STREA²M

Finding and Paying Invoices in STREAM

Contents

Paying An Invoice

Note that most invoice activity, including invoice search and payment, requires that you are signed into the system. As a result we recommend that you begin by logging in.

1. Access the STREAM website by going to stream.a2gov.org
2. Click on "Login or Register" at the top right corner of the screen if you are not already logged in.
3. Find your invoice using one of the methods explained in this guide.
   a. From your Case Record itself
   b. From your Dashboard Screen
   c. From your My Work Screen
   d. From your My Account > My Invoices page
   e. From the Invoice Lookup Screen
4. Use the **Add to Cart** to add the invoice to your cart. This button can be found:
   a. From the invoice screen, at the top right corner of the screen.
   b. From your case record, you can click **Add to Cart** from the top right corner, **Pay Now** from under available actions, or Add to Cart from the Fees tab of your case record.
   c. From your Dashboard, scroll to the bottom of the screen to your current invoice balance and click **Add to Cart**.
   d. From My Work > My Invoices, click the checkbox to select any and all invoices you would like to pay and click **Add to Cart.**
   e. From My Account > My Invoices, click the checkbox to select any and all invoices you would like to pay and click **Add to Cart.**
   f. From Invoice Lookup,

Shopping Cart

Total   **$55.00**

[Check Out]

Invoice: INV-00000921		Description: FOWL21-1905		
Due Date: 08/12/2021				$55.00
Case Number	**Project**	**Case Address**	**Amount Due**	[Remove]
FOWL21-1905		1001 S Forest Ave Ann Arbor MI 48104	$55.00	Top | Main Menu

Total   **$55.00**

[Check Out]

5. The Check Out button will bring you to a secure payment gateway, where you can enter your credit card information and process payment. It should look like this:

MyGovPay™

Thursday, August 12, 2021

Order Summary

Agency Name: City of Ann Arbor, MI
Order Number: 21

Invoice #	Item Description	Quantity	Unit Price	Total Price
INV-00000921	FOWL21-1905	1	$55.00	$55.00

	Item Total:	$55.00
	Service Fee:	$0.00
	Tax:	$0.00
	Order Total:	$55.00

Payment Details

Cardholder Name: _____ *   Billing Street: _____ *   Billing Zipcode: ____ *

Card Type: [▼] *   Card Number: ____ *   Expiration Date: [▼] [▼] *   CVV Code: ____

Email Address: _____'@gmail.com *

[Process Payment]   [Cancel]

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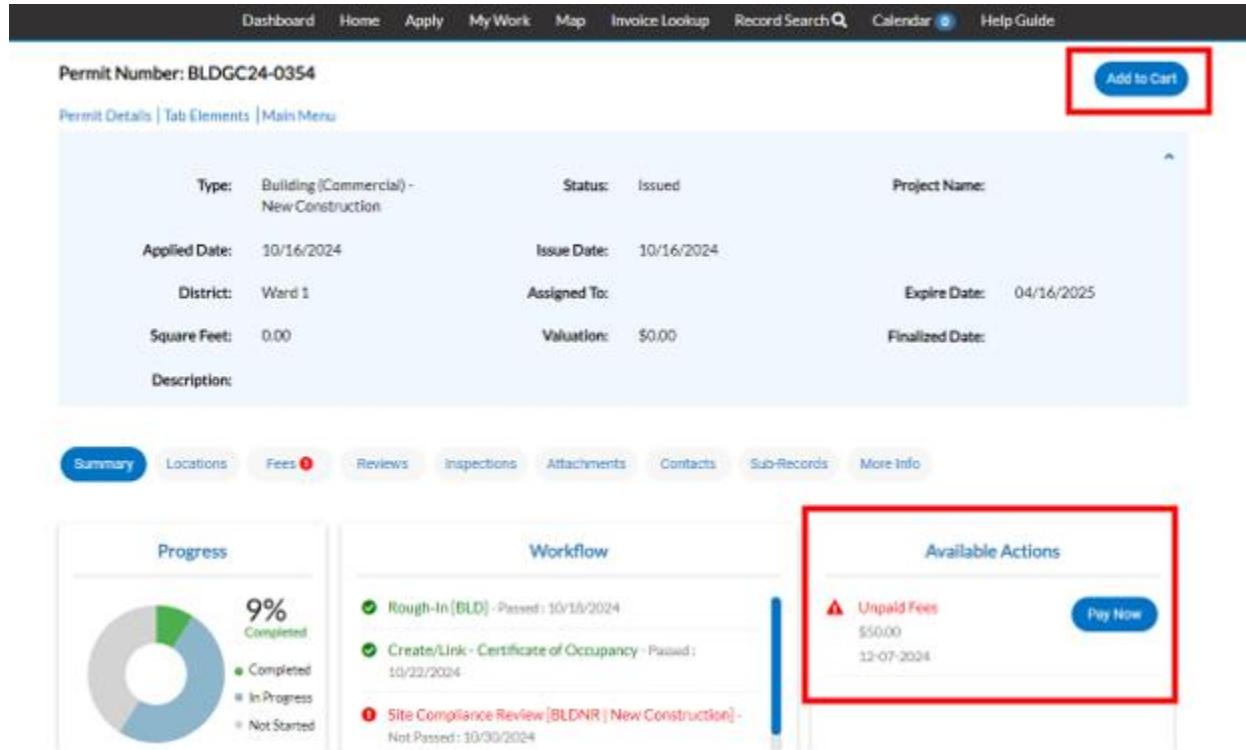
6. After paying, you will be redirected back to STREAM and you will receive an email confirmation from USAePay.

Finding Invoices from the Case Record

If you are already looking at the case record in STREAM, *and you are logged in as a case contact,* you will see two prompts from the case Summary page prompting you to pay any outstanding invoices:

1. If you click **Add to Cart** at the top right corner of your case record, you will be jumped directly to your cart summary. If you need to review the invoice before paying, you may click on the invoice number hyperlink to go into the invoice instead:

2. If you click on **Pay Now** under **Available Actions** you will be brought into the invoice screen, where you will be able to see more information about the invoice as well as print the invoice (if you are a contact) prior to adding it to your cart:

3. Alternatively, from the case record you can navigate to the **Fees** tab to see all invoices (paid and unpaid) related to this case. This tab will display invoices even if you are not logged in as a case contact.
   a. All fees on this screen have a hyperlinked Invoice number. Click the invoice link to open the invoice dashboard, where you can see more information about that invoice and use the print icon in the top right corner to print out the invoice document for your records or accounts payable department if needed. Note that multiple fees can be held within the same invoice.

Fee Summary

Total Fees:	$1,150.00	Paid Fees:	$1,150.00	Unpaid Fees:	$0.00

Remaining Fees

Sort [Fee ▾]

Fee	Invoice	Computed	Amount Due
No records to display.			

Paid Fees

Sort [Fee ▾]

Fee	Invoice	Computed
MECH - Air Handlers	INV-00112729	$40.00
MECH - Chimney Liner	INV-00112729	$80.00
MECH - Factory Built Fireplace	INV-00112729	$50.00
MECH - Heat Recovery Unit	INV-00112729	$20.00
MECH - Heating - Rooftop Unit	INV-00112729	$405.00
MECH - Heating Appliances	INV-00112729	$200.00
MECH - Humidifiers	INV-00112729	$50.00
MECH - Mechanical Permit Application Fee	INV-00112729	$15.00
MECH - Refrigeration or AC: 2 1/4 - 5 HP	INV-00112729	$55.00
MECH - Refrigeration or AC: 2 HP or Less	INV-00112729	$160.00

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Finding Invoices from the "Dashboard" Screen

1. Access the STREAM website by going to stream.a2gov.org

2. If you are not logged in, you will not see the **Dashboard** or **My Work** options in the menu bar:
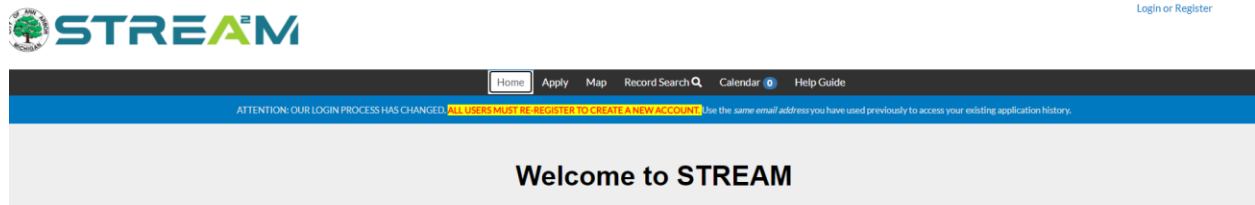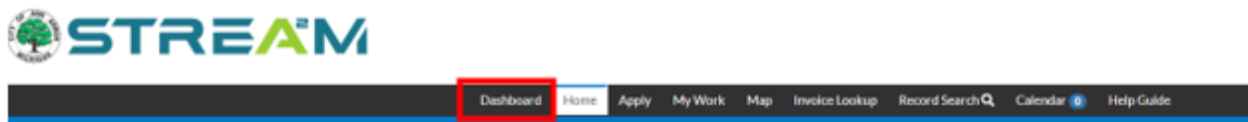

3. Once you log in by clicking on "Login or Register" at the top right corner, the **Dashboard** and **My Work** options will appear in the menu bar. From here, click on **Dashboard.**

4. Your Dashboard will include an at-a-glance breakdown of your applications, broken down into tiles that display counts of how many applications fit into each category.

   a. This screen is helpful to see an overview of how much active work you have underway, upcoming renewals, anything that needs attention, and to add all of your invoices to your cart at once.

   b. This is not the best screen to revisit work that is complete/closed or to review paid invoice history. For those needs please proceed to the **My Work** screen and utilize the filters to search.

5. The Dashboard page is divided into five main sections: Permits, Licenses, Plans, Inspections, and Invoices.

6. The **My Invoices** section is broken down in the following order:
   a. **Current** – Invoice amounts that are currently due will show here
   b. **Past Due** – Invoice amounts that are past due will show here
   c. **Total** – Invoice amounts for both current and past due will show here

Finding Invoices from "My Work"

1. Access the STREAM website by going to stream.a2gov.org
2. If you are not logged in, you will not see the **Dashboard** or **My Work** options in the menu bar:
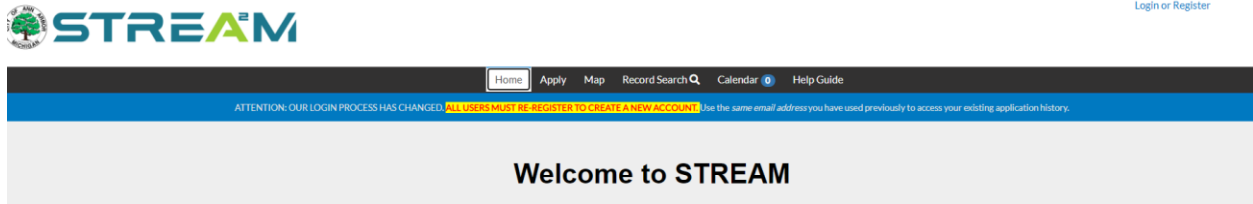
3. Once you log in by clicking on "Login or Register" at the top right corner, the **Dashboard** and **My Work** options will appear in the menu bar. From here, click on **My Work.**
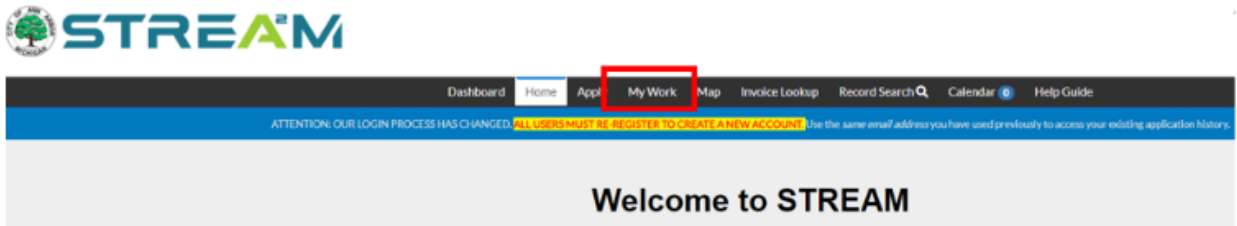
4. Your **My Work** page will include a list view of all of your work, broken down into seven sections: Invoices, Permits, Plans, Existing Inspections, Request Inspections, Licenses, and Projects.
   a. My Work is a more detailed view of your work than Dashboard and each section has search, filter, and export options.
5. The **My Invoices** section will display only invoices on which you are a contact. In order to be an invoice contact, you must be flagged as a billing contact on the permit at the time the invoice was created. If you are added to an application or flagged as billing contact after the invoice was already generated, you will not be added automatically to the invoice unless a staff member does it for you.
   a. If you do not see an invoice in this list that you want to pay, please use the **Invoice Lookup** screen to search for it by invoice number, or the **Record Search** screen to look up the case and then find the invoice within the case record.
6. If needed, you can use the filters to narrow down your list of invoices. The filters on the Invoices section are as follows:
   a. **Payment Status:**
      i. Unpaid (Default)
      ii. Paid
   iii. Voided

b. **Additional Filters:**
   i. All Invoices (Default)
   ii. Module of Origin:
      • Inspection Invoices
      • Permit Invoices
      • Plan Invoices
      • Application Invoices (not used)
      • Code Enforcement Invoices (not used)
   iii. Due Date:
      • Overdue
      • Due in 7 Days

c. Note that all filters are cumulative so if you apply a combination of filters that each individually has results, but the combination has no results, you will see no results.

7. In addition to filtering your results you may also:
   a. Search by key words containing the invoice number, amount due, due date, status, address, case number.
   b. Use the filter icons at the top of most of the columns to further filter your results.
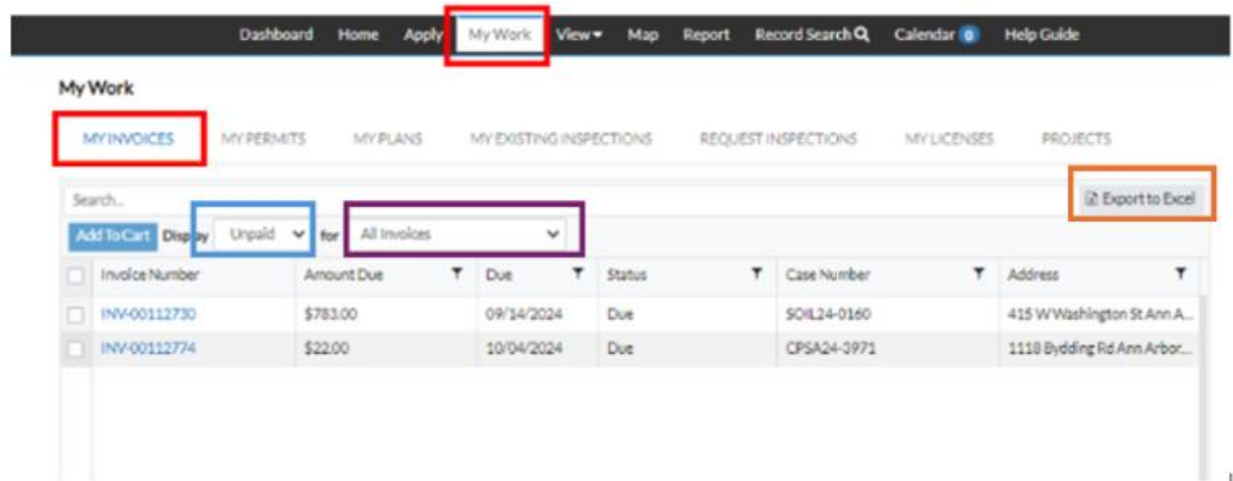
8. The following actions can be taken on the My Invoices section:
   a. Use the checkboxes to the left of the invoice/s to add as many as you desire to your cart at once.
   b. Use the **Export to Excel** button to export your list to your computer.
   c. Click on the Invoice Number to hyperlink into the invoice dashboard, where you can see additional details such as fee breakdown, print your invoice document, and add the invoice to your cart.

Finding Invoices from "My Account"

1. Access the STREAM website by going to stream.a2gov.org

2. Once you log in by clicking on "Login or Register" at the top right corner, your contact name will appear at the top right corner of the screen. If you click on your name, a menu will expand with your Account options:
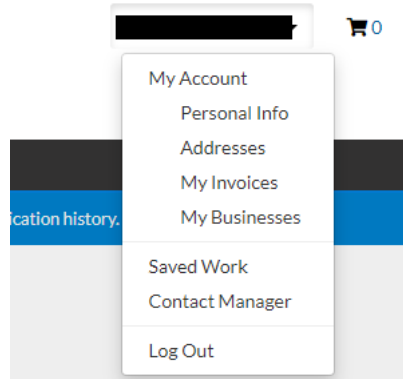
3. From here, you can either click on **My Account** or jump directly to **My Invoices.** Both options will bring you to the My Account navigation page with tabs along the top that allow you to click between **Personal Info**, **Addresses**, **My Invoices**, and **My Businesses**.
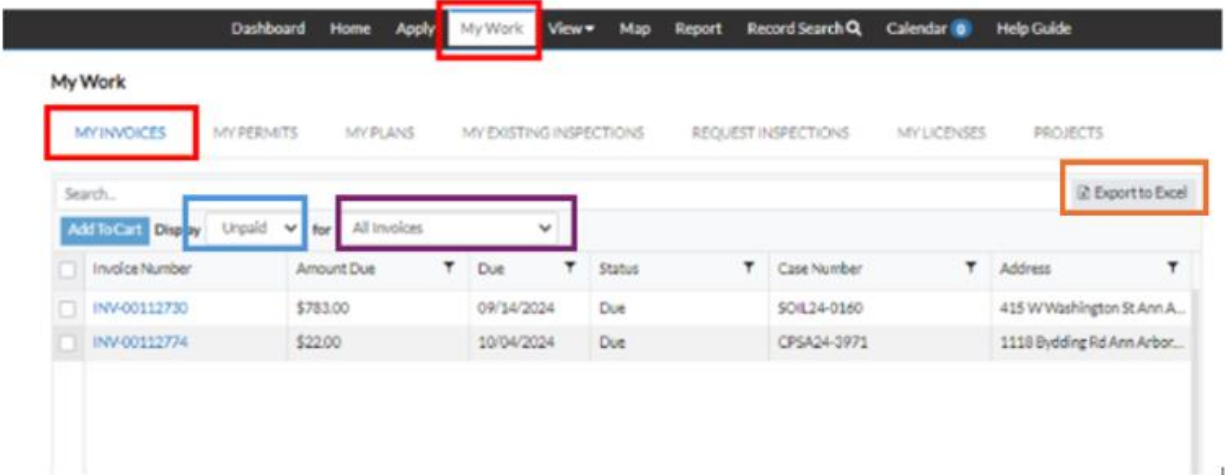
4. The My Invoices screen within My Account functions similarly to the Invoices tab of the My Work page. This list will display only invoices on which you are a contact. In order to be an invoice contact, you must be flagged as a billing contact on the permit at the time the invoice was created. If you are added to an application or flagged as billing contact after the invoice was already generated, you will not be added automatically to the invoice unless a staff member does it for you. If you do not see an invoice in this list that you want to pay, please use the **Invoice Lookup** screen to search for it by invoice number, or the **Record Search** screen to look up the case and then find the invoice within the case record.

5. If needed, you can use the filters to narrow down your list of invoices. The filters on the Invoices section are as follows:

   a. **Payment Status:**
      i. Unpaid (Default)
      ii. Paid
      iii. Voided

   b. **Additional Filters:**
      i. All Invoices (Default)
      ii. Module of Origin:
         • Inspection Invoices
         • Permit Invoices
         • Plan Invoices
         • Application Invoices (not used)
         • Code Enforcement Invoices (not used)
      iii. Due Date:
         • Overdue
         • Due in 7 Days

   c. Note that all filters are cumulative so if you apply a combination of filters that each individually has results, but the combination has no results, you will see no results.

6. In addition to filtering your results you may also:

   a. Search by key words containing the invoice number, amount due, due date, status, address, case number.

   b. Use the filter icons at the top of most of the columns to further filter your results.

7. The following actions can be taken on the My Invoices section of My Account:
   a. Use the checkboxes to the left of the invoice/s to add as many as you desire to your cart at once.
   b. Use the **Export to Excel** button to export your list to your computer.
   c. Click on the Invoice Number to hyperlink into the invoice dashboard, where you can see additional details such as fee breakdown, print your invoice document, and add the invoice to your cart.

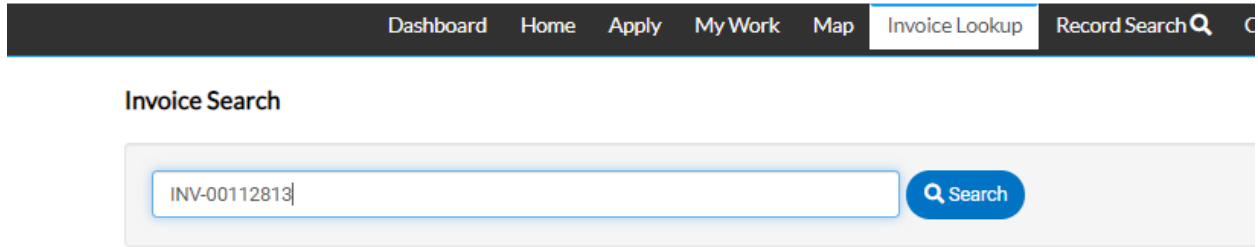# Finding Invoices from Invoice Lookup

Anyone, regardless of whether you are a contact on the case or invoice, can use the Invoice Lookup tool to search by Invoice Number. This tool does require that you are logged into the system and that you have the full invoice number.

1. Access the STREAM website by going to stream.a2gov.org
2. Once you log in by clicking on "Login or Register" at the top right corner, The Invoice Lookup menu option will appear along the top navigation pane:
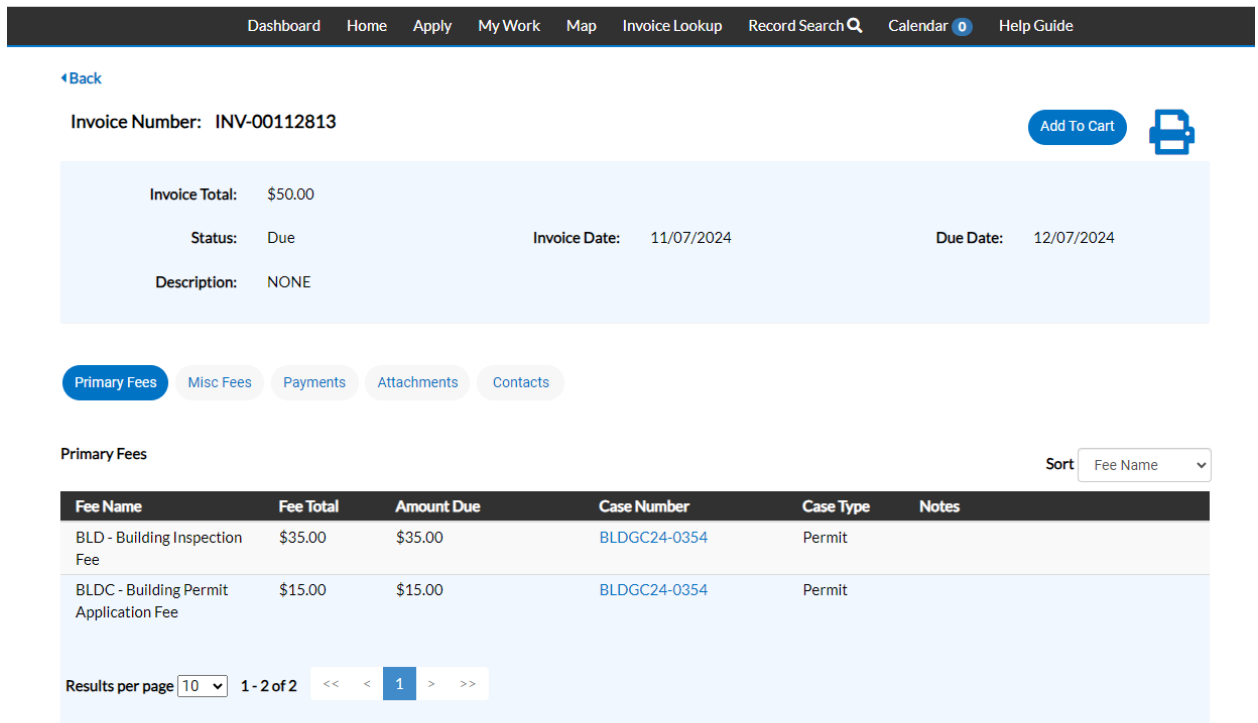

3. From that page, you will see a search bar that contains instructional text that you must include the entire invoice number, including any prefixes or suffixes.

4. Enter the invoice number you are looking for.

Invoice Search

INV-00112813   Q Search

5. As soon as you click enter or search, the invoice (if found) will open:

‹ Back

Invoice Number: INV-00112813   Add To Cart

Invoice Total:	$50.00				
Status:	Due	**Invoice Date:**	11/07/2024	**Due Date:**	12/07/2024
Description:	NONE				

Primary Fees   Misc Fees   Payments   Attachments   Contacts

Primary Fees   Sort   Fee Name

Fee Name	Fee Total	Amount Due	Case Number	Case Type	Notes
BLD - Building Inspection Fee	$35.00	$35.00	BLDGC24-0354	Permit	
BLDC - Building Permit Application Fee	$15.00	$15.00	BLDGC24-0354	Permit	

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6. If you enter an invoice number that is not found, or if the invoice has already been paid, you will instead be met with a message that no unpaid invoice was found:

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Invoice Search

INV-00112818   🔍 Search

No unpaid invoice found