

ACCESSIBILITY REMEDIATION

Screen-reader & Keyboard Checkout Remediation

Representative e-commerce production record showing the exact client journey before remediation, the developer-ready fixes and the identical route after retest.

PROJECT	Northstar Commerce
PRODUCTION MODEL	7 business days
STACK	Shopify-style HTML / CSS / JS fixture
SCOPE	3 templates + cart modal + checkout error state
TESTING	Keyboard journey, semantic/ARIA inspection, automated fixture assertions, screen-reader acceptance script

FOUND	RESOLVED	REMAINING
9	8	1 documented third-party limitation

Screen-reader & Keyboard Checkout Remediation

Northstar Commerce · 7 business days · 3 templates + cart modal + checkout error state

BEFORE

fixture

ScopeEvidenceRetest

NOT CLIENT WORK

Northstar checkout - barrier state

Controlled production fixture used to demonstrate the service and its evidence model. No commercial performance claim is implied.

Order summary

Field jacket€124

Shipping€8

Total€132

%×

Checkout

Fields marked * are required

Email *

Card number *

Postcode *

Please select a payment mode

Pay €132

?

RESULT

fixture

ScopeEvidenceRetest

NOT CLIENT WORK

Northstar checkout - remediated state

Controlled production fixture used to demonstrate the service and its evidence model. No commercial performance claim is implied.

Order summary

Field jacket€124

Shipping€8

Total€132

Add coupon

Remove item

Checkout

Email *

Card number *

Postcode *

Enter the 16 digit number without spaces

Pay €132

Information

Support

Keyboard checkout route: FAIL at payment step → PASS through confirmation Unnamed controls: 4 → 0

Unlabelled required fields: 3 → 0

Measured change in the included representative fixture

Keyboard checkout route	FAIL at payment step	PASS through confirmation
Unnamed controls	4	0
Unlabelled required fields	3	0
Modal focus return	FAIL	PASS
Silent validation states	1	0

BOUNDARY OF CLAIM

These measurements are generated from the controlled artifacts packaged with this case. They are not claimed conversion, revenue, legal-compliance or historical client-performance figures.

Handover package

- Audit/remediation case-study PDF
- Issue register with severity and WCAG mapping
- Developer remediation tickets
- Before + after working fixtures
- Retest register
- Client-ready handover summary

Production boundary

The agency owns the client relationship, timeline and final presentation. SYNTHESIS owns the agreed specialist production and evidence. Scope, exclusions, client-contact boundaries and limitations are written into the work order before delivery.