Commission & Closings FAQ

Last Modified on 09/04/2026 11:17 am EDT

Commission & Closings is the transaction-level record of closed business, filtered by location, period, side, and label. Answers to the common questions about missing transactions, referrals, deductions, and year-end reporting.

Why are closed transactions missing from the report?

Check the CDA first. A transaction is only included when it has a CDA generated, a close date inside the period you selected, and a status in the Closed category. A side or label filter you set on the way in can also quietly exclude it.

Why is only one side of a dual-sided deal showing up?

The other side doesn't have a CDA yet. When you've entered both sides as separate transactions, each one needs its own CDA before it appears. Generate the missing one and re-run the report.

Does the report include pending transactions?

No, closed only. Pending Commissions is the report for deals that are under contract but haven't closed.

How do I tell an in-house referral from an outside one?

Look for a referring agent's name next to the amount. In-house referrals carry both the agent name and the referral amount. Outside referrals carry the amount with no agent name against it.

Can I see a specific deduction broken out across the year?

Yes, check Include Deduction Details. With it checked, each deduction is listed by name rather than rolled into a single total, so you can total one line item across the period in your spreadsheet.

Can Pipeline print 1099s for my agents?

No. Pipeline doesn't generate or print 1099 forms. Most offices run this report and Agent Income for the year and take the figures into their tax software.

Can I get a per-agent commission breakdown on this report?

Not as separate rows. Rows are transactions, so a deal with two in-house agents shows combined commission figures. For one agent at a time, run Agent Income; for everyone side by side, run Agent Production.

Does the report show who a referral was paid to?

Only for in-house referrals. The referring agent's name appears when the referral was in-house. For outside referrals the report carries the amount but not the payee.

Are canceled transactions included?

Only if your Canceled status sits in the Closed category. Move it to the Fell Through category in your transaction status settings and those transactions drop out of commission reports.

Learn More

The closed-business record — every closed transaction in your period, with the commission and fees your company collected and what it paid back out.

See Commission & Closings

Still Have Questions?

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