Account Merge FAQ

Last Modified on 09/04/2026 11:03 am EDT

A merge moves every Location out of one Pipeline account and into another, and closes the one you left. Answers to the common questions about cost, your agents' logins, duplicate email addresses, and what happens to the old account.

What's the difference between an Account Merge and a Location Transfer?

Scope, and what's left standing afterward. A Location Transfer moves one Location and the source account keeps running. A merge moves them all, which leaves the source account empty — so it gets closed. Everything else about the two is the same service.

Is there a button to merge two accounts ourselves?

No — our Tech Team does it for you. There's no in-app merge. It touches two live accounts and can't be undone, so we handle it by hand once both master admins have authorized it.

What happens to the account we merged out of?

It's canceled. An account can't sit at zero Locations, so once the last one has moved, the source account is closed. That's by design — a merge ends in a cancellation. See Account Cancellation.

Their agents already have Pipeline profiles under those email addresses. Is that a problem?

It's the exact problem a merge solves. An email address can only belong to one Pipeline profile, so you can't just re-add the other brokerage's agents under the emails they already use — Pipeline will tell you the address is taken. A merge migrates their existing profiles and transaction history into your account instead, and they keep the logins they've always had.

What does a merge cost?

It's quoted once we've looked at both accounts. The fee is worked out from how many Locations are actually moving, so ask us for a figure before you commit to anything. Both accounts need to be active paid accounts for the merge to go ahead.

Will our agents lose their history?

No — their transactions come with them. Each Location is recreated on the destination side with its transactions attached, and moved users sign in with the same credentials and reach their files the same way as before.

Do our commission settings come across?

Only if both accounts have the Commission Module. CDA documents and financial settings travel with their Location, but if the destination account doesn't have the Commission Module, that configuration doesn't survive the move.

Can we bring the cost down?

Yes — fewer Locations, smaller bill. Because the fee follows the number of Locations moving, combining thin Locations in the source account first means fewer to transfer. See Location Merge.

Learn More

Two brokerages, two Pipeline accounts, one company now. An Account Merge brings every Location across and leaves you running on one.

See Account Merge

Still Have Questions?

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