

**Does PackSight have an app within Salesforce?**

PackSight is not an app within Salesforce and requires a dedicated license that can be purchased by ISTA members. Visit [www.ista.org](http://www.ista.org) for more information.

**Garrett, would you say the overall system is intuitive? How much training would be required for a new user?**

Yes, the PackSight website is very intuitive. In fact, there is no formal training required as the system prompts you for all required info. There are many helpful videos already posted by [PackSight](#) making it even easier to navigate the system.

**Can you edit the pics to show specific points or add comments you'd like to point out from the testing pic?**

Directly next to each picture upload button there is an area to provide context for that particular picture being uploaded.

**Can one report be used for multiple testing if the first test failed and you perform another one. Are these two reports or can it all be done on one?**

Best practice is to document each test separately especially if the first test results in a failure. This allows for convenient reference of information when referencing this work in the future.

**What are all the test procedures loaded into this system? Does it have procedures for ISTA, FEDEX, Amazon, Sam's Club, ASTM etc.?**

Nearly all ISTA's test protocols can be found in PackSight with some minor exceptions such as 3K. Limited utilization of 3K resulted in that protocol being omitted at this time but if demand increases, this decision will be re-evaluated. The FedEx protocols are not published or maintained by ISTA and therefore are not currently offered in PackSight. As for ASTM, this is a separate organization that is not under the control of ISTA and their protocols are not offered via PackSight.

**There is a tab within the test form called Log Results. Can you explain what it is for and when it should be used?**

PackSight was built with a wide range of test users and testing scenarios in mind. The shortened test plan provides those users with the minimum key testing details allowing quick reference while the step-by-step section provides those users less familiar with that ISTA test more details on how to setup and execute each test block. Additionally, some testing scenarios might not require detailed documentation such as adding pictures so providing a shortened test plan simplifies testing process, ultimately reducing the time needed to execute the testing. This is especially helpful in the early design evaluation stages. When a fully documented test report is required, the user can either follow the step-by-step test flow or the user can leverage the 'Log Detailed Results' button found on the shortened test plan to quickly toggle to that test block within the step-by-step section and add more information about the testing such as pictures.

**Does PackSight have an auto save feature?**

At this time, PackSight does not auto-save progress. When using PackSight, remember to save early and save often.

**Can you run/open and switch between reports on PackSight (for example, I could be doing 3 Amazon tests for different clients). Can this be done?**

Conducting multiple different tests within PackSight can be done by opening separate web browser tabs, one for each test and toggling between each tab.

**The PackSight report form sometimes compresses attached photos. Why does it do that before the report is printed? Is there a way to avoid this?**

Image size is currently compressed and limited within PackSight to help ensure the exported PDF maintains an email friendly file size. Alternative reporting formats are being developed for PackSight so please share your input on features that would be beneficial to you and your lab.

**What if we test with Amazon SIOC a fragile/liquid - could we enter results/pictures for the five boxes that we need to certify?**

PackSight accounts for all necessary minimums including sample sizes. Fragile or liquids test samples tested to 6-Amazon.com-SIOC can be included into one PackSight test so long as the packaged-products are identical. Conducting multiple different tests within PackSight can be done by opening separate web browser tabs, one for each test.

**Can you easily create and save a "customized test plan" (for example, to suit a company specific standard that might dictate a different drop height, or no vibration, etc.)?**

Custom test planning within PackSight is currently in development and will include the ability to arrange existing test blocks as needed as well as the ability to modify existing test blocks. Any custom test plan can be saved within PackSight for quick future reference. Stay tuned for more information.

**Can our company logo be added to the reports?**

Yes, your company logo and legal disclaimer can be added to the report. A tutorial video on how to add these items through account settings can be found in the Training and Support tab on the [PackSight](#) homepage.

**Can 4AB test plans be uploaded to PackSight?**

4AB test plans cannot be imported into PackSight. Custom test planning similar to 4AB, however, is currently being developed with a mid-2021 beta rollout. Stay connected to ISTA for more information and ways to share your input.

**So to clarify, if you use PackSight from a phone or a tablet and use the device's camera to take pictures, the website automatically compresses the image so that it does not come in at the native size right?**

Images directly uploaded to PackSight using a phone or tablet are compressed on upload, however they may still be large enough to exceed to 30MB attachment limit for some procedures (notably 3A) when many images are attached to a test, especially when using a tablet.