

Automatic Listing Expiration FAQ

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Automatic listing expiration retires a Listing-status transaction on its expiration date, and the same setting decides whether that date stays on the file afterward. Answers to the common questions about surprise expirations, the greyed-out date field, and what changes if you turn it off.

Does Pipeline expire listings on its own?

Yes, when the setting is on — and it's on by default. A transaction still in a Listing status on its expiration date moves to your Auto Expiry status by itself.

Which transactions does it act on?

Only ones in a status filed under the Listing category. Anything in Active, Pending, or an inactive category is left alone.

Why did a transaction change to expired when nobody touched it?

It reached its expiration date while still in a Listing status. That's automatic expiration doing its job. If it shouldn't have expired, edit the transaction and put it back into an Active or Listing status.

Why can't I enter an expiration date on a Pending transaction?

With automatic expiration on, the field only works in a Listing status. Outside it, the field is greyed out, because there's nothing left for the feature to act on.

Where did the expiration date go?

Pipeline removes it when the transaction leaves Listing status, or when it expires. The date exists to drive the expiration, so once it can't do that, it comes off.

Can I keep the expiration date visible on every status?

Yes, by turning automatic expiration off — but it's one or the other. With it off, the date behaves like an ordinary field and stays put at every status; in exchange, nothing expires by itself and someone has to move expired listings by hand. Keeping both isn't possible today, and it's a request we've logged.

Does the expiration date carry over to a New Offer?

Not while automatic expiration is on. The original leaves Listing status when the New Offer is created, so the date is already gone. With the setting off, it carries over.

How do I find listings that expired last month?

Search by the Auto Expiry status with a Status Changed On date range. Searching by expiration date won't find them, because that date was cleared as each one expired.

Does anyone get a warning before a listing expires?

Only if your company's expiring and closing reminder emails are turned on. That's a separate setting; it emails agents five days ahead and works whether or not automatic expiration is on.

Can I get an auto-expired transaction back?

Yes — edit the transaction and choose an active status. If what you're really doing is renewing the listing, New Offer is usually the better move: it keeps the original file's history intact and starts the renewal on a clean, linked transaction.

Can buyer-broker agreements auto-expire the same way?

No. Automatic expiration only applies to transactions in a Listing status. Offices tracking an agreement end date usually put it on a custom date field and drive a checklist task from it instead.

Learn More

Let Pipeline retire a listing on its expiration date, so nothing lingers on your active list past the day the agreement ended.

See [Automatic Listing Expiration](#)

Still Have Questions?

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