1. User requirements are statements in natural language plus diagrams of the services the system provides and its operational constraints. Written for customers. System requirement is a document setting out detailed descriptions of the system functions, services, and operational constraints. Defines what should be implemented so may be part of a contract between client and contractors.
2. Functional requirements are to define what functions should be provided, can only be measured by “exists” or “not exists”. Non-functional requirements are some constraints on system functions, it should be measurable in different levels.
3. Ambiguities:
   1. Not mention the situation of insufficient balance
   2. whether the credit card or the ticket is ejected first
      1. In case the customer forgot to take one of them
      2. The consequence of losing them
   3. Handling on batch purchase
4. reliability and its response time
   1. On reliability:
      1. Every terminal should not have hardware failure more than twice a month
      2. rate of software failure occurrence should under 1/3,000,000 per month
      3. restart and reconfiguration time of any software on the system update should below 2 hours
   2. On response time:
      1. Validation time on credit card payment should below 5 second in busy time slot
      2. The process time of registering the ticket on the database should not be over 5 second