



Frequently Asked Questions about offline and unconfirmed gifts

What is an “unconfirmed” or “offline” gift?

Offline gift = a donation made in person or through the mail, usually check or cash.

Unconfirmed gift = an offline donation entered into your Participant Center. This increases the amount you have raised and the donor’s name displays on your honor roll. However, the donation is not official (confirmed) until it has been received and processed by the National MS Society.

Confirmed gift = an offline donation that has been received and processed by the National MS Society.

Every participant – whether rider or volunteer – gets an online Participant Center when they register for Bike MS. You can access your Participant Center by logging in and clicking Bike MS Participant Center in the upper right-hand corner of the [Bike MS website](#).

Can I delete an unconfirmed gift?

Yes, you can delete unconfirmed gifts. Log into your Participant Center and click on the Progress button at the top of the page. At the bottom of the Progress page is a list of all of your donations: online, confirmed, and unconfirmed. Next to unconfirmed gifts is a trash can icon. Click the icon to delete a gift.

Do unconfirmed gifts count toward the minimum fundraising requirement?

Because Bike MS is first and foremost a fundraising event, we require all riders to raise at least \$250 in order to participate. Unconfirmed gifts do not count toward a rider’s overall fundraising because the donations have not been received by the Society.

Do unconfirmed gifts count during a Blitz Week?

Unfortunately, no. During our contest weeks we count only donations made online or offline gifts received and processed by the National MS Society.

If unconfirmed gifts don’t count toward anything, why have them?

Unconfirmed gifts are like an online pledge sheet – strictly for your convenience. When someone promises to give \$20 to support your ride, you can enter the unconfirmed gift as a promise to pay for the donor. Then it’s up to you, the rider, to collect the donation and turn it in to the Society. Likewise, you can enter cash/check donations you received but have not yet turned in so the donor gets instant recognition on your personal page.

I created unconfirmed gifts in my Participant Center, but when the Society processed them, the name changed.

When the Society processes a check, we enter the donor’s information exactly as listed on the check. If it’s a joint account, we use the name of the person who signed the check. If it’s a company account, we use the company name as listed on the check itself.

However, we make every effort to keep the recognition name – the name that scrolls on your personal page – the same as what you entered. If you did not enter anything in that field when creating the unconfirmed gift, the scrolling name will default to the account (checkwriter) name.

Have more questions?

Please email waswebdonations@nmss.org or call 1-800-344-4867, press 2 then ext 40252. We’ll try to answer all of your questions.