Expedia website

1. Airline ticket
   a. Screenshot

   

   b. Heuristic Name

   

   c. Description – Positive recognition, the selection for departure times gives time frames for selection.
   d. Severity Number 0
2. Airline ticket
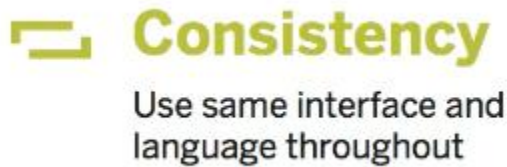   a. Screenshot

   

   b. Heuristic Name

   

c.    Description – While searching for flights something I touched brought this screen up. There was no back or instruction on how to get back to the original request.

d.    Severity Number 4

3.    Airline ticket

a.    Screenshot



b.    Heuristic Name



Consistency

Use same interface and language throughout

c.    Description – Selecting information pops up windows, no close button. Some windows do have a close button or other type of instruction to return to the previous screen.

d.    Severity Number 3

4.    Airline ticket

a.    Screenshot



b.    Heuristic Name

## Minimalism
### Provide only necessary information in an elegant way

c. Description – Screen gives a lot of information, the information is conflicting, the flight listed is within the time frame even though the message says there are no flights for that time. Confusing.

d. Severity Number 4

5. Airline ticket

a. Screenshot



**Trip Summary**

Sacramento to Boston
1 Ticket: Roundtrip

Sat, Mar 26
SMF 9:15pm      BOS 7:41am
Arrives Sun, Mar 27
7h26m, 1 stop: PHX
American Airlines 1485
American Airlines 626

Sat, Apr 2
BOS 6:07pm      SMF 11:19pm
8h12m, 1 stop: SFO
United 576
United 5096 operated by /SKYWEST DBA UNITED EXPRESS

| Traveler 1: Adult | $724.20 |
|---|---|
| Flight | $631.63 |
| Taxes & Fees | $92.57 |
| Expedia Booking Fee | $4.00 |
| Total: | **$728.20** |

b. Heuristic Name



## Flexibility
### Make advanced tasks fluid and efficient

c. Description – Would like the opportunity prior to moving forward to purchase to get the detailed times for stopovers etc.  The page does not give the opportunity to look at that information.  I had to go back to another page to get the information, risking not saving the information to the purchasing point.

d. Severity Number 4