

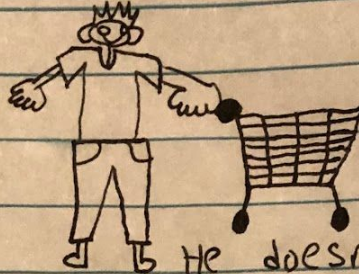
Storyboard - Meet Patel

1.



John Hilbert is 18 and he likes to play video games.

2.



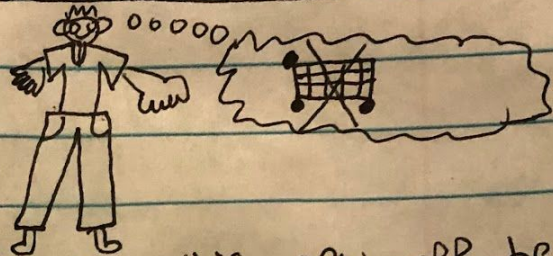
He doesn't like shopping because of the long waiting lines at Costco.

3.



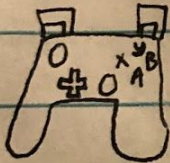
I am really grateful to our new app. John can now shop from home.

4.



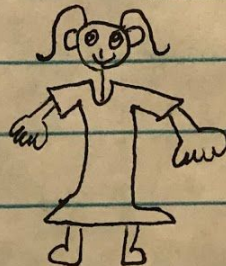
Thanks to this new app because John can now get his groceries delivered b/n 1-2 business day

5.

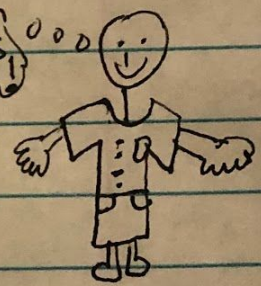


John can now shop for groceries without standing in line and can get online to play video games with friends.

6.



Thanks Mom!



I'm so proud of my son. Finally he's using technology at it's best.

Storyboard - Perkins

1.



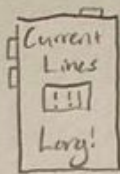
Susan is a very busy mother of 3 who must balance many activities in her day.

2.



She rarely has time to wait in Costco's lines.

3.



Thanks to our new app however, Susan can now check the lines from home!

4.



Thanks to this feature she can now decide whether to go or to have her groceries delivered.

5.



When choosing to deliver she can stay home and do what she needs or just rest!

6.

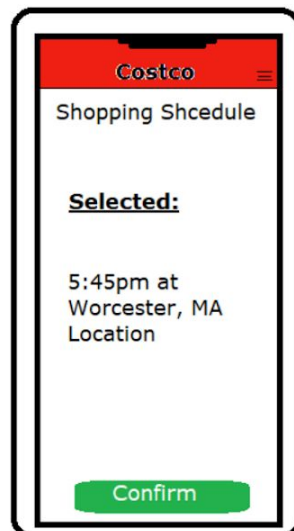


Now Susan has much more time in her day!

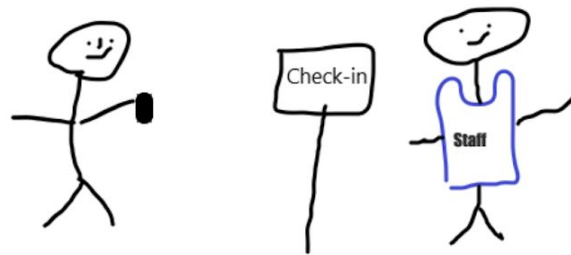
Joseph's Office



Joseph is at work and realizes that he needs to buy groceries at Costco and have enough time to make it 7 o'clock date



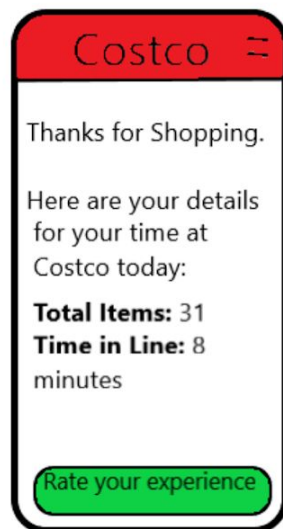
During the day, he uses the Costco app to book a shopping time



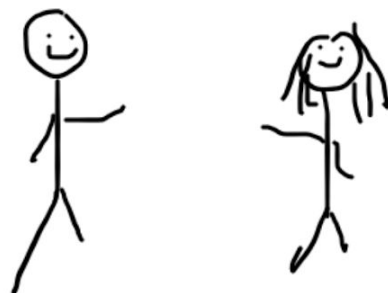
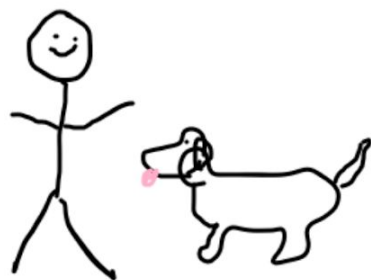
When Joseph arrives at Costco, he checks in with a team member and starts his shopping session on his phone. Here he can learn how long wait times are and can find items with his phone



Before checking out, Joseph enters his cart and item info into a console and places his cart on the scale. He is then directed by signs to go to a specific register.



After Joseph is done shopping, he gets a notification on his phone. He is shown info about his time at Costco that day and is asked to give customer feedback.



Joseph gets home in time to feed his dog. He thought that his experience at Costco that day was short and gave him plenty of time. He made it to his date later that night.



Joseph is at work and realizes that he needs to buy groceries at Costco and have enough time to make it 7 o'clock date

1



During the day, he uses the Costco app to book a shopping time

2



When Joseph arrives at Costco, he checks in with a team member and starts his shopping session on his phone. Here he can learn how long wait times are and can find items with his phone

3



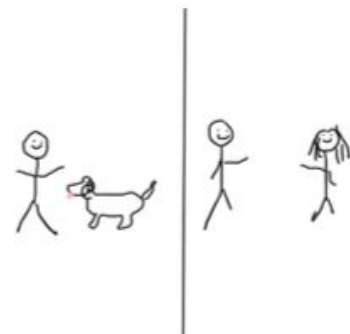
Before checking out, Joseph enters his cart and item info into a console and places his cart on the scale. He is then directed by signs to go to a specific register.

4



After Joseph is done shopping, he gets a notification on his phone. He is shown info about his time at Costco that day and is asked to give customer feedback.

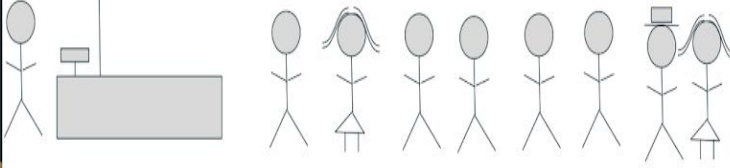
5



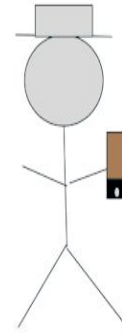
Joseph gets home in time to feed his dog. He thought that his experience at Costco that day was short and gave him plenty of time. He made it to his date later that night.

6

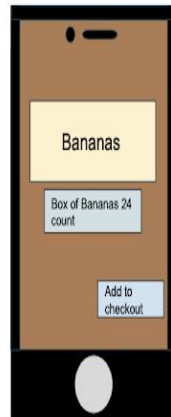
Costco Checkout Line



Jon has been late to a lot of his work meetings due to the long lines at Costco, his favorite places to shop, where he goes almost everyday to make sure he has all the right food in his fridge. The only time he can go to Costco is during his lunch break because they close by the time he finishes work. He is trying to stick to a healthy diet but with the long lines at Costco he just finds himself eating takeout in order to be on time to his meetings.



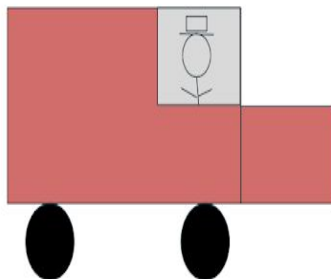
Jon has been trying to find countless solutions to help him with his problem. While scrolling through the app store one day, Jon found the new free Costco app. He immediately downloaded and gave it a try.



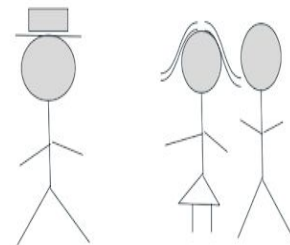
Jon just needs to go on the app and add whatever items he would like to purchase to his cart.



Jon can now put in his order to for items while he is at work and no longer needs to wait in long lines that make him late. He will have his items as soon as he arrives at Costco.



Jon can now drive back to his office where he has a meeting soon know that he will be on time and he has all the items he needs from Costco.



Jon has made it to his meeting on time. He was actually even five minutes early this time. His clients are happy and he is happy. Everyone wins when you use the Costco app to order items online to have them delivered to your car.

