

Multiple Documents Created When Forwarding a Single PDF Attachment

000017317 | Reference | Last updated 2026-09-09 | AP Essentials

Issue

Why are multiple document created in AP Essentials, when the original email only contained a single attachment?

Cause

When "forwarding" any email, images used within signature lines, such as company logos, can be converted into PNG or JPG attachments by the email client. PNG and JPG are supported input file formats, so PNG & JPG "attachments" will be processed just like any other TIF or PDF document.

Solution

Even though PNG & JPG "attachments" are valid input file types, the key here is that all valid documents must have a height and width of at least 1000 pixels.

Provided these logos are less than 1000 x 1000 pixels, AP Essentials will just discard them.

However, there are several ways to work around this behavior when these logo files are greater than 1000x1000 pixels:

- Ask the supplier to make sure all logos in their emails are less than 1000x1000 pixels
- When forwarding emails from suppliers into AP Essentials, delete the original signature line and/or extra attachments created from that signature line (For example: Social media logos, company logos, etc).
- Exclude PNG, JPEG, etc.. as a supported Attachment Format for this specific email input.

References

[The Email Address View](#)

[Supported input file formats \(online help\)](#)

Recommendations and supported input file formats &

<https://knowledge.tungstenautomation.com/bundle/z-kb-articles-salesforce3/page/17340.html>

<https://aio-eus-uat-cae-aif-app14-local.redglacier-35d7ee4f.eastus.azurecontainerapps.io/article/17317>