

Frequently Asked Questions

When will this new system be open to employees and retirees?

June 1, 2017

Will the guidelines change for the Matching Gift program?

The change to an online system has not affected the guidelines; however, as policy has changed over time, please review the latest guidelines [here](#).

[Matching Gift Guidelines](#)

How do I access the new online Matching Gifts portal?

[Make A Gift](#)

What if this is my first time accessing it?

For employees:

- Enter your NS email address in the Employee ID box
- Click Activate Account in yellow banner, which will direct you to a new page
- Enter your Employee ID (Please add a 0 to the front to make it eight digits)
- Enter your information and set up a password (1 uppercase, 1 numeric and 1 special character required).

For Retirees:

- Enter your employee ID
- Click Activate Account yellow banner.
- If you do not know your Employee ID number, please contact us via email at matching.gifts@nscorp.com. We will look it up for you. You will enter all information and set up password (1 uppercase, 1 numeric and 1 special character required).

How do I sign in?

Once your account is established, you will use 0 + employee ID and password to access system.

How do I make a gift via credit card online?

Click the DONATE NOW button. Search for the organization via name, location or EIN number. Once you find organization, click on it. Enter the amount you wish to donate. (Minimum gift to qualify for matching is \$50.) Select amount to be matched. You may enter information to dedicate this gift or provide a special purpose for the gift to the organization. Then enter your credit card information in the secured website and your billing address. Select payment of credit card and click the donate button. The full amount of your gift is donated to the nonprofit. No processing fees are taken from your donation.

What happens after I make the credit card donation?

You will receive an email stating your gift was securely made and providing you a tax receipt for the nonprofit:

Donate Well
EIN: 46-0942102
1127 Broadway Suite 102
Tacoma, WA 98402

Will the nonprofit I select receive the full amount of my gift or will there be a fixed percentage taken out for using the system?

The nonprofit will receive the entire amount of your gift. No fees will be taken out of your gift or the associated match.

What happens next?

The agency will be notified of your gift and informed that a match will be forthcoming.

What if I have made or want to make a donation to a nonprofit directly?

You may still do so, but you will need to provide that information in the online system to get a company match. Once signed in, you will press the Record a Donation button. Enter the date and amount of your donation and select your organization. Fill out all other information. If a stock gift, additional boxes will appear to enter stock name, trade symbol and amount of shares. You also may upload a receipt of your donation. Then click Record Donation. You will receive an email that the matching gift has been requested. An email will also be sent to the nonprofit to request confirmation of the donation.

What if I cannot find my organization in the search function?

First, review the guidelines to make sure Norfolk Southern Foundation can match your type of organization. If it is a fit, you may fill out the request form and it will be sent to Good Done Great for review. Please note that this search function pulls from the IRS database and against the filters of the Norfolk Southern Matching Gifts program guidelines.

Can Norfolk Southern Foundation reject my match even if I find it through the search function?

Yes. The search is not foolproof. Many organizations have multiple IRS codes that specify the type of organization and the work they do. This makes it difficult for us to set up the filters and protect from nonprofits showing up. If you do request a match that cannot be matched, the Norfolk Southern Foundation office will notify the employee or retiree and the nonprofit.

When will my match be sent?

Each month, the Norfolk Southern Foundation office will review and approve each matching gift. Then we will receive a report of all approved matching gifts. We will issue a check each month

to Good Done Great, who will then disburse all matching gifts to the appropriate nonprofits. The nonprofits can choose to receive either a check or money via ACH.

Can I check on the status of my matching gift?

Yes. On the online portal, under your name, you can click your account and the history to check the status of your match. It will tell you if it is processing, approved, or rejected and confirm the matching gift payment.

Can I check my overall giving history?

Yes. All 2017 gifts will be available in this system by July 2017. All gifts made with our prior vendor will be uploaded into the system to give employees and retirees a full view of their matching gift totals for this year. Historical data from prior years will not be uploaded.

Can nonprofits still submit the old matching gift forms?

The Norfolk Southern Foundation office will accept paper forms until the end of 2017. These forms, if received, will be uploaded into the system for processing. Please note that no paper forms will be processed after Dec. 31, 2017 (even if the gift is within the 90-day window).

What if I still have questions?

Please contact the Norfolk Southern Foundation office via email at matching.gifts@nscorp.com. If a call is necessary, please send your phone number and we will contact you within two business days.

More FAQs are on the new online portal as well.