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| **Date:** | **May 6th, 2010** |
| **Name of Product:** | **Microsoft Dynamics® Retail Management System 2.0 Feature Pack 1** |
| **Contact for more Information:** | <http://www.microsoft.com/dynamics/en/us/products/rms-overview.aspx> or <http://www.microsoft.com/enable/> |

**Summary Table**

**Voluntary Product Accessibility Template**

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| **Criteria** | **Supporting Features** | **Remarks and explanations** |
| Section 1194.21 Software Applications and Operating Systems | Generally Supported | Microsoft Dynamics RMS 2.0 Feature Pack 1 is a software application. Please refer to the attached VPAT below. |
| Section 1194.22 Web-based internet information and applications | Not Applicable | Microsoft Dynamics RMS 2.0 Feature Pack 1 is not considered a web-based product. |
| Section 1194.23 Telecommunications Products | Not Applicable | Microsoft Dynamics RMS 2.0 Feature Pack 1 is not considered a telecommunications product. |
| Section 1194.24 Video and Multi-media Products | Not Applicable | Microsoft Dynamics RMS 2.0 Feature Pack 1 is not considered a Video or Multi-media Product. |
| Section 1194.25 Self-Contained, Closed Products | Not Applicable | Microsoft Dynamics RMS 2.0 Feature Pack 1 is not a self-contained product. |
| Section 1194.26 Desktop and Portable Computers | Not Applicable | Microsoft Dynamics RMS 2.0 Feature Pack 1 is not desktop or portable computers. |
| Section 1194.31 Functional Performance Criteria | Supported | Please refer to the attached VPAT. |
| Section 1194.41 (a) Information, Documentation and Support | Supported | Please refer to the attached VPAT. |

**Section 1194.21 Software Applications and Operating Systems - Detail   
Voluntary Product Accessibility Template**

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| **Criteria** | **Supporting Features** | **Remarks and explanations** |
| (a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually. | Supported | Microsoft Dynamics RMS 2.0 Feature Pack 1 is keyboard accessible. |
| (b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer. | Supported | Microsoft Dynamics RMS 2.0 Feature Pack 1 does not disrupt or disable identified accessibility features in the operating system. |
| (c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes. | Supported | In Microsoft Dynamics RMS 2.0 Feature Pack 1, the focus is programmatically exposed so that Assistive Technology can track focus and focus changes. |
| (d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text. | Supported | Information about user interface elements is available to Assistive Technology in Microsoft Dynamics RMS 2.0 Feature Pack 1. |
| (e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance. | Supported | Bitmap images are used consistently throughout Microsoft Dynamics RMS 2.0 Feature Pack 1. |
| (f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes. | Supported | In Microsoft Dynamics RMS 2.0 Feature Pack 1 textual information is provided through operating system functions for displaying text. |
| (g) Applications shall not override user selected contrast and color selections and other individual display attributes. | Supported | Microsoft Dynamics RMS 2.0 Feature Pack 1 does not override user display attributes. |
| (h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user. | Supported | In Microsoft Dynamics RMS 2.0 Feature Pack 1 information is non-animated. |
| (i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. | Supported | Microsoft Dynamics RMS 2.0 Feature Pack 1 does not use color coding as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. |
| (j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided. | Supported | Microsoft Dynamics RMS 2.0 Feature Pack 1 does not provide the ability to adjust color and contrast settings. |
| (k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz. | Supported | Microsoft Dynamics RMS 2.0 Feature Pack 1 does not use blinking UI elements. |
| (l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues. | Supported | Microsoft Dynamics RMS 2.0 Feature Pack 1 allows Assistive Technology to access information. |

**Section 1194.31 Functional Performance Criteria - Detail   
Voluntary Product Accessibility Template**

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| **Criteria** | **Supporting Features** | **Remarks and explanations** |
| (a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided. | Supported | Commonly used Assistive Technologies, such as screen readers, can be used in Microsoft Dynamics RMS 2.0 Feature Pack 1. |
| (b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided. | Supported | Magnifiers and font settings can be adjusted in Microsoft Dynamics RMS 2.0 Feature Pack 1. |
| (c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided | Not Applicable | Microsoft Dynamics RMS 2.0 Feature Pack 1 does not require user hearing. |
| (d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided. | Not Applicable | Microsoft Dynamics RMS 2.0 Feature Pack 1 does not require the use of audio information. |
| (e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided. | Not Applicable | Microsoft Dynamics RMS 2.0 Feature Pack 1 does not require user speech. |
| (f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided. | Not Applicable | Microsoft Dynamics RMS 2.0 Feature Pack 1 does not require the use fine motor control or simultaneous actions. |

**Section 1194.41 Information, Documentation, and Support - Detail**

**Voluntary Product Accessibility Template**

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| **Criteria** | **Supporting Features** | **Remarks and explanations** |
| Section 1194.41 (a) Product Support Documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge. | Supported | Microsoft Dynamics RMS 2.0 Feature Pack 1 product documentation is available in alternate formats upon request, at no additional charge. |
| Section 1194.41 (b) Accessibility and Compatibility Features. End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge. | Supported with exceptions | Microsoft Dynamics RMS 2.0 Feature Pack 1 does not document the supported accessibility and compatibility features. |
| 1194.41 (c) Support Services for products shall accommodate the communication needs of end-users with disabilities. | Supported | The Microsoft Product Support Services Help Desk is familiar with such features as keyboard access and other options important to people with disabilities.  For technical assistance contact the Microsoft Dynamics RMS 2.0 Support Team by phone at-  Worldwide: (1) (701) 281-0555  In U.S./Canada: Toll Free (1) (888) 477-7877  Or by email from: [Microsoft Business Solutions Contact Us](https://support.microsoft.com/common/survey.aspx?scid=sw;en;1251&showpage=1&ws=businesssolutions&sd=buss)  For additional support information go to: <http://www.microsoft.com/dynamics/en/us/using/rms-using-main.aspx>  The Microsoft Accessibility Web site at http://www.microsoft.com/enable/ provides information about Assistive Technology for improving the lives of people with disabilities. The information on this site benefits people with disabilities and their friends and family members, people in outreach organizations, educators, and advocates. |

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Microsoft regularly updates its websites and provides new information about the accessibility of products as that information becomes available.