Leave an Enterprise and Run Your Account Yourself

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Your franchise agreement is ending and the account stays with you. Coming out of an Enterprise keeps every transaction, user, and document exactly where it is — what changes is who administers it and who pays the bill.

Introduction

An office leaving a franchise usually expects the hard part to be the data. It isn't. Your account is already a whole account: its own users, its own settings, its own history. Separating from the Enterprise doesn't move any of that. It cuts one tie: the parent company's reach into it.

There are two halves to the work, and only the first one is out of your hands. The parent's Enterprise Admin has to authorize the removal in writing, because you're a member account and the authority to release you sits above you. Once support acts on that, everything else is yours to do. One piece of it has a deadline attached, because your bill used to run through the Enterprise and now it runs through you.

Give yourself a week. Removals land in one to two business days, and the settings you'll want to reset afterward are scattered across company info, your locations, and your commission setup.

When to Use This

- Your franchise agreement is terminating and you're continuing as an independent brokerage.
- You're buying an office out of a larger company and the account is coming with it.
- The parent company still has access to your transactions and you need that closed off.
- You asked your own master admin to pull the account out of the Enterprise and there's no setting that does it.
- You've been removed from an Enterprise already and you're not sure what you're now responsible for.

Why This Beats Starting a Fresh Account

The instinct is to leave the old account behind — open a new one under the new company name, move the files across, and be done with the parent entirely. It sounds like the clean break, and it's the more expensive, slower version of the same outcome. Moving transactions between two accounts is a paid Data Transfer: both accounts have to be active and paying, both sides' admins have to authorize it, and it gets scheduled rather than done on the spot. You'd still be waiting on the same Enterprise Admin you were trying to avoid.

Separating the account you already have skips all of it. Nothing moves, so nothing can be missed in the move — your closed deals, your document history, your users' logins, and your commission records stay exactly as they are, on the same account ID, with the same people signed in. The Enterprise loses its reach and you keep everything else. The only real work left is putting your own name and your own card on an account that already worked.

1. Ask Your Enterprise Admin to Authorize the Separation

This is the step you can't do yourself, and it's worth knowing that early. Your own master admins hold every permission inside the account and none of them release it from the Enterprise — that authorization has to come from an Enterprise Admin at the parent company, in writing, from their own address. Your part is making the ask and handing over what they'll need to include: your Pipeline Account ID, the date the separation should take effect, and the name and email of whoever is taking ownership.

The accounts inside your Enterprise are still whole accounts, with their own users, their own settings, and their own bill. The portal is how you reach them.

See Member Accounts

> Pick a weekday for the effective date. Account changes like this run Monday through Friday, so a Saturday or Sunday date gets moved to the next business day anyway — and if you're timing the separation to a contract end date, say so when you ask, and we'll work to it.

2. Know What Changes the Day It Lands

Removals usually take one to two business days from the authorization. When it completes, we deactivate the Enterprise's own admin user inside your account, and the parent company loses all access — no portal entry, no sign-in, no visibility into your transactions. That's permanent, and it's the point of the exercise.

On your side, nothing disappears. Your users keep their logins and their permissions, your transactions and documents stay untouched, and your master admins now hold the top of the account with nobody above them. What arrives with that is everything the Enterprise used to handle quietly in the background — the bill first among them.

> This runs one direction. Once an account is out of an Enterprise, putting it back in is a fresh request from an Enterprise Admin, not an undo. Be sure of the date before you set it.

3. Add Your Own Credit Card Before the Next Bill

Of everything on this list, this is the only step with a clock on it. While you were a member account, the Enterprise paid for you and there was no card of your own on file. The day you're separated, there still isn't — and the next billing date doesn't wait.

Pipeline keeps one credit card on file and charges it automatically each billing cycle — update it anytime from your account settings.

See Credit Card on File

> Add the card as soon as the removal completes, and reply to us once it's on so we can confirm it before your bill date. An account that reaches its billing date with no card on file is an interruption in service, and it's the one avoidable thing in this whole process.

> Wondering why you never saw a card in your settings before? That's the Enterprise arrangement working as designed.
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> In an Enterprise, billing runs from one place. The Enterprise Admin controls the card on file for every member account, and can hand that control to a master admin whenever an office would rather manage its own.
>
> See Billing Control

4. Make the Account Your Company's Again

Your company name, your license number, your logo, your location names, and the contact your team is told to ask for help are all still the franchise's. They sit in several places rather than one screen, so it helps to work them in order.

Your brand lives in a handful of places in Pipeline — your company settings, your locations, and your team's email signatures. Here's each one, in the order to update it.

See Rebrand Your Company Across Pipeline

> Address and phone number, not just the name? Each Location carries its own contact details, and they're worth a pass while you're in there.
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> Every Location has a name that identifies it across Pipeline — and you can update that name anytime.
>
> See Location Info

5. Reset Your Commission and CDA Settings

Using the Commission Module? This is where the franchise is still in your paperwork. The payees, the signature on the CDA, and the instructions your title company reads were set for the old arrangement — a franchise fee that no longer applies, a broker signature that's no longer the right one. Check each office.

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

6. Review Who Still Has Access

Last, read your user list with fresh eyes. The Enterprise's admin user is already gone — support deactivates it as part of the removal — but anyone the parent company added along the way is still a user of yours, with whatever permissions they were given. Confirm your own master admins are the ones you want, and turn off anything that belonged to the old structure rather than to your office.

Decide exactly what each person can see and do in Pipeline, location by location.

See User Permissions

> Ask your team to update their email signatures too. Pipeline sends from your account, but the sign-off at the bottom of an agent's message is theirs to change, and the old franchise name lingers there longer than anywhere else.