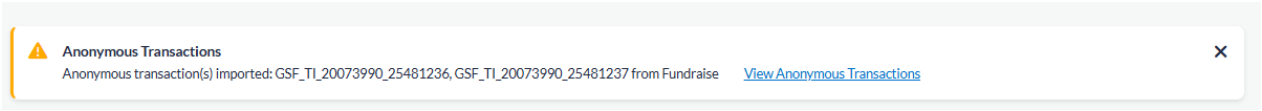
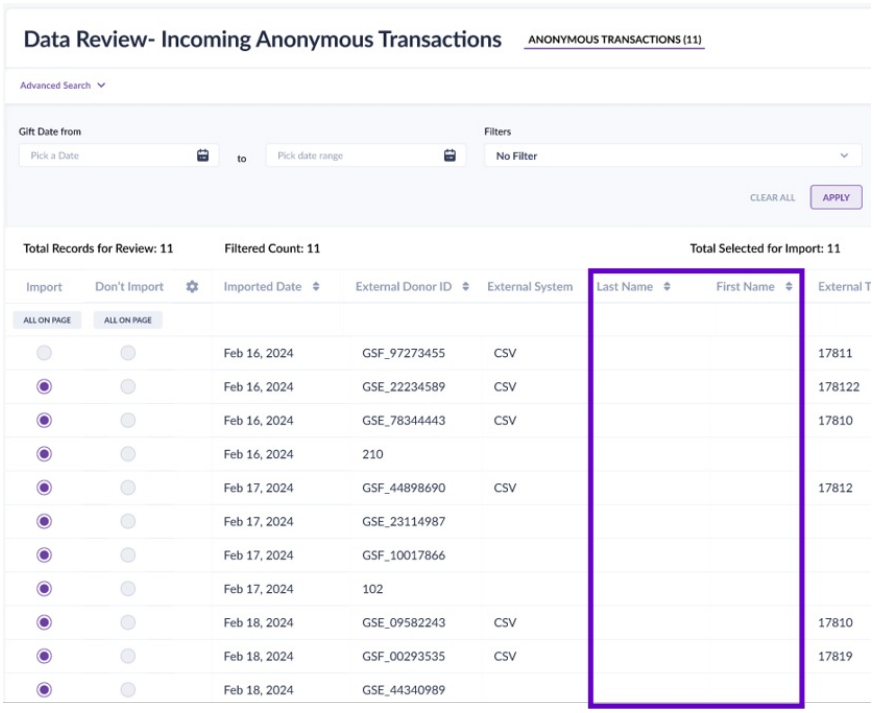
Why do I have Anonymous Transactions

Last Modified on 09/04/2025 12:17 pm EDT

You have the **Automated Data Sync** (ADS) enabled for transactions made via GiveSmart Events and/or Fundraise. When logging in to Donor CRM, you see an **Anonymous Transactions** alert:



Selecting *View Anonymous Transactions* takes you to **Data Review - Incoming Anonymous Transactions** which lists synced transactions that are currently missing a First Name or Last Name - this (understandably!) gives you pause. Read below for the explanation and next steps.



Why Does This Occur?

With the automated sync, it's possible new transactions may become available for review *before* their associated contacts are synced within the 4-day period.

This behavior results in the transactions appearing under Data Review - Incoming Anonymous Transactions with a blank First & Last Name. The associated Contact should sync in the following days (up to 4 days maximum), which will automatically remove them from this listing.

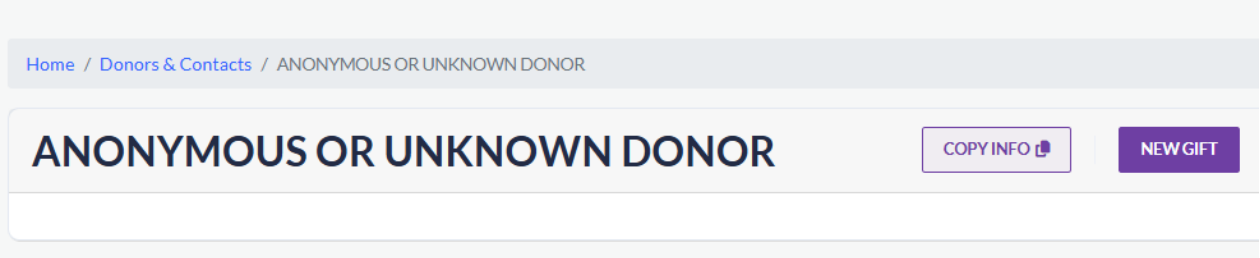
If it's been more than **4 days post-transaction date** and the transactions are still listed under Data Review - Incoming Anonymous Transactions, please reach out to Support by clicking Contact Us above.

- Be sure to provide your organization name, Event Site ID or Fundraise Keyword Activity

details, a brief overview of the data that is missing (donor names, date of transaction(s), and any additional details).

Anonymous Donations

If the transactions are approved in their blank-name state before being linked to a contact, they will temporarily appear under the "*Anonymous or Unknown Donor*" contact in Donor CRM.



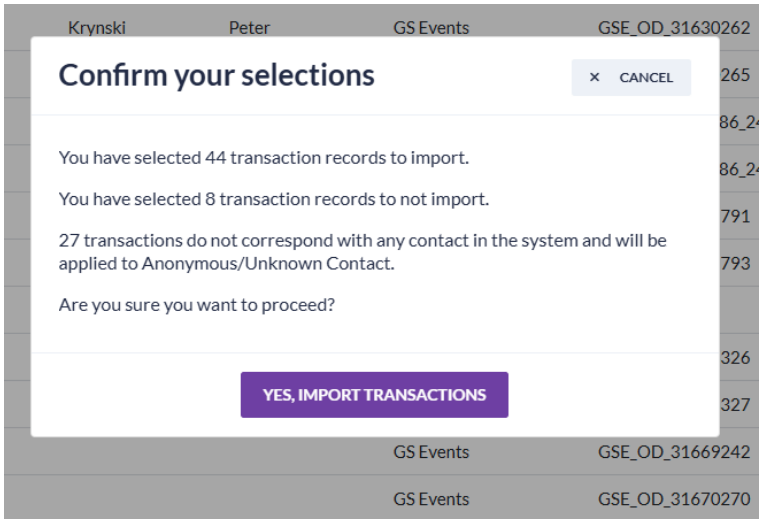
The **Anonymous or Unknown Donor** contact in Donor CRM houses any donations that do not have an associated Contact. These records consist of "orphaned" donations that did not have a matching external Contact ID to link their gift record to.

Next Steps

When a gift syncs to the Anonymous Review first (with no name), take one of the following paths:

- **Take no action** - keep the gifts pending in review until the associated contact syncs (typically before 4 days post-transaction date).
    - Avoid marking the gifts as "*Don't Import*" - they will not be eligible to import again.
- **Approve the transactions** to have them temporarily stored under the "Anonymous" contact, until the associated contact is synced/approved.

When the **Confirm your selections** modal appears, review for accuracy before proceeding.



CAUTION: Selecting "Don't Import" on gifts will remove them from Data Review completely - they will not be synced again.