

How do I set up a profile account?

- Visit rx.costco.com Click 'Sign In/Register.'
- Select 'Create account', enter your email address and select 'Send Code'. A verification code will be email.

*** Note:** You can add family members and pets to your profile later from the [People and Pets Account Tab](#).

- Once verified, you will need to create a password. Click 'Continue.'
- Enter your first and last name, date of birth and mobile phone number.
- Click 'Continue' to proceed.
- On the next screen, provide your address and gender. For the insurance question, select 'Yes' and then 'Continue.'
- Congratulations, your account has been setup!
- Select 'Let's Go' to review your Online profile.

How do I order a new prescription using the Online Ordering Services?

- Visit rx.costco.com, Login, click on the 'Request a New Prescription' link under Other Services.
 1. Select 'Mail Order' for where you would like your prescriptions filled.
 2. Select one of the 3 options for submitting your prescription.
 3. Provide your physician's information, including physician's name, phone number, city and state.
 4. Enter your prescription details, prescription drug name and strength under dosage.
 5. Provide comments for this prescription order (this is optional).
 6. Click 'Submit Request' to complete the request. If you have another prescription to order, click '+Add Another Prescription' and repeat steps 3 to 5 and click 'Submit Request' to finalize your orders.

When do I need to place my order?

It is Costco's goal to have your order delivered 7 to 10 business days after Costco receives it at the processing facility. Allow a few extra days when placing an order for the first time and remember to calculate the amount of time it may take for your prescription(s) request to reach the facility. Once Costco receives your order it will leave the facility within 1 to 4 business days.

How do I order a refill?

- Online: Visit rx.costco.com Click the "Refill Prescriptions" link.
- Phone: Call 800-607-6861. Costco's 24 hour automated telephone system guides you through the refill ordering process. Be sure to have your prescription number available.

Can I track my order online?

Yes, if you have set up an online account with your cell phone. If no cell phone account is available, then you can call the pharmacy for a tracking number after it has shipped.

When I receive my order, what will be included in the package?

Each package will include your prescription medication, prescription label and a drug monograph. All prescription bottles will be sealed with child-safety caps to prevent them from opening during shipment. If you select easy-open caps, they will be included in the package for you to switch once your package has arrived safely or there will be a hybrid safety/non-safety cap.

What are my shipping options and costs?

Costco offers free standard shipping. Expedited shipping options are available for an additional fee.

**Standard
Shipping**

\$0



**3 Day
Air**

\$10.95



**2nd Day
Air**

\$13.95

What form of payment may I use?

For your convenience and to make quick and secure payments, Costco accepts Visa and MasterCard.

If you do not receive your order in 14 business days, contact Costco Mail Order Pharmacy at the toll-free number provided.

Phone - 800-607-6861

Monday through Friday 5am to 7pm (PST), 8am to 10pm (EST) Saturdays 9:30am to 2pm (PST), 12:30pm to 5pm (EST)