Why Can't I Enter Commissions on a Transaction?

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

Two things stop people short here: the Manage Commissions link isn't in the left menu, or it's there but [Calculate & Continue] won't light up. Both have short, specific causes.

Manage Commissions Isn't in the Left Menu

The link is conditional — Pipeline hides it until the deal can actually carry commissions. The first three checks below account for nearly every case.

To get the link to appear:

1. **Check that the location has Commission & CDA Settings.** The link only appears on transactions in a location whose Commission & CDA Settings you've completed and saved. Go to [Gear] in the upper-right corner, then [Admin / Settings], then [Manage Locations] — a green check in the *Has Commission* column tells you a location is set up. If the location is blank, open its settings from the gear icon beside it, fill in the form, and save. This is the usual cause when the link vanishes across every transaction in one location, or never appears in a newly added one.

2. **Check that an in-house agent is assigned.** The transaction needs at least one *active* in-house agent. Click [Edit Transaction], scroll to Assign Agents, add the right agent under Listing or Buying, then [Save Transaction]. An inactive user or an outside (co-op) agent doesn't satisfy this.

3. **Check that the agent isn't flagged as an assistant.** This is the one that catches experienced admins — an agent is assigned, they're active, and the link still isn't there. Assistants don't count. Click [Edit Transaction], find the agent under Assigned Agents, click the [assistant] label next to their name to remove it, then [Save Transaction]. If they really are an assistant on this deal, add a non-assistant agent instead.

4. **Check your own permission.** If the transaction looks correct on all three counts and the link still isn't there for you, you may not have the "Enter financial data" permission for that location. Ask your master admin — it's set on your user profile under User Permissions.

The link appears the moment the condition is true. There's nothing to refresh or re-enable.

Calculate & Continue Is Grayed Out

The button stays disabled until every required field in the section you're on has a value. Blank isn't the same as zero here — a field that doesn't apply to this deal may still need a `0` typed into it.

To get moving again:

1. Look back over the section for empty fields, especially anything in Sale Info — sale price, commission,

referral commission, and franchise fee.

2. Enter `0` in any required field that doesn't apply to this transaction.

3. If everything is filled in and the button is still gray, do a hard refresh of the page and try once more.

Once the section is complete, the button turns green and you can continue.

Still Stuck?

If you've been through the checks above and still can't enter commissions, email us at help@paperlesspipeline.com with the transaction name and what you already tried, and we'll pick it up from there.

Learn More

Manage Commissions is the one screen where you record a transaction's money, and it's what your CDA and every financial report are built from.

See Manage Commissions Workspace