Stop Signature Images and Junk From Landing in Your Queue

Last Modified on 11/10/2026 12:25 pm EST

The logo at the bottom of an agent's email is an attachment, and Pipeline treats it like one. Two levers stop it becoming a document.

Introduction

Someone emails a contract to their maildrop address and two documents appear: the contract, and their company logo. Nobody attached the logo on purpose — it's part of their email signature, and to a mail system a signature image is an attachment like any other.

Pipeline ignores anything under 100KB, which is why most signatures never become documents. It also checks each image that arrives by Maildrop and drops the ones that look like junk. The ones that still get through are the big ones it isn't sure about: a high-resolution logo, a headshot, an award badge.

So you have two levers, and they're aimed at different targets. One shrinks or removes the images at the sending end. The other changes what your account will accept at all, which stops the images and everything else non-PDF along with them.

When to Use This

- Company logos and headshots keep appearing in your Unassigned queue as documents.
- An agent got a rejection notice for a file they never meant to send.
- You're worried about what could be emailed into your account from outside.
- Agents are uploading JPEGs and Word files that nobody can preview or merge.
- You want everything in your account to be previewable, rotatable, mergeable, and splittable.

1. Understand Why the Logos Are Arriving

Maildrop pulls in real attachments and ignores very small ones — that size floor is exactly what keeps most email signatures out of your document list, and it's why the images that do get through are always the large ones.

On top of that floor, Pipeline checks each image that arrives by Maildrop and drops the ones that look like junk. When it isn't sure, it lets the image through. Delete a stray image that got through, and Pipeline remembers it and skips it from then on.

Email, forward or scan docs into Pipeline without logging in. Pipeline pulls the attachments into Unassigned, ready to file on the right transaction.

See Your Unassigned Maildrop Address

2. Shrink or Strip the Images at the Sending End

The narrow fix, and the one with no side effects. Either take the signature images below the size floor — a logo

doesn't need to be a print-quality file to look right in an email — or have the agents who email documents in use a plain-text signature when they do.

This is worth doing whether or not you go on to step 3, because it fixes the cause rather than the symptom, and it leaves your account able to accept the occasional legitimate image.

3. Turn On PDF-Only Uploads

The broad fix. With the PDF-only setting on, your account accepts nothing but PDFs — images, disk images, spreadsheets and everything else are refused, whether they arrive by email or by upload, and the sender gets a notice explaining why.

Restrict uploads to PDFs and you can preview, rotate, merge, and break apart everything that lands in your account without leaving Pipeline.

See PDF-Only Restriction

> This is also the answer to the security version of the question. If a maildrop address ever leaks and starts receiving junk from outside, PDF-only means nothing executable can land in your account — and we can reset a compromised maildrop address for you.

4. Know What PDF-Only Costs You

It's account-wide and it's absolute. Photographs, videos, spreadsheets and scanned images in any other format all stop being uploadable, by anyone, everywhere.

For most offices that's a feature rather than a cost — a PDF-only account is one where every document can be previewed in place, rotated, merged and broken apart. But when someone legitimately needs to upload a JPEG or a recording, a master admin has to switch the setting off, let the upload through, and switch it back.

> Before flipping it off, check whether the document can just be converted. Printing a JPEG or a Word file to PDF takes a moment and keeps the account's guarantee intact — and it makes the document work properly with everything else in Pipeline.