Split Thresholds FAQ

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A split threshold is the dollar amount an agent has to generate for the brokerage before their split changes. Answers to the common questions about what counts toward it, when it resets, and what Pipeline does when an agent caps.

Is the threshold based on the agent's gross commission?

No — it counts only what the agent generates for the brokerage. If your plan is written against the agent's gross, work out what share of that flows to the brokerage and enter that: an agent on a 35% broker split with a $60,000 gross target gets a $21,000 threshold. Note the real number in their commission notes so nobody wonders about it later.

Does Pipeline stop taking the brokerage's share once an agent caps?

No, and nothing is blocked. Pipeline highlights the agent in orange on the transaction that looks like it will take them over, and you adjust the disbursement. The pro-rating calculator is there to work out the split on that one transaction.

Does the threshold reset at the start of the year?

The amount paid toward it does; the threshold itself doesn't. The running total returns to $0 on its own at the turn of the plan year. The threshold figure and the agent's commission percent stay exactly as you left them, so update the profile if either changes for the new year.

Can I exclude certain transactions from an agent's cap?

Not with a setting. Two workarounds are in common use: raise the agent's threshold by the commission that shouldn't count, so the two cancel out; or treat the threshold as a reference and reconcile the exclusions from the *Agent Income* report. Lease deals and company-generated leads are the usual reasons offices ask, and we've passed that along.

Can I reset an agent's threshold in the middle of the year?

There's no one-click reset — add what they've already contributed. Enter the running total plus the new threshold so the remaining distance comes out right. An agent $12,400 into a plan year who needs a fresh $30,000 threshold gets $42,400.

Can an agent have more than one cap?

One at a time. Multi-tier plans get stepped through as the agent clears each tier — new percent, new threshold. Separate simultaneous caps, like a franchise cap alongside a marketing cap, have to be tracked outside this field.

Do agent fees and deductions count toward the cap?

No, only commission generated for the brokerage counts. That's why an agent on a flat-fee plan shows nothing against their cap. Offices on flat-fee plans often enter the fee as commission to the brokerage instead, so the threshold has something to track.

Can Pipeline email me when an agent is close to their cap?

Not for the threshold itself. The orange warning lives in the Commission Module and appears while you're entering commissions. If your agents' splits change on their start-date anniversary, there's a reminder email for that.

Commission splits often change on an agent's start-date anniversary, so Pipeline reminds your admins five days ahead.

See Agent Anniversary Emails

Where can I see how close an agent is?

In the agent's year-to-date pop-up at commission entry. Click into one of their amount fields and it shows what they've paid the brokerage so far against their threshold. The *Agent Commissions* report carries the same figure, and agents can see their own on their commissions report.

Learn More

Agents who move up a tier after generating enough for the brokerage get tracked automatically, and Pipeline warns you on the transaction that takes them over.

See Split Thresholds

Still Have Questions?

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