

Agent Units FAQ

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The Agent Units report counts the sides each agent earned and pairs them with the commission on each transaction. Answers to the common questions about units, splits, and columns that look wrong.

What exactly is a unit?

One side of a deal. The listing side is a unit and the buying side is a unit, so a transaction where you represented both counts as two.

Can two agents split a single unit?

Yes. When two agents share one side, you divide that unit between them however your office wants when you enter commissions.

Why is an agent showing with no side on the report?

No unit was entered for them. Open the transaction, click [Update Commissions], go to Step 2 – Broker/Agent Commission Disbursement, enter the unit value for each agent, then continue through and save. Your existing financials are preserved.

Why does each co-agent show the full gross commission?

That column is the transaction's total, not the agent's. The transaction gross commission is always the whole deal. Each agent's own share appears in the agent gross commission column.

Why doesn't the report have a totals row?

Totals are yours to add. The download is raw rows, so total the columns you need in your spreadsheet app.

Can I make a dual-agency deal count as two closings?

It already counts as two units. Closings count transactions, so one file is one closing. The two sides show up as two units, which is the figure most offices report on.

Can I add extra columns to the report?

No, the column set is fixed. Transaction IDs and additional commission fields come up often as requests, and they're tracked, but the report ships with the columns it has.

Does correcting a sale price update the units and volume?

Not on its own. Sales volume and units come from what was entered during commission entry, so re-enter commissions on the transaction and save to push the correction through to the reports.

Learn More

Units are how Pipeline counts sides. The Agent Units report shows how many each agent earned and which transactions they came from.

See [Agent Units](#)

Still Have Questions?

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