



Tuesday Tech Talk

Ordering Online: Grocery Delivery Options

Tuesday, March 17, 2020

In the time of coronavirus with the recommended social distancing and self-quarantining, the ability to receive a delivery of groceries to your door can be absolutely a lifesaver. For now, and in the post-coronavirus future, these services can be a useful tool to save yourself the trouble of heading out to the store. You are very fortunate, living in Alexandria, to have access to a wide variety of online ordering and delivery resources. This is not the case everywhere!

If you are interested in setting up an account with any of these services and need assistance doing so, please contact the AHA office and we will work with you to get it set up and going.

Amazon Options

Amazon offers 5 different options for receiving food delivery. Amazon Prime Fresh and Amazon Prime Whole Foods Market Delivery may have limited availability due to high demand at this time. Prime membership is \$119/year and is required for several of these services.

Regular purchase through Amazon account

- Most items in this category are sold in bulk
- Free delivery with purchase of \$25 or more – you do not have to be a Prime member
- 5-8 business days for delivery

Amazon Prime Fresh

- Subscription service is \$14.99/month – on top of your Prime membership fee (\$119/year)
- Delivery is free for orders over \$35, otherwise \$9.99 per delivery
- Same day and next day generally available, but high demand now may be an issue.

Amazon Prime Now (Whole Foods Market Delivery)

- No upfront fee – it's included in your Prime fee
- Delivery is free for 2-hour delivery on orders over \$35, otherwise delivery fee starts at \$4.99
- Food is sourced from Whole Foods, so you will be limited to what WF offers when placing your order.

Subscribe and Save

- Auto shipping for items you routinely buy on a schedule. You can stop a subscription at any time.
- Discounts available if you purchase 5 or more items like this per month

Amazon Prime Pantry

- No upfront fee – it's included in Prime membership
- Delivery is free for orders over \$35, otherwise \$5.99
- Purchase 10 items and get 10% off the Pantry order.
- Ground shipping – expect 1-4 days delivery time.



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Amazon Prime Pantry (continued)

- There is a subscription option for \$4.99/month and, for that you get free delivery on orders of \$10+.
- Pantry orders are shipped separately from other Amazon orders.

Grocery Store and Similar Options

Most of these services offer a short-term special discount or promotional offer to sign up for the subscription service. That can change from time to time, so check for special offers when you sign up. Note that demand is peaking right now, so delivery timeslots may require waiting a few days for delivery. If you are able to pick up an order at the store you should be able to get that sooner.

For most of these services your fee at checkout is estimated. It can vary depending upon weight of things like fruits and vegetables, discounts, substitutions. You need to accept this reality to use this service.

Giant Peapod – Soon to be called Giant Pickup and Giant Delivers

Can you be home to receive the order? Is there a safe place to leave it? Can you get it inside if it's left at the door? You can get a PeaPod bag that holds your order and keeps it cold if you cannot be home to receive it. No guarantee of same day or next day delivery if time slots are sold out. Plan ahead if you can. You may want to consider placing the order online and then picking up outside the store – they will bring it to your car. "Contact free delivery" is possible – they ring the bell and you leave the order on your porch or doorstep.

Minimum purchase of \$60 required for delivery and \$30 for pickup at the store. Delivery charge is
\$7.95 for orders \$100 and up
\$8.95 for \$75 and up
\$9.95 for \$60-\$75

Create an Account on the giantfood.com website – set up by creating a username and password. Add your Giant card number (optional) and delivery information if seeking home delivery.

There is a subscription option of \$13 for 1 month, \$69 for 6 months and \$99 for 1 year. This gives you a \$7.95 credit on all deliveries, but you are responsible for anything over that (ie. your order is \$65, which is a \$9.95 delivery charge). You do not have to set up a subscription – you can just order as needed and pay the normal delivery charges.

Note that alcoholic beverages cannot be delivered with unattended service.

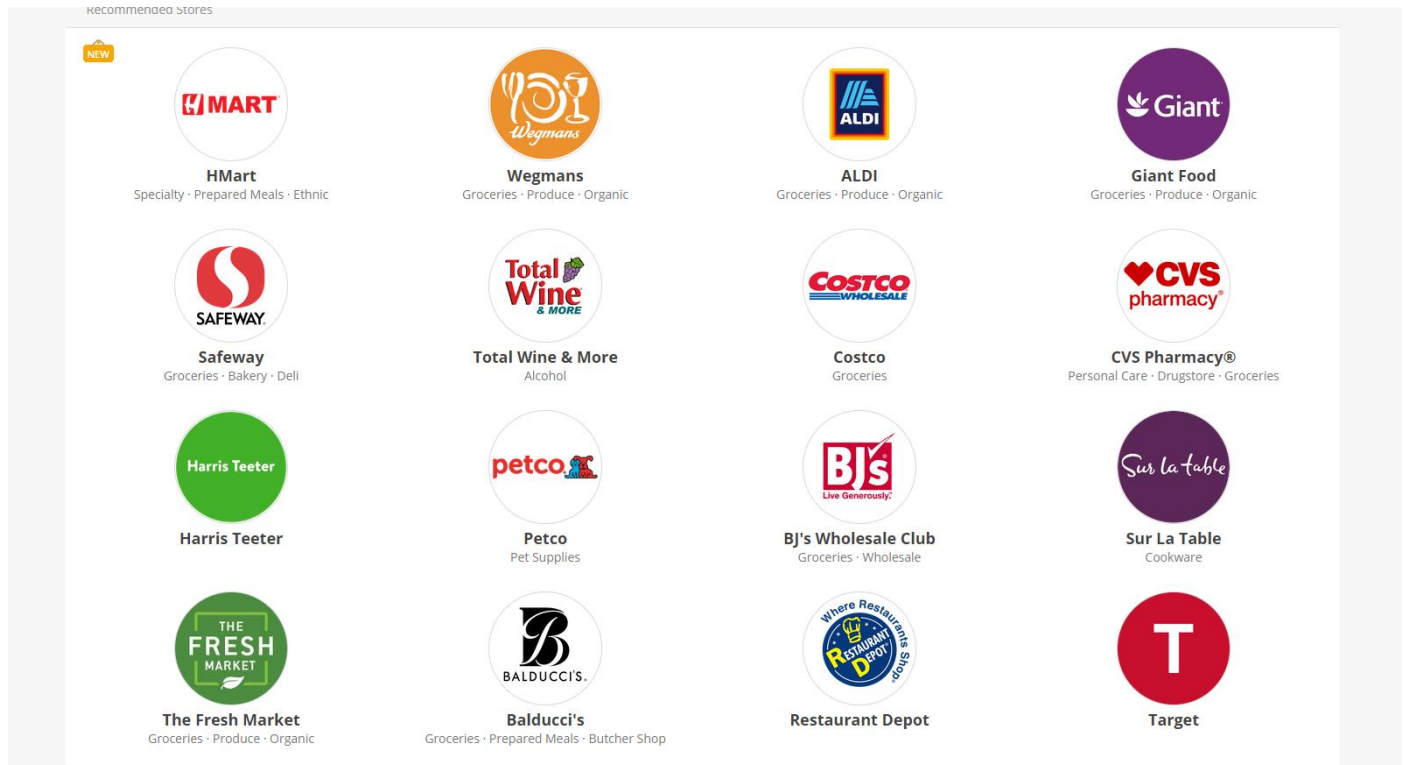
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Instacart

The following stores in zip code 22314 (and surrounding area) are supported. You may order directly on the store website and seek delivery from Instacart. Or you can order from one or multiple stores on the Instacart website. Either way will work.



Instacart

- Create an account using your email to access the site. This may be easier than signing up separately for a variety of stores you may frequent.
- Select your items from each individual store desired – all items will show up in your shopping cart under the heading of the store - and check out. Need to provide name, address, delivery time, phone and payment method. System will offer times available for delivery. Could be 2 hours or up to 6 days in advance.
- Instacart Express is a subscription service that provides for free delivery on orders of \$35 or more, reduced service fees for peak hour delivery, and more. Cost is \$99/year.
- Costco Executive Rewards not available on Instacart orders.
- Driver tip can be added at checkout and says 100% goes to the driver. They are recommending tipping “above and beyond” given the circumstances.
- Offering “Leave at my door” delivery option with a text or email notice when delivered.



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- If you order from multiple stores the delivery time from each one may be different. Note that as of March 14, the first delivery time slot was March 17.

Harris Teeter

Harris Teeter offers opportunities for ordering ahead, delivery and pickup. You can also use Instacart to order from Harris Teeter for home delivery.

HT offers their “ExpressLane” online shopping – for store curbside pickup or for delivery:

- Pickup at the store – shopping fee is \$4.95
- Delivery to your home - \$11.95 on orders under \$50 and \$9.95 for orders over \$50, plus the \$4.95 shopping fee. You must select an open timeslot to schedule delivery.
- Monthly subscriptions for ExpressLane is \$16.95 and annual subscription is \$99.95. This entitles you to place unlimited orders online and curbside pickup without additional fee.
- Set up an account providing all your contact information and establish username and password.

Safeway

Like Harris Teeter, Safeway offers online ordering with curbside pickup and delivery options.

1. Minimum order for curbside pickup or delivery is \$30. There is a charge of \$4.95 shopping fee for all orders.
2. Drive Up and Go service is available for orders placed online providing you with curbside pickup. If you pick up there is no delivery fee, just the \$4.95 order picking fee.
3. Delivery fee is typically \$9.95. It may be less for orders over \$150. Your first delivery is free when you use the checkout code FREE on your first order.
4. If you opt to use Rush Delivery by Instacart to shop Safeway, Instacart fees apply.
5. Signup is easy online asking you to provide your contact information and if you have a loyalty card, include that information to get those savings. Payment is always made online.

Fresh Direct/FoodKick

Based in NYC, Fresh Direct and FoodKick have expanded beyond NYC to the Washington DC area and both provide home delivery of fresh and pantry foods. For both, the minimum order is \$30 and delivery fee is \$7.99 for FreshDirect and \$4.99 for FoodKick. FreshDirect offers a wide range of food options, while FoodKick is intended for immediate need and is delivered same day.

1. DeliveryPass subscription service offers unlimited free deliveries, timeslot reservations and various other perks. Free deliveries for 60 days may be offered to encourage signups. Options are:
 - DeliveryPass – 6 months - \$79 – can schedule anytime during the week



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- DeliveryPass – 6 months - \$39 – must schedule for Tues-Thurs delivery
 - DeliveryPass – one year - \$129 – can schedule anytime during the week
2. For regular Fresh Direct ordering, signup is easy and you do not have to subscribe – you can order and expect to receive your Fresh Direct order on the day selected. As of March 14, the first open delivery window was Thursday, March 19.

AHA Can Help

In normal times, AHA volunteers routinely take members food shopping, pick up and deliver orders already placed online, and pick up prescriptions or other drug store items on behalf of members. We expect to continue to be able to help members with these services. If you are staying at home and need help getting groceries please call the AHA office and we will do whatever we can to help you – whether it be securing volunteer help or helping you set up an online ordering account so you can get home delivery.