**Introduction**

It is a travel document purchased on websites, and mobile applications. There is no need to print tickets thanks to e-tickets. In other words, e-tickets or online travel tickets have replaced print ones. Passengers and transport company makes a contract through e-tickets. Passengers’ ticket details are secured in the company’s database through encryptions such as PNR. Passengers might purchase their tickets online and pass security checkpoints only with their passports during boarding. Buying e-tickets became quite easy after the web 2.0 evaluation. But still, people face many problems during the purchase of an e-tickets. Weak database management, slow loading websites and difficult user interface are some of common problems. High traffic in an e-ticket is a common thing. But for this user may sometimes face difficulties.