Why Did My Transaction Import Fail?

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A rejected import is almost always a value in your spreadsheet that doesn't match your account, not a problem with the file itself. Pipeline hands the spreadsheet back with the reason in the rightmost column — here's what each one means.

Nothing Imported, Even Though Most Rows Looked Fine

The import is all or nothing. If any row fails, none of the transactions in that spreadsheet are created — so a single bad cell rejects the whole batch, and there's nothing half-imported to clean up afterwards.

Fix every flagged row in the error spreadsheet and import the file again. Working in batches of 20 or 30 rather than a full 50 makes this much less painful.

"Transaction Name Column Is Required" — But the Column Is There

The import reads row 1 as your header row and matches the names exactly. Two things break it: an empty row sitting above the headers, and a header that isn't spelled the way the sample spells it.

To fix it:

1. Delete any empty rows above the headers so your column names are in row 1.
2. Compare each header to the sample spreadsheet, character for character —*TRANSACTION NAME* isn't *Transaction Name*, and *Location Office* isn't *Location*.
3. Save and import again.

"Select a Valid Choice" on a Location, Status, or Label

Every Location name, transaction status, and transaction label in the spreadsheet has to already exist in your account, spelled identically. A label called *Residential* fails if your account doesn't have one, and *Land & Lot* won't match *Land and Lot.*

You have two ways out of each mismatch: change the spreadsheet value to one your account already uses, or add the missing Location, status, or label to your account first. Check for stray leading and trailing spaces while you're in there — they're invisible and they fail the match.

Note that if your account requires a transaction label, every row needs one; leaving the column blank fails the import.

Listing or Selling Agent Errors

The in-house agent columns take Pipeline login email addresses, not names, and the address has to belong to an existing user on your account. An agent's name in an email column is the single most common reason a row fails.

Work through it in this order:

1. Replace any agent names with that person's exact Pipeline login email address.
2. Add anyone who isn't a user yet — and if they've already left the company, add them and deactivate the profile immediately so the transactions can still be assigned to them.
3. Move agents from outside your company into the outside-agent columns. The in-house columns only accept users on your account.

"More Than 50 Transactions" When You Only Have 50

Count the rows rather than trusting the last row number — a trailing blank row with a stray value in it still counts, and it's easy to lose track when you've split a large file.

Split the file into batches of 50 or fewer, delete any empty rows below your data, and import each batch on its own.

Closed Transactions Won't Import

The *Automatic Expiration Date* column only applies to transactions in a Listing status, and Pipeline clears it automatically once a transaction closes. Anything in that column on a Closed row — a date, or text like "Listed" — will stop the import.

Empty the Automatic Expiration Date cell on every non-Listing row and import again.

Still Stuck?

If the errors don't make sense, email us at help@paperlesspipeline.com and attach the error spreadsheet Pipeline gave you. We'll tell you exactly what the import is objecting to.

Learn More

Bring a back catalog of deals in from another system with a spreadsheet, up to 50 transactions at a time.

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