

Walmart

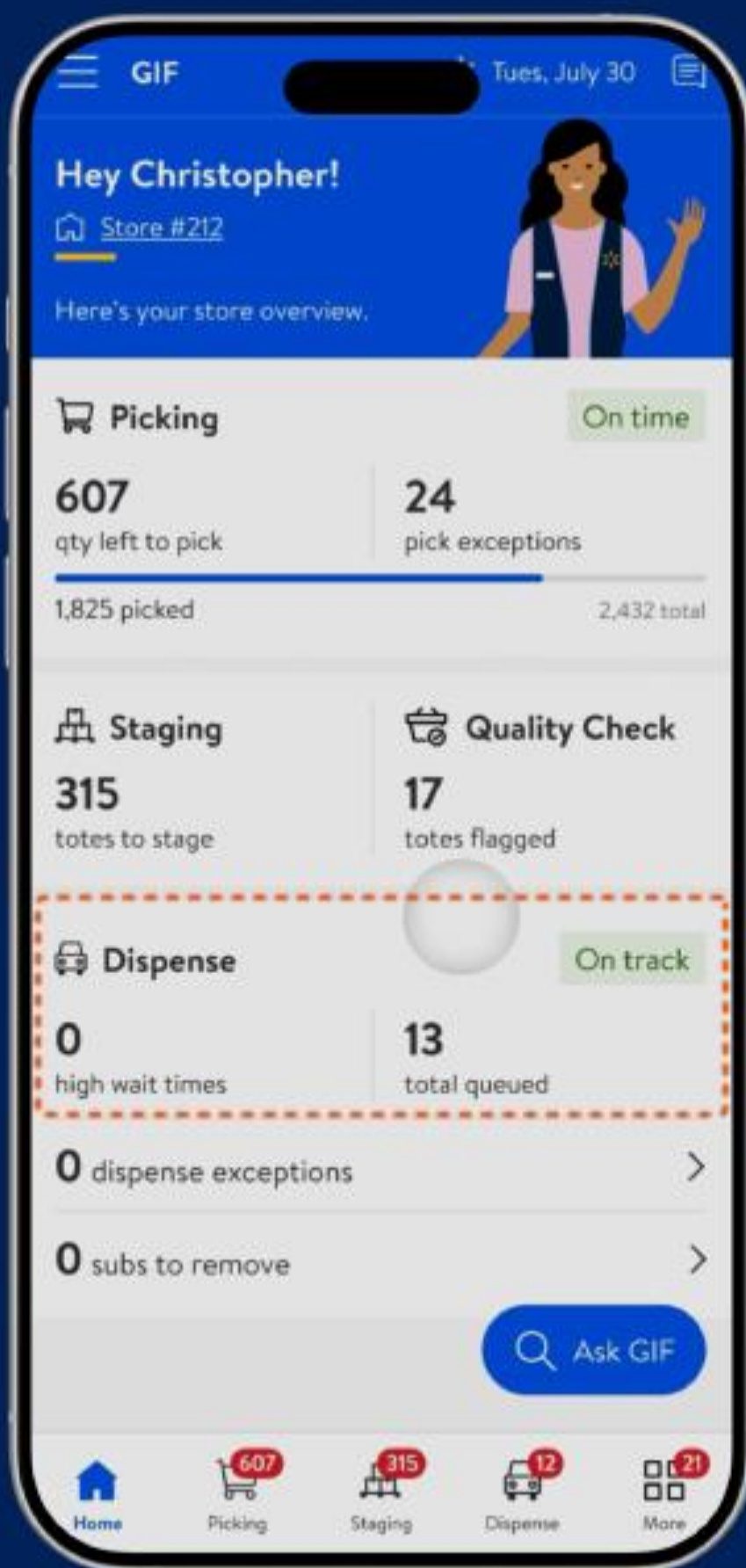
**Be
America's
Favorite**

On Time:

Getting the order to
the Customer when
they wanted it



The NEW GIF home screen shows how your business is running real time



Store Performance Visibility

Now all associates have visibility into how the business is running. Quickly identify what tasks need to be completed next and what is running behind

Remember to run the play



- Stay on process when picking
 - Don't go looking for items in the backroom
- Work from the top down in the dispense queue
 - We have already prioritized the work for you

**Trip labels and
containers make
smart staging GMD
orders easy!**



Stage unscheduled delivery with ease!

Combine batched orders into a single, easily scannable label. Improve accuracy and productivity in your staging process.

Walmart

Be

**America's
Favorite**

In Full:

Getting the Customer
what they wanted



Let's talk FTPR & Pre-Sub



FY25 Picking Data

FTPR **91.8%**

Pre Sub **94.3%**



2.5%

Difference

It is important to ensure items are fully stocked on the shelf.

Now let's talk Post-sub



FY25 Picking Data

2.16% of orders,
Customers did not
receive anything for
an item.

This means 214.5M
items and **\$918.9M**
in lost sales.

Processes & tools to help with FTPR & Pre-sub

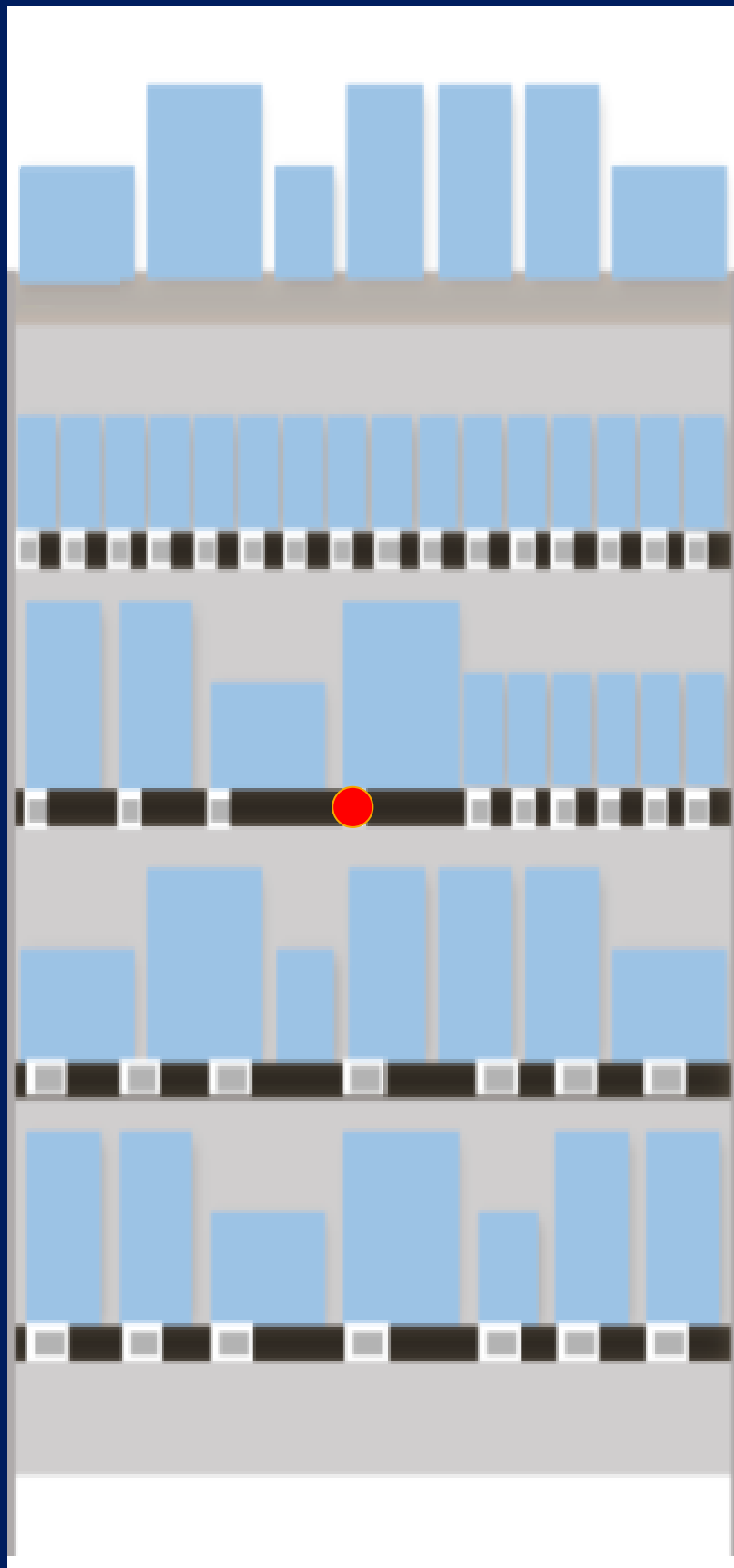


Later we'll navigate you from where
you are to the item.

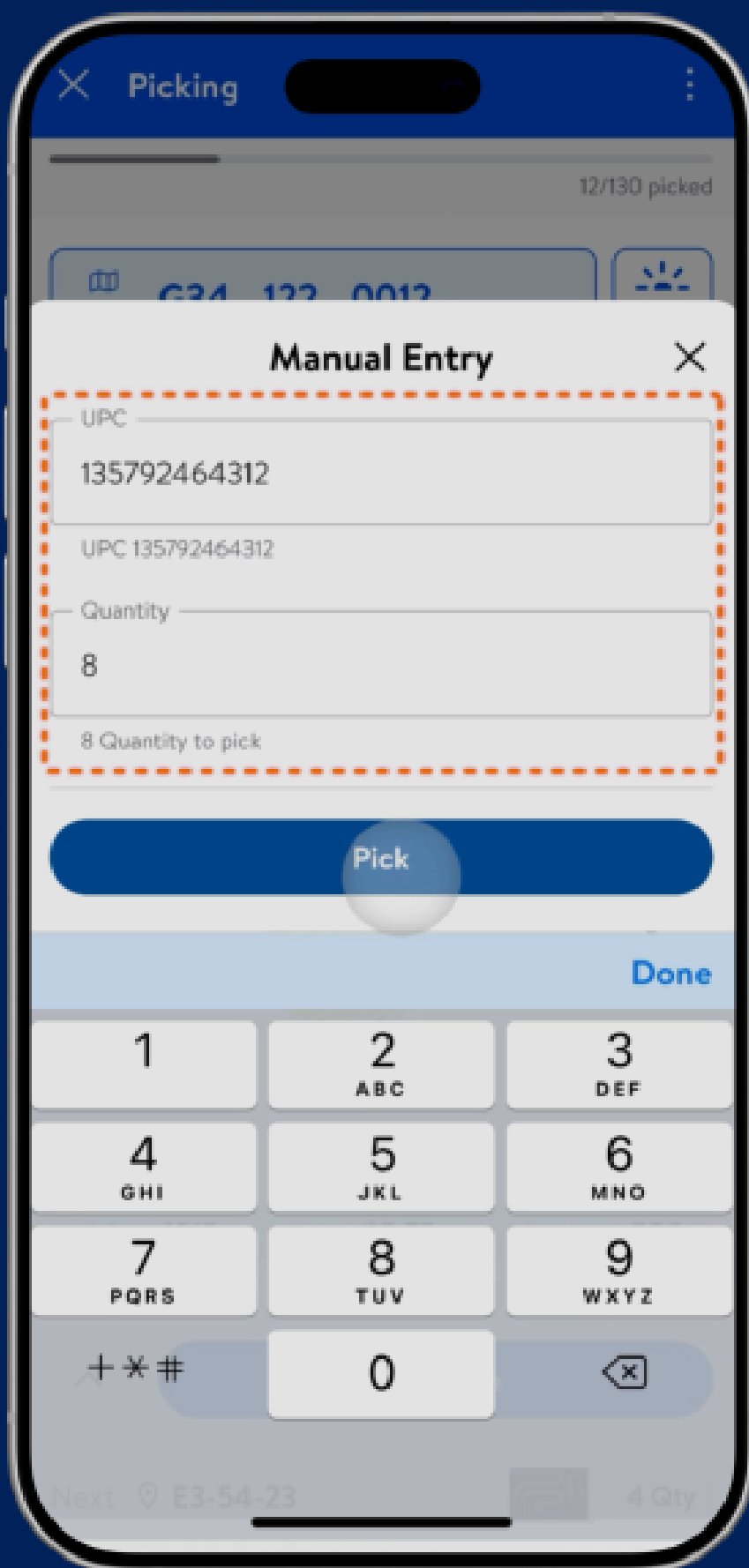
Processes & tools to help with FTPR & Pre-sub



Digital Shelf Labels help
to find the item faster



Processes & tools to help with FTPR & Pre-sub



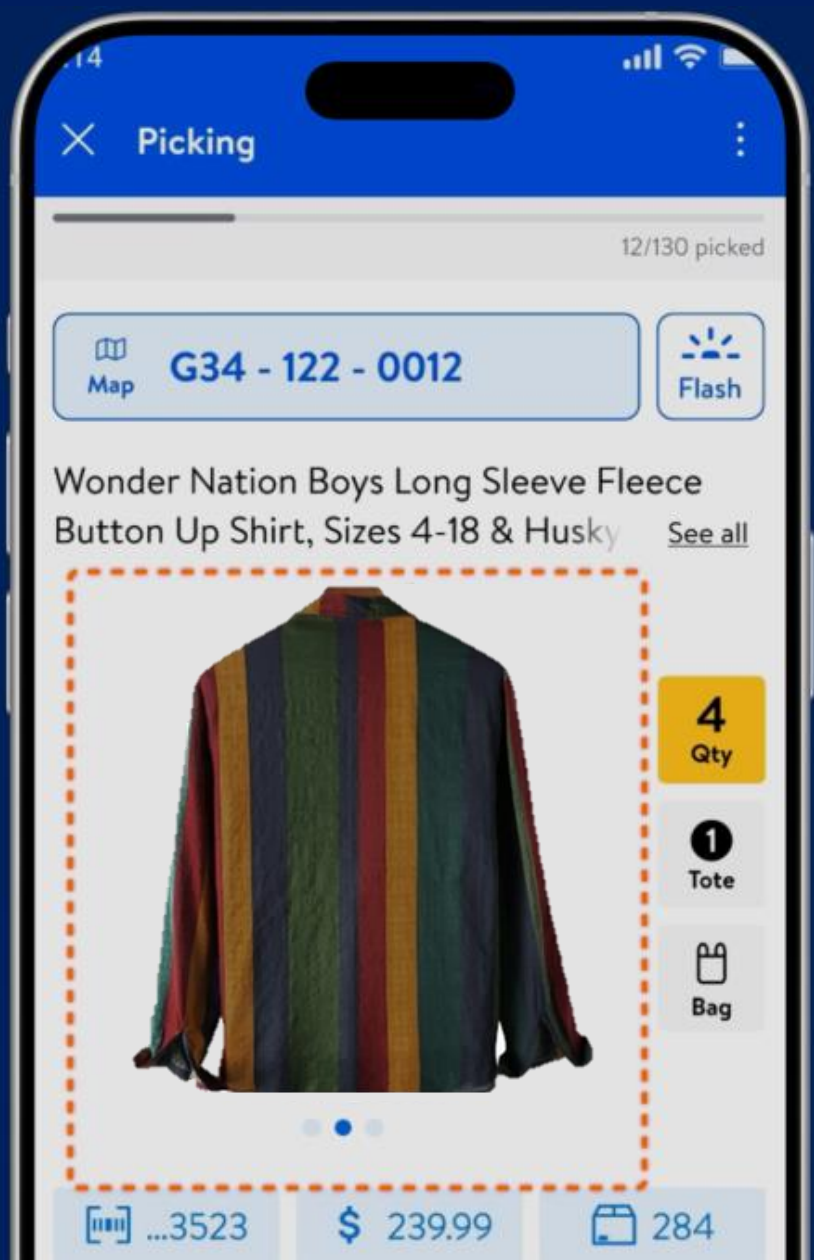
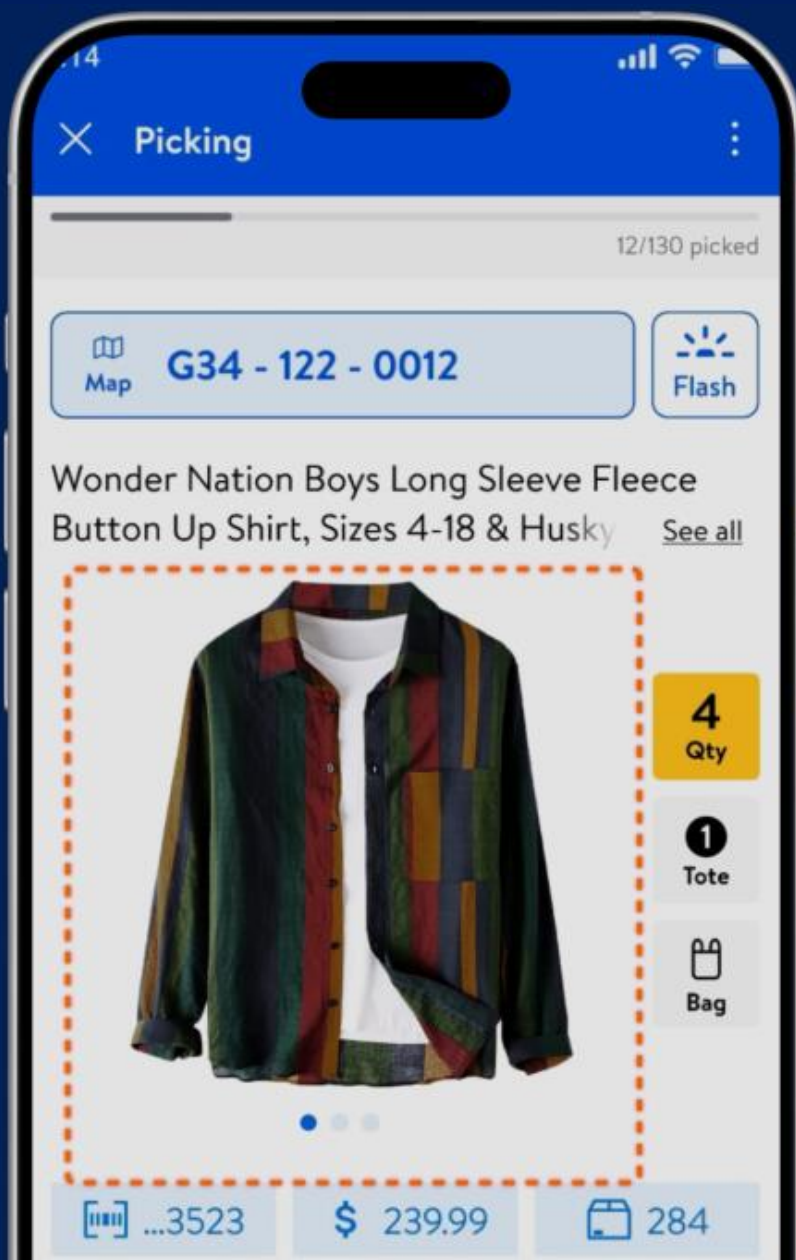
**Faster PLU picking with
Pre-populated UPCs and Quantity**

Processes & tools to help with FTPR & Pre-sub

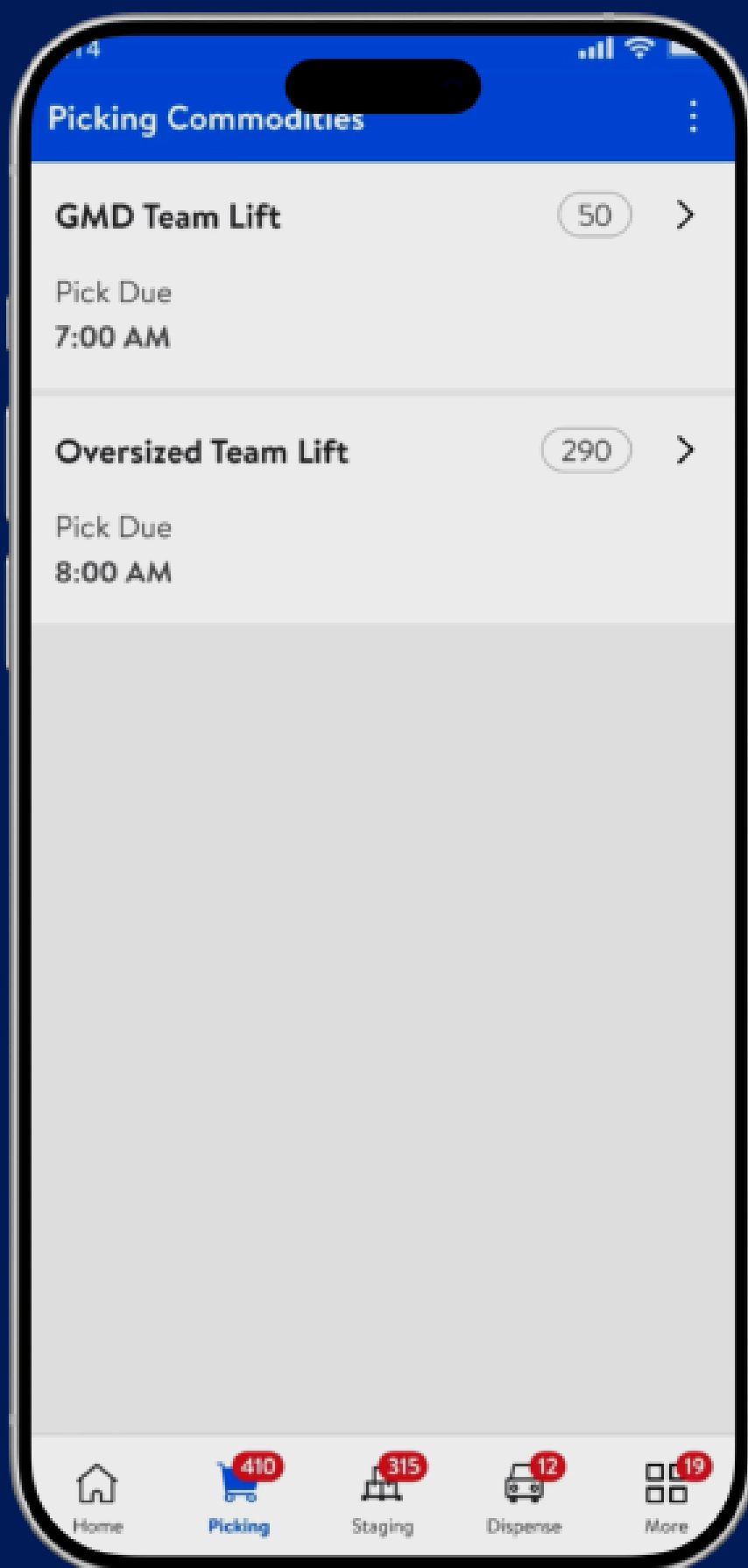


Pick orders with confidence!

Multiple images per item are now
available, helping you select the right
item quickly and accurately.



Processes & tools to help with FTPR & Pre-sub



Team Lift Commodities

Ensuring associates have the
necessary tools to help keep
them safe while picking

Processes & tools to help with FTPR & Pre-sub



Top Stock Location

We will now show the Shopper the top stock location in the first pick walk

Processes & tools to help with FTPR & Pre-sub



We are sending ladders to all stores!

Walmart

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High Quality:

Driving high quality orders
for our customers and
members.



What causes a return to happen?



- Returns Impact LY:
 - **\$2.4B** on orders/items refunded or replaced
 - **65M** orders impacted
 - Missing items **42M** units
 - Damaged **37M** units
 - Incorrect item **9M** units
 - Undelivered **1M** units

Let's talk Missing Items



- **1.5%** of Orders had Missing Items
- **19%** of total call center contacts had an item missing
- Missing item complaints is estimated to cost us **\$1.2B** in sales, due to lost customers, if we don't do something about it

What can you do to help?



- Location Health
- Scan Stage/Smart Stage by Trip
- Quality Checks Completed
- Tie bags on Delivery Orders Before Dispense
- PIN Code/Chain of Custody
- Car Loaded by Compartment for Batched Orders

What qualifies for a quality check?



- W+ trial member/high risk member (poor experience)
- W+ Renewal dates
- W+ Customer engagement
- W+ customer spend
- Max of 5% of orders receive a quality check

What can you do to help?



- Complete all system quality checks
 - Today only 44.64% of system quality checks are completed
 - 65.07%– Quality checks that pass
 - 34.93% – Quality Checks that fail
 - Of this only 53.95% are fixed
- Ensure 5 Star quality comments are researched and addressed
- Train shoppers on date code and WIBI standards