Dictionary of Terms Used:

* CAM: Customer Account Manager
* Instance – the time during which the CAM records all reservations and services added to a customer account, beginning when the customer account is set to “active” and terminating when the customer account is set to “non-active”
* IMS: Inventory Management System
* RTM types:
* SW - software
* HW - hardware
* R – role
* U – general user
* C – customer
* M - management
* B – bar
* G – gym
* S – spa
* H – housekeeping
* C – concierge
* A - administration