

Why Did Pipeline AI Fill a Field Wrong or Leave It Blank?

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

Pipeline read your document, but a value came back blank, landed somewhere you didn't expect, or doesn't match the contract. Each of these has a cause, and each is fixable on the review screen before you save.

A Field Came Back Blank

Pipeline leaves a field empty rather than guess. That happens when the document doesn't state the value at all, or when the wording is ambiguous enough that the read wasn't confident.

Fill it by hand on the review screen and save — that's all most blanks need. If you expected the value to come from the contract, open the document in the right-hand pane and check that the contract actually says it. A term that lives only in an addendum, a side agreement, or a phone call was never there to pull.

A Value Landed in More Info Instead of Its Own Field

Pipeline puts a value into a field when your field's name closely matches how the document labels it. When it can't make that match confidently, it doesn't throw the information away — it keeps it and puts it in *More Info*, so nothing is lost.

Move it into the right field by hand on the review screen. Editing there is part of the run you already started, so the correction costs you nothing but the click.

A Custom Field Came Back Empty

Custom Fields fill the same way as the rest: by name match. A Custom Field whose name doesn't line up with how your contracts label that value comes back empty.

Fill it by hand for now. If the same Custom Field is empty across document after document, check how your contracts word that value and how closely your field name matches it — closer naming improves the match. Name matching can't reach an office-specific concept the document never states, so some fields will always be yours to fill.

A Date Is Wrong or Came From the Wrong Clause

Contracts state dates in several ways at once — a signature date, an execution date, a ratification date, and deadlines written as rules like "10 days from acceptance." When two of those sit close together in a document, the read can take the wrong one, and a calculated deadline lands a day off or on the wrong base date.

Check each date against the document before you save. Click the field's document icon to jump to the source text, and correct anything that doesn't match. Dates are worth a second look on every result — they're the values that carry downstream into your checklists and reminders.

The Document Came In Under the Wrong Name

Pipeline names the filed document by matching it to your office's Standardized Document Names. Similarly named forms can be mistaken for each other, and the matching isn't something you can configure.

Click the **Doc Name** field and pick the correct name yourself. It takes a moment and the document files correctly from there.

Still Stuck?

If the same value keeps coming through wrong across documents, tell us — that's exactly the feedback that makes the read better. Send the transaction name, the source document, and which fields came through wrong. A short screen recording helps most of all.

Learn More

Upload a signed contract and a filled-in transaction comes back — *AI Create* does the typing, so you review what Pipeline pulled, add what's missing, and save.

See [Pipeline AI Create](#)

Still Have Questions?

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