

Frequently Asked Questions

When was the new system opened to employees and retirees?

June 1, 2017.

Please note, effective January 1, 2018, paper matching gift forms will not be processed. In order to get the company match, the gift request must be entered in the matching gift system.

Will the guidelines change for the Matching Gift program?

The change to an online system has not affected the guidelines; however, our 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, Example: 00765432)
- Enter your information and set up a password (1 uppercase, 1 numeric and 1 special character required).

For Retirees:

- Enter your employee ID (Please add a 0 to the front to make it eight digits, Example: 00765432)
- 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. View the giving program information, scroll down, click next. Search for the organization via name, location or EIN number. Click on the name of the organization you wish to donate and match. Enter the amount you wish to donate. 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 select credit card as the payment method and enter your credit card information in the secured website and your billing address. 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 click the Record a Donation button. Search for the organization via name, location or EIN number. Click on the name of the organization you wish to match. Enter the donation date and amount you gave. Select amount to be matched. You may upload a receipt of your donation (optional). You may also enter information to dedicate this gift or provide a special purpose for the gift to the organization. Select the payment method. If a stock gift, additional boxes will appear to enter stock name, trade symbol and amount of shares. Then click confirm my donation. You will receive an email that the matching gift has been requested. An email will also be sent to the nonprofit organization to request confirmation of the donation.

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

First, review the [Matching Gift 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 YourCause 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 an organization 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 YourCause, 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 (upper right corner), you can click your account and the history to check the status of your match. It will tell you if your gift is pending verification from the nonprofit organization, processing in the Foundation office, scheduled for match payment, fulfilled or rejected.

Can nonprofits still submit the paper matching gift forms?

Effective January 1, 2018, paper matching gift forms will not be processed. In order to get the company match, the gift request must be entered in the matching gift system.

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.