AOL Community Relations
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AOL's Relations Site:

What can I do on the AOL Employee Giving Community site?

The AOL Community Relations site allows you to manage your giving and volunteer activity and connect with other employees to share your favorite causes. Specifically you, can:
- Learn about great nonprofit organizations locally and globally
- Learn about great nonprofits AOL employees are involved with
- Create a personalized profile page
- Donate to charities that you would like to support
- Make your dollars go further by requesting AOL's Matching Grants Program
- Create a campaign and encourage your AOL colleagues to support your cause
- Connect with fellow employees through group pages and messaging
- Log volunteer hours to utilize AOL's 3 Volunteer Time-Off policy
- Find and create local volunteer events to participate in by yourself or with co-workers (this functionality will be live after Monster Help Day, beginning May 20th)
- Submit a request for AOL's Walk and Run Program (WaRP) to participate in a local charity race

Can I edit my name?

Employees currently cannot edit their name.

What's a 'Charity Page'?

It's an informative page where supporters can view a charity's mission statement, volunteer opportunities, contact information and more. A charity page is where members come to make a credit card donation to the charity of their choice.

I can't find a specific charity I'm looking for, what do I do?

Try narrowing down your search. Click the magnifying button on the top right hand of the screen to go to the search page. Then, use advanced options to narrow down your search by EIN number, category, keyword or state. You can also filter by organizations accepting donations, charity page details, and locations served (vs. physical location). Make sure to remove all punctuation and abbreviations when you type in the name of the charity you are looking for.

If you still can't find the charity, send us an email and we will be happy to assist you at AOL-support@yourcause.com

What is YourCause?

YourCause is the new vendor AOL is partnering with to facilitate Matching Grants Requests. YourCause provides companies the CSRconnect employee engagement platform, which is a dynamic online community tool to consolidate core programming that elevates limited communications, increases participation and truly measures success through comprehensive real-time reporting. The fully-hosted and managed platform contains flexible choices of modules for programs such as employee giving, volunteer, disaster relief, grant management, payroll deductions and more.

The value of CSRconnect is in technology, partnership, flexibility and a fun team to work with. YourCause works towards continually growing their product to be more effective and efficient to make the most of developing global good.

We are no longer partnering with JKGroup/EasyMatch for this program, all the historical data has been transferred from JKGroup/EasyMatch to YourCause.

How do I access the site?

Visit the community relations site by clicking on the 'Community Relations' link on Inside or by using the following URL: http://aol.yourcause.com

AOL Community Relations Programs:

What is AOL's Volunteer Time-off (VTO) program?

- AOL offers full time employees 3 days of volunteer time-off per year, up to managers' discretion. More than one organization may be chosen. This includes participation in Monster Help Day (MHD + 2 days VTO). AOL will encourage employees to log their volunteer hours through the AOL Community Relations site (powered by YourCause). Employees are encouraged to represent AOL when they are volunteering during 'AOL time' and wear a designated company volunteer shirt (provided by AOL).

What is AOL's Walk and Run Program (WaRP)?

- AOL supports employee volunteers who participate or organize teams to participate in their favorite walk, run, or ride to benefit local charities. AOL will cover registration fees of $50 per employee assuming minimum of 5 active AOL employees are participating. Note: If the registration is less than $50, the difference will be considered a donation from AOL, and not to exceed $2500 per event.

How many times can I utilize the Walk and Run Program?

- An AOL employee is limited to (2) sponsoring volunteer opportunities per calendar year. Only 1 AOL team can be sponsored per location per event. Subject to

What is AOL's Matching Grants Program?

- After an employee makes a personal donation to a charity, he or she can submit a request for AOL to match the donation, up to $250 per employee each calendar year. The donation will be made to qualified 501(c)(3), 501(c)(4) and 170(c)(1) organizations. This policy is currently active for US-based nonprofit organizations and we are expanding the policy internationally to select charitable organizations. The community relations team will work with international office representatives to select organizations to appropriately vet to be eligible for AOL matching grants program.

How do I include an international nonprofit organization in the Matching Grants program?

- Contact the community relations team at AOLImpact@teamaol.com to submit a request to add an international organization to the community relations site to be eligible for AOL's Matching Grants Program. The Community Relations team will then help employees with next steps to get the nonprofit set up with an Ammado account.

What are the Matching Grants eligibility guidelines?

- Employee must make the personal donation, employees are not allowed to use AOL corporate card to make donations or expense donations through the expense portal
- $25 donation minimum
- Must submit offline donations within 60 days of making donation
- If the total requests within a given quarter exceed the community relations budget, then we will be unable to approve additional matching grant requests for the quarter. (AOL has discretion to decide on eligibility for match based on budget)
- Full time employees only, interns and contractors are not eligible
- Organizations that benefit from AOL matching grants program must complement AOL's interest in promoting diversity and equal opportunities for all by being nondiscriminatory in their charter, objectives, and treatment of their staff and constituents and must meet the criteria under *eligible organizations*
- During times of disaster, AOL will expedite payment to designated organization. AOL will work with third party, YourCause and Network for Good, to define natural disasters with national or global impact and provide employees with resources to make donations towards these organizations to provide immediate

relief. Also, AOL will use discretion to identify and define local disasters impacting communities surrounding AOL offices so employees can provide immediate monetary relief via matching grants. AOL reserves right to define additional disasters.

When will my matching grant be donated to my charity of choice?

- Donations will be paid out on a quarterly basis.

Volunteer Time-Off Eligibility and Guidelines:

- Patch employees will receive 5 days per calendar year
- Notify your manager as soon as possible if you have signed up for a volunteer activity
- AOL as the right to request that you submit validated documentation of your participation in a volunteer activity via the AOL Employee Impact site
- Organizations that benefit from AOL volunteer activities must complement AOL's interest in promoting diversity and equal opportunities for all by being nondiscriminatory in their charter, objectives, and treatment of their staff and constituents and must meet the criteria under *eligible organizations*
- AOL will not fund or reimburse employees for expenses associated with community involvement activities such as travel expenses, supplies, dues, fees, and so forth. This policy is subject to change around company coordinated volunteer projects (for example, team lead service projects or Monster Help Day).
- Amount of Time: employees can donate up to 24 hours per calendar year during company time (Monday thru Friday) towards a charitable organization, in accordance with AOL's giving and volunteering guidelines. More than one organization may be chosen. Note this includes participation in Monster Help Day. This donated time is considered Volunteer Time Off (VTO). The pay rate is the employee's current base salary on the days the time is taken. This time is refreshed at the beginning of every ear, unless the program is amended or discontinued, and does not accrue. This is a 100% voluntary program and employees can decide if and how they want to participate.
- AOL employee volunteering / community involvement can be:
    - Conducted during paid work time per AOL employee volunteer day policy (with managers approval).
    - Conducted on an employee's own time, completely independent of AOL.
    - A contribution of skills or talent such as board service, professional services or technology support.
    - Any other form of service that serves the public good, is conducted through a formal organization and is unpaid, as specified in the defining criteria above.

AOL's Giving & Volunteering Guidelines

How do I know if an organization or project is eligible for VTO or Matching Grants?

For an employee to volunteer on company time, the nonprofit or charity organization must meet the following criteria:

- The organization's primary mission is nonreligious, nonsectarian, nonpolitical, and nondiscriminatory.
- The organization is consistent with AOL nondiscrimination policies and practices. Employees may not use company time to volunteer at organizations that discriminate on the basis of gender, color, race, religion, national origin, age, martial status, sexual orientation, gender identity and expression, disability, covered veteran status, or protected genetic information. The organization must also comply with all applicable national and local laws pertaining to non-discrimination and equal opportunity.
- The organization must be a tax-exempt, public-benefiting nonprofit or nongovernmental organization and one of the following:
  - US organization that holds a current valid 501C3 determination by the U.S. Internal Revenue Service
  - Non-U.S. organization that shows that they hold an equivalent to a U.S. 501C3 determination or meets the charitable criteria of the country of their incorporation
  - An educational institution (primary or /secondary school and degree-granting, nationally-recognized accredited university or college)
- AOL as the right to request that you submit validated documentation of your participation in a volunteer activity via the AOL Community Relations Site
- For an employee activity to be considered as volunteering / community involvement under AOL's 3VTO program, it needs to meet these three criteria:
  - **Serve the public good**: the activity should serve a charitable cause for the public at large, such as alleviate poverty, improve reading skills in underprivileged children or clean up public waterways. If the service is conducted through a faith-based organization, it needs to benefit the public at large and not only members of that organization or faith.
  - **Be conducted through a ~~formal or informal~~ non-profit organization**: the activity must be conducted as part of an effort to serve the public good managed by an organization (such as, for example, sports leagues and clubs, libraries, K-12 schools and universities, social clubs, community-based organizations, government agencies, and non-governmental organizations) or through AOL's community relations program (i.e. Monster Help Day, or service project coordinated by AOL to benefit the community). Please note: a favor or charitable gesture toward a neighbor, friend or other independent individual does not qualify as volunteering/community involvement.
  - **Be unpaid**: employees should not receive compensation of any kind from the organization for their service, including cash, services, or other perks. Service conducted on AOL time, and thus receiving employment compensation, is not considered paid and qualifies as volunteering / community service.

Making Donations:

How many charitable organizations can I elect to contribute funds to?

You are able to make as many donations through the AOL site as you wish.

Which non-profit organizations can I select for contributions?

You can donate to any charity that accepts donations on our site.

What forms of payment are accepted?

You may use your personal credit card to donate directly on the AOL website. You may also use cash (EFT only), a personal credit card, or a personal check if you donate directly to the organization. Please note if you donate offline, you will be required to upload a receipt to the AOL website. *Note: Employees are not allowed to use AOL corporate cards to make a charitable donation, the donation must be made with employees personal money in order to be eligible for the Matching Grants Program.*

Can I designate a specific program, department or agency associated with my charity?

Yes. When making a credit card donation, once you click 'donate now' you will first be prompted to enter in a dollar amount. The section directly below dollar amount is listed as 'designation' – this is a free form section where you are allowed to enter in any information you would like passed on both your donation and the corresponding matching check (e.g. specific program info, race ID number, etc).

When requesting a match for an offline donation, after selecting the organization you donated to, there will be a link which says 'add designation'. This link provides a free form section where you are allowed to enter in any information you would like passed on both your donation and the corresponding matching check (e.g. specific program info, race ID number, etc).

How do I cancel or alter an existing donation?

Credit Card donations can be cancelled by contacting our processing partner at http://www.networkforgood.org and 1.888.284.7978, or you can contact our support staff at AOL-support@yourcause.com

Is there a transaction fee?

Gifts to charity are transactions like any other transactions. As such, they carry transaction costs, associated with credit cards, banking, security, and other fees. All gifts made through the AOL community are processed by other nonprofit organizations at or near the lowest cost in the transaction processing industry. YourCause does not mark these costs up.

The majority of transactions (i.e., to all US-based nonprofits) are processed by Network for Good, a nonprofit that helps other nonprofit process charitable transactions and recruit volunteers. Network for Good incurs transaction processing costs as part of its mission of supporting other nonprofits in their fundraising efforts. A 4.75% grant is made to Network for Good with each donation transaction to fund their mission and process your credit card donation.

As a donor, you may choose to cover this cost by adding 4.75% to each donation you make. For example, if you made a $50 donation, this would mean adding roughly $2.40 to your donation for a total contribution of $52.40. Of this amount, $50 would go to the nonprofit and $2.40 would go to Network for Good, which is also a nonprofit. 100% of this amount would be tax deductible.

Transactions to Canadian organization are processed by Canadahelps.org, a nonprofit that helps other nonprofit process charitable transaction. CanadaHelps incurs transaction processing costs as part of its mission of supporting other nonprofits in their fundraising efforts. A 3.9% grant is made to CanadaHelps with each donation transaction to fund their mission and process your credit card donation.

As a donor, you may choose to cover this cost by adding 3.9% to each donation you make. For example, if you made a $50 donation, this would mean adding roughly $1.95 to your donation for a total contribution of $51.95. Of this amount, $50 would go to the nonprofit and $1.95 would go to CanadaHelps, which is also a nonprofit. 100% of this amount would be tax deductible.

Ammado supports more than 77 currencies and 30 payment methods to global charities. Ammado has an average processing fee of 7%-8%. Canada Helps processes donations to CRA (Canada Revenue Agency) approved Canadian organizations and has a processing fee of approximately 5.25%.

Is my donation transaction secure?

We use industry-leading Secure Socket Layer (SSL) technology to keep your personal information as secure as possible. We protect your information by working with partners that provide a secure and safe environment for credit card donations.

Can I make an anonymous donation?

Yes – simply select the 'anonymous' box when completing your online donation. If you would like to make a past donation anonymous you can do this in your settings. Go to

your profile page and click on 'Settings'. This is where you will be able to pick and choose which donations you would like public and private. Remember to click save when you are done.

Will I receive a tax-deductible receipt once the donation has been made?

When you make an online credit card donation, a donation receipt will be automatically emailed to you from Network for Good. Store this receipt carefully. This receipt is what the IRS needs to see as proof of your charitable donation. Without it the IRS may reject your claim. When you file your taxes, you will need to itemize each of your donations on Schedule A of the 1040 form. You can download this form and the instructions for how to fill it out from the IRS Web site [here](#).

Our other international processing partner, Ammado, does not automatically receipt the donor because they are not a nonprofit organization. If you would like a receipt, you may need to reach out to the specific organization you donated to.

How can I view my past donations?

To view your past donations, go to the 'Give' tab and click on 'Donation History'. Please make sure to use the year drop down if you would like to view a previous year's donation history. Donations that have not yet been processed or sent to the charity can be viewed in the 'Pending Donations' tab. Once they are processed they will move into the 'My Donations' and 'Other Donations' tabs. The 'Other Donations' tab is for donations from the company (like matching donations).

Volunteering:

Can I log my volunteer hours?

Yes, you can log your past and upcoming volunteer events and service hours (both team and individual) by going to the 'Volunteer ' tab, clicking on 'Log/View Hours' and clicking 'Log New Hours'.

Can I search for volunteer opportunities?

Yes, go to the 'Volunteer' tab and click on 'Search Events'.

You can narrow down your search by:
- Keywords
- Location (City, Zip, Country)
- Date
- Company Sponsored Events

- Team Member Driven (employee created events)
- External Volunteer Events (events created by charities)
- Nonprofit Partners (events created by charities just for your specific company)

Can I upload a volunteer event?

Yes, you can create individual or team events. You can upload a volunteer event you have attended (or plan on attending) the same way you log your hours. Go to the 'Volunteer' tab, click on 'Log/View Hours' and click 'Log New Hours'. Please fill out all required fields.

How do I link a charity to my event?

You must link your event to a charity in the third step of uploading an event under 'Supported Organizations'. On the third step, there's a pre-populated list readily available from the list of your supported organizations from your profile. If you are volunteering for a new charity, you can use the charity search to properly connect the organization to your event.

Please note that properly adding the organization to your event is crucial for administration reporting purposes. If you are having difficulties finding your organization, please contact us at AOL-support@yourcause.com

Can I set my event time on a half-hour?

Yes, we use a decimal system. For example:

.25 = 15 mins
.50 = 30 mins
.75 = 45 mins

Why won't the event I created save?

You must make sure that all of the fields with the red asterisk are filled in. Please make sure to choose the 'Event Type' and 'Event Category' from the drop down boxes. You MUST also link a charity to the event you create or you will not be able to create the event. If you 'Add your own Organization' you must press 'Save' and 'Create Event.

Privacy:

Do you have an option to make my information private?

Every profile in the community is only visible to the employees of your company. However, every profile has also has the option to be completely private. This means that no one will be able to see your profile or the actions you take within the community.

Please see the privacy settings in your account for further information.

Is my information secure?

Yes, all information and donations are safe and secure.

Feedback, Suggestions, Bug Reporting:

I have a suggestion for the site. Where can I send it?

Please e-mail: Help@YourCause.com to send your feedback and suggestions.

Help! Something isn't working.

Report the issue at Help@YourCause.com or reach us by phone Monday-Friday 8:30am-6pm (CST) at 866 751 6031

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