

Task Due Dates FAQ

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A due date is what makes a task show up — on the Tasks page, in reminder emails, and on your calendar. Answers to the common questions about setting due dates, relative rules, holidays, and quieting tasks when a deal falls through.

Why don't my tasks show up on the Tasks page?

They don't have due dates. The Tasks page works like a calendar, so it only lists tasks with a due date on them — that's true even for tasks you've been @mentioned on. Add a due date to the task, or set a relative due date on the checklist template so future transactions fill it in automatically.

How do I stop reminder emails for a transaction that fell through?

Remove the due dates from the tasks — don't delete them. Moving a transaction to Closed, Fell Through, or Auto Expiry doesn't touch its checklists, because compliance tasks often still need finishing. Removing a due date keeps the task and its history on the transaction while dropping it off the Tasks page and stopping the reminders. You can also mark the task complete or delete it outright, but removing the due date is the option that costs you nothing.

What's the difference between an absolute date and a relative due date?

One is a fixed date you type in; the other is a rule that works the date out for you. An absolute date is a specific day on the calendar, like 11/21/2026 — good for deadlines that aren't tied to the deal's timeline. A relative due date is a rule like "5 days before Close Date," and it fills itself in on every transaction, then moves whenever the trigger date moves. Relative due dates are the better fit for most checklist work.

Does Pipeline skip federal holidays when it calculates due dates?

Not on its own — you tell Pipeline which days to skip. Offices don't observe the same holidays, so rather than assume, Pipeline lets a master admin add your company's business holidays. Once they're saved, any rule set to Business Days or Calendar Days (due Business Day) steps over them. Plain Calendar Days rules count every day regardless. Weekends are always excluded from business-day counting without any setup.

Why does a task's due date show as blank?

The rule is waiting on a date that isn't on the transaction yet. A gray - / - means the task has a relative due date, but the transaction date it counts from — an Acceptance Date or Close Date, say — hasn't been entered. Hover over the placeholder to see which date it's waiting on, then add that date to the transaction and the due dates fill in on their own.

Why is a task showing overdue when it shouldn't be?

Check the trigger date on the transaction — most often it's a mistyped year. A relative due date is only as right as the date it counts from, so a Close Date entered with last year's year makes every task built off it look overdue. Correct the transaction date and all the tasks built off it fix themselves at once.

Can I see or report on tasks that don't have due dates?

Not from the Tasks page — it only surfaces tasks with due dates. The workaround most offices land on is to give those tasks a due date anyway, using a far-off relative rule like "90 days after Close Date" so they stay visible and searchable without generating urgent reminders. You can also search your transactions for ones with incomplete checklists, which finds them regardless of due dates.

Can I remove due dates from a lot of tasks at once?

Not yourself, but our team can do it for you for a fee. There's no bulk due-date or bulk task action in Pipeline — it's deliberate, since a mass change could sweep away compliance tasks and muddy the transaction's audit trail. For a big cleanup, the master admin can email us with a rule, like "remove due dates from all tasks due before this date," and our Tech Team will run it. The tasks stay on their checklists as incomplete; only the due dates come off, which is what stops the reminders. Write to us and we'll quote you.

Can agents change or remove task due dates?

Only when the task has been set up to let them. By default, editing a due date takes the *Fully manage checklists and templates* permission, so it's admin work. If agents are changing due dates you'd rather they didn't, the tasks in question are configured on the checklist template to allow it — change the setting there.

Learn More

A due date is what puts a task on your Tasks page, into your reminder emails, and onto your calendar — and taking it back off is how you quiet a task you no longer need.

See [Task Due Dates](#)

Still Have Questions?

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