

To: McMillon, Doug CEO; Board of Directors

From: Heino, Matthew CIO

Date: 4/11/2022

Subject: CRM Project Summary Presentation Invite.

Dear Colleagues,

We are a company that strives to provide the best possible experience to our customers. We want to provide products and services that our customers want and desire. We also strive to maximize our sales to help with the growth of our business. One of our strategic goals is to increase the average transaction amount per customer visit.

We, as a company, strive to be ahead of our competition when it comes to providing goods and services. We want to provide goods that our customers want. To accomplish this we want to make use of the best and most innovative technology. Using technology will make it easier for our customers to purchase what they desire. Our current implementation of software does not seem to maximize the sales that we seek to grow the business. Being at the forefront of e-commerce and brick-and-mortar is paramount to growing and reaching our strategic goals.

The presentation that I am inviting to you will address our strategic goal of increasing the average transaction amount per customer visit. I will go over why this project would be a good endeavor to undertake and what the benefits will be as a result of successful implementation.

The agenda for the meeting will be the following:

- ◆ Introduction to the CRM project
- ◆ A short description of the project
- ◆ Walmart's current financial outlook
- ◆ The financial outlook for the project
- ◆ Summary and questions session

I look forward to seeing you at the presentation. I will be happy to address any questions during the meeting in regards to the project or any other concerns that you may have. Please email me with times that are best for you so I can arrange a virtual meeting.

Regards,

Matthew Heino, CIO