

# Certinia Accessibility Conformance Report

## International Edition

(Based on VPAT® Version 2.4Rev)

**Name of Product/Version:** Certinia FM Cloud / Summer 2025 (v 2025.3)

**Report Date:** August 2025

**Product Description:** Cerinia Financial Management (FM) is a comprehensive suite of integrated solutions designed to streamline and optimize critical business functions. From automating core accounting tasks and revenue recognition to managing subscription billing and fixed assets, FM Cloud enhances operational efficiency and ensures compliance.

With robust tools for financial planning, procurement, order management, and real-time analytics, organizations can make informed decisions faster and identify cost-saving opportunities. Additionally, customer communities and self-service portals improve communication and support, helping to accelerate collections and boost customer satisfaction.

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**Website:** [Accessibility](#)

**Evaluation Methods Used:**

Certinia has adopted established industry standards, including the Web Content Accessibility Guidelines (WCAG), to guide product evaluation during development and throughout the product's lifecycle. Certinia's accessibility evaluation incorporates several methods, which include conducting automated testing using a variety of internal and external tools as well as performing manual testing with keyboard and adaptive technologies, such as screen reader software (Voice Over, NVDA, and JAWS). Browser evaluation has been primarily on Google Chrome with limited evaluation on other [supported Salesforce browsers](#). Evaluation platforms include primarily Apple's Desktop OS, with limited Microsoft Windows OS.

**Tables for Each Standard or Guideline:**

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 Level AA: Yes Level AAA: No
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A: Yes Level AA: Yes Level AAA: No

Standard / Guideline	Included in Report
<a href="#">Web Content Accessibility Guidelines 2.2</a>	Level A: No Level AA: No Level AAA: No

## 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 2.x Level AAA.

## WCAG 2.x Report

**Note:** Certinia develops software upon the Salesforce Lightning platform. Evaluation of Certinia functionality extends to custom functionality that Certinia has created. Evaluation of core Lightning functionality and components can be found at Salesforce's [Product Accessibility Status](#).

**Note:** When evaluating Certinia's FM Cloud, which is a multi-application product, we evaluate all applications together against the WCAG 2.1 Level AA Principles and Success Criteria. It's important to clarify that if a particular criterion is marked as "**Partially Supports**," but the specific application you're interested in isn't explicitly listed in the "**Remarks and Explanation**" section for that criterion, then for your application, that criterion should be considered as "**Supports**."

## Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.1.1 Non-text Content</u></b> (Level A)</p> <p>All <u>non-text content</u> that is presented to the user has a <u>text alternative</u> that serves the equivalent purpose, except for the situations listed below.</p> <ul style="list-style-type: none"> <li>• <b>Controls, Input:</b> If non-text content is a control or accepts user input, then it has a <u>name</u> that describes its purpose. (Refer to <u>Success Criterion 4.1.2</u> for additional requirements for controls and content that accepts user input.)</li> <li>• <b>Time-Based Media:</b> If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content. (Refer to <u>Guideline 1.2</u> for additional requirements for media.)</li> <li>• <b>Test:</b> If non-text content is a test or exercise that would be invalid if presented in <u>text</u>, then text alternatives at least provide descriptive identification of the non-text content.</li> <li>• <b>Sensory:</b> If non-text content is primarily intended to create a <u>specific sensory experience</u>, then text alternatives at least provide descriptive identification of the non-text content.</li> <li>• <b>CAPTCHA:</b> If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content are provided, and alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities.</li> </ul>	Partially Supports ▾	<p>This criteria is generally satisfied; however, there are several exceptions: Multiple components are missing alternative text for non-text content. This includes icons that function as buttons (such as modal close icons), decorative icons that are not properly hidden from screen readers, and loading spinners that do not announce their purpose. Several quick action modals for sales invoices and journals also fail to announce their titles or loading states, preventing users from understanding their context and status.</p> <p>Impacted application areas include the following: Accounts Payable, Cash and Bank Management, Fixed Assets, General Ledger, Global Business Management, Multi-Revenue Billing, Organization Setup and Administration, Planning and Analysis, Tax Management</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li><b>Decoration, Formatting, Invisible:</b> If non-text content is <a href="#">pure decoration</a>, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by <a href="#">assistive technology</a>.</li> </ul>		
<p><b><a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)</b></p> <p>For <a href="#">prerecorded audio-only</a> and <a href="#">prerecorded video-only</a> media, the following are true, except when the audio or video is a <a href="#">media alternative for text</a> and is clearly labeled as such</p> <ul style="list-style-type: none"> <li><b>Prerecorded Audio-only:</b> An <a href="#">alternative for time-based media</a> is provided that presents equivalent information for prerecorded audio-only content.</li> <li><b>Prerecorded Video-only:</b> Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content.</li> </ul>	Not Applicable	
<p><b><a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)</b></p> <p><a href="#">Captions</a> are provided for all <a href="#">prerecorded audio</a> content in <a href="#">synchronized media</a>, except when the media is a <a href="#">media alternative for text</a> and is clearly labeled as such.</p>	Not Applicable	
<p><b><a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)</b></p> <p>An <a href="#">alternative for time-based media</a> or <a href="#">audio description</a> of the <a href="#">prerecorded video</a> content is provided for <a href="#">synchronized media</a>, except when the media is a <a href="#">media alternative for text</a> and is clearly labeled as such.</p>	Supports	
<p><b><a href="#">1.3.1 Info and Relationships</a> (Level A)</b></p>	Partially Supports	This criteria is generally satisfied; however, there are several exceptions: Information and relationships are not consistently conveyed to

Criteria	Conformance Level	Remarks and Explanations
<p>Information, <a href="#">structure</a>, and <a href="#">relationships</a> conveyed through <a href="#">presentation</a> can be <a href="#">programmatically determined</a> or are available in text.</p>		<p>assistive technologies. Common issues include screen readers failing to announce modal titles upon opening, misreading column headers, and not communicating the state of non-editable cells. There are also numerous instances of skipped heading levels, which disrupts logical navigation, and key information banners or list titles are not read out, preventing users from understanding the structure and purpose of the content.</p> <p>Impacted application areas include the following: Accounts Payable, Accounts Receivable, Fixed Assets, General Ledger, Global Business Management, Multi-Revenue Billing, Organization Setup and Administration, Planning and Analysis, PM Review TBD, Procurement, Revenue Management</p>
<p><a href="#">1.3.2 Meaningful Sequence</a> (Level A)</p> <p>When the sequence in which content is presented affects its meaning, a <a href="#">correct reading sequence</a> can be <a href="#">programmatically determined</a>.</p>	Partially Supports ▾	<p>Most functionality is implemented properly with the following exceptions: The reading and navigation sequence is not logical in a few components. For instance, focus moves to an action button before the user has navigated through the necessary form fields. Additionally, screen reader navigation through a Bryntum grid can be unpredictable, and the focus order for filters in a payment details template does not follow a logical left-to-right flow.</p> <p>Impacted application areas include the following: Accounts Payable, Accounts Receivable, General Ledger, Multi-Revenue Billing</p>

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<p><b><u>1.3.3 Sensory Characteristics</u></b> (Level A)</p> <p>Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, color, size, visual location, orientation, or sound.</p>	<input data-bbox="1051 279 1305 311" type="button" value="Partially Supports"/>	<p>Most functionality is implemented properly with the following exceptions: The instructional text for an information button icon relies on sensory characteristics, such as the word "clicking," which is not accessible for all users.</p> <p>Impacted application areas include the following: General Ledger</p>
<p><b><u>1.4.1 Use of Color</u></b> (Level A)</p> <p>Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>	<input data-bbox="1051 594 1220 626" type="button" value="Supports"/>	
<p><b><u>1.4.2 Audio Control</u></b> (Level A)</p> <p>If any audio on a Web page plays automatically for more than 3 seconds, either a <u>mechanism</u> is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level.</p>	<input data-bbox="1051 806 1284 838" type="button" value="Not Applicable"/>	
<p><b><u>2.1.1 Keyboard</u></b> (Level A)</p> <p>All <u>functionality</u> of the content is operable through a <u>keyboard interface</u> without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints.</p>	<input data-bbox="1051 1046 1305 1078" type="button" value="Partially Supports"/>	<p>This criteria is generally satisfied; however, there are several exceptions: Numerous components are not fully operable through a keyboard. Keyboard navigation frequently fails to reach interactive elements such as links, buttons, icons, and specific fields within grids. Users are unable to edit lookup fields, operate combo-boxes, or access critical functionality like expanding grouped rows in a payment proposal. Additionally, some modals cannot be triggered or navigated effectively using</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>only the keyboard.</p> <p>Impacted application areas include the following: Accounts Payable, Accounts Receivable, Cash and Bank Management, Fixed Assets, General Ledger, Global Business Management, Multi-Revenue Billing, N/A, Order Fulfillment, Organization Setup and Administration, Planning and Analysis, Procurement, Revenue Management</p>
<p><b><a href="#">2.1.2 No Keyboard Trap</a></b> (Level A)</p> <p>If keyboard focus can be moved to a component of the page using a <a href="#">keyboard interface</a>, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away.</p>	<p>Partially Supports ▾</p>	<p>This criteria is generally satisfied; however, there are several exceptions: Keyboard traps exist in several key areas, most notably within Bryntum grids. When a user navigates to a cell containing a link, focus becomes trapped in a loop between the grid and its toolbar. Other instances of keyboard traps were found where focus gets stuck within a modal or a specific component, preventing navigation to the rest of the page without manual intervention</p> <p>Impacted application areas include the following: Cash and Bank Management, General Ledger, Multi-Revenue Billing, Revenue Management</p>
<p><b><a href="#">2.1.4 Character Key Shortcuts</a></b> (Level A 2.1 only)</p> <p>If a <a href="#">keyboard shortcut</a> is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true:</p> <ul style="list-style-type: none"> <li>• <b>Turn off:</b> A <a href="#">mechanism</a> is available to turn the shortcut off;</li> </ul>	<p>Partially Supports ▾</p>	<p>This criteria is generally satisfied; however, there are several exceptions: In several transaction entry screens, keyboard shortcuts used for saving the header (e.g., cmd-S) do not work for saving the line items. This inconsistency forces keyboard-only users to manually tab back to the save button, creating an inefficient workflow</p>

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<ul style="list-style-type: none"> <li>• <b>Remap:</b> A mechanism is available to remap the shortcut to include one or more non-printable keyboard keys (e.g., Ctrl, Alt);</li> <li>• <b>Active only on focus:</b> The keyboard shortcut for a <a href="#">user interface component</a> is only active when that component has focus.</li> </ul>		Impacted application areas include the following: Accounts Payable, Accounts Receivable, Multi-Revenue Billing
<p><b><a href="#">2.2.1 Timing Adjustable</a></b> (Level A)</p> <p>For each time limit that is set by the content, at least one of the following is true:</p> <ul style="list-style-type: none"> <li>• <b>Turn off:</b> The user is allowed to turn off the time limit before encountering it; or</li> <li>• <b>Adjust:</b> The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or</li> <li>• <b>Extend:</b> The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or</li> <li>• <b>Real-time Exception:</b> The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or</li> <li>• <b>Essential Exception:</b> The time limit is <a href="#">essential</a> and extending it would invalidate the activity; or</li> <li>• <b>20 Hour Exception:</b> The time limit is longer than 20 hours.</li> </ul>	Supports ▾	
<p><b><a href="#">2.2.2 Pause, Stop, Hide</a></b> (Level A)</p> <p>For moving, <a href="#">blinking</a>, scrolling, or auto-updating information, all of the following are true:</p> <ul style="list-style-type: none"> <li>• <b>Moving, blinking, scrolling:</b> For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is</li> </ul>	Not Applicable ▾	

Criteria	Conformance Level	Remarks and Explanations
<p>a mechanism for the user to <a href="#">pause</a>, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is <a href="#">essential</a>; and</p> <ul style="list-style-type: none"> <li>• <b>Auto-updating:</b> For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.</li> </ul>		
<p><b><a href="#">2.3.1 Three Flashes or Below Threshold</a></b> (Level A)</p> <p><a href="#">Web pages</a> do not contain anything that flashes more than three times in any one second period, or the <a href="#">flash</a> is below the <a href="#">general flash and red flash thresholds</a>.</p>	Not Applicable	
<p><b><a href="#">2.4.1 Bypass Blocks</a></b> (Level A)</p> <p>A <a href="#">mechanism</a> is available to bypass blocks of content that are repeated on multiple <a href="#">Web pages</a>.</p>	Partially Supports	<p>Most functionality is implemented properly with the following exceptions: Mechanisms to bypass blocks of content are missing in some areas. For instance, one modal lacks a "main" landmark, making it difficult for screen reader users to navigate directly to the primary content. Additionally, keyboard navigation sometimes lands in an empty, non-functional section of a grid, requiring extra steps to bypass.</p> <p>Impacted application areas include the following: Accounts Payable, General Ledger</p>
<p><b><a href="#">2.4.2 Page Titled</a></b> (Level A)</p> <p><a href="#">Web pages</a> have titles that describe topic or purpose.</p>	Supports	

Criteria	Conformance Level	Remarks and Explanations
<p><b><a href="#">2.4.3 Focus Order</a></b> (Level A)</p> <p>If a <a href="#">Web page</a> can be <a href="#">navigated sequentially</a> and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.</p>	<a href="#">Partially Supports</a>	<p>This criteria is generally satisfied; however, there are several exceptions: The focus order is frequently incorrect, leading to a confusing and disorienting user experience. The most common issue is the failure of modals and dialogs to capture keyboard focus upon opening, leaving the user's focus on the underlying page. Additionally, after a modal is closed, focus is often lost or improperly returned to the top of the page instead of the original triggering element. The initial focus within modals is also consistently wrong, and logical navigation sequences are broken in various forms and components</p> <p>Impacted application areas include the following: Accounts Payable, Accounts Receivable, Cash and Bank Management, Fixed Assets, General Ledger, Global Business Management, Inventory Management, Multi-Revenue Billing, Order Fulfillment, Organization Setup and Administration, Planning and Analysis, Procurement, Revenue Management</p>
<p><b><a href="#">2.4.4 Link Purpose (In Context)</a></b> (Level A)</p> <p>The <a href="#">purpose of each link</a> can be determined from the link text alone or from the link text together with its <a href="#">programmatically determined link context</a>, except where the purpose of the link would be <a href="#">ambiguous to users in general</a>.</p>	<a href="#">Partially Supports</a>	<p>Most functionality is implemented properly with the following exceptions: The purpose of a link within a grid is not clear from its context, as a screen reader announces only "link" without reading the associated account name, making it difficult for users to understand its destination</p> <p>Impacted application areas include the following: Accounts Payable</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#"><b>2.5.1 Pointer Gestures</b></a> (Level A 2.1 only)</p> <p>All <u>functionality</u> that uses multipoint or path-based gestures for operation can be operated with a <u>single pointer</u> without a path-based gesture, unless a multipoint or path-based gesture is <u>essential</u>.</p>	Supports ▾	
<p><a href="#"><b>2.5.2 Pointer Cancellation</b></a> (Level A 2.1 only)</p> <p>For <u>functionality</u> that can be operated using a <u>single pointer</u>, at least one of the following is true:</p> <ul style="list-style-type: none"> <li>• <b>No Down-Event:</b> The <u>down-event</u> of the pointer is not used to execute any part of the function;</li> <li>• <b>Abort or Undo:</b> Completion of the function is on the <u>up-event</u>, and a <u>mechanism</u> is available to abort the function before completion or to undo the function after completion;</li> <li>• <b>Up Reversal:</b> The up-event reverses any outcome of the preceding down-event;</li> <li>• <b>Essential:</b> Completing the function on the down-event is <u>essential</u>.</li> </ul>	Supports ▾	
<p><a href="#"><b>2.5.3 Label in Name</b></a> (Level A 2.1 only)</p> <p>For <u>user interface components</u> with <u>labels</u> that include <u>text</u> or <u>images of text</u>, the <u>name</u> contains the text that is presented visually.</p>	Partially Supports ▾	<p>This criteria is generally satisfied; however, there are several exceptions: The accessible name for several user interface components does not match or include the visible label text. Screen readers announce generic or programmatic names instead of descriptive labels for buttons, grid cells, and other controls. This makes it difficult for users to understand the function of these elements.</p> <p>Impacted application areas include the following: General Ledger, Inventory Management, Planning and Analysis, Procurement</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#"><b>2.5.4 Motion Actuation</b></a> (Level A 2.1 only)</p> <p><u>Functionality</u> that can be operated by device motion or user motion can also be operated by <u>user interface components</u> and responding to the motion can be disabled to prevent accidental actuation, except when:</p> <ul style="list-style-type: none"> <li>• Supported Interface: The motion is used to operate functionality through an <u>accessibility supported</u> interface;</li> <li>• Essential: The motion is <u>essential</u> for the function and doing so would invalidate the activity.</li> </ul>	Supports ▾	
<p><a href="#"><b>3.1.1 Language of Page</b></a> (Level A)</p> <p>The default <u>human language</u> of each <u>Web page</u> can be <u>programmatically determined</u>.</p>	Supports ▾	
<p><a href="#"><b>3.2.1 On Focus</b></a> (Level A)</p> <p>The <u>human language</u> of each passage or phrase in the content can be <u>programmatically determined</u> except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text.</p>	Partially Supports ▾	<p>Most functionality is implemented properly with the following exceptions: Unexpected changes in context occur when an element receives focus. For instance, focus is unexpectedly moved to a newly visible picklist. In another case, elements remain focusable and interactive while a loading mask is active, which can lead to unintended actions</p> <p>Impacted application areas include the following: General Ledger, Global Business Management, Planning and Analysis, Procurement, Revenue Management</p>
<p><a href="#"><b>3.2.2 On Input</b></a> (Level A)</p>	Partially Supports ▾	<p>This criteria is generally satisfied; however, there are several exceptions: When the user provides input or changes the setting of a component, there is no notification of the resulting change. For</p>

Criteria	Conformance Level	Remarks and Explanations
<p>Changing the setting of any <a href="#">user interface component</a> does not automatically cause a <a href="#">change of context</a> unless the user has been advised of the behavior before using the component.</p>		<p>example, filtering data in a grid provides no feedback that the content has been updated, and in another instance, an interactive link changes to non-interactive text without warning</p> <p>Impacted application areas include the following: Accounts Payable, Inventory Management, Procurement</p>
<p><b><a href="#">3.3.1 Error Identification</a></b> (Level A)</p> <p>If an <a href="#">input error</a> is automatically detected, the item that is in error is identified and the error is described to the user in text.</p>	Partially Supports ▾	<p>This criteria is generally satisfied; however, there are several exceptions: Errors are often not identified or clearly communicated to the user. This includes inline field validation messages that are not announced by screen readers, error toasts that are not read out, and error messages within modals or popovers that are inaccessible. This prevents users from understanding that an error has occurred and how to correct it</p> <p>Impacted application areas include the following: Cash and Bank Management, General Ledger, Inventory Management, Organization Setup and Administration, Procurement, Revenue Management</p>
<p><b><a href="#">3.3.2 Labels or Instructions</a></b> (Level A)</p> <p><a href="#">Labels</a> or instructions are provided when content requires user input.</p>	Partially Supports ▾	<p>This criteria is generally satisfied; however, there are several exceptions: Labels and instructions are often missing or insufficient. Form sections lack descriptive labels, leaving screen reader users without context. Buttons sometimes have a generic label that does not describe the action they perform, and some grids provide incorrect</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>instructions for non-existent functionality</p> <p>Impacted application areas include the following: Accounts Payable, Accounts Receivable, General Ledger, Inventory Management, Procurement</p>
<p><b><a href="#">4.1.1 Parsing</a></b> (Level A)</p> <p>In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features.</p>	<p>Supports ▾</p>	
<p><b><a href="#">4.1.2 Name, Role, Value</a></b> (Level A)</p> <p>For all <a href="#">user interface components</a> (including but not limited to: form elements, links and components generated by scripts), the <a href="#">name</a> and <a href="#">role</a> can be <a href="#">programmatically determined</a>; states, properties, and values that can be set by the user can be <a href="#">programmatically set</a>; and notification of changes to these items is available to <a href="#">user agents</a>, including <a href="#">assistive technologies</a>.</p>	<p>Partially Supports ▾</p>	<p>This criteria is generally satisfied; however, there are several exceptions: The name, role, and value of many components are not correctly conveyed to assistive technologies. This results in screen readers announcing incorrect or nonsensical information, such as generic placeholders instead of actual content. There are also widespread issues with incorrect ARIA role implementation, including invalid parent/child structures in grids and buttons with unclear accessible names</p> <p>Impacted application areas include the following: Accounts Payable, Accounts Receivable, Fixed Assets, General Ledger, Multi-Revenue Billing, Planning and Analysis, Revenue Management</p>

## Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.4 Captions (Live)</a> (Level AA)  <u>Captions</u> are provided for all <u>live audio</u> content in <u>synchronized media</u>.</p>	Supports ▾	
<p><a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)  <u>Audio description</u> is provided for all <u>prerecorded video</u> content in <u>synchronized media</u>.</p>	Partially Supports ▾	<p>Most functionality is implemented properly with the following exceptions: In a lightning combobox, the options for dimensions are not announced by the screen reader, preventing users from receiving an audio description of the available choices</p> <p>Impacted application areas include the following: Planning and Analysis</p>
<p><a href="#">1.3.4 Orientation</a> (Level AA 2.1 only)  Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is <u>essential</u>.</p>	Supports ▾	
<p><a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 only)  The purpose of each input field collecting information about the user can be <u>programmatically determined</u> when:</p> <ul style="list-style-type: none"> <li>• The input field serves a purpose identified in the <a href="#">Input Purposes for user interface components section</a>; and</li> <li>• The content is implemented using technologies with support for identifying the expected meaning for form input data.</li> </ul>	Partially Supports ▾	<p>Most functionality is implemented properly with the following exceptions: An "Invoice Date" field is misidentified by screen readers as "Close this window." Additionally, several quick action dialogs for payable invoices and credit notes are missing an accessible name, preventing users from understanding their purpose when they appear</p>

Criteria	Conformance Level	Remarks and Explanations
		Impacted application areas include the following: Multi-Revenue Billing, N/A
<p><b><a href="#">1.4.3 Contrast (Minimum)</a></b> (Level AA)</p> <p>The visual presentation of <a href="#">text</a> and <a href="#">images of text</a> has a <a href="#">contrast ratio</a> of at least 4.5:1, except for the following:</p> <ul style="list-style-type: none"> <li>• <b>Large Text:</b> <a href="#">Large-scale</a> text and images of large-scale text have a contrast ratio of at least 3:1;</li> <li>• <b>Incidental:</b> Text or images of text that are part of an inactive <a href="#">user interface component</a>, that are <a href="#">pure decoration</a>, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement.</li> <li>• <b>Logotypes:</b> Text that is part of a logo or brand name has no contrast requirement.</li> </ul>	Partially Supports ▾	<p>This criteria is generally satisfied; however, there are several exceptions: The contrast ratio between text and background is insufficient in several components. This includes chart colors on dashboards being too similar to distinguish, low contrast on container borders, and disabled buttons that do not meet minimum contrast requirements, making them difficult to perceive.</p> <p>Impacted application areas include the following: Cash and Bank Management, Multi-Revenue Billing, Planning and Analysis</p>
<p><b><a href="#">1.4.4 Resize text</a></b> (Level AA)</p> <p>Except for <a href="#">captions</a> and <a href="#">images of text</a>, <a href="#">text</a> can be resized without <a href="#">assistive technology</a> up to 200 percent without loss of content or functionality.</p>	Partially Supports ▾	<p>This criteria is generally satisfied; however, there are several exceptions: When text is resized to 200%, layout issues occur in multiple components. The text does not scale properly, resulting in content that is misaligned, overlapping, or difficult to read, particularly within modal dialogs and toast notifications.</p> <p>Impacted application areas include the following: Fixed Assets, General Ledger, N/A</p>
<p><b><a href="#">1.4.5 Images of Text</a></b> (Level AA)</p> <p>If the technologies being used can achieve the visual presentation, <a href="#">text</a> is used to convey information rather than <a href="#">images of text</a> except for the following:</p>	Supports ▾	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li><b>Customizable:</b> The image of text can be <a href="#">visually customized</a> to the user's requirements;</li> <li><b>Essential:</b> A particular presentation of text is <a href="#">essential</a> to the information being conveyed.</li> </ul>		
<p><b><a href="#">1.4.10 Reflow</a></b> (Level AA 2.1 only)  Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for:</p> <ul style="list-style-type: none"> <li>Vertical scrolling content at a width equivalent to 320 <a href="#">CSS pixels</a>;</li> <li>Horizontal scrolling content at a height equivalent to 256 <a href="#">CSS pixels</a>.</li> </ul> <p>Except for parts of the content which require two-dimensional layout for usage or meaning.</p>	Partially Supports ▾	<p>This criteria is generally satisfied; however, there are several exceptions: Content does not consistently reflow when the page is zoomed. At 200% or 400% zoom, various modals and components—including those for bank reconciliation, consolidation charts, and several quick actions—become clipped or require two-dimensional scrolling, resulting in a loss of information and functionality for users.</p> <p>Impacted application areas include the following: Accounts Receivable, Cash and Bank Management, Fixed Assets, General Ledger, Global Business Management, Multi-Revenue Billing, N/A, Organization Setup and Administration, Planning and Analysis, Revenue Management</p>
<p><b><a href="#">1.4.11 Non-text Contrast</a></b> (Level AA 2.1 only)  The visual <a href="#">presentation</a> of the following have a <a href="#">contrast ratio</a> of at least 3:1 against adjacent color(s):</p> <ul style="list-style-type: none"> <li><b>User Interface Components:</b> Visual information required to identify <a href="#">user interface components</a> and <a href="#">states</a>, except for inactive components or where the appearance of the component is determined by the user agent and not modified by the author;</li> <li><b>Graphical Objects:</b> Parts of graphics required to understand the content, except when a particular presentation of graphics is <a href="#">essential</a> to the information being conveyed.</li> </ul>	Supports ▾	

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#"><b>1.4.12 Text Spacing</b></a> (Level AA 2.1 only)</p> <p>In content implemented using markup languages that support the following <a href="#">text style properties</a>, no loss of content or functionality occurs by setting all of the following and by changing no other style property:</p> <ul style="list-style-type: none"> <li>• Line height (line spacing) to at least 1.5 times the font size;</li> <li>• Spacing following paragraphs to at least 2 times the font size;</li> <li>• Letter spacing (tracking) to at least 0.12 times the font size;</li> <li>• Word spacing to at least 0.16 times the font size.</li> </ul> <p>Exception: Human languages and scripts that do not make use of one or more of these text style properties in written text can conform using only the properties that exist for that combination of language and script.</p>	Supports ▾	
<p><a href="#"><b>1.4.13 Content on Hover or Focus</b></a> (Level AA 2.1 only)</p> <p>Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true:</p> <ul style="list-style-type: none"> <li>• <b>Dismissible:</b> A <a href="#">mechanism</a> is available to dismiss the additional content without moving pointer hover or keyboard focus, unless the additional content communicates an <a href="#">input error</a> or does not obscure or replace other content;</li> <li>• <b>Hoverable:</b> If pointer hover can trigger the additional content, then the pointer can be moved over the additional content without the additional content disappearing;</li> <li>• <b>Persistent:</b> The additional content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid.</li> </ul> <p>Exception: The visual presentation of the additional content is controlled by the user agent and is not modified by the author.</p>	Partially Supports ▾	<p>This criteria is generally satisfied; however, there are several exceptions: Content that appears on hover or keyboard focus is often not accessible. Tooltips containing important information or help text are not announced by screen readers, and in some cases, the information is not displayed at all for keyboard-only users, preventing them from accessing key instructions and context.</p> <p>Impacted application areas include the following: Accounts Receivable, General Ledger, Planning and Analysis, Revenue Management</p>
<p><a href="#"><b>2.4.5 Multiple Ways</b></a> (Level AA)</p>	Supports ▾	

Criteria	Conformance Level	Remarks and Explanations
More than one way is available to locate a <a href="#">Web page</a> within a <a href="#">set of Web pages</a> except where the Web Page is the result of, or a step in, a <a href="#">process</a> .		
<p><a href="#">2.4.6 Headings and Labels</a> (level AA) Headings and <a href="#">labels</a> describe topic or purpose.</p>	Partially Supports ▾	<p>This criteria is generally satisfied; however, there are several exceptions: Headings and labels are not always clear or descriptive. There are multiple instances of duplicated headings, incorrect heading level structures, and modal titles that are not read by screen readers. Furthermore, some links and buttons lack sufficient text to clarify their purpose, making it difficult for users to understand the outcome of an action.</p> <p>Impacted application areas include the following: Accounts Receivable, Cash and Bank Management, General Ledger, Global Business Management, Multi-Revenue Billing, Order Fulfillment, PM Review TBD, Planning and Analysis, Procurement</p>
<p><a href="#">2.4.7 Focus Visible</a> (Level AA) Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.</p>	Partially Supports ▾	<p>This criteria is generally satisfied; however, there are several exceptions: The keyboard focus indicator is not visible on certain interactive elements. This includes actionable arrows for expanding/collapsing sections and elements within modals, which prevents keyboard-only users from visually identifying their location on the page.</p> <p>Impacted application areas include the following: Accounts Payable, Fixed Assets, Planning and Analysis, Revenue Management</p>
<p><a href="#">3.1.2 Language of Parts</a> (Level AA)</p>	Supports ▾	

Criteria	Conformance Level	Remarks and Explanations
<p>The <a href="#">human language</a> of each passage or phrase in the content can be <a href="#">programmatically determined</a> except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text.</p>		
<p><b>3.2.3 Consistent Navigation</b> (Level AA)            Navigational mechanisms that are repeated on multiple <a href="#">Web pages</a> within a <a href="#">set of Web pages</a> occur in the <a href="#">same relative order</a> each time they are repeated, unless a change is initiated by the user.</p>	Partially Supports ▾	<p>Most functionality is implemented properly with the following exceptions: Navigation mechanisms are not consistent, as a date picker component cannot be fully operated with a keyboard; specifically, the month and year selectors are inaccessible to keyboard-only users.</p> <p>Impacted application areas include the following: Revenue Management</p>
<p><b>3.2.4 Consistent Identification</b> (Level AA)            Components that have the <a href="#">same functionality</a> within a <a href="#">set of Web pages</a> are identified consistently.</p>	Partially Supports ▾	<p>Most functionality is implemented properly with the following exceptions: An informational message within a modal is not announced by screen readers, making the component's identification inconsistent for visually impaired users.</p> <p>Impacted application areas include the following: Procurement</p>
<p><b>3.3.3 Error Suggestion</b> (Level AA)            If an <a href="#">input error</a> is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.</p>	Supports ▾	
<p><b>3.3.4 Error Prevention (Legal, Financial, Data)</b> (Level AA)            For <a href="#">Web pages</a> that cause <a href="#">legal commitments</a> or financial transactions for the user to occur, that modify or delete <a href="#">user-controllable</a> data in data</p>	Supports ▾	

Criteria	Conformance Level	Remarks and Explanations
<p>storage systems, or that submit user test responses, at least one of the following is true:</p> <ul style="list-style-type: none"> <li>• Reversible: Submissions are reversible.</li> <li>• Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them.</li> <li>• Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.</li> </ul>		
<p><b>4.1.3 Status Messages</b> (Level AA 2.1 only)</p> <p>In content implemented using markup languages, <a href="#">status messages</a> can be <a href="#">programmatically determined</a> through <a href="#">role</a> or properties such that they can be presented to the user by <a href="#">assistive technologies</a> without receiving focus.</p>	<span>Partially Supports</span>	<p>This criteria is generally satisfied; however, there are several exceptions: Status messages are consistently not announced by assistive technologies, which is a significant barrier to usability. Success, warning, and informational toast notifications that appear after completing an action are almost never read out loud. Additionally, loading states are not communicated, leaving users without feedback that a process is running. This prevents users from knowing the outcome of their actions or the current status of the application.</p> <p>Impacted application areas include the following: Accounts Payable, Accounts Receivable, Cash and Bank Management, General Ledger, Global Business Management, Multi-Revenue Billing, N/A, Organization Setup and Administration, Planning and Analysis, Procurement, Revenue Management, Tax Management</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> <p><a href="#">Sign language interpretation</a> is provided for all <a href="#">prerecorded audio</a> content in <a href="#">synchronized media</a>.</p>	Not Evaluated ▾	
<p><a href="#">1.2.7 Extended Audio Description (Prerecorded)</a> (Level AAA)</p> <p>Where pauses in foreground audio are insufficient to allow <a href="#">audio descriptions</a> to convey the sense of the video, <a href="#">extended audio description</a> is provided for all <a href="#">prerecorded video</a> content in <a href="#">synchronized media</a>.</p>	Not Evaluated ▾	
<p><a href="#">1.2.8 Media Alternative (Prerecorded)</a> (Level AAA)</p> <p>An <a href="#">alternative for time-based media</a> is provided for all <a href="#">prerecorded synchronized media</a> and for all prerecorded <a href="#">video-only</a> media.</p>	Not Evaluated ▾	
<p><a href="#">1.2.9 Audio-only (Live)</a> (Level AAA)</p> <p>An <a href="#">alternative for time-based media</a> that presents equivalent information for <a href="#">live audio-only</a> content is provided.</p>	Not Evaluated ▾	
<p><a href="#">1.3.6 Identify Purpose</a> (Level AAA)</p> <p>In content implemented using markup languages, the purpose of <a href="#">user interface components</a>, icons, and <a href="#">regions</a> can be <a href="#">programmatically determined</a>.</p>	Not Evaluated ▾	

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.4.6 Contrast (Enhanced)</u></b> (Level AAA)</p> <p>The visual presentation of <a href="#">text</a> and <a href="#">images of text</a> has a <a href="#">contrast ratio</a> of at least 7:1, except for the following:</p> <ul style="list-style-type: none"> <li>• <b>Large Text:</b> <a href="#">Large-scale</a> text and images of large-scale text have a contrast ratio of at least 4.5:1;</li> <li>• <b>Incidental:</b> Text or images of text that are part of an inactive <a href="#">user interface component</a>, that are <a href="#">pure decoration</a>, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement.</li> <li>• <b>Logotypes:</b> Text that is part of a logo or brand name has no contrast requirement.</li> </ul>	Not Evaluated ▾	
<p><b><u>1.4.7 Low or No Background Audio</u></b> (Level AAA)</p> <p>For <a href="#">prerecorded audio-only</a> content that (1) contains primarily speech in the foreground, (2) is not an audio <a href="#">CAPTCHA</a> or audio logo, and (3) is not vocalization intended to be primarily musical expression such as singing or rapping, at least one of the following is true:</p> <ul style="list-style-type: none"> <li>• <b>No Background:</b> The audio does not contain background sounds.</li> <li>• <b>Turn Off:</b> The background sounds can be turned off.</li> <li>• <b>20 dB:</b> The background sounds are at least 20 decibels lower than the foreground speech content, with the exception of occasional sounds that last for only one or two seconds.</li> </ul>	Not Evaluated ▾	
<p><b><u>1.4.8 Visual Presentation</u></b> (Level AAA)</p> <p>For the visual presentation of <a href="#">blocks of text</a>, a <a href="#">mechanism</a> is available to achieve the following:</p> <ul style="list-style-type: none"> <li>• Foreground and background colors can be selected by the user.</li> <li>• Width is no more than 80 characters or glyphs (40 if CJK).</li> </ul>	Not Evaluated ▾	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>Text is not justified (aligned to both the left and the right margins).</li> <li>Line spacing (leading) is at least space-and-a-half within paragraphs, and paragraph spacing is at least 1.5 times larger than the line spacing.</li> <li>Text can be resized without assistive technology up to 200 percent in a way that does not require the user to scroll horizontally to read a line of text <a href="#">on a full-screen window</a>.</li> </ul>		
<p><b><a href="#">1.4.9 Images of Text (No Exception)</a></b> (Level AAA)</p> <p><a href="#">Images of text</a> are only used for <a href="#">pure decoration</a> or where a particular presentation of <a href="#">text</a> is <a href="#">essential</a> to the information being conveyed.</p>	Not Evaluated ▾	
<p><b><a href="#">2.1.3 Keyboard (No Exception)</a></b> (Level AAA)</p> <p>All <a href="#">functionality</a> of the content is operable through a <a href="#">keyboard interface</a> without requiring specific timings for individual keystrokes.</p>	Not Evaluated ▾	
<p><b><a href="#">2.2.3 No Timing</a></b> (Level AAA)</p> <p>Timing is not an <a href="#">essential</a> part of the event or activity presented by the content, except for non-interactive <a href="#">synchronized media</a> and <a href="#">real-time events</a>.</p>	Not Evaluated ▾	
<p><b><a href="#">2.2.4 Interruptions</a></b> (Level AAA)</p> <p>Interruptions can be postponed or suppressed by the user, except interruptions involving an <a href="#">emergency</a>.</p>	Not Evaluated ▾	
<p><b><a href="#">2.2.5 Re-authenticating</a></b> (Level AAA)</p> <p>When an authenticated session expires, the user can continue the activity without loss of data after re-authenticating.</p>	Not Evaluated ▾	

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#"><b>2.2.6 Timeouts</b></a> (Level AAA)</p> <p>Users are warned of the duration of any <a href="#">user inactivity</a> that could cause data loss, unless the data is preserved for more than 20 hours when the user does not take any actions.</p>	Not Evaluated ▾	
<p><a href="#"><b>2.3.2 Three Flashes</b></a> (Level AAA)</p> <p><a href="#">Web pages</a> do not contain anything that <a href="#">flashes</a> more than three times in any one second period.</p>	Not Evaluated ▾	
<p><a href="#"><b>2.3.3 Animation from Interactions</b></a> (Level AAA)</p> <p><a href="#">Motion animation</a> triggered by interaction can be disabled, unless the animation is <a href="#">essential</a> to the functionality or the information being conveyed.</p>	Not Evaluated ▾	
<p><a href="#"><b>2.4.8 Location</b></a> (Level AAA)</p> <p>Information about the user's location within a <a href="#">set of Web pages</a> is available.</p>	Not Evaluated ▾	
<p><a href="#"><b>2.4.9 Link Purpose (Link Only)</b></a> (Level AAA)</p> <p>A <a href="#">mechanism</a> is available to allow the purpose of each link to be identified from link text alone, except where the purpose of the link would be <a href="#">ambiguous to users in general</a>.</p>	Not Evaluated ▾	
<p><a href="#"><b>2.4.10 Section Headings</b></a> (Level AAA)</p> <p><a href="#">Section</a> headings are used to organize the content.</p>	Not Evaluated ▾	
<p><a href="#"><b>2.5.5 Target Size</b></a> (Level AAA)</p>	Not Evaluated ▾	

Criteria	Conformance Level	Remarks and Explanations
<p>The size of the <a href="#">target</a> for <a href="#">pointer inputs</a> is at least 44 by 44 <a href="#">CSS pixels</a> except when:</p> <ul style="list-style-type: none"> <li>• <b>Equivalent:</b> The target is available through an equivalent link or control on the same page that is at least 44 by 44 CSS pixels;</li> <li>• <b>Inline:</b> The target is in a sentence or block of text;</li> <li>• <b>User Agent Control:</b> The size of the target is determined by the user agent and is not modified by the author;</li> <li>• <b>Essential:</b> A particular presentation of the target is <a href="#">essential</a> to the information being conveyed.</li> </ul>		
<p><a href="#">2.5.6 Concurrent Input Mechanisms</a> (Level AAA)</p> <p>Web content does not restrict use of input modalities available on a platform except where the restriction is <a href="#">essential</a>, required to ensure the security of the content, or required to respect user settings.</p>	<a href="#">Not Evaluated</a>	
<p><a href="#">3.1.3 Unusual Words</a> (Level AAA)</p> <p>A <a href="#">mechanism</a> is available for identifying specific definitions of words or phrases <a href="#">used in an unusual or restricted way</a>, including <a href="#">idioms</a> and <a href="#">jargon</a>.</p>	<a href="#">Not Evaluated</a>	
<p><a href="#">3.1.4 Abbreviations</a> (Level AAA)</p> <p>A <a href="#">mechanism</a> for identifying the expanded form or meaning of <a href="#">abbreviations</a> is available.</p>	<a href="#">Not Evaluated</a>	
<p><a href="#">3.1.5 Reading Level</a> (Level AAA)</p> <p>When text requires reading ability more advanced than the <a href="#">lower secondary education level</a> after removal of proper names and titles, <a href="#">supplemental</a></p>	<a href="#">Not Evaluated</a>	

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">content</a>, or a version that does not require reading ability more advanced than the lower secondary education level, is available.</p>		
<p><b><a href="#">3.1.6 Pronunciation</a></b> (Level AAA)</p> <p>A <a href="#">mechanism</a> is available for identifying specific pronunciation of words where meaning of the words, in context, is ambiguous without knowing the pronunciation.</p>	Not Evaluated ▾	
<p><b><a href="#">3.2.5 Change on Request</a></b> (Level AAA)</p> <p><a href="#">Changes of context</a> are initiated only by user request or a <a href="#">mechanism</a> is available to turn off such changes.</p>	Not Evaluated ▾	
<p><b><a href="#">3.3.5 Help</a></b> (Level AAA)</p> <p><a href="#">Context-sensitive help</a> is available.</p>	Not Evaluated ▾	
<p><b><a href="#">3.3.6 Error Prevention (All)</a></b> (Level AAA)</p> <p>For <a href="#">Web pages</a> that require the user to submit information, at least one of the following is true:</p> <ul style="list-style-type: none"> <li>• <b>Reversible:</b> Submissions are reversible.</li> <li>• <b>Checked:</b> Data entered by the user is checked for input errors and the user is provided an opportunity to correct them.</li> <li>• <b>Confirmed:</b> A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.</li> </ul>	Not Evaluated ▾	