



Tips for Getting Groceries & Essential Items from Amazon

Circumvent Common COVID-19 Challenges

Based on feedback from ANCOR members, we know one of the challenges of COVID-19 is your ability to have groceries and other essential items delivered to the homes of the people you support within a reasonable timeframe. With your feedback, we worked with the team at Amazon** to identify solutions to the sticking points you raised and tips for navigating around some of the supply chain challenges wrought by the coronavirus crisis. Consider these five tips if you're experiencing challenges procuring groceries and other essential items.

1. **Avoid minimum order requirements by knowing your grocery options.** Three well-known Amazon grocery shopping options—Prime Pantry, Amazon Fresh and Whole Foods Market @ Amazon—have \$35 minimum order requirements to qualify for free shipping. However, if you search for and add individual grocery item(s) to your cart like you would any other item, you won't need to reach the \$35 minimum. If the item is in stock, Prime members will qualify for free expedited shipping.
2. **Establish a Prime account to facilitate cheaper, faster (sometimes free!) delivery.** Delivery times for certain items from Amazon are prolonged due to the COVID-19 crisis. If you aren't already a Prime member, becoming a member unlocks several benefits, including free or discounted expedited shipping on in-stock items. Prime membership starts at \$119 annually; discounted memberships are available for students and customers with Medicaid and/or EBT cards.
3. **Upgrade to Business Prime to avoid quantity limitations.** Because COVID-19 is causing significant shortages of select products, Amazon and other major retailers have limited the quantities of certain items that customers can purchase. One way to circumvent these quantity limitations is to use [Business Prime](#). Pricing starts at \$69 annually depending on the number of users on your account, and Business Prime members' quantity limits are higher or, in some cases, waived entirely.
4. **Know your other options.** You may be accustomed to using Amazon to procure necessary products, but like other retailers, their supply chains are impacted by the COVID-19 crisis. At the same time, other retailers (online retailers, as well as those with brick-and-mortar stores in your community) may have the products you need. Therefore, please be aware that other stores have introduced or expanded their delivery options, and may be able to deliver what you need on the timeframe you need it.
5. **Tell ANCOR which essential items you're struggling to procure.** If items you consider essential are shown as "in stock" on Amazon's website but quoted delivery times are too long and you can't find the item(s) elsewhere, [please complete this quick form to let us know](#). ANCOR will share your feedback with Amazon, which has pledged to work with us to prioritize product deliveries for people with disabilities where possible.

For More Information

Email Sean Luechtefeld, ANCOR's Communications Director, at sluechtefeld@ancor.org.

*** This document offers tips for Amazon ordering because of Amazon's status as one of the nation's largest home-delivery retailers. It does not represent an endorsement by ANCOR of Amazon's products or services.*