Voluntary Product Accessibility Template (VPAT) Rev 508

WCAG 2.0 Edition

Product: Mzero Payment Kiosk

Version: 1.4.10

Vendor:

Contact:

Report Date: March 2026

Based on VPAT 2.5 Rev 508

Conformance Level Definitions

Supports: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.

Partially Supports: Some functionality of the product does not meet the criterion.

Does Not Support: The majority of product functionality does not meet the criterion.

Not Applicable: The criterion is not relevant to the product.

Not Evaluated: The product has not been evaluated against the criterion. This can only be used in WCAG Level AAA criteria.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with Revised Section 508: Chapter 5 - 501.1 Scope, 504.2 Content Creation or Editing; Chapter 6 - 602.3 Electronic Support Documentation.

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content	Supports	All images have appropriate alt text. Decorative images use alt="" aria-hidden="true". Spinner/loading images are hidden from assistive technology. Informational images (e.g. check scan preview) have descriptive alt text.
1.2.1 Audio-only and Video-only (Prerecorded)	Not Applicable	The application does not contain prerecorded audio-only or video-only content.
1.2.2 Captions (Prerecorded)	Not Applicable	The application does not contain prerecorded multimedia content.
1.2.3 Audio Description or Media Alternative (Prerecorded)	Not Applicable	The application does not contain prerecorded video content.
1.3.1 Info and Relationships	Supports	Data tables use <th> with scope="col" and scope="row" for proper header association. Layout tables use role="presentation". Headings use proper <h1>-<h6> hierarchy. Form inputs are associated with labels.
1.3.2 Meaningful Sequence	Supports	DOM order matches visual reading order. Skip-to-main-content navigation is provided when accessibility mode is active.
1.3.3 Sensory Characteristics	Supports	Instructions do not rely solely on shape, size, visual location, or sound. Button labels use text content.
1.4.1 Use of Color	Supports	Past-due payment badges use a warning icon and text label in addition to color. Status indicators include non-color cues (icons, text patterns).
1.4.2 Audio Control	Not Applicable	The application does not auto-play audio content.
2.1.1 Keyboard	Supports	All interactive elements are operable via the AudioNav navigation pad (arrow keys + Enter). The attract screen responds to any navpad button press. Dialog buttons are navigable and activatable via keyboard.
2.1.2 No Keyboard Trap	Supports	Arrow key navigation cycles through focusable elements without trapping. When dialogs open, navigation is scoped to the dialog; on dismissal, focus returns to the

		page. No keyboard traps exist.
2.2.1 Timing Adjustable	Supports	When AudioNav accessibility device is connected, the idle session timeout is completely disabled (WCAG 2.2.1). For standard touchscreen users, a centralized idle warning overlay (always-in-DOM div, not a modal dialog) appears before session expiry with a 'Continue' button to extend the session. Touch, mouse, and keyboard activity all reset the idle timer. The kiosk qualifies for the essential exception as a public-use terminal.
2.2.2 Pause, Stop, Hide	Supports	The attract screen image carousel stops when the user begins a session. No other auto-updating content exists.
2.3.1 Three Flashes or Below Threshold	Supports	The application does not contain content that flashes more than three times per second.
2.4.1 Bypass Blocks	Supports	A 'Skip to main content' button is provided when accessibility mode is active. It moves focus past the header controls directly to the first meaningful content element on the page.
2.4.2 Page Titled	Supports	Each screen has a unique, descriptive <title> set dynamically via i18n translation (82 distinct page titles mapped to application states). Titles are available in English and Spanish.
2.4.3 Focus Order	Supports	Focus order follows the logical reading sequence of the page. Arrow key navigation traverses elements in DOM order. Disabled elements are excluded from the focus sequence.
2.4.4 Link Purpose (In Context)	Supports	All links and buttons have descriptive text content or aria-labels that identify their purpose.
3.1.1 Language of Page	Supports	The lang attribute is set on the <html> element and updated dynamically when the user switches languages (English/Spanish).
3.2.1 On Focus	Supports	Receiving focus does not trigger a change of context. Focus movement is predictable and user-initiated.
3.2.2 On Input	Supports	Changing the value of form inputs does not automatically trigger a change of context. Submission requires explicit user action (button press).
3.3.1 Error Identification	Supports	Input validation errors are identified with colored borders and text messages adjacent to the field.

		Error styling uses both color (#c72b2b) and a distinct border pattern.
3.3.2 Labels or Instructions	Supports	Form fields have visible labels and placeholder text. Input format requirements (e.g. account number, ZIP code) are communicated via labels and on-screen instructions.
4.1.1 Parsing	Supports	HTML is well-formed. Previously malformed <md-dialog> closing tags across 21 dialog templates have been corrected. No duplicate IDs or unclosed elements exist in the application markup.
4.1.2 Name, Role, Value	Supports	Interactive elements use standard HTML semantics (button, input, select, a). The main content area sets role="application" when AudioNav accessibility mode is active. Toolbar controls have aria-label attributes. Dialog elements use md-dialog with appropriate aria-label.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live)	Not Applicable	The application does not contain live multimedia content.
1.2.5 Audio Description (Prerecorded)	Not Applicable	The application does not contain prerecorded video content.
1.4.3 Contrast (Minimum)	Supports	Text content meets 4.5:1 contrast ratio against backgrounds. Primary text is white on dark (#252537) or dark on white. Interactive text meets minimum contrast requirements.
1.4.4 Resize Text	Supports	All font sizes use rem units (148 declarations). Font size controls (A-/A/A+) scale text via the root html font-size (CSS-based, not browser zoom) so that text reflows within its containers without pushing layout off-screen. Three levels are provided: smaller (0.85x), default (1.0x), and larger (1.15x). Zoom resets automatically when returning to the attract screen or admin screens.
1.4.5 Images of Text	Supports	The application uses live text for all content. No images of text are used except for the organization's logo (which is an acceptable exception).
2.4.5 Multiple Ways	Supports	The application provides a consistent navigation flow (state-based). Users can navigate via the header menu, back button, home/exit buttons, and skip navigation link. This is a kiosk application with a guided task flow.
2.4.6 Headings and Labels	Supports	Headings describe the purpose of each screen. Labels describe the purpose of form inputs. Button text clearly identifies the associated action.
2.4.7 Focus Visible	Supports	All focusable elements display visible focus indicators using box-shadow (0 0 2px 2px #51a7e8) and/or border changes (#4d90fe). Focus styles are applied consistently across buttons, inputs, and links.
3.1.2 Language of Parts	Supports	The application supports English and Spanish. The lang attribute on the html element is updated when the user switches languages. All UI text is delivered through i18n translation files.
3.2.3 Consistent Navigation	Supports	Navigation elements (exit button, back button, header bar) appear in the same relative position across all screens. The navigation flow is consistent throughout the

		application.
3.2.4 Consistent Identification	Supports	UI components with the same function use consistent labels and icons across all screens (e.g. Exit, Back, Cash, Credit or Debit, Check).
3.3.3 Error Suggestion	Supports	When input errors are detected (e.g. invalid account number, incorrect password), the application provides specific error messages describing the issue and suggesting correction.
3.3.4 Error Prevention (Legal, Financial, Data)	Supports	Payment transactions include confirmation dialogs before processing. The logout dialog requires explicit Yes/No selection. Cancel transaction dialogs prevent accidental data loss.
1.4.11 Non-text Contrast	Supports	Button borders meet 3:1 contrast ratio against adjacent backgrounds. Form field borders (#000) on white backgrounds exceed the minimum ratio. Admin button focus states use white borders on gray backgrounds (3.9:1). Info box borders use #767676 on white (4.5:1).

Table 3: Success Criteria, Level AAA

Level AAA criteria have not been evaluated for this product.

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded)	Not Evaluated	
1.2.7 Extended Audio Description (Prerecorded)	Not Evaluated	
1.2.8 Media Alternative (Prerecorded)	Not Evaluated	
1.2.9 Audio-only (Live)	Not Evaluated	
1.4.6 Contrast (Enhanced)	Not Evaluated	
1.4.7 Low or No Background Audio	Not Evaluated	
1.4.8 Visual Presentation	Not Evaluated	
1.4.9 Images of Text (No Exception)	Not Evaluated	
2.1.3 Keyboard (No Exception)	Not Evaluated	
2.2.3 No Timing	Not Evaluated	
2.2.4 Interruptions	Not Evaluated	
2.2.5 Re-authenticating	Not Evaluated	
2.3.2 Three Flashes	Not Evaluated	
2.4.8 Location	Not Evaluated	
2.4.9 Link Purpose (Link Only)	Not Evaluated	
2.4.10 Section Headings	Not Evaluated	
3.1.3 Unusual Words	Not Evaluated	
3.1.4 Abbreviations	Not Evaluated	
3.1.5 Reading Level	Not Evaluated	
3.1.6 Pronunciation	Not Evaluated	
3.2.5 Change on Request	Not Evaluated	
3.3.5 Help	Not Evaluated	
3.3.6 Error Prevention (All)	Not Evaluated	

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Chapter 3: Functional Performance Criteria

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	The application is operable via NVDA screen reader with AudioNav navigation pad. All on-screen information is available as text or has text alternatives. Arrow key navigation provides sequential access to all interactive elements.
302.2 With Limited Vision	Supports	Font size controls (A-/A/A+) allow text enlargement via CSS root font-size scaling (smaller, default, larger). All 148 font-size declarations use scalable rem units. Text reflows within containers without layout overflow. Focus indicators are visually prominent.
302.3 Without Perception of Color	Supports	Color is not used as the sole means of conveying information. Status indicators include icons and text in addition to color.
302.4 Without Hearing	Supports	The application does not rely on audio for conveying information. All content is visual/text-based.
302.5 With Limited Hearing	Supports	Same as 302.4. No audio-dependent functionality exists.
302.6 Without Speech	Supports	The application does not require speech input for operation.
302.7 With Limited Manipulation	Supports	The AudioNav navigation pad provides simplified input (directional arrows + enter). All functions accessible without fine motor control or simultaneous key presses.
302.8 With Limited Reach and Strength	Not Applicable	Physical kiosk placement and hardware design are outside the scope of this software evaluation. Refer to hardware documentation.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	The application uses simple, clear language. Navigation flow is linear and predictable. Confirmation dialogs prevent accidental actions. Multi-language support (English/Spanish) is provided.

Chapter 4: Hardware

Hardware: Meridian Payment Kiosk (TLA-10218). Display: General Touch 21.5" Open Frame PCAP Touch Monitor (SMTR-07010), 1920x1080 resolution. Accessibility input: Storm Interface 1400 Series AudioNav Keypad (PN 1406-34011, White LEDs) — ADA-compliant assistive USB HID device with 4-way directional pad, Enter key, illuminated 3.5mm headphone jack, and volume control. Additional components: Storm Keyboard, 2" speakers with audio amplifier, EPD-90045 webcam, NV200S cash box, PRT-07006 80mm receipt printer, EPD-02025 financial imager, TrippLite battery backup, integrated keyboard tray, and door alarm switch.

Payment terminal audio routing (required for accessible payment terminal): The payment terminal (PIN pad) must have its audio integrated with the kiosk's assistive audio path so that terminal prompts — including PIN-entry cues and transaction feedback — are audible through the AudioNav's 3.5mm headphone jack. Supported PIN pads include the PAX IM30 and IdTech VP8800/VP80 series. The terminal's 3.5mm audio output is physically connected to the kiosk PC's Line In (audio input) port. In Windows Sound Settings, the Line In device must be configured with "Listen to this device" enabled and its playback target set to the AudioNav headphone output. This routes the terminal's prompts through the PC's audio subsystem, mixing them with Windows Narrator speech in the private headphone channel. This configuration must be functionally verified on each kiosk before shipping.

Criteria	Conformance Level	Remarks and Explanations
402.2.1 Information Displayed On-Screen	Supports	All information displayed on the 21.5" PCAP touchscreen (SMTR-07010, 1920x1080) is available via speech output through the AudioNav keypad (Storm 1406-34011). When a user plugs a headphone into the illuminated 3.5mm jack, the kiosk activates Windows Narrator which reads all on-screen content. The AudioNav's directional keys (Up/Down/Left/Right arrows + Enter) allow sequential navigation through all displayed information.
402.2.2 Transactional Outputs	Supports	Transaction outputs (payment confirmations, receipt information, account balances) are rendered as on-screen text and are available via speech output through the AudioNav/Narrator integration. Physical receipts are printed via the PRT-07006 80mm thermal receipt printer.
402.2.3 Speech Delivery Type and Coordination	Supports	Speech output is delivered via Windows Narrator through the AudioNav's 3.5mm headphone jack (30mW per channel max into 32 ohm load). Speech is coordinated with on-screen content — Narrator

		reads the currently focused element as the user navigates with the AudioNav directional keys. Speech output does not overlap with user navigation actions. Payment terminal audio prompts (PAX IM30, IdTech VP8800/VP80 series) are integrated by physically connecting the terminal's 3.5mm audio output to the kiosk PC's Line In port and enabling "Listen to this device" in Windows Sound Settings with playback routed to the AudioNav headphone output. PIN-entry cues and transaction prompts from the terminal are therefore audible in the same private headphone channel as Narrator speech. This routing must be functionally verified on each kiosk before shipping.
402.2.4 User Control	Supports	Users control speech output volume via the AudioNav's illuminated volume key (F17 keycode). The AudioNav Extended Footprint version (1409 series) also provides dedicated Volume Up/Down keys and speech rate controls (+/- Speed, F23/F24 keycodes). Volume adjusts incrementally on each key press up to a maximum, then resets to default. Volume resets to default when the headphone jack is removed.
402.2.5 Braille Instructions	Does Not Support	Braille instructions for initiating the speech output mode are not currently provided on the kiosk enclosure. The illuminated 3.5mm headphone jack on the AudioNav provides a visual/tactile cue for locating the audio connection point.
402.3.1 Private Listening	Supports	The AudioNav keypad provides an illuminated 3.5mm headphone jack socket for private listening. Supported jack configurations include mono and stereo headsets. Audio output is 30mW per channel max into a 32 ohm load. When a headphone is connected, the jack insertion event (F15 keycode) triggers the kiosk to route audio to the headphone output. Payment terminal audio (PAX IM30 or IdTech VP8800/VP80 3.5mm output) is bridged into this same private channel via the kiosk PC's Line In port with Windows "Listen to this device" enabled, so PIN-entry and

		transaction prompts are heard only through the connected headphone — never through the kiosk's public 2" speakers.
402.3.2 Non-private Listening	Supports	The kiosk includes 2" speakers with an audio amplifier for non-private audio output. Volume is controllable via the AudioNav volume key. The AudioNav volume control API allows the host application to set initial default volume and maximum limits.
402.4 Characters on Display Screens	Supports	The 21.5" General Touch PCAP touchscreen (SMTR-07010) displays characters at 1920x1080 resolution. The kiosk application uses scalable rem-based font sizes with three user-selectable text size levels (A-/A/A+). Default font sizes are designed for readability at typical kiosk viewing distances.
402.5 Characters on Variable Message Signs	Not Applicable	The kiosk does not include variable message signs.
403.1 General	Not Applicable	The kiosk does not use biometric identification. The EPD-90045 webcam is available but is not used for biometric authentication.
404.1 General	Supports	Accessibility information provided through the AudioNav interface (navigation state, focus position, speech output settings) is preserved throughout the user session. Removing and reinserting the headphone jack resets volume to the default but preserves the user's transaction state.
405.1 General	Supports	The AudioNav's 3.5mm headphone jack allows private listening for speech output of sensitive transaction information (account numbers, payment amounts). The kiosk screen positioning is designed for single-user viewing. Financial transaction details are spoken only through the private headphone channel when connected. Payment terminal audio (PAX IM30, IdTech VP8800/VP80) — which may include PIN-entry cues — is routed via the PC's Line In port into the same private headphone channel, ensuring the terminal's prompts are not broadcast on the kiosk's public 2" speakers during accessible use. This routing must be verified on each kiosk before shipping.
406.1 General	Supports	The AudioNav connects to the kiosk PC via a standard USB 2.0 interface

		(Mini-B to Type A or Type C cable). The headphone jack is a standard 3.5mm audio connector supporting mono and stereo configurations. The kiosk PC (CPU-07022) uses standard USB, HDMI, and power connections internally. Payment terminal integration uses a standard 3.5mm audio patch cable from the terminal's audio output (PAX IM30, IdTech VP8800/VP80) into the PC's Line In port for accessible audio routing.
407.2 Contrast	Supports	The AudioNav keypad features White LED illumination (PN 1406-34011) providing visual contrast for key identification. The illuminated 3.5mm headphone jack socket provides a visible indicator for locating the audio connection. LED brightness is adjustable (levels 0-9) via the Storm Interface utility or API.
407.3.1 Tactilely Discernible	Supports	The AudioNav's 4-way directional rocker key, central Enter key, and volume key are tactilely discernible by shape, size, and position. The directional key provides distinct tactile orientation for Up/Down/Left/Right. The central Enter key is differentiated by its position within the directional pad. The volume key is separately positioned and identifiable by touch.
407.3.2 Alphabetic Keys	Supports	When a physical Storm Keyboard is included (per customer request), alphabetic keys are arranged in standard QWERTY layout. The AudioNav keypad itself does not include alphabetic keys — it provides navigation-only input.
407.3.3 Numeric Keys	Supports	Numeric input is provided via the on-screen virtual keyboard displayed on the 21.5" touchscreen or via the optional physical Storm Keyboard. The AudioNav navigation pad allows users to navigate to and select on-screen numeric keys.
407.4 Key Repeat	Supports	The AudioNav USB HID keyboard interface supports standard key repeat behavior controlled by the host operating system (Windows 11). Key repeat rate and delay are configurable through Windows accessibility settings.
407.5 Timed Response	Supports	The kiosk does not require a timed response to operate the AudioNav

		controls. When accessibility mode is active (headphone connected), session idle timeouts are disabled entirely, giving users unlimited time to respond.
407.6 Operation	Supports	All AudioNav controls are operable with one hand and do not require tight grasping, pinching, or twisting. Keys require only a simple press action. The touchscreen supports single-touch input. Key operational life is rated at 4 million actuations.
407.7 Tickets, Fare Cards, and Keycards	Not Applicable	The kiosk does not dispense tickets, fare cards, or keycards.
407.8.1 Vertical Reference Plane	Supports	The kiosk enclosure (TLA-10218) is designed with operable parts positioned relative to a vertical reference plane per ADA requirements. Refer to Meridian kiosk engineering drawings for specific measurements.
407.8.1.1 Vertical Plane for Side Reach	Supports	The AudioNav keypad and touchscreen are positioned to allow side reach from a wheelchair. Refer to Meridian kiosk engineering drawings (TLA-10218) for specific clearance dimensions.
407.8.1.2 Vertical Plane for Forward Reach	Supports	The AudioNav keypad and touchscreen are positioned to allow forward reach from a wheelchair. Refer to Meridian kiosk engineering drawings (TLA-10218) for specific clearance dimensions.
407.8.2.1 Unobstructed Side Reach	Supports	Operable parts (AudioNav, touchscreen) are mounted within the allowable reach range for unobstructed side reach (15" min to 48" max height). Refer to Meridian kiosk engineering drawings (TLA-10218).
407.8.2.2 Obstructed Side Reach	Not Applicable	The kiosk does not present obstructions to side reach for the primary operable parts.
407.8.3.1 Unobstructed Forward Reach	Supports	Operable parts are mounted within the allowable reach range for unobstructed forward reach (15" min to 48" max height). Refer to Meridian kiosk engineering drawings (TLA-10218).
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not Applicable	The kiosk design does not present obstructions to forward reach that would reduce the allowable reach range.
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not Applicable	The kiosk design does not require knee or toe space for forward reach to operable parts.
408.2 Visibility	Supports	The 21.5" General Touch PCAP touchscreen (SMTR-07010) provides

		1920x1080 HD resolution with LED backlighting. The display is mounted at a viewing angle designed for both standing and wheelchair-seated users. The high-definition display provides clear character rendering at typical kiosk viewing distances.
408.3 Flashing	Supports	The kiosk application does not produce content that flashes more than three times per second. The 21.5" display does not introduce hardware-level flashing. AudioNav LED illumination is steady-state (not flashing) during normal operation.
409.1 General	Supports	Status indicators on the AudioNav keypad (LED illumination of keys and headphone jack) are discernible both visually and tactilely. The illuminated headphone jack indicates audio readiness. LED brightness is software-controllable (levels 0-9). Status information on-screen is conveyed via text and icons, not solely by indicator lights.
410.1 General	Supports	The kiosk does not use color coding as the sole means of conveying information on hardware components. AudioNav LED illumination (White) serves as a locator, not as a color-coded status indicator. On-screen content uses text and icons in addition to color.
411.1 General	Supports	Audible signals produced by the kiosk (via 2" speakers or AudioNav headphone output) are accompanied by visual indicators on the 21.5" touchscreen. The kiosk does not rely solely on audible signals to convey information.
412.2.1 Volume Gain for Wireline Telephones	Not Applicable	The kiosk is not a wireline telephone.
412.2.2 Volume Gain for Non-Wireline ICT	Supports	The AudioNav provides adjustable volume gain for speech output through the 3.5mm headphone jack. Volume is user-controllable via the dedicated volume key. Output is 30mW per channel max into a 32 ohm load. Volume levels can be configured via the Storm Interface API.
412.3.1 Wireless Handsets	Not Applicable	The kiosk does not include wireless handsets.
412.3.2 Wireline Handsets	Not Applicable	The kiosk does not include wireline handsets.
412.4 Digital Encoding of Speech	Not Applicable	The kiosk does not transmit or receive digitally encoded speech over telecommunications networks.
412.5 Real-Time Text Functionality	Not Applicable	Reserved for future. The kiosk does

		not provide real-time text communication.
412.6 Caller ID	Not Applicable	The kiosk does not include telephone or caller ID functionality.
412.7 Video Communication	Not Applicable	The kiosk does not provide video communication capabilities. The EPD-90045 webcam is not used for two-way video communication.
412.8.1 TTY Connectability	Not Applicable	The kiosk does not include TTY connectivity.
412.8.2 Voice and Hearing Carry Over	Not Applicable	The kiosk does not include TTY functionality.
412.8.3 Signal Compatibility	Not Applicable	The kiosk does not include TTY functionality.
412.8.4 Voice Mail and Other Messaging Systems	Not Applicable	The kiosk does not include voice mail or messaging systems.
413.1.1 Decoding and Display of Closed Captions	Not Applicable	The kiosk does not display broadcast or streamed video content requiring closed captions.
413.1.2 Pass-Through of Closed Caption Data	Not Applicable	The kiosk does not process or pass through closed caption data.
414.1.1 Digital Television Tuners	Not Applicable	The kiosk does not include a digital television tuner.
414.1.2 Other ICT	Not Applicable	The kiosk does not process audio description for media content.
415.1.1 Caption Controls	Not Applicable	The kiosk does not display media content requiring caption controls.
415.1.2 Audio Description Controls	Not Applicable	The kiosk does not display media content requiring audio description controls.

Chapter 5: Software

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope - Incorporation of WCAG 2.0 AA	See WCAG 2.0 Report	See Tables 1 and 2 above for WCAG 2.0 Level A and AA conformance.
502.2.1 User Control of Accessibility Features	Supports	AudioNav jack-in activates accessibility mode (screen reader navigation, role="application", idle timer disabled). Jack-out deactivates and restores standard operation. Users control accessibility features through the physical AudioNav device.
502.2.2 No Disruption of Accessibility Features	Supports	The application does not disrupt platform accessibility features. Electron's Chromium engine exposes the standard accessibility tree to assistive technologies.
502.3.1 Object Information	Supports	Standard HTML elements expose role, state, and properties through the accessibility API. ARIA attributes supplement where needed (role="application", role="presentation", role="toolbar", aria-label, aria-hidden, aria-disabled).
502.3.2 Modification of Object Information	Not Applicable	The application does not require assistive technology to modify object information.
502.3.3 Row, Column, and Headers	Supports	Data tables use <th> with scope="col" and scope="row". Row and column relationships are programmatically determinable.
502.3.4 Values	Supports	Form input values are exposed through standard HTML input elements.
502.3.5 Modification of Values	Supports	Form inputs accept keyboard/navpad input for value modification.
502.3.6 Label Relationships	Supports	Form controls have associated labels via HTML label elements and aria-label attributes.
502.3.7 Hierarchical Relationships	Supports	Parent-child relationships are expressed through the DOM structure and standard HTML nesting.
502.3.8 Text	Supports	Text content, cursor position, and text attributes are available through standard Chromium accessibility APIs.
502.3.9 Modification of Text	Supports	Text inputs support standard text editing operations via keyboard.
502.3.10 List of Actions	Supports	Available actions on interactive elements (click, press) are exposed through standard HTML semantics.
502.3.11 Actions on Objects	Supports	All actions can be executed via keyboard (Enter key activates buttons, arrow keys navigate).

502.3.12 Focus Cursor	Supports	Focus position is programmatically exposed and visible. Focus moves predictably through interactive elements.
502.3.13 Modification of Focus Cursor	Supports	Focus can be moved to any interactive element via arrow key navigation. Skip-to-main moves focus past header.
502.3.14 Event Notification	Supports	State changes (dialog open/close, screen transitions, error states) are communicated via DOM updates that trigger accessibility notifications. Screen reader re-reads content on page transitions.
502.4 Platform Accessibility Features	Supports	The application runs on Electron (Chromium) which supports platform accessibility APIs. NVDA screen reader integration is functional.
503.2 User Preferences	Supports	The application respects user font size preferences via CSS-based root font-size scaling controls (A-/A/A+). Language preference is user-selectable (English/Spanish).
503.3 Alternative User Interfaces	Not Applicable	The application does not provide alternative user interfaces beyond the AudioNav accessibility mode.
503.4.1 Caption Controls	Not Applicable	The application does not contain multimedia content requiring captions.
503.4.2 Audio Description Controls	Not Applicable	The application does not contain video content requiring audio description.
504.2 Content Creation or Editing	Not Applicable	The application is not an authoring tool.
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	The application does not perform format conversion.
504.2.2 PDF Export	Not Applicable	PDF receipts are generated server-side; the kiosk UI is not an authoring tool.
504.3 Prompts	Not Applicable	The application is not an authoring tool.
504.4 Templates	Not Applicable	The application is not an authoring tool.

Chapter 6: Support Documentation and Services

Criteria	Conformance Level	Remarks and Explanations
602.2 Accessibility and Compatibility Features	Supports	The Meridian Payment Kiosk User Guide is published in the Meridian External Knowledge Base (https://mzerocloud.atlassian.net/wiki/spaces/MEKB/pages/4196106246). It documents all accessibility features including: AudioNav navigation pad usage (directional keys, Enter, volume control), headphone jack activation of screen reader mode, text size controls (A-/A/A+), language selection (English/Spanish), idle timeout behavior in accessibility mode, and troubleshooting steps for accessibility peripherals.
602.3 Electronic Support Documentation	See WCAG 2.0 Report	See Tables 1 and 2 above. The Meridian Payment Kiosk User Guide is available electronically via the Meridian External Knowledge Base at https://mzerocloud.atlassian.net/wiki/spaces/MEKB/pages/4196106246.
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	The Meridian Payment Kiosk User Guide is published as an electronic Confluence page, accessible via web browser with full screen reader compatibility. The electronic format is the primary documentation format. Printed documentation is available in accessible electronic format (PDF, HTML) upon request by contacting support@mzero.com.
603.2 Information on Accessibility and Compatibility Features	Supports	Meridian support staff have access to the Meridian Payment Kiosk User Guide and AudioNav Technical Manual (Storm Interface v3.0) which document all accessibility features, hardware configuration, and troubleshooting procedures. Support personnel can describe how to activate accessibility mode (headphone jack insertion), navigate using the AudioNav keypad, adjust text size and volume, and switch languages.
603.3 Accommodation of Communication Needs	Supports	Meridian provides multiple support channels to accommodate various communication needs. Support is available via email (support@mzero.com), telephone (866-454-6757), and web (meridiankiosks.com). Text-based support channels (email, web) are available for users who cannot use voice communication.

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