

# EBSCO Information Services

## Accessibility Conformance Report

### Revised Section 508 Edition

VPAT® Version 2.3 (Revised) – April 2019

**Name of Product/Version:** Explora

**Product Description:** Designed to meet the unique needs of its users, *Explora* supports both student research and classroom instruction with rich, reliable content and easy-to-use functionality.

**Report Date:** December 13, 2019

**Contact Information:** Mian Bishop: mbishop@ebSCO.com

**Notes:**

**Evaluation Methods Used:** NVDA, JAWS, WAVE

#### Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>	(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 2.0 Level AAA.

## WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.0 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><a href="#">1.1.1 Non-text Content</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Does not support</p> <p>Software: supports</p> <p>Closed: supports</p> <p>Authoring Tool: supports</p>	<p>Includes some decorative images alt text that should be null. E.g., Category browse</p> <p>Most PDFs do not have alt text for images.</p>
<p><a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: supports</p> <p>Electronic Docs: supports</p> <p>Software: supports</p> <p>Closed: supports</p> <p>Authoring Tool: supports</p>	
<p><a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: supports</p> <p>Electronic Docs: supports</p> <p>Software: supports</p> <p>Closed: supports</p> <p>Authoring Tool: supports</p>	
<p><a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)</p> <p>Also applies to:</p>	<p>Web: supports</p> <p>Electronic Docs: supports</p>	

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Software: supports Closed: supports Authoring Tool: supports	
<p><a href="#">1.3.1 Info and Relationships</a> (Level A)</p> <p>Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Partially supports Electronic Docs: Does not support Software: supports Closed: supports Authoring Tool: supports	<p>Labels or instructions are not provided when content requires user input.</p> <p>Page headings are rendered using graphical images and/or formatting elements instead of header elements (h1...h6). E.g., The "Search Results:11 - 20 of 332,621" heading at the start of the main content area is not defined as an &lt;h1&gt; element.</p> <p>Structural list information is available to a sighted user but is not conveyed to a screen reader user. E.g., page navigation list</p> <p>Buttons are incorrectly defined and do not specify button name</p> <p>The embedded PDF is not accessible to screen reader users</p>
<p><a href="#">1.3.2 Meaningful Sequence</a> (Level A)</p> <p>Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports Electronic Docs: Supported with exceptions Software: supported Authoring Tool: supported	<p>In panel, hidden text is read by the screen reader so could be confusing.</p> <p>PDF sequence is not always meaningful when read by a screen reader</p>
<p><a href="#">1.3.3 Sensory Characteristics</a> (Level A)</p> <p>Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supported Electronic Docs: supported Software: supported Authoring Tool: supported	
<p><a href="#">1.4.1 Use of Color</a> (Level A)</p> <p>Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Partially supports Electronic Docs: Supports Software: supports	<p>Color alone is sometimes used to convey information. E.g., Page selection indicator and source type for a result list item.</p>

Criteria	Conformance Level	Remarks and Explanations
	Authoring Tool: supports	
<p><a href="#">1.4.2 Audio Control</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: supports</p> <p>Electronic Docs: supports</p> <p>Software: supports</p> <p>Authoring Tool: supports</p>	
<p><a href="#">2.1.1 Keyboard</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Partially supports</p> <p>Electronic Docs: supports</p> <p>Software: supports</p> <p>Closed: supports</p> <p>Authoring Tool: supports</p>	<p>Multiple links that go to the same destination are adjacent to each other causing two tab stops for each link. E.g., browse categories text and related image</p> <p>Page elements which should not be active get keyboard focus. E.g., The "X" (close) SVG inactive elements are keyboard accessible.</p> <p>E.g., The timeout dialog allows keyboard and screen reader users (but not mouse users) to access the information behind the modal overlay in some cases.</p>
<p><a href="#">2.1.2 No Keyboard Trap</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Partially supports</p> <p>Electronic Docs: supports</p> <p>Software: supports</p> <p>Authoring Tool: supports</p>	<p>Some page element trap keyboard focus. Users cannot tab away from these objects. E.g., carousel on search page; filter panel after you hit escape.</p>
<p><a href="#">2.2.1 Timing Adjustable</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Does not support</p> <p>Electronic Docs: supports</p> <p>Software: supports</p> <p>Authoring Tool: supports</p>	<p>The session times out without a prompt and without providing a way for users to extend the session.</p>
<p><a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)</p> <p>Also applies to:</p> <ul style="list-style-type: none"> <li>•</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: supports</p> <p>Electronic Docs: supports</p> <p>Software: supports</p> <p>Authoring Tool: supports</p>	
<p><a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p>	<p>Web: supports</p> <p>Electronic Docs: supports</p>	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Software: supports Authoring Tool: supports	
<p><b><u>2.4.1 Bypass Blocks</u></b> (Level A)</p> <p>Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Web: Partially supports Electronic Docs: Does not support Software: supports Authoring Tool: supports	<p>The page does not allow users to bypass repetitive navigation links, such as a global navigation bar, tabbed interface, or left navigation panel.</p> <p>Skip links are not provided to skip over a block of links or text to get to main or important page content.</p> <p>PDF documents do not allow for navigation</p>
<p><b><u>2.4.2 Page Titled</u></b> (Level A)</p> <p>Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Partially supports Electronic Docs: Partially supports Software: supports Authoring Tool: supports	<p>Session timeout page does not have a page title.</p>
<p><b><u>2.4.3 Focus Order</u></b> (Level A)</p> <p>Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supported with exceptions Electronic Docs: Partially supports Software: supports Authoring Tool: supports	<p>The tab order does not always follow a logical, sequential progression from the user's perspective. E.g., category browse page announces image as clickable</p> <p>After search, takes you back to unexpected place on the page instead of search results</p> <p>Tabbed source headings include both icons and words (redundant)</p> <p>The non-interactive "Tools" heading and the wrapper for the PDF viewer are in the tab order</p> <p>Many pdfs that contain various columns and images with text wrapped around do not follow an ideal focus order.</p>
<p><b><u>2.4.4 Link Purpose (In Context)</u></b> (Level A)</p> <p>Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul>	Web: Partially supports Electronic Docs: Software: Authoring Tool:	<p>In some cases, the button purpose cannot be determined from the button text and the page context. E.g., the "...", "Learn More" or "More" buttons on the Landing search page and Browse. Also, the</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		<p>pagination navigation on the bottom of the Results List.</p>
<p><b>3.1.1 Language of Page</b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: Partially supports Electronic Docs: Partially supports Software: Closed: supports Authoring Tool: supports</p>	<p>On the Results page, the page does not specify the default language.  For html documents, the language is only specified when it is other than English.</p>
<p><b>3.2.1 On Focus</b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: Partially supports Electronic Docs: supports Software: Closed: supports Authoring Tool: supports</p>	<p>When a filter item is selected from the filter panel or data is entered, the form automatically submits.</p>
<p><b>3.2.2 On Input</b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: Partially supports Electronic Docs: supports Software: Closed: supports Authoring Tool: supports</p>	<p>When a filter item is selected from the filter panel or data is entered, the form automatically submits.</p>
<p><b>3.3.1 Error Identification</b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: supports Electronic Docs: supports Software: Closed: supports Authoring Tool: supports</p>	
<p><b>3.3.2 Labels or Instructions</b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: Partially supports Electronic Docs: supports Software: Closed: supports Authoring Tool: supports</p>	<p>In the filter panel, the "From:" and "To:" form instructions are provided in the placeholder text. Key instructional content may be missed by screen reader users.</p>
<p><b>4.1.1 Parsing</b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web: Partially supports Electronic Docs: supports</p>	<p>The Results page contains some coding errors that may prevent assistive technologies (AT) from interpreting content correctly.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Software: Closed: supports Authoring Tool: supports	
<p><a href="#">4.1.2 Name, Role, Value</a> (Level A)</p> <p>Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Partially supports Electronic Docs: supports with exceptions Software: Closed: supports Authoring Tool: supports	<p>Following links does not actually load a new page but simply updates significant portions of the page with new content. This is a common problem in single-page applications.</p> <p>The filter buttons (All, Magazines, News, Biographies, Books) are toggle buttons but are defined semantically as tabs.</p> <p>The group information for the filter buttons is communicated visually but is not available to screen reader users.</p> <p>Semantic information about the Filter dialog is communicated visually but screen reader users are not notified that a dialog window is opened or told its purpose.</p> <p>The PDF viewer iframe is missing the title attribute.</p>

**Table 2: Success Criteria, Level AA**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.4 Captions (Live)</a> (Level AA)</p> <p>Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	
<p><a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)</p> <p>Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Partially supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports</p>	<p>On landing page, Image icons that contain pertinent content have insufficient contrast (less than 4.5:1).</p> <p>On results page, the white text on yellow background element on the page has insufficient contrast between text color and background colors. Also, the source type header has only 4:3.8 ratio.</p> <p>On full text viewer, some link elements on the page have insufficient contrast between the link color and the colors used for hover and focus states.</p>
<p><b><u>1.4.4 Resize text</u></b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports</p>	
<p><b><u>1.4.5 Images of Text</u></b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports</p>	
<p><b><u>2.4.5 Multiple Ways</u></b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p>Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports</p>	
<p><b><u>2.4.6 Headings and Labels</u></b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports</p>	
<p><b><u>2.4.7 Focus Visible</u></b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul>	<p>Web: Partially supports Electronic Docs: Supports Software: Supports</p>	<p>The default keyboard focus indicator is used for the previous and next buttons but is difficult to distinguish against the colors used on some of the slides.</p>



Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>	Authoring Tool: Supports	The non-selected tabs have no visible focus indicator in IE.  The tools on the right sidebar have no visible focus indicator.
<b><u>3.1.2 Language of Parts</u></b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports Electronic Docs: Partially supports Software: Supports Authoring Tool: Supports	Changes of language on the page are not specified.
<b><u>3.2.3 Consistent Navigation</u></b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	
<b><u>3.2.4 Consistent Identification</u></b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	
<b><u>3.3.3 Error Suggestion</u></b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	
<b><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	

# Revised Section 508 Report

Notes:

## Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially supports	
302.2 With Limited Vision	Partially supports	
302.3 Without Perception of Color	Partially supports	
302.4 Without Hearing	Supports	
302.5 With Limited Hearing	Supports	
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Supports	
302.8 With Limited Reach and Strength	Supports	
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially supports	

## Chapter 6: [Support Documentation and Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b><a href="#">602 Support Documentation</a></b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.0</a> section	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	
<b><a href="#">603 Support Services</a></b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	
603.3 Accommodation of Communication Needs	Supports	

***Legal Disclaimer (next page)***

## Legal Disclaimer

© 2019. EBSCO Industries, Inc. ("EBSCO"). All rights reserved. All product and company names herein may be trademarks of their respective owners.

The information and content in this document is provided for informational purposes only and is delivered "as is" without warranties of any kind, expressed or implied, including without limitation any warranties of merchantability, fitness for a particular purpose, and noninfringement. EBSCO disclaims and in no event shall be liable for any losses or damages of any kind, including any consequential damages that may result from the use of this document. Though reasonable effort has been made to ensure the accuracy of the data provided, EBSCO makes no warranty for the completeness, accuracy, recency or adequacy of information contained in this document and is not responsible for misprints, out-of-date information, or errors. EBSCO may make changes to the information in this document or to the products described herein, at any time without notice. If you believe there are any factual errors in this document, please contact us and we will review your concerns as soon as possible.