Attachment C-1
Glossary and Definition of Terms

- **Accessible.** Describes a program, site, building, or facility, or a portion thereof, that complies with the Uniform Federal Accessibility Standard and the Americans With Disabilities Act Accessibility Guidelines, and that can be used by persons with disabilities.

- **Administrative Hold.** Any recreation site or activity that is temporarily placed on non-reservable status due to construction, maintenance, or site damage, or for other agency/concessionaire purposes.

- **Administrative Site.** Any recreation site that is used for agency or concessionaire purposes and not available for reservation or public use, such as a site occupied by a campground host.

- **Advance Reservation Sale.** Transactions made within the booking window, for reservations at Field Locations.

- **Agency or Agencies.** Federal Government agency or agencies that participate or will participate in the NRRS. Currently, these include the Bureau of Land Management, U.S. Department of Interior (USDI); Bureau of Reclamation, USDI; Corps of Engineers, U.S. Army; Forest Service, U.S. Department of Agriculture (USDA); and the National Park Service, USDI.

- **Applications Programming Interface (API).** Commands and protocols needed to interface with the Contractor’s data base to query and process reservations.

- **Arrival.** The reserved date and/or time for checking into or entering a recreation facility, activity or Entry Point.

- **Arrival Date/Time.** Earliest time the reserved inventory is guaranteed to be available.

- **Backcountry.** Area of Federal land characterized by lack of development.

- **Bank Card.** Method of payment that includes credit and debit cards.

- **Batch Update.** A method of updating reservation inventory through a one- or two-way communications link used for sites that do not have as high a volume of reservations as online sites. One-way communications may consist of a Daily Arrival Report fax transmittal from the Central Reservation System to the local campground/park/area. Two-way communications may consist of dial-up access to the Central Reservation System when required or requested using a modem.

- **Block.** A percentage of the inventory of a recreation facility or activity that is provided to the NRRS for sale by the field manager. During a specific time period, this inventory is not available for local sale without first clearing it through the NRRS. After a designated cutoff date and/or time, the inventory that is unsold is returned to the control of the field manager for local sale and is no longer available for sale through the NRRS.
- **Booking Window.** The time period beginning a specified number of days in advance of the first reservable date specified in the Inventory database for a Field Location and ending with the reservation cut-off. For example, a campsite with a 240-day booking window may be reserved up to 240 days prior to the date of customer arrival. Different types of facilities and activities may have different booking windows.

- **Boundary Waters Canoe Area Wilderness (BWCAW).** The Boundary Water Canoe Area Wilderness is an administrative unit of the USDA Forest Service, located on the Superior National Forest in northern Minnesota.

- **Box Office.** A local Sales Channel of reservations for activities such as cave tours, events, river access, and wilderness access.

- **Call Center.** A Sales Channel for distribution of reservation services by phone, mail, or fax.

- **Campground.** A designated recreation area made up of campsites and/or group sites for overnight use by customers with tents or recreational vehicles. Day use facilities may also be found in a campground.

- **Campsite.** A single unit of inventory within a campground that has a specific capacity and may have a space for a vehicle, picnic table, and/or grill or fire ring.

- **Cancellation.** Release of a confirmed reservation that results in non-use by the original customer.

- **Capacity.** Limit on the use of the unit of inventory, such as maximum number of people, vehicles, tents, trailers, horses, water craft, etc.

- **Central Reservation System (CRS).** The Contractor-operated computer system that stores and processes all NRRS data.

- **Change.** The modification of the original reservation arrival/departure dates, site number within the same campground or the method of payment. In addition a change applies to increases or decreases in the number of people who utilize group facilities if that change affects the recreation use fee paid.

- **Computer Telephony Interface (CTI).** An interface between the telephone and the computer that provides enhanced call handling and routing.

- **Concessionaire.** Private operator of Agency campgrounds or other recreational facilities under permit.

- **Conducted Activity.** A formal recreation activity that has a recreation use fee and is conducted by an Agency or approved concessionaire.

- **Confirmation.** A means of guaranteeing, either electronically, verbally, or in writing, that the NRRS has recorded the customer=s reservation or permit request for a specific recreation facility or activity. It verifies specific information on individual reservations and/or permits, documents the payment record, and serves as a customer receipt.
- **Congressional Inquiry.** A verbal or written inquiry from a member of Congress.

- **Contract Line Item Number (CLIN).** A specific unit of work to be performed by the Contractor as a pay item.

- **Contractor.** Entity awarded a contract to design, implement, and administer NRRLS components, such as the Central Reservation System and Call Center.

- **Contracting Officer (CO).** A Forest Service employee with the authority to enter into, administer, and/or terminate contracts and make related determinations and findings.

- **Contracting Officer=s Representative (COR).** An authorized representative of the CO who administers the day-to-day operation of the contract. This individual acts within the limits of the authority delegated by the CO.

- **Contracting Officer=s Technical Representative (COTR).** An authorized representative of the Agency who coordinates Agency-specific issues with the COR for resolution. This individual acts within the limits of the authority delegated by the CO.

- **Cooperator.** A privately-owned business or non-profit organization under agreement for the purpose of issuing wilderness permits, e.g., BWCAW permits.

- **Credit Voucher.** A credit to a customer=s account in lieu of a refund. The credit is held in the Central Reservation System for future use by the customer.

- **Critical Inventory Changes.** These are changes that affect any of the following: reservation fees, arrival times, season open and/or close dates, Daily Arrival Report (DAR) addresses, change of reservable status and Site-type changes.

- **Customer.** A person requesting reservation services from the NRRLS.

- **Customer Service Function.** A service performed by the NRRLS Contractor to respond to customer requests and resolve issues to the customer=s satisfaction.

- **Cutoff Date/Time.** The date and/or time beyond which an action will not be accepted.

- **Cutoff Window.** The latest date and/or time that a customer request can be processed for a specific action; for example, the latest date a reservation, change, or cancellation can be made.

- **Day Use.** A recreation facility or activity intended for use during daylight hours; for example, picnic tables, swimming beach, shelters, or cave tours.

- **Day Use Motor Quota.** See AQuota@.

- **Defaulted Payments.** Occurs when NRRLS provides a reservation service and the related payment instrument is in default. They include chargeback transactions, checks returned for Non Sufficient Funds and other denials.

- **Denials.** These are financial transactions that are “stopped” because the Bank Card (Credit or Debit card) has expired or the customer stops payment.
- **Departure.** The designated date and/or time for the customer to vacate the recreation facility or activity.

- **Designated Bank.** A financial institution approved by the U.S. Department of Treasury, for the purpose of depositing public funds (31 USC 3302) into a U.S. Government treasury account.

- **Differential Pricing.** The pricing of different recreation facilities within a single Field Location at different rates; for example, a higher price for overnight use of a camp on the waterfront. This may occur between seasons or within seasons.

- **Electronic Fund Transfer (EFT).** Transfer of funds by electronic means from one location to another.

- **Emergency Inventory Changes.** These changes occur when emergency conditions arise at a Field Location that are beyond the control of agency or field management. These changes are to address natural phenomenon such as fire and flood, infrastructure issues such as water system failure, and other maintenance or administrative needs of the agency.

- **Entry Point.** A physical location that is designated in the permit as a place for customers to access a Wilderness area, Wild and Scenic River and BWCAW.

- **Extensions.** Customer request before or after arrival for additional days or time beyond the original departure date or time.

- **Exempt Permit.** See APermit®.

- **Field.** Agency, concessionaire, and/or lessee operations pertaining to NRRS recreation facilities or activities.

- **Field Location.** A location described in the reservation inventory where reservable recreation facilities or activities exist.

- **Field Location Sales Channel.** Local Agency, concessionaire, and/or lessee channel for selling reservations for NRRS recreation facilities or activities.

- **Field Manager.** A designated individual who is responsible for the day-to-day management of a recreation facility or activity; for example, the Agency service personnel, concessionaire, or lessee.

- **Field Reservation Program (FRP).** Contractor-developed Intranet-based application connected to the CRS for recording and managing reservation transactions at Field Locations.

- **Firewall.** Combination of hardware and software that is designed to protect computer systems from access by unauthorized users.

- **First-Come, First-Serve Site.** A part of a recreation facility that is managed without reservations specifically for walk-up® customers who arrive at a recreation area without having made reservations.
- **Future Sales Channels.** Means of selling reservations (such as fully accessible kiosks, third parties, multimedia to the home, etc.) that are expected to become NRRS Sales Channels when emerging technologies become available.

- **Golden Access Passport.** A Federal recreation pass entitling a holder who has a specified disability to a 50-percent discount of the recreation use fee for a single family campsite. The discount applies neither to any other kind of recreational facility nor to more than one site reserved by the same customer for use at the same time.

- **Golden Age Passport.** A Federal recreation pass entitling a holder who is 62 years of age or older to a 50-percent discount of the recreation use fee for a single campsite. The discount does not apply to any other kind of recreational facility, to special use permits for cabins, or to more than one site reserved by the same customer for use at the same time.

- **Group Camp.** A designated campground or area designed to accommodate groups with 13 or more persons for overnight use.

- **Group Shelter.** A designated area or shelter generally capable of accommodating 13 or more persons for day use activities, such as picnicking, reunions, etc.

- **Group Use Area.** A facility or area that is designed to accommodate large numbers of people for recreational activities.

- **Guide.** A member of a party who receives compensation for participating in a trip.

- **Internet Sales Channel.** The use of Internet to provide customers with a link to the NRRS for information about participating recreation facilities and activities, and to purchase reservations.

- **Inventory.** A data base of recreation facilities and activities, including their attributes and administrative information.

- **Lessee.** An individual, organization, or governmental agency that manages recreation facilities or activities under a lease instrument from an Agency.

- **Local Sales.** Transactions made by Field Locations that include sale of reservations for recreation facilities where the inventory is not reservable through the NRRS, or where the inventory is reservable through the NRRS but falls within the reservation cutoff window.

- **Lockbox.** An account set up by the Agencies with the U.S. Department of Treasury’s Financial Management Service and one of their designated commercial banks. Checks and money orders are deposited in this account for the NRRS, and funds are then electronically transferred to a Forest Service account.

- **Lookout.** A recreation facility for overnight use that was originally used as a forest fire observation facility.

- **Lottery.** A random number drawing that is used to systematically allocate use of a limited number of sites or recreation activities that are in very high demand. Lotteries are used to fairly and equitably distribute a scarce resource to the general public.
● **Move.** A change in the customer=s campsite or facility after arrival.

● **National Recreation Reservation Service** (NRRS). The interagency reservation system, including Contractor-operated Central Reservation System, communications capabilities, reservation operations at Field Locations, and potential Future Sales Channels.

● **No-Show.** A customer who does not arrive at the Field Location by the release date/time, or who changes or cancels a reservation after the release date/time.

● **Non-Sufficient Funds (NSF) Check.** A personal check for payment of NRRS goods and/or services that is returned by the Designated Bank, because there are insufficient funds to cover the amount of the check.

● **NRRS Contract Management Office (NCMO).** Administration of the NRRS contract by designated Agency personnel. It includes program management; the Contracting Officer=s Representative function; reporting on performance; gathering financial transaction data from the Contractor; reconciling these data with reports from the bank card processing center and Contractor performance data; making payments for services received to the Contractor, concessionaires, and lessees; and distributing net proceeds to the Agencies.

● **Online.** A specific part of inventory that is managed so that it is available and changeable in real time both in the Central Reservation System and at Field Locations.

● **Outfitter.** A commercial company or non-profit organization that furnishes supplies and equipment to parties who are entering Agency Field Locations or areas.

● **Overnight Motor Quota.** See AQuota@.

● **Overnight Quota.** See AQuota@.

● **Party Leader.** A person or non-profit organization, whose name appears on the permit and is the principal point-of-contact for the party.

● **Permit.** A written authorization to enter into a Field Location or Agency-managed area for a specific period of time.

  ▪ **Exempt Permit.** A BWCAW permit issued to a homeowner or resort owner or their guests on named lakes listed in Public Law 95-495. These people are exempt from day use motor quotas.

  ▪ **Quick Permit.** A permit issued to Awalk-in@ customers who do not have a reservation, e.g., BWCAW.

● **Permit Format.**

  ▪ **Computer Permit.** A permit reserved and transmitted to a specified Permit Issuing Station prior to the customer=s entry date, as listed on the permit.

  ▪ **Hand Written Permit.** A permit written out of a permit book at a Permit Issuing Station.
• Permit Issuing Station. These are designated locations near a wilderness, or river Entry Point where the customer can pick-up their Permit, e.g., sites near the BWCAW. These may be operated by the Agency or by Cooperators.

• Quality Assurance Representative (QAR). An individual who works under the authority of the COTR and is authorized to perform routine evaluations of Contractor performance.

• Quick Permit. See APermit@.

• Quota. A maximum number of units, e.g., permits, people, etc., set by the Agency that limits entry into either a Field Location or an Entry Point.
  ▪ Day Use Motor Quota. A weekly (Saturday Æ Friday) quota in the BWCAW set up for visitors to enter by motor for day use only. The visitor must exit at night. The visitor must specify an entry week (some may request a specific day within the week) when making the reservation, but the permit is only valid for any one day during that week.
  ▪ Overnight Quota. A daily quota for the number of permits for parties allowed to enter and camp overnight in the BWCAW. This applies to hikers, paddlers and motorized water craft users.
  ▪ Overnight Motor Quota. A weekly (Saturday Æ Friday) quota in the BWCAW for the number of parties allowed for overnight campers traveling by motorized water craft, during any portion of their visit. This quota is a subset of the overnight quota.

• Quota Bumps. Action taken by the Contractor that results in exceeding the maximum number of units, e.g., permits, people, etc., set by the Agency for entry into either a Field Location or an Entry Point.

• Recreation Activity. A reservable tour or event, such as a cave tour, historic site tour, visitor center, river permit, or wilderness or back country permit.

• Recreation Facility. A physical structure or designated developed site where recreation fees are generally charged, such as a cabin, campsite, day use or overnight shelter, group campground, or lookout.

• Recreation Use Fee. An authorized fee charged to the customer for use of a recreation facility or participation in a recreation activity. It may be charged on a per day, per night, or per person basis.

• Referential Integrity. A feature provided by Relational Data Base Management Systems (RDBMS) that prevents users or applications from entering inconsistent data. Most RDBMS have various referential integrity rules that can be applied when you create a relationship between tables.

• Referral. The act of referring customers to other recreation facilities or activities when their first choice is not available.
• **Refund.** A full or partial credit of a customer’s recreation use fees by check or electronic fund transfer.

• **Reservation.** Occurs when a single unit of inventory at one location (such as a campsite, cave tour, shelter, or wilderness permit) for a single period of time is sold. A reservation is a completed transaction when payment is received in-full and a confirmation number is provided to the customer.

• **Reservation Change.** Any modification of the original reservation, such as arrival or departure dates, number of people in the party, site number within the same campground (if site specific), or payment method.

• **Reservation Fee.** An Agency-approved fee charged to the customer at the time a reservation is made, to cover the cost of reservation services. This fee is in addition to the Recreation Use Fee.

• **Reservation Management.** A functional element of the Contractor’s operations that provides and manages the processing and documentation of all reservations.

• **Reservation Season.** The period of time between the first date and the last date shown in the inventory record. The off season is the period of time between the last date and the first date shown in the inventory record.

• **Rolling Window.** Period of time during which reservations become available. For example, with a rolling 1-day window, inventory becomes available for reservation 1 day at a time, based on the booking window for that inventory.

• **Sensitive Data.** These are data used in the normal course of reservation management, e.g., customer data, reservation data on location and date of stay, the full range of fees charged to customers, account parts, etc., and financial data, e.g., Bank Card data, batch submissions for Bank Cards and Lock Box, data from the Designated Bank, reconciliation records, disbursement records, Contractor performance measurement records, etc.

• **Service Fee.** A fee charged to the customer by the NRRS for providing specific reservation services, such as a change (except for extensions) or cancellation in a reservation, a reservation no-show, or a reservation processing fee for facilities or activities that are provided free of charge.

• **Site-Specific Reservation.** The assignment of a specific unit of inventory at the time the reservation is made.

• **Site-Type Reservation.** The allocation of one unit of inventory within a block of similar units at the time the reservation is made. Specific site assignments are made at the time the customer arrives at the Field Location.

• **System.** See Central Reservation System.

• **Third Party.** An organization that enters into a written agreement with the NRRS to take reservations, change requests, etc., and to process them through the reservation service.
● **Tracking and Reporting.** Contractor-operated function to develop and update a wide variety of reports on all aspects of the NRRS, provide data to all Agencies as required, and monitor contract performance standards.

● **Transaction.** A reservation, change, cancellation or no-show processed by any Sales Channel to the Central Reservation System.

● **Walk-up.** A reservation sale made at the time of the customer’s arrival at the Field Location.

● **Water Resource Development Project.** Project authorized by law for the construction and operation of dams, rivers, breakwaters, etc. Some lands surrounding water resource development projects are developed for recreation activities, including camping and day use.

● **Wilderness.** Congressionally designated Federal land characterized by lack of development.