Why Are Transactions Missing From My Report?

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A transaction only lands on a production report when its status, its dates, and your filters all line up. Here's what each report is looking for.

Start With the Three Things Every Report Checks

Production reports don't read your transactions the way the Transactions page does. Each one asks the same three questions before it counts a file, and any single no leaves it out:

- **Status.** The transaction's status right now, not the status it had when the deal was written.
- **A date.** Each report keys off one specific date field, and that date has to fall inside the period you asked for.
- **Your filters.** A side or label filter you set on the way in quietly narrows what comes back.

Work through the section for the report you ran.

Missing From the Commission Summary

The Commission Summary files every transaction by its **Close Date**, and that date is what decides which month and year it lands in. A transaction with no Close Date entered has nowhere to land, so it's counted nowhere. That's the usual reason the Pending total reads lower than the number of pending files you can see on the Transactions page.

To find the gap:

1. Filter the Transactions page by the Pending status to see the full list of what's actually pending.
2. Open each transaction the summary didn't count and check whether it has a Close Date.
3. Enter the missing Close Date, then reload the Commission Summary.

If the transaction has a Close Date and still isn't counted, check its current status — the summary counts what a transaction is today, not what it was.

Missing From the Listing Inventory Report

This report counts a transaction only when all four of these hold. Check them on the transaction in this order:

- **Listing Date.** The transaction needs one, and it has to fall inside the period you selected.
- **Status.** Anything in the Fell Through or Expired categories is excluded, whatever its dates say.
- **Side.** The transaction needs a listing agent assigned to it.
- **Label.** If you set a label filter, the transaction's label has to match it.

Missing From the Pending Inventory Report

This report is narrower than people expect, because it's a forecast rather than a history. A transaction shows up only when:

- **Its status is in the Pending category** right now. A transaction that has since closed drops out.
- **It has a Close Date** falling inside the reporting month you chose.
- **It matches your side and label filters**, if you set any.

Fix the status or the date on the transaction, then run the report again.

The Transactions Are There but a Dollar Figure Is Blank

These reports don't guess at a missing number. When a field they're built on is empty, they show an asterisk and an error flagging the gap instead of a quietly wrong total:

- **Listing Inventory Report** reads the **List Price**. A listing without one leaves list price volume and average list price incomplete.
- **Pending Inventory Report** reads the **Sales Price** and the **Total Commission**. Either one missing leaves sales volume or pending commission incomplete.

Fill the field in on the transaction, then download the report again.

Two Reports Disagree About the Same Month

That's usually correct behavior, not an error. Each report filters on its own combination of status, date field, and filters, so the same month legitimately produces different counts in two places. The Pending Inventory Report and the Commission Summary are the pair that surprises people most often, because one forecasts what's coming and the other counts periods as they stand.

Before treating a gap as a bug, read the criteria for both reports above and confirm they're actually asking the same question. If they are and the numbers still disagree, send us the two reports and the month, and we'll look at the underlying transactions with you.

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?

Still short a transaction after all of the above? Email us at help@paperlesspipeline.com with the report you ran, the period, and a transaction you expected to see, and we'll trace it.