

Cedar Mountain Software

Accessibility Conformance Report

WCAG Edition (Based on VPAT® Version 2.5Rev)

Name of Product / Version: PantrySoft / University Edition

Report Date: 03/02/26

Product Description:

PantrySoft is powerful, yet simple software for food pantries, basic needs, and more! PantrySoft is an all-in-one intake solution covering self-registration and scheduling, online shopping, inventory management, automated eligibility verification, and reporting. PantrySoft University Edition is purpose-built for campus food pantry programs, with support for FERPA compliance and enterprise features like SSO.

The application is delivered as a web based SaaS platform across three interfaces: a staff and administrator facing **Dashboard** for client management, inventory, scheduling, and reporting; a student facing **Client Portal** through which clients can self-register, book appointments, and shop through an e-commerce style ordering tool; a **Kiosk** interface for in-person check-in and order fulfillment by staff or volunteers.

PantrySoft is highly flexible and configurable to match almost any use case, supporting custom fields, content, and optional integrations with peripheral hardware and third-party systems. This report covers the University Edition and its core features as made available by default.

Contact Information:

Chris Campbell
Chief Technology Officer
chris@pantrysoft.com
(406) 549-0766

VPAT Disclaimer and Scope Statement

This VPAT reflects PantrySoft's accessibility support to the best of our knowledge based on an ongoing application-wide accessibility review and is updated following each bi-weekly release containing front-end development. As PantrySoft is an actively developed product, individual accessibility issues may arise between reviews. Any such issues are treated as software bugs and are tracked and remediated in accordance with the "Bug or Error Resolution" provisions in our Service Level Agreement (SLA), including prioritization based on severity and impact.

This VPAT applies to the University Edition of the PantrySoft application and its core features available by default. It does not cover customer-specific customizations, enterprise-only bespoke functionality, or add-ons that may introduce different UI patterns and workflows and therefore may require separate accessibility evaluation and documentation.

Historically, PantrySoft's annual accessibility audit focused on the Client Portal and Kiosk interfaces, which represent the primary student-facing touchpoints of the application. In response to updated Title II requirements under the ADA, which now extend WCAG 2.1 Level AA conformance obligations to all application interfaces used in the provision of services, including staff and administrator screens, the scope of our accessibility program has been expanded accordingly.

Following the completion of our annual audit in early 2026, which covered the Portal and Kiosk in depth, we have undertaken a broader review of the PantrySoft Dashboard and its associated administrative workflows, including the CRM, inventory tools, scheduling, and reporting features. These screens represent the largest portion of the application and include some of the most complex data-heavy interfaces in the product. Testing and remediation of these areas is ongoing, and this VPAT reflects the known conformance posture as of its report date.

This document will be updated with each bi-weekly release to reflect remediated issues and findings from screens as they are tested. Our goal is to reach full WCAG 2.1 Level AA conformance across all University Edition features in advance of the applicable Title II compliance deadline.

This VPAT is provided for informational purposes to describe current support and planned improvements; it is not a warranty or guarantee of uninterrupted conformance in all configurations and environments.

Evaluation Methods Used:

PantrySoft conducts an annual accessibility review covering end-user-facing interfaces, supplemented this cycle by an expanded review of administrative and staff-facing screens in response to updated Title II requirements. The review combines automated checks with structured manual evaluation across representative workflows, including keyboard-only operation and screen reader testing.

Automated evaluation includes tools such as the WebAIM WAVE browser extension and other industry standard scanners, while manual testing includes NVDA and additional assistive technologies as appropriate, to validate user flows, focus behavior, labeling, announcements, and interaction patterns.

The annual audit focused on the Client Portal and Kiosk interfaces. Ongoing testing of the Dashboard and administrative screens is being conducted systematically, with priority given to the most commonly used workflows and those most likely to be used by staff members covered under Title II obligations. Conformance statements in this report reflect findings from completed testing as of the report date. Where screens or workflows have not yet been fully evaluated, that

is noted in the applicable criterion remarks. Supporting test artifacts and additional detail can be provided upon request.

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 (Yes)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (Yes)
Web Content Accessibility Guidelines 2.2	Level A (Yes) Level AA (Yes) Level AAA (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

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.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
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<p>1.1.1 Non-text Content (Level A)</p>	<p>Partially Supports</p>	<p>PantrySoft is a text-first, database-driven web application, and primary information and workflows are conveyed through text content. Where PantrySoft uses icons or images, a text alternative is provided via element attributes and/or accompanying contextual text, so meaning is available to assistive technologies.</p> <p>Exception: PantrySoft allows administrators to assign an inventory item icon or image to display in the Client Portal on inventory cards, while item details remain available in text within the UI. Ensuring those alternatives are equivalent is the responsibility of the administrator.</p> <p>Gap: The current audit identified 6 issues where icon-only buttons or visual indicators lack sufficient text alternatives. Common patterns include action buttons rendered with icons but no accessible name, and visual-only indicators that are not exposed to screen readers.</p>
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</p>	<p>Not Applicable</p>	<p>PantrySoft does not include audio and/or video components within the application.</p>
<p>1.2.2 Captions (Prerecorded) (Level A)</p>	<p>Not Applicable</p>	<p>PantrySoft does not include audio and/or video components within the application.</p>
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</p>	<p>Not Applicable</p>	<p>PantrySoft does not include audio and/or video components within the application.</p>

<p>1.3.1 Info and Relationships (Level A)</p>	<p>Partially Supports</p>	<p>PantrySoft presents information such that structure and relationships are conveyed primarily through text, with visual layout used to reinforce rather than replace meaning. The application follows consistent UI templates and markup practices designed for logical structure and programmatic interpretation, including consistent use of identifiers and ARIA where needed. User inputs are labeled clearly, with additional guidance provided via help text and tooltips when useful, supporting programmatic association of prompts and fields. PantrySoft uses consistent page and section headings and labels to communicate relationships between sections and controls.</p> <p>Exception: PantrySoft supports administrator-created custom fields and configurable content. Ensuring that custom labels, headings, and structural relationships are clear and semantically appropriate is the responsibility of the administrator.</p> <p>Gap: The current audit identified 14 issues where programmatic structure does not match visual presentation or intended relationships. Common patterns include heading hierarchy violations, labels not programmatically associated with their controls, semantic elements used incorrectly, and content relationships that are visually implied but not exposed to assistive technologies.</p>
<p>1.3.2 Meaningful Sequence (Level A)</p>	<p>Partially Supports</p>	<p>PantrySoft presents content in a meaningful sequence that preserves logical reading and navigation order. The DOM order of page elements reflects the intended visual layout so assistive technologies encounter content in the expected order.</p> <p>Gap: The current audit identified 5 issues where the reading or navigation sequence does not match the expected logical order. Common patterns include content appearing in the DOM in an order that contradicts the visual layout, auto-focus behavior that skips preceding content, and elements positioned in the tab sequence before related content they logically follow.</p>

<p>1.3.3 Sensory Characteristics (Level A)</p>	<p>Partially Supports</p>	<p>PantrySoft does not rely on sensory characteristics such as shape, color, size, visual location, orientation, or sound as the sole means of conveying information, understanding content, or operating controls. Instructions and cues are provided in text, with visual presentation used as a supplemental indicator.</p> <p>Gap: The current audit identified 3 issues where visual characteristics such as iconography or styling are used as the primary means of distinguishing content types or conveying meaning without an equivalent text-based alternative for assistive technologies.</p>
<p>1.4.1 Use of Color (Level A)</p>	<p>Partially Supports</p>	<p>PantrySoft does not rely on color as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. Color is used as an additional visual cue or aesthetic enhancement. Where validation or error states occur, errors are communicated in text first, with any highlighting or layout changes used only as supplemental visual cues.</p> <p>Gap: The current audit identified 1 issue where color is used inconsistently to indicate a data condition, without a reliable non-color alternative to convey the same information.</p>
<p>1.4.2 Audio Control (Level A)</p>	<p>Not Applicable</p>	<p>PantrySoft does not include audio and/or video components within the application.</p>
<p>2.1.1 Keyboard (Level A)</p>	<p>Partially Supports</p>	<p>PantrySoft can be operated by keyboard, and proper tab sequencing with visual and textual feedback on the focused element is provided throughout the application's primary workflows.</p> <p>Gap: The current audit identified 23 issues where keyboard operability is incomplete or behaves unexpectedly. Common patterns include interactive controls that cannot be reached or activated via keyboard, standard key behaviors such as Enter and Space not functioning as expected on custom controls, and keyboard actions triggering unintended results such as activating the wrong element or submitting a form prematurely.</p>

<p>2.1.2 No Keyboard Trap (Level A)</p>	<p>Partially Supports</p>	<p>PantrySoft is designed so that keyboard focus is not trapped within any single component; users can move focus away using standard keyboard navigation. Interactive patterns such as dialogs or alerts are implemented so that users can exit or dismiss the interaction and continue navigating the application without becoming stuck.</p> <p>Gap: The current audit identified 1 issue where a keyboard trap condition can occur within a table interaction, preventing users from tabbing past the affected component using standard keyboard navigation.</p>
<p>2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)</p>	<p>Supports</p>	<p>PantrySoft does not use single-character keyboard shortcuts that could conflict with assistive technology commands. Where keyboard shortcuts are implemented, they use a modifier key, which avoids interference with character-key shortcuts commonly used by screen readers and other assistive technologies.</p>
<p>2.2.1 Timing Adjustable (Level A)</p>	<p>Partially Supports</p>	<p>PantrySoft does not impose time-based constraints on user interaction for primary workflows. Session timeouts for login are configurable by the administrator.</p> <p>Exception: PantrySoft includes optional features, such as the queue report for calling numbers in a physical waiting room, that may involve timed interactions. These features are off by default and are intended for nonstandard workflows; it is up to the user to implement them in an accessible way with offline assistance.</p> <p>Gap: The current audit identified 3 issues where transient messages or feedback disappear before the user has adequate time to perceive them, with no mechanism to adjust or extend the display duration.</p>
<p>2.2.2 Pause, Stop, Hide (Level A)</p>	<p>Supports</p>	<p>PantrySoft does not use moving, blinking, scrolling, or auto-updating content as part of its interface. Application content is static by default and updates only in response to explicit user actions.</p>

<p>2.3.1 Three Flashes or Below Threshold (Level A)</p>	<p>Supports</p>	<p>PantrySoft does not contain content that flashes more than three times in any one-second period. The application UI is designed to avoid flashing or strobing effects.</p>
<p>2.4.1 Bypass Blocks (Level A)</p>	<p>Partially Supports</p>	<p>PantrySoft provides a skip navigation link at the top of the page, allowing keyboard users to bypass the main navigation and move directly to the primary content area. This mechanism is available consistently across Dashboard, Portal, and Kiosk screens.</p> <p>Exception: Some administrator-facing setup screens and reports can contain highly repetitive user-entered data, such as long inventory item lists, where bypassing subsets of repeated content is not always practical or desired. The structure and volume of this content is dependent on filters and administrator configuration.</p> <p>Gap: The current audit identified 1 issue where no mechanism is available to skip past repeated blocks of interactive controls, requiring keyboard users to tab through every element sequentially.</p>
<p>2.4.2 Page Titled (Level A)</p>	<p>Partially Supports</p>	<p>PantrySoft provides title tags and standard page headers throughout the application, with subheaders where appropriate, to communicate page context to users.</p> <p>Gap: The current audit identified 2 issues where the page title does not update to reflect the current context, such as when a different record is loaded or navigation occurs within the same view. This can leave assistive technology users without clear indication of which content is currently active.</p>

<p>2.4.3 Focus Order (Level A)</p>	<p>Partially Supports</p>	<p>The focus order of interactive elements within PantrySoft is logical, and where needed is assisted programmatically in the markup to preserve an expected workflow order.</p> <p>Gap: The current audit identified 16 issues where focus order does not follow the expected logical sequence. Common patterns include focus not moving into newly opened dialogs or windows, focus not returning to a logical location after closing a modal, auto-focus on page load skipping preceding content or controls, and interactive elements not appearing in the expected position within the tab sequence.</p>
<p>2.4.4 Link Purpose (In Context) (Level A)</p>	<p>Partially Supports</p>	<p>All links and interactive controls within PantrySoft are presented with clear text, or their purpose can be determined from surrounding contextual text, such as adjacent labels, headings, or descriptive content. This enables users, including screen reader users, to understand the destination or outcome of links and actions when encountered within the normal reading or interaction context of the page.</p> <p>Gap: The current audit identified 8 issues where the purpose of a link or button cannot be determined from its accessible name or surrounding context. Common patterns include icon-only buttons with no accessible name, dismiss controls labeled only with a character such as "X," generic link text such as "here," and action buttons whose labels do not clearly describe the resulting action.</p>
<p>2.5.1 Pointer Gestures (Level A 2.1 and 2.2)</p>	<p>Supports</p>	<p>PantrySoft functionality is operable using single-pointer input, mouse or touch, and does not require multipoint gestures or path-based gestures as the only means to complete actions.</p>
<p>2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)</p>	<p>Supports</p>	<p>PantrySoft does not execute actions on the down-event of a pointer; all pointer-driven actions are completed on the up-event, and where applicable, actions can be aborted or undone.</p>

<p>2.5.4 Motion Actuation (Level A 2.1 and 2.2)</p>	<p>Supports</p>	<p>PantrySoft does not use device motion or user motion as a means of operating any functionality. All actions are performed through standard pointer or keyboard input.</p>
<p>3.1.1 Language of Page (Level A)</p>	<p>Supports</p>	<p>PantrySoft specifies the language of the page in the HTML markup, allowing assistive technologies to correctly interpret and render content.</p>
<p>3.2.1 On Focus (Level A)</p>	<p>Partially Supports</p>	<p>PantrySoft does not use receiving focus as a trigger to change page context. Context changes are driven by explicit user actions, such as buttons submitting a form, rather than focus changes. Where focus is a primary part of the UX, such as barcode scanning, inputs can be taken in and out of focus without changing context.</p> <p>Gap: The current audit identified 4 issues where receiving focus or moving focus between elements triggers an unexpected behavior. Common patterns include focus causing content to be announced or activated prematurely, and tabbing between options triggering selection or action rather than simply moving focus.</p>
<p>3.2.2 On Input (Level A)</p>	<p>Partially Supports</p>	<p>PantrySoft does not use user input to automatically change the context of a page, such as unexpected navigation or opening a new view. Context changes are driven by explicit user actions, such as selecting a clearly labeled button.</p> <p>Gap: The current audit identified 11 issues where user input causes an unexpected change of context. Common patterns include selecting an option from a dropdown triggering a page reload or re-announcement of content, keyboard actions such as Enter or Escape causing unintended form submissions or closing multiple dialogs, and changing one field value unexpectedly resetting another.</p>

<p>3.2.6 Consistent Help (Level A 2.2 only)</p>	<p>Supports</p>	<p>PantrySoft provides a consistent Support menu throughout the application, giving users a predictable way to access help resources. PantrySoft also uses context-sensitive info icons within the application to provide additional guidance where UI elements may not be obvious. These are presented consistently as part of the application UI patterns.</p>
<p>3.3.1 Error Identification (Level A)</p>	<p>Partially Supports</p>	<p>Within PantrySoft, input and process errors are identified in text so the error condition is not conveyed by visual styling alone. Visual cues are used only as supplemental indicators, with the error meaning conveyed in text.</p> <p>Gap: The current audit identified 3 issues where error identification is insufficient. Common patterns include search or input actions that produce no feedback when no results are found, and error messages that identify a problem but do not clearly describe what the error is or which field is affected.</p>
<p>3.3.2 Labels or Instructions (Level A)</p>	<p>Partially Supports</p>	<p>Within the application, all user inputs are labeled so users understand what information is required for completion. Where additional clarification is needed, PantrySoft provides supplemental instructions using a combination of help icons and tooltips, presented when useful to guide the user.</p> <p>Exception: PantrySoft supports administrator-created custom fields and configurable content. Ensuring that custom labels, instructions, and guidance are clear and complete is the responsibility of the administrator.</p> <p>Gap: The current audit identified 5 issues where labels or instructions are missing or insufficient. Common patterns include fields that lack placeholder text or guidance for expected input format, and input types that do not match the expected data, reducing the clarity of what is being requested.</p>

<p>3.3.7 Redundant Entry (Level A 2.2 only)</p>	<p>Supports</p>	<p>PantrySoft auto-populates previously entered information where applicable, avoiding unnecessary re-entry across steps in a process. For customers using integrations, PantrySoft also supports eligibility workflows that include autofill to streamline intake and avoid re-keying known eligibility data. PantrySoft does not intentionally restrict common browser autofill capabilities that some users rely on for assistance.</p> <p>Exception: PantrySoft supports administrator-created custom fields and configurable content. It is the administrator's responsibility to avoid creating duplicative questions across screens that would force unnecessary re-entry.</p>
<p>4.1.1 Parsing (Level A) WCAG 2.0 and 2.1 – Always answer 'Supports' WCAG 2.2 (obsolete and removed) - Does not apply</p>	<p>Supports</p>	<p>For WCAG 2.0 and 2.1, 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.</p>
<p>4.1.2 Name, Role, Value (Level A)</p>	<p>Partially Supports</p>	<p>Throughout the application, the name, role, and value of interactive elements are explicitly set or can be programmatically derived based on the element type and its position or relationship in the UI. PantrySoft follows consistent front-end implementation practices to support assistive technology interpretation of controls and their current states.</p> <p>Gap: The current audit identified 11 issues where the name, role, or value of interactive elements is missing, incorrect, or misleading to assistive technologies. Common patterns include buttons or controls with no accessible name, elements with incorrect or misleading ARIA states, containers using the wrong semantic role, and interactive elements whose programmatic identity does not match their visual function.</p>

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	PantrySoft does not include audio and/or video components within the application.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	PantrySoft does not include audio and/or video components within the application.
1.3.4 Orientation (Level AA 2.1 and 2.2)	Supports	PantrySoft is designed as a responsive web application and does not restrict content to a single display orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Partially Supports	<p>PantrySoft user inputs are labeled with descriptive names and appropriate markup so the purpose of common fields can be determined programmatically. The application uses consistent naming conventions and supporting attributes across its primary workflows.</p> <p>Gap: Programmatic input purpose identification, such as the use of autocomplete attributes for common personal data fields, is not applied consistently across all input contexts. This is an architectural limitation that spans the application and will be addressed systematically.</p>
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	<p>PantrySoft maintains a contrast ratio of at least 4.5:1 for text content across the application and targets higher contrast with a goal of reaching 7:1 for most text aside from branding.</p> <p>Gap: The current audit identified 2 issues where text contrast falls below the 4.5:1 minimum. Common patterns include notification messages and dropdown options in focused states with insufficient contrast ratios.</p>

<p>1.4.4 Resize text (Level AA)</p>	<p>Partially Supports</p>	<p>PantrySoft supports text resizing up to 200% through responsive design without loss of content or functionality.</p> <p>Gap: The current audit identified 2 issues where content becomes hidden or removed at 200% zoom. Common patterns include table content that disappears at higher zoom levels and screens or modals that become unusable at 200% magnification. Additionally, certain administrator-facing reporting and setup screens are not fully responsive and do not reliably support text resizing without loss of content.</p>
<p>1.4.5 Images of Text (Level AA)</p>	<p>Not Applicable</p>	<p>PantrySoft does not use images of text in the application UI.</p>
<p>1.4.10 Reflow (Level AA 2.1 and 2.2)</p>	<p>Supports</p>	<p>PantrySoft is a responsive web application and supports reflow without loss of information or functionality at the widths and heights required by this criterion. Content that requires two-dimensional layout for usage or meaning, such as data tables, is exempt per the criterion.</p>
<p>1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)</p>	<p>Partially Supports</p>	<p>PantrySoft maintains a contrast ratio of at least 3:1 for non-text visual indicators used to convey information or denote component boundaries. Focus indicators use cursor, border, or color changes that are visually discernible and consistent with the 3:1 non-text contrast expectation.</p> <p>Gap: The current audit identified 1 issue where non-text visual elements, such as notification container boundaries, do not meet the 3:1 contrast ratio against their background.</p>
<p>1.4.12 Text Spacing (Level AA 2.1 and 2.2)</p>	<p>Supports</p>	<p>PantrySoft is designed such that altering the CSS attributes noted in this criterion should not affect the functionality of the application. PantrySoft does not provide an in-app "text spacing" control. Compliance is based on ensuring the application remains usable when spacing is adjusted via user agent settings or assistive technology.</p>

<p>1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)</p>	<p>Partially Supports</p>	<p>PantrySoft uses hover and focus behaviors in some areas to display tooltips and additional guidance content. Where content is presented via hover or focus patterns, the content is also available programmatically within the markup, supporting assistive technology access to the same information.</p> <p>Gap: The current audit identified 3 issues where content triggered by hover or focus does not meet the requirements of this criterion. Common patterns include tooltip content that is not accessible to keyboard users and hover-triggered content that cannot be dismissed or persisted by the user.</p>
<p>2.4.5 Multiple Ways (Level AA)</p>	<p>Partially Supports</p>	<p>The PantrySoft Dashboard provides two primary methods of navigation: the top menu and search. The Portal is designed as a multi-page linear process and therefore does not require secondary navigation methods to complete the primary workflow. The Kiosk functions through a combination of navigation and search or through a linear process, depending on configuration.</p> <p>Gap: Certain administrator-facing reporting, inventory, and setup screens are accessible only through the primary navigation menu and do not provide an alternative method to locate a given page or section.</p>
<p>2.4.6 Headings and Labels (Level AA)</p>	<p>Partially Supports</p>	<p>PantrySoft uses consistent page and section headings to communicate location within the application and to support efficient navigation. Input labels are used throughout the application so form controls and actions are clearly identified.</p> <p>Gap: The current audit identified 8 issues where headings or labels are missing, not descriptive, or inconsistent. Common patterns include modals without proper headings, skipped or flat heading hierarchies, heading levels that do not follow logical order, and labels that are redundant or do not clearly describe the associated control.</p>

<p>2.4.7 Focus Visible (Level AA)</p>	<p>Partially Supports</p>	<p>PantrySoft provides a visible indication of keyboard focus on interactive elements. When focus is on an element, a visible cursor, border, or color change clearly indicates the focused state.</p> <p>Gap: The current audit identified 1 issue where the keyboard focus indicator is not visible on interactive elements within a custom component.</p>
<p>2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)</p>	<p>Supports</p>	<p>PantrySoft provides a clear visible focus indicator when navigating by keyboard. The focused element is not obscured by author-created content.</p>
<p>2.5.7 Dragging Movements (Level AA 2.2 only)</p>	<p>Partially Supports</p>	<p>PantrySoft's core workflows are operable without requiring drag gestures, and no draggable elements are present on end-user-facing Kiosk or Portal screens.</p> <p>Gap: Some administrative setup screens use drag-and-drop interfaces to sort or order elements. Where those interactions are present, a single-pointer alternative is not available.</p>
<p>2.5.8 Target Size (Minimum) (Level AA 2.2 only)</p>	<p>Supports</p>	<p>PantrySoft meets the minimum required target size for all actions and inputs throughout the application.</p>
<p>3.1.2 Language of Parts (Level AA)</p>	<p>Supports</p>	<p>PantrySoft provides localization information in its base templates and application content can be programmatically parsed for language, which is foundational to PantrySoft's in-app translation capability. PantrySoft supports use of non-Latin character sets and persists text using UTF-8 character sets, helping ensure that content rendered in other languages remains programmatically identifiable.</p>

<p>3.2.3 Consistent Navigation (Level AA)</p>	<p>Partially Supports</p>	<p>PantrySoft uses static, consistent navigation mechanisms throughout the application. Navigation elements that repeat across screens are presented in a consistent location and relative order, supporting predictable use for keyboard and assistive technology users. This includes the application's primary navigation menu and search, which maintains consistent structure across routes within the same interface context (Dashboard/Portal/Kiosk).</p> <p>Gap: The current audit identified 1 issue where a repeated navigation pattern within data tables does not behave consistently, limiting directional keyboard navigation.</p>
<p>3.2.4 Consistent Identification (Level AA)</p>	<p>Partially Supports</p>	<p>PantrySoft uses consistent UI patterns so that components with the same functionality are identified consistently throughout the application. The same control types, labels, and interaction patterns are reused for the same actions. The application is built on standardized templates and implementation practices, which supports consistent identification across screens and workflows.</p> <p>Gap: The current audit identified 6 issues where components with the same functionality are not identified or behave consistently. Common patterns include inconsistent modal implementations, controls that do not respond to standard keyboard interactions in the same way across contexts, and label or tooltip patterns that vary for the same type of element.</p>
<p>3.3.3 Error Suggestion (Level AA)</p>	<p>Partially Supports</p>	<p>PantrySoft identifies input errors and, where the expected format is known, provides guidance to help users correct their input.</p> <p>Exception: PantrySoft supports administrator created custom fields and configurable content. For these fields the system cannot reliably infer a correct value or recommendation, so providing suggested corrections is the responsibility of the administrator through field configuration.</p> <p>Gap: The current audit identified 2 issues where error messages do not describe the expected input format or</p>

		suggest a correction. Common patterns include date and datetime fields that reject input without indicating the valid format.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Partially Supports	<p>PantrySoft provides error prevention mechanisms for workflows involving data modification or deletion. Edits can be reversed via subsequent edits, and deletions require a confirmation step before completion.</p> <p>Gap: The current audit identified 1 issue where a workflow does not adequately prevent input errors that could result in an incorrect submission.</p>
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Supports	PantrySoft authentication uses a password-based login with optional two-factor authentication. PantrySoft does not restrict assistive mechanisms commonly used to complete authentication, including password managers and copy paste. PantrySoft leverages a passive reCAPTCHA mechanism that does not require user interaction.
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Partially Supports	<p>PantrySoft displays status and error messages dynamically in response to user actions, including messages that may appear in unfocused elements. These messages include markup that enables assistive technologies to programmatically access and interpret their content.</p> <p>Gap: The current audit identified 36 issues where status messages are not communicated to assistive technologies. Common patterns include actions that produce no screen reader announcement, dynamically loaded or updated content that is not exposed as a status message, transient notifications that are not announced or disappear before they can be perceived, and redundant or confusing announcements triggered by user actions.</p>

Table 3: Success Criteria, Level AAA

Notes: AAA conformance is not required for the PantrySoft University Edition. The criteria below reflect the product's best-effort posture based on design intent and architectural awareness. The current audit focused on identifying and tracking granular issues at the Level A and Level AA conformance levels. AAA criteria were not audited to the same granularity, and individual issue counts are not available for this level. Where Level A or AA audit findings are also relevant to a related AAA criterion, that relationship is noted.

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA)	Not Applicable	PantrySoft does not include audio and/or video components within the application.
1.2.7 Extended Audio Description (Prerecorded) (Level AAA)	Not Applicable	PantrySoft does not include audio and/or video components within the application.
1.2.8 Media Alternative (Prerecorded) (Level AAA)	Not Applicable	PantrySoft does not include audio and/or video components within the application.
1.2.9 Audio-only (Live) (Level AAA)	Not Applicable	PantrySoft does not include audio and/or video components within the application.
1.3.6 Identify Purpose (Level AAA 2.1 and 2.2)	Partially Supports	<p>PantrySoft UI components, including form inputs, buttons, links, and tables, are implemented using standard control patterns and include programmatic names or labels so assistive technologies can determine what each component is and what it does. For common data-entry fields that align to standard purpose semantics, such as name, email, or phone, the fields are implemented to support programmatic purpose identification.</p> <p>Exception: PantrySoft supports administrator-created custom fields and configurable content. Custom components and domain-specific fields may not consistently expose a standardized purpose beyond their accessible name and label. Ensuring that custom</p>

		field purposes are clear is the responsibility of the administrator.
1.4.6 Contrast (Enhanced) (Level AAA)	Partially Supports	<p>PantrySoft maintains at least 4.5:1 contrast for text color combinations and targets 7:1 contrast for text where feasible, except for branding-related content.</p> <p>Some text presentations, such as less-prominent secondary text, placeholder or help text, and icon labels, may not consistently achieve the 7:1 enhanced contrast threshold across all screens and states.</p> <p>Exception: PantrySoft allows administrators to customize content blocks with user-defined styling. Ensuring that text within those blocks meets enhanced contrast thresholds is the responsibility of the administrator.</p> <p>Gap: The Level AA audit findings for 1.4.3 Contrast (Minimum) are also relevant to this criterion.</p>
1.4.7 Low or No Background Audio (Level AAA)	Not Applicable	PantrySoft does not include audio and/or video components within the application.
1.4.8 Visual Presentation (Level AAA)	Partially Supports	<p>PantrySoft's default typography, including text alignment and line spacing, supports readable presentation.</p> <p>The application provides in-app CSS and JS scripting alongside customizable fields and content areas for the end-user-facing Portal UI, enabling administrators to control visual presentation for their clients.</p> <p>The Dashboard and Kiosk UI do not provide in-app controls for users to adjust visual presentation settings such as font, spacing, or theme.</p> <p>In some areas, application styling and layout constraints may limit the effectiveness of third-party accessibility tools and user style overrides.</p>

<p>1.4.9 Images of Text (No Exception) (Level AAA)</p>	<p>Supports</p>	<p>PantrySoft does not use images of text. In all areas where an administrator can upload images, accompanying text fields are provided for captions, labels, or descriptive text alongside the image.</p>
<p>2.1.3 Keyboard (No Exception) (Level AAA)</p>	<p>Partially Supports</p>	<p>PantrySoft is designed so that all workflows are operable via keyboard using standard patterns: Tab/Shift+Tab, Enter/Space, and arrow keys where appropriate.</p> <p>Exception: Optional peripheral hardware integrations such as electronic signatures and barcode scanning require additional hardware or touch interfaces and are not operable by keyboard alone. It is up to the user to provide alternative accommodation or use the application without the additional hardware.</p> <p>Gap: The Level A audit findings for 2.1.1 Keyboard are also relevant to this criterion.</p>
<p>2.2.3 No Timing (Level AAA)</p>	<p>Partially Supports</p>	<p>PantrySoft does not require users to complete tasks within a set time period, and user flows are not time-dependent. The application enforces security-related session timeouts and time-limited authentication states. Users are provided clear notice when a session is about to expire and a way to continue working.</p> <p>Gap: The Level A audit findings for 2.2.1 Timing Adjustable are also relevant to this criterion.</p>
<p>2.2.4 Interruptions (Level AAA)</p>	<p>Supports</p>	<p>PantrySoft is designed so that user tasks can be completed without unexpected interruptions. The application does not use pop-ups, auto-redirects, or background refreshes that would displace the user from their current task. Any alerts, confirmation messages, or prompts are triggered by explicit user actions.</p>
<p>2.2.5 Re-authenticating (Level AAA)</p>	<p>Supports</p>	<p>PantrySoft preserves user state through re-authentication, so users do not lose their work when a session resumes. If a session expires while the user is completing a task, the application is designed to retain the user's data and restore their place after re-login.</p>

<p>2.2.6 Timeouts (Level AAA 2.1 and 2.2)</p>	<p>Supports</p>	<p>PantrySoft session timeouts are configurable by the organization administrator, and users are informed of the timeout through a warning notice presented before the session expires. The warning provides an option to extend the session without losing in-progress work. PantrySoft does not store user data in a way that silently expires or is lost without notice due to inactivity.</p>
<p>2.3.2 Three Flashes (Level AAA)</p>	<p>Not Applicable</p>	<p>PantrySoft does not contain content that flashes.</p>
<p>2.3.3 Animation from Interactions (Level AAA 2.1 and 2.2)</p>	<p>Partially Supports</p>	<p>PantrySoft does not use motion animation as an essential part of any workflow. Where animation is present it is limited to standard UI transitions that are not required to operate the application. PantrySoft does not provide a user-facing preference to disable animations.</p> <p>Gap: The current audit identified 1 issue in the Inventory module where a user-triggered interaction produces a motion animation that cannot be disabled.</p>
<p>2.4.8 Location (Level AAA)</p>	<p>Supports</p>	<p>PantrySoft identifies the user's location within the application through a combination of page titles, headings, active navigation highlighting, and contextual breadcrumbs where applicable. These mechanisms allow users of assistive technologies to determine where they are in the application hierarchy.</p>
<p>2.4.9 Link Purpose (Link Only) (Level AAA)</p>	<p>Partially Supports</p>	<p>PantrySoft links use descriptive text or an accessible name that communicates the destination or action, such as links labeled with the target record name or clearly named navigation items. In some areas, particularly within dense UIs like tables, link text may rely on surrounding context to determine purpose and may not be determinable from the link text alone, as required at Level AAA.</p> <p>Gap: The Level A audit findings for 2.4.4 Link Purpose (In Context) are also relevant to this criterion.</p>

<p>2.4.10 Section Headings (Level AAA)</p>	<p>Supports</p>	<p>PantrySoft uses programmatic headings and section semantics to organize content and functionality throughout the user interface. Screens include clear page titles and section headings implemented with appropriate heading markup, enabling assistive technology users to navigate by headings and understand the structure of each view. Headings are descriptive and reflective of the underlying content, including within key layouts such as record detail pages, tabbed sections, and modal-based workflows.</p>
<p>2.4.12 Focus Not Obscured (Enhanced) (Level AAA 2.2 only)</p>	<p>Partially Supports</p>	<p>PantrySoft keyboard focus is visually apparent, and the focused element remains visible within the viewport as users tab and interact with controls. Modals manage focus so users can continue working without losing their place. In some layouts that use sticky headers, fixed toolbars, or scrollable regions such as dense tables, focused elements may become partially or fully covered in certain viewport sizes, zoom levels, or states.</p>
<p>2.4.13 Focus Appearance (Level AAA 2.2 only)</p>	<p>Partially Supports</p>	<p>PantrySoft provides a visible keyboard focus indicator across interactive components so keyboard users can determine where focus is on the page. Focus styling is consistent and perceivable on primary controls.</p> <p>In some cases, particularly with dense interfaces, icon-only controls, custom components, or controls inside overflow containers, the focus indicator may not meet the enhanced AAA expectations for sufficient indicator size in every state and at higher zoom levels.</p> <p>Gap: The Level AA audit findings for 2.4.7 Focus Visible are also relevant to this criterion.</p>
<p>2.5.5 Target Size (Enhanced) (Level AAA 2.2 only)</p>	<p>Partially Supports</p>	<p>PantrySoft uses comfortably sized interactive controls for primary actions and common form interactions, supporting use by touch and users with limited dexterity.</p> <p>In some dense interfaces, such as data tables, row-level action icons, and pagination controls, the effective target size may be smaller than the AAA expectation of 44x44 CSS pixels, or targets may be placed close enough together to increase the chance of accidental activation.</p>

<p>2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 and 2.2)</p>	<p>Supports</p>	<p>PantrySoft does not restrict the use of any input modality available on a platform. Users can freely switch between mouse, keyboard, touch, voice, and other assistive input mechanisms without being locked into a single mode.</p>
<p>3.1.3 Unusual Words (Level AAA)</p>	<p>Partially Supports</p>	<p>PantrySoft uses straightforward language in its application interface, with terminology reflecting common concepts in food pantry and food bank operations.</p> <p>Where domain-specific terms are used, such as "household member" or "credit tier," meaning is established through context and consistent use within the application.</p> <p>PantrySoft does not provide an in-app glossary. Some administrator-facing features introduce terminology that may be less intuitive without familiarity with the application.</p>
<p>3.1.4 Abbreviations (Level AAA)</p>	<p>Partially Supports</p>	<p>PantrySoft avoids abbreviations in user-facing text and labels, preferring full terms for clarity. Where abbreviations are used, such as standard date or status formats, they follow widely understood conventions. PantrySoft does not provide a mechanism to programmatically expand abbreviations or acronyms.</p> <p>Gap: The current audit identified 2 issues where abbreviated text is presented without a programmatic expansion or full-text alternative. Common patterns include abbreviated day names in calendar views and abbreviated status labels.</p>
<p>3.1.5 Reading Level (Level AAA)</p>	<p>Partially Supports</p>	<p>PantrySoft user-facing text is written for a general audience and avoids unnecessarily complex language. Labels, instructions, and error messages use plain language designed to be understandable without specialized training.</p> <p>Some areas of the application, particularly administrator-facing configuration and reporting screens, involve more technical language that reflects the nature of the task being performed.</p>

		PantrySoft does not provide supplemental content or simplified alternatives for these sections.
3.1.6 Pronunciation (Level AAA)	Not Applicable	PantrySoft is a text-based web application and does not include content where the pronunciation of a word is ambiguous and changes the meaning of the text. Application terminology is standard and unambiguous in context.
3.2.5 Change on Request (Level AAA)	Partially Supports	<p>PantrySoft does not initiate changes of context without explicit user action. All navigation, form submissions, and content updates are driven by user-initiated events such as clicking a button, selecting a link, or submitting a form. There are no auto-redirects, auto-refreshes, or background-triggered context changes.</p> <p>Gap: The Level A audit findings for 3.2.1 On Focus and 3.2.2 On Input are also relevant to this criterion.</p>
3.3.5 Help (Level AAA)	Supports	<p>PantrySoft provides context-sensitive help through in-app info icons, tooltips, and a persistent support menu available on all screens. Where fields or workflows benefit from additional clarification, inline guidance is provided to assist the user.</p> <p>PantrySoft publishes a support website with documentation, guides, and the option to contact support directly.</p>
3.3.6 Error Prevention (All) (Level AAA)	Partially Supports	<p>PantrySoft provides confirmation steps for destructive actions such as deletions and enforces validation on required fields before submission. Users can review and correct entries before submitting in standard data-entry workflows.</p> <p>In some areas, particularly quick-action workflows or inline editing, a review or confirmation step is not available before committing the change.</p> <p>Gap: The Level AA audit findings for 3.3.4 Error Prevention (Legal, Financial, Data) are also relevant to this criterion.</p>

<p>3.3.9 Accessible Authentication (Enhanced) (Level AAA 2.2 only)</p>	<p>Partially Supports</p>	<p>PantrySoft supports accessible authentication via standard password entry with optional two-factor authentication and does not restrict copy/paste or password manager use.</p> <p>PantrySoft leverages a passive reCAPTCHA mechanism that does not require active user interaction. At the AAA level, the expectation is that no cognitive function test is required.</p> <p>While reCAPTCHA v3 is passive and transparent in standard operation, it may in rare cases escalate to an interactive challenge, which could constitute a cognitive function test.</p>
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