

Why Was My Document Rejected as Not a PDF?

Last Modified on 09/04/2026 11:07 am EDT

When your account only allows PDFs, everything else gets turned away, including the signature image riding along on your email. Here's how to find out what was rejected and what to do about it.

Your Account Only Allows PDFs

Most offices set Pipeline to accept PDFs and nothing else, because only PDFs can be rotated, merged, and broken apart inside Pipeline. On an account like that, an image, a Word file, or a spreadsheet is refused on the way in.

The quickest way through is to convert the file to a PDF and send it again. If your office wants to accept other file types, a master admin can uncheck [Only allow PDF documents] in the Document Settings section of the admin settings.

The Rejected File Is Your Email Signature

This is the one that catches almost everybody. When you email a doc into Pipeline, your signature logo travels as an attachment too. Very small images are ignored, but a larger one tries to upload — and on a PDF-only account, it's turned away, which triggers a failure notice even though your actual document went through fine.

Check the acknowledgement email: it names the file that was refused. If it's `image001.png` or something similar, your document is already in Pipeline and nothing is wrong. To stop the notices, shrink your signature image or remove it from the emails you send into Pipeline.

Replies can carry hidden attachments too. Some email programs add a small formatting file to a reply, and on a PDF-only account that generates the same harmless notice.

The File Isn't the Format You Think It Is

A screenshot is a `.png` even when it's a picture of a contract, and a file that opens in a PDF viewer on your phone isn't always a PDF underneath. Pipeline checks the actual format, not what it looks like.

Look at the file name in the rejection notice. If the extension isn't `.pdf`, convert or re-export the file and try again.

It Really Is a PDF and It's Still Refused

Forward us the acknowledgement email — it carries the file name and the reason, which is what we need to trace it. Send it to help@paperlesspipeline.com and we'll take it from there.

Learn More

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](#)

Still Have Questions?

Didn't find your answer above? Email us at help@paperlesspipeline.com and we'll help.
