

May 12, 2020 | Webinar Q&A

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.

July 23rd, 2020 | Webinar Q&A

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

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.

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.

November 18th, 2020 | Webinar Q&A

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 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.

February 25th, 2021 | Webinar Q&A

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.

Will this be rolled out to ISTA thermal testing as well?

The thermal profiles of ISTA 7D are currently available in PackSight. We envision other ISTA Thermal testing tools such as Standard 20 benefiting from PackSight integration and have it in mind for future roll outs.

Has there been any work and/or alignment from Amazon on certification submission in regards to utilizing the shareable URL, versus uploading a report? This could be a great unlock in avoiding challenges with file size limit when uploading the report.

As with the current pdf reports generated within PackSight, these were designed to mirror existing report templates so that it would create a seamless transition. This same approach is being utilized with the development of web-based reports.

If you are an ISTA member what is the cost to utilize PackSight? Non-members?

ISTA Lab Member have a one user licenses for PackSight included in their membership. Other ISTA members can add PackSight license(s) to their membership. PackSight is only available to ISTA members at this time. More information about PackSight and membership can be found at [ISTA.org](#).

Is it an app that Rodney downloaded to his iPad to access the program?

ISTA PackSight is web-based.

Will Packsight support environmental testing to test for corrosion protection of a package (eg. rust preventatives, VCI materials, etc effectiveness)?

PackSight is a test planning and report writing platform for ISTA protocols and methods.

With the new capability to add video to the test report, do you foresee Amazon requiring videos for the certification of ASINs?

The acceptance and requirements associated with test reports is at the discretion of Amazon and at this time, ISTA has no insight as to how they may or may not leverage testing to meet their business needs moving forward.

Do the test links ever expire?

The test links currently do not have an expiration date.

Once link is shared, can the report still be edited?

Yes, the report can be updated at any time and the link will reflect the latest information in the report.

Do you have experiences of integrating PackSight with other systems, other LIMS?

PackSight has an open API to allow users the means of connecting to the platform.

Where is the data stored?

PackSight is built on the Salesforce platform which utilizes Amazon AWS for secure data storage.