

☐ Confirm art is complete before creating PDF to upload.

We are not able to create or modify your art file. Therefore, artwork must be complete before creating your final PDF for upload.

☐ Review our artwork specifications and product templates.

We have provided the file requirements necessary for a successful upload and printed piece.

- View Artwork Specifications: tog.ink/custserv_content.jsp?pageName=artwork_specifications
- Review the product's template, which is available on each product's detail page.

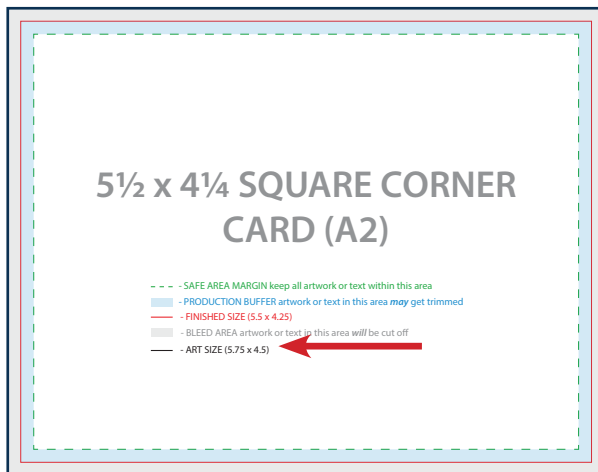
☐ Verify the file is in a PDF format.

You will not be able to select other file types (like .jpg, .png, .tiff, .psd or .indd) when ready to upload.

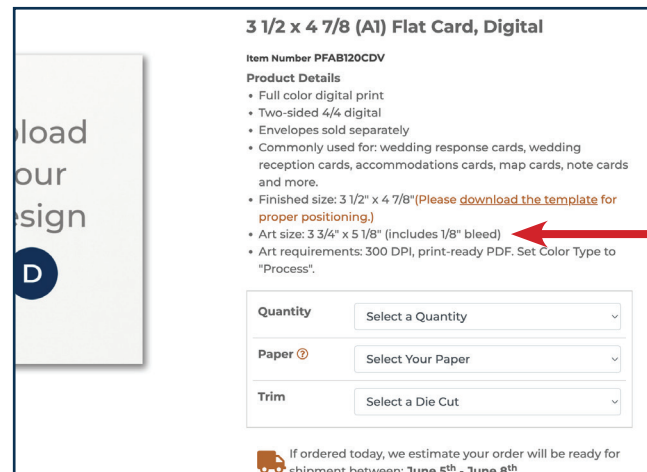
☐ Review Art Size vs. Finished Size.

The Art Size is found within the product template or on the product detail page. Our Art Size is not the same as the product's finished size.

- "Art Size" includes bleeds if bleeds are required.
- "Finished Size" indicates size of final printed product.
- "File Size" indicates how large the file is in terms of kilobytes (KB) and megabytes (MB).



Product Template



Product Detail Page

Did you receive this error? Your artwork is sized incorrectly. Check the product's detail page and/or template for the correct art size. **TIP:** Quickly check the art size by hovering in the bottom left of Adobe Acrobat. Art Size should match the PDF's page size.



Size of artwork doesn't match this product's required art size.

**Check the size of your file.**

For fastest upload times and best results, avoid large file sizes. **TIP:** Removing “Preserve Editing Capabilities” when saving will result in a smaller file size with high resolution for printing.

- We recommend a file size of 5MB or under.
- Our system can accept up to 50MB but the file will take longer to upload and may error out.

**Check your color type based on your print processes.**

An incorrect color type setting will result in poor print quality.

- Digital and Sublimation Printing files should be set to “process”.
- Files for Thermography, Foil Printing, Letterpress, Enhanced Foil, White Ink and UV Printing (clear stock) should be set to 100% black.

**Create a file for each printing process.**

Items with two printing processes require two files for upload.

- Create one PDF per print process.
- Reference the product’s template when creating each PDF.

**Check if your file names contain special characters.**

Any character other than a letter or number will cause the following error:

tog.ink says

Johnson's Invitation.pdf: HTTP Error.

OK

Want more helpful advice?

Read our Designing for Print footer page
tog.ink/designing-for-print

You’ll find important information about font sizes, font lines, heavy coverage, press tolerance, registration and border artwork.