

User Requirements

Functional

1. User Registration & Authentication – Users must be able to create an account and log in securely.
2. Toll Card Purchase – Users should be able to search for, select, and purchase toll cards for various European countries.
3. Multi-Currency Payment Support – The platform should support multiple payment methods, including credit cards, digital wallets, and bank transfers.
4. Real-Time Toll Cost Estimation – Users should receive toll cost estimates based on their travel route.
5. Route Planning & Optimization – The system should provide route recommendations based on toll costs and user preferences.
6. Transaction History & Receipts – Users should be able to view past transactions and download receipts.
7. Account Management – Users must be able to update personal information, manage payment methods, and set preferences.
8. Integration with Navigation Systems – The platform should allow users to link their toll purchases with GPS navigation apps.
9. Notifications & Alerts – Users should receive real-time updates on toll regulations, payment confirmations, and upcoming toll payments.
10. Support for Business Accounts – The system should allow business users to manage multiple vehicles and monitor toll expenses.

Unfunctional

1. Security & Data Protection – The platform must comply with GDPR and ensure the secure handling of user data.
2. High Availability & Reliability – The system should be available 24/7 with minimal downtime.
3. Scalability – The architecture must support a growing user base and expansion into additional countries.
4. Performance Efficiency – Payments and toll card purchases should be processed within a few seconds.
5. User-Friendly Interface – The platform must have an intuitive and accessible design for easy navigation.

6. Multi-Language Support – The system should support multiple languages for usability across Europe.
7. Cross-Device Compatibility – The platform must function on desktop computers, mobile devices, and tablets.
8. Compliance with Legal Regulations – The platform must adhere to national toll rules and financial regulations.
9. Logging & Monitoring – The system should store logs for troubleshooting and performance tracking.
10. Customer Support Integration – A helpdesk or chatbot should be available to assist users.