Why Has Pipeline AI Stopped Working for My Team?

Last Modified on 11/10/2026 12:29 pm EST

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 Spending Limit doing its job. Once the month's runs add up to the limit 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 Spending 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 the month's spend has met the limit — 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 Spending 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 spending 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

Pipeline AI stays off until a master admin turns it on, and the page that turns it on also sets the most it can cost in a month and who on your team can run it.

See Pipeline AI Settings

Still Have Questions?

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