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| Concepts | Description |
| TVM | It is a ticket vending machine to issue ticket or reload rechargeable card for bus and metro |
| User | Someone who uses TVM as a commuter, an administrator or a negative user as a crook |
| Administrator | Someone who has privilege to manage ticket specification |
| Crook | A negative user how tries to misuse the TVM like a hacker who is trying to steal bank car information |
| Commuter | Someone who comes to TVM and wants to buy ticket or check different fares to travel |
| Registered Commuter | Someone who has registered his/her information in the system and uses their Rechargeable Card to buy ticket |
| Unregistered Commuter | Someone who has not registered his/her information in the system and uses the system anonymously and buy Non-Rechargeable Ticket |
| Student | Someone who has the proof of being a student and is eligible to use reduced fare |
| Regular | Someone who has registered in the system and use Rechargeable Card, but pay regular fare |
| Senior Citizen | Someone who is 65 years old or over and is eligible to use reduced fare |
| Language | The display language of User Interface that can be either English or French |
| Printer | Printer is the device that prints the receipt or provides the non-rechargeable ticket |
| Receipt | It has the confirmation of the transaction and this is the superclass of different kinds of receipt |
| Paper receipt | It is a subclass of receipt which is printed on paper |
| Email | It is subclass of receipt electronically delivered to the user |
| Ticket | It is either a rechargeable or non-rechargeable ticket which users pay for to use metro or bus |
| Ticket Type | It describes number of trips or the duration (e.g. monthly ticket) of the ticket |
| Non-Rechargeable Ticket | It is a temporary ticket for limited use printed on the paper by printer |
| Rechargeable Card | A card which has an expiry date and can be recharged and used multiple times before the expiration date |
| Fare | It includes the price of different plans to buy the ticket |
| Regular | It is regular price of a specific plan |
| Reduced | It is reduced price of a specific plan for special customers such as students or people with certain ages |
| Payment | It is superclass for different modes of payment |
| Bank card | It is a payment method that uses bank card to pay for the ticket fare |
| Cash | It is a payment method that uses cash to pay for the ticket fare |
| Transaction | It debits customer bank card |
| Payment Authentication | It takes the details of the user’s bank card and verify the payment with the bank server |
| Bank Server | It confirms user’s bank card information |