

This was Sandy's experience. April 29, 2020.

This was my good experience using Publix grocery home delivery and how you can do it as well. I muddled my way into it so this is the streamlined version. I cannot replicate the scenario in this message because Publix now recognizes me when I go back to their site. So much for long- & short-term memory.

1. Go to www.publix.com and sign up for an account with name, password, email, cell telephone number [need for texting].
2. I had done this a couple of years ago for pre-ordering sub sandwiches so know that I had to pick a location so used 'South Vero Square' around the corner from Vista Royale. Fill in only the parts of the profile you feel comfortable with or are necessary.
3. Google: 'how to get home delivery from Publix' and there are a number of sites to read if you so desire and are more comfortable doing so.
4. Go to www.Instacart.com and sign up, again with a name, password and pick whether you want an annual fee of \$99 or monthly for \$9.99. I believe that there is an additional fee if you do not purchase \$35 or more. Obviously, you will have to give them credit card information.
5. NOTE: Make sure that you are committed to ordering as they will charge your credit card immediately.
6. I chose the monthly as you can stop it anytime, which I will do in a couple of weeks when I either go north or feel better about shopping myself. Do this before you start shopping so that you do not have to do it in the 'check-out' routine.
7. Now that all the business end is done, you can start shopping.

You can shop by Departments where you can see every category and then every item in that category---thousands. I found that really time consuming and found that typing in what I wanted in the search bar at the top was the easiest and faster way to do it as I did have a definite list of what I wanted. Some items were on sale and some were out of stock. ½ gal of milk was limited to 1, but it let me also buy a quart of milk and a qt of shelf stabilized milk as well. [Good item for emergencies or hurricane season]

You need a driver's license for ID if you buy wine..... which I did. That was one of the items that they asked to substitute during the shopping phase which worked fine as it was the same price and a familiar item. One of the good things was I could buy only 1 banana, 1 sweet onion or 1 summer squash, etc. as I was only buying for myself. I was even able to buy deli bread and a hot chicken. I did not happen to buy any meat except bacon, but meat was available.

When I was finished, I took a really good look at my cart to make sure that I had clicked on the correct size, amount or weight of each item.

Curbside pickup was not an option for my location, so you have to make sure that you give them the correct address, and an available time from the choices. I did my shopping quite late one night and was lucky enough to get delivery the next afternoon.

You will be able to see your whole order for review before you finalize the transaction and start shopping. They will also send you a complete estimate receipt by email.

Delivery: I got a notice of time and a text when my shopper started. I sat and followed the shopper as she picked up the items or had to substitute. You have to accept the substitutions or remove them. I did them as she shopped. A couple of things were out of stock with no substitute. When she was finished you were notified of the total for checkout. A one point you were given the opportunity to add a tip and they did it by percentage. I am on the 2nd floor and had a lot of heavy items so I was generous. Now for delivery; she texted that she would be delivering in 10 min and I would need my ID for the wine. She arrived with mask and gloves and need two trips to lug my order to my door and she set them inside where I indicated. [probably 4 trips for me] One of my neighbors had them leave it outside; don't know if they would put on your counter if you were unable to carry them yourself..... probably. My cold items came in a plastic bag which my shopper had in an insulated bag. I did not get anything frozen, but imagine that works as well. The shopper will give you the regular cash register slip of everything that you purchased and how much you saved and spent.

After you have done it once you can then go to : <https://delivery.publix.com/store/publix/storefront> or just www.publix.com and they remember some of the things you bought last time and will have them on your screen for easy choices. If you designated 'favorites' as you shopped the first time, that list will show up as well when you click on that button. That would make it faster the next time.

All in all, it worked well after I figured it out; time consuming the first time. Hopefully I will not need to do this again and can cancel my Instacart subscription before the month ends. My daughter used something similar in Vermont when she broke her leg, but she had someone do a curbside pickup for her.

Think through what you need and/or want [chocolate] [wine]..... the site shows pictures of most everything so you will recognize exactly what you are considering.

Stay safe and sane..... Sandy McKenny