

Finding and Paying Invoices in STREAM

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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-0000921 Description: FOWL21-1905
Due Date: 08/12/2021

Case Number	Project	Case Address	Amount Due
FOWL21-1905		1001 S Forest Ave Ann Arbor MI 48104	\$55.00

\$55.00
[Remove](#)

[Top | Main Menu](#)

Total \$55.00
[Check Out](#)

- 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:

[Contact Us](#)
 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-0000921	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: *

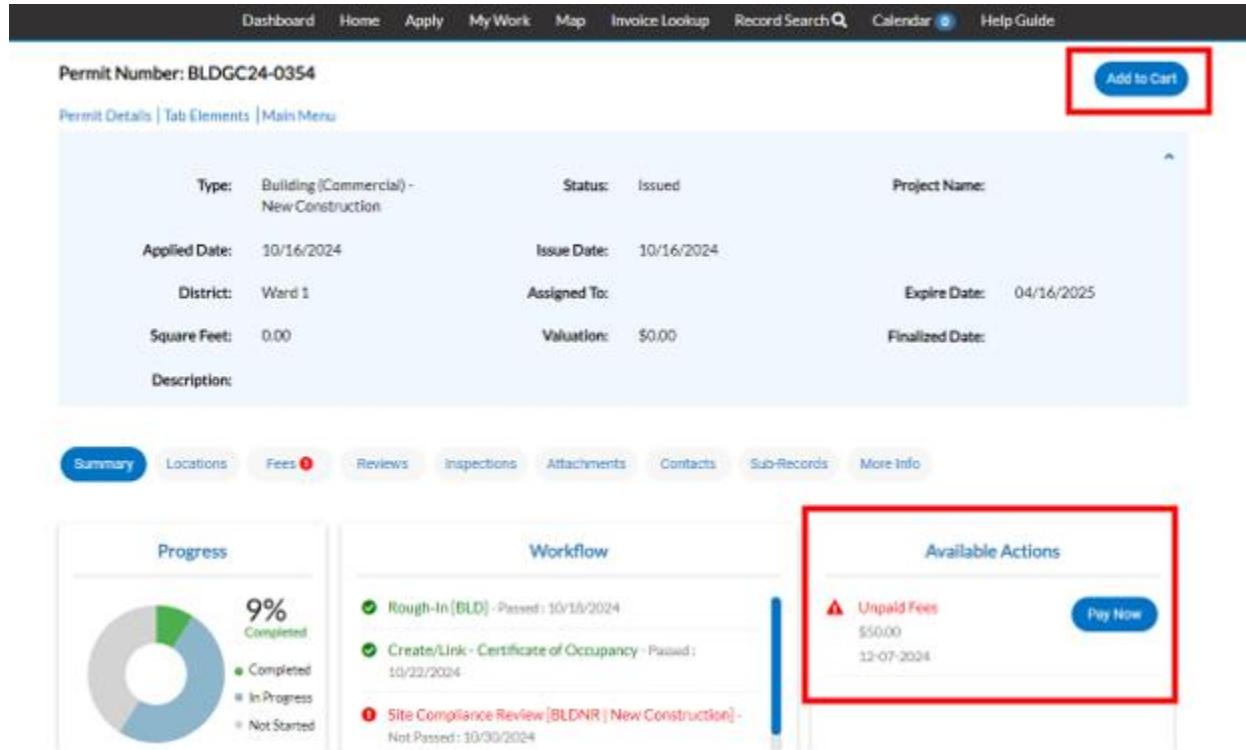
CW Code:



Email Address: *

- 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:




Dashboard Home Apply My Work Map Invoice Lookup Record Search  Calendar  Help Guide

Permit Number: BLDGC24-0354 Add to Cart

Permit Details | Tab Elements | Main Menu

Type:	Building (Commercial) - New Construction	Status:	Issued	Project Name:	
Applied Date:	10/16/2024	Issue Date:	10/16/2024	Expire Date:	04/16/2025
District:	Ward 1	Assigned To:		Finalized Date:	
Square Feet:	0.00	Valuation:	\$0.00		
Description:					




Summary Locations Fees  Reviews Inspections Attachments Contacts Sub-Records More Info

Progress


9% Completed

- Completed
- In Progress
- Not Started

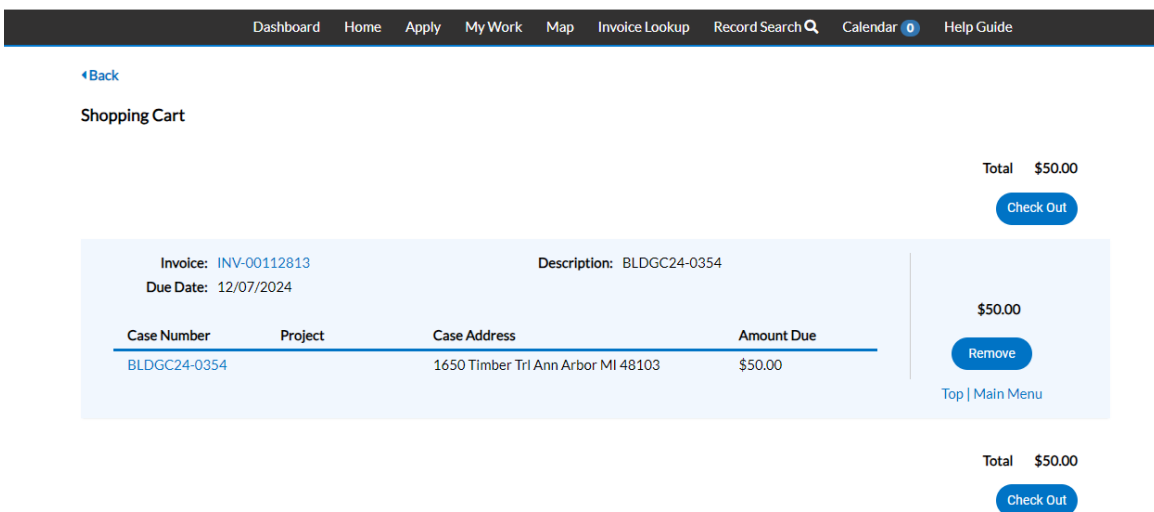
Workflow



-  Rough-In [BLD] - Passed: 10/18/2024
-  Create/Link - Certificate of Occupancy - Passed: 10/22/2024
-  Site Compliance Review [BLDNR] [New Construction] - Not Passed: 10/30/2024

Available Actions

-  Unpaid Fees \$50.00 12-07-2024 Pay Now

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:



Dashboard Home Apply My Work Map Invoice Lookup Record Search  Calendar  Help Guide

[Back](#)

Shopping Cart

Invoice: INV-00112813			Description: BLDGC24-0354	Total \$50.00 Check Out
Due Date: 12/07/2024				
Case Number	Project	Case Address	Amount Due	\$50.00 Remove Top Main Menu
BLDGC24-0354		1650 Timber Trl Ann Arbor MI 48103	\$50.00	

Total \$50.00
Check Out

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:

Dashboard
Home
Apply
My Work
Map
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Record Search
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Invoice Number: INV-00112813

[Add To Cart](#)

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

Primary Fees
Misc Fees
Payments
Attachments
Contacts

Primary Fees Sort

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	

Results per page 1 - 2 of 2 << < 1 > >>

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.

[Summary](#) |
 [Locations](#) |
 [Fees](#) |
 [Reviews](#) |
 [Inspections](#) |
 [Attachments](#) |
 [Contacts](#) |
 [Sub-Records](#) |
 [More Info](#)

[Fee Summary](#) |
 [Remaining Fees](#) |
 [Paid Fees](#) |
 [Next Tab](#) |
 [Permit Details](#) |
 [Main Menu](#)

Fee Summary

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

Sort ▼

Fee	Invoice	Computed	Amount Due
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No records to display.

Paid Fees

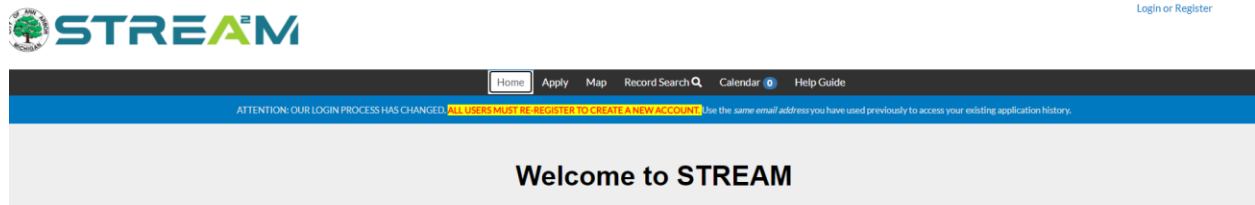
Sort ▼

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

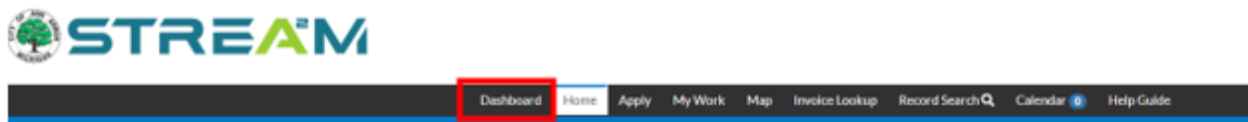
Results per page 1 - 10 of 12 << < 1 2 > >>

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.

Dashboard Home Apply My Work Map Invoice Lookup Record Search Q Calendar Help Guide

ATTENTION: OUR LOGIN PROCESS HAS CHANGED. [Click here to learn more about the changes.](#) (At the summer roll for you have used previously to access your existing application history)

My Permits

Attention 2	Pending 1	Active 3	Recent 5	Draft 0
Building/Shell/Brick... 1 Building/Brick/Brick... 1	Building/Brick/Brick... 1	Building/Shell/Brick... 1 Industrial/Brick... 1 Industrial/Brick/Brick... 1	Building/Shell/Brick... 1 Building/Shell/Brick... 1 Other 3	

My Licenses

Expired 377 DAYS	Expires in 353 DAYS	Draft 0
Apply Online Now No. CD01234567 Type: Building/Shell/Brick... Reference	Apply Online Now No. CD01234567 Type: Building/Shell/Brick... Reference	

My Plans

Attention 0	Pending 0	Active 0	Recent 0	Draft 0
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My Inspections

Requested 0	Scheduled 7	Closed 0
	Other/Shell/Brick... 1 Other/Shell/Brick... 1 Other 5	

My Invoices

Current 2	\$805.00	Add To Cart
Past Due 0	\$0.00	
Total 2	\$805.00	Add To Cart

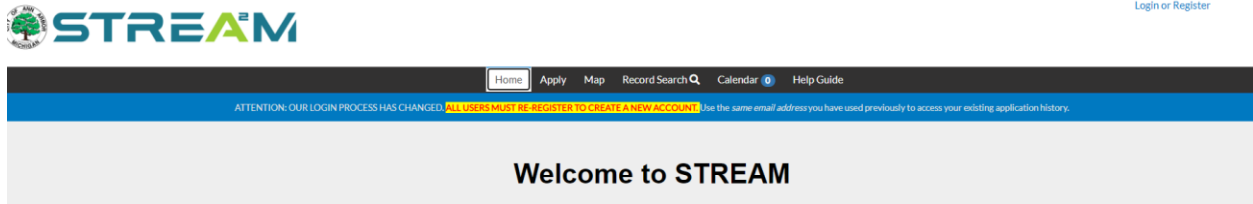
6. The **My Invoices** section is broken down in the following order:
- Current** – Invoice amounts that are currently due will show here
 - Past Due** – Invoice amounts that are past due will show here
 - Total** – Invoice amounts for both current and past due will show here

My Invoices

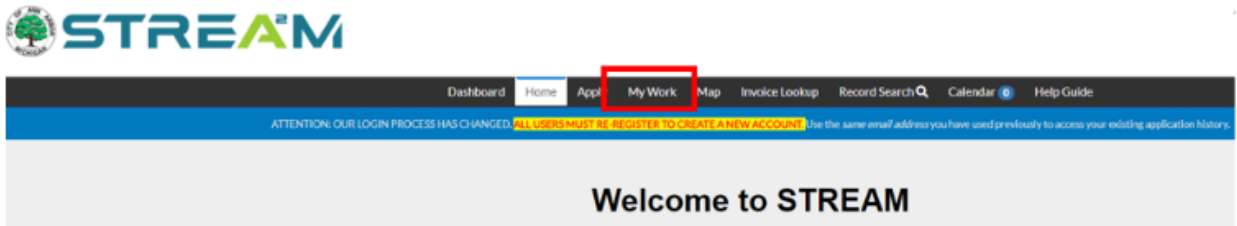
Current 2	\$805.00	Add To Cart
Past Due 0	\$0.00	
Total 2	\$805.00	Add To Cart

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

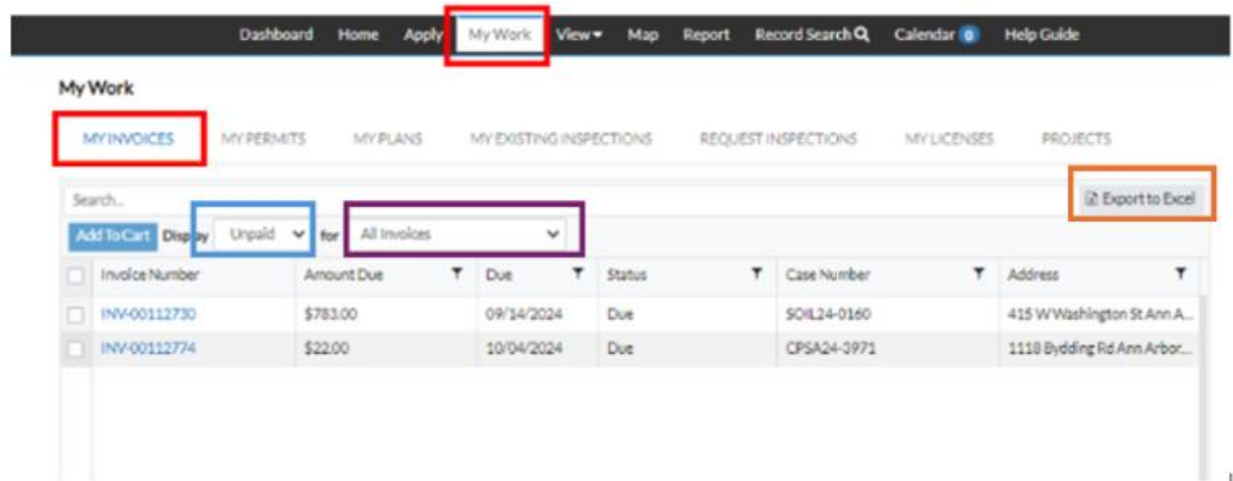
b. **Additional Filters:**

- 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.

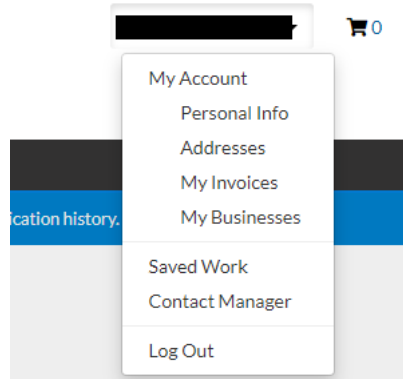


8. The following actions can be taken on the My Invoices section:

- 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**.

Dashboard
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Apply
My Work
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Invoice Lookup
Record Search
Calendar
Help Guide

My Account

PERSONAL INFO
ADDRESSES
MY INVOICES
MY BUSINESSES

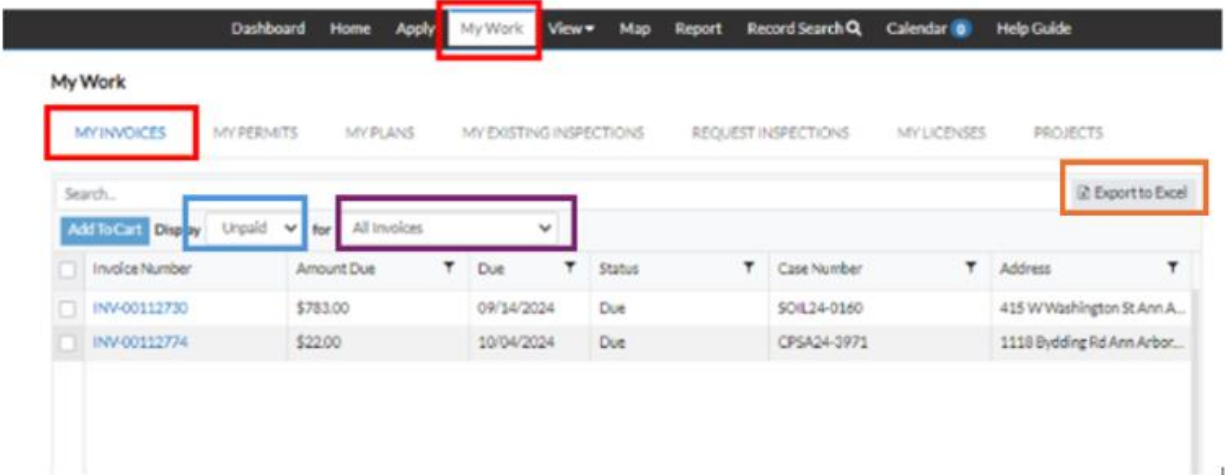
My Invoices

Export to Excel

Add To Cart
Display
Unpaid
for
All Invoices

	Invoice Number	Amount Due	Due	Status	Case Number	Address
<input type="checkbox"/>	INV-00112808	\$15.00	11/20/2024	Due	CONT24-3974	
<input type="checkbox"/>	INV-00112809	\$525.00	11/20/2024	Due	PLUMC24-0379	433 Miller Ave Ann Arbor,
<input type="checkbox"/>	INV-00112813	\$50.00	12/07/2024	Due	BLDGC24-0354	1650 Timber Trl Ann Arbor,
<input type="checkbox"/>	INV-00112814	\$1,305.00	12/07/2024	Due	MECHR24-2083	1548 Broadway St Ann Arl
<input type="checkbox"/>	INV-00112815	\$775.00	12/07/2024	Due	MECHR24-2084	2547 Breckenridge Dr Ann

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

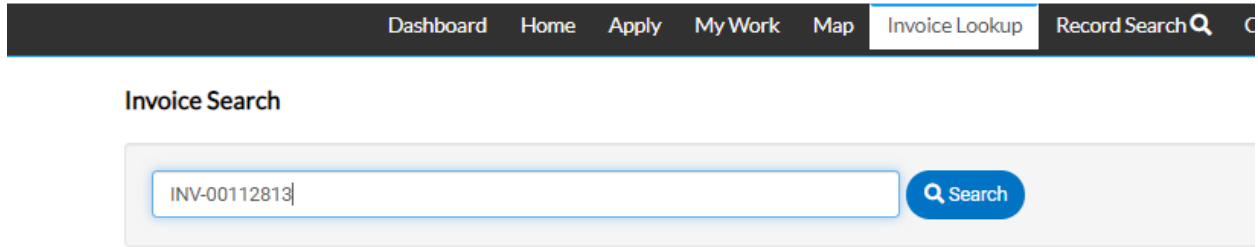
Anyone, regardless of whether you are a contact on the case or invoice, can use the Invoice Lookup tool to search by Invoice Number. This tool does require that you are logged into the system and that you have the full invoice number.

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:



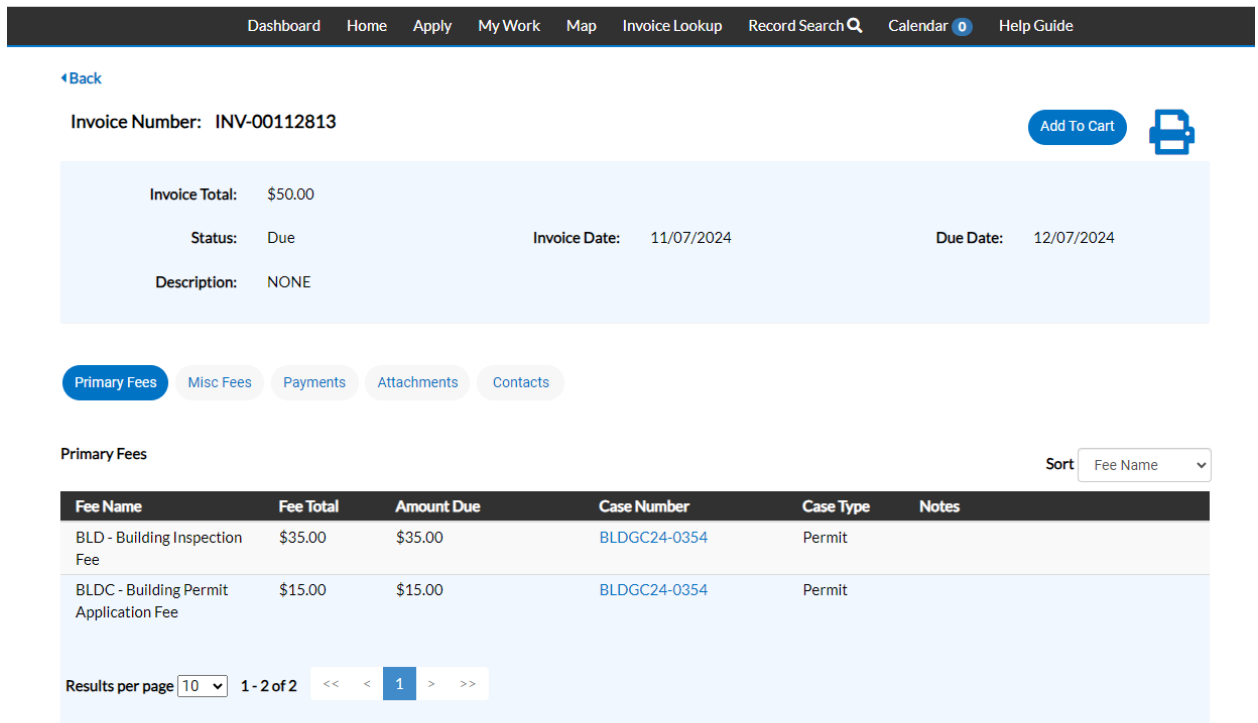
3. From that page, you will see a search bar that contains instructional text that you must include the entire invoice number, including any prefixes or suffixes.

4. Enter the invoice number you are looking for.

The screenshot shows a navigation bar with links: Dashboard, Home, Apply, My Work, Map, Invoice Lookup (highlighted), and Record Search. Below the navigation bar is the 'Invoice Search' section, which contains a text input field with the value 'INV-00112813' and a blue 'Search' button with a magnifying glass icon.

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

The screenshot shows the 'Invoice Details' page for invoice number INV-00112813. The navigation bar includes: Dashboard, Home, Apply, My Work, Map, Invoice Lookup (highlighted), Record Search, Calendar, and Help Guide. Below the navigation bar is a 'Back' link and an 'Add To Cart' button with a printer icon. The invoice details are displayed in a light blue box:


- Invoice Number: INV-00112813
- Invoice Total: \$50.00
- Status: Due
- Invoice Date: 11/07/2024
- Due Date: 12/07/2024
- Description: NONE

Below the details are tabs for: Primary Fees (selected), Misc Fees, Payments, Attachments, and Contacts. The 'Primary Fees' section shows a table with the following data:

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	

At the bottom of the table, there is a 'Results per page' dropdown set to 10, and a pagination control showing '1 - 2 of 2' with navigation arrows and the current page number '1' highlighted.

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:

Invoice Search 

No unpaid invoice found