

Transact Accessibility Conformance Report

(Based on version 2.4 International Edition)

Name of Product/Version: Transact Payments powered by Cashnet (release 2020.5)

Report Date: Aug 2020

Product Description: Payments powered by Cashnet, is a web application that provides campus billing and payment services for students and families.

Contact Information: Mallory Laginess, mallory.laginess@transactcampus.com

Notes: An additional term, “Applicable - Not Tested” has been used to denote sections wherein success criteria are applicable to the product but were not within the scope of testing.

Evaluation Methods Used: Testing Transact Payments involved a combination of automated, manual and functional testing on a Windows desktop. Level Access (Level) comprehensively tested a selection of pages using, among other methodology, the screen reader JAWS 2020, exclusive use of the keyboard, browser zoom, and manual inspection of code and Accessibility API output (using tools such as ANDI). Level also functionally tested a typical user flow with the JAWS 2020 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 2.1	Level A - Yes Level AA - Yes Level AAA - No

[Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018](#)

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 2.1 Report

Tables 1 and 2 also document conformance with:

- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 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> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Web: Text equivalents are provided for most non-text elements on Transact Payments. A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> • Certain SVG instances featured across the website do not have a mechanism that allows an accessible name value to be calculated. • The ‘Notifications’ button control does not provide a meaningful accessible name.
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	<p>Web: Supports</p>	<p>Web: There is no audio-only or video-only content present in Transact Payments.</p>

<ul style="list-style-type: none"> • 602.3 (Support Docs) 		
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: There is no synchronized multimedia content present in Transact Payments.</p>
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: There is no synchronized multimedia content present in Transact Payments.</p>
<p><u>1.3.1 Info and Relationships</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Does Not Support</p>	<p>Web: A rating of Does Not Support has been given for the following reasons:</p> <ul style="list-style-type: none"> • Multiple heading elements across the application are only styled to look like headings but are not programmatically identified. • The payment schedule list featured on the ‘Payment Plan - Choose your plan amount’ and ‘Payment Plan

		<p>- Enrollment Agreement' modules is not structured using explicit list markup.</p> <ul style="list-style-type: none"> • Various form fields on the 'Make a Payment - Item Details' page and the 'Close dialog' button in all the information modal dialogs lack programmatic labels. • Dialogs are not created using appropriate structural elements. • Various data tables featured across the Transact Payments application are not structured using table elements.
<p><u>1.3.2 Meaningful Sequence</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: Content in Transact Payments is ordered in a logical reading sequence.</p>
<p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	<p>Web: Supports</p>	<p>Web: Transact Payments does not rely on sensory characteristics to understand or operate content.</p>

<ul style="list-style-type: none"> • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>1.4.1 Use of Color</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Web: Most content on Transact Payments does not often rely on color as the only visual means of conveying information. A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • The steel blue colored left bar is solely used to indicate the current active link within the main navigation region. • The current step in the “Make a Payment” flow is indicated solely using a blue colored background.
<p><u>1.4.2 Audio Control</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: Transact Payments does not present audio that plays automatically.</p>
<p><u>2.1.1 Keyboard</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p>	<p>Web: Partially Supports</p>	<p>Web: Most functionality in Transact Payments is operable with a keyboard, and without specific</p>

<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>timings required. Dialogs can be closed via the keyboard. A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • The “Choose your plan amount” button control on the ‘Payment Plans’ dialog cannot be activated using the keyboard. • Certain radio button controls are not operable with JAWS in Forms mode using the arrow keys.
<p><u>2.1.2 No Keyboard Trap</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: Transact Payments does not have any instances of keyboard focus becoming trapped in a component.</p>
<p><u>2.1.4 Character Key Shortcuts</u> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p>	<p>Web: Keyboard shortcuts are not implemented in Transact Payments.</p>
<p><u>2.2.1 Timing Adjustable</u> (Level A)</p> <p>Also applies to:</p>	<p>Web: Supports</p>	<p>Web: Transact Payments warns the user before time expires and</p>

<p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>provides the option to extend the time limit with a simple action.</p>
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: Transact Payments does not have any moving, blinking, scrolling, or auto-updating content.</p>
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: Transact Payments does not have any content that flashes.</p>
<p><u>2.4.1 Bypass Blocks</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 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 	<p>Web: Does Not Support</p>	<p>Web: A rating of Does Not Support has been given for the following reason:</p> <ul style="list-style-type: none"> • Transact Payments does not provide a mechanism to skip past the main navigation section.
<p><u>2.4.2 Page Titled</u> (Level A)</p> <p>Also applies to:</p>	<p>Web: Partially Supports</p>	<p>Web: Most pages on Transact Payments have meaningful titles</p>

<p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>that describe the page’s topic or purpose. A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • The Student Registration page lacks an informative, context-sensitive page title. • The Calendar dialog on the ‘Payment Plan Enrollment’ module lacks a title.
<p><u>2.4.3 Focus Order</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Web: Most focusable components on Transact Payments receive focus in a logical order that preserves meaning and operability. Forms are laid out in a logical order. Keyboard focus remains within modal dialogs. A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> • Keyboard focus does not move to the first item within the "Available items" carousel structure on the “Overview” page when the

		user navigates between the slides.
<p><u>2.4.4 Link Purpose (In Context)</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Partially Supports	<p>Web: Most links in Transact Payments have descriptive link text that make the purpose of each link clear. A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • Certain links, such as “View” and “Sign up” under the ‘Auto Pay’ section, do not have meaningful text. • The “Close dialog” link on most of the dialogs is labeled as “Close peek”, which is not meaningful. • Certain link elements, such as “View payment plan options”, spawns a dialog but does not programmatically indicate the same.
<p><u>2.5.1 Pointer Gestures</u> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	Web: Supports	Web: Transact Payments does not feature any functionality that uses multipoint or path-based gestures for operation.

<p><u>2.5.2 Pointer Cancellation</u> (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	<p>Web: Supports</p>	<p>Web: Transact Payments does not feature any events that are triggered by single-point activation.</p>
<p><u>2.5.3 Label in Name</u> (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	<p>Web: Partially Supports</p>	<p>Web: For most user interface components with labels in Transact Payments, the accessible name contains the text presented visually. A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> • The programmatic label for certain “View/View All” links on the ‘Overview’ page does not include and/or match the text from the visual label.
<p><u>2.5.4 Motion Actuation</u> (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	<p>Web: Supports</p>	<p>Web: Transact Payments does not feature any functionality that needs to be operated by device motion or user motion.</p>
<p><u>3.1.1 Language of Page</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: The default language of each web page on Transact Payments can be programmatically determined.</p>

<p><u>3.2.1 On Focus</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: Pages in Transact Payments do not have components that cause a change of context on focus.</p>
<p><u>3.2.2 On Input</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: Changing the settings of user interface components in Transact Payments does not result in an automatic change of context.</p>
<p><u>3.3.1 Error Identification</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: The errors on Transact Payments are identified and made apparent to users in text. Errors are placed adjacent to fields in error.</p>
<p><u>3.3.2 Labels or Instructions</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Web: Labels or instructions are provided for most form fields on Transact Payments. Most labels are visually and programmatically associated with their fields. A rating of Partially Supports has been given for the following reasons:</p>

		<ul style="list-style-type: none"> • An asterisk is used to "visually" indicate the mandatory fields on the Student Registration page. But, there is no textual indication explaining what the asterisk means. • The Plan Amount input field on the 'Payment Plans' dialog does not indicate that the amount must be entered in dollars and cents.
<p><u>4.1.1 Parsing</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Web: Most pages in Transact Payments have properly formatted elements according to HTML specifications. A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> • Certain pages contain duplicate values for ID attributes.
<p><u>4.1.2 Name, Role, Value</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	<p>Web: Partially Supports</p>	<p>Web: Most user interface components on Transact Payments have proper programmatic name, role, and state information. Most links and buttons are properly</p>

<ul style="list-style-type: none"> 602.3 (Support Docs) 		<p>identified with accessible names. Most form fields have valid labels. A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> The 'Close dialog' button in all information modal dialogs lacks programmatic labels. Some form fields on the 'Make a Payment - Item Details' page are not programmatically associated with their respective visual labels. The 'Show/Close main menu' button controls in responsive mode lack appropriate state information. Certain input elements contain invalid ARIA attributes.
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Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.4 Captions (Live)</u> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: There is no live video content in Transact Payments.
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: There is no pre-recorded video with audio in Transact Payments.
<p><u>1.3.4 Orientation</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	Web: Supports	Web: Content in Transact Payments does not restrict its view and operation to a single display orientation, such as portrait or landscape.
<p><u>1.3.5 Identify Input Purpose</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	Web: Supports	Web: The meaning of each input field collecting information about the user can be programmatically determined in Transact Payments.
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p>	Web: Supports	Web: Text content on Transact Payments has a contrast ratio of at least 4.5:1 for normal text, or 3:1 for large text.

<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>1.4.4 Resize text</u> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Web: Most text in Transact Payments can be resized without assistive technology up to 200 percent without loss of content or functionality. A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> • The size of the viewport is fixed with the viewport’s maximum-scale set to ‘1’.
<p><u>1.4.5 Images of Text</u> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: There are no images of text on Transact Payments other than the essential logotype.</p>
<p><u>1.4.10 Reflow</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Partially Supports</p>	<p>Web: Most content on Transact Payments reflow without requiring two-dimensional scrolling without loss of content or functionality. A rating of Partially Supports has been given for the following reason:</p>

		<ul style="list-style-type: none"> The 'Business Date' content on the 'Transactions - Receipt' page gets cut off when the horizontal width is 320 CSS pixels/vertical height is 256 CSS pixels.
<p><u>1.4.11 Non-text Contrast</u> (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	Web: Supports	Web: Active user interface components in Transact Payments have a contrast ratio of at least 3:1 against adjacent color(s).
<p><u>1.4.12 Text Spacing</u> (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	Web: Partially Supports	<p>Web: Most content and functionality in Transact Payments is available when the user overrides text spacing properties. A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> The 'Make a Payment' link within the main navigation region and the 'Event Registration' text under 'Available items' on the 'Make a Payment' page gets cut off upon text spacing override.
<p><u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 only) Also applies to:</p>	Web: Supports	Web: Transact Payments does not feature any content that appears on hover or focus.

Revised Section 508 – Does not apply		
<p><u>2.4.5 Multiple Ways</u> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Web: Supports	Web: There are multiple ways to navigate Transact Payments, using links to other pages on each page. There is a set of navigation links for traversing across the portal.
<p><u>2.4.6 Headings and Labels</u> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Headings and labels in Transact Payments are descriptive and unique.
<p><u>2.4.7 Focus Visible</u> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Interactive controls in Transact Payments have a visible indication of keyboard focus, including links and buttons.
<p><u>3.1.2 Language of Parts</u> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Transact Payments does not present content in multiple languages.

<p><u>3.2.3 Consistent Navigation</u> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 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 	<p>Web: Supports</p>	<p>Web: Transact Payments uses consistent navigation including a main navigation on the side panel.</p>
<p><u>3.2.4 Consistent Identification</u> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 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 	<p>Web: Supports</p>	<p>Web: Components with the same functionality are consistently identified across pages in Transact Payments.</p>
<p><u>3.3.3 Error Suggestion</u> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: When errors are identified on forms in Transact Payments, suggestions are provided for correction, when possible.</p>
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	<p>Web: Supports</p>	<p>Web: Data entered by the user in Transact Payments is checked for input errors and the user is provided an opportunity to correct them. A mechanism is available for reviewing, confirming, and</p>

<ul style="list-style-type: none"> • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		correcting information before finalizing the submission.
<p>4.1.3 Status Messages (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	Web: Supports	Web: Transact Payments does not utilize any explicit status messages.

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