

Why Don't I See Commission & CDA Settings?

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Commission & CDA Settings sit behind a Location's gear menu on the Manage Locations page. If the option isn't there, it's usually one of three things.

The Commission Module Isn't Active on Your Account

This is the cause nearly every time. Commission & CDA Settings only exist for accounts with the Commission Module, so on an account without it the option isn't in the menu — no matter how much access you have.

A master admin can check by clicking the [Gear] in the upper-right corner, then [Admin / Settings], and looking for [Commission Module] under *Add-On Modules* in the left menu. A 30-day free trial can be started from that page, and the settings appear as soon as it's active.

You Landed on Edit Location Instead

The gear next to a Location opens a short menu, and **[Edit Location]** sits near **[Commission & CDA Settings]** — it's easy to click straight through to the wrong one and conclude the option is missing.

To get to the right page:

1. Click the [Gear] in the upper-right corner, then [Admin / Settings].
2. From the left menu, click [Manage Locations].
3. Click the gear next to the Location and pause on the menu that opens.
4. Select [Commission & CDA Settings], not [Edit Location].

Worth knowing while you're here: your office's address and phone number for the CDA header live under Commission & CDA Settings, but the Location's own address lives under [Edit Location]. Both can end up on a CDA, so it's worth checking each one after a move.

You Don't Have Access to That Office

Setting up commissions is a master admin's job, and permissions in Pipeline are granted per Location — so it's possible to have full run of one office and none of the next. If a colleague can open the settings for a Location and you can't, ask a master admin to check your access for that office.

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](#)

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?

Still not seeing it? Email us at help@paperlesspipeline.com and we'll check what's switched on for your account.
