To review FAQs, CLICK HERE

Amway's Giving/Volunteering Program Guidelines

OVERVIEW:

At Amway, we believe in going beyond the traditional ways of doing business to help people live healthier and more empowered lives. Amway employees can increase their local community impact through the company's Matching Gift and Cause Card programs.

EMPLOYEE ELIGIBILITY:

- All full-time Amway employees will be able to access the Giving/Volunteering platform.

HOW TO ACCESS THE GIVING/VOLUNTEERING PLATFORM:

- The Giving/Volunteering platform is SSO (Single Sign On) enabled. Once you log onto your computer, you can access the platform quickly and easily.
- Go to the "Heart" icon on the Corporate Intranet home page to set up your personal profile and learn the details about the ***new*** Giving/Volunteering incentives created just for you.
- Because it is a web-based platform, Amway employees can access the Giving/Volunteering website from their desktop ***and*** mobile devices.

ELIGIBLE CHARITIES:

- 501(c)(3), US-based nonprofit organizations
- Employees can search the platform database to see if their favorite charity is eligible.*

GIVING GUIDELINES:

- Amway employees can support 501(c)(3), US-based non-profit charities in four ways:
    - Credit Card
    - On-going Payroll Deduction
    - One-time Payroll Deduction
    - Offline Donation

        - A donation made directly to a charity, outside of the platform then recorded in the system
        - Employees will be required to submit a tax receipt when recording an offline donation in the system to request a matching gift. *(Please note only JPG, PNG, GIF, CSV or PDF attachments are supported.)*
- An eligible tax receipt must include:
    - Name and address of organization
    - Name of donor
    - Date of donation
    - Organization's IRS tax ID number (EIN)
    - The value of tax-deductible donation amount **OR** a statement saying your donation is tax deductible **OR** that no goods or services were provided in exchange for your gift
- Bank statements are **not** considered an acceptable form of tax receipt.
- Changes to Giving preferences can be made at any time throughout the calendar year.
- Amway provides employees (who Give) the opportunity to earn up to $100 for eligible charities they are passionate about.* For every $20 given by an employee, Amway will match (dollar for dollar), up to $100 per year
- Employees can designate their giving to the same charity, or separate charities, when requesting a matching gift.*
- Giving preferences will remain the same from year to year, unless changed by an employee.
- Changes to ongoing payroll preferences take 1-2 payroll cycles to apply.
- There is no limit on the number of on-going payroll deductions that can be made by an employee.
- Employees will be able to view their Giving history at any time on the site.

VOLUNTEERING GUIDELINES:

- Employees should log Personal Volunteering ***and*** Volunteering done on company time in the Giving/Volunteering platform.
- Employees who Volunteer ***and*** log their hours in the Giving/Volunteer platform can earn up to $100 (max per year) for eligible charities they are passionate about.*
- Once an employee logs 10 hours in the platform, they are eligible to receive a $50 Cause Card (electronic gift card) they can donate to their favorite charity.*
- Once an employee logs a second 10 hours (20 total), they are eligible to receive another $50 Cause Card (electronic gift card) for a charity of their choice.*

- Employees will be able to redeem their Cause Card(s) up until June of the following year, at which time the Cause Card(s) will expire.
- Volunteer hours can be logged any time throughout the calendar year.
- Volunteer hours can be logged retroactively (when the event is complete).
- Hours completed by friends and family will not be counted towards the eligibility minimum.
- Only Volunteer hours completed by an employee and logged in the platform will be counted towards their eligibility to receive a Cause Card (electronic gift card).
- Employees will be able to submit Events within the Giving/Volunteering site to the Community Relations Team for their approval. Once approved, employee-created events will appear under the Search Opportunities page in the site.
- Employees will be able to view their Volunteering history at any time on the site.

PROCEDURE AND TIMEFRAME:

- The Amway Community Relations Team will approve/ decline employee-created Events throughout the month.
- Amway's Matching Gift and Cause Card programs are open year-round.
- Employee's matching gift limits ($100 for Giving and $100 for Volunteering) will renew annually each calendar year.
- Matching Gifts and Cause Cards will be approved during the last week of each month by the Amway Community Relations Team.
- Matching Gifts, Cause Cards, Employee Credit Card, and Employee Payroll Donations will be disbursed to eligible non-profit organizations on a monthly basis.*

QUESTIONS:

- Please reference the FAQs for questions pertaining to Amway's Giving/Volunteering Platform, Matching Gift Program, and Cause Card Program.
- Contact the Customer Advocacy Team:
    - Via Email:
        - amway-support@yourcause.com
    - Via Phone:
        - Customer Advocate Center
        - 7am - 7pm CST M-F
        - Local: (972) 755-3950
        - Toll Free: (866) 751-6031
    - Via Chat:

- Log into Amway's Giving/Volunteering Platform and visit the Help & Support page to chat with a representative

Amway's Matching Gift and Cause Card Programs have an annual overall budget. Amway reserves the right to close these Programs at any time if the overall participant demand exceeds the annual program budget. Matching Gifts and Cause Cards will be approved on a first-come-first-serve basis.

Amway reviews the Amway Giving & Volunteering Guidelines annually and reserves the right to update policies and procedures, or forego programming at any time.

**Amway reserves the right to determine the eligibility or ineligibility of an NPO based on alignment with company values and principles.*

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1. What is YourCause?

YourCause is Amway Corporation's selected service provider to supply web-based tools that empower and connect employees with nonprofit organizations (NPOs). Using the Internet and Corporate Intranet, YourCause expands your outreach to positively impact the community.

2. 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.

3. What is the purpose of the Amway Giving/Volunteering website?

The purpose of the Amway Giving/Volunteering website is to:

- Facilitate an active and socially responsible voice in the communities in where Amway 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.
- Improve ability to quantify employee volunteerism and giving for reporting purposes to CLIENT shareholders and customers.

4. Can I edit my name?

Employees cannot edit their name – this information is provided by Amway's HR department. Please contact the HR team to update details in the company record and it will automatically be updated on the platform.

5. What is a Charity Page?

It's an informative page where supporters can view a charity's mission statement, volunteer opportunities, contact information, and more. A charity page is where members can make a donation directly to the charity (see program guidelines for qualifying donation types).

6. The Amway Giving/Volunteering 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.

7. 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.

Privacy:

8. Do I have the option to make my information private?

Every profile in the community is only visible to you and the site administrator. In addition, users may request their accounts to be deleted and data removed from the YourCause system in the 'My Account' section within CSRconnect. Access to the CSRconnect application will be removed. All user data will be masked in the YourCause system. YourCause will contact Amway to ensure that the user's HR data is no longer passed to YourCause' application during Amway's HR file transfers. Users may also request an export of their data from the system in the 'My Account' section of CSRconnect. The user will receive a file of all data YourCause has captured within the CSRconnect application.

9. Is my information secure?

Yes, YourCause uses industry-leading Secure Socket Layer (SSL) technology to keep your personal information as secure as possible. YourCause protects 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, YourCause never stores your credit card information on the site.

Volunteering:

10. Can I log my volunteer hours?

Yes, you can log your past and upcoming volunteer events and service hours (both team and individual). To log personal hours, click 'Volunteer' at the top of the page, and then click 'Record Hours' on the navigation bar. To create a team event for recruiting purposes, click 'Volunteer' at the top of the page, and then click 'Create Event' on the navigation bar.

11. Can I search for volunteer opportunities?

Yes, click 'Volunteer' at the top of the page, and then click 'Search Opportunities' on the navigation bar.

You can narrow down your search by:

- Keywords
- Location
- Date Range
- Event Type
- Virtual Events (Events that do not specify a physical address)
- Ongoing Events (Events without an end date)
- Availability (Events that still need volunteers)

12. How do I eliminate virtual activities when searching volunteer opportunities?

Click 'Search Opportunities' on the navigation bar. Click on the location (i.e. Ada Michigan) and a pop-up screen will appear. Uncheck the "virtual event" checkbox. Set date range and then the "search" icon.

13. Can I make a recurring volunteer event?

Yes, you can create an event with multiple occurrences. On the '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.

14. How do I add an organization when logging hours or creating an event?

It is required that you add an organization to 'Record Hours' or 'Create an Event.' 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 the YourCause Customer Advocacy 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.

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

Yes, we use a decimal system.
For example:
0.25 = 15 min
0.50 = 30 min
0.75 = 45 min

16. How do I add participants to an event I created?

To add participants, go to the event page and client 'Manage Event' and then click on the 'Add Participants' tab. From there you will need to select the shift you wish to add participants to. You then have the option of searching for individuals in the community one by one or by using our bulk upload feature. Once you have added participants to your event, you can set hours for their participation or make additional event organizers through the 'Manage Participants' tab.

17. Why won't the hours I've logged or the event I created 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 or event.

18. Does Amway Corporation have a "paid-time-off" policy for employee participation in company-sponsored projects?

While Amway does not have a formalized "paid time off" HR policy, the company has traditionally allowed full-time employees one paid day off (8 hours) for volunteering. All volunteering hours have to be approved by an employee's upline.

19. Are there any costs associated with volunteering? If so, will Amway cover those costs?

In many cases, Amway-sponsored and Amway team-building projects are funded through the Amway teams/department individual budgets. For non-company-sponsored projects that you participate in, you do so at your own expense. Please note that employees are not permitted to solicit vendors on behalf of Amway or other employees to cover volunteer project costs.

20. Who will see my volunteer profile and volunteer history information?

Only Amway and YourCause administrators will be able to view this information for the purpose of reporting and quality assurance.

21. Can my family members and friends volunteer with me?

Yes, for some particular projects. However, please confirm with the organization and the event organizer that the event is appropriate for family members or friends to attend. You may need to add them to the Event page, and/or they may need to sign any waivers and follow guidelines set by the nonprofit organization, if applicable. Family/friends hours are not eligible for logging in the Giving/Volunteering platform.

22. Can photos of my volunteer experience be added to the Amway Giving/Volunteering 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.

You may also share a description of your volunteering experience and your photos through the 'Share Your Story' tile on the Community Home Page. Your description and photos will be sent to the Amway Community Relations Team.

23. Can I create a set of shifts for my event?

Yes, you can add one or more shifts to your event. Once you have created your event, click on the 'Shifts & Capacity' tab. On this tab, click the 'Add Shift/Activity' button and create as many shifts as needed for your event.

24. Does Amway offer t-shirts for some volunteer events?

Yes, 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. Most of the time, shirts can be picked up at the Amway Employee Store.

25. Is there a way Community Partners can ask a question of event participants upon signing up?

Yes. You can add Custom Questions to your event. Once you have created your event, click 'Add Details.' On this page, click 'Activate Questions/Fields,' and add your questions one-by-one. You can choose to make them required or optional. View participant answers through the 'Participant Export' report.

26. 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.

27. How can I make someone else an Organizer of my event?

Once your colleague has been added to the event, you can grant them Organizer status. Click "Manage Event" and then click 'Manage Participants.' Locate their name in the roster, and click the 'Make Organizer' link.

Matching Gifts:

28. Who is responsible for the guidelines?

The Matching Gift guidelines are established by Amway Corporation. Please contact amway-support@yourcause.com if you have questions regarding charity eligibility.

29. What types of organizations are eligible to receive a matching gift/cause card?

Eligible 501(c)(3) US-based non-profit organizations available on the site can receive a matching gift and/or cause card.

30. Are all gifts to eligible* organizations matched?

No. Amway reserves the right to determine the eligibility or ineligibility of an NPO based on alignment with company values and principles.

Amway's Matching Gift and Cause Card Programs have an annual overall budget. Amway reserves the right to close these Programs at any time if the overall participant demand exceeds the annual program budget. Matching Gifts and Cause Cards will be approved on a first-come-first-serve basis.

Amway reviews the Amway Giving & Volunteering Guidelines annually and reserves the right to update policies and procedures, or forego programming at any time.

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31. 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 'My Giving' 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.

32. Am I required to upload a receipt when submitting an offline match request?
Yes, an eligible tax receipt must include:

- Name and address of organization
- Name of donor
- Date of donation
- Organization's IRS tax ID number (EIN)
- The value of tax-deductible donation amount **OR** a statement saying your donation is tax deductible **OR** that no goods or services were provided in exchange for your gift

Bank statements are **not** considered an acceptable form of tax receipt.

33. Can I make a contribution via credit card?
Yes, you may make a contribution using your personal credit card and request a match. Although your credit card will be charged right away, funds are distributed to organizations approximately 30 - 60 days from the month's end.

34. When will the charity/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	**Monthly,** 45-60 Days after the close of the month
Recurring Payroll Deduction	**Monthly,** 45-60 Days after the close of the month
*Matching Gift	**Monthly,** 45-60 days after the close of the month
*Cause Card	**Monthly,** 45-60 Days after the close of the month

***Please note:** Match requests and cause cards will not begin processing until after the Program Administrator has approved the grant request. Match requests and cause cards are completed during the last week of the month.

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

35. How long do I have to request a match once I've made a donation directly to an organization by cash, check or credit card?
Offline donations should be submitted within the calendar year they were made.

36. Why do I have to submit separate requests for each gift made over a period of time to the same institution?
Each gift is considered a separate transaction. Allowing only one submission per gift helps ensure that every gift donation is matched appropriately. Separate submissions also facilitate record keeping and comply with Amway's audit requirements.

37. Can I donate funds to organizations located outside the United States?
No, at this time, Amway will only match funds to a 501(c)(3), US-based nonprofit organization.

Year-Round Giving:

38. What are the giving methods available to me?
Amway employees can donate via credit card, one-time payroll or recurring payroll deductions through the site or log an offline donation they made outside of the platform.

39. What is the minimum gift amount?
The minimum donation Amway will consider for a match is $20.00 for credit card and one-time payroll deductions and $5.00/pay period for recurring payroll deductions.

40. Is there a transaction fee?
Yes. There is a flat fee of 2.4% for domestic credit card transactions. YourCause takes no percentage of any donations for profit.

41. Can I make an anonymous donation?
Yes, when completing your donation, simply select the 'Anonymous' option in the 'Privacy Preference' section.

42. Will donors receive tax acknowledgements for their donations?
Yes, YourCause is 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 active and eligible 501(c)(3) organizations.

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.

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

44. How can I view my past donations?
To view your past donations, click 'Give' at the top of the page, then click 'My Giving' on the navigation bar. Once on the 'My Giving' page, click on the 'Donation History' tab. This section represents all donations that have already been processed out to the

organization. Here, you can use the drop down bar to select which year you would like to view.

45. 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 'Donation Activity' section of the My Givng page.

46. What does 'In-Transit' mean?
'In-Transit' means that a check has been created in the 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.'

47. 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 each 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.

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

48. Where can I view current payroll deductions?
To view the scheduled payroll deductions that have not yet been taken out of your paycheck, please review the 'Donation Activity' section of your My Giving page.

49. How many charitable organizations can I elect to contribute funds to?
You are permitted to make as many payroll contributions as you wish.

50. What if I want to make a one-time or relief donation?
Amway will create custom "tiles" on the home page of the platform to support disaster relief efforts throughout the year. These efforts are typically in done in partnership with the American Red Cross and usually possess a company match. Employees wanting to make a contribution to disaster relief (when there isn't a disaster), can click on the 'What's New at Amway' tile on the home page of the platform.

You are able to make a donation for disaster relief. Any time a disaster relief or crisis donation is necessary, we will post information and recipient charity details on the Client YourCause site.

51. What if I leave the company?

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

52. Is my donation confidential?

Yes. Protecting the security of your employee data and donation information is Amway's number one priority. The same measures taken to protect your employee data with other Amway financial transaction-related online systems have been put into effect with the Amway Giving/Volunteering website.

53. Are any administrative expenses deducted from my donation?

The Amway Giving/Volunteering Program does not deduct any portion of the employee's 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.

54. Will Amway match my donation(s)? What is the matching cap?

Yes, Amway will match up to $100 per year per Employee.

55. What happens to my donation if the organization I choose to support loses its tax status or goes out of business?

If for any reason 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.

56. What if I want to make a donation, but I am undecided on the recipient charities?

The Amway 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.

57. How do I access the website to make an online donation?

To make a donation on the site, visit https://amway.yourcause.com and click on the 'Donate Now' button on the homepage or the Give tab. Next, select your organization, either by searching, exploring popular charities, or choosing from your Favorites. On the charity page, click 'Make a New Donation' to give via credit card or payroll or click 'Log an Offline Donation to record a gift you made directly to the charity, outside of the system.

58. What are the types of nonprofit organizations to which I can give?

You may give to non-profit 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.

59. How can I find my charity on the portal?

The best way to find your charity using the 'Search' feature is to search by the EIN (Employer Identification Number). If you do not know this number, please search by the name of the organization. You can also filter the search results and choose location details appropriate for your organization.

60. How can I check the status of my contribution?

You can view the status of your donations by clicking 'Give' at the top of the page, then 'My Giving' on the navigation bar. If your donation is still pending approval, processing, or in-transit to your organization, then it will be listed in the 'In-Process' section. Once the donation has been deposited by the organization, its status will be 'Complete' under the Donation History portion toward the bottom of the page.

Once the donation is 'In-Transit,' the check number will be available to you on the donation acknowledgment, which can be viewed by clicking the hyperlinked word 'In-Transit' under the Status column

NPO Related Topics:

61. How does my charity update its contact information?

If the organization has a Charity Admin registered on the NPO Portal, they can follow the steps below to update their contact information:

1) Sign into the NPO Portal (https://npo.yourcause.com/)
2) Select 'Administration' from the left navigational panel.
3) Select 'Profile' from options.
4) Click in specific section to update charity information.
5) Review updates for accuracy before saving.

62. 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. Up to three addresses can be viewed – Display address, Registered address, and Disbursement address.

1) Sign into the NPO Portal (https://npo.yourcause.com/)
2) Select 'Administration' from the left navigational panel.
3) Select 'Profile' from options.
4) Click the 'pencil' icon to update address information.
5) In order to make changes to your disbursement address, navigate to 'Administration' >> 'Disbursement Information' >> 'Mailing Address'
6) Review updates for accuracy before saving.

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.

63. 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) Select 'Disbursement Information from available options.
3) Select 'Set Up Bank Information' and complete form.
4) Click 'Next'
5) Upload needed bank documents
6) Verify information for accuracy before saving.
7) Click 'Save'

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.

64. Why is my charity not listed?

In order to be added to the database, each nonprofit must register with YourCause's vetting partner, GuideStar. YourCause receives a monthly charity update from GuideStar, between the 15th and 25th.

The time it takes your organization to be added to the feed will depend on how quickly your nonprofit organization can register with Guidestar. Typically, it takes 1-2 months for an organization to be added to the database.

To register on Guidestar, please have your nonprofit organization email their IRS 501(c)3 Letter of Determination to GuideStar at getlisted@guidestar.org along with their contact information.

65. Is my charity eligible for a match?

When you choose to make a donation to a new organization in your giving community, you may be prompted at the end of the process to apply for a match, if your organization is eligible. If you are not prompted, please look in your My Giving page to see if you have any match eligibility notifications for your recent donation(s). There you will be walked through the process to apply for a match if your donation meets the qualifications of your company's matching program.

Incentives:

66. How do I earn incentives?

You can earn incentives by volunteering at company events or logging your personal or corporate volunteer time. For every 10 hours you volunteer, you'll earn a $50 Cause Card (up to a max of $100) to donate to the charity of your choice! Once you log the amount of eligible hours required to earn your incentive, you'll automatically be prompted by the platform to redeem your incentive. You can redeem it right away or redeem it later from your "My Incentives" page.

67. Where do I view my available or redeemed incentives?

You can view your available or redeemed incentives on your "My Incentives" page which is located in the lower navigation bar on your "Community" page. You'll find all of your incentives that are currently available to redeem under the "Opportunities" tab. You'll find all of your incentives that have already been redeemed under your "Redeemed History" tab.

68. When will the organization receive the donation from my incentive?

Incentives are reviewed on a monthly basis. Incentives do require administrative approval, and you'll receive an email to notify you once your incentive has been approved or declined. The status of your incentive can also be viewed on your "My Incentives" page under "Redeemed History". Incentives are disbursed to organizations on a monthly basis, so it may take up to 60 days for the organization to receive your incentive upon your request.

69. Are all volunteer hours eligible to receive incentives?

Please note: Only organizations within the incentives charity search database are eligible to receive donations from your earned incentives. This search may or may not include the organization you volunteered with based on organization status or other eligibility guidelines. Amway employee incentives may be modified or terminated at any time. Incentives are awarded in alignment with corporate values and are not intended to be a binding contract between employees and the company. All questions about employee incentives should be directed to Amway Community Relations.

Feedback, Suggestions, Bug Reporting:

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

Please e-mail amway-support@yourcause.com to send your feedback and/or suggestions.

71. Help! Something isn't working.

Report the issue at amway-support@yourcause.com or reach us by phone Monday-Friday 7:00am-7:00pm (CST) at 972-755-3950 or toll-free at 866-751-6031.