



COMMON PENDING JOB PROBLEMS

Below is a list of the common problems to most pending cases. To avoid unnecessary delay in production of your job, please ensure your artwork is void of these common mistakes before uploading your file to us.

Problem Descriptions	Solution	Reference
Missing font	Ungroup all objects/text and Curve/Create Outline/Path all fonts.	Colour, Images, Text, Line
Font distortion	To ensure transparent background image does not overlap with text, merge all images and export to TIFF file format, then import the TIFF file to replace existing images.	Preparing Final Artwork
Artwork contains line weight less than 0.25pts	Set line weight above 0.25pts	Colour, Images, Text, Line
Colour tints (toning) contain less than 10%	Ensure all colour tints are set to 10% and above.	Colour, Images, Text, Line
Artwork contains: (C=100 M=100 Y=100 K=100)	Set colour to SUPER BLACK (C=60 M=40 Y=40 K=100)	Colour, Images, Text, Line
Artwork contains Pantone/RGB colour mode	Ensure all images/colour mode in CMYK.	Colour, Images, Text, Line
Wrong Spot Colour Separation	Refer: How To Prepare Spot Colour Artwork.	Preparing Spot Colour Artwork
Pre-Inked Stamp: Artwork contains tints	Ensure your artwork does not contain tints.	Pre-Inked Stamp Artwork Specification
Artwork contains low resolution image	Ensure all images are set to or above 300dpi.	Colour, Images, Text, Line
File name error	Do not use 'spacing', ~, ?, =, +, @, /, \, [,], {, }, #, \$, %, &, *, and Chinese Character in your filename. Use underscore(_) or hyphen (-) for spacing. (e.g. file_front.pdf)	Sending File To Us
PDF file format setting error	Save PDF file to Acrobat 4 (Ver. 1.3)	PDF Setting
Booklet: Saving file format error	Refer: Booklet Artwork Specification>Preparing File For Printing	Booklet Artwork Specification
Notepad: Saving file format error	Refer: Notepad Artwork Specification>Preparing File For Printing	Notepad Artwork Specification
Background design not expanded to Full Bleed	Expand background design to Full Bleed.	Using our Product Size Template
Elements exceeding Safe Zone	Keep vital elements within Safe Zone.	Using our Product Size Template
Wrong artwork size	Please use our Product Size Template.	Using our Product Size Template
Artwork contains guidelines/text description/cropmarks	Remove all guidelines/text description/cropmarks.	Using our Product Size Template
Artwork contains overprint setting	Ensure your artwork does not contain overprint setting.	Glossary
BIZ-Documents: Setting error (Copy Change/Numbering/Perforation)	Refer: BIZ-Documents artwork specification.	BIZ-Documents Artwork Specification