

Agent Anniversary Emails FAQ

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Agent anniversary reminders email your admins five days before each user's start-date anniversary, driven by the Start Date on the user's profile. Answers to the common questions about who receives them, what they do and don't change, and how to stop them.

Who gets the anniversary reminder?

Master admins, and location admins with the Manage Users permission. The agent whose anniversary it is doesn't receive it.

How far in advance does it arrive?

Five days ahead. It's sent five days before the user's Start Date anniversary.

Why am I suddenly receiving these?

Someone turned on the account setting. **Email admins agent anniversary reminders** is company-wide, so switching it on starts the reminders for every qualifying admin at once.

How do I unsubscribe?

There's no unsubscribe link. A master admin turns them off for the account from *Admin / Settings*. If they're useful to everyone but you, a rule in your own inbox will file them away.

Where does the anniversary date come from?

The Start Date on the user's profile. It doesn't have to be the day they joined — set it to whatever date you want that agent's year to turn over on, and Pipeline follows it every year after.

Does Pipeline reset the commission split automatically?

Not the split itself. On accounts set to use agent start dates for fiscal years, the amount already paid toward the threshold resets on the anniversary. The commission percentage and the threshold value still have to be updated by hand — which is precisely what the reminder is nudging you to do.

Is there a birthday version?

Not today. Pipeline has no birthday reminder. Offices that want one usually add a task dated to the birthday on a placeholder transaction, so the daily task reminder surfaces it.

How do I get a list of everyone's anniversary dates?

Download the Users List. From *Manage Users*, download the list — each user's **Start Date** is one of the columns in the spreadsheet.

Learn More

Commission splits often change on an agent's start-date anniversary, so Pipeline reminds your admins five days ahead.

See [Agent Anniversary Emails](#)

Still Have Questions?

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