Glossary

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| **Business Terms** | **Descriptions** |
| AAS | Acme Accounting Services |
| Acme Accounting Services | A company responsible for financial procedures such as recording payments of membership fees, suspending members whose fees are overdue, and reinstating suspended members who have now paid what is owed. |
| Addiction | An obsession, compulsion or excessive physical or psychological dependence on some substance such as chocolate. |
| Chocolate | A delicious food made from cacao beans. One of the most popular flavours of the world. |
| Chocoholics Anonymous. (ChocAn) | An organization dedicated to helping members overcome addiction to chocolate. |
| ChocAn Data Center | The building where the main computer (server) of ChocAn is housed. |
| ChocAn Manager | A member of the staff of ChocAn, in a management position, who requires information about the services provided to members during a particular week, as well as the fees to be paid to the providers. |
| ChocAn Operator | A member of the staff of ChocAn who has the role of maintaining the information about members and providers, i.e. adding a new member or provider, updating details and deleting a member or provider who resigns. |
| Consultation | An occasion where a provider renders a service to a member of |
| ChocAn. Dietitian | A health-care professional who compiles a diet tailored for an individual, and monitors his or her progress. |
| EFT | Electronic Funds Transfer |
| Electronic Funds Transfer | A transaction in which an amount of money is transferred from one bank account to another. |
| EFT data | Data to be used to transfer funds electronically from the ChocAn bank account to the providers’ bank account. |
| Exercise Specialist | A health-care professional who compiles an exercise routine tailored for an individual, and monitors his or her progress. Internist A health-care professional who is a medical practitioner specializing in the diagnosis, management and non-surgical treatment of illness. |
| Member | A person who is addicted to chocolate and has joined ChocAn to benefit from the services provided. |
| Member Number | A 9-digit number that uniquely identifies a ChocAn member. |
| Member Status | The status of a member may be Active (the member is up to date with payments and entitled to consultations) or Suspended (the member has not paid fees for at least a month and is not entitled to consultations). |
| Membership Card | A plastic card embossed with the member’s name and number, and incorporating a magnetic strip on which the same information is encoded. |
| Membership Fee | A monthly amount of money that a member must pay to ChocAn to be entitled to consultations with providers. |
| Provider | A health-care professional who provides services to ChocAn members. Before providing a service, the provider can verify that the member has a valid membership card, and is not suspended. After providing a service to a member, the provider bills ChocAn by submitting a claim. |
| Provider Directory | An alphabetically ordered list of service names and corresponding service codes and fees. |
| Provider Form | A Provider has a provider form to keep record of the services that he has provided the members and verifies the amount payable to him at the end of every week. |
| Provider Number | A 9-digit number that uniquely identifies a ChocAn provider. |
| Provider Terminal | A specifically designed computer terminal, similar to a credit card device in a shop, incorporating a card reader that can read the magnetic strip on a member’s card, a keyboard,and a one-line display. |
| Provider Type | The type of provider, namely dietician, internist or exercise specialist. |
| Scheduler | The mechanism that ensures that the accounting procedure is run at set times. The set times are currently midnight on Fridays. |
| Service | A classification of a treatment, consultation or session with a provider. Example, an aerobic exercise session, a clinical session with a Dietitian, or a consultation session with internist. |
| Service Code | A 6-digit code that uniquely identifies a service. |
| Treatment | A synonym for consultation. |