

Store Experience



Store experience remains the same – 1 experience for Supercenters and 1 for small formats

- Additional Internal marketing will help drive awareness of the program (e.g. Walmart Radio & SMART TV, posters)
- WMT Associates continue to inform customers of agent availability in accordance with program compliance standards
- HBH Champion remains agents point of contact in stores

Agent Support

- Practice of agent meeting prior to launch with pharmacy manager, store manager, & market director (MHWD) remains intact—it's critical for success
- Issue resolution process from last year remains intact:
 - **Agents:** HBH Champion > FMO > Market Director > MarketPoint
 - **Stores:** Walmart Call Center > MarketPoint Call Center > Walmart Home Office