

eSign Monthly Limit

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

Introduction

Pipeline eSign is a paid add-on, separate from what you already pay for Pipeline. That catches offices out, so it's worth saying plainly before anything else: sending a signature request costs money, and the monthly limit is where you decide how much of it you're willing to spend.

The limit is a ceiling rather than a purchase. Setting one buys nothing up front and commits you to nothing, so a month where your team sends nothing costs nothing, and there's no contract and no monthly minimum sitting underneath it. It also stays where you put it. Usage starts over with each billing cycle, but the number you set carries forward, so there's nothing to renew and nothing to set again next month.

What that gives you is a figure you can hand to whoever asks what this costs, before the bill arrives rather than after it. Reach the limit partway through a month and you can raise it on the spot, with the extra capacity available straight away. If a charge ever reads oddly against the number of requests you remember sending, the answer is almost always in how requests are counted rather than in anything having gone wrong.

How It Works

What Counts as a Request

One send is one request, however many documents, signers, or fields it carries. It counts the moment it goes out, whether it's completed, canceled, or declined — and because a sent request can't be edited, correcting one means sending a second, which counts again.

What the Limit Does

It caps what Pipeline can charge you in a billing cycle and buys nothing up front, so you can set it high for headroom and still pay only for what your team sends. Pipeline bills requests in blocks of ten, rounded up, and never bills for an unused block. Your Pipeline eSign page shows your account's rate per request.

When You're Charged

eSign is on for the whole account rather than per user or per location, so once a master admin activates it everyone can send and billing starts on your next bill date. Pipeline adds the charges to your regular bill and the card already on file. Usage starts at zero each cycle while the limit stays where you set it, and raising it mid-cycle makes the extra requests available right away.

Change Your Monthly eSign Limit

Adjust the most Pipeline can charge your account for signature requests in a billing cycle.

Who Can Do This: Master admins whose company is subscribed to Pipeline eSign.

To change your monthly eSign limit:

1. Click the [Gear] in the upper-right corner, then [Admin / Settings].
2. Under **Add-On Modules** in the left menu, click [Pipeline eSign].
3. Drag the slider to the limit you want. To go above 2,000 signature requests a month, type the number instead.
4. Click [Change Spending Limit].
5. Review the updated billing details, then click [Change Spending Limit] again to confirm.

The new limit takes effect right away. Your team can send up to it this cycle, and you're billed only for the blocks they use.

Track Your Company's eSign Usage

See how many signature requests your team has sent this billing cycle and what they've cost so far.

Who Can Do This: Master admins whose company is subscribed to Pipeline eSign.

To track your company's eSign usage:

1. Click the [Gear] in the upper-right corner, then [Admin / Settings].
2. Under **Add-On Modules** in the left menu, click [Pipeline eSign].
3. Review your team's usage for the current billing period.

Usage updates as your team sends, so what you're looking at is current — requests used, requests remaining, and what's been spent against your limit.

View All Sent Signature Requests

Open the company-wide list of every signature request your team has sent.

Who Can Do This: Master admins whose company is subscribed to Pipeline eSign.

To view all sent signature requests:

1. Click the [Gear] in the upper-right corner, then [Admin / Settings].
2. Under **Add-On Modules** in the left menu, click [Pipeline eSign].
3. Click [View all signature requests →].

You'll see every request sent by anyone on your team, each showing the sender, the date it went out, its current status, and where it was sent from.

See Which Plan Sets Your Rate

Two offices sending the same number of requests can be charged differently, and nothing on the eSign page explains why. The answer is the plan the account already sits on.

Pipeline bills on a simple monthly transaction plan — a ladder you move up or down as your deal volume changes.

See [Transaction Plans](#)

eSign Monthly Limit FAQ

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.

See [eSign Monthly Limit FAQ](#)

eSign Monthly Limit Troubleshooting

Running into a problem? Start here.

- [Why Don't I See Pipeline eSign in My Account?](#)
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