

WE EXPANDED ON DEMAND

We improved our customers' shopping experience, with faster and more efficient deliveries, while generating fewer emissions into the atmosphere; all thanks to the scale of our omnichannel infrastructure and investments that allow us to keep moving in the right direction.

With On Demand, we offer our customers fast and affordable home deliveries

Our advantage is having more than 2,800 stores, of which ~1,000 are capable of providing this service in more than 200 cities.

In 2022, On Demand NPS increased by 560 bps compared to last year, driven by record levels in On Time, In Full and Perfect Order indicators. Among the actions that allowed us to achieve these results were customer journey analysis, working on our capabilities to improve planning, workforce scheduling and new productivity initiatives for our pickers.

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We want to reach more customers and we want to give them access to the best prices. 80% of Walmart Supercenter and Walmart Express stores are enabled with our fast, 60 minutes delivery option, powered by the crowdsourcing model. Our customers highly value this service, especially those located in large cities. We will continue to strengthen it with the best technology and evolve our last-mile models.





Bodega has been a key player in on Demand's growth in Mexico

By leveraging the learnings and technology from Walmart's operation and Bodega's scale, we have been able to enable **Despensa a Tu Casa in 443 stores in 193 cities in Mexico.** This means that Bodega is the largest online supermarket player in Mexico. We are offering the service in our Bodegas and Mi Bodega formats, which has allowed us to reach more customers and, with this, achieving that our On Time indicator exceeds the goals set.



Infrastructure is key to reaching customers faster, so this year we strengthened our fleet capacity

We added 600 vehicles, which led to a **40% reduction in delivery times**



We added **20 electric vehicles to our fleet**, reaching a total of 94

We want to continue to increase this type of technology to achieve our goal of a zero-emission last-mile fleet

Walmart Pass



Walmart Pass

Walmart Pass is our membership model in which customers can obtain unlimited same-day home deliveries on orders over 299 pesos, in order to help them save time and money.

Walmart Pass unlimited deliveries apply to all online store departments, from grocery, dairy, produce, bakery and tortilla, frozen foods, to household items, apparel and footwear, and pharmacy.

This year, **more than 30% of On Demand sales were from Walmart Pass users.** This has had a positive impact on the increase in the average ticket and on the purchase frequency, which by 2022 was 3.3 times, compared to the 2.0 for non-users.