Toro Giving and Your Cause Frequently Asked Questions

The Basics

Who is eligible to use YourCause?
All regular full- and part-time hourly and salaried employees of The Toro Company(TTC), Board of Directors and retirees can access the Your Cause site to access Toro Giving engagement opportunities such as volunteering, matching gifts, dollars for doers, United Way campaign and product donations to local charities.

What is YourCause, LLC?
YourCause is a third-party service provider contracted by TTC to supply web-based tools that empower and connect individuals and companies with nonprofit organizations.

Can I edit my name?
Employees cannot edit their name – this information is provided by TTC's HR department. Please contact HRConnect, your HRBP or community@toro.com to update your details.

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 page is where members can make a donation directly to the charity.

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 'Advanced Filters' to narrow your search by EIN, keyword, or location. Make sure to remove all punctuation and abbreviations when you enter the charity name.

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 Client Advocate Team will receive your request and 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.

Volunteering

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, and then click 'Log Hours' on the navigation bar.

Can I search for volunteer opportunities?
Yes, click 'Volunteer' at the top of the page, and 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) CLIENT SPECIFIC
- Virtual Events (events that do not specify a physical address)
- Ongoing Events (events without an end date)
- Availability (Events that still need volunteers)

Can I make a recurring volunteer event?
Yes, you can create an event with multiple occurrences. 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, and then select the option to have the event repeat for your desired number of occurrences.

How do I add an organization when logging hours?
It is required that you add an organization to 'Log New Hours' You can either click on the drop-down list of your Favorites (saved organizations) or you can 'Search For a New Organization.'

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

Can I add my own organization to hours I've logged?
For volunteering purposes, you do have the ability to add your own organization information; however, this does not make the organization eligible for others to search for and select. You can add your own organization through 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'.

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

Why won't the hours I've logged save?
You must make sure that all required fields (marked with a red asterisk) are filled. Be sure to link an organization to your logged hours.

Does TCC have a "paid-time-off" policy for employee participation in company-sponsored projects?
Full-time salaried employees may volunteer 20 hours a year on corporate time with supervisor approval.

Who will see my volunteer profile and volunteer history information?
TCC and YourCause administrators will be able to view this information for the purpose of reporting and quality assurance.

Can photos of my volunteer experience be added to the TCC YourCause website?
Yes. The Event Organizer can upload a single photo to the 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.

Does TCC offer t-shirts for volunteer events?
T-shirts are offered based on availability and event type. If a shirt for the event is available you will be prompted to select your size when you are signing up for a volunteer event. Check with your event organizer to find out the logistics of obtaining your t-shirt before your event.

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. If not, it will show 'Event Full' and you will not be able to join the event.

Waitlists are managed by the Event Organizer. If you are placed into the event from the Waitlist by the Organizer, you will receive a notification email.

Are Dollars for Doers hours tracked annually?
DFD hours are tracked on a fiscal year beginning November 1 and ending October 31

Matching Grants

Are there non-profit 501(c)3 organizations that do not qualify for a match?
Churches, synagogues, mosques, and other strictly religious organizations are not eligible for the Foundation match. Employees can donate to these organizations however the Foundation will not provide matching funds.

Can I use Payroll Deduction for Matching Gifts?
No Payroll deduction is only available during the United Way Campaign Period

What is the matching gift program minimum gift amount?
The minimum gift amount an employee can give with a Foundation match is $25 USD.

Are religious donations eligible for a match?
Donations to religious institutions such as a synagogue, mosque or church are not eligible for a match. Donations to these types of organizations to support mission work is not eligible.

Does Toro Giving match in-kind donations?
No. Toro Giving only matches monetary donations.

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

Where can I view my personal match history and information?
To view the status of all matching gifts for the current year, click ‘Give’ at the top of the page, and then click ‘Donation History’ on the navigation bar. Scroll down to find current and past matched donations.

The amount of your remaining match cap will be displayed in the donation flow, in the Match Request section.

Am I required to upload a receipt when submitting a match request?
Yes, offline matches require a receipt. Eligible documentation must include employee name, donation date, organization name and donation amount to qualify.

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	**Monthly,** 45-60 Days after the close of the month
One-Time Payroll Deduction (Only available during United Way Campaign Period)	**Monthly,** 45-60 Days after the close of the month
Recurring Payroll Deduction (Only available during United Way Campaign Period)	**Monthly,** 45-60 Days after the close of the month
*Matching Gifts Grant	**Quarterly,** 45-60 Days after the close of the month
*Dollars for Doers Grant	**Monthly,** 45-60 Days after the close of the month

***Please note:** Matching gifts requests and Dollars for Doers grants will not begin processing until after the Program Administrator has approved the grant request.

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 TTC's audit requirements.

What is a designation?
A designation is a note that is provided to the charity with your donation. If you would like your donation to go towards a specific fund, campaign, or program you must add a designation. Whenever making a credit card donation or requesting an offline match, there is an "Add a Designation" option in blue text underneath where you enter your donation amount. You can select from the pre-filled options or click "Other" to type in your own note.

How can I check the status of my contribution?
You can view the status of your donations by visiting YourCause. First, click on 'Give' at the top of the page, then 'My Giving' on the navigation bar. If your donation is still pending approval, processing, or in-transit to your organization, 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 word 'In-Transit' under the Status column.

Can I make an anonymous donation?
Yes, when completing your donation, simply select the ‘Anonymous’ option in the ‘Shared with the Charity’ section.

Processing

Is there a transaction fee associated with credit card donations?
Yes. A fee for credit card transactions of 2.4% for the U.S. will be deducted from your total donation. YourCause takes no percentage of any donations for profit.

Are any administrative expenses deducted from my donation?
TTC does not deduct any portion of your donation for processing or administrative-related expenses. Once your full 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.

When will my donation be sent to the charity?
YourCause will disburse employee gifts and matching dollars to charities no later than 45 days after the close of the calendar quarter in which the donation was made. Checks sent to charities include "Void after 90 days." If the check is not cashed after the 3rd months' bank reconciliation, then YourCause will contact the recipient organization to determine if the check is lost or needs to be reissued.

How does the charity receive notification of a TTC employee's donation?
Charities receive instructions to access donor information through the YourCause Nonprofit Portal on each check. They will need to register as the charity's administrator. If your charity reaches out to you for more information about the YourCause portal, please ask them to visit https://npo.yourcause.com/ to learn more about becoming a charity administrator.

Will donors receive tax acknowledgements for their donations?
YourCause will be recognized as a fiscal agent of United Way Worldwide (UWW). This partnership allows YourCause to provide tax acknowledgements for domestic credit card and payroll donations directed to UWW-recognized charities.

UWW recognizes charities categorized as 501(c)(3) or 170(c)(1) by the IRS, K-12 public schools as identified on the US Department of Education NCES listing, and organizations listed on the Catholic Directory. Tax acknowledgements will be available for retrieval from the Donation History section of the YourCause site.

To review the documentation of your donations for tax purposes, click the hyperlinked status of your donation, and then click the 'View Record' button. If you have multiple donations and would like a summary of your donations, scroll to the 'Donation History' section, click the drop-down for 'Export Summary', and select the year you would like to view.

For payroll deductions, is my donation deducted from pre-tax or after-tax earnings?
Your donation is deducted from after-tax earnings.

How can I view my past donations?
To view your past donations, 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 calendar icon to select the date ranges you would like to view.

Where can I view donations I have made that have not yet 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.

What does ‘In-Transit’ mean?
‘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 have been assigned a check number. Once a check has been deposited by the charity, the status will update from ‘In-Transit’ to ‘Complete.’

How do payroll deductions work?
You can choose to set up 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 <u>each</u> pay period. This will automatically continue year after year, unless you cancel or edit your deduction on the site. Please allow 30 days for all changes to be processed

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.

What if I leave the company?
Your deductions will be included in your last paycheck and will then automatically cancel.

Is my donation confidential?
Yes. Protecting the security of your employee data and donation information is TTC’s number one priority. The same measures taken to protect your employee data with other TTC financial transaction-related online systems have been put into effect with the YourCause site.

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 YourCause and Heartland cannot distribute your donation to the organization you recommended, you will be contacted for an alternative recommendation and the donation will be placed on ‘Hold’ status.

What if I want to make a donation, but I am undecided on the recipient charities?
The YourCause website will allow you to search for organizations by location, keyword, or popular recipients in your corporate community, so that you can select a nonprofit organization to best fit your preferences.

What are the types of nonprofit organizations to which I can give?
You may give to nonprofit organizations with 501(c)(3) public charity status as designated by the U.S. Internal Revenue Service and approved by the United Way’s vetting process. Currently, the United Way recognizes charities categorized as 501(c)3 or 170(c)1 by the IRS, K-12 public schools as identified on the US Department of Education NCES listing, and organizations listed on the Catholic Directory.

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 number, please search by the name of the organization. You can also filter the search results using the ‘Advanced Search’ feature, and choose location details appropriate for your organization.

NonProfit Organization Related Topics

The TCC YourCause website 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 (IRS). Every IRS-designated, tax-exempt nonprofit organization has a unique EIN. You can obtain an organization's EIN by contacting them directly, visiting the organization's website, or checking Guidestar.

How does my charity update its contact information?

If the organization has a Charity Admin registered to the account, 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 top toolbar
3) Select 'Edit Page'
   a. Within that tab you will find all of the information that an NPO can edit and update to make visible in the portal.
4) Select 'Contact Info'
   a. The email address listed is what will be available for donors to use if they have questions about the organization, donations, or volunteer events. Update accordingly.

How does my charity update its address?

If the organization has a Charity Admin registered on the NPO Portal, 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 top toolbar
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 Program Services Team. NOTE: The charity will also need to update their address on GuideStar, our charity vetting partner's site, in order to make this change permanent.

Can my charity sign up for ACH/direct deposit?

If your organization has a Charity 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 ACH/direct deposit. Here are instructions the Charity Admin can follow, 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 the Charity Admin submits the ACH request, they can follow the instructions on the site. Please note that it can take up to 7 days to set up the organization’s ACH account.

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 charity@yourcause.com and our team will gladly walk them through the procedure for joining our database.

Still Need Help Or Have Questions?

You can email the YourCause support team for technical questions or questions about your donations at thetorocompany-support@YourCause.com .

Live Chat is also available M-F, 7am-7pm CST. Hover over your name on the top right-hand corner of the portal, click help, scroll down to the Live Chat box, and click on “Get Started”.

For internal Toro Giving questions or specific programmatic questions, please contact community@toro.com.

What is YourCause?

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

Why is YourCause partnering with the United Way?
YourCause is excited to partner with Heartland Payment Systems and the United Way Worldwide (UWW) 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 will also receive UWW tax acknowledgements.

What is the purpose of the TTC YourCause website?
The purpose of the Client YourCause 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 TTC shareholders and customers.

Privacy

Do I have the option to make my information private?
Every profile in the community is only visible to the employees of your company. However, every profile 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 except for site administrators. Please see the privacy settings in your account for further information.

Is my information secure?
We use industry-leading Secure Socket Layer (SSL) technology to keep your personal information as secure as possible. We protect you by working with partners that provide a secure and safe environment for credit card donations and other information shared throughout the site. In addition, we never store your credit card information on the site.