

Doc Source FAQ

Last Modified on 09/04/2026 11:07 am EDT

Pipeline captures source on arrival and shows it in the queue — the email subject a doc arrived with, and the person whose route it travelled. Answers to the common questions about wrong names on the **Added by** column and using subject lines to sort your queue.

Why does a doc show somebody else as having added it?

Pipeline records the owner of the address it was sent to, not the person who sent it. Email docs to a colleague's maildrop address and that colleague is recorded as having added them. Each person sending to their own address keeps the record straight.

Can I change who a doc is recorded as being added by?

No — and that's deliberate. Attribution is captured at arrival and isn't editable, which is what makes it dependable. Fix it going forward by having each person use their own maildrop address and their own login.

What shows in the Email Subject or Source column?

The subject line an emailed doc arrived with, or the route it came in by. It's the column to read when a filename tells you nothing.

Can I use the subject line to organize my queue?

Yes, and offices do. Ask agents to put the property address in the subject line when they email docs in, then sort the *Unassigned* list by **Email Subject** — a deal's docs group together however they arrived.

Do docs uploaded from inside Pipeline have a source?

They record who uploaded them. There's no email subject to show, because no email was involved.

Where do I look for a doc's history after it's on a transaction?

The transaction's own history. Source covers how a doc arrived; the transaction history covers what happened to it afterwards — who assigned it, who reviewed it, what changed.

Learn More

Where did this doc come from? Every row in *Unassigned* carries its own trail — who added it, and the email subject or source it arrived with.

See [Doc Source](#)

Still Have Questions?

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