

## **Lab 9: Steve Krug Evaluation**

### **Questions:**

- 1. What is E-Card?**
- 2. For how many days is MetroCard#1234567890 unlimited?**
- 3. When does MetroCard #123456789 expire?**
- 4. How much money is on MetroCard #1234567890?**
- 5. How much do 10 rides cost?**
- 6. How much is a 30 Day Unlimited MetroCard?**
- 7. Add \$20 to MetroCard #1234567890, what is the order type?**
- 8. What is the Final Balance of MetroCard #1234567890?**
- 9. What if you changed your mind, and you want to add 10\$ to the same MetroCard, what should you do?**
- 10. Fill out the billing form and submit it, did you have any issues?**
- 11. What can you contact support about?**
- 12. Who are the developers of E-Card?**