

How Prime Day went, and how holiday shopping will go

AUDIO |

Daniel Keyes and Andrew Lipsman

Business Insider Intelligence research analyst Daniel Keyes and eMarketer principal analyst at Insider Intelligence Andrew Lipsman discuss how Amazon's Prime Day went and what to expect from holiday shopping this season. They then talk about miniature Ulta Beauty shops inside Target stores, the health of retail in 2021, and whether in-garage delivery can rival curbside pickup.

Coronavirus Impact: Delivery Services US Adults Are Likely to Use During the Upcoming Holiday Season, 2019 & 2020

% of respondents

	2019	2020
Standard delivery	62%	73%
Same-day or next-day delivery directly by the retailer	-	43%
Click and collect	34%	35%
Curbside pickup	11%	27%
Batching or combining orders of shipping	13%	20%
Same-day or next-day delivery through a delivery service	-	15%
Buy digitally, pick up in locker	8%	10%
Personal shopping assistant services	5%	8%

Note: 2019 n=4,410; 2020 n=4,012

Source: Deloitte, "2020 Holiday Retail Survey," Oct 20, 2020

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