

Not Applicable Tasks FAQ

Last Modified on 09/04/2026 11:06 am EDT

Marking a task Not Applicable sets it aside because it doesn't apply to the deal. Answers to the common questions about how to mark tasks Not Applicable, who can do it, and how it affects a checklist.

How do I mark a task as Not Applicable?

Hold Shift and click the task's checkbox, then click [Not Applicable]. You do this from the transaction's *Checklists* area, on the box to the left of the task.

What's the difference between Not Applicable and completed?

Complete means the work was done; Not Applicable means it never needed doing on this deal. Both clear the task from what's still outstanding, but they tell a different story — so reserve Not Applicable for steps that genuinely don't fit, not as a shortcut to close out real work.

Can admins mark tasks Not Applicable?

Yes — an admin can mark N/A directly, and also resolves the ones agents mark. To mark it yourself, Shift + click the task and choose [Not Applicable]; done by an admin it applies right away. When an *agent* marks a task Not Applicable, you resolve it — check it off (it stays struck through) or delete it — or hover and click the [?] to reject it. See [Not Applicable Tasks](#) for the steps.

Do Not Applicable tasks count toward the completion percentage?

Yes — until an admin resolves them. A Not Applicable task isn't counted as *done*, but it stays in the checklist's total, so the percentage won't reach 100% while it sits there. An admin has to check it off or delete it to clear it from the count. That's deliberate — it's what makes sure someone actually reviews the call. See [Completion Percentage](#) for how a transaction's number is figured.

Can I mark several tasks Not Applicable at once?

Not in bulk today — each task is marked one at a time with Shift + click. If a transaction fell through and you want to clear the remaining tasks, email us at help@paperlesspipeline.com — we'll help, and we'll note the request for a faster way to do it.

I marked a task Not Applicable by mistake — can I undo it?

Yes — an admin clears it. Hover over the task and click the [?] to un-mark it; if the task has a due date, it goes back to the agent's Tasks page and reminders. If you're an agent, ask an admin to clear it.

Learn More

Some tasks on a checklist just don't apply to a given deal — mark them Not Applicable to set them aside without pretending they're done.

See [Not Applicable Tasks](#)

Still Have Questions?

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