

Why Did a Document Disappear from a Transaction?

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A doc that was on a transaction yesterday and isn't today was almost always deleted, unassigned, filed in a permission category you can't see, or never finished uploading. Here's how to tell which.

Start with the Transaction's Activity History

Every upload, unassignment, and deletion on a transaction is recorded with who did it and when, so the history settles most of these in under a minute.

Watch the Action column. Only rows reading **Uploaded** are actual document uploads — a row reading **Checked** is a completed checklist task, which is the single most common thing mistaken for a missing doc. If there's no upload entry for the file at all, it never made it into Pipeline.

Pipeline records every change on a transaction — search that history by action, person, or date.

See [Activity History](#)

The Doc Was Deleted

If the history shows a deletion, the doc is on the transaction's *Deleted Docs* page waiting to be pulled back. Click [Deleted Docs] in the transaction's left menu, find the file, and download it.

One thing to know before you conclude it isn't there: unless you're a master admin, that page only shows the docs you deleted yourself. If a colleague deleted it, ask a master admin to look.

The Doc Was Unassigned

Unassigning is not deleting. An unassigned doc goes back to *Unassigned Docs* and keeps the transaction's location, so anyone with **View All Transactions** and **Assign Docs** in that location can see it sitting there. Check *Unassigned Docs* and assign it back to the transaction.

The Doc Is in a Permission Category You Can't See

This one has a tell: the doc is nowhere in your list, but re-uploading it throws a duplicate-doc error. That means the file is still on the transaction, filed in a doc permission category your role doesn't include.

Ask an admin with access to that category, or a master admin, to take a look — master admins see every category. If a master admin doesn't see the doc either, it genuinely isn't on the transaction.

To get access sorted out, see how doc permission categories decide who sees what.

Permissions decide what a user can do with documents: upload them, assign them, review them, delete them — and the category set on each doc decides who can see it.

See [Document Permissions](#)

The Upload Never Finished

If the history shows no upload, no unassignment, and no deletion, the file never landed. Uploads can be interrupted by a closed tab, a dropped connection, or navigating away before the upload confirms. Upload it again and wait for the confirmation before leaving the page.

Still Stuck?

Email us at help@paperlesspipeline.com with the transaction name, the doc name, and roughly when you last saw it — and mention what you already checked so we can pick up from there.

Learn More

Download a deleted doc back out of *Deleted Docs*, then upload it again — that's the whole recovery, and you can do it without emailing us.

See [Doc Recovery](#)

Delete a doc and it doesn't vanish. It lands in *Deleted Docs*, where it stays for a year with a record of who removed it and when.

See [Deleted Docs](#)
