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	Colour, Images, Text, Line
Artwork contains line weight less than 0.25pts	Set line weight above 0.25pt	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: (C100 M100 Y100 K100)	Set colour to Super Black (C60 M40 Y40 K100)	Colour, Images, Text, Line
Artwork contains Pantone/RGB colour mode	Ensure all images/colour mode in CMYK	Colour, Images, Text, Line
Wrong spot colour seperation	Refer: How to prepare spot colour artwork	Preparing Spot Colour Artwork
Pre-inked stamp: Artwork contains tints	Ensure your artwork does not contain tints	Stamp Chop Artwork Specification and Checklist
Artwork contains low resolution image	Ensure all images are set to or above 300dpi	Colour, Images, Text, Line
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	Printing Issue with Overprint Setting
CMYK over 240%	Reduce CMYK total ink coverage below 240%	Colour, Images, Text, Line
Booklet contain cross page	Refer: How to prepare cross page artwork	Booklet Cross Page Artwork Preparation in Illustrator
White-based	Refer: How to prepare white-based artwork	Stroke Text Effect in Illustrator

Excard will not provide printing services for artworks prohibited by law and including treasury securities such as banknotes.

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