



# CBORD Accessibility Conformance Report

VPAT® Version 2.1 – March 2018

**Name of Product/Version:** *CBORD GET*

**Product Description:** GET™ is CBORD's commerce platform that enables patrons to make deposits, check balance history, see locations where they can use their card, order online, and more. The GET Admin tool powers what the patron sees and is customized to each organization.

**Date:** August 31, 2018

**Contact information:** Will Ryan, [wnr@cbord.com](mailto:wnr@cbord.com)

**Evaluation Methods Used:** Level Access (Level) comprehensively tested a selection of pages and user flows representative of CBORD GET. Testing involved extensive use of leading assistive technology, such as JAWS 2018, ZoomText 11, Dragon® NaturallySpeaking 15, VoiceOver and TalkBack, as well as exclusive use of the keyboard and manual inspection of code.

## **Applicable Standards/Guidelines**

This report covers the degree of conformance for the following accessibility standard/guidelines:





<b>Standard/Guideline</b>	<b>Included In Report</b>
Web Content Accessibility Guidelines 2.0, at <a href="http://www.w3.org/TR/2008/REC-WCAG20-20081211/">http://www.w3.org/TR/2008/REC-WCAG20-20081211/</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 standards</a> as published by the U.S. Access Board in the Federal Register on January 18, 2017 <a href="#">Corrections to the ICT Final Rule</a> as published by the US Access Board in the Federal Register on January 22, 2018	(Yes)

## Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Supports with Exceptions:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

## WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).





Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.1.1 Non-text Content</a> (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supports with Exceptions</p>	<p>Web: A rating of Supports with Exceptions has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>• The Pull Left Vendor image found on the Food Ordering and Delivery pages does not contain informative alternative text.</li> <li>• Many elements do not contain appropriate <code>role</code> or <code>state</code> information, including the menu tabs implemented with the CSS class <code>"nav-tabs"</code>, the merchant list page tabs implemented within the element with the <code>id</code> property value of <code>"merchantListTabs"</code>, the page tabs for Payment Type implemented with the CSS class <code>"nav-pills"</code> and the "Add to Favorites" link found on the Menu, Delivery and Get Item pages.</li> <li>• The expanded group controls dialog implemented with the <code>id</code> property value of <code>"collapseM"</code> and found on the Menu and Delivery pages does not contain a programmatic indication of its boundaries.</li> <li>• The Shopping Cart dialog does not contain a valid <code>role</code> for a dialog. Currently a <code>role</code> of <code>"menu"</code> is listed within the code.</li> </ul>





Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: Neither audio-only nor video-only content is present on GET.
<p><b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: Neither audio-only nor video-only content is present on GET.
<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: Neither audio-only nor video-only content is present on Odyssey.
<p><b><u>1.3.1 Info and Relationships</u></b> (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports with Exceptions	<p>Web: A rating of Supports with Exceptions has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>• The elements with the id property values of "tip_amount", "additionalInstructions", "aff_message", "ad_credit_to_account", "login_username_text" and "message" do not have programmatic labels, as seen on the Account Overview and Login pages.</li> <li>• There are many second level headings that are visually styled with small text that</li> </ul>





Criteria	Conformance Level	Remarks and Explanations
		<p>does match expected font size for second level heading within the current design.</p> <ul style="list-style-type: none"> <li>• The sub-lists in the Order Received, List View, Food Ordering and Checkout pages are not implemented with programmatic list markup.</li> <li>• The Order Received, List View, Food Ordering and Checkout pages contain content that is visually presented as headings, but are not implemented programmatically as headings.</li> <li>• The form field constraints on the Checkout page are not clearly indicated. Although an asterisk is used to denote required form fields, such as the required phone field, some users may not understand that the meaning meant to be conveyed by the asterisk. Although there is a tooltip, containing the text "required" which is displayed only when a user hovers a mouse over the control, screen reader, or other keyboard-only users who do not use a mouse will not be exposed to this tooltip and thus may misconstrue this meaning.</li> <li>• The tables used in the "Nearest" and "Open Now" tabs are used for layout purposes. However, there is not a programmatic indication that the table is strictly for layout purposes.</li> <li>• The Cart Container table does not have table headers, and is therefore not a sufficiently described data table, but nor is</li> </ul>





Criteria	Conformance Level	Remarks and Explanations
		<p>it sufficiently identified as strictly for presentation.</p> <ul style="list-style-type: none"> <li>The Shopping cart is contained within a <code>nav</code> element (added with a <code>role="navigation"</code>), on pages that already contain <code>nav</code> elements, but none of these <code>nav</code> elements are programmatically labelled.</li> </ul>
<p><b><u>1.3.2 Meaningful Sequence</u></b> (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports	Web: Sequence is meaningful throughout GET
<p><b><u>1.3.3 Sensory Characteristics</u></b> (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports	Web: Instructions that rely solely on sensory characteristics are not present on GET
<p><b><u>1.4.1 Use of Color</u></b> (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports with Exceptions	<p>Web: For the most part, color is not used as the sole method of communicating information or indicating selection or error messages within the GET screens. A rating of Supports with Exceptions has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>Color is used as the sole method of communicating information, indicating selection and error messages within some GET screens. Additionally, the page tabs on some GET screens lack proper textual descriptions indicating <code>state</code> and <code>role</code>.</li> </ul>





Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>• On the Shopping Cart page, the grey background for the cart count conveys to users, visually, while the number of items in the cart is conveyed through the use of this background color. Without this background color, the number of items in the cart is not clear.</li> <li>• The calendar controls on Menu, Delivery and Get Item pages use color alone to indicate selection for selected date.</li> <li>• On the Shopping Cart page, color is used as the sole means of indicating error messages.</li> <li>• GET contains page tab implementations that do not contain appropriate <code>role</code> or <code>state</code> information, including the menu tabs implemented with the CSS class "nav-tabs", the merchant list page tabs implemented within the element with the <code>id</code> property value of "merchantListTabs" and the page tabs for Payment Type implemented with the CSS class "nav-pills".</li> </ul>
<p><b><u>1.4.2 Audio Control</u></b> (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: No audio content that plays automatically is present on GET.
<p><b><u>2.1.1 Keyboard</u></b> (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Web: Supports with Exceptions	Web: A majority of interactive elements within GET can be accessed and invoked with the keyboard. However, a rating of Supports with





Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		<p>Exceptions has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>GET contains many elements that are implemented with sole use of mouse dependent event handlers, such as elements implemented with id property values "deviceLost", "ad_active", "show_addresses", "show_addresses" and "order_group". This also applies to elements implemented with the CSS classes "whatsThis" "popUpAlert", "btn" and btn-link". This issue occurs on the following pages Upload Photo ID, Order Received, Menu, Lost Credit Card, GET Help, Food Ordering, Delivery, Checkout, Change Password, Get Item and Account Overview module.</li> <li>The Set Location control on the Upload Photo ID, Order Received, Menu, Lost Credit Card, GET Help, Food Ordering, Delivery, Checkout, Change Password and Get Item pages do not receive keyboard focus.</li> <li>The Pull Left Vendor image on the Menu, Delivery and Get Item pages does not contain any interactive content yet is implemented with a programmatic link.</li> <li>The "Add to Favorites" link on the Menu, Delivery and Get Item pages is not keyboard accessible.</li> </ul>







Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.1.2 No Keyboard Trap</u></b> (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: No keyboard traps are present in GET.
<p><b><u>2.2.1 Timing Adjustable</u></b> (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Does Not Support	<p>Web: A rating of Does Not Support has been given for the following reason:</p> <ul style="list-style-type: none"> <li>• GET sessions end without offering the user an opportunity to extend the session. After about 20 minutes of inactivity followed by the activation of one of the navbar items, a user is presented with a message indicating that the session has ended. This issue occurs on all pages, except for the Login page.</li> </ul>
<p><b><u>2.2.2 Pause, Stop, Hide</u></b> (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports with Exceptions	<p>Web: A rating of Supports with Exceptions has been given for the following reason:</p> <ul style="list-style-type: none"> <li>• The Here are Your Food Options carousel on the Food Ordering page constantly shifts the displayed restaurants. As a result, focus forcibly shifts for keyboard-only users, preventing them from moving through elements, and cannot be stopped.</li> </ul>
<p><b><u>2.3.1 Three Flashes or Below Threshold</u></b> (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: There is no flashing content in GET.





Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.4.1 Bypass Blocks</u></b> (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Web: Does Not Support	Web: GET does not provide users the ability to skip past repetitive content.
<p><b><u>2.4.2 Page Titled</u></b> (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports with Exceptions	<p>Web: A rating of Supports with Exceptions has been given for the following reason:</p> <ul style="list-style-type: none"> <li>• The "Add Funds", "Add Credit Card", "I Lost My Card", "Upload ID Photo", "Change Meal Plan", "Purchase Meal Plan", "Edit Password", "Edit Contact Information", "Where can I use my card?" links in the Quick Links section on the Account Overview lead to pages that do not have context sensitive titles. Each of these pages has the same uninformative title, i.e., "GET - CBORD Demo".</li> </ul>
<p><b><u>2.4.3 Focus Order</u></b> (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports with Exceptions	<p>Web: A rating of Supports with Exceptions has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>• The controls for setting item quantity and the "Add Item" button do not gain focus in a logical order.</li> <li>• Additionally, when the calendars on the Menu, Delivery, and Get Item pages are opened, focus is not moved into these calendars.</li> </ul>
<p><b><u>2.4.4 Link Purpose (In Context)</u></b> (Level A) 2017 Section 508</p>	Web: Supports with Exceptions	Web: In many cases, link text is descriptive, and the purpose of links is clear. However, a rating of





Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		<p>Supports with Exceptions has been given for the following reason:</p> <ul style="list-style-type: none"> <li>Several <code>anchor</code> elements that are used in the main navigation or as carousel controls do not have a mechanism that allows an accessible name value to be calculated. This issue occurs in the "Upload Photo ID", "Settings", "Order Received", "Menu", "Lost Credit Card", "List View", "GET Help", "Food Ordering", "Delivery" and "Checkout" pages.</li> </ul>
<p><b>3.1.1 Language of Page</b> (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports	Web: A natural language is set for GET web pages.
<p><b>3.2.1 On Focus</b> (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports	Web: No component in GET activates or changes content when a user places focus on that component.
<p><b>3.2.2 On Input</b> (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports	Web: No component in GET changes content on input
<p><b>3.3.1 Error Identification</b> (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul>	Web: Supports with Exceptions	Web: In most instances, GET provides a clear indication of fields in error. However, a rating of Supports with Exceptions has been given for the following reason:





Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		<ul style="list-style-type: none"> <li>The Ask for Funds form does not provide error messages at the beginning of the form after it is submitted.</li> </ul>
<p><a href="#">3.3.2 Labels or Instructions</a> (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports with Exceptions	<p>Web: GET does provide labels for controls and form elements on several pages. However, a rating of Supports with Exceptions has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>On the Change Password page, instructive text for the form is placed after the form rather than at the beginning of a form, as expected.</li> <li>As seen in <b>1.3.1 Info and Relationships</b>, the form field constraints on the Checkout page are not clearly indicated.</li> </ul>
<p><a href="#">4.1.1 Parsing</a> (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports with Exceptions	<p>Web: The majority of the GET web application contains well-formed markup. However, a rating of Supports with Exceptions has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>The List View screen contains several list item implementations in which the list items are not found in a list container, as expected.</li> <li>Multiple elements in GET have the same id property value. The id property values "deviceLost", "formToken", "payment_type", "state", "report_found" and "itemQuantity" are duplicated on elements throughout the</li> </ul>





Criteria	Conformance Level	Remarks and Explanations
		application. This issue occurs in the Lost Credit Card, List View, Delivery, Get Item, Add Funds, Account Overview and Food Ordering pages.
<p><a href="#">4.1.2 Name, Role, Value</a> (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports with Exceptions	<p>Web: Although many of the controls in GET allow for the <code>name</code> and <code>role</code> to be programmatically determined, a rating of Supports with Exceptions has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>• Many form inputs, text areas and select elements are either missing labels or are improperly labelled.</li> <li>• As seen in <b>1.1.1 Provide text alternatives for all non-text content</b>, the menu tabs used for navigation do not contain appropriate <code>role</code> or <code>state</code> information implemented with ARIA.</li> <li>• As seen in <b>1.3.1 Info and Relationships</b>, the form field constraints on the Checkout page are not clearly indicated.</li> <li>• In the implementation of the Menu page, the <code>aria-expanded</code> property is incorrectly used in an element that does not have a valid implicit or explicit <code>role</code> that support the usage of this property.</li> </ul>

Table 2: Success Criteria, Level AA

Notes:





Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.2.4 Captions (Live)</u></b> (Level AA) 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: No live content is present on the GET web application.
<p><b><u>1.2.5 Audio Description (Prerecorded)</u></b> (Level AA) 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: No audio content is present on the GET web application.
<p><b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA) 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports with Exceptions	<p>Web: In most cases, the GET web application provides sufficient contrast when background images are not available and define background and foreground colors consistently. However, a rating of Supports with Exceptions has been given for the follow reason:</p> <ul style="list-style-type: none"> <li>• Many navigation controls, select menu options, links, buttons and other controls do not provide sufficient color contrast.</li> </ul>
<p><b><u>1.4.4 Resize text</u></b> (Level AA) 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: Text resizing is not restricted or disabled on the GET web application.
<p><b><u>1.4.5 Images of Text</u></b> (Level AA) 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: The GET web application does not make use of static images of text.





Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.4.5 Multiple Ways</u></b> (Level AA) 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Web: Does Not Support	<p>Web: A rating of Does Not Support has been given for the following reason:</p> <ul style="list-style-type: none"> <li>• In the GET web application, there is only one way to locate pages and that is to start at the Home page and use the navigation offered there.</li> </ul>
<p><b><u>2.4.6 Headings and Labels</u></b> (Level AA) 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: Headings and labels accurately describe content on the GET web application.
<p><b><u>2.4.7 Focus Visible</u></b> (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.26 (Web)</li> <li>• 10.2.26 (non-web document)</li> <li>• 11.2.1.26 (Software)</li> <li>• 11.2.2.26 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports with Exceptions	<p>Web: While many active elements provide a visual focus indication, a rating of Supports with Exceptions has been given for the following reason:</p> <ul style="list-style-type: none"> <li>• Many other controls are implemented with the CSS class "button", which suppresses their visual focus indication.</li> </ul>
<p><b><u>3.1.2 Language of Parts</u></b> (Level AA) 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul>	Web: Supports	Web: No inline changes in language or other language options, other than English, are present for the GET web application.





Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		
<p><b>3.2.3 Consistent Navigation</b> (Level AA) 2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Web: Supports	Web: Navigation is consistent throughout the GET web application.
<p><b>3.2.4 Consistent Identification</b> (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.32 (Web)</li> <li>10.2.32 (non-web document) – Does not apply</li> <li>11.2.1.32 (Software) – Does not apply</li> <li>11.2.2.32 (Closed Software) – Does not apply</li> <li>11.6.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Web: Supports	Web: Controls and interfaces throughout the GET web application are consistent.
<p><b>3.3.3 Error Suggestion</b> (Level AA) 2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports	Web: Error messages throughout the GET web application provide suggestions for fixing the errors, where appropriate.







Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA) 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: Financial transactions can be reversed and are checked for errors on submit.

Table 3: Success Criteria, Level AAA

Notes: Not Applicable

**2017 Section 508 Report**

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports with Exceptions	The issues that most impact the functional performance of the site for users without vision are discussed in the above WCAG 2.0 Report. A rating of Supports with Exceptions has been given for the following reasons: <ul style="list-style-type: none"> <li>• As described in <b>1.1.1 Non-text Content</b>, elements are missing informative alternative text, proper <code>role</code> and <code>state</code> information and dialogs are missing boundaries.</li> </ul>





Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>As described in <b>1.3.1 Info and Relationships</b>, labels, headings, form field constraints and tables are not implemented accessibly.</li> <li>As described in <b>1.4.1 Use of Color</b>, color is used as the sole method to convey information, selection and error state.</li> <li>As described in <b>2.1.1 Keyboard</b>, controls do not receive keyboard focus or cannot be activated with the keyboard.</li> <li>As described in <b>2.2.1 Timing</b>, GET sessions end without offering the user an opportunity to continue.</li> <li>As described in <b>2.2.2 Pause, Stop, Hide</b>, there are playback issues with the Food Options carousel.</li> <li>As described in <b>2.4.2 Page Titled</b>, many pages are missing context sensitive titles.</li> <li>As described in <b>2.4.3 Focus order</b>, there are focus order issues.</li> <li>As described in <b>2.4.4 Link Purpose</b>, there are several <code>anchor</code> elements that are used in the main navigation or as carousel controls do not have a mechanism that allows an accessible name value to be calculated.</li> <li>As described in <b>2.4.5 Multiple Ways</b>, is there is only one way to locate a page in the GET web application.</li> <li>As described in <b>3.3.1 Error Identification</b>, error messages are not provided at the beginning of the form after it is submitted.</li> </ul>





Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>As described in <b>Labels and Instructions</b>, there is an incorrect implementation of instructions. As described in <b>4.1.1 Parsing</b>, there is an incorrect usage of the HTML syntax errors. As described in <b>4.1.2 Name, Role, Value</b>, there are several controls that do not provide a mechanism for an accessible <code>name</code> and <code>role</code> to be programmatically determined.</li> </ul>
302.2 With Limited Vision	Supports with Exceptions	<p>A rating of Supports with Exceptions has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>The issues that most impact the functional performance of the site for users with limited vision are discussed in the above WCAG 2.0 Report. For details, please refer primarily to <b>1.1.1 Non-text Content. 1.4.1 Use of Color and 1.4.3 Sufficient Contrast.</b></li> </ul>
302.3 Without Perception of Color	Supports with Exceptions	<p>A rating of Supports with Exceptions has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>The issues that most impact the functional performance of the site for users with limited vision are discussed in the above WCAG 2.0 Report. For details, please refer primarily to <b>1.4.1 Use of Color.</b></li> </ul>





Criteria	Conformance Level	Remarks and Explanations
302.4 Without Hearing	Supports	The GET web application does not require the use of audio-only functionality.
302.5 With Limited Hearing	Supports	The GET web application does not require the use of audio-only functionality.
302.6 Without Speech	Supports	The GET web application does not require speech for access.
302.7 With Limited Manipulation		The issues that most impact the functional performance of the site for users with limited manipulation are discussed in the above WCAG 2.0 Report. For details, please refer primarily to: <b>2.1.1 Keyboard., 2.2.1 Timing, 2.4.1 Bypass blocks, 2.4.3 Focus order and 2.4.7 Focus visible.</b>
302.8 With Limited Reach and Strength		The issues that most impact the functional performance of the site for users with limited reach and strength are discussed in the above WCAG 2.0 Report. For details, please refer primarily to: <b>2.1.1 Keyboard, 2.2.1 Timing, 2.4.1 Bypass blocks, 2.4.3 Focus order and 2.4.7 Focus visible.</b>
302.9 With Limited Language, Cognitive, and Learning Abilities		The issues that most impact the functional performance of the site for users with limited language, cognitive, and learning abilities are discussed in the above WCAG 2.0 Report. For





Criteria	Conformance Level	Remarks and Explanations
		details, please refer primarily to: <b>2.2.1 Timing, 2.2.2 Pause Stop Hide, 2.4.2 Page Titled, 2.4.4 Link Purpose, 2.4.5 Multiple Ways, 3.3.1 Error Identification and 3.3.2 Labels and Instructions.</b>

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b>602 Support Documentation</b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Applicable – Not Tested	
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Applicable – Not Tested	
<b>603 Support Services</b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Applicable – Not Tested	
603.3 Accommodation of Communication Needs	Applicable – Not Tested	

