



Learn More



What is the Service Amount?

What is the service amount?

Instacart uses the service amount to provide high guaranteed commissions to shoppers on the platform. This payment is not a tip and won't go directly to the shopper delivering your order.

Why does Instacart use a service amount?

Instacart is different than other delivery services because multiple shoppers may be involved in a single order. Some shoppers work in stores, for example, while others are involved in driving to deliver an order.

The service amount is used to pay this entire set of shoppers. Furthermore, it helps to ensure that all shoppers are compensated fairly and competitively, and that shoppers are working collectively toward the common goal of providing an excellent experience for all customers throughout the entire order process.



Learn More

and that shoppers are working collectively toward the common goal of providing an excellent experience for all customers throughout the entire order process.

Should I still tip the shopper delivering my order?

Additional tipping is optional. The entire amount you select goes directly to the shopper delivering your order.

Why is there a service amount and a tip?

The service amount is distinct from a tip. Instacart uses the service amount to provide higher guaranteed commissions to all shoppers on the platform. This will help us ensure that shoppers no longer rely on unpredictable tips for the majority of their compensation. Leaving a service amount is optional, and you may set the service amount to \$0 in the checkout flow before you place your order.

If you wish to include an additional tip for exceptional service performed specifically by the shopper who delivered your order, you may do so on our online platform, or in cash.