**Glossary**

**Customer** : A customer can be a host or a renter according to her/his choice.

**Host**:A host adds own flat to the system.

**Renter**: A renter rents host’s flat which is in the system.

**SysAdmin**: A sysAdmin solves technical problems, bans a customer and check all case of promotion.

**Use Promotion:** It is an advantagewhich is given by sysAdmin to renter.A renter has a promotion pays less money for a flat.

**Rating**: There are two ratings type in this system;given by host or renter about their ideas each other,given for a flat. (For example: 5 stars (excellent),4 stars (very good),3 stars(good), 2 stars(not good) , 1 star(bad) ).

**Reserve Flat :** This action is realizes by renter.This is also a request which must accept or decline from host within a certain time**.**

**Make Payment :** This action is realizes by renter agaisnt host’s flat to use various type of payment such as credit card,debit card.

**Withdraw Balance** : It is transferred money from a renter to a host.

**Search Flat :**  Without a registeration or a login a customer which enters this system searches flat by a city,population,location,address,date.

**List Flat** : Without a registeration or a login a customer which enters this system list flat by price,roomtype,location,address,date etc.

**Open Issue :** An issue which contains a complain with an explaination to the sysAdmin.The complain may contains about a flat or a customer.

**Apply Filter:** Without a registeration or a login a customer may apply search a flat by some criteria such as; price,roomtype etc.

**Report Customer Issue:** An negative topics or comment is entered by customer.It solves by sysAdmin.