

Franchise Fee FAQ

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The franchise fee is set once per location, comes off the gross commission before the split, and can be renamed to whatever your brand calls it. Answers to the common questions about where to change it, what it's calculated on, and why your math might not match Pipeline's.

Where do I change the default franchise fee?

In the location's Commission & CDA Settings. **Admin / Settings**, then **Manage Locations**, then the [Gear] next to the location, then [Commission & CDA Settings]. Update the amount under *Franchise Fee* and save; it applies to commission entries going forward.

Can I rename it to Royalty Fee or Broker Fee?

Yes — a master admin can. Type the name into **Franchise fee custom name** in the location's *Commission & CDA Settings*. It's a master-admin field, so support can't make the change for you.

What is the percentage calculated on?

The transaction's gross commission. When a referral is also on the transaction, the referral comes out first and the franchise fee calculates on gross commission less the referral commission.

Does the franchise fee apply to client fees?

No. It runs on the gross commission only. A fee collected from a buyer or seller on top of the commission — an excise tax, an admin fee — isn't part of the base.

Does Pipeline split the fee between the agent and the brokerage?

No. Because it comes off before the split, it reduces what both parties divide — but Pipeline doesn't work out which share of the fee each of them effectively paid. Calculate that yourself if you report on it.

Can different offices have different franchise fees?

Yes. The setting lives on each location's *Commission & CDA Settings*, so every office is configured on its own.

Can the fee be different per agent?

No — it's set per location. Where only some transactions carry it, set the location default to and enter the amount in *Step 1* on the transactions where it applies.

Why is [Calculate & Continue] grayed out?

A required Step 1 field is empty. The franchise fee is a common culprit — enter rather than leaving it blank, fill in the rest of *Sale Info*, and the button turns green.

Why doesn't my math match Pipeline's?

The fee comes off before the split. Pipeline subtracts the franchise fee from the gross, then splits the distributable commission that's left — so a percentage entered in *Step 2* applies to the reduced figure. If your split is written against the gross, calculate the amounts and enter dollar figures instead.

Learn More

The franchise fee is the per-transaction cut your office owes its brand — set it once for a location and Pipeline takes it off the gross commission before the split.

See [Franchise Fee](#)

Still Have Questions?

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