



Retail Supply Chain Update

December 23, 2020

Walmart announces new at-home return service

- Right in time for busy holiday returns, Walmart has announced a new service that the company said will make the process a bit more seamless.
- The retail giant is partnering up with FedEx for the first time to roll out, Carrier Pickup by FedEx, which the company says allows customers to return items purchased online from the comfort of home.
- Due to the coronavirus pandemic, many continue to stay home and practice safe social distancing to help stop the spread of COVID-19.
- Walmart's latest service is said to help online shoppers make returns without the hassle of leaving their home or facing potentially long lines and crowds.
- To schedule a return, customers can select which items they are returning from Walmart's website or app, choose a return pickup and appointment date, pack up the items, affix a provided label and wait for a pickup.
- Retail rival Target has a similar policy for returning items delivered via Estes Forwarding Worldwide or FedExFreight. However, customers have to contact Target.com Guest Services to schedule a return.
- Walmart's Carrier Pickup by FedEx is a free service that will continue beyond the holidays.

99% of COVID patients who entered an Iowa hospital in April either worked at a Tyson Foods meatpacking plant or lived with someone who did

- 99% of COVID-19 patients who were admitted into an Iowa hospital in April either worked for Tyson Foods or lived with someone who did, report revealed
- As virus quickly spread in Waterloo, filling up hospital beds at the Peoples Community Health Clinic, officials noticed the staggering pattern in patients
- Staffers were also treating patients who had traveled from two hours away where an outbreak had shut down another Tyson plant in Columbus Junction
- The revelation stems from an outbreak centered around the Waterloo plant that infected more than 1,500 employees, at least eight of whom died
- With contact tracing, cases tied to Tyson Foods have risen to more than 2,500
- According to Black Hawk County Health Department, which includes Waterloo, there are 12,098 confirmed cases in the city with a population of 67,000

H-E-B enables SNAP EBT payments for curbside, delivery orders

- Texas grocer H-E-B has begun accepting electronic benefits transfer (EBT) payments for the Supplemental Nutrition Assistance Program (SNAP) for online grocery orders.

- With the move, customers can now use SNAP EBT to pay for H-E-B Curbside and Home Delivery orders directly on the My H-E-B mobile app and at HEB.com. San Antonio-based H-E-B said the contactless capability is available at all curbside and delivery store locations.

Kroger gears up to administer COVID-19 vaccines

- Kroger Health, the health care arm of The Kroger Co., is moving from preparation to action this week to provide coronavirus vaccinations nationwide across its 2,200 pharmacies and 220 in-store clinics in 35 states.
- The Cincinnati-based supermarket giant said Tuesday that, in the past several months, Kroger Health has worked closely with the U.S. Department of Health and Human Services and Department of Defense, state health departments, pharmaceutical companies and other businesses to get ready for COVID-19 vaccine authorization. With the Food and Drug Administration's recent approval of emergency use for Pfizer-BioNTech and Moderna coronavirus immunizations, Kroger Health said it will take a phased approach in delivering the vaccines, starting with priority populations as defined by federal and state governments.

ShopRite pharmacies to provide COVID-19 vaccines

- Wakefern Food Corp.'s ShopRite chain has joined a pharmacy partnership with the U.S. Department of Health and Human Services (HHS) and Centers for Disease Control and Prevention (CDC) to help administer COVID-19 vaccinations.
- Under the Pharmacy Partnership for Long-Term Care (LTC) Program for COVID-19, HHS and CDC will work with selected ShopRite Pharmacy locations to widen access to coronavirus vaccines in the communities they serve, Keasbey, N.J.-based Wakefern said Monday. The LTC program offers on-site COVID-19 immunizations to residents of nursing homes and assisted living facilities, as well as to LTC facility staff who haven't received a COVID-19 vaccination.

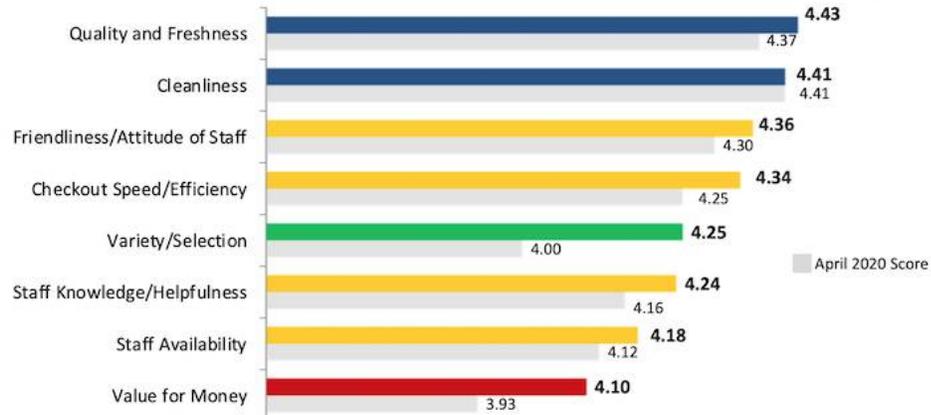
Supermarket customer satisfaction rebounds amid pandemic

- Customer satisfaction with supermarkets is up as both shoppers and retailers have adapted to conditions under the nine-month-old coronavirus crisis, new research from The Retail Feedback Group (RFG) shows.



Core Experience Factors: Pandemic Year Measurements— Supermarkets

Rebound from earlier 2020 findings seen in latest data, especially pronounced in variety and value



Source: U.S. Consumer Research 2020, The Retail Feedback Group



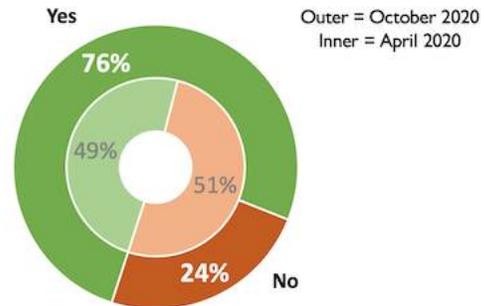
In-Stock Conditions - Items You Wanted To Purchase

“On this visit, for items that the store carries, were they in stock on everything you wanted to purchase?”

Positive In-Stock Conditions Leads To Higher Satisfaction

Yes 4.32 | 45% Highly satisfied

No 3.92 | 27% Highly satisfied

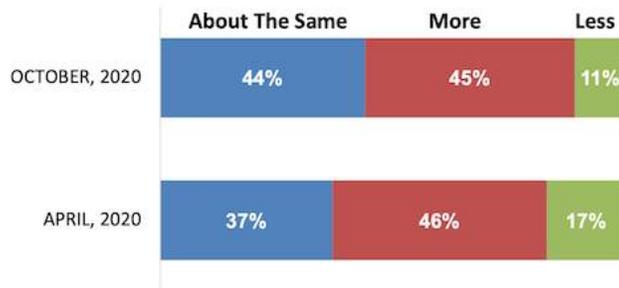


Source: U.S. Consumer Research 2020, The Retail Feedback Group



Expect To Purchase Groceries Online In Next Twelve Months

“In the next 12 months, how much do you expect to purchase grocery items online?”



Source: U.S. Consumer Research 2020, The Retail Feedback Group