

**Can the photos be compressed or resized, so the report does not exceed Amazon's size limit? Can the photos be rotated?**

The Amazon.com 6-SIOC test report generated within PackSight is compressed so that it is within Amazon's size limit. Images show up in a landscape orientation, so please take photos accordingly.

**When we are creating multiple reports for the same customer, we like to create a master report and adjust relevant info for that specific product. Will PackSight allow copying of certain information like customer name etc. be available in PackSight?**

At this time, user created templates are not available in PackSight. However, you can always select the existing Account record in the 'Requestor Company Name' field to limit duplicate work.

**Can test lines be added or removed from the test plan?**

At this time, users cannot add or remove sequences from test blocks. User configurable test planning is on our near-term roadmap.

**Is PackSight available for all ISTA protocols/projects?**

Nearly all ISTA protocols will be available in PackSight. Soon to join the currently available protocols of 1A, 1B, 2A, 2B, 3A, 3B, 3E, 3F, 3H, 6-Amazon.com-SIOC, 6-Amazon.com-Over Boxing, and 7D will be 6-SAMSCLUB, 1C-1H, and 2C.

**Is PackSight available as an App? Supported on phone/tablet platforms?**

PackSight is a web-based service that can be accessed through the web browser on any device.

**What difference in testing does the Fragile flag create?**

Some protocols call for more samples or alternate test paths are utilized when a product is deemed fragile; therefore, the question of product fragility is asked prior to testing.

**We pump out a lot of tests, so our templates are pre-filled for the pre-test inspection. (We change it if necessary). Is there a way to have default inputs for these fields?**

At this time, user created templates are not available in PackSight but it is something being considered for future releases. In the meantime, leveraging your web browsers ability to retain recent field entries can provide some efficiencies gains.

**Can this report be filled out from a mobile device? Is there a mobile application for PackSight?**

PackSight is a web-based service that can be accessed through the web browser on any device.

**Is it possible to work with more than 1 person in the same document?**

Multiple users that belong to the same lab may work on the same Test Record.

**If we are sending the SIOC report to Amazon, the pretest requires the product to be inspected. Is it normal to open the box prior to testing?**

See the 'Do Not Alter Package Condition' section (Page 11) of ISTA Guidelines for more information. [https://ista.org/testing\\_guidelines.php](https://ista.org/testing_guidelines.php)

**Is it ok if my equipment for the various "blocks"/tests in the ISTA6 tests are in different test environments? e.g. drop tester at 72F/50% hum while my vibration table is at 80F/60% Hum?**

ISTA does not require laboratory environments to be temperature or humidity controlled. It is best practice to document in the final test report the testing environments temperature and humidity including differences between different testing areas. In PackSight this can be done in the observation section of each test block.

**Do the dimensions need to be entered in the most stable orientation or will PackSight account for this? i.e. Intended shipping orientation is 12"L x 12"W x 24"H but most stable / testing orientation should be 24" x 12" x 12".**

While PackSight logic and confirmation questions help ensure the proper dimensions are utilized for each test block, it is a best practice to document the packaged-products dimensions in the testing orientation. For some ISTA protocols such as 3A the testing orientation is when the packaged-product is in its most stable orientation.

**Will labs be able to put a logo and/or legal disclaimers?**

Logos and legal disclaimers can be added to the main Account page for a lab. These will then appear on each report created.

**Is there a preferred mobile device to be used along with PackSight? Or is there a known device that does not work well with it? i.e iPad, Surface, Galaxy etc.**

PackSight has been tested using iPhone, iPad, and Galaxy devices. If you encounter an issue using a different device, please report the issue to PackSight Support.

**When adding photos to the program can you use a Tablet (apple tablet or android) to take the photo and then drop it right into the program. Automatically will it pull up a warning to say the package should be re-orientated?**

A benefit of using PackSight on a mobile device or tablet is to capture pictures during the testing process and avoiding the additional work of importing pictures to an offline report template. Unfortunately, the software does not have image technology that would analyze package orientation. It is the user's responsibility to ensure the orientation of their package matches that of the package labeling diagram.

**Package details page should show metric or imperial designation since putting numbers down may cause confusion.**

On the package details page, the dimension and weight units can be found to the right of the input fields.

### **Can multiple people access the program at the same time?**

Licensed users that belong to the same lab may access PackSight at the same time.

### **The program should automatically save as you go to a different section.**

Your information will be saved as you move from one test block to another in the Step-by-Step portion. Additionally, it is recommended to utilize the 'Save' buttons throughout PackSight early and often to ensure all data is captured.

### **Is there a place to add specific info for each Sample being tested e.g. Serial Numbers, Model Names, etc.?**

Unique identifiers for the samples tested can be documented in the Test Objective field on the main test record page.

### **Can you add Pass/Failure Criteria to each of the tests, so you have a positive way of determining a test actually passed or failed?**

In the step-by-step section, users can document whether a sample Passed or Failed each test block according to Product Damage Tolerance and Package Degradation Allowance requirements.

### **Our internal doc ID is different than PackSight. Can it be made possible to add a field for that in all these reports?**

Users can input company-specific information in the Test Objective field on the main test record page.

### **Required Test Blocks should only show those Test Blocks that are required and not all of them. This way it provides the user a clear, easy-to-use Test Plan.**

The 'Before You Begin' section of PackSight shows packaged-product specific check marks for the test blocks that are required for that protocol. This provides the test user greater transparency to the PackSight packaged-product specific decisions as well as offers a means of double checking your data entry.

### **Does the step by step procedure prompt you when to take the photos?**

Users can add photos to the step-by-step procedure at any time. PackSight does not notify users when they should be taking photos.

### **Can we please get this presentation?**

A recording of this presentation is available on-demand at [ISTA.org](https://ista.org)

### **How much for an additional license for an ISTA Cert Lab?**

ISTA lab membership includes one user license to access PackSight but additional user licenses can be purchased for \$600 per license (renewed annually). You can request additional licenses on [ISTA.org](https://ista.org) at the following link <https://ista.org/packsight.php>

### **If the lab and testing customer are both ISTA members can they share the test report information directly between the two companies using PackSight?**

A more streamlined means of interaction between test lab and their customer or potential customer is an enhancement that has been identified for future updates. Unfortunately, the timing is TBD but stay connected it see all future enhancements as they become available.

### **Is the Internal Doc ID in the top right of the SIOC report available for the other test methods? I must document an internal test # on all reports, preferably on each page.**

The Test ID is included in the report for all reports generated using PackSight.

### **Is there a line item to enter secondary ASINs? For form factor certification.**

Not at this time but that is a great suggestion.

### **Who is the owner of the data given in? Is the data stored in the United States?**

Each lab owns its own data. Data is stored on Salesforce servers in the United States.

### **What would happen with the information I have put in the software if my internet connection goes off, the program suddenly stops working or I accidentally close the software while I am working?**

Each page of PackSight should be saved before continuing the test. We recommend saving early and often to ensure the data on the page you are working on is safe in case the program is closed unexpectedly. If your internet connection is disrupted, you can save your work when you come back online.

### **My company manufactures products in Asia that are sold on Amazon in the US. It seems like PackSight is more geared towards testing facilities to use, with the added benefit of brands/sellers/importers having the ability to check the status of the testing, as well as being able to easily access the completed testing report once available. Is that correct?**

This initial phase of PackSight is geared towards those who are conducting the testing. Future phases will bring greater value to brand owners, like yourself, through analytics, custom test planning and more. While the current focus is around bringing the test protocols into an interactive format, there are still elements that everyone should find benefit in such as a cloud-based repository of your test reports. We hear frequently from people asking for 'all of our test reports' because someone left the company and now they can't find them or the ability to see what others in your company have tested i.e. 'before I start testing this 12 pack case let me see if my counterpart in Europe has done something similar'. Lastly, with the cloud-based repository, you can easily access test results anywhere. For example, say you are in the store and see your product damaged...you can easily pull up that test report to see if it was tested and what the results were. This enables the root cause analysis process to start immediately upon discovery of a field issue.

### **Any plans for Direct Amazon report submission? Will Amazon allow PackSight format, or require Report data on an official Amazon Test Report?**

Amazon accepts the current pdf template generated by PackSight. A more streamlined report submittal process is on the roadmap so stay tuned for more information.

### **Do I need to prove if my equipment is calibrated? How can I do that?**

ISTA requires that equipment is calibrated annually, and this information is reviewed during ISTA lab certification. More information can be found on page 7 of ISTA's Guidelines as well as on the Lab Certification page of [ISTA.org](https://ista.org).

### **If multiple variables or products are being tested together, can you toggle between multiple reports? If so, how user friendly is this?**

The best way to track different packaged-products being tested at once would be to open each test in a new browser tab.