Why are names missing in Data Review?

You have the **Automated Data Sync** (ADS) enabled for transactions made via GiveSmart Events and/or Fundraise. In your Data Review, you've noticed transactions that are 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 transactions may become available for review *before* their associated contacts are synced within the 4-day period.

This behavior results in a blank First & Last Name. The associated Contact should sync in the following days (up to 4 days maximum), which will populate the name as expected.

If it's been more than **4 days post-transaction date** and the expected data has not yet synced, 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.
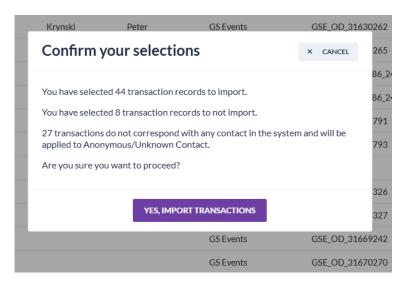
The **Anonymous or Unknown Donor** contact in Donor CRM houses any donations that do not have an associated Contact. These records consist of "orphaned" donations that did not have a matching external Contact ID to link their gift record to.

Next Steps

When a gift syncs first with no name (contact) attached yet, 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.