

# PaymentWorks Accessibility Conformance Report



## VPAT® Version 2.4.1

Product: PaymentWorks.com

Description: PaymentWorks was inspired by the simple vision that we could create a supplier information management (SIM) solution to meet the growing information and collaboration requirements of companies and their suppliers, with a solution that was easy to use, and did not require a large investment of time or money to deploy. To achieve this, we imagined that companies and their suppliers would be able to connect and communicate with each other as easily as people connect on LinkedIn or Facebook.

Notes: PaymentWorks is a cloud-based SaaS platform. We maintain test and staging versions on separate environments, but there is always only one current version of the platform, which gets updated regularly.

Version Date: July 30, 2024

Contact: [sales-engineering@paymentworks.com](mailto:sales-engineering@paymentworks.com)

## Code of Federal Regulations

**Table 1**

Section	Criteria	Level of Support	Remarks and explanations
Section 1194.21	Software Applications and Operating Systems	Needs Work	10 of 12 statements need verification
Section 1194.22	Web-based Intranet and Internet Information and Applications	Needs Work	8 of 16 statements need verification; overlap with section 1194.22
Section 1194.31	Functional Performance criterion	Needs Work	2 of 6 statements need verification
Section 1194.41	Information, Documentation and Support	Needs Work	Documentation related only, no technical impact.
Section 1194.21a	(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Need to Verify	
Section 1194.21b	(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	Need to Verify	

Section 1194.21c	(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.	Need to Verify	
Section 1194.21d	(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.	Need to Verify	
Section 1194.21e	(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.	Need to Verify	
Section 1194.21f	(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.	Need to Verify	
Section 1194.21g	(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Need to Verify	

Section 1194.21i	(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Need to Verify	Visual line diffs are annotated with standard "+" and "-" notation to indicated additions and removals
Section 1194.21k	(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Need to Verify	
Section 1194.21l	(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Need to Verify	
Section 1194.22a	(a) A text equivalent for every non-text element shall be provided (e.g., via 'alt', 'longdesc', or in element content).	Need to Verify	
Section 1194.22c	(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Need to Verify	Visual line diffs are annotated with standard "+" and "-" notation to indicated additions and removals.
Section 1194.22d	(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Need to Verify	PaymentWorks uses modern, text-based, semantic web development practices, and does not rely on non-HTML plugins or applets such as Java, ActiveX, or Flash except where otherwise noted for non-essential functionality.

Section 1194.22g	(g) Row and column headers shall be identified for data tables.	Need to Verify	
Section 1194.22j	(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Need to Verify	
Section 1194.22l	(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.	Need to Verify	
Section 1194.22n	(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Need to Verify	
Section 1194.22o	(o) A method shall be provided that permits users to skip repetitive navigation links.	Need to Verify	
Section 1194.31a	(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Need to Verify	

Section 1194.31b	(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	Need to Verify	
---------------------	---	----------------	--

## Web Content Accessibility Guidelines 2.1

**Table 1: Success Criteria, Level A**

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.1.1 Non-text Content (Level A)</a>	Supports	
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</a>	Not Applicable	
<a href="#">1.2.2 Captions (Prerecorded) (Level A)</a>	Not Applicable	
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</a>	Not Applicable	
<a href="#">1.3.1 Info and Relationships (Level A)</a>	Supports with Exceptions	Tables may not be understandable by screen readers
<a href="#">1.3.2 Meaningful Sequence (Level A)</a>	Supports	
<a href="#">1.3.3 Sensory Characteristics (Level A)</a>	Supports	
<a href="#">1.4.1 Use of Color (Level A)</a>	Supports	
<a href="#">1.4.2 Audio Control (Level A)</a>	Not Applicable	
<a href="#">2.1.1 Keyboard (Level A)</a>	Supports with Exceptions	Some input areas in the app require mouse navigation
<a href="#">2.1.2 No Keyboard Trap (Level A)</a>	Supports	
<a href="#">2.1.4 Character Key Shortcuts (Level A 2.1 only)</a>	Not Applicable	
<a href="#">2.2.1 Timing Adjustable (Level A)</a>	Not Applicable	
<a href="#">2.2.2 Pause, Stop, Hide (Level A)</a>	Supports	
<a href="#">2.3.1 Three Flashes or Below Threshold (Level A)</a>	Supports	
<a href="#">2.4.1 Bypass Blocks (Level A)</a>	Supports	

<a href="#">2.4.2 Page Titled (Level A)</a>	Not Applicable	PaymentWorks is a single-page app. We customize the URL for some specific pages but not titles.
<a href="#">2.4.3 Focus Order (Level A)</a>	Supports	
<a href="#">2.4.4 Link Purpose (In Context) (Level A)</a>	Supports	
<a href="#">2.5.1 Pointer Gestures (Level A 2.1 only)</a>	Not Applicable	
<a href="#">2.5.2 Pointer Cancellation (Level A 2.1 only)</a>	Supports with Exceptions	The home page acts on down-event, all others on up-event
<a href="#">2.5.3 Label in Name (Level A 2.1 only)</a>	Supports with Exceptions	
<a href="#">2.5.4 Motion Actuation (Level A 2.1 only)</a>	Supports	
<a href="#">3.1.1 Language of Page (Level A)</a>	Supports	Development will make this change
<a href="#">3.2.1 On Focus (Level A)</a>	Supports	
<a href="#">3.2.2 On Input (Level A)</a>	Supports with Exceptions	Content available in custom forms may change based on user selections made in controls
<a href="#">3.3.1 Error Identification (Level A)</a>	Supports	
<a href="#">3.3.2 Labels or Instructions (Level A)</a>	Supports with Exceptions	
<a href="#">4.1.1 Parsing (Level A)</a>	Supports	
<a href="#">4.1.2 Name, Role, Value (Level A)</a>	Does Not Support	This is another artifact of being a single-page, browser-based app, where many page elements are generated dynamically

**Table 2: Success Criteria, Level AA**

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live) (Level AA)</a>	Not Applicable	
<a href="#">1.2.5 Audio Description (Prerecorded) (Level AA)</a>	Not Applicable	
<a href="#">1.3.4 Orientation (Level AA 2.1 only)</a>	Supports	
<a href="#">1.3.5 Identify Input Purpose (Level AA 2.1 only)</a>	Does Not Support	Many page elements are generated dynamically
<a href="#">1.4.3 Contrast (Minimum) (Level AA)</a>	Does Not Support	

<a href="#">1.4.4 Resize text (Level AA)</a>	Does Not Support	As a browser-based app, PaymentWorks text can be resized through browser zooming, but there is no native text sizing in the app
<a href="#">1.4.5 Images of Text (Level AA)</a>	Supports	
<a href="#">1.4.10 Reflow (Level AA 2.1 only)</a>	Does Not Support	We do not yet support small window/mobile functionality
<a href="#">1.4.11 Non-text Contrast (Level AA 2.1 only)</a>	Does Not Support	
<a href="#">1.4.12 Text Spacing (Level AA 2.1 only)</a>	Not Applicable	
<a href="#">1.4.13 Content on Hover or Focus (Level AA 2.1 only)</a>	Not Applicable	
<a href="#">2.4.5 Multiple Ways (Level AA)</a>	Does Not Support	
<a href="#">2.4.6 Headings and Labels (Level AA)</a>	Supports	
<a href="#">2.4.7 Focus Visible (Level AA)</a>	Supports with Exceptions	
<a href="#">3.1.2 Language of Parts (Level AA)</a>	Does Not Support	
<a href="#">3.2.3 Consistent Navigation (Level AA)</a>	Supports	
<a href="#">3.2.4 Consistent Identification (Level AA)</a>	Does Not Support	
<a href="#">3.3.3 Error Suggestion (Level AA)</a>	Does Not Support	
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</a>	Supports	
<a href="#">4.1.3 Status Messages (Level AA 2.1 only)</a>	Supports	

**Table 3: Success Criteria, Level AAA**

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.6 Sign Language (Prerecorded) (Level AAA)</a>	Not Applicable	
<a href="#">1.2.7 Extended Audio Description (Prerecorded) (Level AAA)</a>	Not Applicable	
<a href="#">1.2.8 Media Alternative (Prerecorded) (Level AAA)</a>	Not Applicable	
<a href="#">1.2.9 Audio-only (Live) (Level AAA)</a>	Not Applicable	
<a href="#">1.3.6 Identify Purpose (Level AAA 2.1 only)</a>	Not Applicable	
<a href="#">1.4.6 Contrast (Enhanced) (Level AAA)</a>	Does Not Support	
<a href="#">1.4.7 Low or No Background Audio (Level AAA)</a>	Not Applicable	

<a href="#">1.4.8 Visual Presentation (Level AAA)</a>	Does Not Support	We do not currently enable personalized configuration of formatting in the app
<a href="#">1.4.9 Images of Text (No Exception) (Level AAA)</a>	Supports	
<a href="#">2.1.3 Keyboard (No Exception) (Level AAA)</a>	Does Not Support	PaymentWorks currently requires a mouse for user navigation, with a few exceptions
<a href="#">2.2.3 No Timing (Level AAA)</a>	Supports	
<a href="#">2.2.4 Interruptions (Level AAA)</a>	Does Not Support	
<a href="#">2.2.5 Re-authenticating (Level AAA)</a>	Supports	
<a href="#">2.2.6 Timeouts (Level AAA 2.1 only)</a>	Does Not Support	PaymentWorks times out after 30 minutes of inactivity, but without warning. Most (but not all) partially entered data is preserved so not lost
<a href="#">2.3.2 Three Flashes (Level AAA)</a>	Supports	
<a href="#">2.3.3 Animation from Interactions (Level AAA 2.1 only)</a>	Not Applicable	
<a href="#">2.4.10 Section Headings (Level AAA)</a>	Supports	
<a href="#">2.5.5 Target Size (Level AAA 2.1 only)</a>	Does Not Support	
<a href="#">2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 only)</a>	Supports	
<a href="#">2.4.8 Location (Level AAA)</a>	Supports	
<a href="#">2.4.9 Link Purpose (Link Only) (Level AAA)</a>	Does Not Support	
<a href="#">3.1.3 Unusual Words (Level AAA)</a>	Does Not Support	The PaymentWorks lexicon is defined in our documentation but not so much in the user interface
<a href="#">3.1.4 Abbreviations (Level AAA)</a>	Does Not Support	Abbreviations used by PaymentWorks are defined in our documentation but not so much in the user interface
<a href="#">3.1.5 Reading Level (Level AAA)</a>	Does Not Support	
<a href="#">3.1.6 Pronunciation (Level AAA)</a>	Does Not Support	
<a href="#">3.2.5 Change on Request (Level AAA)</a>	Supports	
<a href="#">3.3.5 Help (Level AAA)</a>	Supports	
<a href="#">3.3.6 Error Prevention (All) (Level AAA)</a>	Supports	