Salesforce Accessibility Conformance Report International Edition

VPAT® (Voluntary Product Accessibility Template®) version 2.5

Name of Product/Version:	Salesforce Channel Revenue Management / Winter '26
Report Date:	November 2025
Product Description:	Channel Revenue Management automates operations, enhances partner engagement, & drives revenue by managing channel partner inventory, rebates, price protection & ship and debit incentives.
Contact information:	accessibility@salesforce.com
Notes:	The scope of this ACR includes the functionalities / components from Salesforce Channel Revenue Management: ● Channel Inventory ● Price Protection ● Ship and Debit ● Rebate Payout Insights ● Rebate Payout Insight Agent ● Design Registration – Partner Portal ● Unified Setup – Channel Management Setup Page For more information, please visit Salesforce Product Accessibility Status at https://www.salesforce.com/company/legal/508_accessibility
Evaluation Methods Used:	Conformance to the listed accessibility standards has been evaluated using a combination of static analysis tools and manual testing with assistive technologies. The testing included a representative sample of different pages, states and content types. The following operating systems, browsers, toolsets, and screen readers are used for evaluation: Windows 11, JAWS/Chrome, NVDA/Firefox, VoiceOver/Safari (spot-checks), manual accessibility testing, and keyboard testing with visual focus.

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
Web Content Accessibility Guidelines 2.2	Level A - Yes Level AA - Yes Level AAA - No
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	Yes
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) *AND* EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	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 2.2 Level AAA.

WCAG 2.2 Report

Tables 1 and 2 also document conformance with:

- EN 301 549:
  - Clause 9 - Web
  - Clauses 10.1-10.4 of Clause 10 - Non-Web documents
  - Clauses 11.1-11.4 and 11.8.2 of Clause 11 - Software
  - Clauses 12.1.2 and 12.2.4 of Clause 12 - Documentation and support services
- Revised Section 508:
  - Chapter 5 - 501.1 Scope and 504.2 Content Creation or Editing
  - Chapter 6 - 602.3 Electronic Support Documentation

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 2.2 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	The default images provided within the standard Salesforce Channel Revenue Management core features have a meaningful alternative (alt) text description. Non-relevant or decorative images have null alt attributes or are inserted as background images. Non-text content controls / inputs have accessible names. However, there are a few exceptions: • The decorative "Admin User" icon image in the "Rebate Claim" Record page - Partner Portal is implemented with a title element and contains redundant / duplicative alternative text, which is conveyed to AT users. • The decorative image in the "Target Object" list item within the "Import CSV File" modal is missing an empty alt attribute. • Some non-text content interactive elements within the Salesforce Channel Revenue Management pages ("Payout Explainability" tab, "Register New Design" section) are missing accessible name.

Criteria	Conformance Level	Remarks and Explanations
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Salesforce Channel Revenue Management does not include any prerecorded audio-only or video-only as standard default functionality.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Salesforce Channel Revenue Management does not include prerecorded audio or video as a standard default functionality. Salesforce Channel Revenue Management does not provide the capability for captioning or defining an audio description of content provider specified video content.

Criteria	Conformance Level	Remarks and Explanations
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria ● 9.1.2.3 (Web) ● 10.1.2.3 (Non-web document) ● 11.1.2.3.1 (Open Functionality Software) ● 11.1.2.3.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Not Applicable	Salesforce Channel Revenue Management does not include any audio description or time-based media alternative for any of the prerecorded video content provided as part of the standard website.

Criteria	Conformance Level	Remarks and Explanations

1.3.1 Info and Relationships (Level A)
     Also applies to:
     EN 301 549 Criteria
         ● 9.1.3.1 (Web)
         ● 10.1.3.1 (Non-web document)
         ● 11.1.3.1.1 (Open Functionality Software)
         ● 11.1.3.1.2 (Closed Software)
         ● 11.8.2 (Authoring Tool)
         ● 12.1.2 (Product Docs)
         ● 12.2.4 (Support Docs)
     Revised Section 508
         ● 501 (Web)(Software)
         ● 504.2 (Authoring Tool)
         ● 602.3 (Support Docs)
	Partially Supports	Salesforce Channel Revenue Management user interface contains semantic markup (headings, lists, etc.) to designate headings and emphasized text. Headings and WAI-ARIA landmarks, identity, role, operation, and state are used to help convey the presentation to assistive technologies.
		
		 However, there are a few exceptions:
		
		 ● Some form controls within the Salesforce Channel Revenue Management pages ("Data Processing Engine" Builder page, "Payout Explainability" tab, "Rebate Payout Insight Agent") have insufficiently descriptive assistive text.
		 ● Some headings within the Salesforce Channel Revenue Management pages ("Transaction Journal" record page, "Partner Staged Data" record page, "Transaction Journal" record page - Partner Portal, "Rebate Program" record page, "Program Rebate Type" record page, "Price Protection Execution" page, "Rebate Programs Member" record page, "Rebate Partner Special Pricing Term" record page, "Rebate Claim" record page, "Rebate Claim" record page - Partner Portal, "Register New Design" section, "Channel Management" Setup page) are incorrectly implemented.
		 ● The tabout error message for some date form controls within the Salesforce Channel Revenue Management pages ("New Transaction Journal" page, "Rebate Claim" record page, "Rebate Claim" record page - Partner Portal) is not announced in a logical and sequentially meaningful fashion.

Criteria	Conformance Level	Remarks and Explanations
1.3.1 Info and Relationships (Level A) contd… Also applies to: EN 301 549 Criteria • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document) • 11.1.3.1.1 (Open Functionality Software) • 11.1.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	• The "Close Left Panel" button in the Left Panel section within the "Data Processing Engine" Builder page does not have visible text / icon. • The "To remove the selected record, Press Backspace or Del" informational text displayed below the "Account List View" combobox in the "Add Member List" modal is displayed only upon receiving keyboard focus, but is not announced to AT users. • The "Complete this field" error message is automatically generated for the "CSV File" required input field in the "Import CSV file" modal upon activating the "Upload files" button. • The "Default View" combobox is announced multiple times in the "Payout Explainability" tab.
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software) • 11.1.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Salesforce Channel Revenue Management is developed in a meaningful and correct reading sequence that can be programmatically determined. As an example, inputs and labels are contained within the same division element and listed in a meaningful sequence.

Criteria	Conformance Level	Remarks and Explanations
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria ● 9.1.3.3 (Web) ● 10.1.3.3 (Non-web document) ● 11.1.3.3 (Open Functionality Software) ● 11.1.3.3 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	All instructions for operating within Salesforce Channel Revenue Management user interface content are provided in textual format. Instructions and operating content do not rely on shape, size, or visual location, nor upon sound.
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria ● 9.1.4.1 (Web) ● 10.1.4.1 (Non-web document) ● 11.1.4.1 (Open Functionality Software) ● 11.1.4.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	Salesforce Channel Revenue Management does not use color alone to distinguish the importance of a visual element. Textual representation is always used as the primary mechanism for conveying information. The WAI-ARIA role and selected state also communicate the proper information.

Criteria	Conformance Level	Remarks and Explanations
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria ● 9.1.4.2 (Web) ● 10.1.4.2 (Non-web document) ● 11.1.4.2 (Open Functionality Software) ● 11.1.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Not Applicable	Salesforce Channel Revenue Management page does not include audio or video content by default.
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria ● 9.2.1.1 (Web) ● 10.2.1.1 (Non-web document) ● 11.2.1.1.1 (Open Functionality Software) ● 11.2.1.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Partially Supports	Salesforce Channel Revenue Management supports standard keyboard navigation and input functions (pressing [Tab] to move between input fields, pressing the arrow keys to move between list items, and pressing [Space] or [Enter] to make selections). However, there are a few exceptions: ● Various nodes in the "Canvas" region within the "Data Processing Engine" Builder page are not keyboard-operable with the screen reader turned off. ● Some form controls/elements within the Salesforce Channel Revenue Management pages ("Data Processing Engine" Builder page, "Payout Explainability" tab) are not keyboard-accessible.

Criteria	Conformance Level	Remarks and Explanations
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria ● 9.2.1.2 (Web) ● 10.2.1.2 (Non-web document) ● 11.2.1.2 (Open Functionality Software) ● 11.2.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	Salesforce Channel Revenue Management core features support standard keyboard navigation and ensure that keyboard users cannot be trapped in a subset of content. The keyboard focus is not locked or trapped at any page element.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.2.1.4 (Web) ● 10.2.1.4 (Non-web document) ● 11.2.1.4.1 (Open Functionality Software) ● 11.2.1.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	Salesforce Channel Revenue Management provides some keyboard shortcuts for the standard controls and content. The users are not allowed to turn off or reconfigure shortcuts that consist of only character keys.

Criteria	Conformance Level	Remarks and Explanations

2.2.1 Timing Adjustable (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.2.2.1 (Web)
   • 10.2.2.1 (Non-web document)
   • 11.2.2.1 (Open Functionality Software)
   • 11.2.2.1 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports	Salesforce Channel Revenue Management provides session time alerts and provides options to select additional time for continuing the login session.

2.2.2 Pause, Stop, Hide (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.2.2.2 (Web)
   • 10.2.2.2 (Non-web document)
   • 11.2.2.2 (Open Functionality Software)
   • 11.2.2.2 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Not Applicable	Salesforce Channel Revenue Management does not include moving, blinking, scrolling, or auto-updating information.

Criteria	Conformance Level	Remarks and Explanations
[2.3.1 Three Flashes or Below Threshold](#) (Level A) Also applies to: EN 301 549 Criteria • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Salesforce Channel Revenue Management core interface does not contain any type of flashes or flashing objects.

Criteria	Conformance Level	Remarks and Explanations
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 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	Supports	Salesforce Channel Revenue Management core contains marked headings and WAI-ARIA landmarks to help users rapidly navigate to the desired content.

Criteria	Conformance Level	Remarks and Explanations
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Salesforce Channel Revenue Management contains meaningful and relevant page titles that indicate the topic or purpose of each page. However, there is an exception: • The "Import CSV File" modal is missing a title.
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Salesforce Channel Revenue Management user interface and controls are navigated sequentially by tabbing through various inputs and labels. The user controls receive keyboard focus in the same tab order in which they are presented visually. Salesforce Channel Revenue Management uses semantically correct markup, ensuring that the markup matches the visual presentation of content on the page. However, there are a few exceptions: • The keyboard focus order is not correctly provided in some Salesforce Channel Revenue Management pages ("Data Processing Engine" Builder page, "Transaction Journal" record page - Partner Portal, "Price Protection Execution" page, "Rebate Payout Insight Agent").

Criteria	Conformance Level	Remarks and Explanations
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria ● 9.2.4.4 (Web) ● 10.2.4.4 (Non-web document) ● 11.2.4.4 (Open Functionality Software) ● 11.2.4.4 (Closed Software ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Partially Supports	Link elements within Salesforce Channel Revenue Management provide a purpose both through the link text itself and the title attribute, even when reading out of context. However, there is an exception: ● The "Setup" link text (including its programmatically determinable context) in the "Channel Management" Setup page does not reflect the link destination.
2.5.1 Pointer Gestures (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.2.5.1 (Web) ● 10.2.5.1 (Non-web document) ● 11.2.5.1 (Open Functionality Software) ● 11.2.5.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	Salesforce Channel Revenue Management can be operated with a single pointer, without multipoint or path-based gestures for an operation.

Criteria	Conformance Level	Remarks and Explanations

2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)
Also applies to:
EN 301 549 Criteria
    ● 9.2.5.2 (Web)
    ● 10.2.5.2 (Non-web document)
    ● 11.2.5.2 (Open Functionality Software)
    ● 11.2.5.2 (Closed Software)
    ● 11.8.2 (Authoring Tool)
    ● 12.1.2 (Product Docs)
    ● 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Supports	Salesforce Channel Revenue Management does not have any functionality that can be operated or executed using a single pointer cancellation.

2.5.3 Label in Name (Level A 2.1 and 2.2)
Also applies to:
EN 301 549 Criteria
    ● 9.2.5.3 (Web)
    ● 10.2.5.3 (Non-web document)
    ● 11.2.5.3.1 (Open Functionality Software)
    ● 11.2.5.3.2 (Closed Software)
    ● 11.8.2 (Authoring Tool)
    ● 12.1.2 (Product Docs)
    ● 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Partially Supports	Salesforce Channel Revenue Management user interface has labels that include text or images of text that are visually presented with the name of the text.
		
		However, there are a few exceptions:
		
		● The accessible name for some buttons within the Salesforce Channel Revenue Management pages ("New Partner Unsold Inventory Ledger" page, "Register New Design" section) do not contain its visible label text.

Criteria	Conformance Level	Remarks and Explanations
2.5.4 Motion Actuation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.2.5.4 (Web) ● 10.2.5.4 (Non-web document) ● 11.2.5.4 (Open Functionality Software) ● 11.2.5.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not Applicable	Salesforce Channel Revenue Management does not contain functionality that can only be operated via device or user motion.
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria ● 9.3.1.1 (Web) ● 10.3.1.1 (Non-web document) ● 11.3.1.1.1 (Open Functionality Software) ● 11.3.1.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	The default language of the page is specified or set on the HTML tag for the Salesforce Channel Revenue Management page.

Criteria	Conformance Level	Remarks and Explanations
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria ● 9.3.2.1 (Web) ● 10.3.2.1 (Non-web document) ● 11.3.2.1 (Open Functionality Software) ● 11.3.2.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	There is no context change within the Salesforce Channel Revenue Management user interface when a component receives focus.
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria ● 9.3.2.2 (Web) ● 10.3.2.2 (Non-web document) ● 11.3.2.2 (Open Functionality Software) ● 11.3.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	Changing the setting of core components and features in the Salesforce Channel Revenue Management user interface does not initiate any change of context.

Criteria	Conformance Level	Remarks and Explanations

3.2.6 Consistent Help (Level A 2.2 only)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Supports	All human contact / automated help mechanisms within Salesforce Channel Revenue Management are located consistently in the same order & location relative to the other page content as it does throughout the site.

3.3.1 Error Identification (Level A)
    Also applies to:
    EN 301 549 Criteria
    ● 9.3.3.1 (Web)
    ● 10.3.3.1 (Non-web document)
    ● 11.3.3.1.1 (Open Functionality Software)
    ● 11.3.3.1.2 (Closed Software)
    ● 11.8.2 (Authoring Tool)
    ● 12.1.2 (Product Docs)
    ● 12.2.4 (Support Docs)
    Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Partially Supports	Users are visually notified when an input error is detected within the Salesforce Channel Revenue Management data entry forms if a required field has not been completed. Proper error information is provided for the visual users in the form of visual text on the field level input elements, to enable the users to identify which fields were omitted and must be completed.
		
		However, there are a few exceptions:
		
		● The input error for some form controls within the Salesforce Channel Revenue Management pages ("Add products to include" modal, " Price Protection Execution" page) is not identified and not presented visually.

Criteria	Conformance Level	Remarks and Explanations
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Electronic form controls, including input fields and buttons in the Salesforce Channel Revenue Management core features, can be operated, and accessed by using assistive technology. The form label elements within the Salesforce Channel Revenue Management core features are properly associated and placed in line with the form fields. However, there are a few exceptions: • The label text for some form controls within the Salesforce Channel Revenue Management pages ("New Transaction Journal" page, "Program Rebate Type" record page, "Rebate Programs Member" record page) are missing both a programmatic indicator and an asterisk (*) symbol to indicate that the field is required visually.
3.3.7 Redundant Entry (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Salesforce Channel Revenue Management user interface provides users with non-manual options to input previous entry.

Criteria	Conformance Level	Remarks and Explanations
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) • 11.4.1.1.1 (O` Software) • 11.4.1.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.2 (Web) • 10.4.1.2 (Non-web document) • 11.4.1.2.1 (Open Functionality Software) • 11.4.1.2.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	The name, role, and value used in Salesforce Channel Revenue Management user interface elements are available to assistive technologies via HTML or WAI-ARIA to describe the identity, operation, and state. All buttons are standard HTML form inputs. However, there are a few exceptions: • The selected state of the "Choose an object" combobox dropdown list options in the "New Partner Unsold Inventory Ledger" page is not announced by AT. • The agent item radio buttons in the multi-agent container with the "Rebate Payout Insight Agent" have no accessible name. • The dynamic content change, resulting from user input in the "Data Processing Engine" Builder page and "Register New Design" section are not detected and are not announced by AT.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.4 (Web) • 10.1.2.4 (Non-web document) • 11.1.2.4 (Open Functionality Software) • 11.1.2.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Salesforce Channel Revenue Management does not include any live audio and video content.

Criteria	Conformance Level	Remarks and Explanations
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria ● 9.1.2.5 (Web) ● 10.1.2.5 (Non-web document) ● 11.1.2.5 (Open Functionality Software) ● 11.1.2.5 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Not Applicable	Salesforce Channel Revenue Management does not contain any audio description (prerecorded).
1.3.4 Orientation (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.1.3.4 (Web) ● 10.1.3.4 (Non-web document) ● 11.1.3.4 (Open Functionality Software) ● 11.1.3.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	Salesforce Channel Revenue Management does not restrict view and operation to a single display orientation.

Criteria	Conformance Level	Remarks and Explanations
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5.1 (Open Functionality Software) • 11.1.3.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	Salesforce Channel Revenue Management enables the input of information about the user that can be programmed. A visible label with appropriate instructions is provided to guide the user through the input fields on the form.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	The default and standard features within the Salesforce Channel Revenue Management screens provide sufficient color contrast between foreground and background text colors to enhance clarity, making it more legible for individuals with moderately low vision in user interface and controls. However, there are a few exceptions: • The color contrast failed the minimum contrast ratio requirement for some texts within the Salesforce Channel Revenue Management pages ("Data Processing Engine" Setup page, "Channel Management" Setup page).

Criteria	Conformance Level	Remarks and Explanations

1.4.4 Resize text (Level AA)
Also applies to:
EN 301 549 Criteria
  • 9.1.4.4 (Web)
  • 10.1.4.4 (Non-web document)
  • 11.1.4.4.1 (Open Functionality Software)
  • 11.1.4.4.2 (Closed Software)
  • 11.8.2 (Authoring Tool)
  • 12.1.2 (Product Docs)
  • 12.2.4 (Support Docs)
Revised Section 508
  • 501 (Web)(Software)
  • 504.2 (Authoring Tool)
  • 602.3 (Support Docs)
	Partially Supports	The text and images within the Salesforce Channel Revenue Management user interface can be resized with the browser or the mobile device zoom and scaling feature.
		
		However, there are a few exceptions:
		
		• Zoomed to 200% at the 1280x1024 display resolution, some sections within the Salesforce Channel Revenue Management pages ("New Transaction Journal" page, "Data Processing Engine" Setup page, "Data Processing Engine" Builder page, "New Partner Unsold Inventory Ledger" page, "Partner Staged Data" record page, "New Transit Time" modal, "Transaction Journal" record Page - Partner Portal, "New Rebate Program Member" page, "Program Rebate Type" record page, "New Price Protection Term" page, "Price Protection Execution" page, "Rebate Claim" record page, "Rebate Claim" record page - Partner Portal, "Import CSV File" modal, "Channel Management" Setup page) contain issues with content information being cut off/overlapped.

Criteria	Conformance Level	Remarks and Explanations
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.5 (Web) • 10.1.4.5 (Non-web document) • 11.1.4.5.1 (Open Functionality Software) • 11.1.4.5.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Salesforce Channel Revenue Management user interface does not contain images in lieu of text. All text content within is included as pure text.

Criteria	Conformance Level	Remarks and Explanations
1.4.10 Reflow (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.1.4.10 (Web) ● 10.1.4.10 (Non-web document) ● 11.1.4.10 (Open Functionality Software) ● 11.1.4.10 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	Salesforce Channel Revenue Management components are not designed to be viewed on smaller screen sizes. However, there are a few exceptions: ● Zoomed to 400% at the 1280x1024 display resolution, the information/functionality within some Salesforce Channel Revenue Management pages ("New Transaction Journal" page, " Transaction Journal" record page, "Data Processing Engine" Setup page, "New Partner Unsold Inventory Ledger" page, "Partner Staged Data" record page, "New Transit Time" modal, "Transaction Journal" record page - Partner Portal, "Rebate Program" record page, "New Rebate Program Member" page, "Program Rebate Type" record page, "New Price Protection Term" page, "Price Protection Execution" page, "Rebate Programs Member" record page, "Rebate Partner Special Pricing Term" record page, "Rebate Claim" record page, "Rebate Claim" record page - Partner Portal, "Import CSV File" modal, "Payout Explainability" tab, "Rebate Payout Insight Agent", "Register New Design" section, "Channel Management" Setup page) is lost and requires two-dimensional scrolling.

Criteria	Conformance Level	Remarks and Explanations
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2) 　　Also applies to: 　　EN 301 549 Criteria 　　　● 9.1.4.11 (Web) 　　　● 10.1.4.11 (Non-web document) 　　　● 11.1.4.11 (Open Functionality Software) 　　　● 11.1.4.11 (Closed Software) 　　　● 11.8.2 (Authoring Tool) 　　　● 12.1.2 (Product Docs) 　　　● 12.2.4 (Support Docs) 　　Revised Section 508 – Does not apply	Supports	Salesforce Channel Revenue Management components and user controls support and are distinguishable by individuals with moderately low vision, with an accepted contrast ratio.
1.4.12 Text Spacing (Level AA 2.1 and 2.2) 　　Also applies to: 　　EN 301 549 Criteria 　　　● 9.1.4.12 (Web) 　　　● 10.1.4.12 (Non-web document) 　　　● 11.1.4.12 (Open Functionality Software) 　　　● 11.1.4.12 (Closed Software) 　　　● 11.8.2 (Authoring Tool) 　　　● 12.1.2 (Product Docs) 　　　● 12.2.4 (Support Docs) 　　Revised Section 508 – Does not apply	Supports	Salesforce Channel Revenue Management core user interface is implemented with proper use of CSS markup language that supports the different text style properties and ensures no loss of content or functionality when there is any change in settings or style properties such as line height and spacing.

Criteria	Conformance Level	Remarks and Explanations
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.1.4.13 (Web) • 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	Salesforce Channel Revenue Management user interface works in coordination with keyboard focus or pointer hover.

Criteria	Conformance Level	Remarks and Explanations
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria ● 9.2.4.5 (Web) ● 10.2.4.5 (Non-web document) – Does not apply ● 11.2.4.5 (Open Functionality Software) – Does not apply ● 11.2.4.5 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) 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	Supports	Salesforce Channel Revenue Management user interface and interaction are straightforward. It contains a landing home page and contextual top navigation, from which the user can launch or navigate to different sections or pages, as desired.

Criteria	Conformance Level	Remarks and Explanations
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria ● 9.2.4.6 (Web) ● 10.2.4.6 (Non-web document) ● 11.2.4.6 (Open Functionality Software) ● 11.2.4.6 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	Salesforce Channel Revenue Management contains descriptive headings and text labels to inform assistive technology users of their location and current activity.
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria ● 9.2.4.7 (Web) ● 10.2.4.7 (Non-web document) ● 11.2.4.7 (Open Functionality Software) ● 11.2.4.7 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	The focus indicator within the Salesforce Channel Revenue Management user interface and controls are always visible and contrast well with the surrounding content and background.

Criteria	Conformance Level	Remarks and Explanations

2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Supports	All Salesforce Channel Revenue Management interactive elements are at least partially visible / not fully obscured by overlapping content at the time of receiving keyboard focus in their initial position.

2.5.7 Dragging Movements (Level AA 2.2 only)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Supports	Pointer dragging actions within Salesforce Channel Revenue Management can be achieved with a single pointer without dragging movement, for example, with point-and-click mechanism or input actionable menus.

2.5.8 Target Size (Minimum) (Level AA 2.2 only)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Supports	All Salesforce Channel Revenue Management pointer / touch Interactive elements have sufficient size and spacing.

3.1.2 Language of Parts (Level AA)
    Also applies to:
    EN 301 549 Criteria
      ● 9.3.1.2 (Web)
      ● 10.3.1.2 (Non-web document)
      ● 11.3.1.2 (Open Functionality Software) – Does not apply
      ● 11.3.1.2 (Closed Software) – Does not apply
      ● 11.8.2 (Authoring Tool)
      ● 12.1.2 (Product Docs)
      ● 12.2.4 (Support Docs)
    Revised Section 508
      ● 501 (Web)(Software)
      ● 504.2 (Authoring Tool)
      ● 602.3 (Support Docs)
	Supports	The human language information in the Salesforce Channel Revenue Management user interface uses HTML 5 language markup for the elements that are accessed directly by commonly available assistive technology.

Criteria	Conformance Level	Remarks and Explanations
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.3 (Web) • 10.3.2.3 (Non-web document) – Does not apply • 11.3.2.3 (Open Functionality Software) – Does not apply • 11.3.2.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 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	Supports	Salesforce Channel Revenue Management provides consistent and repeatable top menu navigation mechanisms across all pages to help users with assistive technologies.

Criteria	Conformance Level	Remarks and Explanations
[3.2.4 Consistent Identification](#) (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.4 (Web) • 10.3.2.4 (Non-web document) – Does not apply • 11.3.2.4 (Open Functionality Software) – Does not apply • 11.3.2.4 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 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	Supports	Components and user interface controls are identified consistently for the same functionality across all Salesforce Channel Revenue Management pages.

Criteria	Conformance Level	Remarks and Explanations
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria ● 9.3.3.3 (Web) ● 10.3.3.3 (Non-web document) ● 11.3.3.3 (Open Functionality Software) ● 11.3.3.3 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	Whenever an error is automatically detected within Salesforce Channel Revenue Management data entry forms, the error suggestions for corrections are identified and provided visually to the user on the input form.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria ● 9.3.3.4 (Web) ● 10.3.3.4 (Non-web document) ● 11.3.3.4 (Open Functionality Software) ● 11.3.3.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	Data entered by users within Salesforce Channel Revenue Management functionalities are checked using validation methods to help users confirm and correct data submissions. Salesforce Channel Revenue Management does not contain forms that cause legal commitments or financial transactions.

Criteria	Conformance Level	Remarks and Explanations

3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Not Applicable	Salesforce Channel Revenue Management has an accessible authentication process implemented either as an alternative to cognitive function test or as a primary method of authentication.

4.1.3 Status Messages (Level AA 2.1 and 2.2)
    Also applies to:
    EN 301 549 Criteria
    ● 9.4.1.3 (Web)
    ● 10.4.1.3 (Non-web document)
    ● 11.4.1.3 (Open Functionality Software)
    ● 11.4.1.3 (Closed Software) – Does not apply
    ● 11.8.2 (Authoring Tool)
    ● 12.1.2 (Product Docs)
    ● 12.2.4 (Support Docs)
    Revised Section 508 – Does not apply
	Supports	Salesforce Channel Revenue Management provides status messages that can be programmatically determined using roles or properties which can be presented to the user of assistive technology without receiving any focus.

Table 3: Success Criteria, Level AAA

Notes: Salesforce Channel Revenue Management has not been evaluated for WCAG 2.2 Level AAA conformance.

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Salesforce Channel Revenue Management uses standard platform attributes to describe the identity, operation, and state of user interface elements to assistive technologies. The core features and controls in Salesforce Channel Revenue Management are reachable using the keyboard alone and announced by assistive technology. However, there are some exceptions. Refer to the WCAG 2.x section for details.
302.2 With Limited Vision	Partially Supports	Salesforce Channel Revenue Management supports standard browser magnification and contrast adjustments. Salesforce Channel Revenue Management is compatible with assistive technologies and supports the use of screen readers for the visually impaired. However, there are some exceptions. Refer to the WCAG 2.x section for details.
302.3 Without Perception of Color	Supports	Salesforce Channel Revenue Management does not use color as the only means of conveying information. Color is only used as a decorative or supplemental attribute of user interface elements. Textual representation is always used as the primary mechanism for conveying information.
302.4 Without Hearing	Not Applicable	Salesforce Channel Revenue Management does not include audio-only features that require hearing to be used.

Criteria	Conformance Level	Remarks and Explanations
302.5 With Limited Hearing	Not Applicable	Salesforce Channel Revenue Management does not include audio-only features that require hearing to be used.
302.6 Without Speech	Supports	Salesforce Channel Revenue Management does not require speech to operate or retrieve information. Support services related to Salesforce Channel Revenue Management can be found on the Salesforce.com website. Currently, telephone communication provision does not support TTY or relay services. Users with disabilities can open support request directly at http://help.salesforce.com
302.7 With Limited Manipulation	Supports	Salesforce Channel Revenue Management supports standard input mechanisms such as user-provided keyboards and pointing devices. The utilization of the Salesforce Channel Revenue Management user interface does not require fine motor skills controls or simultaneous actions.
302.8 With Limited Reach and Strength	Supports	Salesforce Channel Revenue Management does not use simultaneous actions in either form as a method of operation or information retrieval. The actions within Salesforce Channel Revenue Management can be executed either by a mouse click or simple keystrokes (e.g., tab, space, alpha keys, alt).
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	Salesforce Channel Revenue Management does not function in a way that is prohibitive to users with cognitive or learning impairment. Salesforce provides information on Salesforce Channel Revenue Management accessibility features in the documentation. End-users with disabilities can open support request directly at http://help.salesforce.com However, there are some exceptions. Refer to the WCAG 2.x section for details.

Chapter 4: Hardware

Notes: This product is a web application and is not subject to the requirements of this section.

Chapter 5: Software

Notes: This product is a web application and is not subject to the requirements of this section.

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		Salesforce provides electronic versions of all product support documentation related to this product. End-users with disabilities can request additional product support documentation by opening a new case at http://help.salesforce.com
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation		End-users with disabilities can request additional product support documentation by opening a new case at http://help.salesforce.com
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features		Salesforce provides electronic versions of all product support documentation related to this product's accessibility. End-users with disabilities can request additional product support documentation by opening a new case at http://help.salesforce.com
603.3 Accommodation of Communication Needs		Support services related to this product can be found at the Salesforce.com help website. Currently, telephone communication provision does not support TTY or relay services. Users with disabilities can open support requests directly at http://help.salesforce.com

EN 301 549 Report

Notes:

Chapter 4: Functional Performance Statements (FPS)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	Salesforce Channel Revenue Management uses standard platform attributes to describe the identity, operation, and state of user interface elements to assistive technologies. However, there are some exceptions. Refer to the WCAG 2.x section for details.
4.2.2 Usage with limited vision	Partially Supports	Salesforce Channel Revenue Management supports standard browser magnification and contrast adjustments and enables users to magnify the font size of the textual content available on the user screen. However, there are some exceptions. Refer to the WCAG 2.x section for details.
4.2.3 Usage without perception of color	Supports	Color is only used as a decorative or supplemental attribute of user interface elements. Textual representation is always used as the primary mechanism for conveying information.
4.2.4 Usage without hearing	Not Applicable	Salesforce Channel Revenue Management does not include audio-only features that require hearing to be used.
4.2.5 Usage with limited hearing	Not Applicable	Salesforce Channel Revenue Management does not include audio-only features that require hearing to be used.
4.2.6 Usage with no or limited vocal capability	Not Applicable	Salesforce Channel Revenue Management does not require speech input.
4.2.7 Usage with limited manipulation or strength	Supports	Salesforce Channel Revenue Management supports standard input mechanisms such as user-provided keyboards and pointing devices.
4.2.8 Usage with limited reach	Not Applicable	Salesforce Channel Revenue Management is not installed or requires any physical reach.
4.2.9 Minimize photosensitive seizure triggers	Not Applicable	Salesforce Channel Revenue Management does not include visual features with flashing that could trigger seizures.

Criteria	Conformance Level	Remarks and Explanations
4.2.10 Usage with limited cognition, language or learning	Partially Supports	Salesforce Channel Revenue Management uses a logical focus order and provides capabilities for specifying error text for user interface components. However, there are some exceptions. Refer to the WCAG 2.x section for details.
4.2.11 Privacy	Supports	Salesforce Channel Revenue Management does not impede the usage of standard privacy controls alongside assistive technologies. For example, users can connect a headset for private listening to screen reader announcements.

Chapter 5: Generic Requirements

Notes: This product supports standard assistive technologies and is therefore not subject to the Closed Functionality criteria described in this Chapter.

Chapter 6: ICT with Two-Way Voice Communication

Notes: This product does not offer two-way voice communication and is therefore not subject to the requirements of this section

Chapter 7: ICT with Video Capabilities

Notes: This product does not offer video captioning and audio description and is therefore not subject to the requirements of this section.

Chapter 8: Hardware

Notes: Not Applicable

Chapter 9: Web (see WCAG 2.x section)

Notes: Not Applicable

Chapter 10: Non-Web Documents

Notes: Not Applicable

Chapter 11: Software

Notes: Not Applicable

Chapter 12: Documentation and Support Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Supports	See information in WCAG 2.x (602.2) section
12.1.2 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Supports	See information in WCAG 2.x (603.2) section
12.2.3 Effective communication	Not Applicable	
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section

Chapter 13: ICT Providing Relay or Emergency Service Access

Notes: Not Applicable