



Preparing PDF and troubleshooting guide for PDF E-file errors

1. Preparing PFD Documents:

General Tips for preparing PDF documents:

When composing a document try to use commonly known fonts such as Arial, Helvetica, Times, etc. Open the PDF in Acrobat and Print to PDF. Separately OCR, if needed.

Important Note: Try to use Print to PDF only once per document. We have noticed that when the Adobe printer driver is used more than once on the same document, the text in the PDF is no longer text searchable (i.e., no longer OCR'd). When a PDF file is created from MS Word using **Print to PDF** option, do not create another version of the file using Print to PDF.

Recommendation for specific file types

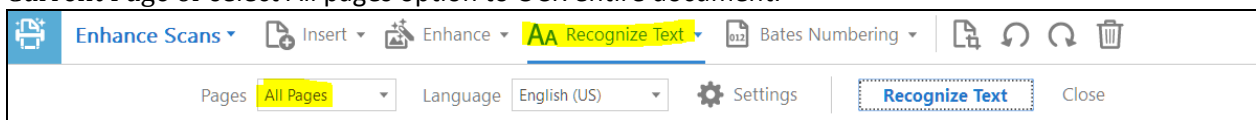
- Microsoft Word Documents
Print to PDF (use Adobe PDF, not Microsoft Print to PDF)

Also, If the PDF was created using **Save as PDF** from MS Word, hyperlinks in the document may remain active. To flatten the file and remove links, use Print to PDF.

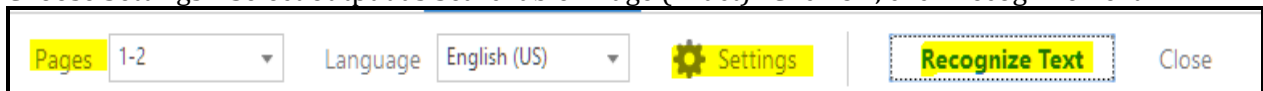
- Excel Spreadsheets
Use **Save as PDF** and later Print to PDF (if hyperlinks or comments are present).

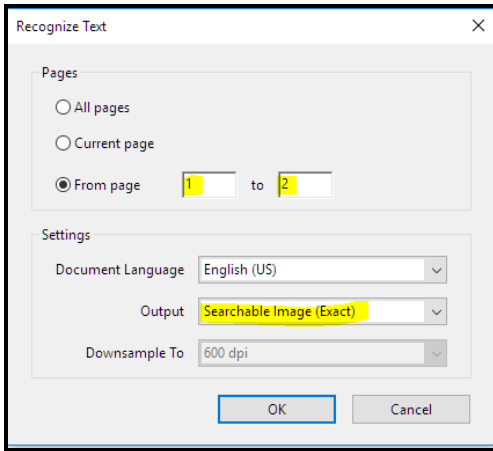
2. Make scanned image only pages in PDF searchable (OCR)

- Open PDF document.
- Go to the page hat contains scanned image.
- Select Tools->Enhance Scans->Recognize Text->In This File
Select Page Range option for Pages, enter the from and to pages for pages to be OCR or select Current Page or select All pages option to OCR entire document.



- Choose Settings->Select output as Searchable Image (Exact). Click OK, click Recognize Text.



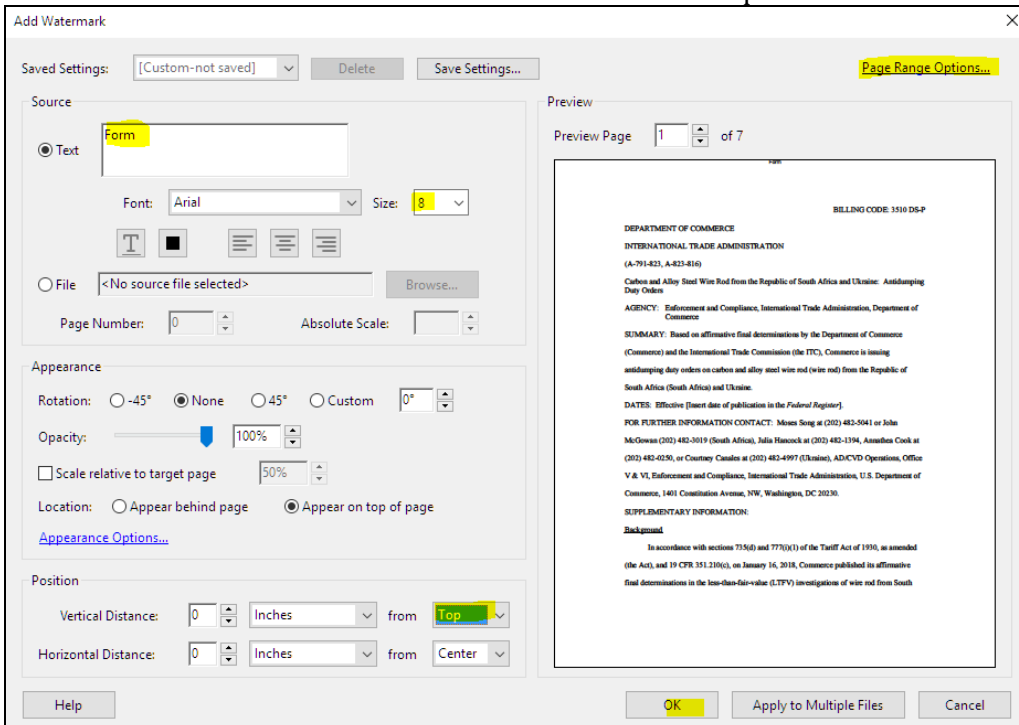


- Save the document, perform a search Ctrl-F to find any text in the image only page(s).
- If you are able to successfully perform a search, check the file with the ACCESS Check Files feature.
- If no errors are found using the ACCESS Check Files feature, then your document is ready to e-file in ACCESS.

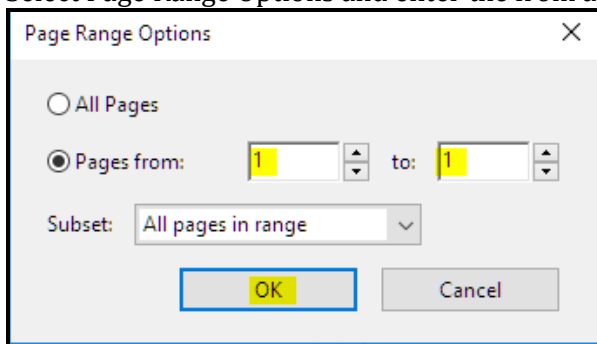
3. Add watermark in true image only (picture, scan of graph or foreign characters) pages

There are times when a PDF page only contains foreign characters or a picture or a scan of graph, or it was scanned in a very low resolution, such that the PDF Recognize Text feature is unable to make the page searchable. For such instances add a Watermark in the pages that have only image.

- Open PDF document
- Select Tools->search for Watermark-> Edit PDF icon will show up, select Watermark->Add
- In the Text box, add the case no. or other relevant information about the page e.g. Form, Exhibit etc.
- Select font size of 8.
- Under Position->Vertical Distance select 0 Inches from Top



- Select Page Range Options and enter the from and to pages, click OK twice.



- Save the document, then check the file with the ACCESS Check Files feature.
- If no errors are found using the ACCESS Check Files feature, then your document is ready to e-file in ACCESS.

4. Correcting pages with “Renderable Text” error in PDF Using the “Print as Image” function

(Note: Correcting these problems may result in a larger file size, you may need to split up the document.)

Renderable text (i.e., searchable text) is created when you create a PDF document from a MS Word document that contains text. When the PDF document is modified and saved i.e. using print to PDF option twice on a document, the original text in the document is no longer searchable text. It will look like searchable text (you can easily form a box around it.) BUT, when you copy and paste the text into Notepad or another Word document, you will quickly see only blank boxes and no text. When you try to submit such a document, you will get an “Image only page” error – ACCESS is finding text that is not searchable. Below is a method to correct the problem.

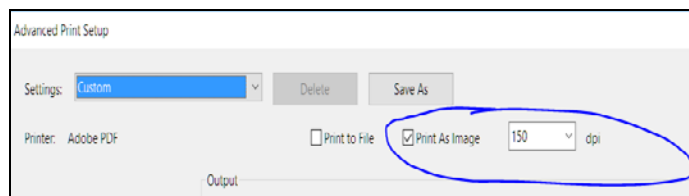
- Choose File > Print, select Adobe PDF as printer and then click Advanced.

The location of the Advanced button depends on the version of Reader or Acrobat.



- Select “Print as Image”.

Select 150 dpi (for higher resolution file size goes up). The location of the Print as Image options depends on the version of Reader or Acrobat.



- Click OK to close the Advanced Print Setup dialog box, and then click “OK” to print.

- OCR and Save the file.

As always, if you encounter any additional issues, please contact access@trade.gov. Please provide the source file and steps used to create the PDF in your email message.