Commission Summary FAQ

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The Commission Summary counts transactions by their current status and their Close Date, two months and two years at a time. Answers to the common questions about what's counted, how far you can scroll, and who can open it.

Which transactions count toward the Pending total?

Transactions currently in a Pending status that carry a Close Date in that month or year. The Close Date is what decides which period a transaction lands in, so a pending deal with no Close Date entered isn't counted anywhere. That's the usual reason the Pending total comes in lower than the number of pending files you can see on the Transactions page.

Does the Closed total include every closed status?

Yes. Anything sitting in the Closed status category counts, including closed statuses your office named itself.

Can I see more than the current and last period?

Use the back and forward arrows. They step you through past and future months and years, two periods at a time.

Can I run the Commission Summary for a date range I choose?

No, it moves in whole months and years. When you need a specific window, the Pending Inventory Report and Comparative Production both let you pick the periods you report on.

Can agents see the Commission Summary?

No. The Reports page holds company-wide financial data, so it's limited to master admins and admins granted the View Financial Reports permission.

Why can't I open the Reports page at all?

You need the View Financial Reports permission. A master admin grants it from the Manage Users page: click the user's name, scroll to User Permissions, and check it for each location. Company-wide reporting needs it in every location on the account, including inactive ones, so one missed location is enough to hide the company-wide option.

How do I print the Commission Summary?

Use your browser's print function. The summary prints from the screen as it's displayed.

Where are the deeper commission reports?

They come with the Commission Module. Reports like Agent Production, Agent Income, and Commission & Closings are part of that paid add-on, so they don't appear in the Financials menu without it. Email us and we'll walk you through what it adds.

Learn More

Open the Commission Summary for a running snapshot of your pending and closed production, month by month and year by year.

See Commission Summary

Still Have Questions?

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