

Guidelines: Red Hat matching gifts + volunteer rewards program

Updated August 24, 2023

Overview	1
Glossary	1
What is Benevity	2
Matching gifts + volunteer rewards checklist	2
Who can request matching gifts + volunteer rewards	2
How to request a matching gift	2
How matching gifts are approved and distributed	3
How to request volunteer rewards	4
How to redeem your volunteering rewards	4
How to create a giving opportunity	5
Minimum and maximum giving	5
What organizations are eligible to receive matching gifts	6
Giving through third parties	7
Important dates and limitations	7
Tax information	7
Troubleshooting	8

Overview

Red Hat’s matching gifts + volunteer rewards program increases the impact of your donations to the charitable causes of your choice.

Red Hat works with Benevity to administer the program and manage associates’ matching requests. Through the Benevity platform, you can ask Red Hat to Use this guide to understand how to make the most of the matching gifts program and Benevity.

Glossary

Annual cap	Upper limit of a Red Hatter’s annual matching gifts + volunteer rewards allocation; the maximum value of matching gifts and volunteer rewards an associate can request each year
Benevity	Red Hat’s service provider and platform for administering the matching Gifts + volunteer rewards program; associates’ primary tool for requesting a match, logging volunteer hours, or exploring causes to support
Causes	qualified, nonprofit organizations or volunteer opportunities
Eligible	meets all laws, regulations, and policies set by Red Hat, Benevity, and/or relevant governing bodies

What is Benevity

Benevity is the service provider Red Hat relies on to administer the matching gifts + volunteer rewards program. Benevity is responsible for maintaining the nonprofit database, maintaining the giving portal, processing donations, providing first-line customer support, and vetting nonprofits via international databases.

Through the matching gifts portal powered by Benevity, eligible associates can request dollar-for-dollar matching donations; and raise money for nonprofits by reporting time spent volunteering.

[Benevity terms of service](#)

Matching gifts + volunteer rewards checklist

Dollar-to-dollar matching requests must meet all requirements to qualify

- The gift is given from the associate's personal funds and in the associate's name.
- The gift is made to an eligible organization.
- The gift meets the minimum donation requirement.
- The gift is made in the form of cash, wire transfer (bank transfer), check, or credit card and is accompanied by a submitted receipt for verification. Gifts made via credit card through the matching gifts website do not require additional verification.
- The gift is not real or personal property, such as stock or other securities, donated clothing, or donated cars.

Volunteer matching requests must meet all requirements below to qualify

- The time was volunteered by the associate
- The time includes only eligible activities
- The request is made for an eligible organization

Who can request matching gifts + volunteer rewards

Associate eligibility

The matching gifts program is available to permanent, full and part-time associates in all countries except Belarus; Cuba; Iran; North Korea; Oman; Pakistan; Qatar; Russia; Sudan; South Sudan; Syria; and the Crimea, Donetsk and Luhansk regions of Ukraine.

Associates in Egypt, Jordan, and the United Arab Emirates may face additional restrictions. Learn more about Benevity's [global restrictions](#).

Donations and volunteering must be made in your name. We cannot match requests for donations or volunteer hours in the name of an associate's spouse or family member.

New hires

New to Red Hat? It can take up to two weeks for your information to appear in Benevity. If you still can't login to Benevity more than two weeks after your start date, reach out to redhatcares@redhat.com.

How to request a matching gift

Directions

- Log onto Benevity at redhat.benevity.org
- On *My Dashboard*, navigate to the *Find Causes* search bar
- Search the nonprofit or charity you're requesting a matching gift for
- Click on the nonprofit or charity's profile
- Use the charity's profile page to select either *Donate Now* or *Request A Match*.
 - *Donate now* allows you to make a donation by credit card and request a match from Red Hat simultaneously. Red Hat covers the transaction fees, so 100% of your donation goes to the charity.
 - *Request a match* allows you to submit information about donations made outside the Benevity platform and request a match from Red Hat. If you live outside

Canada or the U.S., this may be the best option to avoid credit card currency transaction fees, or claim a charitable tax deduction or credit.

- Enter the details of your donation and match request.
 - In the comments section, you may type a designated program that you wish the charity to apply your donation to (e.g. Designation: Soup Kitchen) or a note In Honor of or In Memory of an individual. While the cause will see your comments, Red Hat and Benevity cannot guarantee that the cause will apply the donation in the manner you request. Follow up with the cause directly if you have any questions about how your donation will be used.
- Upload relevant receipts
 - If submitting information about a donation made outside Benevity, you must upload a valid receipt.
 - The upload receipt function will only appear upon entering an amount equal to or greater than the minimum donation (CA\$30 in Canada, and US\$25 in the U.S. and all other countries).
 - Receipts are accepted as PDF, JPEG, and PNG. You may only upload one file per match request. If you need to upload more than one receipt combine them into a single document.
- Select *Next*
- Review your donation and/or matching gift request for accuracy
- Submit your donation and/or matching gift request

Two ways to request matching gifts

First, you can use Benevity to make a donation and request a match in a single transaction. This is a good option if you prefer a streamlined process, but may not be ideal if you live outside Canada or the U.S., or if you are making a donation to a cause outside your country (for example: you live in the U.S. but are making a donation to a Canadian cause). Guaranteed tax-effective receipts are only available to associates in the U.S. and Canada when making domestic donations through Benevity.

Second, you can make a donation directly to your chosen cause, then upload the receipt to Benevity to request a match. If you live outside Canada or the U.S. this option can help you avoid currency transaction fees and receive receipts directly from your charity of choice that may qualify for tax benefits. Red Hat covers credit card transaction fees with the payment processor, but cannot cover currency conversion fees charged by your credit card company.

Valid receipts

Receipts should include your name, the organization's name, date of the donation, and amount of the donation. If the receipt is informal or a thank you letter, it should include the signature of an organization representative and appear on the organizations' branded material when possible.

Donations and volunteering must be made in your name. We cannot match requests for donations or volunteer hours in the name of an associate's spouse or family member. If the check came from your spouse's account that they signed, then no, Red Hat will not match. Matching a check from a joint account will depend on how the charity recorded the donation. If your name (in addition to your spouse or partner) appears on the receipt or thank-you letter, then Red Hat will match it. If the receipt solely displays your partner's name, then Red Hat will not match. In this case, the easiest thing to do is reach out to the charity and ask them to re-issue the receipt in your name and resubmit.

How matching gifts are approved and distributed

Our service provider Benevity will aggregate, review, and approve match requests on a monthly basis, usually five days before the end of each month. If you make a donation in the last five days of the month it will be processed the following month. Donations and matches are disbursed to the charity the month after they are approved.

Once approved, electronic payments are processed at the beginning of the following month and sent within 2 weeks. The full process for match requests should take 6-8 weeks.

Associates have the ability to make donations through the Benevity portal using a personal credit card, and can request the match for those donations in one easy step. Red Hat covers all credit card transaction fees for donations, meaning 100% of your donation goes to the cause. Your card will be charged immediately, however, because donations and match requests are reviewed only once per month, the cause will not receive your donation (or Red Hat's match) for 6-8 weeks. If you wish for your charity to receive your credit card donation now, you can make the donation directly on their website, then come back to the portal and click "Request a Match" under Quick Links in the Top menu and submit your receipt for a match. Red Hat's match will still take 6-8 weeks, but in that way, the nonprofit would receive your personal donation more quickly.

If the cause has not received your donation or match more than eight weeks after submission, you can request a status update from support@benevity.com.

How to request volunteering rewards

Volunteering

Benevity aggregates community volunteer opportunities, creating one site where you can search for causes and track volunteer time.

Red Hat awards associates with US\$15 (CA\$20 for Canadian associates) for each volunteer hour logged with an eligible cause, which will appear as rewards in your Giving Account. They may be donated to any eligible cause, including the cause you volunteered with.

Your annual cap (\$1,500 US or \$2,000 CAD) can be used to match your donations to a cause, volunteer hours, or any combination of the two. For example, a U.S. associate could request Red Hat to match \$750 in donations to a cause and 50 hours of volunteer time ($\$15/\text{hr} \times 50 \text{ hours} = \750) to reach their \$1,500 match cap.

Volunteer Rewards expire six months after they are issued.

External volunteer time

It's possible to submit your hours for external volunteer time to any eligible cause. You must provide contact information for someone who can verify your participation.

Volunteer reward ineligibility

- Activities which personally benefit you or your immediate family members are not eligible for volunteer rewards.
- Time spent in transit to/from a volunteer opportunity

Using volunteer time off (VTO)

Red Hatters are given two paid days each year to volunteer as they choose, known as volunteer time off or VTO. VTO must be logged in Workday and approved by your manager in advance.

You can request Red Hat make a donation for volunteer activities completed while on VTO. To request the donation you must log your volunteer time in Benevity in addition to logging your time in Workday. To learn more and take advantage of your [VTO benefit visit The Source](#).

How to redeem your volunteering rewards

Since you are able to choose the cause that receives your volunteer rewards, (instead of being automatically donated to the cause you volunteered with) receiving and redeeming your rewards is a two-step process. After you have submitted your volunteer rewards and received an email approval, the next step is to donate those rewards to the cause of your choice. **The rewards are not automatically distributed to the cause you volunteered with.** Below are the instructions on how to do that. Please note that your rewards expire six months after they are issued

Where do I find my volunteer rewards?

The rewards you earn by tracking volunteer time are in your Giving Account, under Rewards.

How to use your rewards for a donation:

1. Log into <https://redhat.benevity.org/>
2. Find a cause or giving opportunity you'd like to support.
3. Click Donate Now.
4. Enter the amount you want to donate.
5. Under Choose a Payment Method, select Giving Account Balance.
6. Confirm and submit your donation.

For more information about how to use the platform, log-in to your account and select "Help" in the top right corner of your dashboard. If you still require support, you can contact Benevity's End User Care at support@benevity.com. You may not ask Benevity to input match requests or track volunteer time for you.

How to create a giving opportunity

Through Benevity, you can create fundraising events ("giving opportunity") and invite the whole Red Hat community to participate.* A giving opportunity is a feature that lets you create a specific project in need of donations. It's a way for you to raise funds and awareness for a cause that you're passionate about. When you create the giving opportunity, you can set donation goals, add causes to donate to, and share the opportunity with other Red Hatters.

How to create a giving opportunity in Benevity

1. Log into Benevity: <https://redhat.benevity.org/>
2. Go to Make a Donation in the top navigation tab.
3. Select Create a Giving Opportunity.
4. Fill out the form. Fields marked with an asterisk are required.
5. Select Submit and your opportunity will be published. After publishing, the opportunity is available in search or in the Make a Donation tab.

*If this is a Red Hat sponsored giving opportunity (as opposed to a personal giving opportunity by an individual Red Hatter), communications going to Red Hat's email lists should be first reviewed by the Red Hat Cares team. Please reach out to redhatcares@redhat.com.

Minimum and maximum giving

Matching gifts are matched at a ratio of 1:1, meaning if an associate makes a donation of \$75.50 Red Hat will make a donation of \$75.50 to the same organization, if the request is approved. Volunteer matching gifts are calculated at an hourly rate, which varies by country.

Associates can request donations for multiple organizations in varying amounts and volunteer at multiple organizations so long as each donation meets a minimum value, and the total value of donations and volunteer rewards does not exceed the associate's annual maximum or cap.

Red Hat will only match up to an associate's annual cap. For example, the annual cap for an associate in the U.S. is \$1,500. If a U.S. associate donated \$2,000 to a charity, they would log the donation as \$2,000 in Benevity. Only \$1,500, however, would be eligible for a match.

Minimums and annual maximums are subject to reviews each fiscal year and may change due to variations in currency values relative to the U.S. dollar.

Country	Minimum Donation that Qualifies for a Matching Gift	Volunteer Rewards	Cap - Associate Allocation per Fiscal Year that can be Matched (Volunteer Rewards are included in the cap)
Canada	\$ 30 CAD	\$20 CAD/hour	\$ 2,000 CAD
USA	\$ 25 USD	\$15 USD/hour	\$ 1,500 USD
All other countries*	\$ 25 USD	\$15 USD/hour	\$ 1,500 USD

*All countries except Canada are mapped to the U.S. program, meaning that the minimum and maximum amounts are based on the U.S. dollar. If you make a donation via your credit card through the website, the amount will be charged in U.S. dollars and your match, if you request it, will be deducted from your \$1,500. Depending on your credit card currency you may be charged a currency conversion fee that will not be covered by Red Hat. To avoid the currency fee, you may want to consider making the donation directly through the cause's website and upload the receipt in Benevity for a match. You may upload a charitable receipt made in local currency, but the platform will convert the amount to U.S. dollars.

What organizations are eligible to receive matching gifts

Benevity aggregates information about and supports donations to nonprofit and charitable organizations across the world.

Eligible organizations

- Accredited colleges and universities
- Private and public elementary and secondary schools (Nonreligious)
- Environmental and cultural organizations
- Organizations that serve youth
- Museums
- Libraries
- Hospitals
- Human service agencies

Organizations must also be registered nonprofits according to applicable laws of their country. To receive payments, causes also must be registered with Benevity and their foundation partners.

Ineligible organizations

- Religious organizations and places of worship
- Nonprofit organizations that do not have charitable [i.e. 501(c)(3)] status, such as trade associations, political organizations, and fraternal organizations.
- Benevity excludes organizations that have been flagged by the Southern Poverty Law Center (SPLC) as a hate-based or discriminatory organization.
- Payments made to or through crowdfunding platforms for purposes of funding start-up ventures (not charities), such as Kickstarter and Indiegogo.
- Payments to microlending sites, such as Kiva, which are considered loans, and therefore not eligible.
- Payments made through a third-party site that benefit an individual or a family, as they are not considered tax-deductible donations in most jurisdictions, but rather are considered gifts.
- Payments made for primarily political or religious purposes.
- Payments made as membership fees, dues, or where benefits were received.

Be aware that charities in the *Trending Now* and *Explore Causes* sections of the site are curated by Benevity, and are not a comprehensive list of eligible organizations, nor do they imply Red Hat endorsement.

Adding an organization to the approved list

If you cannot find the cause or nonprofit you'd like to donate to complete a *Nominate a cause* form.

1. Navigate to your *Dashboard*
2. Hover over *Quick links*
3. Select *Nominate a cause*
4. Provide the requested information
5. Wait while Benevity processes the nomination
 - If Benevity finds the organization already exists in the Benevity Causes Portal, you'll receive a link directing you where to donate.
 - If the organization is not in the Benevity Causes Portal, Benevity and its partners will [work directly with the organization](#) to determine its eligibility and onboard it to receive donations. If the organization's eligibility is confirmed, you'll receive a link directing you where to donate.

If you find the cause you are looking for, but see a notice that reads *Track volunteer hours only* or *This cause has not set up the banking information required to receive donations electronically*, you can complete the nomination form by clicking the *Nominate a cause* link on the organization's page.

If you find the cause, but it says *No matching offer is currently available for this organization or opportunity*, then the organization is not eligible for matching per Red Hat's or Benevity's guidelines (for example, religious organizations) and nominations will not be accepted.

Giving through third parties

Payment processors

Donations to a charitable organization made through a third-party site (i.e. GoFundMe, Facebook, or Paypal) may be eligible for a match so long as the beneficiary is a verified cause in the Benevity database. In this case, Red Hat's matching payments will be made directly to the eligible cause and not to the third party payment processor. However, payments made through such sites that benefit an individual or a family are not eligible for a match, as they are not considered tax-deductible donations in most jurisdictions, but rather are considered gifts.

Gifts made through any third-party

To request a match for a donation made to an eligible cause through any third-party, associates should submit the match in the name of the cause, less any administrative fees charged by the third party.

Associates who receive a single receipt (from Network for Good, for instance) with gifts to multiple causes must enter each gift separately (using the name of the causes listed on the receipt) and include a copy of the receipt for each entry (meaning the associate will need to upload multiple copies of the same receipt). Only one document can be uploaded, but you can combine multiple receipts to the same charity into a single file for upload.

Important dates and limitations

The Matching Gifts program operates by the calendar year. **Associates must submit all receipts, volunteer rewards, and requests from a calendar year in Benevity by December 30 of that same year.**

All 2023 receipts and volunteer rewards must be uploaded to the system by December 30, 2023 if you would like them applied to your 2023 annual cap. If you submit 2023 receipts in 2024, they will be funded from your 2024 annual cap.

The matching gifts program has a finite budget and operates on a first-come, first-served basis. Although we have done our best to estimate associate usage of the program, there is always the possibility that the program could be more popular than anticipated and run out of funds before the end of the fiscal year. If the program runs out

of funds prior to you submitting your match request or redeeming your volunteer rewards, you will not be able to request a match or redeem your rewards.

Tax information

When you make a donation through Benevity you will receive a donation acknowledgement and receipt of payment from one of the following foundations, who make the payments to the charities.

- American Online Giving Foundation
- Canadian Online Giving Foundation
- UK Online Giving Foundation

100% of your donation will go to your selected charity, unless they have not provided their electronic payment information to the foundation. If, after 60 days, the charity has not provided the necessary information, Benevity will reach out to ask if you would like to direct your donation to a different charity.

The receipt provided may not be sufficient documentation to deduct the donation amount from your taxes, depending on your country of residence. At this time, guaranteed tax-effective receipts are only available to associates in the U.S. and Canada when making domestic donations. If your donation is not eligible for a tax effective receipt, this will be noted in a blue box below the 'Choose a Payment Method' option.

While a tax deduction or credit for your original donation may be permissible, Red Hat's matching gift donation can not be deducted on personal tax returns.

If you have questions about the tax deductibility of your donation, please consult a tax professional.

Troubleshooting

For more information about how to use the platform, log-in to your account and select "Help" in the top right corner of your dashboard. If you still require additional support, you can contact Benevity's End User Care at support@benevity.com. You may not ask Benevity to enter match requests or track volunteer time for you.

If you have programmatic inquiries about Red Hat's matching gifts + volunteer rewards program, please send an email to redhatcares@redhat.com.