



Matching Gift Guidelines, FAQs

Matching Gift Program Guidelines

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ZynGiving Matching Gifts Program

Guidelines

Welcome to the ZynGiving Matching Gifts Program! The idea is simple: we care about what you care about. And Zynga.org wants to match your passion for the causes you love by helping your generosity go further.

Whatever your cause, for every dollar you donate, we'll match it, up to \$1,000 per employee, per year. It's our way of saying thanks for being a part of Zynga's commitment to improving the communities where we live and work – in San Francisco, the Bay Area, and around the world. Keep on giving!

Program Basics

- \$1 for \$1 match up to \$1,000 per employee, per calendar year
- Eligibility for full-time employees only
- Online credit card or offline (credit card, check or EFT) donations accepted
- Donations accepted to any qualified nonprofit (see below for details)
- Start giving at: <http://ZyngaOrg.yourcause.com>

Eligible Employees

The ZynGiving Matching Gifts Program is available to full-time employees. Eligibility is determined at the time the matching gift request is made. Part-time employees and contractors are not eligible at this time.

Eligible Recipient Organizations

U.S.-based Organizations:

U.S. organizations are vetted by third-party partner organizations; YourCause, Network For Good, Global Giving, and Canada Helps. [Click here](#) for more information.

To be eligible, a nonprofit organization must meet all of the following criteria:

- Must be recognized by the Internal Revenue Service as tax-exempt, and designated a public charity under Section 501(c)(3) of the Internal Revenue Code for a US organization or as an instrumentality of a federal, state or local government as provided by Section 170(c)(1) of the Code.
- Must not discriminate on the basis of race, color, religion, sex, age, political affiliation, national origin, ethnicity, medical condition, disability, gender, sexual orientation, gender identity characteristics or expression, pregnancy, marital status, or veteran status, either in its selection of recipients of the organization's services, funds, or other support; in the delivery of services; or in its employment practices
- Must be in compliance with the USA PATRIOT Act
- Must provide the ZynGiving Matching Gifts Program administrator with information needed to verify its eligibility to receive a matching gift,

including but not limited to: 501(c)(3) IRS determination letter, signed W-9, and payment info.

Eligible organizations may include, but are not limited to:

- Accredited colleges and universities (accredited by a nationally recognized regional or professional association)
- Private elementary and secondary schools
- Youth organizations
- Civic, arts and culture organizations
- Health and human services organizations
- Animal rights and welfare organizations
- Environmental organizations

Please note that not all 501(c)(3) organizations automatically qualify for the ZynGiving Matching Gifts Program.

Eligible Organizations Outside the U.S.

Third-party partner organizations, including CanadaHelps and Global Giving, do our due diligence on international organizations' eligibility for ZynGiving matching gifts, ensuring all organizations meet similar criteria to those used for U.S.-based organizations. Your contribution to a given international organization is eligible for matching if these partners determine that the organization is the "equivalent" of a U.S. public charity or that your gift will be used for charitable purposes.

Eligible Donations

Donations must be made from the employee's personal funds or the employee's charitable gift fund, and they must be paid, not simply pledged. The minimum gift eligible for matching is USD \$25. Zynga.org will match up to USD \$1,000 of your total donations to all charities combined during each calendar year.

You may use your personal credit card to donate directly on the ZynGiving website and then request the match in one easy step. You may also use cash (EFT), 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 ZynGiving website before your donation can be matched.

Matching gifts must be requested within the calendar year the donation was made. Gifts requested after 3 months after the calendar year will not be eligible for matching.

Ineligible Donations

The following are examples of donations that are not eligible for matching. Zynga.org may revise the list at any time.

- Any contribution that provides a benefit to the employee making a donation (e.g. subscription fees for publications, membership providing substantial personal benefits, insurance premiums, payments in lieu of

tuition, books or student fees, contributions to individuals, fraternities or sororities, gifts for non-scholastic programs such as athletics or stadium construction, ticket purchases, benefits, or payments where direct value is received)

- fees for publications, membership providing personal benefits, books or student fees, ticket purchases)
- Donations made to community trusts or similar organizations, including charitable remainder trusts, donor-advised funds, or family foundations
- Donations made to organizations that are not in compliance with the USA PATRIOT Act
- Gifts or payments for primarily political or religious purposes
- Gifts of real or personal property
- Donations made to any political, fraternal or service organizations
- Dues to alumni or athletic associations; honor societies; professional associations; membership or other dues, subscriptions, fees, loan repayments, bequests, insurance premiums, tuition, tickets, sponsorships, etc.

Request a Match

For credit card transactions made on the site, if your transaction is made to an eligible organization and is greater than \$25.00, you will automatically receive the matching popup which allows you to apply for a match.

If you would like to apply for a match for a donation made outside of the site, first click on 'Give' on the top navigation. Next click on 'record offline donation' and enter in your donation information. If your transaction is made to an eligible organization and is greater than \$25.00, you will automatically receive the matching popup which allows you to apply for a match.

Distribution Schedule

Eligible gifts are processed and matched to institutions on a monthly schedule. Typically, the payment goes out by the end of the next month after you submit a request. For example, if you submitted a request in March, the payment will go out by end of April.

If you are requesting a new organization be added to the system, the vetting of this organization may cause a delay in the schedule so payment will go out the following month after the organization has been approved.

Contact Information

For more information, please contact your dedicated customer service representative at:

Monday-Friday 8:30am-6pm (CST)
zyngaorg-support@yourcause.com

1-866-678-CAUSE (2287)

Additional Resources

For more information, please see FAQs [here](#).

Zynga.org reserves the right to interpret and administer the program, and may suspend, amend, or discontinue the program at any time for any reason.

YourCause, LLC Vetting Process

Domestic 501(c)(3) Charities:

The IRS Publication 78, Cumulative List of Organizations Described in Section 170(c) of the Internal Revenue Code of 1986, lists organizations that have received a ruling or determination letter from the IRS stating that contributions by grantors or contributors to the listed organization (or to the listed central (or parent) organization and those local (or subordinate) units covered by the group exemption letter) are deductible as provided in § 170. YourCause will automatically approve all of these organizations to be added.

Group Exemptions

Publication 78 does not include separate listings for local organizations included in a group ruling/group exempt organizations. The file that references the organizations with group exemptions is titled the Business Master File (BMF). The IRS has made it clear that donors may rely on Pub. 78 and the BMF file when determining the status of an organization. YourCause will automatically approve any organization from this list to be added.

Churches

Churches that meet the requirements of IRC section 501(c)(3) are automatically considered tax exempt and are not required to apply for and obtain recognition of tax-exempt status from the IRS. Some churches are listed on Pub. 78; others are listed on the BMF. Others are not listed on either; which can occur for a number of reasons. One reason is that churches are automatically considered tax exempt and not required to apply for and obtain recognition of tax-exempt status from the IRS. The other reason is timing: the IRS is slow to update Pub. 78 and the BMF.

In order to provide a remedy for these organizations, we ask that these organizations be listed and verified with www.GuideStar.org. GuideStar requires proof that the organization has a valid EIN number and is listed as a church in their state (*see attached document of GuideStar's process*). We then vet the

organization through LexisNexis Bridger Insight, which checks against 44 constantly updated fraud watch lists, to assure there are no conflicts or red flags.

A church with a parent organization may wish to contact the parent to see if it has a group ruling. If the parent holds a group ruling, then the IRS may already recognize the church as tax exempt. Under the group exemption process, the parent organization becomes the holder of a group ruling that identifies other affiliated churches or other affiliated organizations. A church is recognized as tax exempt if it is included in a list provided by the parent organization. If the church or other affiliated organization is included on such a list, it does not need to take further action to obtain recognition of tax-exempt status.

170(c)(1)

Some organizations, seen as an instrumentality of a governmental unit, are recognized under section 170(c)(1) and are considered tax exempt. These organizations are not listed on either Pub. 78 or the BMF nor are they consistently updated on GuideStar. For these organizations, YourCause will *require that the letter of determination be provided and the organization be vetted against LexisNexis Bridger Insight prior to being added to the database.*

U.S. Public Schools PK-12

All schools are taken from the National Center for Education Statistics listing of public schools PK-12. This includes regular, vocational, special education, other/alternative, magnet and charter schools. The NCES is located within the U.S. Department of Education and the Institute of Education Sciences

YourCause Vetting Partners

Domestic

GuideStar Requirements:

- Letter of Determination issued by the IRS. This letter must be dated stamped no more than 4 months old.
- For Religious Organizations:
 - The year the organization was established
 - One of the following: A federal IRS document that has the congregation's name and EIN preprinted on the form. Form 941, payroll tax receipts, EIN Issuance Letter
 - A listing in the parent church's directory (if applicable)

Network for Good Requirements:

- Network for Good maintains and ongoing relationship with GuideStar and pulls all charities from their database.
- In order to process for the charity, the organization must agree to the terms set forth by Network for Good and GuideStar.
- Network for Good will only process for registered 501(c)3 organizations. Religious organizations must be registered with GuideStar in order to be processed for.

International

CanadaHelps Guidelines:

- CanadaHelps lists all 80,000+ registered charities in Canada on their site. The public list of registered Canadian charities provided by the Canada Revenue Agency (CRA) is used to provide the basic details on all of the charities listed.
- All vetting is done by the CRA
- Gathers banking information including a void check to register for EFT deposits. The banking document must be official and have the charity's name and full banking information printed on it.

ammado Requirements:

- A registered nonprofit or registered not-for-profit organization by whatever means is required in its local jurisdiction; and must satisfy the criteria set out below. OR
- An entity/organization which is not a registered nonprofit or registered not-for-profit organization in its local jurisdiction; but nevertheless satisfies the criteria set out below.

- Organized into an identifiable group: i.e. have some form of internal organizational structure, and have relative consistency of goals, structures and activities and meaningful organizational boundaries including identifiable members.
- Nonprofit Distributing; i.e. not returning or distributing profits generated by the entity/organization to the owners or directors.
- For the Public Benefit; i.e. the entity/organization must benefit the community as a whole or an appreciable section of the community.
- Committed to Non-Violence, and must not be associated with any individuals or groups who advocate, promote or engage in the use of violence.
- Truthful in its internal and external communications.
- An entity/organization must have as its sole purpose the advancement of some local, national or international matter of "Public Good".

ammado reserves the right, at any time prior to an organization/entity being accepted as an "Ammado Nonprofit" or at any time after such acceptance, to require that it undergo an Independent Audit (a "Membership Audit") at the expense of the organization/entity and otherwise on terms and by an organization to be determined solely by ammado. The Membership Audit shall be carried out to determine whether the Nonprofit Member satisfies or continues to satisfy the criteria set out in the Ammado Nonprofit Recognition Policy. Failure to comply with a request to undergo a Membership Audit, to meet the cost of the Membership Audit or failure to qualify under the terms of a Membership Audit, may result in termination/denial of ammado membership with a consequent loss/denial of any benefit from any aspect of the Ammado Services.

GlobalGiving Requirements:

- GlobalGiving Compliance Policies
 - Disbursement Form
 - Signed GlobalGiving Anti-Terror Certification
 - Signed GlobalGiving Non-Discrimination Policy
 - Signed GlobalGiving Terms and Conditions
- Certifications (required)
 - Certificate of incorporation (as an NGO/non-profit), and/or
 - Certification from any state or national government agency (e.g. related to either status as a nonprofit, NGO, charitable, or social organization; and/or an organization's activities which may be regulated, such as health or education services.)
- Financial Documentation (required)
 - Financial statements (actuals, audited if available): A recent financial statement within past two years. (Or, if not audited, an additional year of financial statements.)

- Budget for current year (Including information on sources of income and expenditures: How funds are applied and other funders of the organization. If there is anything unusual about finances, notes explaining the circumstances)
 - Organizational Documents (one or more listed, and must include dissolution clause)
 - Articles of incorporation
 - Charter
 - Bylaws
- Organizational documents should explain management of the organization, financial tracking, methods, board members expectations, and the exit strategy if the organization dissolves.
- Personnel Details
 - List of senior staff and board members
 - Program Materials (one or more of the following):
 - Annual report (most recent)
 - Program descriptions and materials
 - Brochures/Pamphlet/Other public and printed information
 - Letter of Reference

Zynga.org Employee Giving Community

Frequently Asked Questions & Helpful Tips

Zynga.org Employee Giving Community Site

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What's a 'Group Page'?

What different ways can a group page be used?

What's a 'Charity Page'?

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

What is YourCause?

Making Donations

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Can I request a match for more than one charity?

Do I have to use my match for each donation?

What is a 501(c)(3)?

What types of organizations are eligible to receive a matching gift?

Are all gifts to eligible organizations matched?

Does Zynga.org match gifts to non-U.S. organizations?

What if the charity I want to donate to is not in the database? How can I submit a new organization?

What happens should my nonprofit shut down during my contribution?

Are donations I made previously eligible for matching?

How long does it take Zynga.org to match a request?

Will I be notified when Zynga.org matches my gift, or if it is not approved?

Do I have to submit a receipt for my gift?

My donation was disbursed, however, the charity has not received the funds yet.

What can I do?

Who decides the program's guidelines?

What if I leave the company?

If I have a question about my donation or the Matching Gifts Program, whom should I contact?

Volunteering

Can I log my volunteer hours?

Can I search for volunteer opportunities?

Can I upload a volunteer event?

Can I make a recurring TEAM volunteer event?

How do I link a charity to my event?

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

What's the difference between Company Events, Team Member Driven Events and External Events?

How do I add participants to an event I created?

Why won't the event I created save?

Fundraising

How do I start a 'Giving Page'?

Can I raise funds for more than one charity?

Can I raise money for myself or for personal earnings?

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

Privacy

Do I have the option to make my information private?

Is my information secure?

Feedback, Suggestions, Bug Reporting

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

Help! Something isn't working.

Zynga.org Employee Giving Community Site:

What can I do on the Zynga.org Employee Giving Community site?

The Zynga.org Employee Giving Community site allows you to manage your giving and volunteer activity and connect with other Zyngites to share your favorite causes. Specifically you, can:

- Learn about great nonprofit organizations locally and globally
- Learn about great nonprofits Zynga 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 Zynga.org's 1-for-1 match
- Fundraise for charities that you support by creating a giving page
- Create a campaign and insure your Zynga colleagues to support your cause
- Find and upload volunteer opportunities and track your volunteer hours
- Connect with fellow employees through group pages and messaging

Can I edit my name?

Employees currently cannot edit their name.

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 group description, with an option to add photos, upload documents, 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. Group admins can also easily send messages to all group members.

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 zyngaorg-support@yourcause.com

What is YourCause?

YourCause is Zynga.org's selected service provider to manage our Employee Giving Community site.

Making Donations:

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

You are able to make as many donations through the ZynGiving 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. If you do not see your desired charity on the site, follow the instructions [here](#).

What forms of payment are accepted?

You may use your personal credit card to donate directly on the ZynGiving 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 ZynGiving website.

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 zyngaorg-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 ZynGiving 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.

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. There is a 15% processing fee for donations made to Global Giving projects.

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](#).

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).

Matching Gifts:

What is the ZynGiving Matching Gifts Program?

The ZynGiving Matching Gifts Program provides matching funds to charitable organizations to which full-time Zynga employees contribute using their own money. To maximize the social impact of charitable giving by eligible Zynga

employees, Zynga.org matches donations, up to USD \$1,000 per calendar year, to eligible nonprofit organizations.

Who manages ZynGiving?

ZynGiving is managed by Zynga.org

Why was ZynGiving created?

ZynGiving was created to enable Zynga employees to help make the world a better place and to make a difference in the communities where we live and work. Through the ZynGiving Matching Gifts Program, Zynga.org helps support employees' passions and causes.

Who is eligible to participate?

All full-time employees have access to the Zynga.org Employee Giving Community site and are eligible to participate in the ZynGiving Matching Gifts Program. Eligibility is determined at the time the matching gift request is made. Unfortunately, at this time, part-time and contract employees are not eligible.

What forms of payment are accepted?

You may use your personal credit card to donate directly on the website and then request the match in one easy step. 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 website before your donation can be matched.

How do I submit a request?

For credit card transactions made on the site, if your transaction is made to an eligible organization and is greater than \$25.00, you will automatically receive the matching popup which allows you to apply for a match.

If you would like to apply for a match for a donation made outside of the site, first click on 'Give' on the top navigation. Next click on 'record offline donation' and enter in your donation information. If your transaction is made to an eligible organization and is greater than \$25.00, you will automatically receive the matching popup which allows you to apply for a match.

How much will Zynga.org match per year?

Zynga.org will match dollar-for-dollar, up to USD \$1,000 per eligible employee, per calendar year. The minimum eligible gift is USD \$25. In addition, during

certain campaigns or programs, certain employee donations may be eligible for a 2-to-1 match.

How do you determine my annual donor limit?

Your annual donor limit is determined by the actual date of your original contributions. For example, if you donate USD \$1,000 on December 31, 2012 but don't submit your matching gift form until January 2013, Zynga.org's matching gift award will still be "charged" to your 2012 limit.

How long do I have to request a match once I've made a donation?

Matching gifts must be requested in the same calendar year the donation was made. You will have a grace period of 3 months after the calendar year to apply. Gifts requested after that time will not be eligible.

How do I determine the tax-deductible portion of my donation?

A charitable gift for which the donor receives nothing in exchange is 100% tax deductible. The portion of a charitable gift that covers any goods or services received in exchange for a donation is not tax deductible. Examples include tickets, dinners, golf tournaments, promotional items, subscriptions, dues, etc. The organization can tell you what portion of your gift is considered tax deductible if you are in doubt.

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).

Can I request a match for more than one charity?

Yes. You can apply the match to as many donations as you wish until your \$1,000 annual limit is reached.

Do I have to use my match for each donation?

No. For credit card transactions, you have the option to apply the full 1-for-1 match, a partial match or no match to each donation you make.

For offline donations, you will simply want to fill out the offline donation form for the amount you would like matched (e.g. if your donation is \$100.00 on the receipt and you would like \$50.00 matched, submit your donation match for \$50.00).

What is a 501(c)(3)?

A 501(c)(3) is a section of the Federal Tax Code that establishes the criteria for tax-exempt charitable organizations. An organization must have 501(c)(3) status (be tax exempt) in order to receive matching funds. Note that not all 501(c)(3) organizations qualify for the program.

What types of organizations are eligible to receive a matching grant?

To be eligible, a nonprofit organization must meet all of the following criteria:

- Must be recognized by the Internal Revenue Service as tax-exempt, and designated a public charity under Section 501(c)(3) of the Internal Revenue Code for a US organization or as an instrumentality of a federal, state or local government as provided by Section 170(c)(1) of the Code.
- Must not discriminate on the basis of race, color, religion, sex, age, political affiliation, national origin, ethnicity, medical condition, disability, gender, sexual orientation, gender identity characteristics or expression, pregnancy, marital status, or veteran status, either in its selection of recipients of the organization's services, funds, or other support; in the delivery of services; or in its employment practices
- Must be in compliance with the USA PATRIOT Act
- Must be able to receive matching funds electronically from Zynga.org
- Must provide the ZynGiving Matching Gifts Program administrator with information needed to verify its eligibility to receive a matching gift

Eligible organizations may include, but are not limited to:

- Accredited colleges and universities (accredited by a nationally recognized regional or professional association)
- Private elementary and secondary schools
- Youth organizations
- Civic, arts and culture organizations
- Health and human services organizations
- Animal rights and welfare organizations
- Environmental organizations

Note that not all 501(c)(3) organizations qualify for the ZynGiving Matching Gifts Program.

Are all gifts to eligible organizations matched?

Not necessarily. Types of gifts that are not eligible for matching include:

- Any contribution that provides a benefit to the employee making a donation
- Donations made to community trusts or similar organizations, including charitable remainder trusts, donor-advised funds, or family foundations
- Donations made to organizations that are not in compliance with the USA PATRIOT Act
- Gifts or payments for primarily political or religious purposes
- Gifts of real or personal property
- Donations made to any political, veterans, fraternal or service organizations
- Dues to alumni or athletic associations; honor societies; professional associations; dues, subscriptions, fees, loan repayments, bequests, insurance premiums, tuition, tickets
- Cumulative donations from several individuals reported as one contribution

Does Zynga.org match gifts to non-U.S. organizations?

Yes. The charity database contains the entire database of international organizations provided by Global Giving (<http://www.globalgiving.org>). Global Giving is a U.S. based non-profit who vets international organizations and then processes donations to charitable 'projects' that those international organization creates.

The charity database also contains the complete CRA listing of Canadian non-profit organizations that are found on CanadaHelps (<http://www.canadahelps.org>) CanadaHelps is a Canadian non-profit organization who processes donations for other non-profit organizations in Canada.

What if the charity I want to donate to is not in the database? How can I submit a new organization?

If you are having trouble finding a nonprofit in the system, please click on 'help' in the top right corner of the screen. From the 'help' section you can either livechat, email, or call us – or you can click on the 'suggest a new organization' form. This link captures the required information needed to vet an organization and add it to the database.

What happens should my nonprofit shut down during my contribution?

In the event that the charity of your choice is no longer eligible or shuts down its operations, we will contact you directly to find out where you want to redirect the funds.

Are donations I made previously eligible for matching?

Yes. Matching gifts must be requested in the same calendar year the donation was made. You will have a grace period of 3 months after the calendar year to apply. Gifts requested after that time will not be eligible for matching. You must upload a donation receipt to verify your donation in order to be matched by Zynga.org.

How long does it take Zynga.org to match a request?

Donations and their corresponding matches will be processed at the end of each month, and the matching check for each organization will be passed to the nonprofit in the first half of the following month (e.g. a donation made in September would have its matching check delivered to the non-profit in October).

Will I be notified when Zynga.org matches my gift, or if it is not approved?

Yes, for both credit card and offline donations you will receive a popup notifying you of the status of your matching gift.

For offline donations, you will receive an email notifying you when your matching request has been either approved, denied, or if you need to resubmit more information.

Do I have to submit a receipt for my gift?

Yes, if you made a donation directly to the charity and requested a match afterward, you will be asked to upload a donation receipt to verify your donation within the calendar year the donation was made.

My donation was disbursed, however, the charity has not received the funds yet. What can I do?

Donation History can be found by first clicking on 'give' on the top navigation, and then next clicking on 'donation history'. The donation history is broken down in top 'my donations' which shows all credit card transactions, 'other donations' which shows matching gifts and offline donations, 'my grants' which shows the status of your offline donation matches, and 'pending donations' which shows all pending transactions.

Both the 'my donations' section and 'other donations' section will display a check number, which you can then use when contacting your charity. Any donation that is under the 'pending donations' section of donation history has not been processed to the charity, these donations will move to their corresponding sections once the check has been sent to the charity.

Who decides the program's guidelines?

The program guidelines are established by Zynga.org and reviewed annually. If you have questions or suggestions, please e-mail YourCause (zyngaorg-support@yourcause.com) or contact Zynga.org at (zyngaorg@zynga.com).

What if I leave the company?

If you leave the company after your match has been requested, Zynga.org will fulfill your request and complete the donation to your selected organization(s), assuming their eligibility has been confirmed. You will not be eligible to request a match after you have left the company.

If I have a question about my donation or the ZynGiving Matching Gifts Program, whom should I contact?

For questions regarding donations or matching gifts please contact zyngaorg-support@yourcause.com

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.

Can I make a recurring TEAM volunteer event?

No, recurring events are only for individual events. You can, however, select 'copy this event' on the event page to make another instance of your pre-existing team event.

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 Zyngaorg-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

What's the difference between Company Events, Team Member Driven Events and External Events?

Company Events are sponsored by the company. Only admins can create company events. Team Member Driven Events are team events created by your fellow employees. External Events pull opportunities from various outside sources for you to browse. If you find an external event you like, go to the event page and click on 'Participate' to copy the event information to your volunteering page.

How do I add participants to an event I created?

When creating or editing a team event, add participants by either searching individuals in the HR file or using our mass upload feature (uploading excel

document). Once you have added participants to your event, you can set hours for their participation, make them administrators, or send messages to them.

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'.

Fundraising:

How do I start a Giving Page?

Go to the 'Give' tab and click on 'Giving Page'. Click on 'Get Started' to start your giving page. Then, select your organization and describe your page. On your giving page, you can tell your own story on why you support a specific charity or multiple charities. You can click on 'Share' to share your giving page with others within your community. You can also grab your public view URL link to send this page to friends and family outside of your company who can donate to your organizations directly on the page.

*Note to supervisors: No one who reports either directly or indirectly to you should ever feel pressured to give to your campaign.

Can I raise funds for more than one charity?

Yes, you are able to link and support as many charities as you would like. You can edit your organizations through your giving page and profile page. You can also choose which charities you would like displayed on your giving page and which charities you would like to keep hidden.

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 campaigns/pages?

Search for the individual, click on their name, and then click on 'Giving'. View their current fundraising goal and supported organizations. Then click 'Donate Now' if you wish to support their campaign.

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 1-866-678-CAUSE (2287).

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