

Accessibility Conformance Report

Revised Section 508 Edition

VPAT[®] Version 2.2 – July 2018



Name of Product/Version

PaperCut NG v 18.3

Product Description

Printer control software for tracking, management and cutting print costs using Windows, Mac, Linux, and Novell

Date: 30/11/2018

Contact information: product@papercut.com

Evaluation Methods Used:

Testing is based on general product knowledge

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Note

The elements of PaperCut evaluated for this VPAT Statement are;

- Admin UI
- User UI
- Desktop Client
- Release Station
- The online version of our manual

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0, at	Level A (Yes)
http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level AA (Yes)
	Level AAA (No)
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017	(Yes)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.

- **Does Not Support:** The majority of product functionality does not meet the criterion.
- Not Applicable: The criterion is not relevant to the product.
- Not Evaluated: The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.



WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

- Chapter 5 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 602.3 Electronic Support Documentation

Note

When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the <u>WCAG 2.0 Conformance Requirements</u>.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
 1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Partially supports Software: Supports Authoring Tool: N/A	Web: The only non-text content is icons and illustrations, which are in all cases explained by the accompanying text. Electronic Docs: There may be some content in videos which is not explicitly covered in documentation. Software: The only non-text content is icons and illustrations, which are in all cases explained by the accompanying text. Authoring Tool: N/A
 1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: N/A Electronic Docs: Partially supports Software: N/A Authoring Tool:N/A	Web: Electronic Docs: There may be some content in videos which is not explicitly covered in documentation. Software: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
1.2.2 Captions (Prerecorded) (Level A)	Web: N/A	Web:
Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Electronic Docs: Partially supports Software: N/A Authoring Tool: N/A	Electronic Docs: Software: Authoring Tool:
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)Also applies to: Revised Section 508• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: N/A Electronic Docs: Partially supports Software: N/A Authoring Tool: N/A	Web: Electronic Docs: There may be some content in videos which is not explicitly covered in text documentation, and these videos do not support close captions. Software: Authoring Tool:
 <u>1.3.1 Info and Relationships</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: N/A	Web: Supports Electronic Docs: N/A Software: Supports Authoring Tool: N/A

Criteria	Conformance Level	Remarks and Explanations
1.3.2 Meaningful Sequence (Level A)	Web: Partially Supports	Web:
Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Electronic Docs: Supports Software: Supports Authoring Tool: N/A	Electronic Docs: Software: Authoring Tool:
 <u>1.3.3 Sensory Characteristics</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: N/A	Web: Electronic Docs: Software: Authoring Tool:
 <u>1.4.1 Use of Color</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: N/A	Electronic Docs: Callouts are matched with icons and text like 'Note' or 'Error' in addition to color choice.

Criteria	Conformance Level	Remarks and Explanations
 <u>1.4.2 Audio Control</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: N/A Electronic Docs: N/A Software: N/A Authoring Tool: N/A	Web: Electronic Docs: Software: Authoring Tool:
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Does not support Software: Supports Authoring Tool: N/A	Web: Electronic Docs: Accessible menu navigation is not supported Software: Authoring Tool:
 2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Does not support Software: Supports Authoring Tool: N/A	Web: Electronic Docs: Accessible menu navigation is not supported Software: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
2.2.1 Timing Adjustable (Level A)	Web: N/AElectronic Docs: N/A	Web:
Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: N/A Authoring Tool: N/A	Electronic Docs: Software: Authoring Tool:
 2.2.2 Pause, Stop, Hide (Level A) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: N/A Electronic Docs: Supports Software: N/A Authoring Tool: N/A	Web: Electronic Docs: Software: Authoring Tool:
 2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: N/A	Web: Electronic Docs: Software: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
2.4.1 Bypass Blocks (Level A)	Web: Does not support	Web:
Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Electronic Docs: Does not support Authoring Tool: N/A	Electronic Docs: Authoring Tool:
 2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: N/A	Web: Electronic Docs: Software: Authoring Tool:
 2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports Electronic Docs: Supports Software: Partially Supports Authoring Tool: N/A	Web: Electronic Docs: Software: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
2.4.4 Link Purpose (In Context) (Level A)	Web: Supports	Web:
Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Electronic Docs: Supports Software: Supports Authoring Tool: N/A	Electronic Docs: Software: Authoring Tool:
 3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Does not support Electronic Docs: Does Not Support Software: N/A Authoring Tool: N/A	Web: Electronic Docs: Software: Authoring Tool:
 3.2.1 On Focus (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: N/A	Web: Electronic Docs: Software: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
<u>3.2.2 On Input</u> (Level A)	Web: Does not support	Web:
Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Electronic Docs: Supports Software: Partially supports Authoring Tool: N/A	Electronic Docs: Software: Authoring Tool:
 3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: N/A	Web: Electronic Docs: Software: Authoring Tool:
 3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: N/A	Web: Electronic Docs: Software: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
4.1.1 Parsing (Level A)	Web: Supports	Web:
Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Electronic Docs: Supports Software: Supports Authoring Tool: N/A	Electronic Docs: Software: Authoring Tool:
 <u>4.1.2 Name, Role, Value</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: N/A	Web: Electronic Docs: Software: Authoring Tool:

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Web: N/A	Web:
Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Electronic Docs: Does not support Software: N/A Authoring Tool: N/A	Electronic Docs: Our application doesn't use videos extensively, however there are some 'how to' videos in our Mobility Print documentations which don't have captioning. Software: Authoring Tool:
 1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: N/A Electronic Docs: Does not support Software: N/A Authoring Tool: N/A	Web: Electronic Docs: Software: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
 1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially supports Electronic Docs: Partially supports Software: Authoring Tool:	Web: The majority of the web interface complies with the exception of our Submit (or equivalent) buttons, though these can be overridden in user pages with CSS. Electronic Docs: The majority of the text complies, with the exception of some headings, hyperlinks, and some menu navigation. Software: Authoring Tool:
 <u>1.4.4 Resize text</u> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: N/A Authoring Tool: N/A	Web: Functionality is retained in our online resources when using a browser based zoom. Electronic Docs: Functionality is retained in our online resources when using a browser based zoom. Software: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
<u>1.4.5 Images of Text</u> (Level AA)	Web: Supports	Web:
Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Electronic Docs: Partially supports Software: N/A Authoring Tool: N/A	Electronic Docs: Some code examples are screen shots of code as opposed to actual test formatted accordingly. Software: Authoring Tool:
 2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	Web: Does not support Electronic Docs: Does support Authoring Tool: N/A	Web: Electronic Docs: Authoring Tool:
 2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: N/A Authoring Tool: N/A	Web: Electronic Docs: Software: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
2.4.7 Focus Visible (Level AA)	Web: Partially supports	Web:
Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Electronic Docs: Does not support Software: N/A Authoring Tool: N/A	Electronic Docs: Software: Authoring Tool:
 3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Does not support Electronic Docs: Does not support Software: N/A Authoring Tool: N/A	Web: Electronic Docs: Software: Authoring Tool:
 3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	Web: Partially supports Electronic Docs: Supports Authoring Tool: N/A	Web: Electronic Docs: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
3.2.4 Consistent Identification (Level AA)	Web: Does not support	Web:
 Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	Electronic Docs: Supports Authoring Tool: N/A	Electronic Docs: Authoring Tool:
 3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: N/A Software: Supports Authoring Tool: N/A	Web: Electronic Docs: Software: Authoring Tool:
 3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: N/A Electronic Docs: N/A Software: N/A Authoring Tool: N/A	Web: Electronic Docs: Software: Authoring Tool:

Table 3: Success Criteria, Level AAA

Notes: We have not tested to this standard level.

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Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Web UI: Partially Conforms	With a screen reader, the functionality of
	ReleaseStation: Partially Conforms	the Web UI and Release Station may be able to be understood and controlled, however
	Desktop Client: Does not conform	with the desktop client there is not support for screen readers.
302.2 With Limited Vision	Web UI: Partially Conforms	
	ReleaseStation: Partially Conforms	
	Desktop Client: Does not conform	
302.3 Without Perception of Color	Web UI: Partially Conforms	The contrast of colors adhere to the AA
	ReleaseStation: Partially Conforms	standard ratios on most cases, however again the desktop client does not.
	Desktop Client: Does not conform	
302.4 Without Hearing	Conforms	
302.5 With Limited Hearing	Conforms	
302.6 Without Speech	Conforms	

Criteria	Conformance Level	Remarks and Explanations
302.7 With Limited Manipulation	Conforms	
302.8 With Limited Reach and Strength	Conforms	
302.9 With Limited Language, Cognitive, and Learning Abilities	Does not conform	PaperCut is a complicated, and heavy text based administration experience. Users with limited cognitive and learning abilities have no alternate means to reduce this reliance on reading.

Chapter 4: Hardware

Notes: PaperCut does not manufacture or create hardware.

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See <u>WCAG 2.0</u> section	See information in WCAG section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	N/A	
502.2.2 No Disruption of Accessibility Features	N/A	
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	N/A	
502.3.2 Modification of Object Information	N/A	
502.3.3 Row, Column, and Headers	N/A	
502.3.4 Values	N/A	
502.3.5 Modification of Values	N/A	

Criteria	Conformance Level	Remarks and Explanations
502.3.6 Label Relationships	N/A	
502.3.7 Hierarchical Relationships	N/A	
502.3.8 Text	N/A	
502.3.9 Modification of Text	N/A	
502.3.10 List of Actions	N/A	
502.3.11 Actions on Objects	N/A	
502.3.12 Focus Cursor	N/A	
502.3.13 Modification of Focus Cursor	N/A	
502.3.14 Event Notification	N/A	
502.4 Platform Accessibility Features	N/A	
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Web Client – Support	
	Desktop client – Does not conform	
	Release Station – Does not conform	
503.3 Alternative User Interfaces	N/A	

Criteria	Conformance Level	Remarks and Explanations
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	N/A	
503.4.2 Audio Description Controls	N/A	
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See <u>WCAG 2.0</u> section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	N/A	
504.2.2 PDF Export	N/A	
504.3 Prompts	N/A	
504.4 Templates	N/A	

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Does not support	
602.3 Electronic Support Documentation	See <u>WCAG 2.0</u> section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	N/A	
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	
603.3 Accommodation of Communication Needs	Supports	

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