

AI Runs FAQ

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Pipeline AI is billed by the run, and a run only happens when somebody asks for one. Answers to the common questions about what a run is, what it costs, and what's included.

How much does Pipeline AI cost?

\$1.00 per AI run. A run is one pass over one document, and the price is the same whether it's an *AI Create* or an *AI Update*. It's added to your regular Pipeline bill.

What counts as one AI run?

One document, run once. A packet sent through as a single PDF is one run. Three separate documents run one after another are three runs.

Is it \$1 per page or \$1 per document?

Per document. A fifty-page contract and a one-page addendum cost the same \$1.00 — the pages inside don't change the price.

Is Pipeline AI included in my Transaction Plan?

No — it's an optional add-on. It's billed on top of your regular plan, and only after a master admin turns it on. Offices that never enable it never see a Pipeline AI charge.

Could Pipeline AI charge me for documents I didn't run through it?

No. Pipeline AI never reads a document by itself. Docs sitting on your *Unassigned* page cost nothing until somebody chooses to run AI on one.

Do I get anything free to try it?

Yes — \$5.00 in starter credits. That's five free runs, seeded on every active account. They belong to master admins, which is why the AI options show up for a master admin before Pipeline AI is turned on for the team.

Can I get more starter credits?

Not on your own. There's no self-serve way to add credits. We have extended them for teams still working through an evaluation, so write to us at help@paperlesspipeline.com and say where you got to.

If a run doesn't come back the way I hoped, am I charged for it?

Yes — the run is the pass over the document. Reviewing and correcting what came back isn't a second run; you're still inside the one you paid for, and nothing is written to the transaction until you save it. If a run genuinely failed, tell us at help@paperlesspipeline.com — there's no self-serve refund, but we'd rather hear about it than not.

Where do I see what we've spent on AI runs?

On the Current Usage panel, and only if you're a master admin. Your limit shows as **AI budget** and this cycle's spend as **AI usage (current)**.

Learn More

Your monthly limit is the ceiling on what Pipeline AI can cost your account — set it once, change it whenever you like, and you're only ever billed for the runs your team actually makes.

See [AI Monthly Limit](#)

Still Have Questions?

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