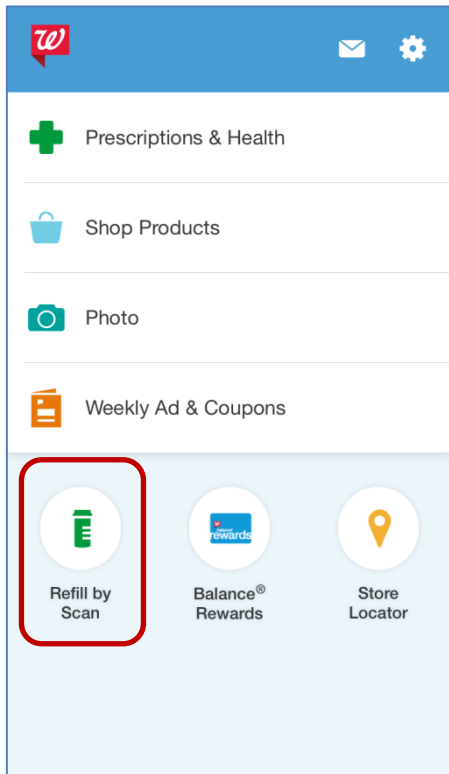


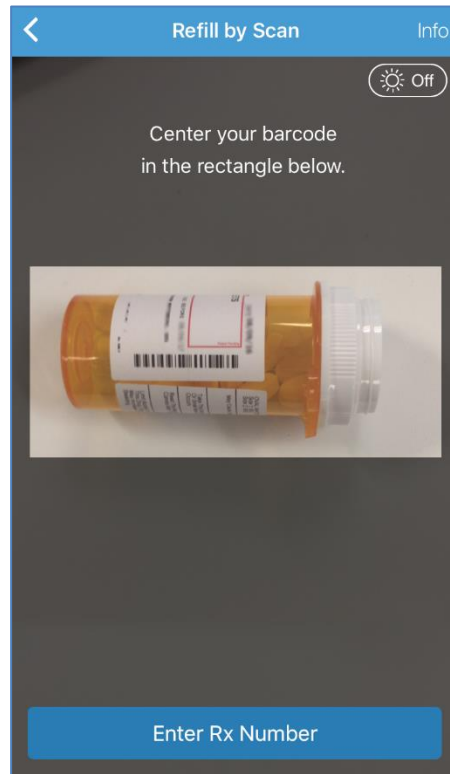


Refill by Scan – Retail Pickup

Refill by Scan is a feature in the Walgreens mobile app which allows patients to fill their prescriptions without needing an online Rx account.

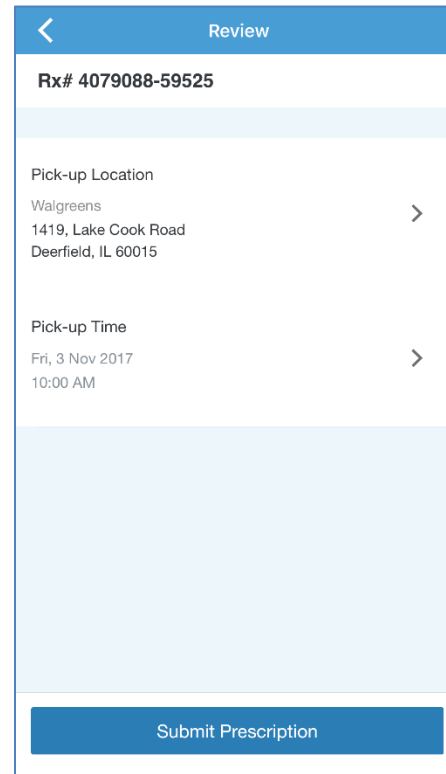


The Refill by Scan icon is located at the bottom of Walgreens mobile app home page.



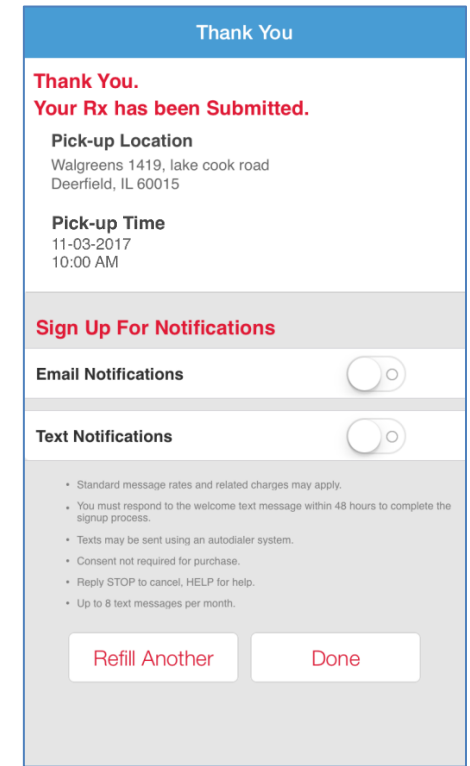
The patient will be prompted to center the barcode on the prescription label between the arrows provided.

NOTE: They may also manually enter their Rx number by selecting the Enter Rx Number



The patient confirms the pick-up location and time and then clicks Submit. Both the pick-up location and time can be adjusted.

NOTE: Pick-up time is defaulted to the next business day, two hours after the pharmacy opens. 24-hour locations will default to the next business day at 10AM



Upon successful submission of their prescription, the refill will be entered into IC+.

If the patient is not currently signed up email or text alerts, they will be given the option to do so at the end of the Refill by Scan process.

Questions around Refill by Scan should be submitted via “Team Member Feedback” link located on the StoreNet.

Pathway: online / e-commerce / mobile > pharmacy > refill by scan



Refill by Scan – Ship to Home and Mail Service

Refill by Scan is a feature in the Walgreens mobile app which allows patients to fill their prescriptions without needing an online Rx account.

The patient confirms the payment method, shipping address, shipment method and then submits their order.

Upon successful submission of their prescription, an order will be created in Promise.

The patient can then choose if they would like to refill an additional prescription, or if they are done.

If a patient does not have an Express Pay credit card on their pharmacy profile, they will be prompted to update their information.

If a patient needs to update their Express Pay credit card or shipping address, they will be able to do so.

Questions around Refill by Scan should be submitted via “Team Member Feedback” link located on the StoreNet.

Pathway: online / e-commerce / mobile > pharmacy > refill by scan