

Canada Post Labour Disruption – FAQs

How will I get my prescriptions if there is a Canada Post labour disruption?

The Express Scripts Canada Pharmacy remains committed to your health and providing you with your medications when and where you need them. In the event of a labour disruption, we will use alternate courier companies to deliver your packages. Delivery will still be made free of charge.

Will the distribution of packages remain the same?

Prescription refill requests can take between 10 and 15 days to process from when the order is placed (if not on Auto-refill program). Once the order has shipped, you will receive a shipping confirmation email, but it will not contain tracking information.

What if my packages are currently delivered to a P.O. Box or Canada Post outlet?

An alternate courier cannot guarantee the delivery of packages that are shipped to a P.O. Box or Canada Post FlexDelivery™ location. To ensure that you continue to receive the same high level of service that you have become accustomed, we ask you to please provide us with an alternate shipping address online under *Profile & Settings>Address*. You will have to click on “Add” on the right-hand side next to the address section and choose “*This is my primary shipping address*”. Or you can send us an email.

Will the alternate courier company always require a signature to deliver a package?

The requirements around signatures will remain the same. A signature will only be required for packages of medication delivered to Express Scripts Canada Pharmacy members located in ON NB, NS, PE and NL, as per provincial legislation.

How will I track my package?

We will continue to send email notifications to let you know your package has shipped; however, due to the postal disruption, we will not be able to provide a tracking notification. Should you wish to track your package, contact us toll free at 1 855 550-6337.

How will I get a new prescription to you?

You can get us a new prescription 1 of 2 ways:

1. Have your doctor [fax it](#) directly to our pharmacy
2. Drop it off to one of our [regional locations](#)

How will I pay for my medications if I currently mail you a cheque?

We recommend that you register for online banking and add “Express Scripts Canada Pharmacy” as a new payee or call the Express Scripts Canada Member Contact Centre toll free at 1 855 550-MEDS (6337) to make arrangements to pay by credit card.