



Rethinking the Shopping Experience



Arizona Department of Agriculture, Weights and Measures

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THE GOAL: SAVING OUR CUSTOMERS & MEMBERS MONEY AND TIME





Rethinking the experience

Scan & Go
Walmart and Sam's Club are both expanding this technology



Pickup Towers
These 16 foot tall towers act like high-tech vending machines in stores that can deliver products in seconds

Online Grocery Pickup
Walmart just opened its 1,000th Online Grocery Pickup location. It's free and associates deliver it right to your car

Express Services
An upgrade in the Walmart App combined with in-store express lanes offer financial services and pharmacy customers convenience and saves them time

Rethinking Checkout: Scan & Go



- The Scan & Go app allows customers to scan items while they shop and pay on their phone.
- The mobile shopping concept saves time by skipping the registers.
- Available in all Sam's Clubs, more than 650 locations nationwide
- Expanded initial test to 25 locations in Walmart stores

Rethinking Order Pickup: Pickup Towers



- Customers choose from millions of items available on Walmart.com from their computer or smartphone and select the Pickup option at checkout.
- When the item arrives in their local store, an associate loads the item into the tower for Pickup.
- Customer orders are typically filled in a minute or less.

Rethinking grocery shopping: Online Grocery Pickup



- Order online, mobile or app.
- Select pickup time & location.
- We load your car in minutes.
- Customers never have to leave their cars.
- We're in more than 1,000 locations now and will continue to add more.

Rethinking Services: Express Services

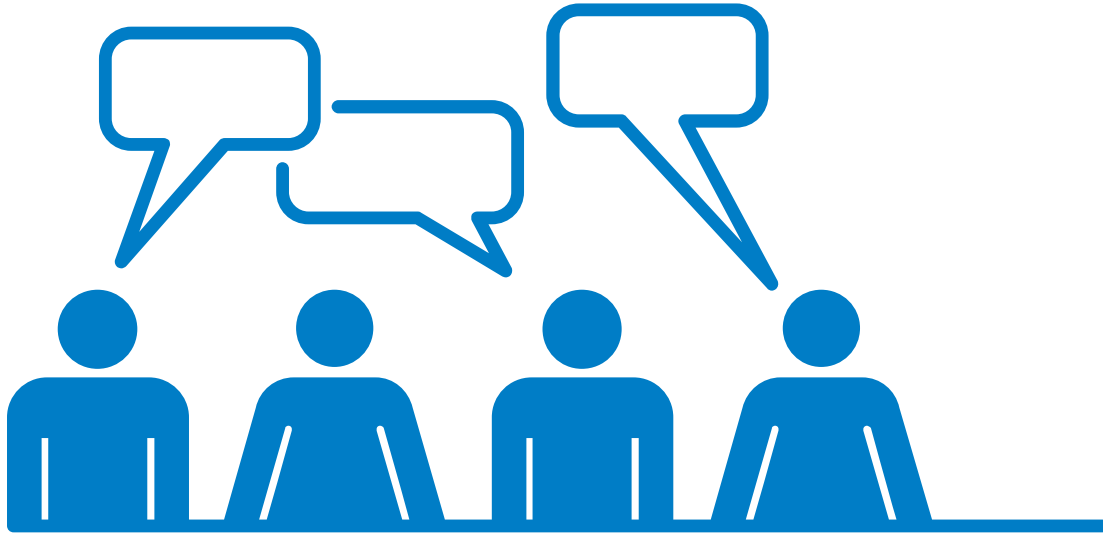
- Features in the app combined with in-store Express Lanes* to help customers save in their new form of currency: time.
- Mobile Money Services Express now available chain-wide.
- Mobile Pharmacy Express launching by the end of fall 2017.



**THERE IS
NO
INNOVATION
OR
CREATIVITY
WITHOUT
FAILURE.
PERIOD.**

BRENE BROWN





Discussion