

WE ACCELERATED THE GROWTH OF OUR EXTENDED ASSORTMENT

We want our customers to enjoy a wider variety of products; that is why our extended assortment gives them the opportunity to access more products and decide more easily which one suits their needs.



the NPS for our operation increased by **510 bps** during the year



This year we completed our assortment analysis and reengineering, and adjusted our offer so that customers can find the products they are looking for at the best prices. The main categories included in the reengineering **increased sales at a faster pace than before this process.**

Similarly, we applied a machine learning algorithm to improve the results of our customers' product searches, as they are now shown products in line with their preferences or market trends, thus improving their experience from search to purchase.

Through our data management, we have made better decisions to deliver higher-volume products in a shorter time

Thanks to the improvements we have made in planning, the performance of our supply chain has improved significantly. In 2022, **24% of Extended Assortment orders were delivered within the same day or the next day**, and also 66% of 1P orders within the 16 main cities in Mexico were delivered in the same period.

Meanwhile, the NPS for our operation increased by 510 bps during the year. With the intention of reaching more customers, we will continue to add more items and new categories to our offer.





We continue to increase our technological capacity and improve our supply chain plans to be even faster and more efficient



Walmart Fulfillment Services (WFS) is progressing according to our plans and continues to evolve, becoming a **key model for providing the level of service our customers expect.**



30% of marketplace order volume is delivered through this model, and **orders handled by WFS take half the time to reach customers' homes** compared to orders delivered by other carriers.



Another significant milestone this year was the launch of the extended assortment operation at Sam's and the opening of the Fulfillment Center, which allowed us to offer a much wider variety of items to our members and provide a better service by reducing delivery times. The new extended assortment Fulfillment Center began operations in April, serving all 32 states in Mexico, covering more than 32,000 zip codes, with a focus on the central and metro regions.

It was also the first year Sam's had an extended assortment offer during *El Fin Irresistible* and the results were favorable. Sales grew and we reduced delivery times by 40%, improving our members' shopping experience.



In our showrooms we introduce new brands to our customers through a direct product experience. This practice was implemented in key Walmart Supercenter stores with excellent results and is planned to be replicated in more Mexican states.

Marketplace

Marketplace continues to be one of the major drivers of growth. **During the year, we doubled the number of sellers** compared to 2021. Furthermore, we added new virtual stores such as Samsung, Baby Creysi, Black & Decker and Super Gamer.

We increased the number of SKUs (Stock Keeping Unit) by 72%

Technology is a key enabler for our operations. During the year, we automated and standardized the marketplace payment process, thus allowing us to be more assertive and efficient. In addition, we launched a new classification model to simplify product search and improve the customer experience.



OMNICHANNEL OFFERING



2,863

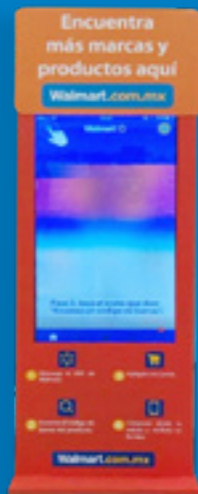
Units

- 2,292
- 303
- 101
- 167

on Demand Units

998

- 443
- 292
- 98
- 165



1,088

Kiosks

- 780
- 308

Pickup Points

1,396

- 790
- 441
- 165

