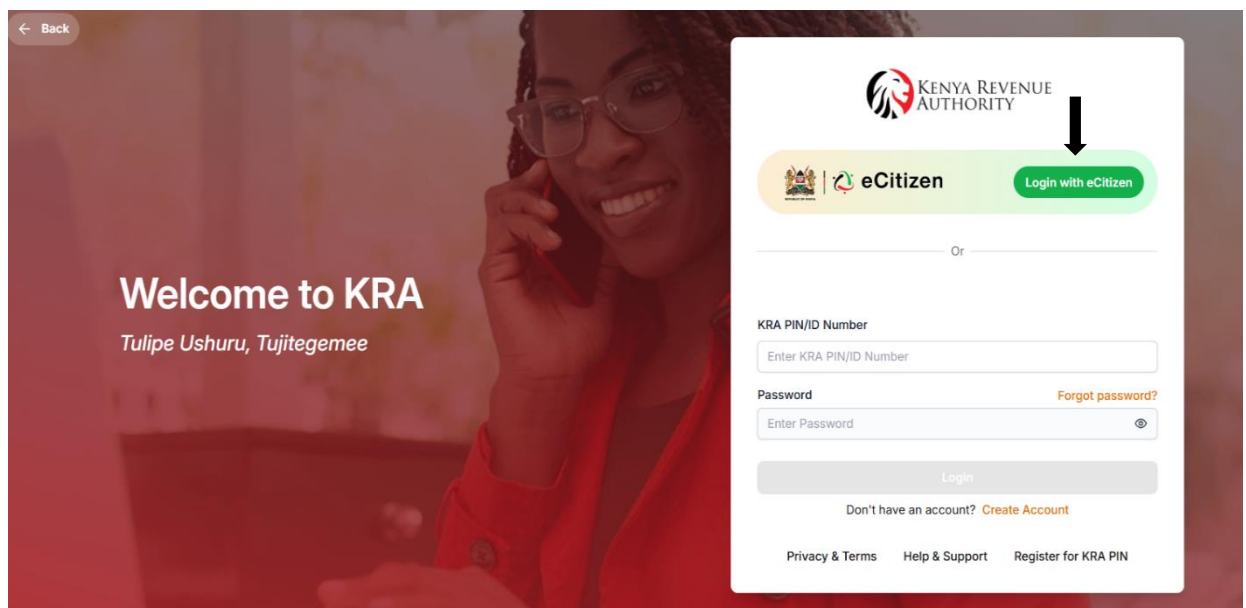
Kenya Revenue Authority online services. Apply and pay for the services conveniently through your eCitizen account.

Sign In

Learn More



Click “Login with eCitizen”



Tulipe Ushuru, Tujitegemee!





Click *Sign Up* for first time eCitizen Users

eCitizen
One Login
All Government Services

Email address or ID number *
Enter your email or ID number

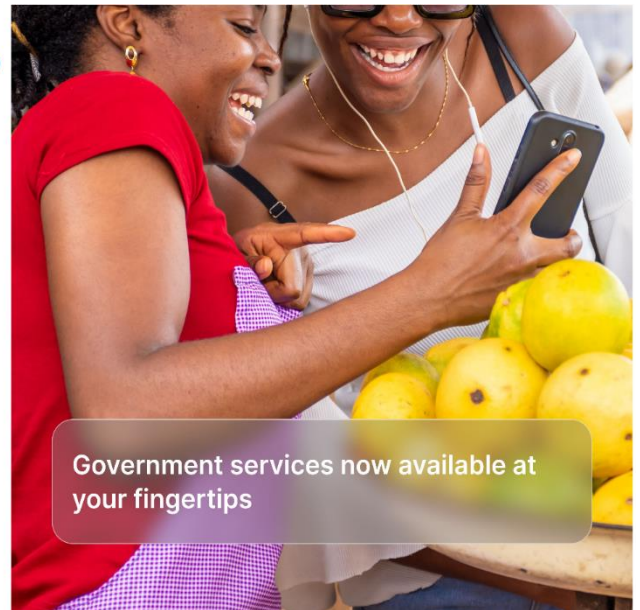
Password *
Password [Show Password](#)

Remember for 30 days [Forgot Password](#)

Sign In

Or continue with

Sign in with Digital ID



Government services now available at your fingertips

Don't have an account? [Sign up](#)



Select Citizen for Kenyan Citizens

Select account type

or [Sign in](#)



Citizen

For Kenyan Citizens

Resident

For Foreign Residents

Refugee

For Refugees

Diplomat

For Diplomats within Kenya

Foreigner

For Visitors to Kenya



Input the following:

- ID Number
- First Name as per ID
- Year of Birth

Then Validate

Register

Kenyan Citizen



ID Number *

First Name as per your ID *

Year of Birth *

Back

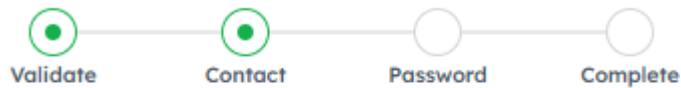
Validate

Enter Phone Number & Email Address

Click Next

Register

Kenyan Citizen



Phone Number *

Email Address *

Back

Next



Enter the OTP Send
Click *Next*

Register

Kenyan Citizen



Enter the OTP sent to +254 [redacted] or
[redacted].com

Didn't receive OTP? [Resend](#)

←

Create Password and Confirm

Click *Next* to proceed

Register

Kenyan Citizen



To protect your account, we require that your password;

- Has a minimum of 8 characters
- Contains at least one upper case letter
- Contains at least one lower case letter
- Contains at least one digit
- Contains at least one special character e.g !@#\$%^&*()_+ [] ; : ? / \ \

Password *

Confirm Password *

←



Check the box to agree to Terms and Conditions.

Click *Complete*

Register

Kenyan Citizen



Terms of Service

These terms and conditions will govern your use of and interaction with the E-Citizen Platform . You are requested to familiarise yourself with the Terms and Conditions laid out hereunder as your use of the E-Citizen Platform is contingent upon your acceptance of the terms and conditions. By using the E-Citizen Platform you will have given your tacit consent to the terms and conditions as laid out

The E-Citizen Platform

I agree to the [terms and conditions](#).

[Back](#) [Complete](#)



Activating eTIMS

Log in with email address or ID number
Enter Created eCitizen Password
Click *Sign in*

eCitizen
One Login
All Government Services

Email address or ID number *
Enter your email or ID number

Password *
Password [Show Password](#)

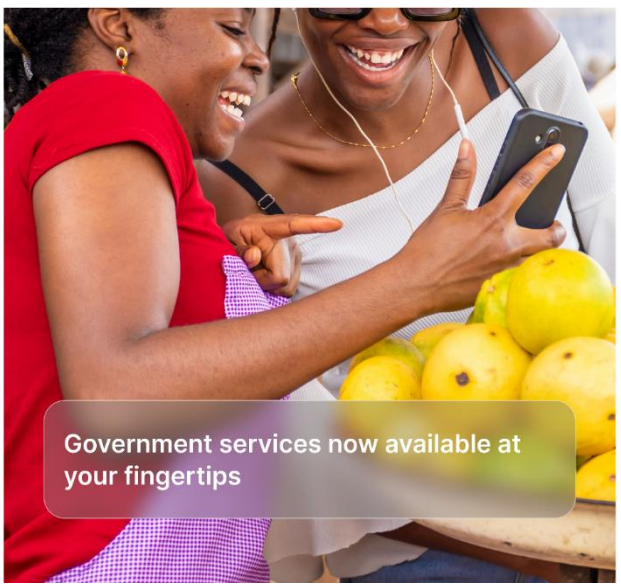
Remember for 30 days [Forgot Password](#)

[Sign In](#)

Or continue with

[Sign in with Digital ID](#)

Don't have an account? [Sign up](#)



Government services now available at your fingertips



Click Invoicing(eTIMS)

The screenshot shows the Kenya Revenue Authority's eTIMS portal. On the left, a red sidebar menu contains categories: DOMESTIC (Home, File Returns, Payments, Tax Compliance, Payroll, Rental Management, Payroll Management, Tax Agent), INVOICING (Invoicing (ETIMS) - highlighted with a black arrow), and CUSTOMS (Exporter Profile, Licenses, Declaration Checker). The main content area is titled 'Home' and displays user information for 'Jiondolee Jam' (Registered). It includes sections for 'Uzalendo Points' (Coming Soon), 'Tax Obligations' (Income Tax - Resident Individual), 'Contact Information' (Phone, Email, Address), 'Nominate a Tax Agent' (with a 'Nominate Tax Agent' button), 'KRA PIN' (Personal Identification Number), 'Tax Liability' (Total Tax Liability, View button), and 'Tax Compliance' (Apply For TCC button). At the bottom, there is an 'Organisations' section with 'No organizations added'.

Check the two boxes and click “Activate E-Invoicing”

The screenshot shows a promotional page for ETIMS E-Invoicing. At the top, there is a video of a woman in a blue shirt and apron looking at a tablet. Below the video, the heading reads 'Manage Your Business Seamlessly With ETIMS E-Invoicing'. The text describes the benefits of ETIMS E-Invoicing, stating it is a comprehensive solution to streamline and optimize the invoicing workflow. Below the text are two checked checkboxes: 'Accept ETIMS Terms and Conditions' and 'I have read and understood the Privacy Policy'. At the bottom right, there is a 'Learn more' link and a black 'Activate E-Invoicing' button with a black arrow pointing up to it.



Generating an Invoice

Log in with email address or ID number
Enter Created eCitizen Password
Click Sign in

eCitizen
One Login
All Government Services

Email address or ID number *
Enter your email or ID number

Password *
Password [Show Password](#)

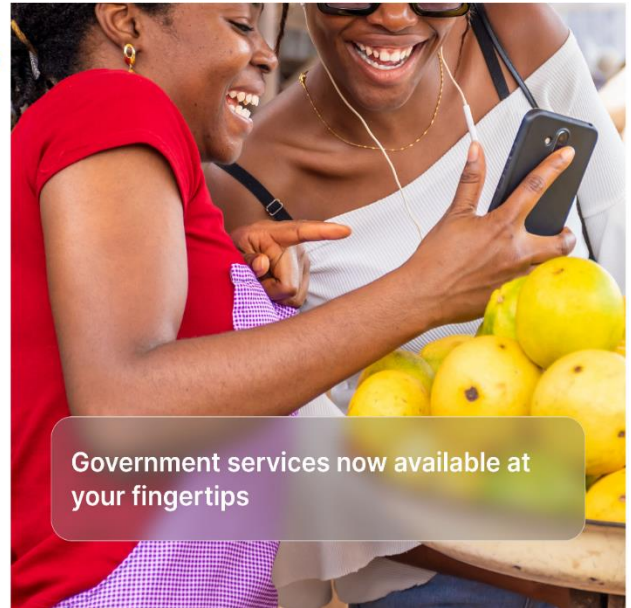
Remember for 30 days [Forgot Password](#)

Sign In

Or continue with

[Sign in with Digital ID](#)

Don't have an account? [Sign up](#)



Government services now available at your fingertips

Click *Create Sales Invoice*

eTIMS
INVOICING

Sales
Invoice
Proforma
Quotations
Credit Notes
Buyer Initiated
Purchases
Item Management

Manage
Customers
Suppliers
Payment channels
Reports

Individual

Sales Invoice

Search [+ Create New](#)

No Record found
You do not have any Invoices

[+ Create Sales Invoice](#)



Click *Add New* to Enter Buyer's Details

The screenshot shows the eTIMS Invoicing interface. On the left is a navigation menu with 'Invoice' selected. The main area is titled 'Individual' and contains a form for adding a new customer. The form includes fields for 'Customer Name', 'Email Address', 'Phone Number', and 'Billing Address Information'. A red arrow points to the '+ Add New' link next to the 'Customer Name' dropdown menu.

Click *Add without Pin* to register Customers without PIN

The screenshot shows a 'New Customer' dialog box. It has a 'Customer Type' section with radio buttons for 'Individual' (selected) and 'Non Individual'. Below is a 'PIN Of Customer' field with a placeholder 'Enter PIN'. A red arrow points to the 'Add without PIN' link next to the PIN field. At the bottom right are 'Cancel' and 'Validate' buttons.



Enter Customer Details Then Click *Add*

New Customer

Customer Type

Individual Non Individual

Use KRA PIN

Name *

KK

Email *

██████████.COM

Phone *

+254 07 ██████████

Address

Enter Address

Town/City

Enter Town/City ..

Post Code

Enter Post Code ..

Cancel

Add



Enter Pin Number for Customer with KRA PIN then Click *Validate*

New Customer

Customer Type

Individual Non Individual

PIN Of Customer *

██████████

Cancel

Validate





Enter the customer's contact details, then click “**Add**” to save the customer.

New Customer

Customer Type

Individual Non Individual

PIN Of Customer

██████████ LIMITED
P ██████████
Wrong User? [Cancel](#)

Phone *

+254 ▾ 07 ██████████

Email *

Enter Email ..

BILLING ADDRESS
West of
Nairobi

[Cancel](#) [Add](#) ←

Click *Add Item* to proceed with item registration

Items

Select Add to add details of Items sold

[Add Item](#) ←

Payment Option

Select ... ▾
Mpesa Default

Other

Add Note

Type

Terms And Conditions

Type



Select if it's a *Service* or *Product*

Click *Add New* & Enter Item Details i.e

- Name
- Description
- Unit Price
- Quantity
- Percentage where applicable Then Click *Add*

Add Item Details

Service Product

Search

Add New

Name Of Item

Description

Sale Price

Quantity

Discount

Total

Cancel **Add** ←

Review Invoice Details and Click *Create Invoice*

Create Sales Invoice

Cancel

Save Draft

↓
Create Invoice

Upload

Payment Option

Select ...

Mpesa

Default

Other

Add Note

Type

Terms And Conditions

Type



Click Download

eTIMS INVOICING

- Sales
- Buyer Initiated
- Purchases
- Item Management
- Manage
- Reports

Sales Invoice > Preview Sales Invoice

Preview Sales Invoice

INVOICE
Date Created: 2026-03-19 1:18:30
Invoice No: 41 SCU ID: KRA Receipt Signature: BOYNCSISW4SMRJJ

Sale From: Sale To: CU Invoice Number:
XYZ KRASRI
PIN: Kenya +254710000000 Payment Due: 2026-03-19

Amounts are in KES

Item	Qty	Price	Tax Type	Tax	Discount	Total
Books	1.00	200.00	D Non-VAT	0.00	0.00	200.00

Number of Items: 1

Payment Method:	Rate	Taxable Amount	VAT
mpesa			
Terms & Conditions:	D Non-VAT	200.00	0.00
Note:			
	Subtotal		200.00
	Total VAT		0.00
	Total Discount		0.00
	Invoice total		200.00

eTIMS

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Download Send



Generating Credit Note

Click view on the invoice you want raise credit note on

The screenshot shows the 'Sales Invoice' list in the eTIMS system. The table contains the following data:

Invoice Date	Reference Number	Etims Invoice Number	Etims Receipt	Customer Name	Total Amount (KES)	Source	Status	Action
19/03/2026	INVFGHPIL	41	BOYNCSISW4SMIRJZ	Xyz	200.00	WEB	Synced	View
19/03/2026	INVTKDIYOX	40	Z6WHV6JMV2X26EU	[REDACTED] LIMITED	200.00	WEB	Synced	View
27/02/2026	INVTFSVSPOL	38	M5PDFXITQ6G6UADY	EMBA17 TEST LEX07	5,000.00	WEB	Synced	View
27/02/2026	INVZFYNJEP	35	GSFACXCFWFMHIGBG	WIDHI29 TEST AUL05	800.00	WEB	Synced	View
20/02/2026	INVILLWSB	32	HDTQJXNKK5FZTXKQ	WIDHI29 TEST AUL05	7,000.00	WEB	Synced	View
20/02/2026	INVYLGREKR	22	YWSUYH5TUI4RPMBE	WIDHI29 TEST AUL05	7,000.00	WEB	Synced	View

Select Full Credit Note

The screenshot shows the 'Invoice Details' page for invoice INVFGHPIL. The 'Create Credit Note' dropdown menu is open, and the 'Full credit note' option is selected. The 'Items Details' table shows one item:

Item	Quantity	Price	Description	Tax Type	Tax	Discount	Total
Books	1.00	200.00	Ruled	D	0.00	0.00	200.00

The summary table shows:

Subtotal	KES 200.00
Total VAT	KES 0.00
Total Discount	KES 0.00
Invoice Total	KES 200.00



Select reason for Raising Credit Note

The screenshot shows a web application interface for generating a credit note. A modal window titled "Generate Full Credit Note" is displayed. It contains the following fields and elements:

- Supplier Name:** [Redacted]
- PIN:** A [Redacted]
- Invoice Number:** INVFGHPIL
- Items:** A section with a warning icon and text: "Please Note: A full credit note includes all items in the invoice".
- Select Reason:** A dropdown menu with "Missing Quantity" selected. Other options include "Select...", "Missing data", "Damaged", "Wasted", "Raw Material Shortage", and "Refund".

Click *Generate Credit Note*

This screenshot shows the same "Generate Full Credit Note" modal window, but with the "Missing Quantity" option selected in the "Select Reason" dropdown. A black arrow points to the "Generate Credit Note" button at the bottom right of the modal. The "Description" field is now visible and contains the text "type".



Click Download

eTIMS

INVOICING

- Sales
- Buyer Initiated
- Purchases
- Item Management
- Manage
- Reports

Individual

Checkers File Returns

Credit Notes > Create Credit Note

REF# CNQYLCQG

Download Send

CREDIT NOTE

Date Created: 2026-03-19 12:33:03

Invoice No: 42 SCU ID: KRASRN Receipt Signature: 6LIZVARGMDSZPCBY

Invoice from:	Invoice to:	CU Invoice number:
	XYZ	KRASRN000
PIN:	PIN:	Original Invoice Number:
		KRASRN000

0000, 0000, Nairobi, Kenya

Amounts are in KES



The Generated Credit Note



Credit Note

Date Created: 19/03/2026

Invoice No: 42 | SCU ID: KRASRNO [REDACTED] | Receipt Signature: 6LIZVARGMDSZPCBY

Invoice from:

[REDACTED]

PIN: [REDACTED]
[REDACTED].com
0000, 0000, Nairobi, Kenya

Invoice to:

XYZ

PIN: [REDACTED]
[REDACTED]

CU Invoice number:

KRASRNO000 [REDACTED]

Original Invoice Number:

KRASRNO [REDACTED]

Amounts are in KES

Item	Qty	Price	Tax Type	Tax	Discount	Total
Books	1.00	200.00	NON VAT	0.00	0.00	200.00

Number of items: 1

Payment Method:
mpesa

Terms & Conditions:

Note:

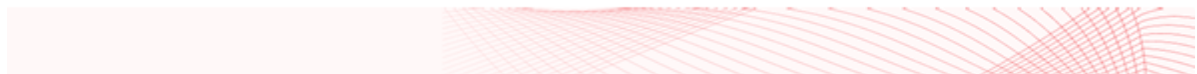
Rate	Taxable Amount	VAT
NON VAT	200.00	0.00

Subtotal	200.00
Total VAT	0.00
Total	200.00
Discount	0.00

Total Amount 200.00



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A CREDIT NOTE IS ONLY VALID IF IT REFERENCES AN ORIGINAL INVOICE.



END