



NAVY PAY AND PERSONNEL SUPPORT CENTER OPS ALERT

Ser N3: 013-20

System Update: E-SUBMISSION RELEASE 3.4.2.1 WITH PDF ISSUES

Release Date: 3/24/2020 Effective Date: Immediately

BLUF: On 27 February 2020, BOL E-Submission released Version 3.4.2.1. The new e-Submission version (3.4.2.1) has a process to identify and stop corrupted PDF documents from being uploaded.

DISCUSSION: New e-Submission version (3.4.2.1) processing guidance to identify and stop corrupted PDF documents. When the e-Sub user tries to e-Sub corrupted documents, the application will return an error message that reads “PDF format not supported. This could be software or scanner setting. Documents that cannot be uploaded must be mailed to PERS-313”. PERS-313 has identified a workaround to fix the corrupted PDF file by converting the PDF file to a new PDF by using the process described in the attachment. When the user follows the process, the user should be able to re-submit the PDF document in e-Submission without getting the error—in short, the corrupted PDF document is “fixed” by converting it to a new PDF and saving it with a new filename different than the previous one.

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