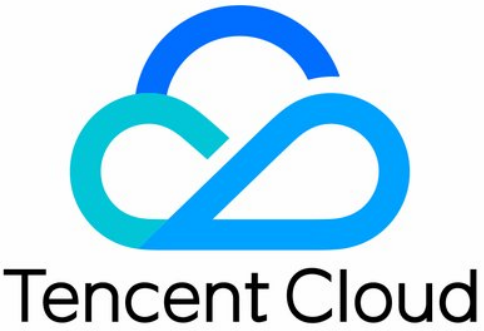
Optical Character Recognition FAQs



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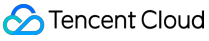

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FAQs
Billing

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How Is the ID OCR Feature Charged?

Charging is based on the number of API calls. For example, if both sides of an identity card are recognized, it will be billed as 2 calls. For specific pricing, see the Pricing.

Can a Prepaid Resource Package Be Refunded If Purchased Incorrectly?

If a prepaid resource package is not used after purchase, a full refund is available within 7 days (inclusive). For details, see the document Refund Instructions.

Can the Service Be Automatically Stopped After the Free Resource Package Is Used Up?

When you no longer need the OCR service, you can disable the Optical Character Recognition service on the console Settings page. It can only be successfully disabled after the paid resource package is exhausted. Once disabled, the related APIs and SDKs will not be callable (except for the Intelligent Scan SDK) unless re-enabled or a new resource package is purchased.

How Will the Charging Be After the Free Resource Package Is Used Up?

After the free resource package is exhausted, if you have purchased a prepaid resource package, it will automatically switch to the prepaid resource package for deduction. If you have not purchased a prepaid resource package or the prepaid resource package is exhausted, the service will be at risk of being unavailable. To ensure uninterrupted service, please go to the Purchase Page to buy a prepaid resource package or go to the Console Settings Page to enable the pay-as-you-go model. For details, see the Billing Overview.

> ⚠ **Note**
> Customers who activated the OCR service before December 14, 2021, will automatically switch to the postpaid mode after the free and paid resource packages are exhausted. To avoid additional charges, please go to the Console Settings Page to disable the postpaid mode.

Is There a Notification When the Free Resource Package and Prepaid Resource Package Are About To Be Used Up?

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If you only have a free resource package, notifications will be sent via SMS, mail, and Message Center when the free resource package balance is below 20% and when the limit is exhausted (currently with some delay). If you have purchased multiple prepaid resource packages for a service, notifications will be sent when the last resource package balance is below 20% and when the limit is exhausted.

Can the New and Old APIs Of the OCR Service Share the Resource Package?

Yes. Under the OCR product, as long as it is the same service, such as general printed text recognition, the new and old version APIs of the service support sharing the resource package.

> **Note**
> We are still maintaining the old version of the OCR API 2017, but it is not available for new customers to activate and call. We recommend using the new version of the API for a better service experience.

I Purchased a General Printed Text Recognition Resource Package. Can Both the General Printed Text Recognition (High-Speed Version) and General Printed Text Recognition (High-Accuracy Version) APIs Be Used?

No. General printed text recognition, general printed text recognition (high-speed version), and general printed text recognition (high-accuracy version) are three completely different APIs. Resource packages for different APIs cannot be mixed. If you purchase a resource package for general printed text recognition, it can only be used for the general printed text recognition API.

Does the OCR Service Support Sub-Account Purchase and Usage Of Resource Packages?

Sub-accounts are supported to make purchases, but the link needs to be copied and paid by the root account.
Resource packages purchased by sub-accounts or root accounts can be deducted by both root/sub-accounts. The call volume generated by sub-accounts will be counted under the root account, sharing the resource packages purchased by root/sub-accounts. The deduction order follows the resource package activation order.

How To Resolve Billing Status Exception When Calling the API?

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Step 1: Please confirm whether the OCR service is enabled. If not, please go to the OCR Console to enable the service.
Step 2: Check if the resource package is exhausted in the OCR Console.
Step 3: If the resource package is exhausted, please promptly go to the Purchase Page to buy a resource package or turn on the postpaid switch on the Console Settings Page. Once the postpaid switch is turned on, the call volume exceeding the resource package limit each month will be settled monthly at the postpaid price. For pricing details, see the Billing Overview.

> **Note**
> New users who activate the OCR service will receive a free resource package within five minutes. If you call the API immediately after activation, an error with abnormal billing status may occur. Please wait five minutes and try again.

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Performance

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What Is the Response Speed Of Optical Character Recognition (OCR)?

Generally within 200ms to 1s, recognition time is affected by image size, number of characters, and network environment.

What Is the Concurrency Of Optical Character Recognition (OCR)?

The currently supported concurrency (QPS) ranges from a dozen to several dozen times, depending on the service itself and machine performance. Generally, it can meet the daily calls of most customers. If you need to extend QPS due to events, please contact us and provide the specific call volume.

What Are the Limits On the Number Of Characters and Font Size Supported By General Optical Character Recognition (General OCR)?

General OCR currently has no restrictions on the number of characters and font size. With an image height of 1000px, a single line height of around 48px works better.

What Are the Requirements For the Image Format and Image Size For Uploading In OCR?

- Image format: Supports common image formats such as JPG, JPEG, PNG, and BMP. GIF animations are not supported.
- Image size: Different feature APIs have different requirements for image size. Refer to the parameter descriptions of ImageBase64 and ImageUrl in each API documentation.

How To Improve the Accuracy Of OCR?

<OCR accuracy is related to font, lighting conditions, and clarity. It is recommended that the text in the image be clear and the lighting natural without reflections. When using identity card recognition, it is recommended that the identity card occupy more than 80% of the image.

Can Optical Character Recognition (OCR) Increase QPS?

Yes, users can purchase QPS add-ons. For the APIs that support QPS enhancement and the corresponding fees, please refer to the Billing Overview.

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Functionality

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What Languages Are Supported By General Printed Text Recognition?

General printed text recognition currently supports multiple languages, including Simplified Chinese, Traditional Chinese, English, Japanese, Korean, Spanish, French, German, Portuguese, Vietnamese, Malay, Russian, Italian, Dutch, Swedish, Finnish, Danish, Norwegian, Hungarian, and Thai.

What Are the Text Types and Storage Methods Returned By OCR?

The recognized result is returned as a JSON string, and you can choose the storage method yourself.

Does Identity Card Recognition Support Recognizing ID Cards From Hong Kong (China) and Taiwan (China)?

ID card recognition currently only supports recognizing ID cards of residents from the Chinese mainland.

Does Identity Card Recognition Support Verifying the Validity Of Identity Card Information?

ID card recognition only supports recognizing fields on the front and back of the ID card and has rephotograph, doctored, and photocopied image alarm features. You can use the face verification identity information authentication API to verify the authenticity and consistency of the name and ID number.

Why Does the Content Returned By the Identity Card Recognition API Not Match the Actual Identity Card Information?

Please use ID card images that have not been doctored. The ID card image will be converted to base64 format. If your ID card image has been doctored, the original ID card image will still be recognized.

Can General Printed Text Recognition Support Ancient Books' Content?

Not supported. Ancient books are read and written from right to left and top to bottom, while OCR recognizes text from left to right, line by line. OCR does not support changing the recognition order.

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Can It Recognize Electronic Bills, Product Tags, Step Count From Fitness Apps, and Supermarket Shelf Product Information?

Yes. You can use general printed text recognition or general printed text recognition (high accuracy version). The accuracy is generally above 93%, but it varies depending on the usage scenario.

Can It Recognize Bank Drafts, Insurance Policies, Handwritten Invoices, and Personal Credit Reports?

Yes. You can use general printed text and general handwritten text recognition. If you need customized development, please contact us with the specific usage scenario and requirements.

Does OCR Support Offline Operations On Mobile Terminals?

OCR currently does not support offline operations on mobile terminals.

Does OCR Support Private Deployment?

Supported. Please contact us with the specific usage scenario and requirements.

Can OCR Perform Batch Recognition?

OCR only supports single image recognition.

Is There a Demo For the OCR SDK On Android or IOS?

OCR does not currently provide a demo for Android and iOS SDKs. It is recommended to try using the OCR API.

How To Get the Base64 Encoding Of an Image

The input parameter requirement for the OCR API is the Base64 value of the image. Image Base64 encoding converts image data into a string. Various programming languages include Base64 encoding functions that can be directly used.

Does Table Recognition Support Exporting To Excel Format?

Supported. It will return Base64 encoded Excel data, which can be decoded using the Base64 function included in programming languages and saved as a .xlsx file.

How To Improve the Recognition Rate In Handwritten Signature Scenarios?

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If the target recognition scenario for the customer is a single-line signature, you can set the EnableDetectText text detection switch to false when calling the general handwriting recognition API to directly perform single-line recognition, improving the recognition rate in this scenario.

Does It Support Recognizing Rotated Images?

Supported. Rotated images will be automatically corrected before recognition.

Does the OCR Service Store User Input Information?

No, the OCR service does not store user image information. It only masks user logs and saves them for three days to troubleshoot customer issues.

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Account

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Does the OCR Service Support Sub-Account Calls?

Supported. Please contact your root account to configure OCR-related permissions for you in the CAM Console according to the Console Access Management operation guide. After authorization, activate the corresponding service in the OCR Console to call the service API.

Can a Sub-Account Activate the OCR Service?

Yes. Both the root account after real-name authentication and the sub-account (including sub-users and collaborators) granted full read-write access to OCR (QcloudOCRFullAccess) can activate the OCR service. Under the same APPID, as long as one account activates a certain OCR service, other accounts can use that service.

> ⚠ **Note:**
> Sub-accounts with QcloudOCRFullAccess permission before September 21, 2023, cannot activate the OCR service by themselves. If a sub-account needs this service, they can contact their root account or Contact Us to add the configuration.

How Does the Root Account Grant OCR Permissions To a Sub-Account?

You need to operate in the CAM Console. Please refer to the Console Access Management operation guide.

How Does a Sub-Account Obtain SecretId and SecretKey To Call APIs?

You can contact your root account to provide it. The root account can select **Access Keys** > **API Token Management** in the left navigation bar of the CAM Console, then select the corresponding sub-account to **Create a Key**, and provide the generated SecretId and SecretKey to the sub-account.

Does the OCR Service Support Sub-Account Purchase and Usage Of Resource Packages?

Sub-accounts are supported to make purchases, but the link needs to be copied and paid by the root account.
Resource packages purchased by sub-accounts or root accounts can be deducted by both root/sub-accounts. The call volume generated by sub-accounts will be counted under the root account, sharing the resource packages purchased by root/sub-accounts. The deduction order follows the resource package activation order.

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Can Resource Packages Purchased By Sub-Accounts Be Found In the Console?

Yes. The current OCR console displays the resource pack management page by APPID. After the sub-account logs in to the console, the information on the resource pack management page is the same as that seen by the root account.
The resource packs purchased by the root and sub-accounts will be displayed on the resource pack management page. The resource packs will be shared when called by the root/sub-accounts, and the deduction order will follow the order of effectiveness of the resource packs.

If Both Root and Sub-Accounts Activate the OCR Service, Will They Receive Multiple Free Resource Packages?

No, after the root account and its created sub-accounts activate the OCR service, they will only receive one free resource pack per month, which is shared.

How Is the Calling Volume Generated By Sub-Account Calls To the OCR API Charged?

The calling volume generated by sub-accounts will be counted under the root account. During bill settlement, the system will settle in the order of the root account's free resource pack > paid resource pack > pay-as-you-go. If the free tier is exhausted for the month and the root/sub-account has not purchased a prepaid resource package or the prepaid resource package is also exhausted, the service will face the risk of being unavailable. To ensure uninterrupted service, please go to the Purchase Page to buy a prepaid resource package or go to the Console Settings Page to enable the postpaid mode. For details, please refer to the Billing Overview.

> **Note**
> Customers who activated the OCR service before December 14, 2021, will automatically switch to the postpaid mode after the free and paid resource packages are exhausted. To avoid additional charges, please go to the Console Settings Page to disable the postpaid mode.

Can Sub-Accounts View the Calling Volume In the OCR Console?

Yes. Starting from November 15, 2019, sub-accounts can view their own calling volume on the OCR console. The root account can also filter and view the calling volume of each sub-account and the total calling volume.

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