

A Scheduled Message Never Went Out

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A scheduled message that never reached anyone usually stalled at one of three points: it never queued, it queued and waited, or it sent and got filtered. Each one looks identical from your inbox, so work down the list.

The Message Is Sitting in the Queue and Hasn't Gone Anywhere

This is the most common one, and it isn't a fault. A message generated by a Message Template schedule **queues for your review — it doesn't send itself**. It waits in your *Scheduled Messages* queue until you send it.

To get it moving: click the [Gear] in the upper-right corner, then [My Info], and select [Scheduled Messages] from the left menu. Open the message, read it, and click the [Send icon].

Wanted it to leave on its own? Schedule that message from the transaction instead — a message you compose and schedule there sends automatically at the time you set.

You Checked Off the Task and Nothing Queued

Work through these in order:

- **Give it until morning.** Task-triggered messages don't queue the moment you tick the box — they queue on the next morning's run.
- **Check that an admin marked the task fully complete.** A partially complete task doesn't fire the rule.
- **Confirm you scheduled the template** before anyone completed the task. A schedule added afterward doesn't reach back for a task that's already done.
- **Check which checklist the rule points at.** This is the usual culprit. A task-completion rule is tied to a task on *one specific* Checklist Template. If the same task name lives on two checklists and someone checked it off on the other one, nothing queues. Reopen the template's schedule, confirm the Checklist Template it names, make sure that's the checklist on the transaction, and check the task off again.

The Queued Message Shows a Recipient Error

Two versions of this turn up, and both come from a recipient the template couldn't resolve on that particular transaction.

"One or more recipients could not be added." Your template targets both Listing Agents and Buying Agents, and your office only represents one side of this file — so there's no in-house agent on the other side to add. You can bypass the error and send the message as-is. To stop it recurring, build separate templates for listing-side and buying-side transactions.

"No recipients" or "No buying agents." The *Buying Agents* transaction role only matches in-house agents on the transaction. It skips outside and co-op agents. To reach them going forward, add the outside agent as a Contact on each transaction with a consistent role — *Outside Buying Agent*, say — and set your template to send to that Contact Role. For messages already in the queue, edit each one and add the address by hand before sending.

Reminders Keep Queuing for Listings That Already Closed

A date-based schedule fires on the date, regardless of the transaction's status. A listing that closed or canceled before its Expiration Date still generates its expiration reminder.

Delete those from your *Scheduled Messages* queue before they send. If it happens often, add a step to your close-out checklist to clear queued reminders when you archive a listing.

Pipeline Says the Message Sent, but Nobody Received It

If the message left the queue, the problem is downstream of Pipeline. Work through these:

1. **Check your Email Records** in Pipeline and confirm the message shows as delivered.
2. **Look in the recipient's Spam or Junk folder.** This is where most "delivered but missing" messages turn out to be.
3. **Search the inbox by subject line** rather than scrolling — a filter or rule may have moved it out of the inbox.
4. **Ask the recipient's email administrator.** Once our servers show theirs accepted the message, they're the only ones who can say where it went.

The Message Came Out With Asterisks or Odd Formatting

Asterisks in a sent message are almost always markdown characters that rode in with pasted text. They're sitting in the Message Template itself, so every message it generates carries them.

Open the template and delete the stray characters, then re-save. When you're pasting text in from another program in future, paste it as plain text so its formatting codes don't come with it.

The Relative Due Date Tab Won't Respond While You're Scheduling

An unresponsive or intermittently clickable scheduling tab is nearly always an out-of-date browser — the scheduler needs a current one. Update your browser to the latest version, or try a different one, and set the schedule again. If it still misbehaves, send us a short screen recording so we can see what you're seeing.

Learn More

Between the rule you set and the message you send sits the queue: once a day, Pipeline reads your schedules and lines up one message for every transaction that matches.

See [Message Queuing](#)

Still Have Questions?

Still stuck? Email us at help@paperlesspipeline.com — tell us what you already tried and we'll pick it up from there.
