

Associates and Innovations Working Together in the Salem, N.H., Walmart

Some of these innovations will be in the store when it re-grand opens, and others will be added to the store through the remainder of the year.

Alphabot - This first-of-its-kind technology is being installed in our Salem, New Hampshire, store and is designed and created especially for Walmart. This technology automates key pieces of our Online Grocery Pickup (OGP) service using autonomous mobile carts to gather items from a high-density storage system located in the back of the store. These carts deliver the items to associates who pick, assemble and deliver the order to the customer's vehicle.

How it works:

- When a customer places an OGP order, it's received by this system, which starts retrieving the ordered items and delivering them to an associate.
- Ambient, refrigerated and frozen items will be collected by Alphabot – associates will hand pick produce and fresh items for customers.
- Walmart is committed to helping customers save time and money, regardless of how or when they shop. This technology is designed to greatly enhance our ability to deliver on that promise.
- The system is designed to empower associates to fulfill orders quicker, improve inventory accuracy and be nearly invisible to in-store shoppers. We will pay close attention to the time it takes to fill OGP orders, potentially creating even more convenience for customers by allowing them to order their groceries closer to the time they want to pick them up.

We expect the system to begin operation near the end of the year.

Video: https://youtu.be/DC2RGsr_rdU

Bossa Nova Shelf Scanner - In 2016, we began introducing the Bossa Nova scanner in 50 stores across the U.S. These scanners use automation to scan shelves and help identify where in-stock levels are low, prices are wrong or labels are missing. In addition, the scanners provide a real-time view of inventory in the store, information used to direct our associates to the areas of the store that need the most attention.

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- These scanners use automation to scan shelves and help identify where in-stock levels are low, prices are wrong or labels are missing.
- Using machine learning capabilities, the scanner is able to scan dozens of aisles in under an hour. Because of that speed, it allows us to identify our in-stock levels multiple times per day, giving our associates a near real-time view of what areas need the most attention.
- Technologies like the scanner work together and feed data to other technologies in the store, like the Downstock App and the FAST Unloader.
 - As the scanner gathers data, it can identify out-of-stocks and help get those to the floor quicker.
- This gathering of data allows associates time to focus on utilizing the information rather than spending time gathering, analyzing and THEN using it.
- The information gathered is sent to our associates, who will use it to prioritize the areas of the store that need the most attention.

As soon as we introduced the technology, our associates saw the opportunity for the scanner to focus on tasks that are repeatable, predictable and manual – freeing up their time to focus more on selling merchandise and serving customers, which they tell us have always been the most exciting parts of working in retail.

Blog (video embedded): <https://blog.walmart.com/innovation/20171026/thats-smart-see-the-tech-helping-us-serve-you-better>

Check Out With Me - Walmart launched a new program called Check Out With Me, currently in 350 stores across the country, adding yet another customer convenience for the busy holiday season. Outfitted with cellular devices and Bluetooth printers, associates at these select stores can check out customers and provide a receipt on the spot. As we continue to test this new process, we'll be listening to our customers and working on ways to bring their expectations to life. Check Out With Me is the latest example of our commitment to deliver a more convenient shopping experience that saves our customers time.

- The program has initially been tested for the Lawn & Garden Center, but as the test continues and we receive valuable feedback from customers and associates, we could see COWM move into areas across the store, such as the electronics department.
- Associates use handheld, cellular devices and Bluetooth printers to check out customers and provide an electronic or paper receipt on the spot.
- Customers no longer need to venture inside the physical store to pay for items like mulch, soil and flowers, saving them valuable time.

Blog (video embedded): <https://news.walmart.com/2018/04/19/walmart-launches-check-out-with-me-a-new-service-designed-to-save-customers-time>

FAST Unloader - Today, product is unloaded as it arrives at the store through a complex, highly manual process that has seen little innovation over the last 20 years – until now. We're currently testing a new system in our backrooms known as FAST that automatically scans and sorts items based on priority and department, allowing our associates to spend less time unloading trucks in the back room and more time on the sales floor with our customers. When combined with our people and data from innovations like the Bossa Nova scanner, we're able to move inventory from the back room to the sales floor more quickly – ensuring items are available when our customers need them.

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- This new FAST Unloader system automatically scans and sorts items based on priority and department.

How it works:

- Items are removed from the truck using the FAST Unloader
- Items move down a conveyer system for department sorting
- Out-of-stocks are sorted by the machine for prioritization
- Carts are nested with the unloader
- 20.5 cases per minute
- Trucks are unloaded in 2 hours or less

The old system:

- Items were manually unloaded from the truck
 - Manually placed into carts
 - Associates had to determine what to do with the package (what department does it go to?)
 - Does the product stay in the back room or is it needed on the floor now?
 - Is this a priority item?
 - No connection point between technologies and the unloading process like we have today
 - Lots of walking back and forth from the sales floor to determine where product should go
- This new FAST unloading process allows our associates to spend less time unloading trucks in the back room and more time on the sales floor serving our customers.
 - The FAST Unloader is made in the USA.

Video: <https://news.walmart.com/videos/fast-footage-b-roll>

Grocery Pickup and Delivery - Customers more and more are viewing time as a new form of currency. We're always out to help our customers, and that means we need to now help them save time *and* money.

- We're saving customers time by leveraging new technology and connecting all the parts of our business into a single seamless shopping experience: great stores, *easy pickup*, fast delivery and apps and websites that are simple to use.
- The grocery pickup and delivery piece of the equation is about serving customers where they are. Ninety percent of Americans live within 10 miles of a Walmart store, and we serve more than 140 million customers a week, which gives us a unique opportunity to make every day a little easier for busy families.

Why our customers love Grocery Pickup and Delivery:

- Our customers love our online grocery pickup option. It gives them the convenience of shopping online and the ease of quickly picking up groceries without having to leave their cars. The best part: It's all at no additional cost.
- Grocery Delivery is also proving to be a hit with our customers. That's why we're expanding our delivery option to reach more than 40% of U.S. households by the end of the year.
- Associates who pick online grocery orders for customers – personal shoppers – must successfully complete a three-week training and certification course before picking orders for customers.
- It's also easy to use. The site offers ways to save favorites, making it even easier to order next week's groceries.

How it works:

- To order, customers shop online or through a mobile browser at [Walmart.com/grocery](https://www.walmart.com/grocery) to build their online basket and place an order, selecting the most convenient location and time for them to pick up their order.
- After placing their order, customers will receive an email confirmation to let them know the specific location at the store where they will pick up their order (typically in the front or side of the store). We'll also call them to let them know the same information.
- That's when our personal shoppers get to work. Based on the pickup time, they'll begin "picking" items, scanning them as they go to ensure an accurate and complete order.
- For Online Grocery Pickup, our personal shopper will have the customer's order ready for them and keep it chilled or frozen right up until we bring it out to load into the customer's car.
- Once a customer arrives at the pickup location, they can either check in on the app or call a designated number to alert an associate in the store. The entire pickup process is finished in just a few minutes, and customers can be on with their day.
- In the markets where we offer delivery, our team will request a third-party delivery team to come to the store, pick up the customer's order and take it directly to the customer's location.

Where Grocery Pickup and Delivery is going:

- We see comments from customers all the time calling Grocery Pickup a #GameChanger.
- We currently have more than 1,500 pickup locations. By the end of the year, we'll have more than 2,100 locations.
- Right now, we offer Online Grocery Delivery in more than 50 metro areas and will expand to reach 100 by the end of the year.

Delivery Blog: <https://blog.walmart.com/innovation/20180314/knock-knock-whos-there-your-walmart-grocery-delivery>

Pickup Blog: <https://news.walmart.com/2016/06/03/walmart-online-grocery-pickup>

(This is a bit dated, but gives a good overview of what the program is and how it works. Service currently available in more than 1500 stores and more than 40,000 items are available to order through the service.)

Pickup Tower - Based on the overwhelmingly positive response by our customers to our first 170 Walmart Pickup Towers, Walmart is rolling out more than 500 towers across the country by the end of the year. With 700 in operation by the end of the year, this high-tech, time-saving technology will be the norm rather than the exception for busy families looking for convenient pickup solutions of products at Walmart's everyday low prices. Also new this year, the vast majority of the 700 Pickup Towers will be paired with Pickup Lockers to allow for convenience of picking up larger items. We're also testing alternative versions of this technology in markets across the country, which work similar to Pickup Towers but allow for storage of more items.

- We're always looking for new ways to offer more speed and convenience to our customers, and our free pickup service is a popular way for people to save time and money.
- The Pickup Tower and lockers are great examples of how we've tested first-of-its-kind technology and scaled it so it reaches families across the nation as yet another solution to their busy lives.
- The response from our customers and associates has been extremely positive, and we're excited to make this technology even more widely available.

What are the Pickup Towers? How do they work?

- Walmart Pickup Towers are 16 feet tall and function like high-tech vending machines, capable of fulfilling a customer's online order in less than a minute.
- Simply choose from millions of items available on Walmart.com and select the "Pickup" option at checkout. When the item arrives at your local store, an associate loads it into the Pickup Tower and you will receive notification. When you arrive at the store, step up to the Pickup Tower and scan the barcode sent to your smartphone.

How long does the process take?

- From the time customers scan their barcode to the time they receive their order, the entire transaction is complete in seconds.

Why is Walmart offering this service?

- We know speed and convenience are important to our customers, and we're always looking for new ways to bring that to them. Our Pickup Towers are a great example of how we're using new technology to save our customers time and money.

Blog: <https://blog.walmart.com/innovation/20180405/hundreds-more-high-tech-pickup-towers-are-headed-your-way>

Video: <https://news.walmart.com/videos/pickup-tower-b-roll>