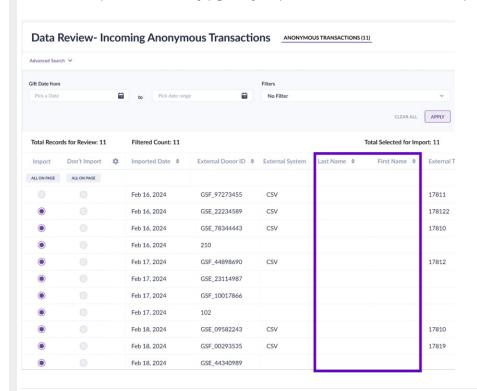
Why do I have Anonymous Transactions?

Last Modified on 08/21/2025 4:55 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.



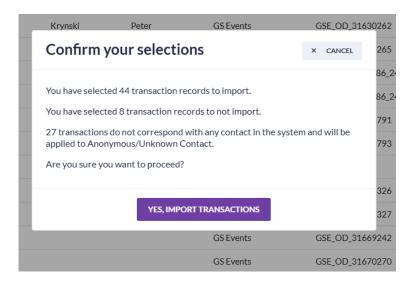
The **Anonymous or Unknown Donor** contact in Donor CRM houses any donations that do not have an associated Contact. These records consist of "orphaned" donations that did not have a matching external Contact ID to link their gift record to.

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.