

IIP-CHENNAI/2025-2026/ISTA/01

24th October 2025

INDIAN INSTITUTE OF PACKAGING – CHENNAI

Standard Operating Procedure (SOP) for International Safe Transit Association (ISTA) Certified Package Testing and Certification with effect from 01st November 2025

1. Purpose

Indian Institute of Packaging, Chennai has been accredited as ISTA – Certified Laboratory. This Standard Operating Procedure (SOP) outlines the systematic process to be followed by Customers and the Indian Institute of Packaging (IIP), Chennai, for obtaining ISTA-certified test reports for packaged products. The procedure ensures compliance with applicable ISTA standards for general freight distribution

2. Scope

This SOP applies to all Customers seeking ISTA testing and certification of packaged products to evaluate their ability to withstand the hazards of the distribution environment. The service is currently offered exclusively at IIP Chennai.

3. Procedure

3.1 Initiation of Request

Customers shall initiate the request by sending an email to the designated addresses: iipchennaiab@iip-in.com / iipchennai.accounts@iip-in.com.

The email must include the following details:

- ✓ Company name
- ✓ Complete address
- ✓ GST certificate
- ✓ Contact person's name & contact number
- ✓ Package details: dimensions and gross weight
- ✓ Product category: e.g., medical devices, automotive components, electronics, etc.
- ✓ Preferred ISTA series and exposure conditions

Upon receipt of the above information, IIP Chennai will issue a Proforma Invoice to the Customer for further processing.


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Director - IIP

3.2 Submission of Sample

Customers shall dispatch three set of samples for the ISTA series, along with the following documents:

- ✓ Covering letter
- ✓ Copy of the Proforma Invoice
- ✓ Proof of payment

Shipping Address:

Transport & Dynamic Testing Laboratory,
Indian Institute of Packaging,
Plot No. 169, Industrial Estate 2nd Main Road, Perungudi, Chennai – 600 096.

Note: In-case of re-testing, the customer must submit a fresh set of samples.

3.3 Verification and Acknowledgment of Sample Receipt

Upon receipt of the sample from the Customer, IIP – Chennai will:

- Verify the physical condition of the samples, payment status, and supporting documents.
- Notify the Customer via email in case of discrepancies or unacceptable sample condition.
- Upon satisfactory verification, send an acknowledgment of sample acceptance to the Customer's registered email and mobile number.

3.4 Laboratory Testing

The laboratory will conduct all applicable tests as per the ISTA series requested by the customer.

3.5 Review, Authorization, and Authentication

The test results will be reviewed, authorized, and authenticated by the designated laboratory authorities at IIP Chennai.



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3.6 Issuance of Test Report and Tax Invoice:

- Upon completion of the review, the ISTA test report will be generated.
- A tax invoice will be generated against the test report.
- IIP Chennai will send the final ISTA test report and tax invoice via email to the Customer.

3.7 Sample Retention and Disposal

Post-certification, the samples will be returned to the customer (if requested by the Customer). Otherwise, IIP will retain the sample for the period **one month from the date of completion of the test**. Upon completion of the retention period, the samples will be **disposed** as per the procedure.

3.8 Timeline

The test report will be issued in 7 working days from the date of receipt of the complete request, payment, and samples from the customer. However, the actual turnaround time may vary depending on the days / duration required for exposure conditioning and the specific ISTA series applicable to the test.

4. Responsibilities

Customer: Submission of accurate data, timely payment, submission of the required samples and maintaining the same quality and specification of the packaging materials throughout the period of the validity of the certificate.

IIP: End-to-end testing, certification, communication, and sample handling as per ISTA.

5. Testing Charges

The detailed testing charges for **ISTA Certificate** are enclosed as **Annexure I**.

6. Contact Details

INDIAN INSTITUTE OF PACKAGING

Plot No. 169, Industrial Estate 2nd Main Road, Perungudi, Chennai – 600 096.

Mail ID: iipchennai@iip-in.com / iipchennai@iip-in.com

Website: www.iip-in.com

Mob: 9382199089 / 9962179041



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ANNEXURE-I

Testing Charges for ISTA Transit Testing

The following charges represent indicative fees for commonly requested ISTA test protocols. Final charges will be determined based on the specific ISTA series selected, packaged-product dimensions, and total test duration.

Type of ISTA Series Test Protocol	Non-Member Testing Charge (Exclusive of Taxes) (INR)	IIP-Member Testing Charge (Exclusive of Taxes) (INR)	IIP- Life Member Testing Charge (Exclusive of Taxes) (INR)
ISTA Series 1A	₹ 20,000	₹ 18,000	₹ 15,300
ISTA Series 1B	₹ 35,000	₹ 31,500	₹ 26,775
ISTA Series 1C	₹ 26,000	₹ 23,400	₹ 19,890
ISTA Series 1D	₹ 36,000	₹ 32,400	₹ 27,540
ISTA Series 1E	₹ 35,000	₹ 31,500	₹ 26,775
ISTA Series 2A*	₹ 28,500	₹ 25,650	₹ 21,803
ISTA Series 2B*	₹ 38,500	₹ 34,650	₹ 29,453
ISTA Series 6-SAMSCLUB*	₹ 31,000	₹ 27,900	₹ 23,715
ISTA Series 7D*	Ad-hoc	Ad-hoc	Ad-hoc

** **Note:** The charges listed above excludes atmospheric conditioning. Additional fees will be estimated based on customer-specific requirements related to conditioning (**Annexure II**) and extended test durations.*

Terms & Conditions:

- Taxes:** 18% GST will be Extra on all charges.
- International Customers:** For overseas customers, an additional 2.5% surcharge will be applied to the base testing fee.
- Handling Charges:** These will vary depending on the gross weight of the packaged product.
- Ad-hoc Charges:** These will vary according to customer requirements related to conditioning and testing duration.

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ANNEXURE-II

Charges for Atmospheric Conditioning

S.No	Anticipated Conditions	Time (hrs) as specified in ISTA	Temperature (°C $\pm$ 2°C / °F $\pm$ 4°F)	Humidity (%)	Price*
1.	Controlled Conditions	72	23°C (73°F)	50% RH $\pm$ 5%	7500
2.	Hot, Humid	72	38°C (100°F)	85% RH $\pm$ 5%	7500
3.	Hot, Humid then Extreme Heat, Moderate RH:	72 then 6	38°C (100°F), then 60°C (140°F)	85% RH $\pm$ 5%, then 30% RH $\pm$ 5%	7500
4.	Elevated Temperature, Uncontrolled RH	72	50°C (120°F)	Uncontrolled	4500
5.	Extreme Heat, Dry	72	60°C (140°F)	15% RH $\pm$ 5%	7500
6.	Severe Cold, Uncontrolled RH	72	-18°C (0°F)	Uncontrolled	4500

** A discount of 10% on exposure will be extended to IIP Ordinary Members, and 15% to Life Members, as part of the membership benefits.*

Terms & Conditions:

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- International Customers:** For overseas customers, an additional 2.5% surcharge will be applied to the base testing fee.

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