

# Voluntary Product Accessibility Template® (VPAT®)

**WCAG Edition**

**Version 2.5Rev**

## About This Document

The VPAT is provided in four editions based on the standards/guidelines being evaluated. The editions are WCAG, Revised 508, EN 301 549 and International, which includes all of the standards.

This is the WCAG edition of the VPAT. It includes the following standards/guidelines:

- [Web Content Accessibility Guidelines 2.0](#)
- [Web Content Accessibility Guidelines 2.1](#)
- [Web Content Accessibility Guidelines 2.2](#)

If you need to report on a different combination of standards/guidelines, use the appropriate alternate edition of the VPAT found on [ITI Accessibility web page](#).

This document is broken into two main sections:

- Essential Requirements and Best Practices for using the VPAT® to complete an Accessibility Conformance Report (the instructions)
- The VPAT

Please carefully review the Essential Requirements and Best Practices sections before using the VPAT to create an Accessibility Conformance Report.

The purpose of these instructions is to promote accurate and consistent reporting of product accessibility information.

The VPAT is a template used to document a product's conformance with accessibility standards and guidelines. The purpose of the Accessibility Conformance Report is to assist customers and buyers in making preliminary assessments regarding the availability of commercial "Electronic and Information Technology," also referred to as "Information and Communication Technology" (ICT) products and services with features that support accessibility.

The Information Technology Industry Council (ITI) provides the VPAT. Use of the template and service mark does not require membership in ITI.

## Essential Requirements and Best Practices for Information & Communications Technology (ICT) Vendors

This section\* provides guidance for reporting product conformance for major accessibility standards and guidelines using the VPAT® to produce an Accessibility Conformance Report. Deviating from these guidelines precludes vendors from referencing the template by name and/or the VPAT acronym.

### Getting Started

- Before creating a report, read all of the materials provided in this document.
- Determine which accessibility standards/guidelines will be included in the product conformance report and use the appropriate VPAT file.
- It is the vendor's responsibility to maintain the integrity of the data in the report.

### Essential Requirements for Authors

The following are the minimum requirements to produce an Accessibility Conformance Report based on the VPAT®.

- The VPAT name and template are registered service marks of ITI. Use of the VPAT template and name requires the inclusion of the registered service mark (i.e., "VPAT®").

- Users of the VPAT agree not to deviate from the Essential Requirements for Authors.
- The template file can be used as is or replicated in a different delivery format, for example as HTML or PDF. The final conformance report must be accessible.
- A report must contain the following content at a minimum:
- **Report Title** – In the heading format of “[Company Name] Accessibility Conformance Report”
- **VPAT Heading Information** – Template version
- **Name of Product/Version** – Name of Product being reported, including product version identifier if available
- **Report Date** – Date of report publication. At a minimum, provide the month and year of the report publication. For example, “May 2025”. If a date is included, ensure it is clear “4 May 2025” or “May 4, 2025”.
- **Product Description** – A brief description of the product
- **Contact Information** – Contact Information for follow-up questions. Listing an email is sufficient.
- **Notes** – Any details or further explanation about the product or the report. This section may be left blank.
- **Evaluation Methods Used** – Include a description of evaluation methods used to complete the VPAT for the product under test.
- **Applicable Standards/Guidelines** – A clear indication of which Standards/Guidelines this Conformance Report covers.
- The list must include only the WCAG versions used to evaluate the product.
- The applicable WCAG versions that are included in this edition of the VPAT template are:
- [Web Content Accessibility Guidelines 2.0](#) or WCAG 2.0 (ISO/IEC 40500)
- [Web Content Accessibility Guidelines 2.1](#) or WCAG 2.1
- [Web Content Accessibility Guidelines 2.2](#) or WCAG 2.2
- If other Standards/Guidelines are reported then use the appropriate VPAT edition.
- This information can be in a table format at the top of the report with the table heading ‘Standards/Guidelines’ and the reported WCAG versions identified. This information can alternatively be supplied in the introductory text of the report. In the VPAT we have used a table as an example and listed “(yes / no)” for each guideline. To indicate what the report covers, leave the appropriate yes or no on each guideline.
- If multiple WCAG tables are included, each table must identify the Guideline that the criteria in that table represent.
- **Terms** – The report must list the definition of the terms used in the Conformance Level column. ITI recommends the following terms. If a vendor deviates from the ITI definitions, the vendor shall reference this change in the heading Notes section. If a term is not used it can be removed from the list. The ITI definitions are:
- **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.

Note: When filling in the WCAG tables, a response may use 'Supports' where one might otherwise be inclined to use 'Not Applicable'. This is in keeping with [WCAG 2.0 Understanding Conformance](#): This means that if there is no content to which a success criterion applies, the success criterion is satisfied.

- **Not Evaluated**: The product has not been evaluated against the criterion. This can only be used in WCAG Level AAA criteria.
- **Tables for Each Standard or Guideline** – Tables showing the responses to the criteria.
- **WCAG Conformance Information** – The answers in the WCAG success criteria are based on the level of conformance being reported (Level A, AA or AAA).
- These tables are used to answer:

- The selected levels of WCAG 2.x Guidelines.
- When only reporting on WCAG 2.0 criteria, it is acceptable to remove the WCAG 2.1 and 2.2-specific criteria from the table. These are marked '2.1 and 2.2' or '2.2 only' within the row. Likewise, if only reporting on WCAG 2.1, it is acceptable to remove the rows with criteria marked '2.2 only' from the table.
- Remarks and Explanations – Detailed remarks should be provided in the Remarks and Explanations column to justify your answer in the Conformance Level column.
- When the conformance level is 'Partially Supports' or 'Does Not Support', the remarks should identify:
  - The functions or features with issues
  - How they do not fully support
  - If the criterion does not apply, explain why.
  - If an accessible alternative is used, describe it.

## Best Practices for Authors

ITI suggests that authors adopt the following best practices when using the VPAT® to create an Accessibility Conformance Report.

- **Branding Header:** Company logo or branding information
- **Report Date Changes:** If a report is revised, change the report date and explain the revision in the Notes section. Alternately, create a new report and explain in the Notes section that it supersedes an earlier version of the report.
- **Notes:** Add any notes applicable to product or the report
- Additional information about the product version that the document references
- Any revisions to the document
- Links to any related documents
- Additional information describing the product
- Additional information about what the document does or does not cover
- Information suggested by the [WCAG 2.0 Conformance Claim](#)
- Information needed to satisfy ISO/IEC 17050-1:2004, Supplier's Declaration of Conformity
- **Evaluation Methods Used** – Describe the testing performed. Information to enter may include details on some combination of the following:
  - Indicate whether testing is performed by testers with knowledge of general product functionality. (Instructional note: This would mean the tester knows how to use the common uses and flows of the product in addition to accessibility.)
  - If the product is similar to another evaluated product, (provide a link to the report of the other product that contains the description of the evaluation methods used.
  - Describe testing conducted with assistive technologies. (Optional: Include the assistive technologies that were used in testing.)
  - Describe testing conducted with manual and automated testing tools. (Optional: Provide a list of the tools used for testing the product.)
  - If a published test method was used, provide name, publisher, and URL link to the test method.
  - If a vendor proprietary test method was used, provide the vendor's name and any non-proprietary details of the testing performed.
  - If another test method was used, provide a description of the test method.
- **Remarks and Explanations:** This section may include:
  - Information regarding the testing of a given criteria.
  - Information on application dependencies to support accessibility (e.g. OS, app frameworks, browsers recommended).
  - How the customer can find more information about accessibility issues. One method can be to include the bug ID where customers can call the company's customer support to get additional information.
  - Known workarounds for accessibility issues.

- **Legal Disclaimer:** Area for any legal disclaimer text required by your organization.
- **Report Size:** To reduce the size of the report it is acceptable to remove sections. Individual criteria cannot be removed, only sections at a time. Section removal is acceptable in the following situations:
  - When only reporting on WCAG 2.0 criteria, it is acceptable to remove the WCAG 2.1 and WCAG 2.2-specific criteria from the tables. These are marked '2.1 and 2.2' or '2.2 only' within the row. Likewise, if only reporting on WCAG 2.1, it is acceptable to remove the rows with criteria marked '2.2 only' from the table.
  - If the product is not being evaluated for a level of the criteria (for example Level AAA) then that table may be deleted.
  - If a requesting customer has identified that a section of the standard does not apply, information should be included in the notes that the section has been removed.
- **WCAG 2.x Tables:** The WCAG 2.x criteria are shown in three tables, Level A, Level AA, and Level AAA.
  - If desired, these tables can be combined into one table.
  - When reporting on a level (A, AA or AAA) all criteria for that level must be answered for the particular version of WCAG that the report includes.
- **Language:** Translation to other languages is permitted.
- **Multiple Reports:** When using the VPAT to create an Accessibility Conformance Report for complex products it may be helpful to separate answers into multiple reports. For example, when a product is an Authoring Tool that also has web content and documentation. When multiple reports are used for a complex product, it is required to explain this and how to reach the other reports in the Notes section of each report.
- **Criteria Text:** To help conserve space in the ITI template only the criteria ID number and a short title have been included. Where possible, links have been included to the standard/guideline.
  - It is acceptable to add the full text of the criteria into the cell if desired to help with understanding.
  - The links to the standards/guidelines can be removed.
- **Ordering of Tables:** The order that the guideline tables appear may be changed to facilitate reading. For example, instead of separating the Level A, Level AA and Level AAA criteria, they may be put in one table in numerical order.
- **Guideline Section Heading Rows in Tables:** The tables include heading rows to facilitate understanding the context of the criteria.
  - The cells in these rows do not require answers as indicated by "Heading cell – no response required."
  - It is optional to add a response if desired.
  - The shading of the row is also optional.
  - If removing the heading rows, edit the criteria titles so it's clear where they apply.

## Posting the Final Document

- When publishing your Accessibility Conformance Report, be sure to remove the entire first 9 pages of this document, including the table of contents, introductory information and instructions.
- Check for each required item in the VPAT® document:
  - **[Company Name] Accessibility Conformance Report** (report title)
  - **(Based on VPAT® Version 2.5Rev)**
  - **Name of Product/Version**
  - **Report Date**
  - **Product Description**
  - **Contact Information**
  - **Notes**
  - **Evaluation Methods Used**
  - **Applicable Standards/Guidelines**
  - **Terms**

- **Tables for Each Standard or Guideline**
- Check that there is a response for each criterion for 'Conformance Level' and 'Remarks and Explanations.'
- Verify that the final document is accessible.
- Post your final document on your company's web site, or make the document available to customers upon request.

### Table Information for VPAT® Readers

For each of the standards, the criteria are listed by chapter in a table. The structures of the tables are:

- The first column contains the criteria being evaluated, the second column describes the level of conformance of the product regarding the criteria and the third column contains any additional remarks and explanations regarding the product.
- When sections of criteria do not apply, or are deemed by the customer as not applicable, the section is noted as such and the rest of that table may be removed for that section.
- When multiple standards are being recorded in this document, the duplicative sections are noted and responded to only one time. The duplicate entry will note the cross reference to the data.

# Cedar Mountain Software

## Accessibility Conformance Report

### WCAG Edition

(Based on VPAT® Version 2.5Rev)

**Name of Product/Version:** PantrySoft - University Edition

**Report Date:** 05/21/2026

### Product Description:

PantrySoft is a cloud-based SaaS application designed to support campus food pantries, food banks, and similar basic needs programs with day-to-day operations and record management. The application provides tools for client intake, inventory management, visit tracking, and reporting. At its core PantrySoft is a customizable and extensible CRM offering the ability to create fields and content throughout, as well as enable specialized features and settings for program-specific workflows.

PantrySoft is composed of three distinct user interfaces, each serving a different audience and use case:

**Client Portal** — The Portal is the student and client facing interface. It enables clients to schedule appointments, place online orders, and manage their own account information. This is the only interface students interact with directly. The Portal operates independently from the pantry's internal systems and is designed as a streamlined, self-service experience.

**Kiosk** — The Kiosk is a simplified interface used by pantry staff and volunteers for day to day operations. It supports client check-in, visit processing, and basic lookup workflows. The Kiosk is designed for ease of use and does not expose full system configuration or sensitive administrative data.

**Dashboard** — The Dashboard is the full administrative interface used by organizational administrators. It provides access to inventory management, reporting tools, client record management, and all system configuration and setup. Administrative workflows such as inventory setup, report generation, and program configuration are performed exclusively in the Dashboard.

Where gaps are identified in this report, the affected interface is noted in the remarks. The majority of open findings from the current audit are concentrated in Dashboard administrative workflows, particularly in inventory management, reporting, and setup screens. The Client Portal and Kiosk have significantly fewer findings.

### Conformance Summary by Interface

The following table summarizes overall conformance posture for each of PantrySoft's three user interfaces. Detailed criterion-level conformance is documented in Tables 1–3 below; where specific gaps exist, the affected interfaces are identified in the remarks.

Interface	Level A	Level AA	Level AAA
<b>Client Portal</b>	Supports (0)	Supports (0)	Partially Supports (0)
<b>Kiosk</b>	Partially Supports (26)	Partially Supports (11)	Partially Supports (2)
<b>Dashboard</b>	Partially Supports (60)	Partially Supports (29)	Partially Supports (2)

Numbers in parentheses indicate the count of open audit findings tagged to that interface at that level. Issues affecting shared components used across multiple interfaces are counted under each affected interface. The Client Portal—the only interface students interact with directly—meets Level A and Level AA conformance with no open audit findings.

Issues are categorized by the lowest WCAG level they violate. A single broken component typically fails Level A, Level AA, and Level AAA criteria simultaneously but is counted only at Level A in the table above. This is why Level A counts are substantially higher than Level AAA despite AAA being the most stringent. Remediation prioritizes complete component fixes rather than level-by-level patches, so a fully accessible component passes

all three levels at once. Except where specific Level AAA controls have architectural limitations as described in Table 3.

**Contact Information:**

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**VPAT Disclaimer and Scope Statement**

This VPAT reflects PantrySoft’s accessibility support to the best of our knowledge based on an application-wide annual accessibility audit and is reviewed and updated following major releases 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 it’s 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, such as barcode scanning or electronic signatures, and therefore may require separate accessibility evaluation and documentation.

Where entries in the “Remarks and Explanations” column include items prefixed with “Exception:” those exceptions describe limitations that are limited to optional advanced configurations or features that can be disabled via settings. These exceptions are not considered disqualifying for the accessibility posture described for the default, out-of-the-box PantrySoft experience.

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 and publishes a VPAT Accessibility Conformance Report (ACR) that reflects the product’s current conformance posture. The review combines automated checks with structured manual evaluation across representative end-user and administrative 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. Conformance statements in this report are based on the results of that review and are scoped to the PantrySoft application interfaces described in this VPAT. Where gaps are identified, they are documented in the applicable criterion remarks and tracked in the PantrySoft Accessibility Roadmap with planned remediation targets. 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
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No)
<a href="#">Web Content Accessibility Guidelines 2.2</a>	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No)

## Terms

- **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
<a href="#">1.1.1 Non-text Content</a> (Level A)	Supports	PantrySoft is a text-first, database-driven web application; primary information and workflows are conveyed through text. Where icons or images are used, a text alternative is provided via element attributes and/or accompanying contextual text so meaning is available to assistive technologies.  <b>Exception:</b> Administrators may upload inventory item images or icons that display on Client Portal inventory cards. Ensuring uploaded media has equivalent text alternatives is the responsibility of the administrator.
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Not Applicable	PantrySoft does not include audio and/or video components within the application.
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Not Applicable	PantrySoft does not include audio and/or video components within the application.
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Not Applicable	PantrySoft does not include audio and/or video components within the application.
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Partially Supports	PantrySoft presents information such that structure and relationships are conveyed primarily through text, with visual layout used to reinforce not 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><b>Gap:</b> The current audit identified 12 issues across the Dashboard, Kiosk, and Admin modules, primarily in inventory data tables and form components. Common patterns include data tables rendered without semantic table markup, empty or missing column headers, weak programmatic association between form fields and their labels or instructions, and missing semantic markup on dates.</p> <p><b>Unaffected interfaces:</b> Client Portal.</p>
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Supports	User workflows such as completing forms, moving through step-based processes, or reviewing report results are implemented so that the reading order matches the expected interaction order when presented linearly by a screen reader. Where the sequence of information is relevant to understanding or operation, PantrySoft provides programmatic sequence in the markup so assistive technologies can present content in the intended order.
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Supports	PantrySoft does not rely on sensory characteristics as the only means to understand content or complete tasks. Any sensory characteristics used in the UI are supplemental and aesthetic rather than necessary for understanding or operating the application.
<a href="#">1.4.1 Use of Color</a> (Level A)	Supports	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 strictly as an additional visual cue or aesthetic enhancement. Where validation or error states occur, errors are communicated in text first, with any highlighting layout changes used only as supplemental visual cues. More generally, “without perception of color” is supported because color is not crucial to operation.
<a href="#">1.4.2 Audio Control</a> (Level A)	Not Applicable	PantrySoft does not include audio and/or video components within the application.
<a href="#">2.1.1 Keyboard</a> (Level A)	Partially Supports	<p>PantrySoft is designed for full keyboard operability, with tab sequencing and visible focus indicators on interactive elements. Standard keyboard patterns are used for navigation, activation, and form interaction across the application.</p> <p><b>Gap:</b> The current audit identified 18 issues across the Dashboard, Kiosk, and shared components where keyboard operability is incomplete. Common patterns include custom dropdown and select components that do not respond to expected keyboard commands, interactive elements that are not reachable via tab navigation, inconsistent behavior of Enter, Space, and Tab keys within composite controls, and data table features lacking keyboard-accessible alternatives.</p> <p><b>Unaffected interfaces:</b> Client Portal.</p>
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Supports	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.
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 and 2.2)	Supports	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 (Ctrl), which avoids interference with character-key shortcuts commonly used by screen readers and other assistive technologies.
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	Supports	PantrySoft uses time limits primarily for session inactivity and order checkout timeout to support security and operational needs. When a time limit is approaching, the application provides a user-visible prompt that allows the user to extend the time limit and continue working. Timing is not used as the sole means to complete core tasks. Users can proceed at their own pace, and timeouts are managed through the extension prompt and normal re-authentication where applicable.
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Supports	PantrySoft does not make use of moving, blinking, or scrolling content that would require a user control to pause, stop, or hide. <b>Exception:</b> The optional Queue Report uses auto-updating via a timed page reload. It cannot be paused, but the reload does not occur in parallel with additional content. This feature is not enabled by default and is only used to accommodate certain unique workflows.
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Not Applicable	PantrySoft does not make use of flashing content within the application.
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Partially Supports	PantrySoft provides markup patterns that enable assistive technologies to bypass repetitive navigation and content blocks programmatically on all primary workflows. <b>Gap:</b> The current audit identified 1 issue where certain administrative setup and reporting screens do not provide a mechanism to bypass repetitive content blocks. <b>Unaffected interfaces:</b> Client Portal, Kiosk.
<a href="#">2.4.2 Page Titled</a> (Level A)	Supports	PantrySoft provides title tags and standard page headers throughout the application, with subheaders where appropriate, to communicate page context to users.
<a href="#">2.4.3 Focus Order</a> (Level A)	Partially Supports	The focus order of interactive elements within PantrySoft follows a logical sequence, assisted programmatically in the markup where needed to preserve expected workflow order.

		<p><b>Gap:</b> The current audit identified 7 issues across the Dashboard and Kiosk modules, concentrated in Inventory workflows. Common patterns include focus not returning to the expected location after completing an action, focus moving to non-interactive elements, newly opened UI components not receiving focus, and animated transitions disrupting the expected focus sequence.</p> <p><b>Unaffected interfaces:</b> Client Portal.</p>
<p><a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)</p>	Supports	<p>All links within PantrySoft are presented with clear link text, or their purpose can be clearly 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 when encountered within the normal reading or interaction context of the page.</p>
<p><a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 and 2.2)</p>	Supports	<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. Where pointer interactions are present, actions are generally completed via standard UI controls that do not depend on gesture precision.</p>
<p><a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 and 2.2)</p>	Supports	<p>PantrySoft does not use pointer movement alone to trigger critical events. User actions are generally completed through a deliberate activation, click or tap, rather than triggering on incidental pointer movement. As a result, users can cancel pointer actions by moving the pointer away or otherwise not completing the activation, providing appropriate pointer cancellation for directional movements.</p>
<p><a href="#">2.5.3 Label in Name</a> (Level A 2.1 and 2.2)</p>	Supports	<p>PantrySoft ensures that the programmatic accessible name of controls such as buttons, links, and inputs include the visible label text, supporting speech input users and assistive technologies that rely on the visible label. Where icons or images are used, PantrySoft uses appropriate alt text and ARIA attributes so the control's accessible name includes the visible label or equivalent descriptive text.</p>
<p><a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 and 2.2)</p>	Not Applicable	<p>PantrySoft is a browser-based web application and does not require device-motion to operate application functionality. Application context changes and actions are initiated via standard UI interaction.</p>
<p><a href="#">3.1.1 Language of Page</a> (Level A)</p>	Supports	<p>PantrySoft provides localization and language information in the base page templates so user agents and assistive technologies can determine the primary language of the page. PantrySoft also provides an optional in-application language translation selector that can translate the UI into 30+ languages after page load.</p>
<p><a href="#">3.2.1 On Focus</a> (Level A)</p>	Supports	<p>PantrySoft does not use receiving focus as a trigger to change page context. There is never unexpected</p>

		<p>navigation, form submission, or major content replacement solely from focus. 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. Context changes are driven primarily by explicit user actions, such as buttons submitting a form, rather than focus changes.</p>
<p><a href="#">3.2.2 On Input</a> (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 primarily by explicit user actions, such as selecting a clearly labeled button.</p> <p><b>Gap:</b> The current audit identified 12 issues across the Dashboard and Kiosk modules where user input triggers unexpected context changes. Common patterns include dropdown selections that submit forms or reload pages instead of updating the control, auto-save behavior that commits changes without explicit confirmation, keyboard actions in search and select components that trigger unintended navigation, and filter inputs that silently alter available options without notification.</p> <p><b>Unaffected interfaces:</b> Client Portal.</p>
<p><a href="#">3.2.6 Consistent Help</a> (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. Help resources are available from the Support menu option within the application, providing a consistent entry point for support materials and assistance. 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><a href="#">3.3.1 Error Identification</a> (Level A)</p>	<p>Partially Supports</p>	<p>Within PantrySoft, input and process errors are identified in text first so the error condition is not conveyed by visual styling alone. Visual cues may be used only as supplemental indicators for aesthetics, with the error meaning conveyed in text.</p> <p><b>Gap:</b> The current audit identified 6 issues across the Dashboard and shared components where errors are not adequately identified. Common patterns include form validation messages that do not clearly indicate the specific field in error, error notifications delivered via toast that may not be accessible to assistive technology users, and announcement patterns that do not consistently convey error states.</p> <p><b>Unaffected interfaces:</b> Client Portal, Kiosk.</p>
<p><a href="#">3.3.2 Labels or Instructions</a> (Level A)</p>	<p>Partially Supports</p>	<p>Within the application, all user inputs are labeled clearly 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><b>Exception:</b> PantrySoft supports administrator-created custom fields and configurable content. Accessibility for administrator-created labels and instructions is dependent on customer configuration; customers should ensure custom labels and instructions are clear and compliant.</p> <p><b>Gap:</b> The current audit identified 17 issues across the Dashboard, Kiosk, and shared components where labels or instructions are insufficient. Common patterns include form fields without adequate programmatic label association, missing or unclear form labels, heading hierarchy issues that affect label context, and inconsistent use of instructions and helper text across inventory and administrative workflows.</p> <p><b>Unaffected interfaces:</b> Client Portal.</p>
<p><a href="#">3.3.7 Redundant Entry</a> (Level A 2.2 only)</p>	<p>Supports</p>	<p>PantrySoft is designed to reduce redundant data entry by capturing information once and reusing it across related records, and enabling auto-fill mechanisms where appropriate. For example, when a new Client record is created, the “New Client” intake flow captures the primary household member details and then loads the Client dashboard where that information can be viewed and edited without re-entering it. For customers using integrations, PantrySoft also supports eligibility workflows that include autofill to streamline intake and avoid re-keying known eligibility data. Additionally, PantrySoft does not intentionally restrict common browser autofill capabilities that some users rely on for assistance.</p> <p><b>Exception:</b> 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><a href="#">4.1.1 Parsing</a> (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 <a href="#">WCAG 2.0 Editorial Errata</a> and the <a href="#">WCAG 2.1 Editorial Errata</a>.</p>
<p><a href="#">4.1.2 Name, Role, Value</a> (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><b>Gap:</b> The current audit identified 12 issues across the Dashboard, Kiosk, and Admin modules where the name, role, or value of interactive elements is not correctly exposed to assistive technologies. Common patterns include custom select components that do not convey their role or state changes, interactive elements with missing or incomplete accessible names, and</p>

		table and form controls where programmatic identification is insufficient. <b>Unaffected interfaces:</b> Client Portal.
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**Table 2: Success Criteria, Level AA**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Not Applicable	PantrySoft does not include audio and/or video components within the application.
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Not Applicable	PantrySoft does not include audio and/or video components within the application.
<a href="#">1.3.4 Orientation</a> (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.
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 and 2.2)	Supports	PantrySoft user inputs are labeled programmatically and can be identified based on naming conventions, appropriate markup, and supporting attributes. Where end users enter information about themselves, such as during login, account profile, or self-service registration workflows, input purpose is identified using standard autocomplete attributes. The majority of PantrySoft inputs are used by staff to enter information about clients or inventory and are outside the scope of this criterion.
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Supports	PantrySoft maintains a contrast ratio of at least 4.5:1 in color combinations used for text content across the application and targets higher contrast with a goal of reaching 7:1 for most text aside from branding. Information is not conveyed by color alone, and where color is used, text contrast is designed to remain readable.
<a href="#">1.4.4 Resize text</a> (Level AA)	Partially Supports	PantrySoft's Portal and Kiosk screens, as well as the admin and client dashboards, support resizing text through responsive design, such as increasing zoom without loss of content or functionality. <b>Gap:</b> The current audit identified 2 issues across the Dashboard, Kiosk, and Admin modules where text resizing through zoom causes loss of content or functionality, primarily in data table layouts. <b>Unaffected interfaces:</b> Client Portal.
<a href="#">1.4.5 Images of Text</a> (Level AA)	Not Applicable	PantrySoft does not use images of text in the application UI.
<a href="#">1.4.10 Reflow</a> (Level AA 2.1 and 2.2)	Supports	PantrySoft is responsive and supports reflow without loss of information or functionality at the widths and heights required by this criterion. Content that requires two-dimensional layout, such as data tables, uses horizontal scrolling as permitted by the criterion.

<p><a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 and 2.2)</p>	Supports	<p>PantrySoft maintains a contrast ratio of at least 3:1 for non-text visual indicators used to denote separation of components. When focus is indicated by cursor, border, or color change, the focus indicator remains visually discernible, consistent with the 3:1 non-text contrast expectation.</p>
<p><a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 and 2.2)</p>	Supports	<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><a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 and 2.2)</p>	Supports	<p>PantrySoft uses hover behaviors in some areas to display tooltips or additional hidden content, such as guidance and help content. In all cases where content is presented via hover/focus patterns, the content is also available programmatically within the markup, supporting assistive technology access to the same information.</p>
<p><a href="#">2.4.5 Multiple Ways</a> (Level AA)</p>	Partially Supports	<p>The PantrySoft Dashboard provides two primary methods of navigation within the application: 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 either through a combination of navigation and search or through a linear process, depending on configuration.</p> <p><b>Gap:</b> The current audit identified 2 issues where certain administrative screens do not provide multiple ways to locate content or navigate to a given page.</p> <p><b>Unaffected interfaces:</b> Client Portal, Kiosk.</p>
<p><a href="#">2.4.6 Headings and Labels</a> (Level AA)</p>	Partially Supports	<p>PantrySoft uses consistent page and section headings to help users understand where they are in the application and to support efficient navigation. Input labels are used consistently throughout the application so form controls and actions are clearly identified.</p> <p><b>Gap:</b> The current audit identified 14 issues across the Dashboard, Kiosk, and Admin modules where headings or labels do not adequately describe their content. Common patterns include missing or non-descriptive headings, heading hierarchy gaps, form labels that do not clearly identify the associated control, and modal headings that do not convey sufficient context.</p> <p><b>Unaffected interfaces:</b> Client Portal.</p>
<p><a href="#">2.4.7 Focus Visible</a> (Level AA)</p>	Supports	<p>PantrySoft provides a visible indication of keyboard focus on interactive elements. When focus is on an element, there is a visible cursor, border, and/or color change to clearly indicate the focused state.</p>

<p><a href="#">2.4.11 Focus Not Obscured (Minimum)</a> (Level AA 2.2 only)</p>	Supports	<p>PantrySoft provides a clear visible focus indicator when navigating by keyboard. The focused element is not intentionally obscured by author-created content.</p>
<p><a href="#">2.5.7 Dragging Movements</a> (Level AA 2.2 only)</p>	Partially Supports	<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><b>Gap:</b> The current audit identified 1 issue in the Dashboard where an administrative setup screen uses a drag-and-drop interface to reorder elements without providing a keyboard-accessible alternative.</p> <p><b>Unaffected interfaces:</b> Client Portal, Kiosk.</p>
<p><a href="#">2.5.8 Target Size (Minimum)</a> (Level AA 2.2 only)</p>	Supports	<p>PantrySoft meets the minimum required target size for all actions and inputs throughout the application.</p>
<p><a href="#">3.1.2 Language of Parts</a> (Level AA)</p>	Supports	<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><a href="#">3.2.3 Consistent Navigation</a> (Level AA)</p>	Supports	<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><a href="#">3.2.4 Consistent Identification</a> (Level AA)</p>	Partially Supports	<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><b>Gap:</b> The current audit identified 2 issues in the Dashboard and Kiosk where components with the same functionality are not identified consistently across the application.</p> <p><b>Unaffected interfaces:</b> Client Portal.</p>
<p><a href="#">3.3.3 Error Suggestion</a> (Level AA)</p>	Partially Supports	<p>PantrySoft identifies input errors in text. Due to the highly configurable nature of the application, where administrators create custom fields and content, the system cannot reliably infer suggested corrections for most inputs. Where input format requirements are deterministic, error messages indicate the expected format.</p>

		<p><b>Gap:</b> The current audit identified 8 issues across the Dashboard, Kiosk, and shared components where error messages do not provide suggestions to help the user correct the input.</p> <p><b>Unaffected interfaces:</b> Client Portal.</p>
<p><a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)</p>	Supports	PantrySoft workflows where users modify or delete data provide reversibility via subsequent edits, and deletions require a confirmation step before completion.
<p><a href="#">3.3.8 Accessible Authentication (Minimum)</a> (Level AA 2.2 only)</p>	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.
<p><a href="#">4.1.3 Status Messages</a> (Level AA 2.1 and 2.2)</p>	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. Users of screen readers can perceive relevant status or error updates without relying solely on visual cues.</p> <p><b>Gap:</b> The current audit identified 33 issues across the Dashboard, Kiosk, and Admin modules where status messages are not programmatically exposed to assistive technologies. Common patterns include dynamic feedback and confirmation messages that lack ARIA live region markup, toast notifications that are not announced to screen readers, form and filter state changes that are not communicated, and modal and select component state changes that do not convey updates to assistive technology users.</p> <p><b>Unaffected interfaces:</b> Client Portal.</p>

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.6 Sign Language (Prerecorded)</a> (Level AAA)</p>	Not Applicable	PantrySoft does not include audio and/or video components within the application.
<p><a href="#">1.2.7 Extended Audio Description (Prerecorded)</a> (Level AAA)</p>	Not Applicable	PantrySoft does not include audio and/or video components within the application.
<p><a href="#">1.2.8 Media Alternative (Prerecorded)</a> (Level AAA)</p>	Not Applicable	PantrySoft does not include audio and/or video components within the application.

<a href="#">1.2.9 Audio-only (Live)</a> (Level AAA)	Not Applicable	PantrySoft does not include audio and/or video components within the application.
<a href="#">1.3.6 Identify Purpose</a> (Level AAA 2.1 and 2.2)	Partially Supports	PantrySoft UI components such as form inputs, buttons, links, and tables are implemented using standard control patterns and include programmatic names or labels so assistive technologies can determine what the component is and what it does. For common data-entry fields that align to standard purpose semantics such as name, email, or phone, fields are implemented to support programmatic purpose identification. Some custom components and domain-specific fields do not expose a standardized purpose beyond their accessible name and label.
<a href="#">1.4.6 Contrast (Enhanced)</a> (Level AAA)	Partially Supports	PantrySoft maintains at least 4.5:1 contrast for text color combinations and targets 7:1 contrast for primary text aside from branding. Some text presentations such as secondary labels, placeholder text, and less-prominent UI text do not achieve the enhanced 7:1 threshold across all screens and states.  <b>Exception:</b> PantrySoft supports administrator-customizable content blocks and styling in the Portal UI. Ensuring text contrast in administrator-created content meets enhanced thresholds is the responsibility of the administrator.
<a href="#">1.4.7 Low or No Background Audio</a> (Level AAA)	Not Applicable	PantrySoft does not include audio and/or video components within the application.
<a href="#">1.4.8 Visual Presentation</a> (Level AAA)	Partially Supports	PantrySoft default typography, including text alignment and line spacing, supports readable presentation. The application provides CSS and JavaScript customization alongside configurable fields and content areas for the Portal UI, enabling administrators to control visual presentation for their clients. The Dashboard and Kiosk UI do not provide in-app controls for users to adjust visual presentation settings such as font, spacing, or theme, and application styling may limit the effectiveness of user style overrides in some areas.
<a href="#">1.4.9 Images of Text (No Exception)</a> (Level AAA)	Supports	PantrySoft does not use images of text in the application UI. Where administrators upload images, accompanying text fields are provided for captions, labels, or descriptive text alongside the image.
<a href="#">2.1.3 Keyboard (No Exception)</a> (Level AAA)	Partially Supports	PantrySoft is designed so that all workflows are operable via keyboard using standard patterns: Tab/Shift+Tab, Enter/Space, and arrow keys where appropriate.  <b>Exception:</b> Optional features such as electronic signatures and barcode scanning require additional hardware or touch interfaces and are not accessible by keyboard alone. These capabilities are not required for the base application to function as intended.
<a href="#">2.2.3 No Timing</a> (Level AAA)	Partially Supports	PantrySoft does not require users to complete core tasks within a set time period. The application enforces

		security-related session timeouts and time-limited authentication states. Where time limits occur, the application provides clear notice when a session is about to expire and a way to continue working.
<a href="#">2.2.4 Interruptions</a> (Level AAA)	Supports	PantrySoft is designed so that user tasks can be completed without unexpected interruptions. System messages such as confirmations, inline validation, and error or informational notices are presented passively or in a way that users can dismiss or address them when convenient.
<a href="#">2.2.5 Re-authenticating</a> (Level AAA)	Partially Supports	PantrySoft may require users to re-authenticate due to security controls such as session timeout or identity provider re-validation. Re-authentication occurs after the submission of data prior to the next page load, minimizing the risk of data loss. In-progress state may not be preserved across all re-authentication events.
<a href="#">2.2.6 Timeouts</a> (Level AAA 2.1 and 2.2)	Partially Supports	<p>PantrySoft may time out authenticated sessions due to security controls. Where inactivity timeouts could interrupt a task or risk loss of work, users are warned before the session expires and provided a way to extend the session or continue working.</p> <p><b>Gap:</b> The current audit identified 1 issue where session timeout behavior does not fully meet the AAA requirement for communicating timeout duration to users.</p> <p><b>Unaffected interfaces:</b> Client Portal, Kiosk.</p>
<a href="#">2.3.2 Three Flashes</a> (Level AAA)	Not Applicable	PantrySoft does not make use of flashing content within the application.
<a href="#">2.3.3 Animation from Interactions</a> (Level AAA 2.1 and 2.2)	Does not Support	<p>PantrySoft uses limited interface animations such as transitions for opening or closing panels, expanding sections, and feedback to user actions. Motion effects are subtle and non-essential to understanding or operating the interface. Animations cannot be disabled.</p> <p><b>Gap:</b> The current audit identified 1 issue in the Dashboard and Kiosk where animation triggered by interaction cannot be turned off.</p> <p><b>Unaffected interfaces:</b> Client Portal.</p>
<a href="#">2.4.8 Location</a> (Level AAA)	Partially Supports	<p>The application uses a consistent, persistent navigation structure and page headers, which help users orient to the current section. The application does not provide explicit location information for deeper views such as breadcrumbs or a structured location trail that communicates the user's position within the navigation hierarchy.</p> <p><b>Gap:</b> The current audit identified 1 issue where location information is insufficient for users to determine their position within the application.</p> <p><b>Unaffected interfaces:</b> Client Portal, Kiosk.</p>
<a href="#">2.4.9 Link Purpose (Link Only)</a> (Level AAA)	Partially Supports	PantrySoft links use descriptive text or an accessible name that communicates the destination or action. In

		dense UI areas such as data tables, link text may rely on surrounding context to convey purpose and may not be determinable from the link text alone as required at Level AAA.
<a href="#">2.4.10 Section Headings</a> (Level AAA)	Supports	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, supporting efficient scanning and orientation.
<a href="#">2.4.12 Focus Not Obscured (Enhanced)</a> (Level AAA 2.2 only)	Partially Supports	PantrySoft is designed so that 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 or filters, fixed toolbars, alerts, or scrollable regions like dense tables, focused elements may still become partially or fully covered in certain viewport sizes, zoom levels, or states.
<a href="#">2.4.13 Focus Appearance</a> (Level AAA 2.2 only)	Partially Supports	<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. In some cases, particularly with dense interfaces, icon only controls, custom components, or controls inside overflow containers, the focus indicator may not consistently meet the enhanced AAA expectations for sufficient indicator size around the focused element in every state and at higher zoom levels.</p> <p><b>Gap:</b> The current audit identified 1 issue in the Dashboard and Kiosk where a focus indicator does not meet the enhanced AAA size and contrast expectations.</p> <p><b>Unaffected interfaces:</b> Client Portal.</p>
<a href="#">2.5.5 Target Size</a> (Level AAA 2.1 and 2.2)	Partially Supports	PantrySoft uses comfortably sized interactive controls for primary actions and common form interactions, supporting use by touch and users with limited dexterity. In some dense interfaces, such as data tables, row level action icons, and pagination controls the effective clickable target may be smaller than the AAA expectation of approximately 44x44 CSS pixels or targets may be placed close enough together to increase the chance of accidental activation.
<a href="#">2.5.6 Concurrent Input Mechanisms</a> (Level AAA 2.1 and 2.2)	Supports	PantrySoft does not require a specific input method to operate and does not block users from using the input mechanisms available on their platform. Users can complete application workflows using common modalities such as keyboard, mouse, and touch

		including switching between these methods during the same task. Where interaction patterns rely on enhanced inputs the application is designed to maintain operability through standard controls.
<a href="#">3.1.3 Unusual Words</a> (Level AAA)	Partially Supports	<p>PantrySoft uses clear, plain language for labels, instructions, and messaging to avoid reliance on idioms, jargon, or figurative language. Where the application uses domain-specific terminology, acronyms, or program-specific language, meaning is conveyed through surrounding context. A consistent, application-wide glossary to identify and define unusual words is not available.</p> <p><b>Gap:</b> The current audit identified 1 issue where domain-specific terminology is used without a mechanism to provide definitions.</p> <p><b>Unaffected interfaces:</b> Client Portal, Kiosk.</p>
<a href="#">3.1.4 Abbreviations</a> (Level AAA)	Supports	<p>PantrySoft avoids unexplained abbreviations and acronyms in the user interface. Where an abbreviation is used, it is introduced only after the full phrase is presented on the same screen (“Household Member (HHM)”), so users can understand the meaning without needing external references. This approach supports users who may be unfamiliar with abbreviated terminology and reduces reliance on hover-only patterns or implicit domain knowledge.</p>
<a href="#">3.1.5 Reading Level</a> (Level AAA)	Partially Supports	<p>PantrySoft uses clear, plain language for UI labels, instructions, and system messaging; content is short-form and task-focused. The application does not provide alternate, simplified versions for longer-form or more complex text that could require a higher reading level.</p> <p><b>Gap:</b> The current audit identified 1 issue where application text does not meet the AAA reading level expectation.</p> <p><b>Unaffected interfaces:</b> Client Portal, Kiosk.</p>
<a href="#">3.1.6 Pronunciation</a> (Level AAA)	Partially Supports	<p>PantrySoft text is short-form and task-oriented and does not rely on a user knowing the exact pronunciation of a word to understand meaning or complete tasks. The application does not provide a mechanism to specify programmatic pronunciation guidance for words where pronunciation could change meaning. Where uncommon terms or names appear, the interface relies on clear context, supporting text, and consistent terminology.</p> <p><b>Gap:</b> The current audit identified 1 issue where pronunciation ambiguity is not addressed by a programmatic mechanism.</p> <p><b>Unaffected interfaces:</b> Client Portal, Kiosk.</p>
<a href="#">3.2.5 Change on Request</a> (Level AAA)	Supports	<p>PantrySoft is designed so that changes in content or interface state occur only as a result of explicit user actions, such as activating buttons/links or making intentional selections, such as applying filters. The</p>

		application avoids changing context on focus alone, and does not initiate unexpected navigation, modal dialogs, or disruptive updates without a clear user request.
<a href="#">3.3.5 Help</a> (Level AAA)	Partially Supports	<p>PantrySoft provides user assistance through clear field labels, inline helper text, required-field indicators, and actionable validation that helps users understand what input is expected. Context-sensitive help is not available for all form inputs across the application and some assistance is presented only in limited patterns.</p> <p><b>Exception:</b> PantrySoft supports administrator-created custom fields and configurable content. Contextual help for those fields is dependent on configuration; customers should ensure custom labels and instructions are clear and compliant.</p>
<a href="#">3.3.6 Error Prevention (All)</a> (Level AAA)	Partially Supports	<p>PantrySoft prevents errors for submissions and changes by ensuring user input is validated and users are provided the opportunity to correct issues before completion. User-initiated changes within the application are designed to be reversible (e.g., through subsequent edits and recovery/restore mechanisms where applicable), so users can correct mistakes without irreversible impact. This approach supports error prevention for all relevant actions, including creating, updating, and managing records and related data.</p> <p><b>Gap:</b> The current audit identified 1 issue where a workflow does not provide adequate reversibility or confirmation before completion as required at Level AAA.</p> <p><b>Unaffected interfaces:</b> Client Portal, Kiosk.</p>
<a href="#">3.3.9 Accessible Authentication (Enhanced)</a> (Level AAA 2.2 only)	Supports	<p>PantrySoft provides an accessible authentication option that does not rely on cognitive function tests such as memorization or transcription, including passwordless “magic login links” delivered to the user via email to complete sign-in without entering a password. Where password-based sign-in is used, the experience works with common accessibility supports such as password manager autofill and does not require puzzles, CAPTCHA-style challenges, or other cognitive tests to authenticate.</p> <p><b>Exception:</b> If MFA is enabled by customer settings and implemented in a way that requires manual one-time code entry, that configuration may introduce a transcription step.</p>

## Legal Disclaimer

This VPAT/ACR is provided for informational purposes only and is not a warranty, guarantee, or legally binding commitment of accessibility conformance. Any use of PantrySoft remains subject to the PantrySoft Terms of Service and applicable SLA, and accessibility may vary based on configuration, optional features/add-ons, integrations, and ongoing product updates.