



AMERICAN CANCER SOCIETY RELAY FOR LIFE

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## Offline Gift Upload Common Errors/Solutions

### **Error: Ambiguous Constituent Match**

#### **Cause/Error: This is the most common cause of errors:**

Donor information such as first name, last name and address is required. In most cases this is the source of the upload errors. The reason is the website checking a little too carefully for donors with the same name and similar address. For example if you enter donor information such as "Offline Donor, 1234 Happy Street, Sandy, Utah 84092". There is good chance someone else has used that name before. The upload will produce an error that says "Ambiguous Constituent Match". While we cannot change the way the website checks this data there is an easy work-around. If you are grouping offline donations for participants together or do not have donor information and just want to get the gifts uploaded instead of entering all of the donor information such as first name, last name, etc. you can use the DONOR\_CONS\_ID. You may use the ID 9534690 to credit each of the uploaded gifts to a generic "Offline Donor". This should save time and prevent many errors.

### **Error: Incorrect data type or the gift amount specified was invalid**

#### **Cause/Solution:**

This is in most cases related to incorrectly formatted files. The columns header must match the sample file provided on ManageMyRelay.org and cannot include spaces before or after the header name. The file also must be saved as a .csv file type. Using the same file should help prevent this type of error. The title of the file is "Sample Offline Registration Upload File". The other possible cause of the is entering a gift amount that is less than or equal to zero.

### **Error: Ambiguous Constituent Match or No constituent could be found**

#### **Cause/Solution:**

Often too much information is provided during the upload process. For example if you are uploading a gift to be credited to a participant you will need either the Participant Constituent Id or the correct participant first name, last name and email address. There a much less chance for an error if you use the Participant Constituent ID instead of entering the other participant information. This should also be easier as it requires less information. The participant ID can be obtained by running the 'Gift Upload Report' from the Event Management Center. Note: If you use the Participant ID you should NOT include the other participant information such as first name, etc. The system will know the participant information from the ID you enter.

### **Error: Bad team name provided**

#### **Cause /Solution:**

Do not enter the Team Name if the gift is to be credited to a participant. As mentioned above if you provide more information than is needed and something does not match 100% there is a greater chance of error. If you are crediting a gift to a participant DO NOT INCLUDE THE TEAM NAME. This is not needed as the system already knows the participant is on a team.

### **Error: Invalid Payment Type**

#### **Cause /Solution:**

This is caused by either not including a payment type or entering it incorrectly. The payment type should be "cash" or "check" in all lowercase letters. This is a required field.