Commission Module Activation FAQ

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Activation is a master admin's job, it takes about a minute from inside your account, and the first 30 days are free. Answers to the common questions about the trial, the bill, and what turns on.

Who can activate the Commission Module?

A master admin, from inside your account. If you're not a master admin, ask whoever is — they can switch it on in about a minute. Support can't activate it for you, but we're happy to answer questions first.

How long is the free trial?

30 days, starting the moment you activate. There's one trial per account. When it ends, the module keeps working and its cost joins your next bill.

Do I need a demo before I can start the trial?

No. A master admin can start the trial directly from Admin / Settings without talking to anyone. A walkthrough call is available if you'd like one — plenty of offices skip it and set up from the articles here.

Does the free trial turn into a paid subscription automatically?

Yes. When the 30 days are up, the Commission Module carries on and its monthly cost is added to your first bill after that date. If you don't want to keep it, remove it before your bill date.

What does the Commission Module cost?

It depends on your Transaction Plan. The module is billed monthly in addition to your plan, and the amount scales with the plan you're on. Email help@paperlesspipeline.com and we'll tell you the figure for your account.

Can I get a second free trial?

No — it's one trial per account. You can add the module back whenever you're ready; it just bills at the regular monthly rate from day one instead of after 30 days.

Can I turn the module on for just one agent, team, or office?

No — activation is account-wide. What you can control is where commissions get managed. **[Manage Commissions]** only appears on transactions in Locations whose Commission & CDA Settings have been saved, so an office you never set up never sees it.

What happens to my CDAs if I remove the module?

They stay right where they are. CDAs you've already generated remain on their transactions and stay downloadable. What goes away is Commission & CDA Settings, the ability to enter commissions, and the module's financial reports.

How do I stop being billed for the module?

Remove it from Admin / Settings before your next bill date. Go to [Gear] → [Admin / Settings] → [Commission Module] under *Add-On Modules*, then click [Remove the commission module →]. Ask us and we'll send you a reminder on your bill date so it doesn't slip.

I activated the module — why don't I see Manage Commissions?

Each office needs its own Commission & CDA Settings first. Activation is account-wide, but **[Manage Commissions]** is per Location. There are a few other things it checks too.

[Manage Commissions] only appears on a transaction when four things are true at once. Here's how to check each one, most likely first.

See [Why Don't I See Manage Commissions on a Transaction?]

Learn More

Ready to run commissions out of Pipeline? A master admin can switch the Commission Module on from inside your account, and the first 30 days are free.

See [Commission Module Activation]

Still Have Questions?

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