**Q&A | Question to make a clear omitted ambiguous requirements for a**

**Ticket Vendor Machine part of a Smart Ticketing System.**

Q: What types of public transportation are supported by the Ticket Vendor Machine?

A: The Ticket Vendor Machine public transportation, that is Bus.

Q: What are the available payment methods for purchasing a ticket?

A: Users can purchase tickets using Credit Card.

Q: How is a user prompted to begin the ticket purchasing process?

A: When the passenger presses the start button on the Ticket Vendor Machine, a menu display of potential destinations is activated, accompanied by a message prompting the user to select a destination.

Q: How does the ticket purchasing process differ for credit card payments compared to digital wallet payments?

A: For credit card payments, once a destination is selected, the user is requested to input their credit card information. When the credit transaction has been validated, the Ticket Vendor Machine issues a paper ticket with a barcode. For digital wallet payments, after the passenger selects a route, the Ticket Vendor Machine displays a QR Code for the user to scan with their mobile phone and complete the payment.

Q: What information is displayed on the paper ticket issued for credit card payments?

A: The paper ticket issued for credit card payments will have a barcode. (Additional information such as destination, date, time, and fare might be included, but is not specified in the provided requirements.)

Q: What is the process for validating the ticket once it has been issued?

A: Do not specify the process for validating the ticket once it has been issued. It can be assumed that the barcode on the paper ticket or a digital version of the ticket for digital wallet payments may be scanned at the entrance of the transportation facility for validation.

Q: What happens if a credit card transaction is declined?

A: The user would be informed of the declined transaction and prompted to try a different payment method or credit card.

Q: Can a customer buy several tickets for the same destination together or

must they be bought one at a time?  
A: Yes, They can buy as many tickets as they want.

Q: Are there any restrictions on the destinations that users can select?

A: Absolutely no.

A: The system can be supports multiple languages or currencies ?

Q: No, entirely within the territory of Vietnam with languages and currencies respective.

A: How to validate the user authentication ?

Q: We using an electronic chip on the identity card, just be a Vietnamese citizen or "out of the illegal list".

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| List Question | |
| Question | Answer |
| What are the supported model of public transportation ? | Bus. |
| What are supported models of payment ? | Credit card. |
| Can the user select multiple destinations in a single transaction ? | No, only one destination per transaction. |
| What the information should be displayed ? | Destination, amount, date, time, and a barcode. |
| How should the system handle unsuccessful credit card transactions (e.g., insufficient balance, invalid card) ? | Display an error message and prompt the user to try again or choose a different payment method. |
| What information should be displayed on the screen when the QR code is shown for digital wallet payments (e.g., amount, destination, instructions) ? | Amount, destination, and instructions to scan the QR code with the user's mobile phone. |
| How should the system handle unsuccessful digital wallet transactions (e.g., insufficient balance, invalid QR code) ? | Display an error message and prompt the user to try again or choose a different payment method. |

Functional Requirements:

* The machine must be validate the user.
* The ticket vendor machine must be able to issue paper tickets with bar codes.
* The machine must be able to accept different modes of payment, including credit card, QR code payment linked with a banking system, and digital wallet.
* Users must be able to select their destination from a menu display of potential destinations.
* The machine must validate credit transactions for credit card payments and display a QR code for digital wallet payments.
* The machine must be able to print out receipts for completed transactions.

**Non-Functional Requirements:**

* The ticket vendor machine must have a fast response time to ensure that users can purchase tickets quickly.
* The machine must be reliable and able to function without error or interruption for extended periods of time.
* The machine must have a user-friendly interface that is easy to navigate for users of all ages and technological abilities.
* The machine must be secure and protect user data and payment information.
* The machine must be durable and able to withstand frequent use and potential environmental hazards.

Domain Requirements:

* The ticket vendor machine must be able to communicate with the transportation system's servers to verify user information and validate transactions.
* The machine must be compatible with various payment systems and be able to accept different forms of payment from different financial institutions.
* The machine must comply with industry regulations and standards for payment processing and data security.
* The machine must be accessible to users with disabilities and provide appropriate accommodations for their needs.
* The machine must be adaptable to changes in the transportation system, such as new routes or fare structures.