

May 28, 2025

Enhanced Costco Pharmacy Digital Experience

Starting **June 7, 2025**, Costco Pharmacy will launch an enhanced digital experience designed to improve usability, streamline access, and increase satisfaction for both mail order and retail pharmacy users.

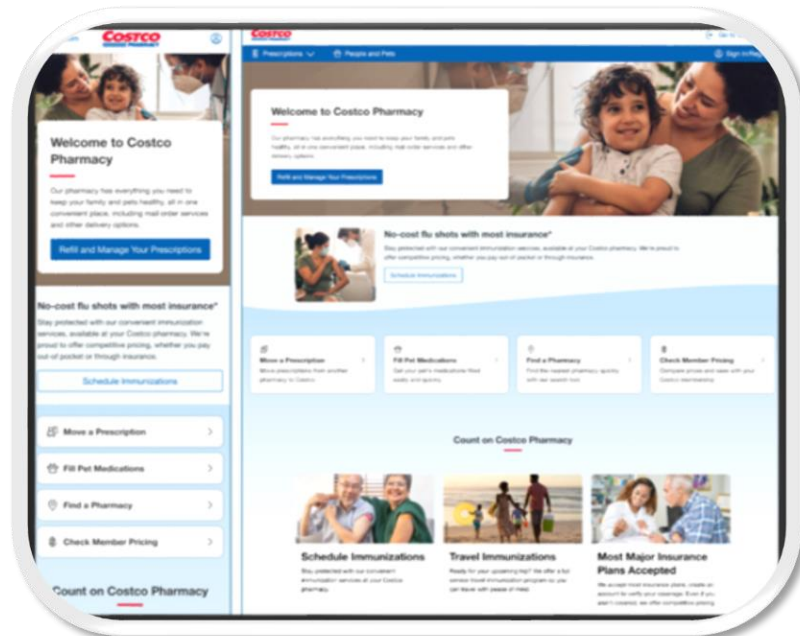
For a quick overview of the upcoming changes, watch the [Costco Pharmacy Experience Video](#). With a focus on simplicity and speed, the updated platform will make managing prescriptions easier and more intuitive than ever for patients.

Here is what to expect:

Unified Pharmacy Landing Page

To streamline and improve usability, the new landing page brings together mail order and retail pharmacy services in one convenient location:

- **Single Access Point:** Patients can now access both mail order and retail pharmacy services from one centralized landing page.
- **Streamlined Layout:** A modernized interface with clearly visible and consistent calls-to-action (CTAs) ensures a smoother navigation experience.

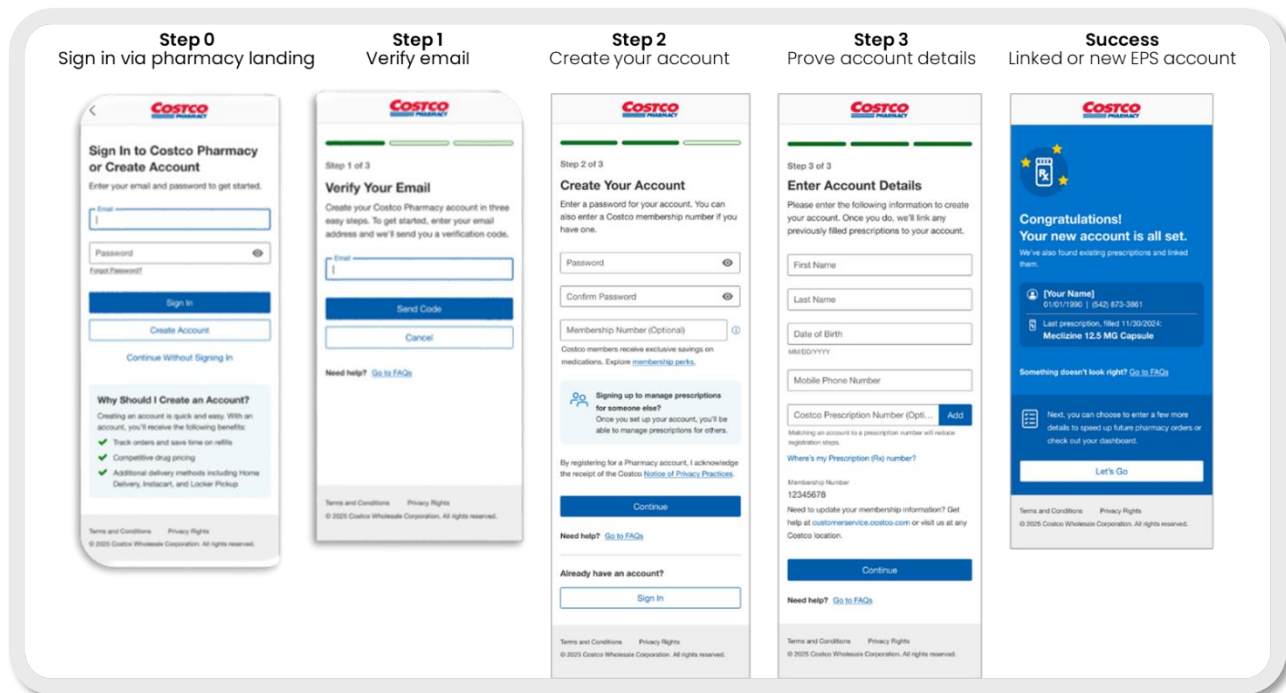


*NOTE: Images are for illustrative purposes only and may not reflect the final product

Simplified Registration Experience

To make it easier for members to get started, the new registration process is designed with simplicity and flexibility in mind.

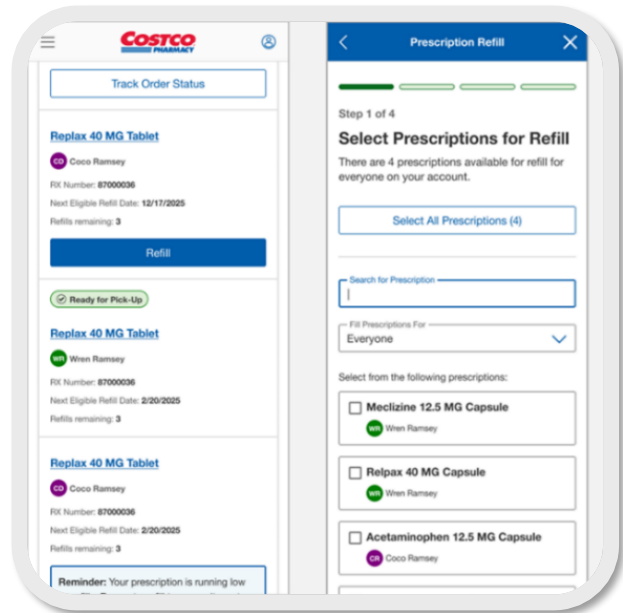
- **Mobile-First Design:** The registration flow is optimized for mobile devices, offering a clean and intuitive user interface.
- **No Rx Number Required:** Patients can now register without needing a prescription number, removing a common barrier to entry.
- **Flexible Setup:** Optional steps can be skipped, allowing users to complete registration quickly.



Refill Experience Enhancements

Refilling prescriptions is one of the most common actions in the online pharmacy experience. To make it easier and more intuitive, Costco has introduced several improvements:

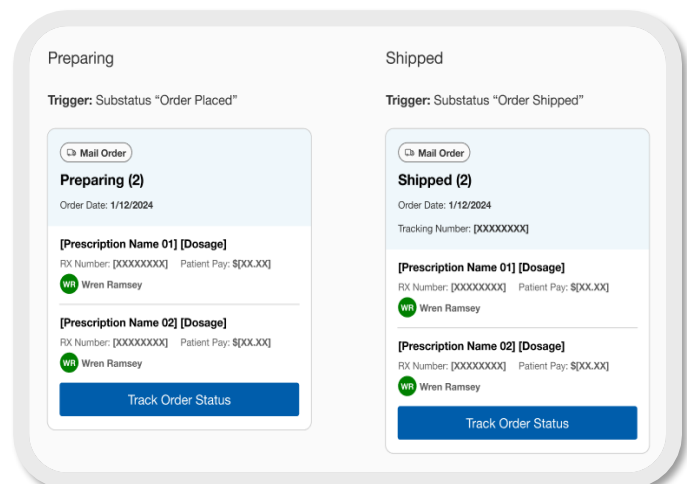
- Multiple Access Points:** From the Rx card or Prescription Detail page through refill reminder messages
- Dynamic Refill Button:** Automatically appears when a prescription becomes eligible for refill, ensuring timely and convenient access.



Prescription Status Tracking

To help members stay informed and in control of their prescriptions, the app now includes enhanced tracking features that provide timely updates throughout the process.

- Real-Time Updates:** Active prescription orders are now visible in the Orders section of the app.
- Mail Order Status:** Clearly displays whether a prescription is Preparing or Shipped.
- Shipping Notifications:** Once shipped, users will receive a notification including a tracking number and a link to track the delivery.



These updates reflect our commitment to delivering a modern, user-friendly, and efficient digital pharmacy experience for Costco pharmacy members.