Transact – Accessibility Conformance Report WCAG 2.1 and Revised Section 508 Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Virtual Terminal

Report Date: March 2024

Product Description: Transact Virtual Terminal is a simple and secure web application used to accept credit card transactions in mobile and static environments.

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Evaluation Methods Used:

Evaluation of the product involved a combination of automated, manual, and functional testing against the applicable success criteria within the Web Content Accessibility Guidelines (WCAG) 2.1 Conformance Level A and AA. Level Access (Level) tested a selection of the product using a representative sample to cover the components and functionality of use flows. Below is a list of the assistive technologies (ATs) used:

- JAWS/Chrome

Applicable Standards/Guidelines

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

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Standard/Guideline	Included In Report
[Web Content Accessibility Guidelines 2.0](#)	Level A (Yes/No) Level AA (Yes/No) Level AAA (Yes/No)
[Web Content Accessibility Guidelines 2.1](#)	Level A (Yes/No) Level AA (Yes/No) Level AAA (Yes/No)
[Revised Section 508 standards published January 18, 2017 and corrected 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.
- **Partially Supports**: 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 only be used in WCAG Level AAA criteria.

WCAG 2.x Report

Tables 1 and 2 also document conformance with Revised Section 508:

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- 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.x 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](#).

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Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: Some non-text content presented to the user in the product has text alternatives that serve the equivalent purpose. Exceptions include: • There is meaningful content not visible to assistive technologies. • There are images that serve a decorative purpose that are not marked as decorative. • There are meaningful images without a textual equivalent. • There are links without current state information. • There are controls without appropriate name and role information. • There are buttons without appropriate role information.

Criteria	Conformance Level	Remarks and Explanations
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product does not contain prerecorded audio-only or video-only media.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product does not contain any prerecorded synchronized media (video with audio) that requires captions.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product does not contain any prerecorded video media that requires audio descriptions or a media alternative.

| 1.3.1 Info and Relationships (Level A)
Also applies to:
Revised Section 508
• 501 (Web)(Software)
• 504.2 (Authoring Tool)
• 602.3 (Support Docs) | Web: Partially Supports | Web: In some instances, the product ensures that information, structure, and relationships conveyed through presentation can also be determined programmatically or through text. Exceptions include:

• There are improperly structured lists.
• There is content that appears as a list but does not use list markup.
• There are form controls with visual labels that are not programmatically associated with the control.
• There are inline errors that are not programmatically associated with their corresponding fields.
• There are elements that have no accessible name.
• There are dialogs that lack an accessible name.
• In some cases, after submitting a form when inline errors are present, focus does not move to the first field in error. |

Criteria	Conformance Level	Remarks and Explanations
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product ensures that a correct reading order can be programmatically determined for content whose presentation sequence affects its meaning.
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product does not contain instructions that rely solely on sensory characteristics such as shape, size, visual location, or sound.
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product does not use color as the only visual means of conveying information, indicating an action, or prompting a response.
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product does not include audio that plays automatically.

Criteria	Conformance Level	Remarks and Explanations
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: In most instances, the product ensures that interactive content and functionality is accessible and operable using a keyboard or keyboard emulator. Exceptions include: • Some visually hidden elements receive the focus. • There are interactive controls that cannot be navigated an/or operated with the keyboard alone.
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: Where a component can receive keyboard focus, the product allows focus to be moved away using only the keyboard.
2.1.4 Character Key Shortcuts (Level A 2.1 only) Revised Section 508 – Does not apply	Web: Supports	Web: The product does not use character key shortcuts
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product does not contain time-limited or time-dependent content.

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Criteria	Conformance Level	Remarks and Explanations
2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: The product does not contain content that moves, blinks, scrolls, or auto-updates.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: The product does not contain flashing content.
2.4.1 Bypass Blocks (Level A) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports	Web: The product does not contain content that is repeated on multiple pages.

Criteria	Conformance Level	Remarks and Explanations
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: Most screens of the product provide titles that adequately describe their topic or purpose. Exceptions include: • There are dialogs that lack an accessible name.
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: In most instances, screens of the product can be navigated sequentially with a focus order that matches the logical reading order. Exceptions include: • The focus doesn't automatically move into the print dialog after it's exposed. • There are top-form errors that do not receive focus when they appear. • After submitting a form when inline errors are present, focus does not move to the first field in error

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Criteria	Conformance Level	Remarks and Explanations
2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product ensures that the purpose of links can be determined from the link text alone or in combination with the surrounding or programmatic context.
2.5.1 Pointer Gestures (Level A 2.1 only) Revised Section 508 – Does not apply	Web: Supports	Web: The product does not require multipoint or path-based gestures for operation.
2.5.2 Pointer Cancellation (Level A 2.1 only) Revised Section 508 – Does not apply	Web: Supports	Web: The product ensures that functionality on pointer down-event is completed only when the user releases the pointer or allows the user to abort and/or undo the action.
2.5.3 Label in Name (Level A 2.1 only) Revised Section 508 – Does not apply	Web: Partially Supports	Web: In most instances, the product ensures that when interface components have visual labels that include text, the provided accessible name contains the visually presented text. Exceptions include: • There are form controls with visual labels that are not programmatically associated with the control.

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Criteria	Conformance Level	Remarks and Explanations
2.5.4 Motion Actuation (Level A 2.1 only) Revised Section 508 – Does not apply	Web: Supports	Web: The product does not contain functionality that requires device motion or user motion.
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product ensures that the default human language used on each page can be programmatically determined.
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product does not contain focusable interface components.
3.2.2 On Input (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product ensures that interactive components do not initiate a change in context when the component setting is changed unless followed by an explicit user action such as activation of a button or link [unless the user has been advised of this behavior before use].

Criteria	Conformance Level	Remarks and Explanations

3.3.1 Error Identification (Level A)
Also applies to:
Revised Section 508
  • 501 (Web)(Software)
  • 504.2 (Authoring Tool)
  • 602.3 (Support Docs)
	Web: Partially Supports	Web: In most instances, where the product automatically detects input errors, the item or field in error is identified and the error is described to the user in text. Exceptions include:
		
		  • Some error messages are not indicated clearly.

3.3.2 Labels or Instructions (Level A)
Also applies to:
Revised Section 508
  • 501 (Web)(Software)
  • 504.2 (Authoring Tool)
  • 602.3 (Support Docs)
	Web: Partially Supports	Web: In most instances, where user input is required, the product presents adequate labels or instructions for successfully providing that input. Exceptions include:
		
		  • There are elements that have no accessible name.
		  • There are inline errors that are not programmatically associated with their corresponding fields.
		  • Some form field constraints are not clearly indicated.
		  • There are form fields without persistent visual labels.

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Criteria	Conformance Level	Remarks and Explanations
4.1.1 Parsing (Level A) WCAG 2.0 and 2.1 – Always answer 'Supports' WCAG 2.2 (obsolete and removed) - Does not apply Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.

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Criteria	Conformance Level	Remarks and Explanations
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports	Web: In some instances, the product contains user interface components whose name, role, state, and value can be programmatically determined, [and whose state, properties, and value, where applicable, can be programmatically set]. Exceptions include: - Some contents are not visible to assistive technologies. - There are form controls with visual labels that are not programmatically associated with the control. - There are inline errors that are not programmatically associated with their corresponding fields. - There are links without current state information. - There are controls without appropriate name and role information. - There are buttons without appropriate role information.

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Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations

1.2.4 Captions (Live) (Level AA)
    Also applies to:
    Revised Section 508   501 (Web)(Software)   504.2 (Authoring Tool)   602.3 (Support Docs)
	Web: Supports	Web: The product does not contain any live synchronized media (video with audio) that requires real-time captioning.

1.2.5 Audio Description (Prerecorded) (Level AA)
    Also applies to:
    Revised Section 508   501 (Web)(Software)   504.2 (Authoring Tool)   602.3 (Support Docs)
	Web: Supports	Web: The product does not contain any prerecorded synchronized media (video with audio) that requires audio descriptions.

1.3.4 Orientation (Level AA 2.1 only) Revised Section 508 – Does not apply	Web: Supports	Web: The product does not restrict its view and operation to a single display orientation, such as portrait or landscape.
1.3.5 Identify Input Purpose (Level AA 2.1 only) Revised Section 508 – Does not apply	Web: Supports	Web: The product ensures that the purpose of input fields that request information about the user, such as name or email, can be programmatically determined.

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Criteria	Conformance Level	Remarks and Explanations
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: Visual presentation of text and images of text in the product provides a contrast ratio of at least 4.5:1 against adjacent colors.
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: In some instances, the product allows text to be resized without assistive technology up to 200 percent without loss of content or functionality. Exceptions include: • There is content that disappears when viewing the page at 200% browser zoom and a 1280-pixel viewport width. • There are pages that have restrictions in the code not allowing pages to resize up to 200%. • Some pages do not allow text resize without loss of functionality.

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Criteria	Conformance Level	Remarks and Explanations

1.4.5 Images of Text (Level AA)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Web: Supports	Web: Except for logos, the product uses text instead of images of text.

1.4.10 Reflow (Level AA 2.1 only) Revised Section 508 – Does not apply	Web: Partially Supports	Web: In most instances, pages of the product allow for resizing to a minimum width of 320 CSS pixels or vertical height of 256 CSS pixels without loss of content or functionality, and without requiring scrolling in two dimensions [except where scrolling is required for content usage such as tables or diagrams]. Exceptions include: • There is content that disappears when the page has a viewport width of 320 CSS pixels.

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Criteria	Conformance Level	Remarks and Explanations
1.4.11 Non-text Contrast (Level AA 2.1 only) Revised Section 508 – Does not apply	Web: Partially Supports	Web: In some instances, the visual presentation of non-text content in the product has a contrast ratio of at least 3:1 against adjacent color(s). Exceptions include: • There are several user interface components with a contrast ratio below 3.00:1.
1.4.12 Text Spacing (Level AA 2.1 only) Revised Section 508 – Does not apply	Web: Partially Supports	Web: In most instances, the product supports user changes in text style properties, such as line height or text spacing, without loss of content or functionality. Exceptions include: • There is content that is cut off when viewing the page with custom text spacing in mobile view.
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Revised Section 508 – Does not apply	Web: Supports	Web: The product does not contain content that appears on pointer hover or keyboard focus.

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Criteria	Conformance Level	Remarks and Explanations
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports	Web: Screens of the product are accessed via a process flow and do not otherwise require multiple methods of access.
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: The product uses headings and labels that describe their topic or purpose in some instances. Exceptions include: • There are buttons that have the same accessible name. • There are buttons with insufficiently descriptive accessible names.

Criteria	Conformance Level	Remarks and Explanations
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: In most instances, the product provides a visible indication of keyboard focus for elements on each screen. Exceptions include: • There are interactive controls that do not provide clear indication of keyboard focus. • There are interactive elements without a visible keyboard focus indicator.
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: Screens of the product present content in a single language.
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports	Web: The product does not contain navigational components that are repeated across the product.

Criteria	Conformance Level	Remarks and Explanations
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports	Web: The product does not contain functional components that are repeated across screens.
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: Where the product automatically detects input errors and provides error messages, the product also provides suggestions for correcting each error.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: Where the product causes financial transactions to occur, user input fields are checked for errors, and the user is provided the opportunity to correct them.

Criteria	Conformance Level	Remarks and Explanations
4.1.3 Status Messages (Level AA 2.1 only) Revised Section 508 – Does not apply	Web: Partially Supports	Web: In most instances, the product provides status messages that can be presented to assistive technologies without receiving focus. Exceptions include: • There are search results that appear but are not announced to screen reader users.

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	The product's features mostly allow people without vision to use screen readers to interact with user interface elements except as disclosed in: • 1.1.1 Non-text Content • 1.3.1 Info and Relationships • 2.1.1 Keyboard • 2.4.2 Page Titled • 2.4.3 Focus Order • 3.3.1 Error Identification • 3.3.2 Labels or Instructions • 4.1.2 Name, Role, Value

Criteria	Conformance Level	Remarks and Explanations
302.2 With Limited Vision	Partially Supports	The product's features mostly allow people with vision loss to interact with user interface elements except as disclosed in: • 1.1.1 Non-text Content • 1.3.1 Info and Relationships • 2.1.1 Keyboard • 2.4.2 Page Titled • 2.4.3 Focus Order • 3.3.1 Error Identification • 3.3.2 Labels or Instructions • 4.1.2 Name, Role, Value
302.3 Without Perception of Color	Supports	The product's features allow users without perception of color to interact with user interface elements.
302.4 Without Hearing	Supports	The product is usable by people without hearing.
302.5 With Limited Hearing	Supports	The product is usable by people with limited hearing.
302.6 Without Speech	Supports	The product is usable by people without speech.
302.7 With Limited Manipulation	Partially Supports	The product features mostly allow people with limited manipulation to interact with user interface elements except as disclosed in: • 2.1.1 Keyboard • 2.4.2 Page titled • 2.4.3 Focus order • 4.1.2 Name, role, value

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Criteria	Conformance Level	Remarks and Explanations
302.8 With Limited Reach and Strength	Supports	The product's features allow people with limited reach or strength to interact with the user interface.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	The product's features mostly allow people with limited language, cognition, and learning abilities to interact with the user interface except as disclosed in: • 1.3.1 Info and Relationships • 2.1.1 Keyboard • 2.4.2 Page Titled • 2.4.3 Focus Order • 3.3.1 Error Identification • 3.3.2 Labels or Instructions • 4.1.2 Name, Role, Value

Chapter 4: Hardware

Notes: Not Applicable

Chapter 5: Software

Notes: Not Applicable

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Applicable – not tested	Documentation listing and explanation of how to use the accessibility and compatibility features was not included in the scope of this evaluation.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Applicable – not tested	Non-electronic documentation formats and other alternate formats usable by individuals with disabilities were not included in the scope of this evaluation.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Applicable – not tested	ICT support services that include information on the accessibility and compatibility features required by 602.2 were not included in the scope of this evaluation.

Criteria	Conformance Level	Remarks and Explanations
603.3 Accommodation of Communication Needs	Applicable – not tested	Direct user support services or referral to a point of contact that accommodates a user with disabilities was not included in the scope of this evaluation.

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