Agent Units

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

Introduction

Two agents each closed six deals this year, and one of them handled both sides on half of hers. Counting transactions makes them look equal. Counting sides doesn't, and sides are what an award, a bonus, or a board report usually gets measured in.

A unit is Pipeline's word for a side of a deal. The listing side is one, the buying side is one, so a transaction where your office held both is two. The Agent Units report takes that count and lays it out agent by agent, alongside the transactions each unit came from, which separates the number of sides an agent earned from the number of files they touched.

Have that in writing before a compensation conversation rather than after it. And if an agent shows fewer units than you counted, the number comes from what was allocated when commissions were entered rather than from the transaction itself. Units aren't forced, on purpose, because some deals genuinely carry none, so a blank one is a correction at the entry rather than a fault in the report.

How It Works

Units aren't calculated for you. They're entered during commission entry, which is why an agent with no unit value shows no side on the report.

Where to Find It

It's on the **Reports** page, in the **Financials** section of the left menu.

What a Unit Is

One unit for the listing side, one for the buying side. Where two agents share a single side, the office decides how to divide that unit between them.

Units Come From the CDA

The unit value is entered under Broker/Agent Commission Disbursement when commissions are saved. If it was left blank, the agent appears with no side.

Transaction Commission Versus Agent Commission

The report carries both. The transaction's gross commission is always the whole deal's figure, however many agents were on it. Each agent's own share sits in a separate column.

The Filters

Choose a **Location**, a **Closing Period**, and optionally a **Label**.

Download an Agent Units Report

> See how many sides each agent earned in a period, and the commission on the transactions behind them.

> **Who Can Do This**: Master admins, plus admins granted the View Financial Reports permission for the location. Company-wide figures need that permission in every location, including inactive ones.

To download an Agent Units report:

1. Click [Reports] from the top menu.
2. Click [Agent Units] from the **Financials** section of the left menu.
3. Select the **Location**, **Closing Period**, and optionally a **Label**.
4. Click [Download Agent Units].

The file downloads to your computer. Open it in your spreadsheet app to see the units each agent earned, based on their transactions and transaction sides.

Agent Units FAQ

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.

See Agent Units FAQ

Agent Units Troubleshooting

Units or totals looking off? Start here.

- Why Don't My Sales Volume Totals Match?
- Why Is My Commission Report Blank or Missing Transactions?