My Commission Summary Doesn't Look Right

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A blank page, a missing deal, or a total that can't possibly be right almost always comes back to the same thing: what the report can read. Here's how to find it.

Start Here: the Report Reads Your CDAs

On the Commission Module, the Commission Summary doesn't count transactions — it totals the commission figures recorded when you entered commissions. A transaction has to clear all three of these before it appears anywhere on the page:

- **A Pending or Closed status** right now.
- **A Close Date** falling inside the month or year you're looking at.
- **Commissions entered and a CDA generated.**

Most of what follows is one of those three going missing. Work through the section that matches what you're seeing.

The Page Is Blank or Every Figure Reads Zero

An empty Commission Summary usually means the module has nothing to report on yet, not that something broke.

To get figures on the page:

1. Check that your Commission & CDA Settings are saved. Until they are, the [Manage Commissions] option doesn't appear on transactions, so there's nothing to enter.
2. Open a closed transaction and click [Manage Commissions] from the left menu.
3. Work through each step and save the commissions. Saving generates the CDA.
4. Reload the Reports page.

Figures appear as soon as the first transaction has commissions saved against it. If your settings are saved, you've entered commissions, and the page is still empty, email us and we'll look at the account with you.

A Pending Transaction Isn't Counted

This is the most common one by a wide margin, and it's nearly always the CDA. Offices that don't enter commissions until a deal actually closes see very little in the Pending row, because the report has nothing to read yet.

To find the gap:

1. Click the Pending transaction count on the summary to see exactly which transactions were included.

2. Filter the Transactions page by your Pending statuses to see the full list of what's really pending.

3. Compare the two, then open a transaction that's missing and check it has a Close Date in the period you were viewing.

4. Click [Manage Commissions] from the transaction's left menu, work through the steps, and save.

The transaction appears under its Close Date the next time the report loads.

A Closed Transaction Isn't Counted

Same three conditions, checked in the same order. Two things catch people out here:

- **The status category, not the status name.** A status your office named itself only counts as closed if it sits in the Closed category. One in the Active or Other category doesn't count, however it reads on screen.
- **The Close Date decides the period.** A deal that closed in December but carries a January Close Date counts in January.

If both are right and the transaction still isn't there, it's the CDA — open it and check that you saved commissions on it.

The Totals Are Lower Than the Pipeline You Actually Have

That's the CDA gate doing what it's designed to do, not an error. The Commission Summary is a report about entered commissions; if your office cuts CDAs at closing, your pending pipeline always looks thinner here than it is.

When you want the forecast rather than the paperwork, the Pending Inventory Report reads the transaction instead of the CDA and counts every pending deal that carries a close date.

Forecast the whole pipeline, not just the part you've done the paperwork on: the Pending Inventory Report totals sales volume and commissions on every pending transaction that carries a close date.

See Pending Inventory Report (Commission Module)

Sales Volume Is Impossibly Large

A wildly inflated total is almost always a typing error on a single transaction — an extra zero in a sales volume figure, which then rolls into every report that reads it.

To track it down and fix it:

1. Click the transaction count beside the inflated total to list the transactions behind it.

2. Scan the list for the one that's out of scale with the rest, and open it.

3. Click [Update Commissions] from the left menu and continue past the first step.

4. Correct the agent sales volume figures, then save.

The CDA and every financial report update from the corrected figures.

Two Reports Disagree About the Same Month

Usually correct behavior. Each report filters on its own combination of status, date field, and CDA requirement, so the same month legitimately returns different numbers in two places. The Pending Inventory Report and the Commission Summary are the pair that surprises people most, because one reads the transaction and the other reads the CDA.

Two admins can also see different totals for the same period, because the page shows only what each person's financial permission covers — an admin with permission in one location sees only that location's transactions.

Before treating a gap as a bug, confirm the two reports are actually asking the same question. If they are and the numbers still disagree, send us both reports and the month and we'll trace the underlying transactions with you.

Learn More

Read your brokerage's money at a glance: on the Commission Module, the Commission Summary carries sales volume, gross, referral, broker, agent, and fee totals beside the pending and closed counts.

See Commission Summary (Commission Module)

Still Have Questions?

Still short a transaction after all of the above? Email us at help@paperlesspipeline.com with the period you ran and a transaction you expected to see, and we'll trace it.