Transaction Labels

Last Modified on 11/10/2026 12:23 pm EST

Labels are your transaction types, from property types to the other kinds of deals your office works, and they drive the checklists Pipeline auto-assigns.

Introduction

A residential closing and a commercial lease need different paperwork, and the person opening the file shouldn't have to remember which. That's the job a label does.

A label says what kind of deal a transaction is, in your office's own vocabulary, set up once for the whole company. It sounds like a filing convenience, and it's more than that, because the label is one of the things Pipeline reads when it works out which checklist a new transaction should get. Say residential as you create the file and the residential checklist arrives with it. So the label isn't only describing the deal. It's steering what happens to it.

Your list reads at a glance, your reports break down by type, and the right tasks land on the right deals without anybody assigning them. A transaction carries one label at a time, which is worth knowing while you're designing the list. Keep a label to the kind of deal and let a status carry where it stands; the accounts that mix the two are the ones where neither ends up meaning much.

How It Works

Labels describe the type of transaction, they power auto-assigned checklists, and each transaction carries exactly one.

Labels vs. Statuses

A label is the *type* of transaction; a status is its *stage*. Keep them separate — if you're using a status to track type, switch that job over to labels instead.

What Labels Unlock

Once transactions are labeled, you can auto-assign checklist templates by label, see each type at a glance on your Transactions List, and filter or download reports and search results by type.

One Label Per Transaction

A transaction carries a single label at a time. Choose the type that fits best; a transaction can't hold two labels at once.

Applying a Label

When adding or editing a transaction, pick the label from the [Label] dropdown and save. Whether an agent can change a label later depends on the transaction's status and their permissions.

Add a Transaction Label

Create a new label from the Transaction Labels page in your admin settings.

Who Can Do This: The master admin.

To add a transaction label:

1. Click the [Gear] in the upper-right corner, then [Admin / Settings].
2. Click [Transaction Labels] from the Customize section of the left menu.
3. Click [Add Label].
4. Enter the label name.
5. Click [Add Label] to save it.

The new label is now available in the [Label] dropdown on every transaction.

Rename a Transaction Label

Update the name of an existing label from the Transaction Labels page.

Who Can Do This: The master admin.

To rename a transaction label:

1. Click the [Gear] in the upper-right corner, then [Admin / Settings].
2. Click [Transaction Labels] from the Customize section of the left menu.
3. Click the [gear] to the right of the label, then [Rename].
4. Enter the new name and click [Save].
5. If the label is already on transactions, choose [Yes] to update all of them or [No] to leave the old name in place.

The label's new name appears wherever you chose to apply it.

Delete a Transaction Label

Remove a label you no longer use from the Transaction Labels page.

Who Can Do This: The master admin.

To delete a transaction label:

1. Click the [Gear] in the upper-right corner, then [Admin / Settings].
2. Click [Transaction Labels] from the Customize section of the left menu.
3. Click the [gear] to the right of the label, then [Remove].
4. Click [remove] again to confirm.

The label is removed from your list and no longer available to apply.

Require a Transaction Label

Make a label mandatory on every transaction from your company settings.

Who Can Do This: The master admin.

To require a transaction label:

1. Click the [Gear] in the upper-right corner, then [Admin / Settings].
2. In the Transaction Settings section, check the box next to [Require transaction label].
3. Click [Save Settings].

From now on, no transaction can be saved without a label — handy when you're auto-assigning checklists by label and want every deal covered.

Let the Label Bring the Checklist

Offices tend to meet this connection the hard way — they rename a label, and the checklists quietly stop arriving. The link between the two is a rule that lives on the checklist template, not on the label, which is why renaming here can break something over there.

Set a checklist template to add itself to a transaction the moment that transaction's status, side, or label matches the rule you choose.

See Checklist Auto-Apply Rules

Frequently Asked Questions

Can a transaction have more than one label?

No — one label per transaction. Pick the type that fits best. If you need to slice transactions more than one way, a custom list field can capture a second dimension alongside the label.

How do I change a label after the transaction is saved?

Edit the transaction and choose a different label. An admin can change the label in any status. An agent can only update the label on transactions they created, and only while the transaction is in an Active or Listing status.

What's the difference between a label and a status?

A label is the type; a status is the stage. Use labels for residential, commercial, rental, or referral, and statuses for listed, pending, or closed. If you're tracking type with a status today, we recommend switching to labels.

Is there a transaction type field?

Labels are your transaction types. Use them for property types, or for any other kind of deal your office works,

such as rentals, leases, or referrals. See Classify Your Transactions by Type.

Can I require a label on every transaction?

Yes. Check [Require transaction label] in your company settings and no transaction can be saved without one — useful when checklists auto-assign by label.

Can I make other transaction fields required?

Not with a setting. The label has its own, [Require transaction label] in Company Settings. Optional fields and custom fields have none, so nothing makes them mandatory, but a checklist can make them hard to skip. See Get Agents to Fill In the Fields You Need.