<Asiana Air Lines Website>

1. **Heuristic Name:** Consistency.
   Description: To search for the ticket, I entered departure date, arrival date and location. When I clicked on search button, this pop-up showed up as below screenshot. I closed "X" on the right upper corner and it went back to previous step. In order to proceed to the next step, confirmation button was required to be clicked. It did not provide consistent choice and caused confusion. "X" should be removed and "Cancel", "Confirm" selection should be revised to "I do not Confirm", "Confirm" for clearer choice.
   Severity Number: 2-Minor usability problem

Notes for passengers traveling to or from the US. ✕

· If you travel to the US (including Saipan) or depart from the US, you must submit passenger information 72 hours before the time of departure for an initial passenger information investigation by the TSA. If you fail to submit the information or submit false information, your boarding may be rejected or restricted.
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· The following passenger information must be verified in advance at the reservation stage for flights including the United States (including Saipan and Guam), so check the information below in advance before continuing.

1. Passenger's Name in English, Date of Birth, Gender
2. Nationality, Passport Number, Passport Expiration Date

· Please be advised that this information will only be used by the U.S. Transportation Security Administration for Secure Flight Passenger Data (SFPD) and boarding procedures. It will not be stored separately or used for other purposes. I have read through the above and will continue the reservation process.
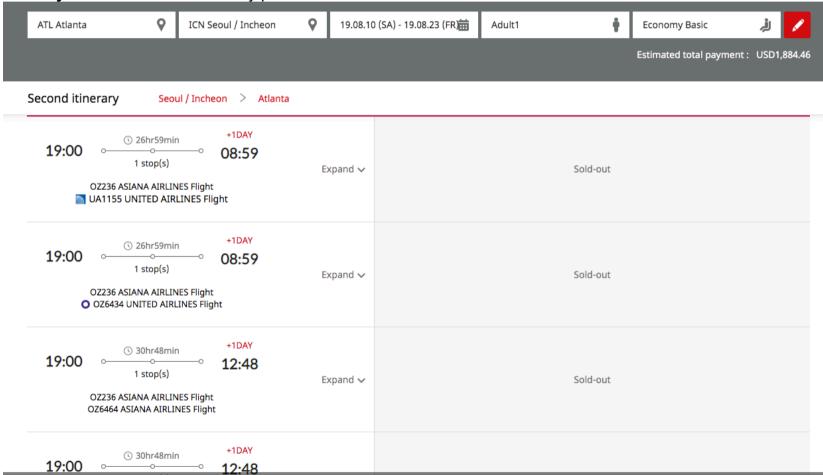
Cancel   Confirm

2. **Heuristic Name:** Clean & Functional Design
   Description: When my selected date had no available tickets due to selling out, it still showed full itinerary. This made design look noisy.
   If there is no available ticket for purchase, its detailed itinerary does not need to be shown.
   Severity Number: 2-Minor usability problem

| ATL Atlanta | 📍 | ICN Seoul / Incheon | 📍 | 19.08.10 (SA) - 19.08.23 (FR)📅 | Adult1 | 👤 | Economy Basic | 🛋 | ✏ |

Estimated total payment : USD1,884.46

Second itinerary   Seoul / Incheon > Atlanta

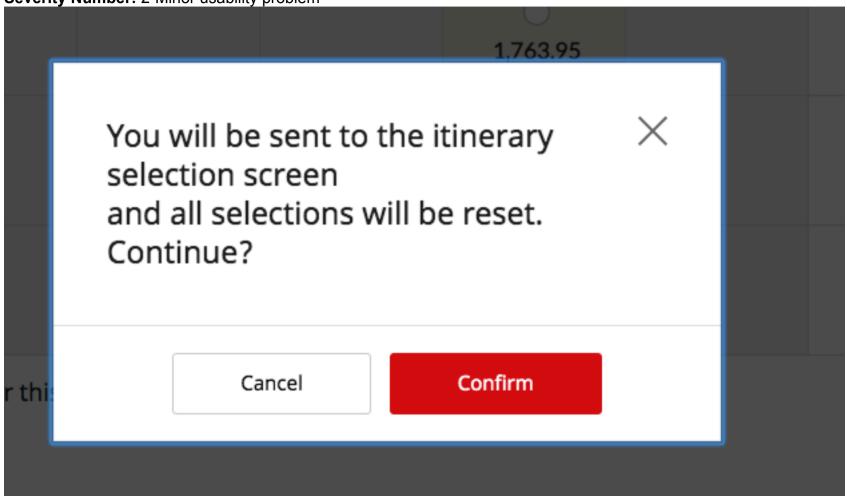|		
19:00 ⏱ 26hr59min +1DAY 08:59 1 stop(s) Expand ∨ OZ236 ASIANA AIRLINES Flight UA1155 UNITED AIRLINES Flight		Sold-out
19:00 ⏱ 26hr59min +1DAY 08:59 1 stop(s) Expand ∨ OZ236 ASIANA AIRLINES Flight OZ6434 UNITED AIRLINES Flight		Sold-out
19:00 ⏱ 30hr48min +1DAY 12:48 1 stop(s) Expand ∨ OZ236 ASIANA AIRLINES Flight OZ6464 ASIANA AIRLINES Flight		Sold-out
19:00 ⏱ 30hr48min +1DAY 12:48		

3. **Heuristic Name:** Consistency
   Description: When going back to previous step, its pop-up appeared if I really want to go back. Its choice should be revised to clearer choice such as Continue or Cancel instead of Confirm or Cancel.
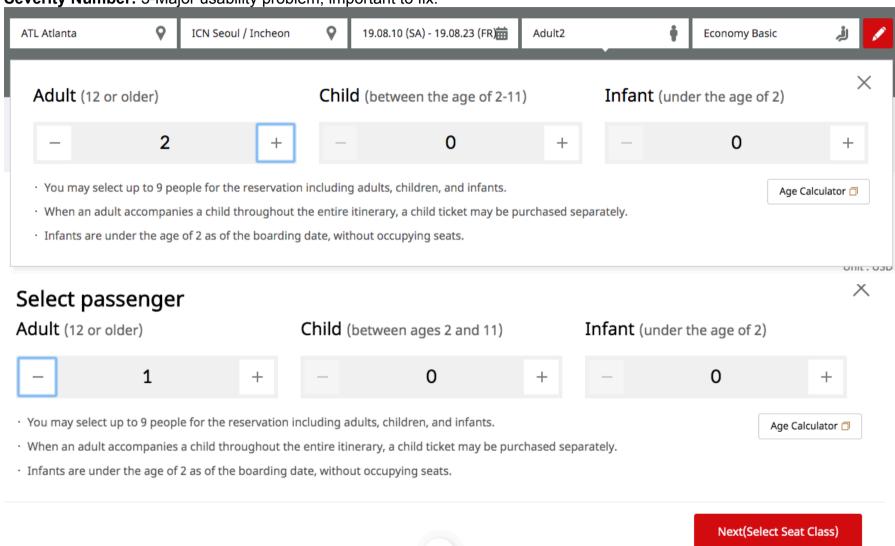   **Severity Number:** 2-Minor usability problem

4. **Heuristic Name:** Consistency
Description: On one page, it did not have next button to proceed with. To proceed to next step I had to change the options first and then click X. On other page, it had next button. Both should have Next button.
Severity Number: 3-Major usability problem; important to fix.

| ATL Atlanta | | ICN Seoul / Incheon | | 19.08.10 (SA) - 19.08.23 (FR) | Adult2 | | Economy Basic | |

Adult (12 or older)   **Child** (between the age of 2-11)   **Infant** (under the age of 2)

| − | 2 | + | − | 0 | + | − | 0 | + |

· You may select up to 9 people for the reservation including adults, children, and infants.

· When an adult accompanies a child throughout the entire itinerary, a child ticket may be purchased separately.

· Infants are under the age of 2 as of the boarding date, without occupying seats.

Age Calculator ⬚

Unit: USD

✕

Select passenger

Adult (12 or older)   **Child** (between ages 2 and 11)   **Infant** (under the age of 2)

| − | 1 | + | − | 0 | + | − | 0 | + |

· You may select up to 9 people for the reservation including adults, children, and infants.

· When an adult accompanies a child throughout the entire itinerary, a child ticket may be purchased separately.

· Infants are under the age of 2 as of the boarding date, without occupying seats.

Age Calculator ⬚

Next(Select Seat Class)

5. **Heuristic Name:** Support Error Recovery
   Description: In order to use age calculator, I entered my date of birth. However, pop-up just shows up asking me to enter the date of birtl
   If the format is not correct, they should provide specifically how to recover from this error by giving examples. S
   Severity Number: 3-Major usability problem; important to fix.