



Navigating Payment with Branch & Anchor Counselling

This how-to guide includes the process on how to complete your payments. It will cover:

Two method of payments that are available:

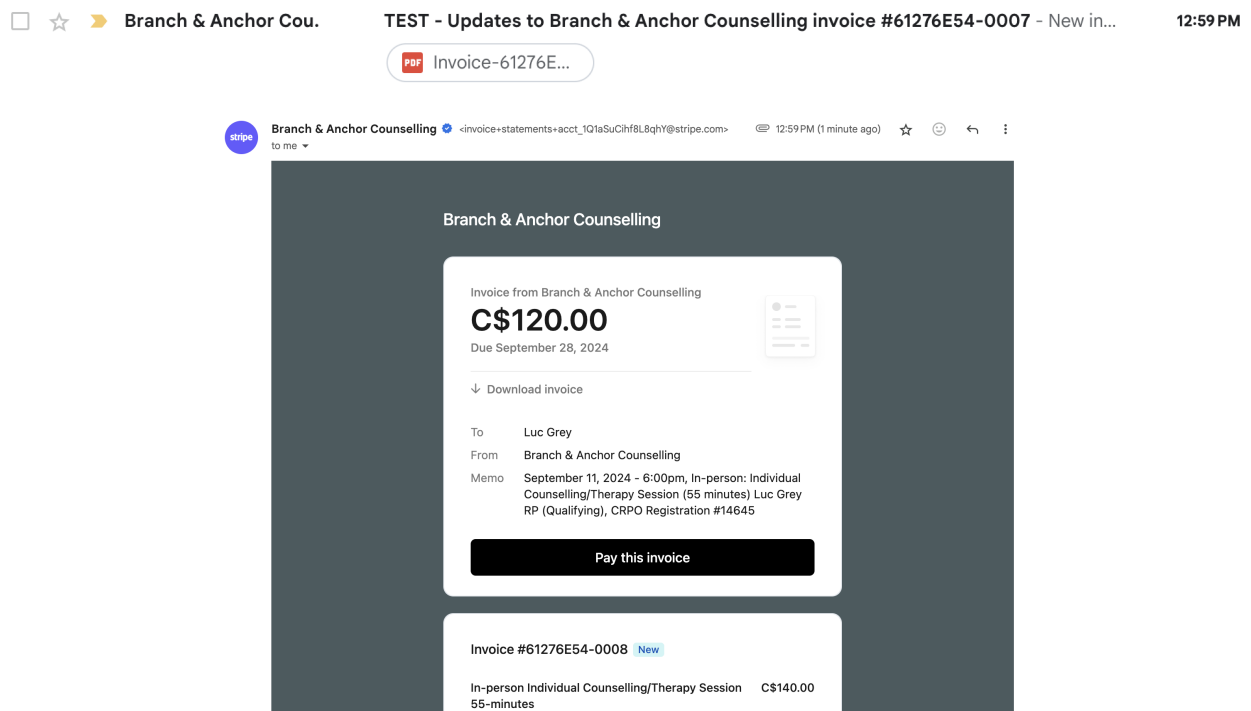
- [Credit Card Payment via Stripe](#)
- [E-transfer Payment](#)

[Accessing your “customer” portal](#)

Credit Card Payment via Stripe

For new participants or first time credit card payment, you’ll receive an invoice emailed to you with a request to pay using the Stripe payment page. For ongoing participants who opt-in to saving their credit card information you will have your payments automatically processed by Lincoln and a receipt emailed shortly after the session.

Demo of invoice email:

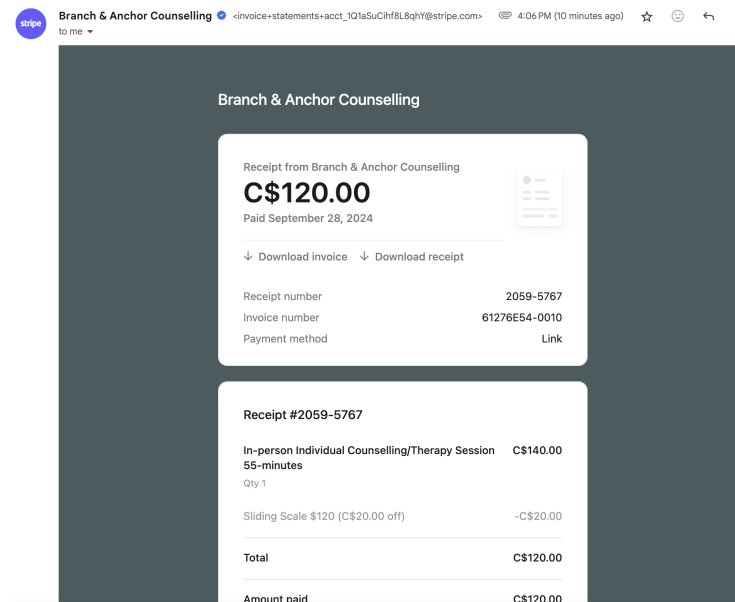




For new participant or first time credit card payment occurrences, you can follow this video demo [BAC CC Payment 2024.mp4](#) (opens in a new tab) and or follow the steps below.

1. Review the invoice amount and memo details to ensure it is accurate.
 - a. You can download the pdf invoice attached to the email.
2. Select “**pay this invoice**” which will open a new tab to begin the payment process.
3. You’ll be prompted to choose your payment method
4. Next you’ll enter your card information and billing details
 - a. You can securely save your credit card information if you’re comfortable with that to ease with future payment processing
 - i. Please review the Terms and Privacy Policy linked
 - ii. Include the same email address you use to communicate with Lincoln
5. Review all the information (billing, amounts etc) and once it’s all set, select “**Pay**”
6. Once your purchase is successful you’ll immediately receive confirmation on the page and can download your receipt or invoice.
 - a. You will also receive a receipt emailed to you.

Demo of receipt email:



E-transfer Payment

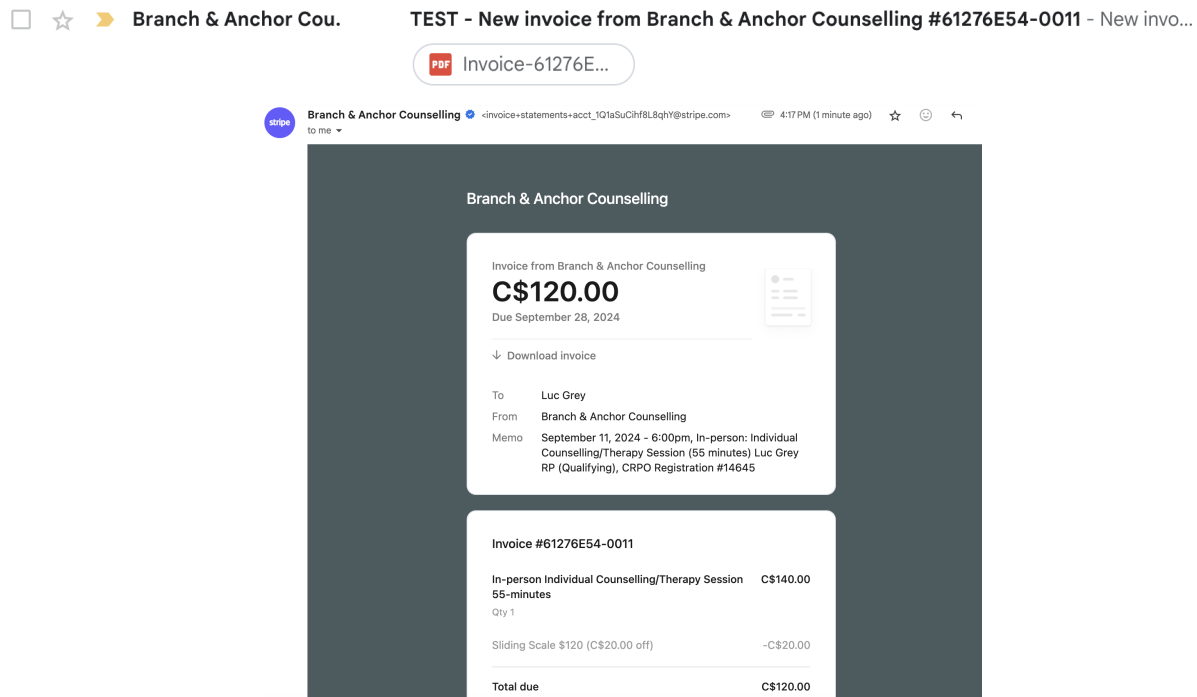
For participants paying by e-transfer, you’ll receive an invoice emailed to you with an invoice attached. Please send the invoiced amount to lincoln@branchanchor.com (auto



deposit enabled). The invoice pdf also includes the e-transfer instructions. Once you've successfully sent the e-transfer and it's received, your payment will be processed by Lincoln and a receipt emailed shortly afterwards.

You can follow this video demo [payment demo e-transfer BAC 2024.mp4](#) (opens in a new tab) and or follow the steps below.

Demo of invoice email:



1. Review the invoice amount and memo details to ensure it is accurate.
 - a. You can download the pdf invoice attached to the email.
2. Scroll down to the attached invoice and open it to review the e-transfer instructions at the bottom of the invoice.
3. Log in to your bank account and follow the instructions to send an e-transfer
 - a. Ensure you include "Lincoln - Session Date" in the notes/memo
 - b. Send the e-transfer to lincoln@branchanchor.com
7. Once your transfer is received successfully you'll soon receive a receipt to your email address and can download your receipt or invoice.

Accessing your invoices, receipts and billing information via the customer portal

After completing either payment process, you can access your billing history, update your credit card details by following the link in your invoice/receipt. You'll be prompted to



enter your email address and will receive an email with a unique link to login to your portal. You can also access the portal using this link [here](#).