Endicia

Troubleshoot Barcode Problems

Barcode problems could be costing you money!

Mailing label barcodes that you print may fail and cost you money for a variety of reasons, including:

- Software settings
- Non-software issues

An example of a correctly aligned Delivery Confirmation barcode follows. The entire barcode is well within the left and right boundaries of the label outline. The bars or lines are distinct—sharp and clear.

Software Settings

Software settings that can cause problems with barcodes include off-center barcodes.

Off-Center Barcodes

Barcodes that extend onto or beyond the outline or "frame" of the mailing label can cause problems. No part of the barcode should print on or over the label outline. An example of an off-center barcode follows.

1. For Delivery Confirmation, in DAZzle verify that you have properly enabled Delivery Confirmation:
   a. From the Design tab select **Postage > Options**.
   b. Select the **Delivery Confirmation** tab.
   c. Select the **Use Delivery Confirmation** check box.
   d. Click **OK**.
2. On the Design tab, click and drag the Delivery Confirmation barcode on the layout until it is centered in the box.
3. Perform a test print to avoid wasting postage.

4. Save the layout to preserve the changes to your label layout: Select **File > Save Layout**.

Tip! You might be able to *reprint* an incorrectly printed label. For more information, see
http://www.endicia.com/Support/FAQ/default.cfm?id=1544

Non-Software Issues

Some causes of barcode failures cannot be fixed through DAZzle software settings.

Some factors that can cause barcode failures include:

- Wrinkled labels, such as folds and creases.
  An example of a wrinkled barcode label follows.

- Smudges and blurry images. Barcode lines must be sharp, distinct, and clear. Barcode lines must not overlap or "bleed" into adjacent lines. For inkjet printers, ensure that the ink has dried before handling the label. For laser printers, ensure that the printing has completely fused onto the label as it leaves the printer.
  An example of a smudged barcode follows.

- Tears, such as missing parts of a label.
  An example of a torn barcode follows.

- Faint or faded images. Ensure that your printer is set up to produce black images rather than some "economy mode" gray tone.
  An example of a faded barcode follows.

- Labels on curved surfaces. Labels must be flat on the surface of your mailpiece (package or envelope). Barcode scanners cannot read around corners or edges of packages.
  An example of a curved barcode follows.

> **Tip!** You might be able to *reprint* an incorrectly printed label. For more information, see
> http://www.endicia.com/Support/FAQ/default.cfm?id=1544