Commission & CDA Settings FAQ

Last Modified on 09/04/2026 11:18 am EDT

Every office you manage commission for gets its own Commission & CDA Settings, and a master admin sets them. Answers to the common questions about finding the page, changing a signature, and updating CDAs you've already generated.

Where do I find Commission & CDA Settings?

Behind each Location's gear menu. Click the [Gear] in the upper-right corner, then [Admin / Settings]. From the left menu, click [Manage Locations], click the gear next to the office you want, and choose [Commission & CDA Settings].

Do I have to set this up for every office?

Yes, one Location at a time. Commission setup is per Location, and it's what makes **[Manage Commissions]** appear on that office's transactions. An office you never configure never offers the option — which is a useful way to keep commission work confined to the offices that do it.

Who can change these settings?

Master admins. Support can't change them on your behalf, but we're glad to walk you through the page if any of the fields aren't obvious.

I changed a setting — why didn't my existing CDA change?

A CDA is a static PDF, written the moment you saved commissions. Changes here apply to CDAs generated afterward. To bring an old one up to date, open its transaction, click [Update Commissions], continue through the steps, and save — Pipeline keeps every figure you already entered, so nothing has to be retyped.

Can I copy one office's settings to another?

Not automatically. A new Location is set up from scratch. The one shortcut worth knowing: download the signature image from an office you've already configured and re-upload it to the new one, rather than tracking down the original file.

Can I remove the CDA signature image entirely?

Not quite — the field needs an image. If you need the signature line blank for now, click [Replace Image] and upload a blank white image, then [Save Settings]. New CDAs print with an empty signature line.

My signature file won't upload. What should I try?

Re-save it as a PNG and try again. A file that looks fine but won't upload is usually subtly corrupt, and re-exporting it clears that up. While you're at it, crop the image tight and keep it small — an oversized signature can push a CDA onto a second page.

Can each office show a different company name or logo on its CDA?

No — those are account-level. Your company name, your logo, and the brokerage's payable name are the same on every CDA your account generates. If one office needs to direct funds to a different entity, put that instruction in that Location's CDA instructions; if the branding itself has to differ, that's a separate account.

Where does the logo on the CDA come from?

Your company logo in Admin / Settings. Update it there and new CDAs pick it up; regenerate an existing CDA from its transaction if you need the old one refreshed.

Add your brokerage's logo so your Home page, coversheets, and commission documents all carry your brand.

See Company Logo

Can I rename the Franchise Fee?

Yes. Enter whatever your office calls it in the **Franchise fee custom name** field on the Location's Commission & CDA Settings and save. The new name is what prints.

Learn More

Set up Commission & CDA Settings for each of your offices to decide who gets paid directly, whose signature signs the CDA, and what instructions your title company reads.

See Commission & CDA Settings

Still Have Questions?

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