

Is PackSight available as a mobile app or is it only available through the web browser on a mobile device (iPad, phone, etc.)?

PackSight is a web browser only platform but it is optimized for use on mobile devices.

Can attachments only be images?

Any attachment can be uploaded, however the Test Report only supports images.

Will the photo attachment feature allow for different sizes and orientation? It seems to force landscape. Photos that I have cut and sized to show something specific are stretched into a set space.

Currently images are always displayed in test reports in landscape orientation. They will be resized into a 3:4 (typical photo) ratio to fit the report format.

Is there a chance to modify the test sequence performed in case the customer has specific test requirements?

At this time, test sequences cannot be modified within PackSight; however, user configurable test planning is on the road map for PackSight.

Can you add captions to images?

For most procedures, there is a place to add captions for each picture. As part of the continuous improvement process, this functionality will be rolled out to all procedures.

How customizable is the report? Can we include our header on the first cover page of our lab on the PackSight report?

Lab logos and disclaimers can be added to reports to customize branding. Otherwise, report formatting is standard. Follow the steps to learn how to add yours: [click here](#). Additionally, ISTA is committed to continuously improving PackSight through user feedback so please share your ideas.

Will we be using this software to submit for certification?

The process of emailing test report, either the current word documents or PDF's generated from PackSight, to ISTA for certification remains the same. Enhancements to this process are being considered so be sure to check the News feed in PackSight for updates.

Is there a fee to use PackSight?

For ISTA Member Labs, a PackSight user license is included in their dues. Each individual does need their own user license to use PackSight, and additional licenses can be purchased for \$50 per user per month. For all other ISTA Members, PackSight can also be [purchased](#) for \$50 per user per month.

Is PackSight available for all ISTA members?

For ISTA Member Labs, a PackSight user license is included in their dues. Each individual does need their own user license to use PackSight, and additional licenses can be purchased for \$50 per user per month. For all other ISTA Members, PackSight can also be purchased for \$50 per user per month.

Are there any current limitations with executing ISTA 7E thermal testing procedures?

At this time ISTA 7E is not a PackSight supported procedure. PackSight does support ISTA 7D.

Does PackSight integrate with Salesforce.com?

PackSight can integrate with many software platforms, including Salesforce.com, through an API connection.

Will this be a mandatory change and if so, does all the information get uploaded to a cloud account? When will this change take place?

PackSight is an additional tool for ISTA members but is not a mandatory means of utilizing an ISTA test protocol.

Is it on the web or can it be on your own location?

PackSight is an online web platform.

Will Amazon accept the PackSight report format? Or do they need to be the Amazon PDF report?

The current Amazon report templates were copied to make the PackSight version to allow for a seamless transition between both methods.

Has there been any software validation done? Is that something that can be shared?

Specright, the technical foundation upon which PackSight is built, is SOC2 compliant and follows standard code review and testing protocols. In addition, User Acceptance Testing (UAT) was completed by a group of ISTA lab members.

Where is the data saved?

Test data is stored on the Salesforce platform and servers.

Is the report downloaded and opened with an edit-friendly application for customers who are not ISTA members but wish to have an ISTA test performed with a report?

Test reports are exported as PDFs.

How much control do you have over the final report to prevent changes, once it has been approved? Can you trace who the last person to access the report was and can you do electronic signatures?

Test reports will always pull the most up-to-date data, and there are no limits to changes being made. PackSight does not have approval routing or electronic signature capabilities at this time.

This is quite a long report, is a shorter more condensed version possible?

The reports are based upon the amount of information entered into PackSight so the length will vary. ISTA is committed to continuously improving PackSight through user feedback so please share your ideas.

Is PackSight for dynamic or distribution testing only or are there thermal profiles included?

Thermal profiles from ISTA 7D are currently available for use in PackSight.

When I am operating a test, sometimes I'll be multitasking and don't always have a moment to log in and timestamp certain steps of the tests (Atmospheric conditioning, Leak Test, etc.). Are you looking into letting us manually enter that information?

A time stamp field can be manually changed.

Can an image be inserted on the pre-conditioning page? Yes, images can be added to any test block page.

Does it tell you the number of samples required to complete the required testing?

Yes, the packaged-product specific test plan will let you know how many samples are needed.

Is there a way to view the webinars if for some reason I cannot be available for future webinars?

Yes, webinars will be recorded and made available online.

Can we have a PackSight license free for a while?

A University with an ISTA certified laboratory has access to PackSight but student licenses used for teaching purposes are handled differently so please reach out to ISTA to discuss your options.

Can you enter photos directly from a mobile device (vs having to browse)?

Yes, when conducting a test on a mobile device, users can choose to take a photo or browse their mobile library.

Can we create a list of our customers?

You can manage a list of your customers through the Accounts tab.

Is there a way to "auto-populate" or save a template for certain fields? Things like technician, company, etc. Things that would not change from test to test?

Your web browser has the ability to retain previously input information but beyond that, PackSight does not have an auto-populate feature. This is great feedback that we will take into consideration during our continuous improvement work.

How does PackSight work for project 6 Amazon SIOC? Looks to be a great tool but will Amazon (ISTA 6A) accept these reports? (Amazon is highly strict on what report format they will accept for their ASINs)

The current Amazon report templates were copied to make the PackSight version to allow for a seamless transition between both methods.

Do you have plans to adapt this for thermal testing in the standard 20 process?

At this point, incorporation of Standard 20 into PackSight is not on the roadmap but it is an excellent recommendation. We will add it to our list of future considerations.

Can we do a custom test like a sine vibration or compression test only?

At this time, individual test blocks cannot be selected within PackSight; however, user configurable test planning is on the road map for PackSight.

Are these reports acceptable for medical and bio science companies and will they hold up during a FDA audit?

The test plans generated using PackSight reference the most current versions of ISTA test procedures. FDA audits are handled on an individual basis by the FDA. As such, ISTA cannot speak on behalf of the FDA regarding this matter.

What is the next step again for non-lab ISTA members to learn more, demo, use in conjunction with our test labs of choice?

For ISTA Members without a certified lab, a single user PackSight license can be purchased for \$600 annually (\$50 per user per month). To learn more and address any other specific questions that you might have, it is recommended to contact ISTA directly.

Can we have for a report, different sku of product (for reasons of colors)? Same product but different color and registered in the same report?

Currently there are no stipulations on what information is documented in PackSight beyond the required fields of dimensions and weight. PackSight offers versatility in how you document testing data and can be leveraged as you would with current ISTA test report forms.