

Mastering Allē Payment Plans

POWERED BY  **Cherry**

A useful guide to support your staff as you get started



Simple step-by-step process for practice staff

1

Ensure the patient has applied for a Payment Plan prior to treatment. You can send the application via SMS text message from your Allē provider dashboard.

2

When ready, proceed to treatment. Providers can feel confident recommending treatments that are right for patients' aesthetic goals knowing they have the option to pay over time.

3

At checkout, visit Patient Summary to see the patient's approved balance under "Payment Plans." Apply any available offers and gift cards first.

4

In the Payment Plans section, select "Use available balance" and enter the remaining balance separately for Allergan Aesthetics treatments and non-Allergan services.

5

Click "Complete Transaction." A text is sent to the patient to confirm their Payment Plan, and complete a down payment via credit card,* debit card, or bank account number.

Note: If you need to check out another patient while waiting, please do so in a new browser tab.

6

After the patient has finalized their Payment Plan, checkout will be complete.

Note: Practices will receive disbursement for financed transactions within four business days from Cherry.

*Payments via credit card will incur a 2.99% processing fee.

Access patients who have been approved for Payment Plans

Transaction Date	Remaining Amount	Expiration Date
	\$1,500.00	
	\$1,002.23	
	\$2,000.00	
	\$1,500.00	
	\$1,000.00	
	\$3,500.00	
	\$1,198.23	
	\$800.00	
	\$600.00	

Insights

Access a simple list that supports proactive discussions with patients approved for Allē Payment Plans. Use this information to customize your communication and tailor your treatment recommendations to meet your patients’ aesthetic goals.

- > View and download a list of approved patients, including contact info, last treatment date, remaining Payment Plan balance, and balance expiration date.
- > You and your team can use this additional context to reach out to patients to discuss treatments and schedule appointments.

Email Marketing

Save time with an automated email campaign that reaches patients approved for Allē Payment Plans.

- > Enable an automated balance reminder campaign to reach patients who have visited your location within the past 24 months that also have an approved Payment Plan balance.

Payment Plans Reminder

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Automatically remind patients to use Allē Payment Plans powered by Cherry before they expire (if applicable).

Leads

Leads features an easy-to-use dashboard that shows you who has an approved Payment Plans balance, and allows you to track and manage incoming Directory requests. Knowing what’s in patients’ Wallets helps you tailor your outreach.

- > Receive real-time notifications when patients are approved after applying with your custom application link or QR code.
- > View what’s in patients’ Allē Wallets, including approved Payment Plan balances, so that you’re well-prepared to discuss flexible payment options and special offers.

Kristin Driver

Claimed Offer on

WALLET

2 Offers

Payment Plan

2 Gift Cards

EXPIRES

AVAILABLE \$

AVAILABLE \$

TRANSACTIONS

2 Transactions

Potential Patient FAQs

What is Cherry?

Cherry is a leading patient buy now, pay over time solution* in the aesthetic industry. Allē is working with Cherry to offer flexible payment plans to aesthetics patients.

How does it work?

Patients can complete the quick application to see if they're approved within minutes, with no hard credit check. Approved balances appear in their Allē Wallet and are ready to use immediately.

How do patients make payments?

To finalize their Payment Plan, patients must complete a down payment using a credit card, debit card, or bank account. Future payments may be paid in the Cherry Patient Portal.

Troubleshooting Tips

➤ The patient is experiencing issues with making a down payment

Make sure the patient is using a valid credit card, debit card, or bank account. Cherry does not accept prepaid cards for down payments. Payments via credit card will incur a 2.99% processing fee.

➤ The patient was asked for income verification

Occasionally, Cherry needs more information to approve patients, often done by verifying income. Patients can do so by connecting their bank account. If their bank cannot be linked or if they don't want to connect their bank, patients may connect their payroll provider or upload their last two paystubs.

➤ The patient was denied

- There are still other ways to save with Allē. Check the patient's Allē Wallet for any points, offers, or gift cards. They can also scan Allē Flash for instant surprise offers.
- For patients' protection, details around denials are not shared with providers or practices. This may happen for a range of reasons, such as low or no credit score or a recent bankruptcy. If patients would like to learn more, they can access their adverse action letter at patient.withcherry.com.

Allē Customer Support

888.912.1572

Monday–Friday between 8 AM–6 PM CT

For questions on:

- Allē Wallet or Allē platform
- Allē Membership or account
- Allē technical difficulties
- Allē checkout

Cherry Customer Support

888.839.7171

**Monday–Friday between 8 AM–8 PM CT
and Saturday between 8 AM-5 PM CT**

For questions on:

- Patient eligibility criteria and denials
- Patient plan options, including rates and fees
- Patient payments in Cherry Patient Portal
- Practice disbursements and standard Cherry rates

*Internal Cherry Data.