

Commission Percent FAQ

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

An agent's commission percent is their default share of the commission, stored on their user profile. Answers to the common questions about what the percent applies to, changing it, and agents whose split isn't a single number.

Does the commission percent apply to the gross commission?

No — it applies to the distributable commission. Referrals and off-the-top deductions come out of the gross first, and the percentage splits what's left. If an agent's plan is written against gross, enter their share as a dollar amount at commission entry and Pipeline allocates the remainder to the brokerage.

Can an agent have more than one default commission percent?

No, Pipeline stores one per agent. Keep the rate they use most often on the profile, record the others in their commission notes, and adjust the split on the transactions where a different rate applies.

Does Pipeline change the percent when an agent reaches their cap?

No. Pipeline warns you while you're entering commissions, then leaves the plan to you — update both the **Commission Percent** and the **Next Commission Split Threshold** on the agent's profile when they move up a tier.

What if an agent isn't on a percentage split at all?

Leave the field blank, or enter 0. Either works for agents on a flat fee or on a plan you'd rather type in by hand. Record what they're actually on in their commission notes, then allocate the dollar amount when you enter commissions.

Can you update everyone's splits at once?

Yes — send us a spreadsheet. Download the User List from *Manage Users*, add a **Commission Split** column, fill it in, and email the file to help@paperlesspipeline.com. Split thresholds, commission notes, and start dates can ride along in the same file.

Why doesn't the commission section appear on a new user's profile?

It appears once the profile has been saved. Save the new user first, then reopen them and the commission fields are there. If the section is still missing, check that you have the financial information permission for that user's primary location.

Where can I see every agent's split in one place?

The Manage Users list has a column for it. You can scan the whole roster at once and spot the agents with no split set yet. The downloaded User List carries it too, if you'd rather work in a spreadsheet.

Learn More

Set an agent's share once and Pipeline fills it in every time you enter commissions on one of their transactions.

See [Commission Percent](#)

Still Have Questions?

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