What can I do throughout the community?

- ✓ Create a **fundraising goal** and start a **digital fundraising page**
- ✓ **Double your donations** with the Dell Make a Difference **Matching Program**
- ✓ **Support**, **learn** and **connect** with charitable organizations and other team members
- ✓ **Find** and **track** volunteer opportunities, sharing your time and talent

To learn about other Dell Programs, <u>click here</u>.

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Make a Difference Credit Card Match Program

The Dell Employee Giving Program is one more easy, convenient and flexible way to give. The Program allows you to maximize your donation by matching up to $10,000.00 per employee per calendar year, January 1st through December 31st. There are multiple ways to give: donating directly to the charity or creating a fundraising page to get your co-workers to donate to your cause.

About Donating Directly to a Charity

How do I donate directly to a charity without creating a 'fundraising page'?

If you do not wish to create a fundraising page, you can directly donate through a charity page. Click on the 'Give' tab and then click on 'Credit Card Donation'. This will navigate you to the advanced search to look up the charity of your choice. US Dell team members can also donate directly to the charity through their payroll deductions.

About your 'Fundraising/Giving' Page

How do I start a 'Fundraising/Giving Page'?

From the Give Tab, select 'Giving Page'. Select your organization, set fundraising goals and describe your Cause.

Can I attach an external Fundraising link for Dell employees to donate to so that it reflects towards my goals for that organization?

No, Dell will only match donations made through the Make a Difference community. You will need to create a separate Fundraising page in the Make a Difference community for your Dell team members to donate to in order to receive the Dell Match.

When you create a fundraising/giving page, your name along with the donors name is passed along to the organization for them to credit your fundraising goals on their end.

Can I raise funds for more than one charity?

Yes, you are able to link and support as many charities of your choice as long as they are a charity that has a "donate now" button next to it.

Can I raise funds for myself or personal earnings?

No, all funds go directly to selected 501(c)(3) IRS-registered charities.

How can I donate to other's Fundraising/Giving campaigns/pages?

Go to the member's fundraising page. View their current fundraising goal and supported organizations. Then click 'Donate Now' if you wish to support their campaign.

Can I share my Fundraising/Giving page externally?

Yes, you can copy the link to your fundraising/giving page and share externally from your personal email. The external donor will only have access to a public view of your fundraising/giving page to donate to. External donors WILL NOT be matched by Dell, however their donations will show on your Fundraising/Giving page.

Charity questions

What types of charities can I donate to or create a 'fundraising/giving page' for?

You can donate to charities that are US registered charities 501c3 organizations, Global Giving (US registered charity) international projects, and organizations that have been through the US 501c3 equivalency process which are Dell partners.

Tax-exempt status is not the same as 501(c)(3) status. It is the charity's responsibility to obtain 501(c)(3) status by March 31 to determine their eligibility status for matching funds. Dell does not certify 501(c)(3) status for Registered Charitable Organizations; that is the responsibility of the IRS. Before disbursements can be made to an organization through the Employee Giving Program, each organization must be determined eligible to participate. Eligible organizations must be tax exempt pursuant to Section 501(c)(3) of the Internal Revenue Code;

What organizations are eligible for matching funds?

Employees participating in the Make a Difference Employee Giving Program may give to any approved organization that has the Green Donate Now button within the Dell Make a Difference tool, including international organizations associated with Global Giving projects and be matched.

What does 'Not a Signature Dell Program Partner' mean?

"Not a Signature Dell Program Partner" means that the organization in not affiliated with one of Dell signature programs like Dell YouthConnect, Social Innovation or Pediatric Cancer Research program. You are still able to donate to them and receive the Dell match and volunteer for them.

I want to donate to my charity but they are not reflecting the 'donate now' button. How do I get them added to the list of charities?

Have your charity fill out the following form:

http://dell.yourcause.com/SuggestOrganization.aspx

If they pass our legal requirements, then we can add them but sometimes charities do not meet our requirements and therefore will not be added. To be eligible to accept donations in the Make a Difference community, all organizations have to be a 501(c)3 charity with their EIN# registered on Guidestar.org or for International charities, they have to be vetted and partnered with GlobalGiving.org.

What if my organization falls under a parent organization?

A "parent/child" relationship can be established if the parent organization agrees to accept and redirect designated funds to the child chapter. We cannot send funds directly to the child location. All donations have to go to the parent organization where the address is attached to the EIN#. It is the responsibility of the parent organization receiving your donation to redirect the funds that have been designated/earmarked for child chapter.

If your organization is International and is affiliated with a US 501 (c)3, the funds can go to the US office and be designated to go to the International office. However, first, permission from the US office is needed to establish the parent/child relationship and it will be up to the US organization to redirect the designated funds internationally.

General

Is there a transaction fee?

No. There is not a transaction fee for you as contributor through our Dell program. Dell Giving pays for all fees associated with the program and donates 4.75% of your transactions to Network for Good to fund their mission.

For Global Giving projects embedded within the Make a Difference site, Dell covers the 5.0% administration fee they charge.

In addition, Dell will give a 'true match' to any donations. *However, you are responsible for any currency conversion fees on your credit card donation.

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. Our platform and the vendors we use are PCI compliant.

Can I make a donation via any other way?

US Dell team members are eligible to give through Payroll deductions.

Is there a minimum amount that we can donate?

Yes. $10 US dollars is the minimum.

How much of my gift goes to the charity?

Dell will cover the administrative cost so that 100% of your gift will reach the charitable organization of your choice.

Can I make an anonymous donation?

Yes – simply select the 'anonymous' box when completing your online donation.

What happens when I pledge anonymously?

You will still receive a donation receipt from Network For Good or Global Giving and your donation will be matched.

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

 US team members - When you make an online donation, a donation receipt will be automatically emailed to you from Network for Good. When you file your taxes, you will need to itemize 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.

Outside of the US team members – Please check your local tax laws to see if you are eligible for a tax benefit, for donating to US registered charities. Donating to charities that are not a US 501c3 registered charity or a vetted Dell charity, is against Dell's legal policy. Our international processing partner is GlobalGiving.org, who is a US 501c3 registered charity. The GlobalGiving Foundation's tax-exempt ID number is 30-0108263. All donations are tax-deductible for donors in the United States, and all projects on GlobalGiving.org have been pre-qualified for 501(c)3 equivalency status.   GlobalGiving issues you a tax receipt immediately after making a donation.

Will my charity know that it is me that is making the donation?

Yes. They get a list of donors and any designations that you make on your donation, unless you opt to remain anonymous, as described above.

What is the cycle for Dell to match my contributions?

Dell will match your contributions year-round but only up to $10,000 USD per calendar year. The calendar year is January 1 through December 31. The match will be distributed on a monthly basis.

If I make a pledge outside of this tool, will Dell match that donation?

No. Dell only matches funds donated through the Make a Difference online tool. Any funds donated outside of the pledge tool will not be matched.

Who is eligible to participate in the Dell Make a Difference Credit Card Match Program?

Dell badged employees from any country.

Can I give a recurring donation with my credit card?

Not at this time.

When does my charity get my donation?

If a donation is made to a US registered charity, then the charity receives the money in the middle of the month for the previous month's donations.
If a donation is made to a Global Giving project, then the charity receives the money at the end of each month for the previous month's donations.

*VIEW THE <u>CREDIT CARD</u> OR <u>CAUSE CARD</u> PROCESSING FLOW CHART

Are there any refunds?

No, once you make a payment in our system, it is processed immediately.

Will my donation go through if I have an extra security layer on my credit card?

Our credit card processing partners, Network for Good and GlobalGiving , do not support 'Secured by Visa' at this time. Your transaction will fail the extra layer of security that is applied to your card. You may contact your credit card company to ask if they will remove the extra layer of security to process your donations.

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Profile Pages

What's a 'Profile Page'?

Each employee has a customizable profile page where they can showcase their personal mission for volunteer goals and support a certain 501(c)(3) approved charity or charities. A profile page allows you to blog, upload photos, create campaigns for a particular charity, track volunteer hours and more.

Can I go back and edit my profile page?

Yes, you can always edit your profile at any point in time.

Can I edit my given name?

Employees currently cannot edit their given name.

Can I support more than one charity on my profile page?

Yes, you can support and edit unlimited amount of charities by clicking on "My Organizations" under your profile page admin tools.

Organizations selected are presented in "My Info" tab for others to see.

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Volunteering

Give Time

What is volunteering about at Dell?

Many Dell team members volunteer their time, talents and energy to support charitable causes and non-profit organizations. Dell is proud of our team members ' generous spirit and encourages these kinds of activities provided they do not conflict with Dell's interests or reflect negatively on Dell.

Volunteering efforts in support of Dell-sponsored community involvement programs may be done during work hours if approved by your manager in advance. All other volunteer efforts must be done on your own time and must not jeopardize your productivity or ability to perform your duties at Dell.

Please find more information on **our code of conduct** site.

Criteria:

- Volunteer hours must be tracked into our online community or it will not count
- Employees must have signed up with a profile in the new tool
- Dell badged employees can participate (No contractors will be able to)
- No limit to the number of individual and/or team projects
- No limit to the number of charities that you volunteer your time with

Sending Communications

- **How can I get my teams involved with my personal NGO/Non-Profit?** Team member engagement can be done through our **online community.** You can message within the Make a Difference platform by going to your profile and clicking on MESSAGE but you are not allowed to send personal email from your Dell email.
- **I am leading a planning meeting for an NGO/Non-profit organization for my team or Dell business unit; can I send a calendar invite?** No. You can utilize the online community to communicate about the event and there is a calendar attached to the event that team members can open and save to their calendar. For questions on how to do this, email the vendor at **dell-support@yourcause.com.**

Please click on the below link to learn more about Dell's Solicitation Policy and Giving Governances.

http://intranet.dell.com/dept/hr/Global/CR/Giving/Pages/GivingGovernanceandPolicies.aspx

Tracking Your Time

- **How do I track my time?**
  - Go to the Make A Difference Community
  - Click on VOLUNTEER TAB
  - Click on LOG/VIEW HOURS
  - You can log past and future hours or create events. You can also set a volunteer goal.

o Follow steps as per the desired function.

- **Do I have to track my time?** No. It is not a requirement at Dell, but we'd appreciate if you would. We use our community to help showcase the great things our team members are doing and we also recognize our team members' for their efforts based on the information in the tool. If you log 10 hours or more volunteer time in a quarter you will receive a $150 cause card that can redeem to a registered charity of your choice listed in the Make A Difference community that is able to accept donations.

- **What is considered volunteer time in the tracking tool?**
  o Any activity or event on behalf of a non-profit you participate in. Examples:
    - For any registered NGO/Non-profit in your country (For example, the US non-profits must be a registered 501c3.)
    - For a Dell sponsored event that is linked to a registered NGO/Non-profit in your country (For example, I am a team captain helping to pull walkers together for a diabetes walk.)
    - Helping an ERG or Green team with fundraising or a donation drive.
    - On-site at Dell for the following Dell organizations: Corporate Responsibility (Inclusive of Sustainability/Giving), Diversity and Inclusion (Inclusive of Employee Resource Groups), Environmental Health and Safety, Green Teams, and Well at Dell.   But activities must be for a charitable cause or volunteer service.
    - Volunteer service can be for activities associated with your personal passion such as volunteering to coach your daughter's soccer team, watching animals at an animal shelter, tutoring children afterschool and more.
    - Membership
    - As a board member for a local NGO/Non-profit (For example, your time to attend board meetings and time spent managing events and/or activities.

- **What DOES NOT qualify for volunteer time in the tracking tool?**
  o Activities or events for local walks, runs or rides that aren't associated with an NGO/Non-profit (For example, if there is a walk/run/ride that the entry fee doesn't go to an NGO/Non-profit then this event/activity will not qualify)
  o Activities or events for organizations that promote a hobby that directly involve you getting the benefit (such as needlework and/or horseback riding)
  o Activities or events for organizations that discriminate based on race, religion, color, sex, age, nation origin, sexual orientation, disability, marital status, veteran status or any other category protected by applicable law
  o Purchasing an item at an NGO/Non-profit auction and/or fundraiser
  o Making a donation to a charity does not count as volunteering.

Volunteering

Get Recognized

Our recognition programs are about recognizing our team members around the world for their efforts in giving back to the community. Our approach to serving our communities reflects the way we serve our customers. We share our skills, build lasting relationships, stay connected to understand concerns and look for ways we can make a meaningful difference. Dell is full of heroes - team members who are making a difference. They don't talk about it much because they don't want to make a fuss. Yet we know they are out there, working side by side with each other and charitable organizations to contribute in meaningful ways. Through our team member recognition programs, employees are given the chance to once again, give back.

In FY11 we launched the Global Volunteer Recognition Program. This program replaced the US teambuilding granting program.

Global Volunteer Recognition Program

GIVE UP TO $600 USD PER YEAR

TO YOUR FAVORITE CHARITY

If team members serve and log 10 or more volunteer hours per quarter, then team members will receive a $150 USD Cause Card per quarter to redeem to a charity of their choice in the Make a Difference community that is able to accept donations.

Reward:

$150US 'virtual' charity cause card for 10 or more hours of volunteer time per quarter.

Note: this is not considered compensation. You will receive an email that you will redeem in our Make a Difference Community.

How does it work?

Step One: Enter your time into the community by clicking on the VOLUNTEER TAB and scrolling down to LOG/VIEW HOURS.

Step Two: As long as your hours meet the qualifications below by the end of the quarter then you will receive an email on or around the 2nd week of the following quarter letting you know that you qualified and instructions on how to redeem the 'virtual' cause card in the Make A Difference community.

- FY Q1 Feb 1-April 30 (email will be sent by 5/5)
- FY Q2 May 1-July 31 (email will be sent by 8/5)
- FY Q3 Aug 1-Oct 31 (email will be sent by 11/5)
- FY Q4 Nov 1-Jan 31 (email will be sent by 2/5)

Step Three: You will log onto the **community site** that is given in your email and make your contribution at that time by searching for your organization and click on "REDEEEM CAUSE CARD".

NOTE: If for some reason you did not receive an email in your Dell email and you thought you qualified, please contact our Make a Difference team at **makeadifference@yourcause.com.**

Only active Dell employees are eligible to receive or redeem cause cards. We are not permitted to apply a cause card on behalf of an employee that is no longer with Dell.

Frequently Asked Questions

Q1. Do we get credit for team events or is it just individual volunteer events?

It is an individual portfolio of your total volunteer time whether you do it with a team or you volunteer by yourself. It can be team events on Dell time and/or individual events done on your personal time. It truly is your total individual portfolio of volunteer time. This is to be inclusive of our remote based employees. Example: Jane has 5 hours that she has volunteered along with her 5 Dell team members. Those 5 hours count in her total portfolio, but they must be logged into our social media community at **http://dell.yourcause.com**.

Q2. When will I receive my cause card?

See the chart above for times. Cause Cards are issued once a quarter.

Q3. How will I receive my cause card?

Once the quarter ends, your hours will be calculated and the system will generate an award. You will receive an email from the Make a Difference community that will allow you to redeem at that time.

Q4. How long are the Cause Cards active? Is there an expiration date for them?

Cause Cards are active for 4 months and will expire if you do not redeem them within that time frame.

Q5. What charities can I redeem my Cause Card too?

Any organization or project in the Dell Make a Difference community that is able to accept donations will be eligible to receive the Cause Card.

Q6. How do I redeem my Cause Card?

You will see a BLUE link under the green donate now button on the charity page that states "Redeem Cause Card." You will click on the BLUE button, not the donate now button.

Q7. Do I have to do 10 hours to just one charity?

No. You may volunteer at several charities that will equal 10 hours. Example: Jane may volunteer 5 hours for Habitat for Humanity and then volunteer another 5 hours for UNICEF and this would give her a total of 10 volunteer hours which would qualify her for the program as long as she has a profile in the Make a Difference community. **http://dell.yourcause.com**

Q8. I reside outside of the U.S., can I participate?

Yes. This program is a global program. The Dell Giving team created it to be inclusive of our remote team members as well as our team members outside of the U.S.

Q9. I reside outside of the U.S. Are there any charities/NGO's that we will be able to give to that are in my country?

Yes. Our signature giving program recipients will be on the list as well as global projects through our 3rd party vendor called Global Giving.

For any questions, please email our vendor at **dell-support@yourcause.com.**

Q10. How does the organization that I give to use the funds?

It is truly up to the NGO/NPO on how they use the funds given to them through the volunteer recognition program. You have the option to use the "Designation" field to specify how you would like your funds directed. There is no guarantee that they will use the funds in a way that you designate, but you can always verify with the organization directly.

Q11. When will my charity receive the award?

We process the awards once a month, so depending on when you make the contribution depends upon when they receive it. The funds are processed through our vendor, YourCause, so the checks will be issued by them on behalf of the Dell Make a Difference Program and you.

Q12. How Do I suggest an organization?

Over 1.3 million + charities around the world are in the Make A Difference community.

To suggest an organization please follow the below steps. *It helps to have a charity EIN# and as*

much information as possible.

- o Go to the Make a Difference Community
- o Click on the "HELP" link at the top right-hand side of the page
- o Click on "SUGGEST A NEW ORGANIZATION"
- o Complete the form and hit the submit link at the bottom of the page.

By submitting an organization, this does not mean that they will automatically be approved for donations. A charity has to be a US 501c3 registered charity, US equivalency or a partner of our 3rd party vendor, Global Giving.

Q13. If I have questions about my donations, where do I look or who can I ask?

- o Go to the Make a Difference Community
- o Click on the "GIVE" tab
- o Click on "DONATION HISTORY"
- o You can view your donations by
    - o "My Donations"-your credit card donations and processed payroll deductions (payroll for US team members only)
    - o "Other Donations"- processed Dell matches and redeemed Cause Cards
    - o "Pending Donations"- non-processed payroll donations and non-processed Dell matches
    - o You can go back as far as 2007 for a donation summary by using the drop down box on the right hand side of your summary pages.

If you have further questions regarding your donations please contact **dell-support@yourcause.com**.

More website enhancements are under development for donation tracking! Stay tuned for updates.

Q14. Do registration fees to a charity count as charitable giving or fundraising?

Registration fees to a charity do not count as charitable giving or fundraising, as this does not align with the philosophy of the Make a Difference community.

Q15. Can I log volunteer hours if the organization is not listed?

Yes, you can log ANY volunteer hours that you participate in regardless if the organization or place where you volunteer is listed in the Make a Difference community. You will select "Add Your Own Organization" when you create the event. Please note that this DOES not add the charity to the site, it only allows you to track these volunteer hours. You will not be able to redeem your Cause Card to any "Add Your Own Organizations."

Volunteering

Helpful Links:

http://intranet.dell.com/dept/hr/Global/CR/makeadifference/Pages/MakeaDifference.aspx

http://intranet.dell.com/dept/hr/Global/CR/Giving/Pages/DellGlobalGivingOverview.aspx

http://intranet.dell.com/dept/hr/Global/CR/Giving/Pages/GivingGovernanceandPolicies.aspx

http://dell.yourcause.com

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Events

Can I upload an event?
Yes, you can create individual or team events. Go to the Volunteer Tab, then click 'Create an Event' to begin filling out the event. Please fill out all required fields.

Can I have a recurring event?
Yes, only for individual events.

Due to the technical standards of reporting, employees are unable to have recurring team events. We apologize for any inconvenience that may incur.

How do I link my event to a charity?
You must link your event to a charity in the 'Supported Organization' section.

There's a 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.

If you are volunteering for an organization that is not listed in the Make a Difference community, please choose 'Add Your Own Organization' to add the organization that you volunteered for. Please note that they will not be eligible for Cause Cards or donations. However, you are able to log any hours for any volunteer work you do regardless if they organization is listed in the community.

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 by the following:

Monday-Friday 8:30am-6pm (CST) at
makeaddifference@yourcause.com
1-866-678-CAUSE(2287)

Can I set my event time on a half-hour?
Yes, you can actually determine the time up to the hour and minute. Simply, manually insert your time preference in the text box (ex. 6:17 pm).

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What's a 'Group Page'?

A group page is a collaborative page where members can come together as a group to raise awareness for a cause or charity of their choice. You must name your group and add a mission statement, with an option to add photos and more.

What are the different ways a group page can be used?

A group page is a great idea for a team event, a specific program within an organization or any time you want to raise awareness and volunteer as a group.

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Charities

What's a 'Charity Page'?

It's an informative page where supporters can learn a charity's purpose, mission statement, volunteer opportunities, contact information and more. Your profile page can support an unlimited number of charity pages.

I can't find a 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.

If you still can't find a charity you're looking for, send us an email and we will be happy to assist you at makeadifference@yourcause.com.

What is a charity admin and how do I become one?

Nonprofit administrators have access to edit their charity page information, upload photos and volunteer opportunities, and engage with employees.

If you are nonprofit administrator please contact us at charity@yourcause.com for more information.

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Privacy

Do I have an option to make my information private?
Every profile in the Dell community is only visible to Dell team members. However, every profile has also has the option to be completely private (no one will be able to see your information).

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

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Reporting

How do I pull a report for my manager, my team or my organization?
Due to privacy issues, reports are not available for every individual to pull at this time. However, there are reporting managers in each region. The Reporting team information is at the bottom of the page:

http://intranet.dell.com/dept/hr/Global/CR/makeadifference/Pages/ChampionInformation.aspx

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Feedback

I have a suggestion for the site. Where can I send it?
Please e-mail: makeadifference@YourCause.com to send your feedback and suggestions.

Help! Something isn't working.
Report the issue at makeadifference@YourCause.com or reach us by phone Monday-Friday 8:30am-6pm (CST) at 1-866-678-CAUSE (2287).

Miscellaneous

How do I order Dell T-Shirts?

Please click on this link to order Dell T-Shirts
http://www.delleventshop.com/xtreme_regular_products.asp?xtremeid=379D5D1415D7493BB D1D9A5DDED0C79B&Announcement=1&cat=app

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