Transaction Deletion

Last Modified on 09/04/2026 11:16 am EDT

Deleted a transaction by mistake? Our team can often bring a recently deleted one back — here's how recovery works.

Introduction

Deleting a transaction in Paperless Pipeline is permanent. There's no recycle bin and no self-serve undo, and confirming takes the deal out of the account.

That's a design decision rather than a gap. A transaction isn't a document, it's the container the documents live in, along with the checklists, the notes, the emails, and the history of how the deal went, so removing one removes all of it at once. It's also why clearing out old closed files is worth thinking twice about, because the record you delete is the one an audit tends to ask for.

If you've already deleted something you needed, don't assume it's over. Our team can often recover a recently deleted transaction, and the odds are best in the first days after it happens. Send us whatever identifies the deal and roughly when it went, and we can take it from there.

How It Works

Deletion is a deliberate, admin-only action, and recovery is a hand from our team rather than a button in the app.

Deletion Is Permanent

Confirming removes the transaction from the account entirely. There's no recycle bin, so it's worth pausing on the confirmation step before you delete.

How Recovery Works

Contact our team when someone deletes a transaction by mistake — we can often restore a recently deleted one. The sooner you reach out after the deletion, the better the odds — so don't wait if you spot the mistake.

What We Need to Find It

To locate the deleted transaction, it helps to give us something identifying: the transaction name or property address, the MLS number, or any other detail that points us to the right record.

Why Your Backup Won't Have It

A deleted transaction won't show up in your standard monthly backups, so there's nothing to restore from there. Recovery is a manual step on our end — reaching out to us is the way to get it back.

Delete a Transaction

> Permanently remove a transaction from your account.

> **Who Can Do This**: Master admins.

To delete a transaction:

1. Open the transaction you want to remove.
2. Scroll to the bottom and click [Delete this transaction] in the lower-right corner.
3. Confirm by clicking [Delete Permanently].

The transaction is gone from the account. If the [Delete this transaction] option isn't there, see Why Can't I Delete a Transaction?

Request Recovery of a Deleted Transaction

> Ask our team to restore a transaction that was deleted by mistake.

> **Who Can Do This**: Anyone on the account can reach out; our team handles the recovery.

To request recovery of a deleted transaction:

1. Email help@paperlesspipeline.com as soon as you notice the deletion.
2. Include something that identifies the transaction — its name or property address, the MLS number, or another detail.
3. Mention roughly when it was deleted, so we know how far back to look.

Our team checks whether the transaction can be restored and follows up. Recently deleted transactions have the best chance, so send it our way quickly.

If What You Lost Was a Document

Deleting a transaction and deleting a document out of one are different jobs, and plenty of people arrive here having done the second. That one you can undo yourself — no email to us, no waiting on our team.

Delete a doc and it doesn't vanish. It lands in *Deleted Docs*, where it stays for a year with a record of who removed it and when.

See Deleted Docs

Transaction Deletion FAQ

Deletion is permanent and master-admin only, but our team can often recover a recently deleted transaction. Answers to the common questions about recovering one yourself, timing, and backups. See Transaction Deletion FAQ, or Why Can't I Delete a Transaction? if the delete option is missing.

Transaction Deletion Troubleshooting

Running into a problem? Start here.

- Why Can't I Delete a Transaction?