### Monthly Online Spending for Groceries

All Retail Formats and Receiving Methods

<table>
<thead>
<tr>
<th></th>
<th>May '20</th>
<th>May '21</th>
</tr>
</thead>
<tbody>
<tr>
<td>Billions (USD)</td>
<td>$8.3</td>
<td>$7.0</td>
</tr>
</tbody>
</table>

### Methods Used to Receive Online Orders

Percent of Monthly Active Users

- **Delivery**: May '20 - 51.7%, May '21 - 55.3%
- **Pickup**: May '20 - 50.9%, May '21 - 45.6%
- **Ship-to-home**: May '20 - 38.6%, May '21 - 39.8%

### Combined Pickup & Delivery Sales Share

All Retail Formats

- May '20: 79.5%
- May '21: 76.3%

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### Percent of 1st & 4th Time Customers

All Retail Formats and Receiving Methods

<table>
<thead>
<tr>
<th>Order</th>
<th>May '20</th>
<th>May '21</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st</td>
<td>29.2%</td>
<td>22.4%</td>
</tr>
<tr>
<td>≥ 4th</td>
<td>40.3%</td>
<td>43.3%</td>
</tr>
</tbody>
</table>

### Average # of Monthly Online Orders

All Retail Formats and Receiving Methods

<table>
<thead>
<tr>
<th></th>
<th>May '20</th>
<th>May '21</th>
</tr>
</thead>
<tbody>
<tr>
<td>Per Monthly Active User</td>
<td>2.91</td>
<td>2.80</td>
</tr>
</tbody>
</table>

### Likelihood to Use Grocery Service Again

All Retail Formats and Receiving Methods

- **% Extremely/Very Likely**: May '20 - 56.1%, May '21 - 50.0%