**Problem 1:**

* To quote the specification:
  + 'charges customers for this service based on the weight, volume, origin, destination, and priority of the mail being sent.'
  + AND
  + 'The price customers are charged is based on priority, volume, weight, and destination'
* Here we can see that there's a contradiction in the specification. The first says origin is involved in the price calculation for customers, the second doesn’t say the origin matters for the price calculation for mail.
* How I handled this?
  + I’m going to presume that for the purposes of charging customers internationally, that origin is counted in the calculation but domestically it is not.
  + The reason for this is directly after 'The price customers are charged is based on priority, volume, weight, and destination', it also states that 'All New Zealand domestic destinations are considered the same for the purposes of charging the customer.'
  + This led me to believe that the second statement was trying to say that irrelevant of the origin in New Zealand, the price is the same for customers but internationally it isn’t.

**Problem 2: Ambiguity**

* To quote the specification:
  + 'Domestic air priority and domestic standard priority are the same.'
* What does this mean?
  + Same in terms of charging the customer? Equal priority?
  + Same in terms of domestic standard can be shipped by air?
  + Same in terms of domestic air can be shipped by land?
* How I handled this?
  + Well since I had no idea what it meant, I’m presuming one of my presumptions were correct, so I made scenarios for all three. If the specification isn’t clear I’m going to write tests for all potential meanings and have more failing tests or semantically incorrect tests.
  + It’s not my fault the specification isn’t clear enough.