

Transaction ID FAQ

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Pipeline identifies a transaction by the MLS or Transaction Number you enter when you create it. Answers to the common questions about who can change that number, why it can only be used once, and what to do when it's already taken.

Can agents edit the MLS or Transaction Number after a transaction is created?

No — only admins can. Agents can enter the number when they first add the transaction, but once it's saved, changing it is restricted to admins for security. Ask your office admin to make the update; their contact info is on the left menu of your Home page under Admin & Support.

The deal fell through and the number is already in use — how do I start over?

Use New Offer on the original transaction rather than Add Transaction. Move the original to a Fell Through status, open it, and click [New Offer] — it creates a linked transaction that carries the same number over without a conflict, and the first five New Offers on a property don't count against your monthly transaction quota.

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

See [New Offers](#)

Can the same MLS number be used on more than one transaction?

No — each number can be used once, unless the second transaction is a New Offer. Pipeline is built to handle both sides of a deal on a single transaction, so the block exists to keep one property from being tracked twice by mistake; when both sides are in-house, an admin adds the second agent to the transaction that already exists.

Is the MLS or Transaction Number required?

No — it's optional, and there's no way to make it mandatory. Leave it blank when there's no MLS number, as with a For Sale By Owner listing. Offices that want agents prompted for it often add a checklist task due on transaction creation, though that's a reminder rather than a hard gate.

Can I give an agent permission to edit the number?

Only by granting admin-level access. There's no agent-level permission for this field on its own — checking **View all transactions for this location** in the agent's user profile grants the admin-level access that includes editing it, so weigh it against everything else that permission opens up.

Why can't I find past transactions by their MLS number?

The transaction list doesn't look transactions up by number — the Transaction Spreadsheet does. Download the year's Transaction Spreadsheet, which lists every transaction created that year along with its number, and search

or sort from there. Our support team can't look transactions up by number either, since every transaction is entered and managed by your own office — your admin is the fastest route.

Can Pipeline generate the number or pull it in from the MLS?

No — you enter it yourself. The number is manual by design, because states differ in what they require and a free-form field is what lets offices anywhere record exactly the number their rules call for. There's also no MLS integration that fills in transaction details from an MLS number.

Can I track more than one number on a transaction?

Yes — enter them in the same field separated by a forward slash. Something like `282773 / L072399 / P0237779` displays each number separately on the transaction and gives each its own column on the downloaded Transaction Spreadsheet, which is how offices with state transaction-log requirements keep their log in one place.

Can you see who added or changed the number?

Changes to the number are recorded in the transaction's history. If the history doesn't name anyone for it, the number was most likely entered when the transaction was created rather than changed afterward.

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

See [Activity History](#)

Learn More

Every transaction carries identifying numbers that tell it apart from every other one in your account.

See [Transaction ID](#)

Still Have Questions?

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