

## **Reflection Document**

When working with Ollama (using the local gemma3:27b model), prompts were executed against a directory of requirement PDFs that had been pre-scraped and indexed. For both zero-shot prompting (asking simply to “generate use cases for a food delivery application”) and careful prompting (using a strict template with formatting rules and exclusions), Ollama produced outputs, but its zero-shot results were often inconsistent. Headings occasionally included colons, and Main Flow steps sometimes collapsed into single lines without proper [S#]/[A#] references. With the carefully engineered prompt template, Ollama’s structure improved, though it still required some iterations to enforce strict compliance. The strength of the Ollama approach is that it runs locally and securely on your own machine, but it relies heavily on prompt engineering to achieve consistent formatting.

With ChatGPT, the same experiment was repeated against the same directory of requirement PDFs. Zero-shot prompting produced more coherent and polished outputs compared to Ollama, but like Ollama, it tended to improvise and sometimes introduce duplicate functionality. However, when given the carefully designed prompt template, ChatGPT was quicker to adapt, consistently following the requested headings, numbering, and [S#]/[A#] linkage. The careful prompt eliminated most formatting drift, and the outputs required less manual cleanup than those from Ollama. The trade-off is that ChatGPT requires an internet connection and API or UI access, but its alignment to instructions is more reliable out of the box.

Overall, the main difference lies in formatting discipline and reliability: both models benefit significantly from careful prompting, but ChatGPT demonstrates stronger default adherence to structural requirements. Ollama is effective for offline, private workflows, but requires stricter prompt templates and more trial and error to reach the same level of polish.

## **Total LLM usage cost**

Ollama = ~\$0.31 (785w of system power usage for 4 hours testing and making changes to code base for more dynamic prompt engineering (3.14 kWh x \$0.10/kWh = \$0.31))

2x ChatGPT Pro accounts @20\$/month = 40\$

**Total Cost = \$40.31**

# **OLLaMA Use Cases**

## **Zero-shot prompting**

**Output: (note that some formatting may have gotten lost through copy-paste)**

### **1) Browse Restaurants by Location**

Preconditions: User has app or web; location permission granted or address entered.

Main Flow:

1. User opens "Browse."
2. System resolves serviceable location.
3. System returns restaurant list with ETA, fees, ratings.
4. User applies filters (cuisine, price, dietary).
5. User opens a restaurant detail page.
6. System loads menu and availability.

Subflows: A) Address entry/validation. B) Filter/sort application.

Alternative Flows: A1) Out-of-zone → show pickup/alternate address. A2)

Location failure → manual address entry.

### **2) Build Cart & Customize Items**

Preconditions: Restaurant open; menu loaded.

Main Flow:

1. User selects an item.
2. System shows options (size, add-ons) and allergens.
3. User customizes and adds to cart.
4. System updates cart total, ETA window.
5. User repeats for more items.

Subflows: A) Allergen disclosure. B) Quantity change.

Alternative Flows: A1) Modifier invalid (sold out) → prompt substitution. A2) Item removed from menu mid-session → notify and remove.

### **3) Apply Promotion or Referral Credit**

Preconditions: Cart has items; user logged in.

Main Flow:

1. User opens "Promotions."
2. User enters code or selects available promo.
3. System validates eligibility (min spend, geography, time).
4. Discount applied; total recalculated.

Subflows: A) Referral credit selection.

Alternative Flows: A1) Ineligible → explain rule and suggest actions. A2) Expired → show expiry date and remove.

### **4) Checkout & Payment**

Preconditions: Cart valid; user logged in or proceeds as guest (if allowed).

Main Flow:

1. User reviews order, delivery address, instructions, and tip.
2. User selects payment method.
3. System pre-authorizes payment.
4. User confirms order.
5. System places order and sends confirmation (order #, ETA).  
Subflows: A) Add card / wallet / split payment (if supported). B) Address edit.  
Alternative Flows: A1) Payment decline → retry or new method. A2) Address undeliverable → prompt update or pickup.

## **5) Restaurant Acceptance & Prep**

Preconditions: Order submitted; restaurant online.

Main Flow:

1. System forwards order to restaurant POS/tablet.
2. Restaurant accepts order and sets prep time.
3. System updates ETA for user and dispatch.
4. Kitchen begins prep; status changes to “Preparing.”  
Subflows: A) POS acknowledgment.  
Alternative Flows: A1) Restaurant rejects/doesn’t respond → auto-reroute to same brand/nearby or cancel + refund. A2) Item out-of-stock → substitution flow.

## **6) Item Substitution Approval**

Preconditions: Restaurant flags out-of-stock item.

Main Flow:

1. System proposes substitute(s) with price delta.
2. User gets push/in-app prompt to approve.
3. On approval, total updates; prep continues.  
Subflows: A) Auto-approve based on user preference.  
Alternative Flows: A1) User declines → remove item and recalc minimums. A2) No response by timeout → default policy (remove or closest substitute).

## **7) Driver Assignment & Pickup**

Preconditions: Order in “Ready soon”; drivers available.

Main Flow:

1. Dispatch scores nearby drivers (distance, rating, capacity).
2. Best-fit driver offered the trip.
3. Driver accepts; system shares pickup details and parking notes.
4. Driver arrives and verifies order code/bag count.
5. Driver departs; status “On the way.”  
Subflows: A) Batch two orders same route.  
Alternative Flows: A1) No driver accepts → escalate incentive or extend ETA.  
A2) Driver arrives and order not ready → wait policy triggers.

## **8) Delivery to Customer**

Preconditions: Driver en route; address valid.

Main Flow:

1. System provides navigation and gate/delivery notes.
2. Driver arrives, completes handoff (meet at door or leave at door).
3. Driver takes proof photo (if leave-at-door).
4. System marks delivered; user notified; receipt finalized and tip editable (if policy allows).

Subflows: A) PIN/ID check for alcohol.

Alternative Flows: A1) Customer unreachable → timed attempts → support workflow. A2) Wrong address discovered → contact customer → reroute or return.

## **9) Order Issue & Refund/Redelivery**

Preconditions: Delivered; user reports problem within window.

Main Flow:

1. User opens “Help” and selects issue (missing item, cold food, late).
2. System gathers evidence (photos, timestamps, route).
3. Policy engine proposes resolution (partial refund, credit, redelivery).
4. User accepts; system executes and logs case.

Subflows: A) Human CSR escalation.

Alternative Flows: A1) Abuse heuristics trigger manual review. A2) Redelivery unavailable (store closed) → credit/refund only.

## **10) Scheduled Order**

Preconditions: Restaurant supports scheduling.

Main Flow:

1. User selects future date/time window.
2. System validates restaurant hours and driver supply.
3. System collects payment authorization.
4. At prep time, order auto-releases to restaurant.
5. Standard assignment, pickup, and delivery proceed.

Subflows: A) Edit/cancel before cutoff.

Alternative Flows: A1) Restaurant changes hours → prompt user to reschedule or switch venue. A2) Driver shortage → expand window or offer pickup.

## **Careful Prompting**

**Output: (note that some formatting may have gotten lost through copy-paste)**

### **UC1 Rider Safety Reporting**

A rider reports a safety incident during delivery.

#### **Preconditions**

Rider is actively assigned a delivery.

#### **Main Flow**

The rider accesses the safety reporting feature within the app. [S1] [A3]  
The rider selects incident type and provides details (location, description, photos). [S2]  
The app transmits the report to the designated safety response team. [S3] [A1]  
The system updates the rider's status and monitors their wellbeing. [S4] [A2]

#### **Subflows**

[S1] Access Safety Feature: Tap safety button on delivery screen.  
[S2] Incident Details: Select from pre-defined categories, enter detailed description.  
[S3] Report Transmission: Data sent to safety team, incident logged.  
[S4] Status Update: Rider's status is monitored and any support provided.

#### **Alternative Flows**

[A1] No Network Connection: App stores report locally and transmits when connection is restored.  
[A2] Emergency Situation: App facilitates direct call to emergency services.  
[A3] False Alarm: Rider can cancel report if it was submitted in error.

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### **UC2 Sustainable Packaging Selection**

A customer selects a sustainable packaging option.

#### **Preconditions**

Customer is browsing a restaurant's menu.

#### **Main Flow**

The customer views a "sustainable packaging" option during menu browsing or checkout. [S1] [A1]  
The customer toggles the option on/off. [S2] [A2]  
The app displays the impact of the choice (e.g., estimated carbon offset). [S3]  
The order is submitted with the selected packaging preference. [S4] [A3]

#### **Subflows**

[S1] View Packaging option: Displayed on menu/checkout page.  
[S2] Toggle Preference: User selects eco-friendly packaging.  
[S3] Impact Display: Show estimated carbon offset.  
[S4] Order Submission: Preference included in order details.

#### **Alternative Flows**

[A1] Restaurant Doesn't Support: Indicate unavailable option.  
[A2] Additional Cost: Show price increase.  
[A3] Packaging Unavailable: Notify user of packaging restrictions.

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### **UC3 Restaurant Order Issue Prediction**

The system predicts potential delivery delays.

#### **Preconditions**

Customer has placed an order.

#### **Main Flow**

The system analyzes order volume, restaurant prep time, and traffic. [S1]

The system predicts potential delays. [S2] [A1]

The system proactively notifies the customer of a revised ETA. [S3] [A2]

The system alerts the restaurant and rider. [S4] [A3]

#### **Subflows**

[S1] Data Analysis: System analyzes key data points.

[S2] Delay Prediction: System calculates a probable ETA.

[S3] Customer Notification: App sends push notification with updated ETA.

[S4] Restaurant/Rider Alert: App notifies parties of potential issues.

#### **Alternative Flows**

[A1] No Delay Predicted: Continue with estimated delivery time.

[A2] Significant Delay: offer cancellation or refund.

[A3] Rider Unassigned: System attempts to find an alternate rider.

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### **UC5 Dynamic Rider Compensation**

The system calculates and adds additional compensation for excessive wait times.

#### **Preconditions**

Rider is waiting at a restaurant for an order.

#### **Main Flow**

The system detects excessive wait time at the restaurant. [S1] [A1]

The system calculates additional compensation based on duration. [S2] [A2]

The system updates the rider's earnings and displays the adjustment. [S3]

#### **Subflows**

[S1] Wait Time Detection: System tracks rider's location and order status.

[S2] Calculation: Compensation is calculated based on predefined rates.

[S3] Earnings Update: New earnings information is displayed in rider app.

#### **Alternative Flows**

[A1] Wait Time Below Threshold: No additional compensation is added.

[A2] Technical Error: Manual adjustment by support team.

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### **UC6 Dietary Restriction Filtering**

The system filters restaurants and menu items based on user dietary restrictions.

#### **Preconditions**

User has defined their dietary restrictions in their profile.

#### **Main Flow**

The user browses restaurants or menu items. [S1] [A2]

The system filters options based on the user's profile. [S2] [A1]

The user views filtered options. [S3]

#### **Subflows**

[S1] Browse Menu: User views restaurants or menu items.

[S2] Filtering: System cross-references user restrictions with menu data.

[S3] Display options: User sees only approved items.

#### **Alternative Flows**

[A1] No options Available: Notify user of limited options.

[A2] Restrictions Not Found: Prompt user to update profile.

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### **UC7 Rider Feedback on Prep Times**

A rider submits feedback on restaurant preparation times.

#### **Preconditions**

Rider has completed an order pickup.

#### **Main Flow**

The rider is prompted to provide feedback on prep time. [S1] [A1]

The rider selects a rating or enters a comment. [S2] [A2]

The system aggregates feedback and alerts platform. [S3]

#### **Subflows**

[S1] Prompt Feedback: Display feedback request after pickup.

[S2] Submit Rating/Comment: Rider provides feedback.

[S3] Aggregation/Alert: System analyzes and flags poor performance.

#### **Alternative Flows**

[A1] Rider Skips Feedback: No data is collected.

[A2] System Error: Manual reporting to support team.

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### **UC8 Realistic ETA Management**

The system provides realistic ETAs and manages customer expectations.

#### **Preconditions**

Customer has placed an order during peak hours.

#### **Main Flow**

System calculates ETA based on real-time data. [S1] [A1]

System proactively notifies customer of potential delays. [S2]

Customer receives updated ETA and accepts or cancels order. [S3] [A2]

#### **Subflows**

[S1] ETA Calculation: Based on data on traffic, restaurant prep time, and rider availability.

[S2] Proactive Notification: Push notification to customer.

[S3] User options: Accept new ETA or cancel order.

#### **Alternative Flows**

[A1] No Delay: Original ETA maintained.

[A2] Order Cancelled: Refund initiated.

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### **UC9 Gig Worker Resource Access**

The system provides access to resources for gig workers.

**Preconditions**

Rider accesses the support section in the app.

**Main Flow**

Rider navigates to the support section. [S1] [A2]

Rider selects desired resource (insurance, tax guidance, etc.). [S2] [A1]

System redirects rider to appropriate provider. [S3]

**Subflows**

[S1] Navigation: Rider navigates to the support section.

[S2] Resource Selection: Rider chooses the needed resource.

[S3] Redirection: The system redirects the rider to a third-party provider.

**Alternative Flows**

[A1] Resource Unavailable: Display error message.

[A2] Technical Error: Manual support from the app.

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**UC10 Service Comparison**

The system allows a user to compare different delivery services.

**Preconditions**

The user is in the selection section of the application.

**Main Flow**

The user selects "Compare Services". [S1] [A1]

The system presents a table comparing different services. [S2] [A2]

The user makes their selection. [S3]

**Subflows**

[S1] Selection: The user goes to the comparison page.

[S2] System Comparison: The app shows a table with different services.

[S3] User Selection: The user selects their desired delivery service.

**Alternative Flows**

[A1] User does not select: The user continues to browse.

[A2] Error: No services were found.

## **ChatGPT Use Cases**

### **Zero-shot prompting**

**Output: (note that some formatting may have gotten lost through copy-paste)**

Customer Experience 18 Pickup Point / Locker Delivery

18.1 Preconditions

Locker/agent network active.

18.2 Main Flow

1) Customer selects pickup point at UC7.



- 2) Courier delivers to locker/agent.
- 3) System sends code; Customer collects.

#### 18.3 Subflows / Extensions

S1 Refrigerated lockers for perishables.

#### 18.4 Alternative / Error Flows

3a Not collected by SLA return or dispose per policy.

### Customer Experience 19 Address Validation & Normalization (Global)

#### 19.1 Preconditions

UC2 address entry.

#### 19.2 Main Flow

- 1) System validates format per country.
- 2) Normalizes address (postal standards).
- 3) Confirms geo-pin match.

#### 19.3 Subflows / Extensions

S1 Address autocomplete by locality.

#### 19.4 Alternative / Error Flows

1a Unverifiable manual review + proof on delivery.

### Customer Experience 20 what3words / Plus Codes Localization

#### 20.1 Preconditions

Region supports alternatives.

#### 20.2 Main Flow

- 1) Customer enters what3words/Plus Code.
- 2) System converts to lat/long; stores.
- 3) Dispatch and Courier use precise point.

#### 20.3 Subflows / Extensions

S1 Save both formatted address + code.

#### 20.4 Alternative / Error Flows

2a Invalid code prompt correction.

### Customer Experience 21 Multi-Lingual Support Chat & Escalation

#### 21.1 Preconditions

UC13 support incident or general query.

#### 21.2 Main Flow

- 1) Customer selects language.
- 2) Bot/Agent replies in chosen language.
- 3) Escalation keeps language context.

#### 21.3 Subflows / Extensions

S1 Auto-translate with human handoff.

21.4 Alternative / Error Flows

2a MT fails switch to bilingual agent.

Customer Experience 22 Global Content Moderation (Reviews/Photos)

22.1 Preconditions

UC12 review submitted.

22.2 Main Flow

1) System screens content (policy/PII/defamation).

2) Flags routed to moderation queue.

3) Approve, edit (mask PII), or reject.

22.3 Subflows / Extensions

S1 Region-specific legal filters.

22.4 Alternative / Error Flows

2a False positive restore + apology.

Customer Experience 23 Allergen Profile & Cross-Contamination Warnings

23.1 Preconditions

Customer sets allergens/diet.

23.2 Main Flow

1) System highlights risks on menus.

2) Warns of shared-kitchen cross-contamination.

3) Blocks unsafe combos at UC5/UC7.

23.3 Subflows / Extensions

S1 Restaurant certs override with proof.

23.4 Alternative / Error Flows

3a Customer overrides risk require explicit consent.

Customer Experience 24 Halal/Kosher/Vegetarian Compliance Tagging

24.1 Preconditions

Vendor provides certifications.

24.2 Main Flow

1) System ingests cert metadata.

2) Tags items and filters discovery.

3) Displays cert issuer and expiry.

24.3 Subflows / Extensions

S1 Random audits.

24.4 Alternative / Error Flows

2a Cert expired hide tag; notify vendor

## Customer Experience 25 Carbon Footprint & Sustainability Report

### 25.1 Preconditions

Sustainability module enabled.

### 25.2 Main Flow

- 1) System estimates per-order footprint.
- 2) Shows footprint + offset options.
- 3) Aggregates monthly report to user.

### 25.3 Subflows / Extensions

S1 Green delivery preference (bike/EV).

### 25.4 Alternative / Error Flows

1a Data incomplete show range with disclaimer.

## Customer Experience 26 Sustainable Packaging Preference & Fee

### 26.1 Preconditions

Vendors offer eco packaging.

### 26.2 Main Flow

- 1) Customer selects eco packaging.
- 2) System applies fee (if any).
- 3) Vendor packs accordingly.

### 26.3 Subflows / Extensions

S1 Reusable container returns.

### 26.4 Alternative / Error Flows

2a Stockout revert; refund fee.

## Customer Experience 27 Loyalty & Rewards (Earn/Redeem)

### 27.1 Preconditions

UC1 sign-in; program enabled.

### 27.2 Main Flow

- 1) System shows points balance and eligible earn.
- 2) Customer opts to redeem or save.
- 3) System applies redemption; updates totals.
- 4) Post-order, points credited.

### 27.3 Subflows / Extensions

S1 Tier upgrades & perks.

S2 Auto-best value: choose coupon vs points.

### 27.4 Alternative / Error Flows

2a Ineligible items Explain exclusions.

4a Credit fail Queue fix; notify.

## Customer Experience 28 Referral Program & Anti-Gaming

## 28.1 Preconditions

Referral feature on; fraud checks active.

## 28.2 Main Flow

- 1) Customer shares unique link/code.
- 2) Friend signs up and orders.
- 3) System validates device/identity signals.
- 4) Rewards issued to referrer/friend.

## 28.3 Subflows / Extensions

S1 Delayed reward until order completion.

S2 Velocity limits per user/device.

## 28.4 Alternative / Error Flows

3a Suspicious pattern Hold; manual review.

4a Abuse confirmed Revoke, sanction account.

## **Careful Prompting**

**Output: (note that some formatting may have gotten lost through copy-paste)**

### UC1 Rider Safety Reporting

A rider submits a report of a safety issue during delivery.

#### Preconditions

Rider has an active delivery in progress.

Rider has access to the in-app support menu.

#### Main Flow

Rider opens the support menu in the delivery app. [S1]

Rider selects "Report Safety Issue." [S2] [A1]

System logs the report and notifies the support team. [S3]

Support team contacts the rider for assistance. [S4] [A2]

#### Subflows

[S1] Access in-app support from the active delivery screen.

[S2] Select safety-related reporting option.

[S3] System records issue details and sends to central support.

[S4] Support initiates a call or chat with the rider.

#### Alternative Flows

[A1] If the rider is offline, allow report submission once reconnected.

[A2] If rider is in danger, system escalates to emergency services.

### UC2 Sustainable Packaging Selection

A customer opts for eco-friendly packaging during checkout.

#### Preconditions

Customer is reviewing items in the cart.

Restaurant supports sustainable packaging options.

#### Main Flow

Customer proceeds to checkout. [S1]

System displays packaging options. [S2]

Customer selects sustainable packaging. [S3] [A1]

System applies updated packaging preference to the order. [S4]

Subflows

[S1] Transition from cart to checkout process.

[S2] Show available packaging options (standard/eco-friendly).

[S3] Capture customer selection of packaging type.

[S4] Store packaging preference with order metadata.

Alternative Flows

[A1] If eco-friendly packaging is unavailable, display only standard packaging.

### UC3 Restaurant Order Issue Prediction

The system predicts potential order delays or issues using AI.

Preconditions

Customer has placed an order.

System monitors restaurant and rider activity.

Main Flow

System analyzes restaurant prep times. [S1]

System evaluates rider availability. [S2]

System predicts potential issues and updates ETA. [S3] [A1]

System notifies the customer with revised information. [S4]

Subflows

[S1] Gather prep-time data from past and current orders.

[S2] Assess rider capacity and delivery routes.

[S3] Predict delays and update estimated delivery window.

[S4] Send real-time notification to the customer.

Alternative Flows

[A1] If no issues are predicted, maintain standard ETA.

### UC4 Dynamic Rider Compensation

System provides additional rider pay for excessive wait times.

Preconditions

Rider is assigned to an order.

Restaurant has not released the order within the expected time.

Main Flow

System tracks rider wait duration. [S1]

System compares wait time to threshold. [S2] [A1]

System calculates additional compensation. [S3]

System notifies rider of updated earnings. [S4]

Subflows

[S1] Continuously monitor rider check-in timestamp at restaurant.

[S2] Check actual wait time against allowable limit.

[S3] Compute bonus pay based on wait time.

[S4] Display earnings adjustment to rider.

#### Alternative Flows

[A1] If restaurant delay is within threshold, no bonus is applied.

### UC5 Dietary Restriction Filtering

A customer filters menu items based on dietary needs.

#### Preconditions

Customer is browsing a restaurant menu.

Menu metadata includes dietary labels (vegan, gluten-free, etc.).

#### Main Flow

Customer opens menu filter options. [S1]

Customer selects dietary restriction preferences. [S2]

System filters items to match restrictions. [S3] [A1]

Customer views only compatible items. [S4]

#### Subflows

[S1] Access menu filter dropdown.

[S2] Select one or more dietary restriction tags.

[S3] System hides incompatible menu items.

[S4] Display updated menu list.

#### Alternative Flows

[A1] If no items match restrictions, display a “no items found” message.

### UC6 Rider Feedback on Prep Times

Rider submits feedback on restaurant prep times after pickup.

#### Preconditions

Rider has picked up the order.

Feedback option is available post-pickup.

#### Main Flow

Rider completes pickup confirmation. [S1]

System prompts rider for prep time feedback. [S2]

Rider enters wait-time feedback. [S3] [A1]

System stores feedback for restaurant performance analytics. [S4]

#### Subflows

[S1] Confirm pickup in the rider app.

[S2] Display quick feedback prompt.

[S3] Rider selects wait-time rating or comments.

[S4] Store response in analytics database.

#### Alternative Flows

[A1] If rider skips feedback, system records as “no input.”

### UC7 Realistic ETA Management

System adjusts and communicates more accurate delivery ETAs.

#### Preconditions

Customer has an active order.

System has access to real-time traffic and prep data.

#### Main Flow

System monitors restaurant preparation progress. [S1]

System tracks rider location and route. [S2]

System recalculates ETA dynamically. [S3] [A1]

System updates customer with revised ETA. [S4]

#### Subflows

[S1] Fetch prep status updates from restaurant.

[S2] Use GPS to track rider movement.

[S3] Recalculate ETA using live conditions.

[S4] Notify customer via app push or SMS.

#### Alternative Flows

[A1] If data unavailable, fall back to standard ETA estimate.

### UC8 Gig Worker Resource Access

Riders access financial, insurance, and tax resources through the app.

#### Preconditions

Rider has an active account.

Platform integrates with resource partners.

#### Main Flow

Rider navigates to “Resources” section in app. [S1]

System displays available benefits and tools. [S2] [A1]

Rider selects a resource category. [S3]

System redirects rider to partner platform or in-app service. [S4]

#### Subflows

[S1] Open resource hub from rider dashboard.

[S2] Show list of benefits (insurance, tax help, financial tools).

[S3] Rider chooses a specific resource.

[S4] System authenticates and connects rider to partner service.

#### Alternative Flows

[A1] If resource unavailable, system shows “coming soon.”

### UC9 Service Comparison

A customer compares food delivery platforms before ordering.

#### Preconditions

Customer has accounts on multiple services.

Comparison feature is enabled in app.

#### Main Flow

Customer selects “Compare Services.” [S1]

System prompts customer to select restaurants or items. [S2]

System retrieves pricing, delivery time, and fees across platforms. [S3] [A1]

System presents comparison table. [S4]

#### Subflows

[S1] Access service comparison tool.

[S2] Choose one or more restaurants/items.

[S3] Fetch relevant details from linked platforms.

[S4] Show side-by-side comparison.

#### Alternative Flows

[A1] If data from one platform is unavailable, mark as “no data.”

### UC10 Customer Reassurance on Hygiene

System reassures customers about hygiene practices during food prep and delivery.

#### Preconditions

Customer is browsing or checking out an order.

Restaurant and rider hygiene certifications are available.

#### Main Flow

System highlights hygiene badges on restaurant pages. [S1]

System displays packaging and transport hygiene info. [S2]

Customer taps hygiene info for details. [S3] [A1]

System provides reassurance messaging and certifications. [S4]

#### Subflows

[S1] Show hygiene compliance icons beside restaurant names.

[S2] Include notes on food packaging and delivery hygiene.

[S3] Enable customer to expand for full certification info.

[S4] Present government or third-party verification.

#### Alternative Flows

[A1] If certification unavailable, system shows general hygiene statement.