Why Don't My Sales Volume Totals Match?

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Sales Volume in your reports is the figure allocated to each agent when commissions were entered, not the transaction's sale price. That's almost always where a mismatch starts.

Sales Volume and Sale Price Are Two Different Numbers

Sale Price is what you entered on the transaction. Sales Volume is the figure allocated to a particular agent under Broker/Agent Commission Disbursement at commission entry. The reports read the second one.

They match only when they were entered to match. If someone typed half the sale price into an agent's volume, or split a deal between two agents and gave each of them the full sale price, the report faithfully shows what was entered.

The Usual Cases

- **An agent's volume is half the sale price.**Someone split a shared side by dollar amount and the halves weren't intended.
- **The company total is higher than your own log.**Two agents on one transaction each took the full sale price, so the deal counted twice.
- **Pipeline doesn't match MLS.** Either a volume went in differently from the sale price, or nobody has entered commissions yet on some of the transactions in your date range.
- **Someone who never got paid is showing volume.** A co-lister, assistant, or coordinator picked up volume at commission entry even though they took no commission.
- **You fixed the sale price and nothing moved.**Correcting the sale price on a transaction doesn't reach back into the volume already allocated on the CDA. You have to re-enter it.

Find the Transaction Causing It

The gap almost always comes down to one or two transactions rather than a systemic problem.

To track down the transaction:

1. Run the Agent Units report for the same period and location.
2. Compare each transaction's allocated volume against its actual sale price.
3. Note the ones that don't line up, and open them.

The difference between your report total and your expected total usually adds up to exactly what you find here.

Correct the Allocation

Once you know which transaction is off, the fix is to re-enter commissions on it.

To correct an agent's sales volume:

1. Open the transaction.
2. Click [Update Commissions].
3. Go to Step 2 — Broker/Agent Commission Disbursement.
4. Correct the Sales Volume allocated to each agent.
5. Continue through the remaining steps and save your commissions.

Saving generates an updated CDA, and every financial report reflects the corrected figure from then on. The rest of your commission entry stays as it was.

If You'd Rather Volume Followed the Split

There's a company setting that changes how Pipeline derives volume: with **Use Commission Split to Calculate Sales Volume** turned on, an agent's volume comes from their share of distributable commission rather than from rounded units. On shared deals that gives a more precise figure than splitting units does. It's a company-wide choice, so weigh it against how your office already reports.

Still Not Matching?

If the allocations look right on every transaction and the totals still disagree, send us the report and the figure you expected, and we'll help you find the gap.

Still Have Questions?

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