eSign Monthly Limit FAQ

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Pipeline bills signature requests in blocks of ten at a per-request price set by your Transaction Plan, and you only pay for the blocks your team sends. Answers to the common questions about cost, limits, and what counts as a request.

Is Pipeline eSign included in my plan?

No — it's a paid add-on. Your Transaction Plan covers Pipeline; signature requests are billed separately, only in the months your team sends them.

How much does a signature request cost?

It depends on your Transaction Plan — larger plans pay less per request. Your account's exact per-request price, and what a block of ten costs at that rate, are shown on your Pipeline eSign page under **Admin / Settings**.

Why was I charged for ten requests when I only sent one?

Requests are billed in blocks of ten, and billing rounds up. One to ten requests is one block, eleven to twenty is two, and so on. The block is the unit — you're never billed for a partial one.

What counts as one signature request?

One send. However many documents, signers, or fields go into it, sending it counts once.

Do unused requests roll over to next month?

No — and you're never charged for them either. Usage starts at zero each billing cycle, and blocks you didn't use aren't billed, whatever your limit was set to.

Do I have to set my limit again every month?

No. The limit stays where you put it. It's your usage that resets each cycle, not the setting.

What happens if we hit the limit mid-month?

Raise it and keep going. A master admin can change the limit at any point in the cycle; the extra requests are available immediately and the additional charge appears on your regular bill.

Is there a minimum monthly charge?

No. There's no minimum and no per-user fee. A month with no signature requests costs nothing.

Do canceled or declined requests still count?

Yes. A request counts once it's sent, however it ends. A sent request can't be edited, so fixing one means canceling it and sending a new one — two requests.

Can I turn eSign on for just one person?

No — eSign is account-wide. A master admin turns it on for everyone or not at all. Agents whose office hasn't subscribed should talk to their office admin.

Who can change the limit?

Master admins only. The limit, the usage figures, and the company-wide list of sent requests are all master admin views.

When does billing start after we activate?

On your next bill date. eSign itself is usable by everyone in the account the moment it's activated.

Where does the eSign charge show up?

On your regular Pipeline bill. It's charged to the card already on file — there's no separate invoice and no second payment method to set up.

Learn More

Set the most your office can spend on signature requests in a month, then pay only for the blocks your team actually sends.

See eSign Monthly Limit

Still Have Questions?

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