

How do I order an Express Pickup transaction?

- Log into online banking from your computer or mobile device, go to the **Additional Services** drop down tab and select **Account Services**
Mobile app, go to ... **More** and select **Account Services**
- Select the **Express Pickup** icon 
- Select **New Transaction**
- Select **Accept** if you agree to the terms
- Select your **Transaction Type**
- Select your **pick up location** (available at select locations)

How do I pick up my Express Pickup transaction?

- Arrive at your pick up location and look for the Express Pickup parking sign
- Go into the lobby and the receptionist will greet you. Let them know you have an Express Pickup transaction order to pick up
- Be prepared to show your identification

Will I receive notifications regarding my Express Pickup Order?

You can select to receive notifications via text, email or both. Notifications will be sent when:

- Your transaction has been received
- Transaction is processed and ready for pick up
- When your transaction has been completed
- Cancellation requests initiated by you or HAPO

How long do I have to cancel my transaction?

At any point after the transaction has been submitted. There may be some instances when your transaction has already been processed before you have the opportunity to cancel. In these cases, HAPO will reverse the transaction from your account and you will be notified upon completion.

What happens if I do not pick up my transaction order?

Requests that are not picked up before 6:00 pm on the day the transaction is processed will be reversed at the close of business. A cancellation notification will be sent upon completion.

Why was my transaction cancelled/reversed without my request?

Your transaction may have been cancelled due to insufficient funds at the time the transaction was requested. Your transaction may be reversed if it was not picked up by 6 pm the day it was processed. For additional questions, please contact a HAPO representative at 509-943-5676 or 800-284-4276 regarding your notice of cancellation/reversal.

How far in advance can I order a transaction?

Express Pickup requests can be submitted for same day or next day pick up. If the next day is a Saturday, Sunday or a holiday your order will be ready the following business day by 10:00 am.

How soon will my transaction be ready for pick up after I submit my Express Pickup request?

For same day pick up requests submitted before 5:00 pm, HAPO will begin processing your transaction upon receiving notification of your request. Requests made after 5:00 pm, on Saturdays and Sundays, or holidays will be processed the following business day by 10:00 am. A notification will be sent to you when your item is ready for pick up.

Do I need available funds in order for my transaction to be processed?

Available funds must be in the specified account that is notated with your transaction request. If available funds are not in the account at the time of the request, HAPO will process a cancellation and you will receive a notification.

Is there a fee?

There is no fee for using this service; however, research fees may apply depending on how many hours it will take to process your request. A representative will notify you prior to conducting the research if a fee applies.

Can I conduct a withdrawal from my Certificate of Deposit/IRA?

Withdrawals from Certificates or IRA's are unavailable for Express Pickup. These types of accounts include additional procedures that require further acknowledgment and disclosures.