

VPAT Accessibility Conformance Report

(Based on ITI VPAT®)

Name of Product	Science Direct Institutional Ordering Platform
Date Last Updated	November 1, 2024
Completed by	Jean Ducrot (Elsevier Digital Accessibility Team)
Applicable Standards/Guidelines	This document rates Science Direct Institutional Ordering Platform according to the W3C WCAG 2.1 A and AA requirements.
Contact for More Information	Elsevier Digital Accessibility Team accessibility@elsevier.com
Testing Tools and Methods	• Hands-on keyboard operation • DevTools/Code inspection • Chrome 130.0.6723.92 on Windows 11 23H2 • NVDA screen reader 2024.1 • Color Contrast Analyzer • Taba11y browser extension • HeadingsMap browser extension • ImageAlt Viewer browser extension • W3C Web Accessibility Initiative (WAI) Pages • Elsevier Accessibility Checklist
Document Sections	This review document includes all WCAG 2.1 A and AA checkpoints, organized into 7 logical sections: • Visuals • Keyboard • Headings and Structure • Labeling • Multimedia • Usability • Mobile User Experience
Pages Covered	• Landing page • Sign in page • Home page • Product detail page • My account page • My Orders page • Orders by ISBN page • My wish list page • Search results page
Terms	• Supports: The functionality of the product has at least one method that meets the criteria without known defects or meets with equivalent facilitation. • Partially supports: Some functionality of the product does not meet the criteria.

	• Does not support: Majority of functionality of the product does not meet the criteria. • Supports (N/A): According to W3C on conformance, "If there is no content to which a success criterion applies, the success criterion is satisfied."
Notes/Terminology	• "AT" stands for Assistive Technology such as screen readers, voice input, etc.

Conformance Summary

WCAG 2.1 Success Criterion	Level	Evaluation
1.1.1: Non-text Content	A	Partially supports
1.2.1: Audio-only and Video-only (Prerecorded)	A	Supports (N/A)
1.2.2: Captions (Prerecorded)	A	Supports (N/A)
1.2.3: Audio Description or Full Text Alternative	A	Supports (N/A)
1.2.4: Captions (Live)	AA	Supports (N/A)
1.2.5: Audio Description	AA	Supports (N/A)
1.3.1: Info and Relationships	A	Partially supports
1.3.2: Meaningful Sequence	A	Partially supports
1.3.3: Sensory Characteristics	A	Partially supports
1.3.4: Orientation (2.1)	AA	Choose an item.
1.3.5: Identify Input Purpose (2.1)	AA	Choose an item.
1.4.1: Use of Color	A	Partially supports
1.4.2: Audio Control	A	Supports (N/A)
1.4.3: Contrast (Minimum)	AA	Partially supports
1.4.4: Resize text	AA	Supports
1.4.5: Images of Text	AA	Partially supports
1.4.10: Reflow (2.1)	AA	Partially supports
1.4.11: Non-Text Contrast (2.1)	AA	Partially supports
1.4.12: Text Spacing (2.1)	AA	Partially supports
1.4.13: Content on Hover or Focus (2.1)	AA	Supports
2.1.1: Keyboard	A	Partially supports
2.1.2: No Keyboard Trap	A	Partially supports
2.1.4: Character Key Shortcuts (2.1)	A	Supports (N/A)
2.2.1: Timing Adjustable	A	Partially supports
2.2.2: Pause, Stop, Hide	A	Supports (N/A)
2.3.1: Three Flashes or Below Threshold	A	Supports (N/A)
2.4.1: Bypass Blocks	A	Supports
2.4.2: Page Titled	A	Partially supports
2.4.3: Focus Order	A	Partially supports
2.4.4: Link Purpose (In Context)	A	Partially supports
2.4.5: Multiple Ways	AA	Supports
2.4.6: Headings and Labels	AA	Partially supports
2.4.7: Focus Visible	AA	Does not support
2.5.1: Pointer Gestures (2.1)	A	Supports
2.5.2: Pointer Cancellation (2.1)	A	Supports
2.5.3: Label in Name (2.1)	A	Partially supports
2.5.4: Motion Actuation (2.1)	A	Supports
3.1.1: Language of Page	A	Supports
3.1.2: Language of Parts	AA	Supports (N/A)

WCAG 2.1 Success Criterion	Level	Evaluation
3.2.1: On Focus	A	Partially supports
3.2.2: On Input	A	Partially supports
3.2.3: Consistent Navigation	AA	Supports
3.2.4: Consistent Identification	AA	Partially supports
3.3.1: Error Identification	A	Partially supports
3.3.2: Labels or Instructions	A	Partially supports
3.3.3: Error Suggestion	AA	Supports
3.3.4: Error Prevention (Legal, Financial, Data)	AA	Supports
4.1.1: Parsing	A	Supports
4.1.2: Name, Role, Value	A	Partially supports
4.1.3: Status Messages (2.1)	AA	Partially supports

WCAG 2.1 A and AA Success Criteria

Visuals

WCAG 2.1 Checkpoint	Conformance Level	Remarks
1.1.1: Non-Text Content (A) Provide text alternatives for non-text content (e.g., images)	Partially supports	Some images and icons do not have appropriate text equivalents. Exceptions: - Sign In Page - Footer legal links: links cannot be visually distinguished from static text. - Home Page - Title Cover Images: each image lacks an alt text attribute. - Home Page: Cart and profile icons in page header — SVG icons are not properly hidden from assistive technologies, leading to unexpected announcements. - Product detail page: Breadcrumb navigation — Element is located outside of any landmarks on the page. - Product detail page - product pictures: Most product pictures lack alternative text. - My Orders page - table pagination widget: The SVG icons used in these controls are not hidden which leads to the unnecessary announcements of graphics.
1.3.3: Sensory Characteristics (A) Do not rely on sensory characteristics of components such as shape, size, visual location, orientation, or sound	Partially supports	There are no instructions or areas of content which rely solely on sensory characteristics. Exceptions: Order by ISBN page: Usage of table terminology outside of a semantic table setting will be confusing to some users.
1.4.1: Use of Color (A) Color is not used as the only visual means of conveying info	Partially supports	In most cases, when color conveys information, another visual cue is also used to communicate the same information without relying on color. Exceptions: - Landing Page - Links (Global): Linked text should be visually distinguishable by more than just color. - Landing Page - Active carousel slide marker: The active slide in the carousel can only be identified visually by color. - Home Page - What's New This Week section carousel: The current page is visually identified only using color. - Product detail page - Product Information Tabs: Active and hovered tab can only be identified based on color. - Product detail page - Reviews Tab - Submit review button: Visual indication of keyboard focus location is provided using color only. - Product detail page: Links are only visually identifiable using color. - My Orders page - keyboard focus: Keyboard focus location is only visible using color for some elements on the page.

		- Order by ISBN page - Download and Reset buttons: Keyboard focus location is only visible using color for some elements on the page. - Wish List page - Show item per page dropdowns: Keyboard focus location is only visible using color for some elements on the page.
1.4.3: Color Contrast (Minimum) (AA) Text has enough contrast with the background (4.5:1 for small text and 3:1 for large text)	Partially supports	Text has sufficient contrast with its corresponding background in most areas. Exceptions: - Landing Page - Any white text on orange background (Global): Text does not meet the minimum required contrast of 4.5 to 1 - Home Page - Orange message banner with white text: When the banner is visible, that text does not meet the minimum required contrast of 4.5 to 1. - Order by ISBN page - Quantity field: The field container and text content lack contrast.
1.4.4: Resize Text (AA) Text can be enlarged up to 200% without loss of functionality.	Supports	Text can be enlarged to 200% while preserving functionality of content in all instances.
1.4.5: Images of Text (AA) Text is used rather than images of text, except where the presentation of text is essential, such as logos	Partially supports	Images of text are generally avoided, except for logos or essential visual presentations in specific areas. Exceptions: Home Page - Image of text at the top of the page: Images of text do not allow screen reader users to scan text and text quality degrades when image is zoomed in.
1.4.10: Reflow (AA) Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for: - Vertical scrolling content at a width equivalent to 320 CSS pixels. - Horizontal scrolling content at a height equivalent to 256 CSS pixels.	Partially supports	Most pages use a responsive design where content reflows into a single column. In most cases, pages can be zoomed to 400% without requiring horizontal scrolling or causing loss of functionality or conte Exceptions: - Landing Page – “New items this week” description block: At 400% browser zoom level, longer item title and add to cart buttons overlap and become unreadable. - Home Page - Image of text at the top of the page: Image does not reflow when the page content is zoomed in, and the content is visually cut off for sighted users. - Product detail page - main navigation: The second level of navigation menu is invisible to more sighted mouse users because it is displayed off screen to the right. Additionally, it is impossible for keyboard users to open the second level of navigation. - My Orders page - table pagination widget: At 400% browser zoom level, the first two controls in the widget are cut off from view.
1.4.11: Non-Text Contrast (AA)	Partially supports	Almost all non-text UI components and graphical objects have at least a 3:1 contrast ratio against surrounding colors.

Users interact components and graphical objects have a contrast ratio of at least 3:1 against adjacent color(s).		Exceptions: • Search Results page - layout display icons: Neither icons ever show any visible indication of selection and both have incorrect semantic roles. • Home Page - Carousel: Left and right navigation arrow buttons Icons do not meet the minimum 3 to 1 contrast ratio. • Landing Page - Active carousel slide marker: The active carousel slide marker color lacks the necessary contrast with the page background. • Landing Page - Footer Support Hub Link: The link lacks visual distinction from static text.
1.4.12: Text Spacing (AA) In content implemented using markup languages that support the following text style properties, no loss of content or functionality occurs by setting all the following and by changing no other style property: • Line height (line spacing) to at least 1.5 times the font size. • Spacing following paragraphs to at least 2 times the font size. • Letter spacing (tracking) to at least 0.12 times the font size. • Word spacing to at least 0.16 times the font size.	Partially supports	Users may adjust the text spacing of content on pages to the minimum baseline properties without causing loss of content or functionality. Exceptions: • All page headers: Long usernames are truncated when text spacing settings are adjusted.
1.4.13: Content on Hover or Focus (AA) Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true: • Dismissible	Supports	No unexpected behaviors are triggered on hover or focus.

• Hoverable • Persistent		
2.3.1: Three Flashes or Below Threshold (A) No more than three flashes in a 1-second period, or the flashes are below the defined thresholds	Supports (N/A)	No flashing content exists in this application.

Keyboard

WCAG 2.1 Checkpoint	Conformance Level	Remarks
1.3.2: Meaningful Sequence (A) The correct reading sequence can be programmatically determined	Partially supports	The correct reading sequence is typically logical and programmatically determinable, with the DOM order according with the visual order in most areas. Exceptions: • Order by ISBN page: On desktop, the Add to Cart button is left-justified while most of the page content is right-justified. This makes it difficult for some sighted users to understand the correct sequence of actions for adding items to their cart on this page.
2.1.1: Keyboard (A) All functionality is available from a keyboard, except for tasks such as drawing	Partially supports	Most of the content and functionality across this web application is accessible via keyboard navigation. Exceptions: • Wish List page - wish list item comment field resize control: The control to resize the review textarea is not keyboard operable and there is no equivalent keyboard controllable equivalent. • Order by ISBN page - download catalog widget: None of the components that make up that widget can be operated by keyboard. • All pages - Main navigation widget on mobile or when page is zoomed in on desktop: Navigation widget is not keyboard focusable or operable. • Product detail page - Reviews Tab: The control to resize the review textarea is not keyboard operable and there are no equivalent keyboard controllable equivalent. • Product detail page - like product button: The tooltip provided on the button is not keyboard accessible. • Sign In Page - Footer cookie settings link: link not focusable by keyboard.
2.1.2: No Keyboard Trap (A) The user can use the keyboard to move through page elements and is not trapped on a particular element	Partially supports	Few pages contain keyboard traps. Exceptions: • Landing Page - Cart dialog in header (Global): Cart dialog cannot be escaped by keyboard users.

2.1.4: Character Key Shortcuts (A) If a keyboard shortcut 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: • Turn off • Remap • Active only on focus	Supports (N/A)	The site does not use any character key shortcuts.
2.4.3: Focus Order (A) Users can tab through the elements of a page in a logical order	Partially supports	Tab order is mostly logical across the site and preserves the meaning and operability of content in most instances. Exceptions: • Sign In Page - Footer RELX links: Duplicated back-to-back links to the same target in the focus order. • My Account page: the keyboard focus order does not reflect the organization of the visual information. • Order by ISBN page: the keyboard focus order does not reflect the organization of the visual information. • Wish List page: the keyboard focus order does not reflect the organization of the visual information.
2.4.7: Focus Visible (AA) The page element with the current keyboard focus has a visible focus indicator	Does not support	The majority of elements across this application do not have a visible indication of focus. Exceptions: • Search results page - category dropdown trigger button and category filter buttons: These elements lack a visible focus ring when they receive keyboard focus. • Wish List page - item details, edit, and remove links: These elements lack a visible focus ring when they receive keyboard focus. • Order by ISBN page: Most interactive elements lack a visible focus ring when they receive keyboard focus. • My Orders page: Most interactive elements lack a visible focus ring when they receive keyboard focus. • My Account page - all focusable elements in the main part of the page: None of them have a visible focus indicator when they receive keyboard focus. • Product detail page - Close button in product image gallery: Element lacks a visible indicator of focus when it receives keyboard focus.

		- Product detail page - Click here to view wish list link: Element lacks a visible indicator of focus when it receives keyboard focus. - Product detail page - most interactive elements on the page: The majority of elements on this page lack a visible indicator of focus when they receive focus via keyboard. - Home Page - Latest trends links: No visible focus ring appears when these elements receive keyboard focus. - Home Page - All interactive elements in the footer: No visible focus ring appears when these elements receive keyboard focus. - Home Page - All interactive elements in the header: No visible focus ring appears when these elements receive keyboard focus. - Home Page - Most interactive elements within the carousel: No visible focus ring appears when these elements receive keyboard focus. - Landing Page - All linked elements on the sign-in page: all linked elements on the page lack a visible focus indicator when navigated using a keyboard by sighted users.
3.2.1: On Focus (A) When a UI component receives focus, this does not trigger unexpected actions.	Partially supports	Focusable elements do not cause unexpected actions/changes of context when receiving focus in most cases. Exceptions: Header - search widget: Upon focusing the image a magnifying glass visible in the header, the search widget is automatically overlayed the entire page header without any warning.

Headings and Structure

WCAG 2.1 Checkpoint	Conformance Level	Remarks
1.3.1: Information and Relationships (A) Info, structure, and relationships can be programmatically determined	Partially supports	Content is largely distinguishable through semantic structure and relationships. Most pages feature a logical heading order that reflects organization and content, which can be programmatically determined. List markup is often used appropriately. The majority of input elements have programmatically determinable labels. HTML sectioning elements and landmark roles effectively delineate content regions. Exceptions: - Landing Page - Footer Headings (Global): Text visually identifiable has headings in the footer of every page is not marked up as headings. - Landing Page - Footer Lists Structure: Outer list in footer in incorrectly structured. - Sign In Page - Headings: Invalid heading structure on the page. - Home Page - Headings: Visual elements intended as headings are not marked up as such in the code. - Product detail page - Table of Contents tab panel: Although the content is in a list format visually, it is not structured in a list in the code.

		- Product detail page - Product Information Tabs: each tab has an incorrect aria-expanded attribute which leads to a confusing announcement. - Product detail page – “what’s new this week” section carousel: carousel controls are immediate children on list element. - Product detail page - view more link: link triggers the appearance of a modal dialog but lacks the appropriate attributes to communicate that information ahead of time. - My Account page - main navigation: Current page location is communicated only visually. - My Account page - headings: The semantic heading structure does not match the visual heading structure. - My Account page - main page navigation: The number of items in the navigation list does not match the number of visible navigation links. - Order by ISBN page - Download catalog dropdown: Error messages are not communicated to assistive technologies. - Search results page - headings: The visual heading structure doesn't match the one communicated in the code to assistive technology users when results and applied filters are displayed.
2.4.1: Bypass Blocks (A) Users can bypass repeated blocks of content.	Supports	Each page features a “Skip to Main Content” skip navigation link. On most pages, a logical heading order and landmarks demarcating various content regions allow AT users to conveniently jump to different areas of content.
2.4.6: Headings and Labels (AA) Headings and labels are clear and consistent.	Partially supports	Headings and labels are typically clear and descriptive. Exceptions: Order by ISBN page - Download and Upload file sections: Sections lack visual separation which is made worse by the instructions for both interfaces being displayed below each control.
3.1.1: Language of Page (A) The language of the page is specified	Supports	The default page language is typically and appropriately set as "lang='en'".
3.1.2: Language of Parts (AA) Specify the language of text passages that are in a different language than the default language of the page.	Supports (N/A)	There are no sections of text that do not match the default language of the page.
4.1.1: Parsing (A) Use valid, error-free HTML	Supports	HTML and CSS typically pass concerning these 4 specific criteria: (i) elements have complete start and end tags, (ii) elements are nested according to their specifications (iii) elements do not contain duplicate attributes (iv) any IDs are unique, except where the specifications allow these features.

		Note: There may be other general HTML validation errors outside the scope of this criterion. WCAG 2.1 Errata notes: "This Success Criterion should be considered as always satisfied for any content using HTML or XML."
--	--	--

Labeling

WCAG 2.1 Checkpoint	Conformance Level	Remarks
1.3.5: Identify Input Purpose (AA) The purpose of each input field collecting information about the user can be programmatically determined when: - The input field serves a purpose identified in the Input Purposes for User Interface Components section; and - The content is implemented using technologies with support for identifying the expected meaning for form input data.	Choose an item.	The only pages featuring applicable form elements that collect such information about the user are Edit Profile and Registration. The appropriate autocomplete attributes are implemented on several fields to facilitate auto-fill. Exceptions:
2.4.2: Page Titled (A) The page has a title describing its topic or purpose	Partially supports	Some pages lack an accurate page title. Exceptions : - Landing Page - Page Title: Home page title is not reflective of the page's purpose. - Order by ISBN page - page title: The page title is not representative of the page's purpose.
2.4.4: Link Purpose (In Context) (A) The purpose of each link can be determined from the link text or surrounding context.	Partially supports	Most links purpose or targets can be understood based on their context of labels. Exceptions: - Sign In Page - Elsevier logo link in header: The link's accessible name is not descriptive of its destination. - Product detail page - View More link: Element has confusing description. - My Account page - edit contact info link: Link has confusing generic accessible name of "edit".

2.5.3: Label in Name (A) For user interface components with labels that include text or images of text, the name contains the text that is presented visually.	Partially supports	Most user interface components that have visible text contain that text consistently within the accessible name. Exceptions: My Orders page - Search field: The search prompt, which serves as the label for the search field, lacks sufficient contrast. Additionally, it is not entirely part of the element's accessible name.
3.2.4: Consistent Identification (AA) UI components used across the web site are identified consistently on every page.	Partially supports	Components are consistently used and identified across the site where they serve the same function on different pages. However, links lack consistent visual identification. Exceptions: - Product detail page - "Click here to view wish list" link: The link's appearance is identical to static text. - My Account page - Links: Links are visually identifiable only by color.
3.3.1: Error Identification (A) Input errors are clearly marked and described to the user.	Partially supports	Errors are typically identified and presented clearly. Most inputs undergo validation before form submission. Error messages offer specific feedback, appearing next to inputs and highlighted in red text. Some error messages are communicated to assistive technology (AT). However, a few error states remain difficult to determine programmatically. Exceptions: Sign-In Page - Email Input: The error message is not semantically linked to the input field. Additionally, the input is not semantically identified as invalid when an error message appears.
3.3.2: Labels or Instructions (A) Items requiring user input are clearly labeled or have clear instructions.	Partially supports	Labels or instructions are provided for most form elements, most of which are programmatically associated with their inputs. Exceptions: - Wish List page - comment text area: The element lacks a permanently visible text label with enough contrast to be readable. - My Orders page - Order date filters input fields: Instructions for these fields are provided as temporary placeholder text that lack contrast. - My Orders page - Order Number and Invoice Number fields: Instructions for these fields are provided as temporary placeholder text that lack contrast.
3.3.3: Error Suggestion (AA) When the user makes an input error, give suggestions for valid input.	Supports	The content's nature generally doesn't create many opportunities for error suggestions. However, relevant and helpful suggestions are occasionally provided within the text.

4.1.2: Name, Role, Value (A) For all UI components, the name, value, and role can be programmatically determined.	Partially supports	Many UI components effectively communicate their state programmatically, and several have well-defined accessible names. However, some ARIA attributes and roles are missing where they should be present. Exceptions: • Landing Page - Header Logo Link (Global): Clicking the Elsevier logo in the header from any page redirects you to the sign-in page if you're not logged in, or to the home page if you are. In both cases, the link has the same incorrect accessible name: "store logo". • Landing Page - Footer Links Lists (Global): Footer lists with headlines like "Contact Us" or "Authors" collapse into disclosure widgets when the page content is zoomed in or viewed on a mobile device. However, the triggers for these disclosures lack attributes to track the widget's state. • Home Page - Semantic Landmarks: Landmarks with the same role lack unique accessible names, making it difficult for assistive technology users to distinguish between them. • Home Page - "What's New This Week" section carousel: The carousel container lacks semantic identification • Home Page - Carousel: Each title container in the carousel has an incorrect role of "tabpanel" • Home Page - eBooks Menu Widget: The dropdown menu displayed when pressing the "eBooks" button has a role of "menubar" • Home Page - Carousel: The dot-shaped buttons below the carousel are incorrectly implemented as tabs. • Product detail page - View More link: Element has incorrect semantic role based on purpose. • Product detail page - Product Information Tabs: each tab element consists of nested interactive elements. • Product detail page - view more link: Link behaves as a button. • Product detail page - product tabs: tab list elements lack an accessible name. • My Account page - left hand navigation container: Element is not semantically identified as a navigational landmark • My Account page - recent orders table: Order number cells are not identified as row headers. • My Account page - main navigation: Navigation widget container on mobile or on zoomed in page has incorrect role and lacks an accessible name. • My Account page - View All and View Order links: Repeated links do not have unique accessible names. • My Orders page - order filters: Order date calendar dialog trigger buttons have identical accessible names. • My Orders page - show orders per page dropdown : Both controls available on the page lack an accessible name.
---	---------------------------	--

		• My Orders page - Recent Orders table pagination: Next and previous page buttons have a confusing accessible name of "page next" and "page previous". • My Orders page - Clear All filters button: What appears to be a button is actually a link wrapped inside of a button which creates a confusing situation with two nested elements with the same accessible name. • My Orders page - Order date filters input fields: Both inputs have inaccurate accessible names. • My Orders page - Order Total filter input fields: Both inputs have inaccurate accessible names. • My Orders page - Search field trigger button: The button lacks an accessible name. • My Orders page - table pagination widget: The element is not stored in a named navigation landmark. • Order by ISBN page - ISBN/ISSN field: Although this field can be duplicated on demand, new instances lack their own visual label or accessible name. • Order by ISBN page - Download catalog dropdown: The element has an incorrect semantic role and an invalid accessible name which does not match its visual label. • Order by ISBN page - Remove Row button: When multiple ISBN fields are added to the page, multiple buttons with the duplicated accessible name "remove row" are also added. • Wish List page - Show item per page dropdowns: Both controls available on the page lack an accessible name. • Wish List page - list item controls: Controls have duplicated accessible names across wish list items. • Search results page - Categories heading: Although that element visually appears to be a heading, it's implemented as a single tab in a tab list container. • Header - search widget: suggested search term displayed as dropdown items visually are never announced to screen reader users.
4.1.3: Status Messages (AA) In content implemented using markup languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus.	Partially supports	Status messages, though infrequent, are occasionally not communicated to assistive technologies. Exceptions: • Search Results page: Screen reader users receive no meaningful announcements about the number of search results displayed when they load. • My Orders page: After navigating to a new page of recent orders using the pagination widget at the bottom, screen reader users are not informed of the selected page or the total number of visible orders. • My Order page - Empty search results: When a search yields no results, a status message appears for sighted users, but screen reader users receive no notification.

Multimedia

WCAG 2.1 Checkpoint	Conformance Level	Remarks
1.2.1: Audio-only or Video-only (Prerecorded) (A) Provide alternatives for pre-recorded audio-only or video-only content.	Supports (N/A)	There is no pre-recorded audio-only or video-only content.
1.2.2: Captions (Prerecorded) (A) Provide captions for pre-recorded audio	Supports (N/A)	There is no content that requires captions in this application.
1.2.3: Audio Description or Media Alternative (Prerecorded) (A) Provide alternatives for pre-recorded synchronized audio/video	Supports (N/A)	There is no pre-recorded synchronized audio/video content in this application.
1.2.4: Captions (Live) (AA) Provide captions for live audio in synchronized audio/video.	Supports (N/A)	There is no synchronized audio/video content nor live audio.
1.2.5: Audio Description (Prerecorded) (AA) Provide an audio description of pre-recorded video.	Supports (N/A)	The is no content that requires audio descriptions in this application.
1.4.2: Audio Control (A) Audio can be paused and stopped, or the audio volume can be changed.	Supports (N/A)	No pages feature audio that plays automatically.
2.2.2: Pause, Stop, Hide (A) Users can stop, pause, or hide moving, blinking, scrolling, or auto-updating information.	Supports (N/A)	There is no moving, scrolling, or auto-updating information for which the criterion is applicable.

Usability

WCAG 2.1 Checkpoint	Conformance Level	Remarks
2.2.1: Timing Adjustable (A) Users are warned of time limits shorter than 20 hours and time limits can be turned off or extended	Partially supports	The platform does not offer users any way to extend their sessions, which are shorter than 20 hours.
2.4.5: Multiple Ways (AA) More than one way is available to navigate to other web pages.	Supports	Most pages can be accessed through multiple paths, with a few exceptions like process steps or results. The main navigation is consistently available across the site, while secondary navigation often appears as breadcrumb trails showing page hierarchy. Users can find specific pages using the global search feature, which indexes all site content. Additionally, a sitemap provides an overview of the site's structure.
3.2.2: On Input (A) Changing the setting of a checkbox, radio button, or other UI component does not trigger unexpected changes in context.	Partially supports	User input, such as changing the values of form elements, does not often initiate unexpected actions or changes in context. Exceptions: • Home Page - Heart shaped button on each carousel item: Pressing the button triggers an unexpected change of context. • Product detail page - eBooks navigation button: Element behaves as both a link and a button depending on whether the spacebar or enter key is pressed. • Product detail page - be the first to review link: Pressing the link scrolls the page down but does not relocate keyboard focus • My Orders page - Filter button: Pressing the button with a keyboard causes focus to go back to the top of the page. • My Orders page - show orders per page dropdown: Changing the value of these dropdown causes an unexpected page reload to update the table display which in turn causes the keyboard focus to be send back to the top of the page.
3.2.3: Consistent Navigation (AA) Navigation menus are in the same location and order on every web page.	Supports	Navigation menus are consistent across pages.
3.3.4: Error Prevention (Legal, Financial, Data) (AA) For web pages with legal or financial commitments, input can be reviewed and corrected before final submission, and	Supports	Submissions which require legal or financial commitments can be reviewed by users before final submission.

submissions can be reverted.		
------------------------------	--	--

Mobile User Experience

WCAG 2.1 Checkpoint	Conformance Level	Remarks
1.3.4: Orientation (AA) Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential.	Choose an item.	Pages do not restrict view and operation of content to a single orientation.
2.5.1: Pointer Gestures (A) All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential.	Supports	Pages do not utilize or require multipoint or path-based gestures for any functionality.
2.5.2: Pointer Cancellation (A) For functionality that can be operated using a single pointer, at least one of the following is true: • No Down-Event • Abort or Undo • Up Reversal • Essential	Supports	All interactive content operates through the up-event, allowing users to potentially move their pointer off the component to cancel an action.
2.5.4: Motion Actuation (A) Functionality that can be operated by device motion or user motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental	Supports	There is no content that utilizes device or user motion.

actuation, except when: • Supported Interface • Essential		
---	--	--