**Chocoholics Anonymous (ChocAn):** Organization dedicated to helping people addicted to chocolate.

**Members:** A person who pays a monthly fee to Chocoholics Anonymous in exchange for consultations, treatments, and services with health care professionals.

**Provider:** A healthcare organization capable of providing consultations, treatments, and services to an individual.

**Computer Terminal:** A platform similar to a credit card device used in shops to charge accounts.

**Member Number:** A unique number used to identify and verify a specific member.

**Provider Number:** A unique number used to identify and verify a specific provider.

**ChocAn Data Center:** An off site location where members’ digital information is stored.

**Service Code:** A unique code pertaining to the service or treatment that a provider is capable of providing.

**Fee:** An associated cost pertaining to a specific service code.

**Provider Directory:** An alphabetically ordered list of all of the service codes that a provider is capable of providing along with the associated fees.

**Record:** A digital copy of the services and fees associated with a member’s visit.

**Software Product:** The system that is running the ChocAn Computer Terminal.

**Accounting Procedure:** An automated procedure that reads the week’s file of services provided and prints reports.

**Report:** A consolidated form of information pertaining to services and fees a member has received over the course of the last week.

**Acme Accounting Services:** A third-party organization that is 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 owing.