

Accessibility Statement

JAM Software GmbH is committed to making its digital services accessible in accordance with the German Accessibility Strengthening Act (Barrierefreiheitsstärkungsgesetz, BFGS) and the underlying requirements of BITV 2.0, EN 301 549 and the Web Content Accessibility Guidelines (WCAG 2.2, conformance level AA). This statement describes the current accessibility status based on an assessment conducted in 2026.

Scope

This statement applies to the following digital services provided by JAM Software GmbH:

- **www.jam-software.com** - the public company and product website
- **customers.jam-software.de - the customer and licence area** (login, licence management, ordering and payment processes)
- **knowledgebase.jam-software.com** - the knowledge base and support content

Conformance status

The services listed above are partially compliant with the requirements of BITV 2.0 / EN 301 549 (WCAG 2.2, level AA).

This assessment is based on a manual review that identified barriers across all four WCAG principles (perceivable, operable, understandable and robust). A complete overview of the non-accessible content is provided in the following section.

JAM Software GmbH is working to remedy the identified barriers step by step, prioritised according to severity and frequency of use of the affected areas.

Non-accessible content

The content listed below is not yet accessible, or not yet fully accessible, for the reasons stated. The references in parentheses indicate the corresponding WCAG success criterion and/or BITV/EN 301 549 reference number.

Text alternatives

- **Alternative text for controls** (1.1.1 (A) / 9.1.1.1a) - For several product and icon links, the alternative text repeats the visible text immediately next to it, causing screen reader users to hear the content twice.
- **Alternative text for graphics and objects** (1.1.1 (A) / 9.1.1.1b) - Several icons (e.g. for subscriptions, quantity, automatic renewal and password display) have no alternative text or no meaningful alternative text.

- **Empty alt attributes** (1.1.1 (A) / 9.1.1.1c) - Some image descriptions are redundant or purely technical and do not provide understandable content.

Time-based media

- **Alternatives for audio-only and video-only content** (1.2.1 (A) / 9.1.2.1) - Some videos lack a text or audio alternative for their visual content.
- **Audio description or full-text alternative for videos** (1.2.3 (A) / 9.1.2.3) - Some instructional videos show key steps only visually, without spoken description or a text version.
- **Captions for recorded videos** (1.2.2 (A) / 9.1.2.2) - Some videos do not provide optional captions.

Video capabilities

- **Controls for captions and audio description** (7.3) - Unlike the other video-player controls, controls for captions and audio description are not available.
- **Preservation of captions** (7.1.2003) - For one downloadable video, it is not ensured that captions added later are retained in the downloaded version.

Adaptable

- **HTML structural elements for lists** (1.3.1 (A) / 9.1.3.1b) - Product and category lists are presented visually as lists but are not technically marked up as such.
- **HTML structural elements for headings** (1.3.1 (A) / 9.1.3.1a) - Heading levels are not always nested in a logical order.
- **HTML structural elements for quotations** (1.3.1 (A) / 9.1.3.1c) - Customer testimonials are not marked up as quotations.
- **Structured content** (1.3.1 (A) / 9.1.3.1d) - Some advisory text and status information is not marked up as distinct, semantically emphasised content.
- **Meaningful sequence** (1.3.2 (A) / 9.1.3.2) - In some places (e.g. breadcrumb navigation), the reading order in the code differs from the visual arrangement.
- **Labels for form elements can be programmatically determined** (1.3.1 (A) / 9.1.3.1h) - Several form fields (including customer message, reference number, alternative licence address and login) lack a permanently associated label that can be programmatically determined.
- **Input fields for user data convey their purpose** (1.3.5 (AA) / 9.1.3.5) - Fields such as company name, address or login details are not prepared for browser autofill.

Distinguishable

- **Sufficient text contrast** (1.4.3 (AA) / 9.1.4.3) - In numerous places (e.g. links within expanded FAQ answers), text contrast falls below the required minimum values.

- **Text can be enlarged to 200%** (1.4.4 (AA) / 9.1.4.4) - At high zoom levels, the fixed header covers text content and individual navigation items are clipped.
- **Sufficient contrast for graphics and graphical controls** (1.4.11 (AA) / 9.1.4.11) - Input-field borders and several icons (mobile menu, social media, chat) have insufficient contrast.
- **Content reflows** (1.4.10 (AA) / 9.1.4.10) - On narrow screens or at high zoom levels, horizontal scrolling is required (including in the order summary, payment-method selection and address fields).
- **Usable without colour** (1.4.1 (A) / 9.1.4.1) - Information such as the selected payment method, fulfilled password requirements, required fields, links or the active menu item is sometimes conveyed by colour alone.
- **Images of text** (1.4.5 (AA) / 9.1.4.5) - One heading is embedded as an image rather than real text.
- **Content on hover or focus can be operated** (1.4.13 (AA) / 9.1.4.13) - Submenus opened by focus cannot be closed without moving focus away completely.

Keyboard accessibility

- **Usable without a mouse** (2.1.1 (A) / 9.2.1.1) - Expandable FAQ sections can only be operated with a mouse because the relevant elements cannot receive focus and have no keyboard event handlers.
- **No keyboard trap** (2.1.2 (A) / 9.2.1.2) - In some places, keyboard focus becomes trapped, preventing further keyboard operation.

Navigable

- **Meaningful link text** (2.4.4 (A) / 9.2.4.4) - Several links (including shopping cart, user account and social-media links) consist only of an icon without explanatory text.
- **Bypass blocks** (2.4.1 (A) / 9.2.4.1) - The skip link to the main content is not visible when focused, and several navigation regions are not clearly named.
- **Meaningful headings and labels** (2.4.6 (AA) / 9.2.4.6) - Some links and icons (including the language switcher) are labelled inadequately or incorrectly.
- **Logical focus order for keyboard operation** (2.4.3 (A) / 9.2.4.3) - Invisible submenu items can sometimes still receive keyboard focus.
- **Visible current focus position** (2.4.7 (AA) / 9.2.4.7) - Focus is barely visible on some links in the licence area.
- **Meaningful titles** (2.4.2 (A) / 9.2.4.2) - Page titles in the customer area do not differ between individual subpages.
- **Multiple ways to access content** (2.4.5 (AA) / 9.2.4.5) - Only one way of finding content is available (e.g. no search function).
- **Focus not obscured** (minimum) (2.4.11 (AA) / 9.2.4.11) - When scrolling with the keyboard, the fixed header obscures focused elements.

Input modalities

- **Target size** (minimum) (2.5.8 (AA) / 9.2.5.8) - Some links in the header (e.g. contact form and language switcher) are likely to fall below the recommended minimum target size.

Readable

- **Language of words and passages identified** (3.1.2 (AA) / 9.3.1.2) - Some words in other languages are not marked with the correct language.

Predictable

- **Consistent identification** (3.2.4 (AA) / 9.3.2.4) - The same destinations (e.g. contact or shop links) are labelled differently in different places.
- **No unexpected change of context on input** (3.2.2 (A) / 9.3.2.2) - Certain inputs (country, VAT ID, alternative email address) trigger substantial page changes without advance notice.

Input assistance

- **Labels for form elements are provided** (3.3.2 (A) / 9.3.3.2) - Several fields use disappearing placeholder text instead of a persistent label; required fields are not clearly identified.
- **Error suggestions** (3.3.3 (AA) / 9.3.3.3) - Error messages for input fields are not clearly and understandably associated with the relevant fields.
- **Form error identification** (3.3.1 (A) / 9.3.3.1) - Error messages are not reliably linked to the field concerned.

Compatibility

- **Name, role and value available** (4.1.2 (A) / 9.4.1.2) - Some controls (e.g. the arrow icon for navigating the FAQ list) have no name that can be recognised by screen readers.
- **Status messages programmatically available** (4.1.3 (AA) / 9.4.1.3) - The progress and result of a search are not automatically communicated to assistive technologies.

User preferences

- **User-defined settings** (11.7) - Several controls are clearly recognisable only with default colours and fonts, which disadvantages users with individual display settings.

Documentation and support

- **Accessible documentation** (12.1.2002) - Documents such as licence materials are provided only as PDFs, without an accessible web version.

- **Effective communication** (12.2.2003) - Only a contact form is available for technical support; alternative contact channels (telephone, email, chat) are unavailable or not easy enough to find.
- **Documentation provided by support services** (12.2.2004) - On the support page, the heading order, operation of the search form and one image description are incorrect.

Feedback mechanism

Should you encounter any additional barriers in one of the services listed above, we welcome your feedback. Please contact us:

JAM Software GmbH

Am Wissenschaftspark 26

54296 Trier

Email: barrierefreiheit@jam-software.de

Please describe as precisely as possible the page and function where the barrier occurred. We will endeavour to respond within a reasonable period and to investigate the reported barrier.

Dispute resolution procedure

If contacting us through the feedback mechanism described above does not lead to a satisfactory solution, you may contact the arbitration service under Section 16 of the German Act on Equal Opportunities for Persons with Disabilities (BGG):

Arbitration Service under the German Act on Equal Opportunities for Persons with Disabilities (BGG)

Website: www.schlichtungsstelle-bgg.de

You can contact the BGG Arbitration Service directly at info@schlichtungsstelle-bgg.de.

The arbitration procedure is free of charge. Legal representation is not required.