

METHOD AND SYSTEM FOR PROVIDING A SERVICE AT A SELF-SERVICE MACHINE

ABSTRACT

A system for providing a service at a self-service machine having a device identifier and that does not have internet connectivity or that is in an off-line state includes: a validation server that stores the device identifier, the validation server being in communication with a mobile device of a user, but not with the self-service machine. The self-service machine is configured to: receive a selection of a service; generate a service request identifier for the selected service; add the service request identifier to a list of service requests to be fulfilled; and communicate, to the mobile device by a first direct communication method, service request data including the service request identifier, a terminal identifier of the self-service machine, and an address of a validation server. The validation server is configured to: receive, from the mobile device, the service request data; receive, from an issuer system, a payment network, or an acquirer system, receipt data indicative of completion of a payment transaction request for the service request by the mobile device; and transmit, to the mobile device, the receipt data. The self-service machine is further configured to: receive, from the mobile device, by a second direct communication method, the receipt data; and responsive to validating the receipt data: start the selected service, and remove the service request identifier from the list.

[FIG. 1]