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| Name | Ordering food |
| Actor | Customers, the kitchen, clerks |
| Description | Registered users can order food and have the food delivered to them. |
| Preconditions | Users need to access to home page. |
| Normal flow | 1. User access the home page by QR code, URL or app.  2. User must login to their account, if user doesn’t have an account yet, user must create an account, and then login.  3. User views and selects items.  4. User selects where to eat.  5. User pays.  6. User checks out the system.  7. The kitchen receives and confirms the order.  8. The kitchen process the food.  9. Clerk delivers the dishes to the customers. |
| Exceptions | Exception 1: at step 4: If user did not select where to eat, can’t go to next steps. |
| Alternative flow | Alternative 1: at exception 1: Website will notify that user hasn’t select where to have their dishes.  Alternative 3: at step 3: Users can search for specific items.  Alternative 4: at step 5: Users can apply coupon codes. |