

Computrition, Inc. Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: SuitePoint! Online Ordering Now (SPOON) 21.1

Report Date: February 25, 2021

Product Description: SPOON is a browser-based application used to directly place contactless orders at a location via a personal device or desktop computer.

Contact Information: mwalsh@computrition.com

Notes:

Evaluation Methods Used: Product was evaluated with an internal build of the 21.1 version, using Google Chrome version 88.0.4324.190 on a desktop computer. General product knowledge was used in addition to direct observation of how the product met the conformance criteria.

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

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Partially Supports	Web: Multiple images in the application have alt text describing their appearance. However, several user control icons using font characters do not have an associated title parameter to describe their function with a screen reader (for example, the – and + icons on the Your Order drawer).
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: SPOON does not include any prerecorded audio/video content.
<p>1.2.2 Captions (Prerecorded) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: SPOON does not include any prerecorded audio/video content and does not require any captions as a result.
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: SPOON does not include any prerecorded audio/video content.
<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: SPOON presents an information hierarchy using semantic H# heading elements.
<p>1.3.2 Meaningful Sequence (Level A)</p>	Web: Supports	Web: By following the H# elements, the sequence of

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		SPOON's content can be programmatically determined.
<u>1.3.3 Sensory Characteristics</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: User instructions in the product do not rely solely on sensory characteristics.
<u>1.4.1 Use of Color</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Color is never solely used to convey information.
<u>1.4.2 Audio Control</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: SPOON does not use audio content.
<u>2.1.1 Keyboard</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Partially Supports	Web: Some navigation can be performed using only the keyboard, but most tile buttons and confirmation message buttons are not accessible by tabbing to those controls.
<u>2.1.2 No Keyboard Trap</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) 	Web: Supports	Web: There are no keyboard traps. All controls that can be tabbed to can be tabbed off of.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>2.2.1 Timing Adjustable (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: The only time-based content on the site (countdowns for the end of a meal period) meets the Real-time Exception of the 2.2.1 criteria.
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: The only auto-updating content (the countdown timer for the end of a meal period) is part of an essential activity and cannot be paused.
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: There are no instances where an elements of the application flashes more than three times on screen.
<p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 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: There are no instances where large blocks of content is repeated according to the definition of 2.4.1.
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Page titles are meaningful for their pages.

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Partially Supports	Web: Tile and confirmation message buttons do not have an appropriate focus state.
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: The purpose of each link can be determined from link text alone.
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Does Not Support	Web: Primary human language of the product (English) is not programmatically determinable.
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Focusing components do not change the context of that component.
<p>3.2.2 On Input (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Any inputs that will cause a change in context (for example, a submit button) convey that context will change using the button label (“Check Out”).
<p>3.3.1 Error Identification (Level A)</p> <p>Also applies to: Revised Section 508</p>	Web: Supports	Web: Any error messages use wording that will be meaningful to the user in terms of what caused the error and how the user can resolve it.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Meaningful labels are provided for all user inputs.
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: All markup language elements use the appropriate start and end tags.
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: All user controls and inputs have appropriate coding to ensure their name and role can be programmatically determined.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: SPOON does not include any audio or video content requiring captioning.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: SPOON does not include any audio or video content.
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Partially Supports	Web: The only instance where foreground/background contrast does not meet the 4.5:1 requirement is the banner header of each page, which is 3.47:1.
<p><u>1.4.4 Resize text</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: SPOON features responsive design and sizing of page elements, which supports resizing of text on screen up to 200% without loss of content or functionality.
<p><u>1.4.5 Images of Text</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: The only image of text in SPOON is the product logo on the initial page, and that image qualifies as meeting the Essential exception for this criteria.
<p><u>2.4.5 Multiple Ways</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 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: Not Applicable	Web: SPOON is made of sequential pages (menu, check out, submission) that need to be moved through in a specific order for the purposes of ordering a meal through the application.
<p><u>2.4.6 Headings and Labels</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p>	Web: Supports	Web: Headings and labels are meaningful.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Any inputs or controls that are keyboard operable indicate that they are being focused.
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: The displayed human language does not change from English at any point in the application.
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 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: Navigation and any repeated components are repeated consistently in the application.
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 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: Components with the same functionality are presented consistently whenever they appear in the application.
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Error suggestions are used where appropriate (for example, Name and Email fields during checkout).

Criteria	Conformance Level	Remarks and Explanations
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: The payment submission page presents meaningful errors to the user if any input errors were determined during processing (for example, an incorrect credit card number). The payment amount is also confirmed on three successive screens to ensure the user knows the cost of their financial transaction.</p>

Table 3: Success Criteria, Level AAA

Note: The product was not evaluated for the WCAG 2.0 AAA conformance level per Section 508 guidance that it is not required.

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

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	SPOON is accessible to users that rely on a screen reader to navigate web content.
302.2 With Limited Vision	Supports	SPOON is accessible to users that rely on a screen reader to navigate web content.
302.3 Without Perception of Color	Supports	SPOON does not rely solely on color to convey any content or meaning to a user.
302.4 Without Hearing	Supports	SPOON does not include audio content which would otherwise be inaccessible to a user without hearing.
302.5 With Limited Hearing	Supports	SPOON does not include audio content which would otherwise be inaccessible to a user with limited hearing.
302.6 Without Speech	Supports	SPOON does not include content that would otherwise be inaccessible to a user without speech.
302.7 With Limited Manipulation	Supports	SPOON does not require fine motor control or simultaneous manual operations.
302.8 With Limited Reach and Strength	Supports	SPOON is operable with operable with limited reach and limited strength.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	SPOON is does not include content or features that would be explicitly inaccessible to users to with cognitive or learning disabilities.

Chapter 4: [Hardware](#)

Notes: This section was deleted because SPOON is not a hardware product and therefore the conformance criteria for this section do not apply to the product.

Chapter 5: [Software](#)

Notes: Sections 502 and 503 were deleted per the exception, as outlined in 501.1, that SPOON is a web application that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0. Additionally, section 504 was deleted because SPOON is not an authoring tool and all conformance criteria in that section were not applicable.

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

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 features are covered by tools supplied by the user (for example, a screen reader) and would not be documented as part of the SPOON application.
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	Supports	Documentation is only provided in an electronic format.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Computrition provides a live support contact and support services at no additional charge. Computrition Customer Care can provide visual support tool as well as audio phone support that would be accessible to assistive technology and is equipped with TTY audio support.
603.3 Accommodation of Communication Needs	Supports	Computrition provides a live support contact and support services at no additional charge. Computrition Customer Care can provide visual support tool as well as audio phone support that would be

Criteria	Conformance Level	Remarks and Explanations
		accessible to assistive technology and is equipped with TTY audio support.