Duplicate Doc Prevention

Last Modified on 11/10/2026 12:24 pm EST

Switch on duplicate prevention and Pipeline checks every agent's upload against what's already on the transaction, so the same file can't land twice.

Introduction

The same signed disclosure has a way of arriving twice: once from the agent who signed it, once forwarded from the other side. Two copies of one document isn't a disaster, but it's noise on a file somebody has to read carefully.

Duplicate prevention keeps the second copy out. Once it's switched on for the account, an upload identical to something already on that transaction gets turned away rather than stacked onto the pile. The check reads what's inside the file, and that's the part worth carrying with you: a copy that's genuinely different, because somebody signed it or changed a field, counts as a new document and goes through.

What you're buying is a cleaner transaction and one less thing for a reviewer to sort past. And when a document does get turned away, that's the check working rather than something wrong on your side. Its twin is already on the transaction somewhere, and a version carrying anything new goes on without complaint.

How It Works

One account-wide checkbox, and a comparison that looks at the file itself.

The Setting

Duplicate prevention lives in the Document Settings section of your admin settings, as **Prevent Duplicate Document Uploads**. It's off unless someone turns it on, and it covers every location on the account.

Contents, Not File Names

Pipeline compares what's inside the document, not what it's called. Two files with identical contents are duplicates even when their names are different — and renaming a file before you upload it changes nothing.

A Changed Doc Is a New Doc

Any real difference makes the file a different document: a new signature, an updated date, an added page. Those upload without a fight, which is what makes it safe to leave the setting on.

Who It Applies To

The check applies to agents. Admins can always upload a duplicate, so if a second copy genuinely needs to be there, an admin can add it.

Where It Applies

It covers a single transaction and a single unassigned location. The same file can live on two different transactions — Pipeline is only checking against what's already in the place you're uploading to.

Duplicate Names Are a Different Thing

Two docs on a transaction can share a name. When a second doc arrives with a name already in use, Pipeline appends a version number — *Listing Agreement (2)*. Duplicate prevention is about the contents, never the name.

Turn Duplicate Doc Prevention On or Off

Decide whether Pipeline checks agents' uploads against the docs already on a transaction.

Who Can Do This: Master admins.

To turn duplicate doc prevention on or off:

1. Click the [Gear] in the upper-right corner, then [Admin / Settings].
2. In the Document Settings section, check or uncheck [Prevent Duplicate Document Uploads].
3. Click [Save Settings].

The change takes effect for the whole account on the next upload. Docs already in Pipeline aren't touched.

Frequently Asked Questions

Does Pipeline compare file names or the files themselves?

The files themselves. Two documents with identical contents are duplicates even when their names differ, and two documents with the same name are fine as long as their contents differ.

I renamed the file and it was still rejected. Why?

Because the name isn't what's being checked. Renaming leaves the contents identical, so the check still catches it. Upload the version that actually differs — a new signature, a new date, an added page — and it goes through.

The duplicate isn't on the transaction. Where is it?

Almost always in a permission category you can't see. The doc is there; your view of the transaction just doesn't include it. It may also still be sitting on the Unassigned page. Your admin can confirm what's already on the transaction.

Does duplicate prevention apply to admins?

No — it applies to agents. Admins can upload a duplicate whenever a second copy genuinely needs to be there.

Can two docs on a transaction have the same name?

Yes. When a name is already in use, Pipeline appends a version number, like *Listing Agreement (2)*, and folds the versions into one group. That's naming, not duplication — the block only triggers on identical contents.

Does it cover unassigned docs too?

Yes. An agent can't add the same doc to the same unassigned location twice, the same way they can't add it to the same transaction twice.