Why Isn't the Commission Cap Warning Working?

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Cap warnings lean on three things being in place: both fields on the agent's profile, transactions that are closed with commissions entered, and the brokerage's share of the money. Here's how to check each one.

No Warning Appeared When an Agent Passed Their Cap

Three things have to line up before Pipeline can flag an agent. Work through them in order:

- **Both profile fields are filled in.** Pipeline estimates from the agent's **Commission Percent** as well as their **Next Commission Split Threshold**, so a threshold on its own has nothing to work with. Open the agent from *Manage Users* and check the *Commission Percent, Cap, & Notes* section.
- **You're looking for a color, not a message.** The warning is the agent's name highlighted in orange in the *Broker / Agent Commission Disbursement* step. There's no pop-up and no error, so it's easy to scroll past.
- **The transactions behind it have commissions entered.** Only transactions in a Closed status with commissions entered and a CDA generated count toward the threshold, and pending deals are left out by default.

If all three check out and the warning still doesn't appear, send us the agent's name and a transaction to look at.

A Warning Appeared Before the Agent Reached Their Cap

This one is working as designed. Pipeline estimates from the agent's commission percent, the commission on the transaction, and a few assumptions about how it will be split, so anyone who lands close to the line gets flagged while there's still time to act on it.

Make the final call from the agent's actual commission on that transaction rather than from the highlight.

The Amount Toward the Threshold Looks Too Low

Almost always one of three things:

- **You're comparing the wrong number.** The threshold counts the brokerage's share of the commission and of the referral commission, not the agent's gross. Compare like for like.
- **Fees and deductions aren't in it.** Agent fees and deductions never contribute toward a cap, which is why an agent on a flat-fee plan can show nothing at all.
- **A closed transaction has no commissions entered.** Those are invisible to the threshold and to financial reports. Find them from the *Transactions* list: open *More Search Options*, filter to Closed status with a Close Date range, and look for the transactions with commissions not entered. Enter commissions on each one and the totals catch up.

Thresholds Didn't Reset for the New Year

The running total resets, the threshold doesn't. At the turn of the plan year, the amount an agent has paid toward their cap goes back to $0 on its own. The **Next Commission Split Threshold** figure and the agent's **Commission Percent** stay put.

If either changes for the new plan year, update them agent by agent from *Manage Users*. If you're changing a lot of profiles at once, send us the list instead and we'll load them.

Pipeline Won't Let Me Get Past the Commission Step

A cap isn't the cause. Reaching or passing a **Next Commission Split Threshold** only produces the orange highlight — it never blocks you from entering commissions or moving to the next step. Something else is stopping you, so send us a screenshot of what you're seeing and we'll take it from there.

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?

Still stuck after the checks above? Email us at help@paperlesspipeline.com and mention what you've already tried, so we can pick up from there.