CUSTOMER

Learn

Location-aware Notification

Select Flight

Place

Order

View

Status

Food

Delivery
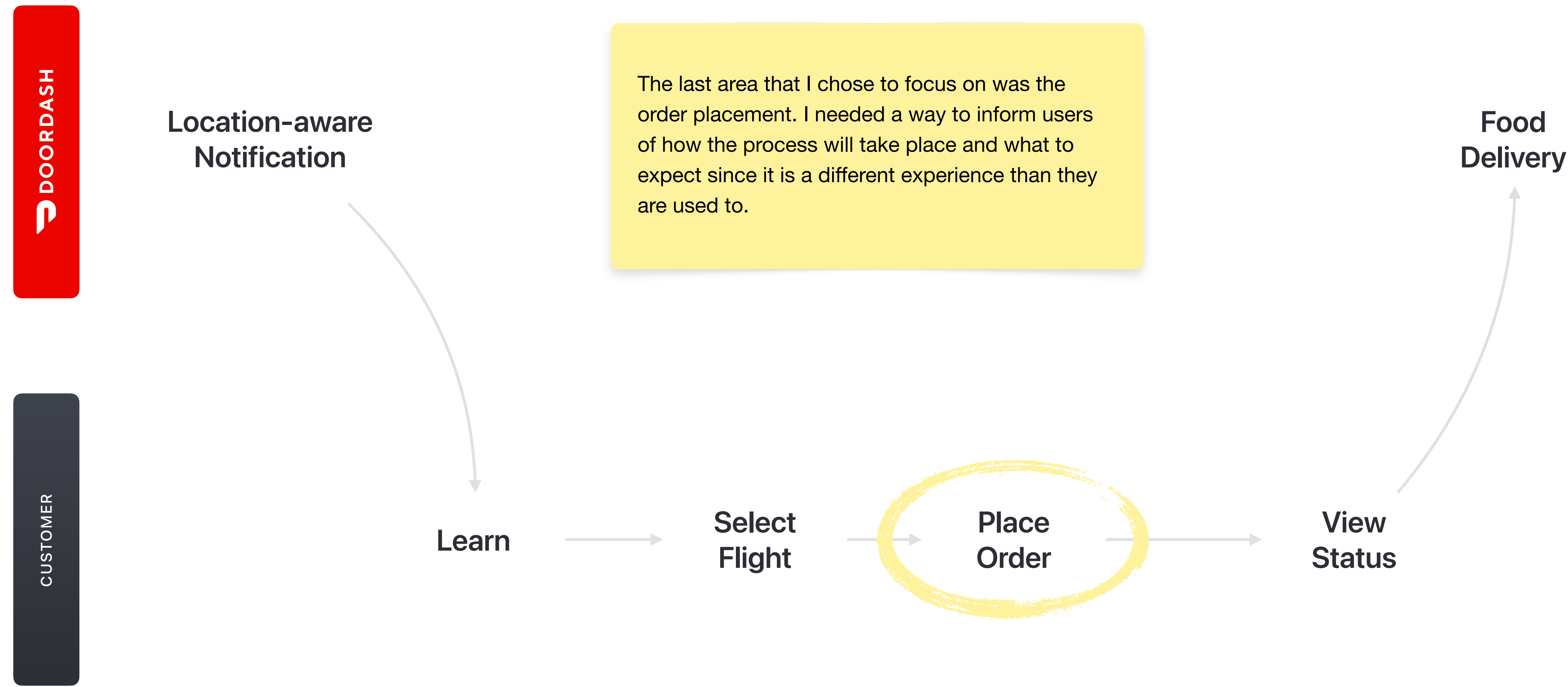
The last area that I chose to focus on was the order placement. I needed a way to inform users of how the process will take place and what to expect since it is a different experience than they are used to.

Journey

CUSTOMER

**Location-aware
Notification**

The last area that I chose to focus on was the order placement. I needed a way to inform users of how the process will take place and what to expect since it is a different experience than they are used to.

**Food
Delivery**

Learn → **Select
Flight** → **Place
Order** → **View
Status**

Inform

Delivery procedure information

I decided that a small banner announcement would be an appropriate method for providing the initial details of how the order will be delivered in order to build trust that the system will work.