Payables FAQ

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Every payable line on a CDA takes its name and its routing from a setting somewhere in your account. Answers to the common questions about payable names, referral lines, and what the numbers include.

Why does my CDA show a person's name where the brokerage should be?

A person's name is sitting in the **Broker Name for Commission Disbursement** field. Whatever is in it overrides the company name on every brokerage payable. Clear it to fall back to the company name, or correct it to the entity you want — then rebuild the affected CDAs with [Update Commissions].

Can the brokerage payable name be different from our company name?

Yes — that's what the **Broker Name for Commission Disbursement** field is for. Set it to the DBA or entity the checks should be written to and it applies to every CDA generated afterward.

How do I get an agent paid to their LLC?

Put the entity in **Payable LLC or Corp** on the agent's user profile. Their payable line on new CDAs uses it instead of their name. For CDAs already generated, run [Update Commissions] on those transactions to rebuild them.

Does Payable LLC or Corp change how the agent shows up in reports?

No — it changes the CDA only. In every internal Pipeline financial report the agent still appears under their own first and last name.

Why doesn't my external referrer have their own payable line?

The referral option in that location's *CDA Payability Settings* is checked. That tells the closing agent to send referral commission to your brokerage to disburse, so it's rolled into the brokerage payable. Uncheck it and external referrers get their own line. Re-enter commissions on existing transactions to update their CDAs.

Can two payables to the same company be combined into one line?

No. Pipeline separates payables by the entity behind them, because brokerage and agent financials are tracked separately in reports — so a brokerage line and an agent line print separately even when the name matches.

Does the earnest money deposit come out of the agent's payable?

No — it comes off the broker's total payable. Individual agent payouts are unaffected by an earnest money deposit your office is holding.

Why doesn't the co-op brokerage amount reduce the gross commission?

Because those fields add a payable line, they don't change the math. They exist to put a disbursement instruction on the document. An amount that should come off the gross belongs in the entry as a referral commission or a deduction.

Can I change the word Commission in the Payables header?

No — the CDA's system wording is fixed. The custom CDA instructions above and below the section are where your own language goes.

Can I put wiring instructions next to the payables?

Yes. CDA instructions print both above and below the payables, set per location with a per-transaction override — that's where wiring details, mailing instructions, and one-off notes belong.

Is there a report of everyone paid on our CDAs?

Not for external payables. The Commission Module reports on in-house commissions, so brokerage and agent net payables appear in reports while outside vendors and referrers don't. Reviewing the payables on individual CDAs is the way to see them today.

Learn More

Payables is the part of the CDA that says who gets paid what — one line per party, written in the names your closing agent should make the checks out to.

See Payables

Still Have Questions?

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