

Why Can't I Delete a Transaction?

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If the option to delete a transaction isn't there, it's almost always a permission thing — deleting is reserved for master admins. Here's how to tell where you stand and what to do.

The Delete Option Is Missing

When you open a transaction and don't see [Delete this transaction] at the bottom, the profile you're signed in with isn't a master admin on the account. Only master admins can permanently remove transactions, so the option doesn't appear for anyone else.

If You're Not a Master Admin

Ask a master admin on your account to delete the transaction for you. Deletion is permanent and account-wide, so it's meant to stay in a small set of hands.

If You Are a Master Admin

If you should have master admin rights but still don't see the option, make sure you're signed in under your master admin profile rather than a second agent or location profile. Once you're on the right profile, open the transaction, scroll to the bottom, and the [Delete this transaction] option will be there.

You Deleted the Wrong One

If a transaction was already deleted by mistake, don't worry that it's gone for good — reach out quickly and our team can often recover a recently deleted one. See [Transaction Deletion](#) for what to send us.

Learn More

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

See [Transaction Deletion](#)

Still Have Questions?

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