

Message Queuing FAQ

Last Modified on 09/04/2026 11:05 am EDT

Pipeline generates scheduled messages once a day and then waits for you. Answers to the common questions about when messages queue, what they queue on, and why they don't leave on their own.

Why didn't my scheduled message send by itself?

Because template-generated messages queue for review — sending them is your click. A message built from a rule hasn't been read by anyone yet, and it's usually going to a client. So it lands in your *Scheduled Messages* queue instead of going straight out. A message you composed and scheduled on a transaction is different: you already wrote it, so Pipeline sends it at the time you set.

When does Pipeline queue scheduled messages?

Once a day, at 5am EST. Anything that comes due after that run waits for the next morning's.

I checked off the task — why isn't the message there yet?

Task-triggered messages queue the following morning, not right away. Check the task off today, and the message is in your queue tomorrow with an email letting you know.

Does a template schedule queue on every transaction?

Yes — every transaction that meets the criteria. That's what makes a standing rule worth setting. Delete the queued messages you don't want before they send; the rest go with a click each.

Will a scheduled reminder still queue on a transaction that already closed?

Yes, if the schedule is date-based. The date arrives and the message queues, whatever status the transaction is in by then — so an expiration reminder can turn up on a listing that closed weeks ago. Delete it from the queue, and consider adding "clear queued reminders" to your close-out checklist.

Do Business Holidays affect when a message queues?

Only on the rules that count business days. A **Business Days** rule skips them, and a **Calendar Days (due Business Day)** rule counts through them and then moves the result forward off one. A plain **Calendar Days** rule ignores them, and task-completion triggers have no business-day option — a task checked off Friday queues its message Saturday.

Can I schedule a template to queue the day a transaction is created?

No — the earliest dependable rule is one calendar day after Transaction Creation. Generation runs once, early in the morning, so a transaction created after that has already missed the day's run.

Can I send everything in my queue at once?

No, and that's on purpose. Each message goes with its own click so nothing reaches a real person unread. It's still fast — a full queue moves in a couple of minutes, against hours of drafting the same messages by hand.

Where does a queued message end up after it sends?

In *Notes & Sent Emails* on the transaction. It becomes part of that transaction's record, exactly like a message you sent by hand.

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?

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