

Why Has Pipeline AI Stopped Working for My Team?

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AI Create and AI Update have disappeared for everyone, not just one person. There are three usual causes, and none of them is a fault in your account.

The Month's AI Spend Met Your Limit

This is much the most common cause, and it isn't a fault — it's the monthly limit doing its job. Once the month's runs add up to the ceiling a master admin set, *AI Create* and *AI Update* stop being offered to everyone in the account.

To bring it back, a master admin raises the limit at [Gear] → [Admin / Settings] → [Pipeline AI] by dragging the slider up. The change takes effect immediately and paused AI resumes at once. Or wait — your billing cycle resets the month's spend on its own.

Meanwhile the whole team can still add and update transactions by hand, at no charge.

Your Monthly Limit Is Set to \$0

A \$0 limit is the deliberate version of the same pause, and it looks identical from the outside. Check the slider on the *Pipeline AI* page before assuming you've spent the month's budget — someone may have paused it on purpose.

Raising the slider above \$0 brings both AI actions straight back.

Pipeline AI Was Switched Off When It Left Early Access

If your office tried Pipeline AI before the public release, that early version was replaced by the permanent one at launch — which left the feature switched off in the account. Teams who had been using it happily saw it disappear overnight.

To get it back, a master admin goes to [Gear] → [Admin / Settings] → [Pipeline AI] under *Add-On Modules*, sets a monthly limit, then clicks [Enable Pipeline AI]. Nothing from before is lost.

If It's Only Missing for One Person

None of the above applies to a single user losing access while everyone else still has it — that's an access question rather than a budget one.

AI Create or AI Update isn't where you expected it, or a Pipeline AI link from an email returns an error. It's almost always an access gate rather than a fault.

See [Why Can't I See Pipeline AI?](#)

Still Stuck?

If the limit is above \$0, the cycle has reset, and Pipeline AI is enabled but the AI options still aren't there, write to us and say what you've already checked so we can pick up from there.

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?

Email us at help@paperlesspipeline.com and we'll help.
