

Zuora Revenue – Accessibility Conformance Report WCAG Edition

(Based on VPAT® Version 2.4Rev)

Name of Product/Version: Zuora Revenue / 37.013.00.00

Report Date: May 2023

Product Description: Zuora Revenue is a leading revenue recognition software. Automate revenue operations and scale for any level of business complexity. It can recognize any revenue stream with minimal costs and risk, It reduces risk and minimizes accounting costs with a fully automated solution to recognize any combination of your subscriptions, one-time, and consumption offers.

Contact Information: Steven Travis Stravis@zuora.com; Jiangli Tian Jiangli.tian@zuora.com

Notes: N/A

Evaluation Methods Used: Testing Zuora Revenue involved a combination of manual and functional testing using assistive technology, as well as exclusive use of the keyboard. Six use cases were also manually tested using the JAWS 2022 screen reader.

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) 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 be used only in WCAG 2.0 Level AAA.

WCAG 2.x Report

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.1 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.1.1 Non-text Content</u> (Level A)</p>	Partially Supports	<p>Most non-text content in the product presented to the user has a text alternative that serves the equivalent purpose. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> • Hidden content is sometimes exposed to assistive technologies, like the separators in the User menu that are announced by screen readers.
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p>	Supports	The product does not contain prerecorded audio-only or video-only media.
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p>	Supports	The product does not include any "synchronized multimedia" (video with an audio track)
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p>	Supports	The product does not contain prerecorded video content that requires an audio description or a media alternative.

<p>1.3.1 Info and Relationships (Level A)</p>	<p>Partially Supports</p>	<p>The product does not always ensure that information, structure, and relationships conveyed through presentation can also be determined programmatically or through text. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> • There are several instances where headings have structural markup that do not accurately communicate the heading level. • On the Reports Dashboard Page Detail, the dropdown toggle is not a direct descendant of a list container. • On the Revenue Contract Detail page, the three-vertical-dots element (Options) can be opened using the keyboard but cannot be closed. Also, when tabbing, the focus moves to the
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Criteria	Conformance Level	Remarks and Explanations
		"Toggle Row Filter" icon or moves out to the browser menu.
1.3.2 Meaningful Sequence (Level A)	Supports	The product presents content in a meaningful sequence.
1.3.3 Sensory Characteristics (Level A)	Partially Supports	<p>{Most/Some} instructions in the product do not solely rely on sensory characteristics. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> On several pages, there are instructions (alert messages) given that describe how to operate functionality of the page that are solely indicated via sensory characteristics, including shape, location, size, orientation, and sound.
1.4.1 Use of Color (Level A)	Supports	The product does not use color as the only visual means to convey information.

Criteria	Conformance Level	Remarks and Explanations
1.4.2 Audio Control (Level A)	Supports	The product does not include audio that automatically plays.
2.1.1 Keyboard (Level A)	Partially Supports	<p>Most interactive content within the product is accessible from the keyboard. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> Several pages have keyboard inaccessible or partially inaccessible elements. This includes the Header, Setup / Configuration Page, Search / Search Results, Revenue Contract Detail, Revenue Contract Detail Page Components, Reports Dashboard Page Detail, and Revenue Analytics Page.
2.1.2 No Keyboard Trap (Level A)	Supports	The product does not include keyboard traps.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Supports	The product does not use character key shortcuts.

Criteria	Conformance Level	Remarks and Explanations
2.2.1 Timing Adjustable (Level A)	Supports	The product does not include time limits.
2.2.2 Pause, Stop, Hide (Level A)	Supports	The product does not include content which moves, blinks, scrolls or auto-updates.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	The product does not include flashing content.
2.4.1 Bypass Blocks (Level A)	Supports	The product provides skip links and other mechanisms to bypass blocks of content that are repeated on multiple Web pages
2.4.2 Page Titled (Level A)	Supports	The product provides a suitable title for each page.

<p><u>2.4.3 Focus Order</u> (Level A)</p>	<p>Partially Supports</p>	<p>For the most part, the product can be sequentially navigated in a focus order that matches the logical reading order. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> • On the Revenue Analytics Page, the specified tab order does not match the visual or DOM order. • On the Setup / Configuration Page, once focus moves past the table headers into the table content, focus is trapped and cannot move backwards out of the table. • On the Revenue Contract Detail page, the three horizontal dots of each row can be opened using the keyboard, but when tabbing, the focus moves out of the browser menu.
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Criteria	Conformance Level	Remarks and Explanations
2.4.4 Link Purpose (In Context) (Level A)	Partially Supports	The product contains some links whose purpose can be determined from the link text alone or from the link text together with its programmatically determined link context. A rating of Partially Supports has been given for the following reason(s): <ul style="list-style-type: none"> The Zuora logo link does not have an accessible name.
2.5.1 Pointer Gestures (Level A 2.1 only)	Supports	The product does not require multipoint or path-based gestures for operation.
2.5.2 Pointer Cancellation (Level A 2.1 only)	Supports	The product does not use a pointer to execute any part of the function.
2.5.3 Label in Name (Level A 2.1 only)	Supports	When user interface components contain text labels, the accessible name contains the text that is visually presented.
2.5.4 Motion Actuation (Level A 2.1 only)	Supports	The product does not have functionality that requires device motion or user motion.

Criteria	Conformance Level	Remarks and Explanations
3.1.1 Language of Page (Level A)	Supports	The product programmatically indicates the default human language used on each page.
3.2.1 On Focus (Level A)	Supports	The product does not initiate a change in context as a result of any component receiving focus.
3.2.2 On Input (Level A)	Supports	The product does not initiate a change in context when the setting of a user interface component is changed.
3.3.1 Error Identification (Level A)	Supports	The product supports input errors and identifies the associated form field when such errors are detected.
3.3.2 Labels or Instructions (Level A)	Supports	The product provides programmatically identifiable labels and instructions for user input fields.

Criteria	Conformance Level	Remarks and Explanations
<p>4.1.1 Parsing (Level A)</p>	<p>Partially Supports</p>	<p>The product uses HTML and ARIA, which is mostly compliant with the relevant specifications. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> • A list item is not a direct descendant of a list container.

Criteria	Conformance Level	Remarks and Explanations
<p>4.1.2 Name, Role, Value (Level A)</p>	<p>Partially Supports</p>	<p>The product mostly consists of user interface components which indicate their name, role, and values programmatically. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> On the header, custom controls do not provide proper textual name, role, and state information, like the hamburger menu that does not inform assistive technology users of its state and the magnifying glasses that all have the same aria-label="Filter column values". On the Revenue Analytics Page, charts are announced as '# items in group' and screen readers cannot access the content of the charts.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<u>1.2.4 Captions (Live)</u> (Level AA)	Supports	The product does not contain live synchronized media.
<u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)	Supports	The product does not include any "synchronized multimedia" (video with an audio track).
<u>1.3.4 Orientation</u> (Level AA 2.1 only)	Supports	The product does not restrict its view and operation to a single display orientation.
<u>1.3.5 Identify Input Purpose</u> (Level AA 2.1 only)	Supports	The purpose of each input field collecting information about the user can be programmatically determined within the product.
<u>1.4.3 Contrast (Minimum)</u> (Level AA)	Supports	The product provides sufficient contrast between text and backgrounds.

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.4 Resize text (Level AA)</p>	<p>Partially Supports</p>	<p>The product allows text to be resized without assistive technology up to 200 percent without loss of content or functionality for most of the site. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> In the Dropdown menu, Dashboard, Search / Search Results, Revenue Contract Detail, Revenue Contract Detail Page Components, Reports Dashboard Page Detail, and Create SSP Template, content disappears, overlaps, and is cut off when viewing the page at 200% browser zoom and a 1280-pixel viewport width on several pages.
<p>1.4.5 Images of Text (Level AA)</p>	<p>Supports</p>	<p>The product uses text instead of images of text (except for logos).</p>

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.10 Reflow (Level AA 2.1 only)</p>	<p>Partially Supports</p>	<p>The product mostly allows for content to be presented without loss of information or functionality, and without requiring scrolling in two dimensions. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> • Header and footer content and functionality are lost when the horizontal width is 320 CSS pixels/vertical height is 256 CSS pixels on the Header and Dashboard. • Content and functionality are lost when the horizontal width is 320 CSS pixels/vertical height is 256 CSS pixels on the Setup/Configuration Page, Search / Search Results, Revenue Contract Detail and Revenue Contract Detail Page Components.

Criteria	Conformance Level	Remarks and Explanations
1.4.11 Non-text Contrast (Level AA 2.1 only)	Supports	The visual presentation of non-text content has a contrast ratio of at least 3:1.
1.4.12 Text Spacing (Level AA 2.1 only)	Supports	The product supports custom text spacing without loss of content or functionality.
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Partially Supports	<p>Most content that is displayed on pointer hover or keyboard focus is dismissible, hoverable, and persistent. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> On the Revenue Contract Detail Page Components, the following elements that appear on hover obscure content and cannot be dismissed by a keyboard and/or mouse: Edit, Copy, Make it User Default, and Make it System Default buttons.
2.4.5 Multiple Ways (Level AA)	Supports	The product allows users to navigate through pages in multiple ways.

Criteria	Conformance Level	Remarks and Explanations
2.4.6 Headings and Labels (Level AA)	Supports	The product uses headings and labels that describe their topic or purpose.
2.4.7 Focus Visible (Level AA)	Supports	The product provides a visible indication of keyboard focus for elements on pages.
3.1.2 Language of Parts (Level AA)	Supports	The product indicates the human language and does not contain parts which are in a different human language.
3.2.3 Consistent Navigation (Level AA)	Supports	The product provides consistent identification of components with the same functionality.
3.2.4 Consistent Identification (Level AA)	Supports	The product provides consistent Identification.

Criteria	Conformance Level	Remarks and Explanations
<p>3.3.3 Error Suggestion (Level AA)</p>	<p>Partially Supports</p>	<p>The product frequently provides suggestions when user input does not comply with the input constraints. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> • On the Setup / Configuration Page, the error message that appears when a user tries to add a row without selecting a Data category does not provide suggestions on how to fix the issue. • On the Revenue Contract Detail Page Components, when a user enters an invalid date in the Creation Date and Last Update date fields, error messages do not provide suggestions on how to fix the issue.

Criteria	Conformance Level	Remarks and Explanations
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	The product does not process legal commitments or financial transactions, does not submit test responses, and does not modify user-controllable data.
4.1.3 Status Messages (Level AA 2.1 only)	Supports	When status messages in the product do not receive focus, they can be programmatically determined through role or properties and are presented to users of assistive technology without receiving focus.

Legal Disclaimer (Zuora)

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