

Why Did My Listing Expire or Its Expiration Date Disappear?

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Listings that expire without warning, a greyed-out date field, and a date that vanished on a status change are all the same story: the account's automatic listing expiration setting is on. Here's how each symptom traces back to it, and what to do.

A Transaction Moved to Expired on Its Own

Nobody changed it. The transaction was in a Listing status, its expiration date arrived, and automatic expiration filed it under your Auto Expiry status — which is what the setting is for. This most often catches offices out when an agent entered an expiration date without meaning to commit to it.

Fix: To put it back, click [Edit Transaction], choose an active status, and save. If the listing is genuinely being renewed rather than corrected, use New Offer instead so the original file keeps its history. To stop it happening across the office, a master admin can turn automatic expiration off.

The Expiration Date Field Is Greyed Out

With automatic expiration on, the Automatic Expiration Date field only works while a transaction is in a Listing status. On an Active or Pending transaction there's nothing for it to drive, so Pipeline locks it.

Fix: Check the transaction's status. If it needs an expiration date while it's in a Listing status, move it there and the field opens up. If your office needs the date available at every status, that's the trade-off automatic expiration makes — a master admin can turn the setting off to get it back.

The Expiration Date Vanished When the Status Changed

Moving a transaction out of Listing status removes the expiration date by design, because the feature that used it no longer applies. It's not a data loss and it isn't recoverable by re-entering the status — the date has to be typed back in.

Fix: Re-enter the date if you still need it, or ask a master admin to turn automatic expiration off so dates persist across statuses from that point on.

The Date Didn't Carry Over to a New Offer

Same cause, one step further along. A New Offer is created from a transaction that has already left Listing status, so its expiration date was cleared before the new file existed and there was nothing to copy.

Fix: Enter the expiration date on the new transaction by hand, or turn automatic expiration off if your office creates New Offers often enough for this to be a running cost.

There's No Expiration Date Field at All

Automatic expiration keys off the Listing status *category*, not a status name. If nobody has set up a status filed under Listing, the field has nothing to attach to and never appears — even with the setting turned on.

Fix: Ask your master admin to add a status in the Listing category on the Transaction Statuses page. A status named "Listed" that's filed under Active won't do it; the category is what counts.

Expired Listings Don't Show Up in an Expiration Date Search

The expiration date is cleared as each transaction expires, so there's no date left to match. Searching by expiration date will only ever find listings that *haven't* expired yet.

Fix: Search on the Auto Expiry status with a Date Type of Status Changed On and the range you want. That's the record of when each listing actually expired. Offices that need to search on the date itself, long after the fact, turn automatic expiration off so the dates stay on the file.

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?

Still stuck after checking the above? Email us at help@paperlesspipeline.com, tell us the transaction and what you're seeing, and we'll take a look.
