Deal Falls Through, New Offer on the Same Listing

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A contract dies, the property goes back on the market, and every page of listing paperwork is still perfectly good. New Offer moves you forward without rebuilding the file.

Introduction

It's the most common thing that happens to a deal that isn't closing. The buyer walks, financing collapses, inspection kills it. Your listing is still your listing, the seller is still your client, and now you need somewhere to put the next contract.

The instinct is to reach for the original transaction and reuse it — flip the status back to Active, delete the dead buyer's paperwork, start typing over the top. Don't. That transaction is your record of what happened, and cycling it back through Active buries the history of the deal that failed. The instinct to delete it and add the property fresh is worse: you'll lose the audit trail, and Pipeline will tell you the address or MLS number is already in use anyway.

New Offer exists for exactly this. It spins the listing into a brand-new transaction with your listing docs and info already in it, links the two together, and leaves the original sealed and intact. The first five New Offers from a transaction don't touch your monthly quota, so a listing that falls through three times in a row costs you nothing extra.

When to Use This

- A contract on your listing terminated and the property is going back on the market.
- The same listing has been through several offers and you need each one on its own file.
- Your buyer's deal collapsed and they're going after a different property. New Offer handles buying-side-only transactions too — it detects the case on its own and carries over your buyer fields, contacts, and docs.
- You tried to add the property as a fresh transaction and Pipeline said the address or MLS number is already in use.
- You're re-listing after a termination and want the termination paperwork left behind, not carried forward.

> Two of your own agents writing competing offers on the same property is a different situation — that's two buyers, so give each one its own transaction. New Offer is for re-offering on the same client's behalf.

1. Move the Original Transaction to a Fell Through Status

This comes first, and it's the step people skip. Moving the transaction into a status in the **Fell Through** category seals that deal's activity where it happened — every doc, every task, every date stays put and stops pretending to be live. It's also what makes [New Offer] appear on the left menu.

Your office names its own statuses, so yours might read *Canceled*, *Withdrawn*, *Terminated*, or *Deal Fell Through*. What matters is the category behind the name, not the wording.

Leave it there. The original never goes back to Active — it stays in Fell Through permanently, as the record of the deal that didn't happen.

Statuses mark where each transaction stands in its lifecycle — so your team reads any file at a glance.

See Transaction Statuses

> By default [New Offer] only shows on transactions in a Pending, Fell Through, or Auto Expiry status. If your office needs it available on any status — rental offices tracking renewals often do — support can switch that on for your account. Ask your master admin to make the request.

2. Sort the Documents That Shouldn't Carry Over

New Offer copies your listing-side documents and leaves **Buyer Docs** and **Sale Docs** behind. That's the whole rule, and it's how the dead contract stays out of your new file.

So before you spin anything off, look at what's currently filed as a listing doc that really belongs to the buyer who walked — a disclosure they signed, an addendum, the termination itself. Move those into the **Sale Docs** or **Buyer Docs** permission category on the original transaction and they'll stay there. You can bulk-change the category on several docs at once rather than doing them one by one.

Everything that does carry over arrives with its activity history intact — upload dates, and the date a broker marked it Reviewed. The review evidence exists on both transactions, so nothing about your compliance record is weakened by the split.

3. Create the New Offer

Now spin it off. From the original transaction, [New Offer] on the left menu creates the linked copy — you name it, pick its starting status, and choose whether checklist tasks and notes come along.

Give it a name you can tell apart from the original at a glance. Most offices append the buyer's name or an offer number, like *123 Main Street (#2)* or *123 Main Street - Jones*.

Restart a deal or manage multiple offers without starting over — New Offer gives you a clean, linked transaction.

See New Offers

> If your office auto-assigns checklists, leave "Copy over all checklist tasks" unchecked — your templates will apply themselves fresh to the new transaction, which is usually what you want.

4. Set the New Transaction's Status

How you set it depends on where you actually are. If you have an accepted offer in hand, start the new transaction in **Pending**. If you're back on the market and waiting, start it in your Active or Listing status so it shows up on your agents' lists as live inventory.

Whether you create the New Offer the moment the deal dies or wait until a new offer arrives is your office's call — both are normal. Creating it early gives your agent somewhere to work; waiting keeps your list tighter. Ask your admin what your office does.

5. Clear the Tasks Left on the Original

Moving a transaction to Fell Through doesn't touch its checklists. The tasks on the dead deal keep their due dates, keep appearing on the Tasks page, and keep triggering reminder emails until someone deals with them.

There's a right way to do that which keeps the record and stops the noise.

A dead deal shouldn't keep sending reminders. Clear its checklist without throwing away the record you may still need.

See Clear the Decks When a Deal Falls Through