

ECP Project Glossary version 1.1

Term	Definition
Catalog	A listing of all of the products that Clear View Training currently offers for sale.
Checkout	An electronic analogue of a real-world checkout in a supermarket. A place where customers can pay for the products in their shopping basket.
Clear View Training	A limited company specialising in sales of books and CDs.
Credit card	A card such as VISA or Mastercard that can be used for paying for products. Synonyms: Card
Customer	A party who buys products or services from Clear View Training Limited.
Dispatch Department	The department that is responsible for processing orders by assembling the required product items and shipping them to the customer.
Dispatch System	The system that the Dispatch Department uses to handle order processing. It integrates with the Inventory system.
Inventory System	The computer system that Clear View Training uses to manage its stock of products.
Order	A document raised by a customer specifying one or more products that have been purchased by a customer. The order also specifies the quantity of each product, tax and shipping charges. Orders are passed to the Dispatch Department for processing. Orders are kept for five years to provide an audit trail of Clear View Training's sales activities. An item offered for sale by Clear View Training.
Product	An item offered for sale by Clear View Training.
Product category	Products are assigned to categories to allow similar products (such as science fiction books) to be grouped together and to increase the ease of searching and maintenance of the catalogue.
Shopping basket	An electronic analogue of a real-world shopping basket. A place where customers can store their product items prior to purchase.
Web browser	A program such as Internet Explorer 5 or Netscape Navigator which allows users to browse the World Wide Web.
User	Someone who uses the system but who is <i>not</i> a customer.

