



# Stronghold Online Prepayment

Hi-Fidelity now offers online payments for pickup. This allows you to link an existing bank account at checkout to pay for your order.

## How It Works

1. Place your order online
2. Securely link your bank account to prepay
3. Come to Hi-Fidelity and pick up your order

## Online Prepayment FAQs

### What is Stronghold Prepayment?

Stronghold Online Prepayment is a digital payment solution that provides a convenient way to securely pay for online pickup or delivery orders.

### How do I pay for my order using Online Prepayment?

Place an order through our online menu, select "Pay Online Now", then securely log in with your banking credentials and pay!

### Do I have to enter my banking information every time I pay?

Nope! Your information is securely stored in your account, so while you will need to log-in to your account each time you purchase for security reasons, you won't need to complete the full sign-up process after your first transaction!

### Do I need to download an app?

No, Online Prepayment transactions do not require any mobile application to be used.

### Is my information secure?

Yes, your banking information is encrypted and tokenized for safety and security. Your banking details are not accessible by Hi-Fidelity.



Is there a fee for using Online Prepayment?

A \$5.00 flat convenience fee will automatically be applied to your order.

How Is the transaction processed?

Prepayments via Stronghold run on the ACH network. ACH payments are electronic bank-to-bank payments that allow a merchant to debit directly from your account once you approve the transaction. This is a secure transaction and one that ensures that you have the final approval on all transactions.

Should I expect any additional bank fees for using Online Prepayment?

No, there are no additional bank fees.

How does the transaction appear on my statement?

You will see Hi-Fidelity on your bank statement.