

## Frequently Asked Questions & Helpful Tips

### What can I do throughout the community?

- ✓ **Create** a personalized profile page
  - ✓ **Donate** to charities that you would like to support
  - ✓ **Find** and upload volunteer opportunities, sharing your time and talent
  - ✓ **Connect** with fellow employees through group pages and messaging
- 

[Volunteering](#)

[Eligible Projects](#)

[Creating an Event](#)

[Logging Volunteer Hours](#)

[Matching Grants](#)

[Guidelines](#)

[Eligible Organizations](#)

[Credit Card](#)

[Year-Round Giving](#)

[Eligible Organizations](#)

[Matching](#)

[Payment Methods](#)

[Processing](#)

[Employees Community Fund](#)

### NPO Related Topics

- [How does my charity update its contact information?](#)
- [How does my charity update its address?](#)
- [Can my charity sign up for Direct Deposit?](#)
- [Why is my charity not listed?](#)
- [Is my charity eligible for a match?](#)

[Feedback, Suggestions, Bug Reporting](#)

## Frequently Asked Questions & Helpful Tips

### ▪ **1. What is YourCause?**

- YourCause is Boeing’s selected service provider to supply web-based tools that empower and connect employees with nonprofit organizations (NPOs). Using the Internet and YourCause expands your outreach to positively impact the community. Learn more about YourCause corporate social responsibility solutions [here](#).

### ▪ **2. Why is YourCause partnering with Boeing?**

- YourCause is excited to partner with Boeing to provide a streamlined payment distribution model offering the lowest domestic credit card fee. This model will allow for greater flexibility and reliability by controlling the payment distribution of all domestic giving methods. Donations (credit card and payroll) to UWW-recognized charities would also receive UWW tax acknowledgements.

### ▪ **3. What is the purpose of the Boeing GIVE portal?**

- The purpose of the Boeing GIVE portal website is to:
  - Facilitate an active and socially-responsible voice in the communities in which employees live and work.
  - Assist employees in finding local volunteer opportunities and recording their team and individual volunteer efforts.
  - Provide one location for employees to donate to charitable organizations through employee giving and matching grants.
  - Improved ability to quantify employee volunteerism and giving for reporting purposes to our shareholders and customers.

### ▪ **4. Can I edit my name?**

- Employees currently cannot edit their name. This information is provided by Boeing. Contact your HR department for more information.

### ▪ **5. What is 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

## Frequently Asked Questions & Helpful Tips

page is where members come to make a credit card donation to the charity of their choice.

### ▪ **6. I can't find a charity I'm looking for. What do I do?**

- Try narrowing your search. Click the magnifying button on the right side of the navigation bar to go to the search page. Then, use the search bar and filters to narrow your search by EIN, keyword or 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, click the 'Help' link at the top right of the page, then click 'Suggest an Org'. Fill out the form and our Customer Advocates will help locate the organization for you, provide steps on how to have the organization added or provide you with the reason for the organization's ineligibility to be added.

### ▪ **7. The Boeing GIVE portal requests the organization's EIN when suggesting a new charity. What is an EIN?**

- The Employer Identification Number (EIN) is a nine-digit number assigned by the Internal Revenue Service. Every IRS-designated, tax-exempt nonprofit organization has its own EIN. You can obtain an organization's EIN by contacting them directly, visiting the organization's website or checking [Guidestar.org](https://www.guidestar.org).

### ▪ **8. Do contractors, interns, retirees, or consultants have access to the Boeing GIVE portal website?**

- Currently, only active Boeing employees, interns or retirees will have access to the Boeing GIVE portal. However, we will be expanding our programs to include subsidiaries in the future.

### ▪ **9. Is my information 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 and other information you are sharing throughout the site.

## Frequently Asked Questions & Helpful Tips

### Volunteering

#### ▪ **10. Can I log my volunteer hours?**

- Yes, you can log your past and upcoming volunteer events and service hours (both team and individual). To log personal hours, click 'Volunteer' at the top of the page, then click 'Log Hours' on the navigation bar.

#### ▪ **11. Can I search for volunteer opportunities?**

- Yes, click 'Volunteer' at the top of the page, then click 'Explore Events' on the navigation bar.

You can narrow down your search by:

- Keywords
  - Location
  - Date range
  - Event type (whether the event was created by a nonprofit admin, is provided by an external feed, or was created by a community admin)
  - Virtual Events (events that do not require a location)
  - Ongoing Events (events that do not have an end date)
  - Availability (Events that still need volunteers)
- 
- #### ▪ **12. Can I make a recurring volunteer event?**
- Yes, you can create a recurring event. On the 'Log New Hours' or 'Create Event' page, check the box next to 'Event Repeats' within the 'Date & Time' section.  
  
When setting up a recurring event please be sure to set the start and end date for a single occurrence then select the option to have the event repeat for your desired number of occurrences.
- 
- #### ▪ **13. How do I add an organization to hours I'm logging or an event I'm creating?**
- It is required that you add an organization to logged hours. You can either click on the drop down list of your favorite/saved organizations or you can search for a new organization.

### Frequently Asked Questions & Helpful Tips

If you are having difficulties finding your organization, hover over your name at the very top right of the page and click the 'Help' link, then click 'Suggest an Org'. Fill out the form and our Customer Advocates will help locate the organization for you, provide steps on how to have the organization added or provide you with the reason for the organization's ineligibility to be added.

- **14. Can I add my own organization to hours I've logged or an event I've created?**
  - For volunteering purposes, you do have the ability to add your own organization; however, this does not make the organization eligible for others to search and select. You can add your own organization on the 'Log New Hours' page. Click on 'Select an Organization' within the 'Organization' section at the bottom of the page, then click 'Add Your Own'. Next, fill out the required information and click 'Save'. This will add the organization to your event, as well as save it in a list for you to select in the future.
  
- **15. Can I set my event time on a half-hour?**
  - Yes, we use a decimal system.  
For example:
    - .25 = 15 min
    - .50 = 30 min
    - .75 = 45 min
  
- **16. How do I add participants to hours I have logged?**
  - To add participants, edit your logged hours and then click on 'Manage Participants'. You then have the option of searching for individuals in the community one by one or by using our mass upload feature. Once you have added participants to your event, you can set hours for their participation or make additional event organizers.
  
- **17. Why won't the hours I've logged save?**
  - You must make sure that all fields with the red asterisk are filled in. Be sure to link an organization to your logged hours.

**Frequently Asked Questions & Helpful Tips**

- **18. Does Boeing have a “paid-time-off” policy for employee participation in company-sponsored projects?**
  - No, Boeing currently does not have a paid-time-off policy for employee volunteer programs. However, employees are encouraged to log their hours with the charities they volunteer, so that they can apply for a volunteer match grant to that charity.
  
- **19. Are there any costs associated with volunteering? If so, will Boeing cover those costs?**
  - In many cases, Boeing-sponsored and Boeing team-building projects are funded through the Boeing, networking groups or individual business units. For non-company-sponsored projects that you participate in, you do so at your own expense. Please note that employees are not permitted to solicit vendors on behalf of Boeing or other employees to cover volunteer project costs.
  
- **20. Who will see my volunteer profile and volunteer history information?**
  - Boeing and YourCause administrators will be able to view this information for the purpose of reporting and quality assurance.
  
- **21. Can my family members and friends volunteer with me?**
  - Yes. However, please confirm with the organization and the event organizer that the event is appropriate for family members or friends to attend. They will need to sign any waivers and follow the guidelines for volunteering set by the nonprofit organization, if applicable.
  
- **22. Can photos of my volunteer experience be added to the Boeing GIVE portal?**
  - Yes. You can upload a single photo to your volunteer event through the ‘Add Details’ function. If you are an event participant, and have a photo you would like to upload, please contact your event organizer.
  
- **23. Does Boeing offer t-shirts for volunteer events?**
  - Sometimes. If they are offered for your volunteer event, you will be prompted to select your size when you are signing up for a volunteer event.

### Frequently Asked Questions & Helpful Tips

Check with your event organizer to find out the logistics of obtaining your t-shirt before your event.

▪ **25. What if the event is full? Can I join a waitlist?**

- Yes. Event organizers have the ability to create and manage a waitlist for volunteer events. If your event has a waitlist, it will be identified on the volunteer search page and directly on the event page.

Waitlists are managed by the event organizer. If you are placed into the event by the organizer, you will receive a notification email.

### Matching Grants

▪ **28. Who is responsible for the guidelines?**

- The Guidelines for the program are established by Boeing.

▪ **29. What types of organizations are eligible to receive a grant?**

- Eligible 501(c)(3) nonprofits organizations available on the site can receive a grant. Some organizations might be unable to receive a grant depending on your company's charity set-up. Please review the program guidelines, located in the 'Help' section, which can be accessed on the bottom right hand side of each page.

▪ **30. Are all gifts to eligible organizations matched?**

- Not necessarily. Even if an organization is eligible, certain types of gifts are not. In general, a gift must be 100% tax-deductible to be eligible to receive a match.

▪ **31. Where can I view my personal match history and information?**

- To view the status of all matching gifts for the current year, visit the Donation History page (click 'Give' at the top of the page, then click 'Donation History' on the navigation bar).

The amount of your remaining match cap will be displayed on the page at the time that you record a donation.

**Frequently Asked Questions & Helpful Tips**

- **32. Am I required to upload a receipt when submitting a match request?**
  - Yes. This process helps us validate your request quickly, instead of having to rely on the charity to confirm your gift.
  
- **33. Can I make a contribution via credit card?**
  - Yes, you may make a contribution using your personal credit card and request a match. Although your credit card will be charged right away, funds are distributed to organizations at the end of every quarter.
  
- **34. When will the organization receive my money?**
  - Organizations will receive your donation based on the processing cycle for each donation type. The estimated timing for each type is listed below:

Donation Type	Processing Timeline
Credit Card	Quarterly, 45-60 Days after the close of the quarterly
One-Time Payroll Deduction	Quarterly, 45-60 Days after the close of the quarter
Recurring Payroll Deduction	Quarterly, 45-60 Days after the close of the quarter
*Matching Grant	Quarterly, 30-45 days after the close of the quarter

\*Please note: Match requests and volunteer grants will not begin processing until after the program administrator has approved the grant request.

\*Year around: Payroll deductions take about 1-2 pay periods to take into effect after being scheduled on the site. Processing your donation to the charity will begin after the close of the month that the deduction was made in.

- **35. How long do I have to request a match once I've made a donation directly to an organization by check or credit card?**



**Frequently Asked Questions & Helpful Tips**

- The amount of time you have to request a match for donations is through January 31 of the following calendar year. Please, review the program guidelines for your reference located in the 'Help' button located on the bottom right hand corner of the page.
- **36. Why do I have to submit separate requests for each gift made over a period of time to the same institution?**
  - Each gift is considered a separate transaction. Allowing only one submission per gift helps ensure that every gift donation is matched appropriately. Separate submissions also facilitate record keeping and comply with Boeing's audit requirements.
- **37. Can I donate money to organizations located outside the United States?**
  - At this time, select international organizations are eligible to receive credit card donations via the Boeing GIVE portal.

**Year-Round Giving**

- **38. What are the giving methods available to me?**
  - Eligible participants are able to contribute to eligible charities through credit card, one-time and recurring payroll deductions.
- **39. What is the minimum gift amount?**
  - The minimum gift amount is \$25.00, except for the Employees Community Fund program.
- **40. Is there a transaction fee?**
  - No. Boeing covers all processing fees for employee donations.
- **41. Can I make an anonymous donation?**
  - Yes – simply select the 'anonymous' box when completing your online donation in the 'Shared with the Charity' section.

**Frequently Asked Questions & Helpful Tips**

- **42. Will donors receive tax acknowledgements for their donations?**
  - YourCause will be recognized as a fiscal agent of Boeing. This allows YourCause to provide tax acknowledgements for domestic credit card and payroll donations directed to Boeing-recognized charities.

Boeing recognizes charities categorized as 501(c)3 by the IRS and K-12 public schools as identified on the US Department of Education NCES listing. The tax acknowledgements will be available for retrieval from the donation history area of the Boeing GIVE portal.

To review the documentation of your donations for tax purposes, click the hyperlinked status of your donation, then click the 'View Records' option. If you have multiple donations and would like a summary of your donations, please scroll to the 'Donation History' section, click the drop down for 'Export Summary', and select the year you would like to view.
  
- **43. For payroll deductions, is my donation deducted from pre-tax or after-tax earnings?**
  - Your donation is deducted from after-tax earnings.
  
- **44. How can I view my past donations?**
  - To view your past donations, navigate to the Donation History page (click 'Give' at the top of the page, then click 'Donation History' on the navigation bar). Scroll to the bottom of the page and find the 'Donation History' section. This section represents all donations that have already been processed out to the organization. Here, you can use the drop-down menu to change the dates you would like to see.
  
- **45. Where can I view donations I have made that have not yet been processed?**
  - To view your donations and/or matches that are currently being processed, but have not yet been sent to the organization, please view the 'In-Process' section of the Donation History page.
  
- **46. What does "In-Transit" mean?**

**Frequently Asked Questions & Helpful Tips**

- In-Transit means that a check has been created in our system for your donation. Typically, checks are mailed out 3-5 days after they are created in our system. Once a check has been deposited, the status will update from in-transit to complete.

**▪ 47. How do payroll deductions work?**

- You can either choose to do a one-time payroll deduction or a recurring payroll deduction. If you choose recurring, the deduction(s) you request will come out of your paycheck each pay period. This will automatically continue year after year, unless you log in to cancel or make changes to your deduction. Please allow 30 days for all changes to be processed.

It can take up to 1 or 2 pay periods for a payroll deduction to take effect once it has been scheduled on the site. Processing your donation to the charity will begin after the close of the month that the deduction was made.

**▪ 48. Where can I view current payroll deductions?**

- To view the scheduled payroll deductions that have not yet been taken out of your paycheck, please review the ‘Scheduled’ section of your donation history.

**▪ 49. How many charitable organizations can I elect to contribute funds to?**

- You are able to make as many payroll contributions as you wish.

**▪ 50. What if I want to make a one-time or relief donation?**

- You are able to make a donation for disaster relief. Any time a disaster relief or crisis donation is necessary, we will be sure to post information and details on the Boeing GIVE portal.

**▪ 51. What if I leave the company?**

- Your deductions will be included in your last paycheck and will then automatically cancel.

**▪ 52. Is my donation confidential?**

**Frequently Asked Questions & Helpful Tips**

- Yes. Protecting the security of your employee data and donation information is Boeing's number one priority. The same measures taken to protect your employee data with other Boeing financial transaction-related online systems were taken with the Boeing YourCause site.
  
- **53. Are any administrative expenses deducted from my donation?**
  - The Boeing Program does not deduct any portion of the employee's donation for processing or administrative-related expenses. Once your donation reaches your recipient organization, however, the nonprofit charity may deduct a portion of your donation for their specific organization's administrative or operating expenses. For information on these details, please contact your recipient charity directly.
  
- **54. Does Boeing match my donation? What are the matching caps?**
  - Boeing matches 1:1 for eligible Boeing employees for a total up to 10,000 USD per calendar year for any combination of monetary contributions and/or volunteer hours.
  - Boeing only matches .5:1 for eligible Boeing retirees for a total up to 3,000 USD per calendar year for any combination of monetary contributions and/or volunteer hours.
  - Boeing executives receive different match caps. Please contact your Boeing Global Engagement focal for more information.
  
- **55. What happens to my donation if the organization I choose to support loses its tax status or goes out of business?**
  - If for any reason Boeing cannot distribute your donation to the organization you recommended, you will be contacted for an alternative recommendation.
  
- **56. What if I want to make a donation, but I am undecided on the recipient charities?**
  - The Boeing GIVE portal will allow you to search for organizations by mission or location, so that you can find a community nonprofit organization that meets your criteria for giving.

**Frequently Asked Questions & Helpful Tips**

- **57. How do I access the website to make an online donation?**
  - To make a donation on the site, go to Total Access > My Community Giving > Employee Engagement Portal and click on the ‘Give’ button on the homepage. Next, select your organization. On the charity page, click ‘Donate Now’ and select the type of donation you would like to make, then complete the form.
  
- **58. What are the types of nonprofit organizations to which I can give?**
  - You may give to the following types of organizations in the U.S.:
    - Recognized and registered 501(c)(3) charitable organizations
    - Accredited public pre-K through 12 schools or school districts in the U.S.
    - Accredited public or nonprofit colleges and universities in the U.S.
    - Non-U.S. organizations that meet the Boeing eligibility requirements
  - Ineligible organizations include:
    - Political organizations (partisan organizations or those supporting specific candidates or legislation).
    - Religious organizations (churches, synagogues, mosques, ministries, seminaries and other houses of worship), or other organizations primarily promoting religious purposes. Other faith-based community service organizations or schools may be considered eligible if they:
      - serve a secular purpose, such as food pantry, homeless shelter or education;
      - do not require participation in prayer, worship or other religious activities as a
      - condition of receiving service(s) offered; and do not use the individual
      - donation or resulting match for religious purposes
    - Federated Giving type organizations (e.g., United Way of Metropolitan Atlanta, Employees Community Fund, etc.).
    - Supporting organizations and organizations with a 509a3 tax status.
    - Organizations that do not comply with Boeing’s non-discrimination policy.
    - Organizations that do not comply with the USA Patriot Act.

**Frequently Asked Questions & Helpful Tips**

- Organizations outside the US that have not been included in the pre-approved list of eligible recipient organizations.
- **59. How can I find my charity on the portal?**
  - The best way to find your charity using the ‘search’ feature is to search by the EIN (Employer Identification Number). If you do not know this tax ID number, please search by the name of the organization. You can also filter your search results using the ‘Advanced Search’ feature, and choose the location information best fit for your organization.
- **60. How can I check the status of my contribution?**
  - You can view the status of your donations by clicking ‘Give’ at the top of the page, then ‘Donation History’ on the navigation bar. If your donation is still pending approval, processing, or in transit to your organization, then it will be listed in the ‘In Process’ section. Once the donation has been deposited by the organization its status will be ‘Complete’ under the Donation History portion toward the bottom of the page.  
Once the donation is ‘In Transit’, the check number will be available to you on the donation acknowledgment, which can be viewed by clicking the hyperlinked status.
- **61. When does the charity receive its donations?**
  - See question #35.

**Employees Community Fund (ECF)**

- **62. Who is eligible to contribute to the ECF?**
  - All active employees and retirees with pension from The Boeing Company on the U.S. payroll are eligible to participate.
- **63. How is The Boeing Company involved with the ECF?**
  - The commitment of Boeing to the ECF is reflected in its financial support of all over overhead costs associated with ECF. As such, Boeing is considered a major contributor to ECF. 100% of your ECF investment directly benefits the nonprofits in your community; there is no overhead! The Boeing Company pays all ECF administrative costs including staffing,

### Frequently Asked Questions & Helpful Tips

payroll/pension deduction services, accounting, auditing, and all costs associated with ECF Campaigns.

The three company-endorsed 501(c)(3) ECF organizations and their affiliated advisory boards manage the activities of these entities, including determining which 501(c)(3) receives the funds they direct. Boeing provides these entities with administrative and system support, and works with ECF administrators (who represent the interests of both the company and the ECF boards and committees) to ensure their practice and implementation.

Additionally, the company partners with ECF administrators to ensure that ECF committee and advisory board members are effectively executing the appropriate fraud controls, adhering to company policies and procedures, and complying with all legal and regulatory requirements.

Since Boeing employees serving on ECF advisory boards and committees may have limited experience relative to leading a 501(c)(3)s, the company is responsible for ensuring employees serving on ECF committees and advisory boards have access to training and education on the requirements of their fiduciary duties, to mitigate risk for the employees, the ECFs, and Boeing.

Please note that requests for contributions that serve Boeing business or branding interests should be referred to The Boeing Company for funding, rather than ECF.

#### ▪ **64. Who is eligible to contribute to the ECF?**

Eligible employees and retirees with pension can enroll via recurring payroll/pension deductions to the ECF. Paper forms are only accepted at ECF events with an ECF focal onsite to collect the forms. Otherwise, all transactions must be completed online through the Give site. If you leave the company, these deductions cease at the next-to-last paycheck with the company.

Please note, the 5 USD minimum is in place because there are administrative costs associated with processing contributions. Since all program costs are paid by the company, a minimum threshold is required to ensure the program is cost-efficient and LEAN.

**Frequently Asked Questions & Helpful Tips**

\*If you leave the company, these deductions cease at the next-to-last paycheck with the company.

- **65. Can I submit a one-time deduction?**
  - No, one-time deductions are not permitted. This program is a recurring payroll/pension deduction program only.
- **66. How do I update, change, or cancel my payroll or pension deduction?**
  - Current Boeing employees or retirees can visit the [ECF portal here](#) to update their enrollment.
- **67. Are ECF contributions eligible for Gift Match?**
  - No. The Employees Community Fund is considered a federated giving organization, and therefore is not eligible for monetary gift match.
- **68. How do I contact my local ECF?**
  - Select your state or closest state via this link; the site includes a list of regional websites, contact information and guidelines.
- **69. How are employees involved in ECF?**
  - An employee is considered a member of the ECF Pooled Fund if they contribute the minimum 5 USD per paycheck to a Pooled Fund (regardless if the ECF Pooled Fund receiving the contribution is the closest or home ECF Pooled Fund).

In many cases, membership in an ECF Pooled Fund allows an employee to vote for ECF board or advisory board members and, if the employee's ECF Pooled Fund offers this feature, to sponsor nonprofit organizations for ECF Pooled Fund support. The nonprofit organizations sponsored must be located in (or have a chapter in) the community where the ECF resides. Note: Check with your local ECF Pooled Fund board or advisory board members for how membership is defined at your location.

Only ECF Pooled Fund members who actually live in the community where the ECF Pooled Fund resides are permitted to run for the ECF board or advisory board. In cases where the closest or home ECF is not in the city or state in which the employee resides, (for instance, employees who live in Hawaii, where there is no ECF advisory board, belong to ECF of California, which is the closest ECF), he or she will not have the right to run for the ECF board or advisory board., but will be able to vote for ECF board and advisory board members and can sponsor nonprofit organizations in the



**Frequently Asked Questions & Helpful Tips**

community where the home or closest ECF resides (if this feature is offered by the ECF Pooled Fund).

- **70. How are employees involved in ECF?**

- An employee is considered a member of the ECF Pooled Fund if they contribute the minimum 5 USD per paycheck to a Pooled Fund (regardless if the ECF Pooled Fund receiving the contribution is the closest or home ECF Pooled Fund).

- **71. How does the ECF manage contributions?**

- ECF is a nonprofit managed by local advisory boards elected by ECF members. The ECFs make grants to local area nonprofits. Funding decisions are the sole responsibility of local ECF advisory boards and oversight committees, in accordance with the best interests of the community and its membership. Advisory board and committee members perform their duties on an unpaid volunteer basis, usually spending a good deal of personal time on their duties.

Advisory board and committee is responsible for carefully studying organizations that appeal for support, in accordance with all governing policies, regulations, and operating procedures, including:

- PRO-6631: Grants, Business Donations, Sponsorships, Memberships, Cash and In-Kind Donations Proscribed Parties Screening Training
- Desk Operating Procedure 3899 (also known as BPI 3899), "Due Diligence Process for Charitable Requests."

Additionally, local ECF boards and committees are responsible for all follow-up, decision-making, and reporting to its membership.

- **72. What nonprofit organizations are supported by ECF?**

- All ECF grants are based on careful due diligence of each request; knowledge of the need in a particular community and, in some cases, direct input from the membership. The ECFs each have their own funding priorities and focus areas. Boeing employees are encouraged to contact their local ECF Board to find out how their local ECF grant process works. Employee interest in and feedback about local nonprofit organizations are valued by ECF boards. Each employee recommendation will be considered on its own merits and in accordance with ECF guidelines and governing rules. Collectively each year, ECF dollars support over 1,000 nonprofit organizations in the U.S., as well as internationally.

### Frequently Asked Questions & Helpful Tips

Opportunities and processes vary by site, Boeing employees are encouraged to contact their local ECF advisory board or committee to discuss or recommend eligible nonprofit organizations as candidates for support.

Each recommendation will be considered on its own merits and in accordance with ECF guidelines and governing rules. While employees may recommend and suggest nonprofit organizations for ECF funding, the nonprofit organization must submit a grant application request for funding via the link provided by the ECF Advisory Board.

- **73. Why are the ECF organizations represented by St. Louis, California and Puget Sound?**
  - There are three company-endorsed, separate, and autonomous 501(c)(3) entities directed by employees who serve in a volunteer capacity on respective governing ECF committees and affiliated advisory boards. They are ECF-St Louis, ECF-California and ECF-Puget Sound. Boeing recognizes the autonomy of each ECF and its right to operate as a private, nonprofit organization and to execute independent grant-making decisions that serve the best interests of the community and its members. These grants are separate and distinct from those made by The Boeing Company.

### NPO Related Topics:

- **74. How does my charity update its contact information?**
  - If the charity has an admin registered to the account, then they can follow the steps below to update their contact information:
    1. Sign into the NPO Portal (<https://npo.yourcause.com/>)
    2. Click “NPO Page” in the toolbar at the top
    3. Select Edit Page
    4. Within that tab you will find all of the information that an NPO can edit and update to make visible in the portal.
    5. Select Contact Info

**Frequently Asked Questions & Helpful Tips**

- a. The email address listed is what will be available for donors to use when they have questions about the organization, donations, or volunteer events.

**75. How does my charity update its address?**

- If the charity has an admin registered to the account, then they can follow the steps below to update their address information:
  1. Sign into the NPO Portal (<https://npo.yourcause.com/>)
  2. Click “Account” in the toolbar at the top
  3. Select Contact Info
    - a. If the address listed is correct, no update is needed
    - b. If the address listed is incorrect, press the “request change of address” button and input the correct information to be reviewed by the Project Services Team.

**76. Can my charity sign up for Direct Deposit?**

- If your charity has an admin registered to their page in the NPO portal and they are receiving checks from YourCause on behalf of your employer, they are eligible to receive direct deposit. If they have an admin already registered, please see the below instructions regarding ACH Registration:
  1. Sign into the NPO Portal (<https://npo.yourcause.com/>)
  2. Click ‘Account’ (located on the grey panel at the top)
  3. Click ‘ACH Registration’

Once you submit your ACH request, please follow the instructions on the site. It will take up to 7 days to get your ACH account set up.

**77. Why is my charity not listed?**

- If your organization does not meet the requirements for inclusion in the community they will be excluded from the list from which employees can choose. If you believe your organization has been left out in error, please have your organization reach out to our team at [charity@yourcause.com](mailto:charity@yourcause.com)

#### Frequently Asked Questions & Helpful Tips

and we will gladly walk them through the procedure for joining our database.

- **78. Is my charity eligible for a match?**
  - When you choose to make a donation to a new organization in your giving community, you will be prompted at the end of the process to apply for a match if your organization is eligible. If you are not prompted, please look in your donation history to see if you have any match eligibility notifications for any of your recent donations. There you will be walked through the process to apply for a match if your donation meets the qualifications of your company's giving program.

#### **Feedback, Suggestions, Bug Reporting:**

- **79. I have a suggestion for the site. Where can I send it?**
  - Please e-mail: [Boeing-support@yourcause.com](mailto:Boeing-support@yourcause.com) to send your feedback and suggestions.
- **80. Help! Something isn't working.**
  - Report the issue at [Boeing-support@yourcause.com](mailto:Boeing-support@yourcause.com) or reach us by phone Monday-Friday 7:00am-7:00pm (CST) at 972-755-3950.