



## 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	Link
Missing font	Ungroup all objects/text and Curve/Create Outline/Path all fonts.	<a href="#"><i>Colour, Images, Text, Line</i></a>
Artwork contains line weight less than 0.25pts	Set line weight above 0.25pts	<a href="#"><i>Colour, Images, Text, Line</i></a>
Colour tints (toning) contain less than 10%	Ensure all colour tints are set to 10% and above.	<a href="#"><i>Colour, Images, Text, Line</i></a>
Artwork contains: (C=100 M=100 Y=100 K=100)	Set colour to SUPER BLACK (C=60 M=40 Y=40 K=100)	<a href="#"><i>Colour, Images, Text, Line</i></a>
Artwork contains Pantone/RGB colour mode	Ensure all images/colour mode in CMYK.	<a href="#"><i>Colour, Images, Text, Line</i></a>
Wrong Spot Colour Separation	Refer: How To Prepare Spot Colour Artwork.	<a href="#"><i>Preparing Spot Colour Artwork</i></a>
Pre-Inked Stamp: Artwork contains tints	Ensure your artwork does not contain tints.	<a href="#"><i>Pre-Inked Stamp Artwork Specification</i></a>
Artwork contains low resolution image	Ensure all images are set to or above 300dpi.	<a href="#"><i>Colour, Images, Text, Line</i></a>
Background design not expanded to Full Bleed	Expand background design to Full Bleed.	<a href="#"><i>Using our Product Size Template</i></a>
Elements exceeding Safe Zone	Keep vital elements within Safe Zone.	<a href="#"><i>Using our Product Size Template</i></a>
Wrong artwork size	Please use our Product Size Template.	<a href="#"><i>Using our Product Size Template</i></a>
Artwork contains guidelines/text description/cropmarks	Remove all guidelines/text description/cropmarks.	<a href="#"><i>Using our Product Size Template</i></a>
Artwork contains overprint setting	Ensure your artwork does not contain overprint setting.	<a href="#"><i>Printing Issue with Overprint Setting</i></a>
CMYK over 240%	Reduce CMYK total ink coverage below 240%	<a href="#"><i>Colour, Images, Text, Line</i></a>
Booklet contain cross page	Refer: How to prepare cross page artwork	<a href="#"><i>Booklet Cross Page Artwork Preparation in Illustrator</i></a>
White Base	Refer: How to prepare White-based artwork	<a href="#"><i>Stroke Text Effect in Illustrator</i></a>