

Why Was My Document Rejected as a Duplicate?

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A duplicate rejection means an identical file is already on the transaction — even when you can't see it, and even after you rename yours. Here's what Pipeline is comparing, and how to get your version in.

Pipeline Compares the Contents, Not the File Name

When your account prevents duplicate uploads, Pipeline checks the inside of the file you're uploading against the docs already on that transaction. If the contents match exactly, the upload is turned away — whatever the file is called.

That's why renaming doesn't help. Rename it, retag it, save it somewhere else first: the contents are the same, so the answer is the same.

You Can't See the Existing Copy

The most common version of this: Pipeline says the doc is already there, and you're looking at the transaction and it isn't. The copy is usually in a permission category your role doesn't include, or it's still sitting on the Unassigned page waiting to be assigned.

Ask an admin to check the transaction from their view. They see every permission category, and can tell you whether the doc you're holding is already on file.

Your Version Really Is Different

Any real change makes it a new document — a new signature, an updated date, an added page. If a genuinely different version is still being rejected, the file you're uploading is probably the original rather than the corrected one, so check that the change was saved and re-exported.

Still convinced it's different? Send it to us and we'll look at both copies.

The Doc Was Emailed In and Bounced

Docs emailed to a transaction get the same check, and Pipeline replies with an acknowledgement email that names each rejected file and the reason. Start there — it tells you exactly which attachment was refused, which is often not the one you assumed.

You Need the Second Copy Anyway

Admins aren't subject to the check. When there's a real reason for two identical copies, an admin can upload the second one.

Learn More

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.

See [Duplicate Doc Prevention](#)

Still Have Questions?

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