Holiday Travel Vehicles creates an e-application for the sale of new recreational vehicles and travel trailers. When new vehicles arrive at Holiday Travel, operator create a new vehicle record. Included in the new vehicle record is a vehicle serial number, name, model, year, manufacturer, base cost, and manufacturer installed options. Holiday Travel sells different kinds of vehicles and trailers: motor homes, towed travel trailers, and "5th wheels," which require a pickup truck to tow them. When a customer arrives at Holiday Travel, he/she works with a salesperson to negotiate a vehicle purchase. When a purchase has been agreed to, a sales invoice is completed by the salesperson. The invoice summarizes the purchase, including full customer information, information on the trade-in (if any), the trade-in allowance, and information on the purchased vehicle. If the customer requests dealer-installed options, they will be listed with the price for each on the invoice as well. The invoice also summarizes the final negotiated price, plus any applicable taxes and license fees. The transaction concludes with a customer signature on the sales invoice.

Customers are assigned a customer ID when they make their first purchase from Holiday Travel. Name, address, and phone number are recorded for the customer. The trade-in is described by a serial number, make, model, and year. Installed options are described by an options code, description, and price. Options may be installed by the manufacturer. Options installed by the manufacturer are included in the base cost of the vehicle. Each invoice will list just one customer. A person does not become a customer until they purchase a vehicle. Over time, a customer may purchase a number of vehicles from Holiday Travel. Each salesperson also maintains a list of contacts or potential customers who have visited Holiday Travel but have not yet made a purchase.

The information kept for contacts is the same as what is kept for customers with two additions, last contact date and salesperson comments. Every invoice must be filled out by only one salesperson. A new salesperson may not have sold any vehicles, but experienced salespeople have sold many vehicles. Each invoice lists one new vehicle. If a new vehicle in inventory has not been sold, there will be no invoice for it. Once the vehicle sells, there will be just one invoice for it. A customer may decide to have no options added to the vehicle, or may choose to add many options. An option may or may not be listed on any invoices. A customer may trade in no more than one vehicle on the purchase of a new vehicle. The trade-in vehicle may be sold to another customer, who later trades it in on another Holiday Travel vehicle. Invoices are created for trade-in vehicles that are later sold in the same way as they are for new vehicles.

The e-application shall be available to all HTV during normal working hours (Mon–Fri, 0830–17.30). Downtime within normal working hours shall not exceed five seconds in any one day.