

Member Accounts FAQ

Last Modified on 09/04/2026 11:19 am EDT

Every account in an Enterprise stays a complete account, and moving one in or out is a request rather than a switch. Answers to the common questions about adding accounts, leaving an Enterprise, and who pays for what.

Can an account that already exists join our Enterprise?

Yes, with its current master admin's written authorization. Send us the company name and Pipeline account ID; we confirm with the account's master admin and complete the move.

What happens to an account when it leaves the Enterprise?

It keeps running, on its own. We remove it from the Enterprise and deactivate the Enterprise's admin user inside it. The remaining master admin takes ownership of the account, including the bill, and needs a card on file before the next billing date. It usually takes one to two business days.

Does removing an account from our Enterprise delete or move its data?

No. The account, its transactions, its documents, and its users all stay exactly where they are. The only thing that changes is who administers it.

Can we move transactions or users between two accounts in our Enterprise?

That's a separate, paid data transfer. Being in the same Enterprise doesn't change how it works — our tech team moves a Location, with its users and transactions, from one account to another. See [Location Transfer](#), or [Account Merge](#) if two accounts are becoming one.

Who pays for each account in the Enterprise?

Each account carries its own transaction plan and its own monthly bill. The Enterprise doesn't pool them into one subscription. What it does give you is one place to keep the cards on file current, and one monthly report across all of them.

Can an account be removed from the Enterprise on a weekend?

No — account changes run Monday through Friday. Pick an effective date on a business day. Paid data transfers are the exception; those are scheduled on weekends on purpose, to keep them out of your working hours.

An office is closing rather than going independent. Is that the same request?

Almost — just tell us there's no new owner. We'll confirm the account ID and the effective date, then cancel the account outright instead of handing it over. Say which one you want in the same message and we'll take it from there.

Learn More

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](#)

Still Have Questions?

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