**Team Glossary**

**Arrival City—City of flight destination.**

**“Book” a Trip—this is another term used for reserving a flight and may also be used to describe the planning process for the trip.**

**Card Security Value (CSV) Number—This is the security number located on the back of most credit cards.**

**Cheapest Fare—This is an option the customer will choose as a personal preference**

**Cougar Path Travel—Name of the travel reservation company to whom we are developing the “Express Flights Locater” software package.**

**CRATD(Central Repository of Air Travel Data)—The database that contains specific airline information necessary to plan and analyze reservation costs.**

**Customer Number—This is the number assigned to the customer to keep the customer identified individually for accurate and quick look-up.**

**Customer Profile Information—a collection of basic information about the customer that will be maintained on the local database and is comprised of (customer's name, address, email address, phone number, Credit card information [holder’s name, card type, card number, expiration date, and Card Security Value (CSV) number] and a billing address)**

**Customer—People who are interested in planning a flight with Cougar Path Travel that are either potential or current within the system.**

**Daily Report—A daily task done by the manager that summarizes business that was conducted throughout the day. It is comprised of a financial and contact section.**

**Departure City—City of flight origin.**

**Discount—a reduction in price that is applied to the total price at any inconvenience to the customer**

**“EFL” Database—Local database containing local data such as airport codes, airlines, departure times, airline mileage, airport fees, etc…**

**Express Flights Locater—name of the software package we are developing for the client.**

**Final Destination—The arrival city of the last flight in a chain of flights.**

**Flight Status—An indicator that specifies if a flight is going to be delayed, cancelled or is on-time.**

**Flight Travel Data—Data pulled from the CRATD in a text format and updated within the data members of the Express Flights Locator.**

**In-person Service—Services being provided by an agent or a manger to a customer in a face-to-face setting.**

**Itinerary Case—These are individual cases that contain information about a current searches, reservations, and modification to a current flight and are instantiated every time a customer wants to search for a new flight search based around different search parameters or decides to cancel their current flight a whole new itinerary case opens.**

**Leg—generally refers to a single flight within a chain of flights but can mean a single flight.**

**Manager—Agent that has a higher level of access and additional tasks within the system**

**On-phone Service—Services being provided by an agent or a manager to a customer over a telephone connection.**

**“plan-to-go” Fee Structure—Flat fee that is charged for the service of assisting in finding the optimal flight for the customer regardless of if the customer actually books the trip or not.**

**Price “Watch” Threshold—The price specified by the customer in which they will be notified of specific flights based on their itinerary specifications.**

**Price “Watch”—A service offered by the client that monitors the price of a set of flights based on a set of criteria and waits for any flight to meet a price threshold based on the customers specification.**

**Shortest Number Of Flights— refers to the least number of connecting flights between the departure and arrival airport.**

**Shortest Time—refers to the shortest flight time from first departure until the last arrival at the traveler’s final destination.**

**Travel Agent—trained professionals that interact with and assist the customer in finding flights that meet the customer’s needs.**

**Travel Reservation Company—is a company that assists customers in finding and purchasing airfare at the most convenient and reasonable price based on the customer’s needs.**