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

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

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

The Transaction's Location Has No Commission & CDA Settings

This is the most common cause by a wide margin, and it's the one that catches people who have just added an office. Activation is account-wide, but commission setup is per Location — until you save a Location's Commission & CDA Settings, transactions in that office don't offer **[Manage Commissions]** at all.

A quick way to see which offices are ready: open Manage Locations and look at the *Has Commission…* column. A green check means that office is set up.

To fix it:

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, then [Commission & CDA Settings].
4. Complete the settings for that office and click [Save Settings].

Go back to the transaction and **[Manage Commissions]** is on the left menu.

There's No Active In-House Agent on the Transaction

Pipeline calculates commissions for your own agents, so a transaction needs at least one active in-house agent who is *not* marked as an assistant. If the only person assigned is an assistant, or the only agent is an outside co-op agent, the option won't show.

Open the transaction, click **[Edit Transaction]** on the left menu, and take whichever of these fits:

- **The agent shouldn't be an assistant on this deal.** Under *Assigned Agents*, click the [assistant] label to the right of their name to remove it, then click [Save Transaction].
- **The agent really is an assistant here.** Type another agent's name into the *Search by name* field under *Assign Agents*, check the Listing or Buying box beside them when they appear, then click [Save Transaction].

With an active, non-assistant in-house agent on the transaction, the option comes back.

The Agent on the Transaction Is Deactivated

You can only enter commissions for active agents, so a deal whose only agent has since left the brokerage loses the option. Nothing is lost — the fix is a round trip through their profile.

To enter commissions for a deactivated agent:

1. Click the [Gear] in the upper-right corner, then [Admin / Settings], then [Manage Users].
2. Click the gear to the right of the agent's name, then [Activate User].
3. Go back to the transaction, click [Manage Commissions], and enter the commission details as usual.
4. Return to Manage Users and deactivate the agent again.

The financial information you entered stays intact on the transaction after you deactivate the agent again.

You Don't Have Financial Permissions

Entering commissions is an admin-level job. You need to be a master admin, or an admin with the financial permissions for that office — permission to enter financial data, to view financial reports, or both. Permissions work per Location, so an admin can have them in one office and not the next.

If a colleague sees **[Manage Commissions]** on the same transaction and you don't, this is almost certainly why. A master admin can grant the permissions from Manage Users.

The Commission Module Isn't Active on the Account

Worth ruling out if commission options have never appeared anywhere in your account — not on transactions, not behind a Location's gear menu. A master admin can check the Commission Module page under *Add-On Modules* in Admin / Settings, and start a free trial from there if it's off.

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]()

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?

Checked all of these and still nothing? Email us at help@paperlesspipeline.com with the transaction name and we'll take a look at the account.