

## Norfolk Southern Foundation Matching Gifts Frequently Asked Questions

### How do I sign in?

Sign in using the Employee Resource Center (ERC)

Otherwise, click on the words [MAKE A GIFT](#)

Click Sign In through SSO (Single Sign On) button or

Click Sign in using Basic Login button

- Enter your Email Address
- Enter Password: (1 uppercase, 1 lowercase, 1 numeric, and 1 special character required) Example: 2Donate\$

### How do I request a match?

To donate to a charity, click the “Donate Now” button. This will take you to the Search Organization homepage.

Search for the organization via name or registration ID, and click the intended organization.

Click the “Make a New Donation” button to donate and request a match. You will enter your credit card information in the matching gift system at this time.

Otherwise, click the “Log an Offline Donation” button if you wish to make a donation directly to an organization and want Norfolk Southern to match your dollar amount.

### What happens after I make the credit card donation?

You will receive an email stating your gift was securely made and the nonprofit is notified your gift and match are forthcoming. The charity is responsible for sending tax deductible receipts to the donor.

### What happens after I submit a match request for a donation made to a nonprofit directly?

An email is automatically sent to the nonprofit requesting confirmation of your donation.

### 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 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. We also receive a report of all approved matching gifts. We will issue a check each month to YourCause, who will disburse all matching gifts to the appropriate nonprofits. The nonprofits 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, click “Give” in the upper left hand corner of any screen.

Then click “My Giving”. This will take you to a page with your Donation Activity, which includes the status of the match.

### **Can nonprofits still submit the paper matching gift forms?**

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

### **What if I still have questions?**

On the portal, under your name (upper right corner), click help and request Email Support, Live Chat or Speak with a team member. You may also contact the Norfolk Southern Foundation office via email [matching.gifts@nscorp.com](mailto:matching.gifts@nscorp.com). If you prefer to speak with someone, please send your phone number and we will contact you within two business days.