DESCARTES™

Descartes Visual Compliance Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Visual Compliance Research Edition

Report Date: 6/21/2021

Product Description: Descartes Visual Compliance is an Export Compliance tool offering solutions for Denied Party Screening, Export Classification, and international trade regulations.

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Notes: This version of the Accessibility Conformance Report dated June 21, 2021 indicates our adherence to WCAG 2.0 at Levels A, and AA, and our compliance with revised section 508 as indicated.

"Voluntary Product Accessibility Template" and "VPAT" are registered
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Evaluation Methods Used: The following application were used to evaluate this product:

- Browsers: Chrome, Firefox, Microsoft Edge and Internet Explorer
- Manual Testing: WebAim Color Contrast Checker, Keyboard Testing
- Automated Testing: SortSite

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes)
	Level AA (Yes)
	Level AAA (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 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
- 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
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: Supports	Visual Compliance graphic elements exposed to users contain text equivalent for non-text elements.
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	Visual Compliance video and audio components include non-multimedia equivalent.
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: Not Applicable	Visual Compliance does not include any prerecorded captioned content in its core functionality.
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: Not Applicable	Visual Compliance does not include any prerecorded descriptive audio or media alternative in its core functionality.
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Supports	Visual Compliance pages, including the login page, are designed provide information, structure, and relationships accessibly. All input fields have associated labels.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
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	Visual Compliance pages, including the login page, are designed to be accessed through a meaningful sequence, and a correct reading sequence can be programmatically determined.
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	Operation of Visual Compliance does not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, 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	Visual Compliance conveys all information without the requirement of color.
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: Not Applicable	Visual Compliance does not contain any automatic or sustained audio in its core functionality.
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Visual Compliance core features can be used from the keyboard alone.

Criteria	Conformance Level	Remarks and Explanations
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	Visual Compliance core features can be navigated without issue from the keyboard alone.
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	Visual Compliance: Compliance Manager Workflow time limit can be overridden.
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: Not Applicable	Visual Compliance contains no auto-scroll, blinking, or movement. Updates are triggered solely by interaction with the user.
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	Visual Compliance contains no 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	Visual Compliance allows users to skip repetitive navigation links through tab functionality.

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: Supports	All Visual Compliance web pages include a title that indicates its usage.
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: Supports	Visual Compliance can be navigated sequentially using the keyboard alone in an order consistent with its operation.
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	Visual Compliance links clearly indicate the content to which they navigate.
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	The default language of 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	Focusing on a field within Visual Compliance does not change the context in which it is used.

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	Inputting information into a field within Visual Compliance does not change the context of that field unless expressly indicated to the user.
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	Most errors will clearly indicate the source and immediate correct to the error. Errors which fall outside of the control of the user will indicate a general error and to seek support.
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: Supports	Labels are included with each input field.
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Visual Compliance users correct markup nesting and usage of contextual attributes.
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: Supports	Visual Compliance utilizes standard HTML controls that can be programmatically determined.

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	Closed captions are available for all video content in Visual Compliance.
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: Partially Supports	Audio components of video content are descriptive of actions on the video, but no alternative descriptive track is provided.
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: Partially Supports	Visual Compliance is designed with sufficient contrast between components and with indicated size ratios for text and images, except as follows; • Some images on the login page do not contain sufficient color contrast between foreground and background information.
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: Supports	Visual Compliance supports browser zoom up to 200% without substantive loss of operability or capability.
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	Visual Compliance contains no images of text except where deemed essential under the guidelines.

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	Visual Compliance provides multiple points of access to its core pages and functions.

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: Supports	Visual Compliance headings and labels are descriptive.

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: Supports	When utilizing keyboard to navigate fields in Visual Compliance, the keyboard focus is visibly indicated.

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	The default language of each part can be programmatically determined except for proper names, and technical terms.

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	Navigational links within Visual Compliance are presented in the same way within each module of Visual Compliance, and do not deviate from page to page.
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	Visual Compliance features are identified consistently based on their function.
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	Errors in Visual Compliance generated due to user error or identifiable error outside of the user's control (such as connection errors) include suggestions as to how to remedy the error and indicate the error location (when applicable).
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	Visual Compliance includes a check for input errors and provides a mechanism for review or confirmation prior to completing actions that modify user data. Most data is reversable by the user, and other data is reversable with assistance from Support.

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not Evaluated
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not Evaluated
1.2.8 Media Alternative (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not Evaluated
1.2.9 Audio-only (Live) (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not Evaluated
1.4.6 Contrast (Enhanced) (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not Evaluated
1.4.7 Low or No Background Audio (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not Evaluated
1.4.8 Visual Presentation (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not Evaluated
1.4.9 Images of Text (No Exception) (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not Evaluated
2.1.3 Keyboard (No Exception) (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not Evaluated
2.2.3 No Timing (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not Evaluated
2.2.4 Interruptions (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not Evaluated
2.2.5 Re-authenticating (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not Evaluated
2.3.2 Three Flashes (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not Evaluated
2.4.8 Location (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not Evaluated

Criteria	Conformance Level	Remarks and Explanations
2.4.9 Link Purpose (Link Only) (Level AAA) 　　Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not Evaluated
2.4.10 Section Headings (Level AAA) 　　Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not Evaluated
3.1.3 Unusual Words (Level AAA) 　　Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not Evaluated
3.1.4 Abbreviations (Level AAA) 　　Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not Evaluated
3.1.5 Reading Level (Level AAA) 　　Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not Evaluated
3.1.6 Pronunciation (Level AAA) 　　Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not Evaluated
3.2.5 Change on Request (Level AAA) 　　Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not Evaluated
3.3.5 Help (Level AAA) 　　Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not Evaluated
3.3.6 Error Prevention (All) (Level AAA) 　　Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not Evaluated

Revised Section 508 Report

Notes:

Chapter 3: [Functional Performance Criteria](#) (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	Visual Compliance supports the use of Assistive Technology screen readers by blind and visual impaired users.
302.2 With Limited Vision	Supports	Visual Compliance supports the use of Assistive Technology screen readers by blind and visual impaired users. Visual Compliance supports the user of screen magnifiers.
302.3 Without Perception of Color	Supports	Visual Compliance does not rely on color coding as the only means of conveying information.
302.4 Without Hearing	Supports	Visual Compliance content contains available closed captions and alternative text content.
302.5 With Limited Hearing	Supports	Visual Compliance content contains available closed captions and alternative text content.
302.6 Without Speech	Supports	Speech access is not required to operate Visual Compliance.
302.7 With Limited Manipulation	Supports	Visual Compliance can be entirely operated with a keyboard and does not require simultaneous manual operations to do so.

Criteria	Conformance Level	Remarks and Explanations
302.8 With Limited Reach and Strength	Supports	Visual Compliance can be entirely operated with a keyboard and does not require simultaneous manual operations to do so.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Visual Compliance can be utilized by users with limited language, cognitive, and learning abilities.

Chapter 4: Hardware

Notes: Visual Compliance is a web-based application and is not subject to the requirements of this section.

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	Heading cell – no response required	Heading cell – no response required
402.1 General	Heading cell – no response required	Heading cell – no response required
402.2 Speech-Output Enabled	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen		
402.2.2 Transactional Outputs		
402.2.3 Speech Delivery Type and Coordination		
402.2.4 User Control		
402.2.5 Braille Instructions		
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening		
402.3.2 Non-private Listening		
402.4 Characters on Display Screens		
402.5 Characters on Variable Message Signs		
403 Biometrics	Heading cell – no response required	Heading cell – no response required
403.1 General		
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required
404.1 General		
405 Privacy	Heading cell – no response required	Heading cell – no response required
405.1 General		
406 Standard Connections	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
406.1 General		
407 Operable Parts	Heading cell – no response required	Heading cell – no response required
407.2 Contrast		
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible		
407.3.2 Alphabetic Keys		
407.3.3 Numeric Keys		
407.4 Key Repeat		
407.5 Timed Response		
407.6 Operation		
407.7 Tickets, Fare Cards, and Keycards		
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane		
407.8.1.1 Vertical Plane for Side Reach		
407.8.1.2 Vertical Plane for Forward Reach		
407.8.2 Side Reach		
407.8.2.1 Unobstructed Side Reach		
407.8.2.2 Obstructed Side Reach		
407.8.3 Forward Reach		
407.8.3.1 Unobstructed Forward Reach		
407.8.3.2 Obstructed Forward Reach		
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach		
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach		
408 Display Screens	Heading cell – no response required	Heading cell – no response required
408.2 Visibility		
408.3 Flashing		
409 Status Indicators	Heading cell – no response required	Heading cell – no response required
409.1 General		

Criteria	Conformance Level	Remarks and Explanations
410 Color Coding	Heading cell – no response required	Heading cell – no response required
410.1 General		
411 Audible Signals	Heading cell – no response required	Heading cell – no response required
411.1 General		
412 ICT with Two-Way Voice Communication	Heading cell – no response required	Heading cell – no response required
412.2 Volume Gain	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones		
412.2.2 Volume Gain for Non-Wireline ICT		
412.3 Interference Reduction and Magnetic Coupling	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets		
412.3.2 Wireline Handsets		
412.4 Digital Encoding of Speech		
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID		
412.7 Video Communication		
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability		
412.8.2 Voice and Hearing Carry Over		
412.8.3 Signal Compatibility		
412.8.4 Voice Mail and Other Messaging Systems		
413 Closed Caption Processing Technologies	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions		
413.1.2 Pass-Through of Closed Caption Data		
414 Audio Description Processing Technologies	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners		
414.1.2 Other ICT		
415 User Controls for Captions and Audio Descriptions	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls		
415.1.2 Audio Description Controls		

Chapter 5: Software

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG 2.0 section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not applicable	Visual Compliance is not a platform software as defined in Section 508.
502.2.2 No Disruption of Accessibility Features	Supports	Visual Compliance is compatible with browser and operating systems features defined by the user.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supports	Visual Compliance uses W3C HTML standards for implementation and utilizes accessibility scans and assistive technologies to ensure accessibility.
502.3.2 Modification of Object Information	Supports	Visual Compliance uses W3C HTML standards for implementation and utilizes accessibility scans and assistive technologies to ensure accessibility.
502.3.3 Row, Column, and Headers	Supports	Visual Compliance uses HTML to identify row, column, and header information.
502.3.4 Values	Supports	Visual Compliance uses W3C HTML standards for implementation and utilizes accessibility scans and assistive technologies to ensure accessibility.
502.3.5 Modification of Values	Supports	Visual Compliance uses W3C HTML standards for implementation and utilizes accessibility scans and assistive technologies to ensure accessibility.
502.3.6 Label Relationships	Supports	Visual Compliance uses HTML to identify label relationships.
502.3.7 Hierarchical Relationships	Supports	Visual Compliance uses HTML to indicate hierarchal relationships

Criteria	Conformance Level	Remarks and Explanations
502.3.8 Text	Supports	Visual Compliance uses W3C HTML standards for implementation and utilizes accessibility scans and assistive technologies to ensure accessibility.
502.3.9 Modification of Text	Supports	Visual Compliance uses W3C HTML standards for implementation and utilizes accessibility scans and assistive technologies to ensure accessibility.
502.3.10 List of Actions	Supports	Visual Compliance uses W3C HTML standards for implementation and utilizes accessibility scans and assistive technologies to ensure accessibility.
502.3.11 Actions on Objects	Supports	Visual Compliance uses W3C HTML standards for implementation and utilizes accessibility scans and assistive technologies to ensure accessibility.
502.3.12 Focus Cursor	Supports	Visual Compliance displays an indicator to show focused objects.
502.3.13 Modification of Focus Cursor	Supports	Visual Compliance utilizes HTML with cursor controls for user input.
502.3.14 Event Notification	Supports	Visual Compliance indicates errors and timeouts as appropriate.
502.4 Platform Accessibility Features	Not Applicable	Visual Compliance is not considered platform software as defined.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	Visual Compliance is compatible with user settings for assistive technologies.
503.3 Alternative User Interfaces	Not Applicable	There are no alternative interfaces for Visual Compliance.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
503.4.1 Caption Controls	Supports	Visual Compliance utilizes built-in media components for caption control on video content.
503.4.2 Audio Description Controls	Partially Supports	Visual Compliance media content is descriptive in nature, no alternative audio description is provided.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See WCAG 2.0 section	See information in WCAG 2.0 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not applicable	Visual Compliance is not an authoring tool as defined.
504.2.2 PDF Export	Not applicable	Visual Compliance is not an authoring tool as defined.
504.3 Prompts	Not applicable	Visual Compliance is not an authoring tool as defined.
504.4 Templates	Not applicable	Visual Compliance is not an authoring tool as defined.

Chapter 6: Support Documentation and Services

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	Not Applicable	Accessibility tools are not indicated in support documentation
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	Documentation for Visual Compliance is provided electronically.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features		Visual Compliance support can assist with questions on accessibility.
603.3 Accommodation of Communication Needs		Visual Compliance support can assist where accommodation is required.

Notice to Reader