



## Solar/Caterpillar Employee United Way Appeal (CEUWA) Frequently Asked Questions – 2019-2020

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### Index

[General Questions](#)

[About Pledges/Contributions](#)

[About Designations](#)

[Coordinator Questions](#)

### GENERAL QUESTIONS

[\(Return to index\)](#)

#### 1. What is the Caterpillar Employee United Way Appeal (CEUWA)?

The **Caterpillar Employee United Way Appeal (CEUWA)** is a workplace campaign that raises funds on behalf of local United Ways. All U.S. Caterpillar employee campaigns are considered part of the CEUWA no matter where they are located or how the campaign runs.

#### 2. What is the 2019 campaign timeframe?

The 2019-2020 Caterpillar Employee United Way Appeal (CEUWA) will begin on August 5, 2019 and end on August 30, 2019.

#### 3. Why did Solar move to Caterpillar's online pledging system in 2013?

As a subsidiary of Caterpillar, Solar is a part of the CEUWA. Solar moved to Caterpillar's online pledging system in the 2013 campaign year in order to be consistent in processes and reporting.

#### 4. I used to be able to donate to any 501c3 nonprofit organization through Solar's United Way Campaign before 2013. Why are designations and write-ins no longer allowed?

The CEUWA is Caterpillar's one and only approved solicitation to employees. If we allow non-United Way agencies for designations, we would be violating the [Corporate Solicitation Policy](#). Caterpillar chose United Way as our only solicitation to employees for a reason—the strength of the United Way process ensures only the most efficient and effective non-profits that are able to meet community needs. When non-United Way agencies are allowed, they are not vetted through the United Way process.

However, the Caterpillar Foundation offers a matching gifts program to employees and retirees. It runs all year long and matches donations, dollar-for-dollar between \$50-\$2000 to 2-4 year colleges and universities, arts and cultural organizations, environmental organizations and public policy organizations. Please visit [www.caterpillar.com/matching-gifts](http://www.caterpillar.com/matching-gifts) for more information.

#### 5. Now that I have the option to make a one-time donation, what is it? And when does the deduction occur?

A one-time donation is a donation that comes out of your paycheck once—the first paycheck in the new year (pay period 1). For example, if you make a one-time donation of \$50, \$50 would be deducted from your first pay

period of the following year and no further deductions would take place the remaining calendar year. One-time gifts do not roll over.

**6. Why does Caterpillar have a corporate campaign?**

In the early 1950s, Caterpillar created a corporate campaign that would be conducted internally for employees through United Way, rather than invite each of the hundreds of agencies to solicit the employees individually. Caterpillar supports United Way because their mission and work aligns with our values and programs we support – education, health, welfare and economic stability of communities where we live and work. In addition, Caterpillar recognized the value local United Ways provide to communities and believes in the strength of their process as the best investment of employee and company dollars.

**7. Who pays the administrative cost for Caterpillar to coordinate the CEUWA?**

Caterpillar pays 100 percent of all expenses associated with CEUWA (supplies, administrative costs, etc.). Every penny of employee contributions goes to the participating United Way organizations. This means there are no administrative expenses paid by employee dollars when they are directed to your local United Way and/or designated United Way agency.

**8. How much of the total employee contribution to the CEUWA go to the local United Ways?**

Local United Ways and United Way partner agencies receive 100 percent of all employee contributions to the CEUWA.

**9. Who determines which local United Way locations are supported by the CEUWA?**

The online pledging system allows all local United Way organizations in the U.S. to participate in the campaign. However, it is the local United Way's responsibility to update their system with the appropriate programs to allow donors the ability to designate to a particular agency. If their system is not updated at the time of our campaign, employees will not be able to locate United Way partner agencies in their area.

**10. Who decides how much of the money raised by facility campaigns goes to their local United Way?**

All employee contributions go back to the local United Way(s) or United Way partner agencies based on the employee's home zip code, unless specified otherwise. The CEUWA's role in the campaign is to raise funds for the local United Way(s). It is the responsibility of the United Way(s) receiving the funds to allocate the monetary contributions based on the community needs in that area.

**11. Are employees expected to contribute to the CEUWA?**

Caterpillar realizes that not all employees will participate in the CEUWA and employees are not required to contribute to the CEUWA. However, employees are encouraged to contribute to United Way or to the United Way partner agency of their choice. The CEUWA serves as a vehicle to support many agencies with one contribution. In addition, funds raised by employees are eligible to be matched by the Caterpillar Foundation dollar for dollar with no maximum limit.

**12. Is there a corporate policy written about the CEUWA?**

There is a corporate policy that specifically deals with "solicitations" and it states that internal solicitations are NOT allowed. However, the CEUWA is an exception to that policy. The CEUWA campaign is strictly solicited through an online form during the annual internal campaign. For more information on the [Corporate Solicitation Policy](#), please see your local HR representative or HR Manager.

## ABOUT PLEDGES/CONTRIBUTIONS

[\(Return to index\)](#)

### 13. How do I pledge online?

You will receive your invitation to pledge online through a series of communications and a direct e-mail. If you are part of U.S. Solar payroll and have an active email address, you will receive an e-mail on August 5, 2019 that tells you how to pledge online.

**Solar management and support employees** will use a link in the kickoff email that will prompt you to enter your CWS login credentials (single-sign on).

**Solar production employees** can utilize the separate 'Caterpillar/Solar Production' login link located at [www.caterpillar.com/unitedway](http://www.caterpillar.com/unitedway). The login page will prompt you to enter your PeopleSoft ID (ex: 0012345) and your password will be set to your first and last initial (capitalized) and home zip code. You can then reset your password after entering the site.

All employees can visit [www.caterpillar.com/unitedway](http://www.caterpillar.com/unitedway) for links to access the pledging site or click on the United Way icon on the Solar homepage to find a link to the pledging site.

### 14. Who can contribute to the campaign?

All Solar U.S. domestic, full or part time hourly or salaried employees are welcome to participate in the United Way campaign. Contract or temporary employees are not eligible to participate in the pledge campaign.

### 15. What are my pledging options for payment methods?

Employees can pledge through payroll deduction (one time or per pay period deductions), which will start your first paycheck in January 2020. Employees also have the option to pledge through stock and credit/debit card. Employees can submit pledges through two forms of payment (ex: a one-time credit card donation, as well as a per pay period payroll deduction).

### 16. When are payroll contributions effective?

All contributions made to the CEUWA are effective as of the employee's first pay period in the 2020 calendar year (pay period 1). For example—during the campaign in August 2019, Jim pledges \$10 per paycheck. Actual deductions from Jim's pay check will not be taken out until January 2020.

Please note: If you have chosen to participate with a one-time-only contribution, it will be set-up for the first pay period and will be taken out of the first pay period of the 2020 year. **In addition, pledges will continue to roll over year after year unless cancelled by the employee. One-time contributions will not roll over.**

### 17. Is there a minimum payroll contribution?

There is a minimum payroll contribution of **\$1** directed to your local United Way or another United Way of your choosing. The minimum contribution amount of **\$1** applies to both recurring and one-time-only contributions.

If you've chosen to designate to a United Way partner agency, the minimum contribution is **\$25** per agency. Please note that this **\$25** designation minimum is a typical amount, and local United Way organizations and their partner agencies have the ability to set this amount higher.

### 18. Tell me more about payroll contribution.

The payroll contribution is "*per paid period*." Therefore, you will not need to specify the annual amount, rather just the amount that will be contributed each pay period, *whether it is monthly, weekly or bi-weekly*. Contributions are derived from base pay and do not include vacation pay, night bonus or overtime.

## 19. Tell me more about the credit/debit card payment option.

Employees have the opportunity to pledge through credit and debit card in the online pledging site, in addition to the standard payroll deduction and stock options. The system accepts Visa, MasterCard, American Express and Discover. Temporary pre-paid cards, as well as gift cards (ex: Visa gift card) are acceptable forms of payment. If using a pre-paid card, when prompted to enter the "Name On Card", please enter your first and last name.

Credit/debit card donations can be set up with varying frequencies (one-time, monthly, quarterly, semi-annual) starting on a set date indicated by the employee. The start date can be set for any date in the 2019 or 2020 calendar year.

Employees can submit pledges through multiple forms of payment (ex: a one-time credit card donation, as well as a per pay period payroll deduction). For credit/debit card payments, there is a 2.9% credit card processing transaction fee that is deducted from the pledge.

If you have a credit/debit card on file that is set to expire before your pledge is fulfilled, please call 309-674-5181 and ask for Mary Brown to update your credit card information. Or you can send an email to [mary.brown@local.unitedway.org](mailto:mary.brown@local.unitedway.org) that states your credit card is set to expire or has expired and provide your email address and phone number so that a representative can contact you to obtain updated payment information.

## 20. What happens if I do not fill out my online form?

We strongly recommend that you log in to the online system each year to confirm that your pledge information is accurate and verify that your previous agency designations are still available and funded by United Way. In addition, you will also continue to receive reminder emails to pledge if you do not log into the system and confirm/update/cancel your pledge.

Contributions are continuous except for one-time-only contributions. Continuous contribution means that contributions do not stop unless the employee leaves the company, retires or cancels. If you choose not to take action in the online system, your contributions to United Way and/or designations to United Way partner agencies from the previous year will roll over. Please note that if an agency you previously designated to is no longer funded by United Way and you do not take action in the online system:

- The pledge amount will default to your home zip code United Way if you did not have additional agency designations in the previous years.
- The pledge amount will be transferred to the remaining agency or agencies if you had more than one agency designation in the previous year.

## 21. How do I correct, change or cancel (stop) my payroll contribution if I pledged online?

If you pledge online, you are able to make changes using the online pledging site until the campaign closes on **August 30, 2019**. If you have any changes after the close of the campaign and **prior to December 1, 2019**, please email the [CEUWA\\_cat@cat.com](mailto:CEUWA_cat@cat.com) with the changes needed. Employees should watch their first pay stub in January to make sure the deduction is correct. If the wrong amount was entered or there is a change needed **after January 1, 2020**, employees should send an email to the Solar payroll department (T3 Solar Payroll) with a copy to Solar's United Way Lead Project Manager, Sondra Riehart. The only changes that can occur outside of the pledging period are an increase or decrease in deduction amount or a complete cancellation. Pledge designations to agencies cannot be changed once the campaign closes.

## 22. How do I make a designation change?

If you would like to make a designation change during the campaign, please log in to the online pledging site at [www.caterpillar.com/unitedway](http://www.caterpillar.com/unitedway) and make your designation change. Changes to a contribution outside of the pledging period are discouraged but if you must decrease, cancel or increase your pledge, please send an email to the Solar payroll department (T3 Solar Payroll) with a copy to Solar's United Way Lead Project Manager, Sondra Riehart. Once the campaign closes you are only able to make a payroll contribution change; you will not be able to make a specific designation change.

**23. I did not receive an e-mail or message allowing me to pledge online. What should I do?**

The pledge email will come from [CEUWA\\_cat@cat.com](mailto:CEUWA_cat@cat.com). If you did not receive your initial pledge email or reminder emails please contact Sondra Riehart, Solar's United Way Lead Project Manager. Your email security setting may have blocked the pledging communication. You can also visit [www.caterpillar.com/unitedway](http://www.caterpillar.com/unitedway) to access the online pledging system.

**24. If I pledge online and am pulled away from my desk, will the system "time out" or log me out?**

Yes, the site will time out and you will need to log back in if this happens. If the site sits idle for five minutes, it will time out due to the amount of personal information on the site. You may need to reopen the page using the link in your email with the directions on how to pledge or you may access the pledging link by visiting [www.caterpillar.com/unitedway](http://www.caterpillar.com/unitedway).

**25. My Leave of Absence coincides with the United Way Campaign, how can I still pledge?**

You can access pledging details at [www.caterpillar.com/unitedway](http://www.caterpillar.com/unitedway); however, pledging will only be accessible during the campaign timeframe. If you are unable to make your pledge via the pledging site during the campaign, you will not be able to participate in the program. You are welcome to still contribute to United Way via cash or check outside of the campaign but it will not be eligible to be included in the company's overall results or receive the Foundation match. If you currently have a United Way deduction and are not able to access the system during this time, your United Way pledge will roll over unchanged.

**26. Can I withhold funds or make my contributions exempt from a specific agency?**

The CEUWA raises funds on behalf of the local United Way(s). The local United Way(s) then determines how much total money goes to each agency. Caterpillar has confidence in United Way's dollar allocation process that ensures only efficient and effective programs are funded based on the unique needs in each community. Withholding of funds is contingent on each local United Way. An employee has the right to exempt agencies from their pledge in the negative designation section of the online pledging site.

**27. Am I able to designate my contributions to specific agencies or other local United Way organizations?**

Designation will be available to all employees and will *default to the home zip code you live in*. If you wish to designate to another United Way or United Way partner agency, you can search and select for any United Way or United Way partner agency in the U.S. Agencies must be funded United Way member agencies to be available for designation. We do not allow designations to other 501(c)3 nonprofit organizations as part of the United Way campaign.

**28. Can I contribute by check or cash?**

CEUWA does not accept checks or cash. The only form of contribution to the CEUWA is through payroll deduction, credit card or stock, and pledging can occur online only. If an employee would like to contribute via check, the employee must write it directly to the charity of his or her choice and mail it separately from the campaign (like any other personal contribution). **The Caterpillar Foundation will only match payroll deduction, credit card and stock contributions.**

**29. Will my supervisor, boss or leader know if I contributed or how much I contributed?**

No. The only person with access to United Way pledging detail is the manager of the online pledging system. Caterpillar management does not have access to online pledging or any personal information including whether or not an employee contributed and how much. Employee names are only provided to local coordinators and United Ways at the end of the campaign if the employee chooses to be recognized for their contribution. By selecting to remain anonymous on the online pledging site, your information will not be shared internally or externally.

**30. United Way is asking for my personal information, what will they do with that information?**

United Way may use this information as a recognition tool and a way to keep in contact with their donors. Providing your personal information is optional. If you wish to remain anonymous internally and externally, please select the anonymous option in the online pledging system.

**31. Are contributions tax-deductible? If so, how will employees know how much they gave?**

Donations are tax-deductible. For contributions that are made via payroll deduction, employees can access their paystub in PeopleSoft to verify that the payroll contribution is correct once deductions begin in 2019. CEUWA does not issue receipts. Please refer to your last paystub of the deduction year for tax purposes.

**32. Who do I contact if I am having problems with the online pledging system?**

Please contact Solar's United Way Lead Project Manager, Sondra Riehart first. If she cannot provide the answer, you may email the [CEUWA\\_CAT@cat.com](mailto:CEUWA_CAT@cat.com) inbox for assistance.

**33. I am a new employee and do not have access to the online pledging system? How do I make my pledge?**

New employees hired **after July 19, 2019** were not included on the **July 19** employee data file and do not have a pledging profile set up to process payroll deductions. However, we do have a self-register portal that allows new employees to pledge through credit card and receive the Foundation match. Please visit [www.caterpillar.com/unitedway](http://www.caterpillar.com/unitedway) and select the "Self-Register" portal.

## **ABOUT DESIGNATIONS**

[\(Return to index\)](#)

**34. If my pledge from last year rolls over, do I still need to take action?**

We strongly recommend that you log in to the online system each year to confirm that your pledge information is accurate and verify your previous agency designations are still available and funded by United Way. You will continue to receive reminder emails to pledge if you do not log in to the system and confirm/update/cancel your pledge.

Contributions are continuous except for one-time-only contributions. Continuous contributions mean that contributions do not stop unless the employee leaves the company, retires or cancels. If you choose not to take action in the online system, your contributions to United Way and/or designations to United Way partner agencies from the previous year will roll over. Please note that if an agency you previously designated to is no longer funded by United Way and you do not take action in the online system:

- The pledge amount will default to your home zip code United Way if you did not have additional agency designations in the previous years.
- The pledge amount will be transferred to the remaining agency or agencies if you had more than one agency designation in the previous year.

**35. How many designations can I make?**

**The United Way pledging system limits employees to four United Way partner agencies with a minimum contribution of \$25 per agency.** Please note that this \$25 designation minimum is a typical amount, and local United Way organizations and their partner agencies have the ability to set this amount higher.

**36. Can I designate funds to a specific organization that is not listed in the online pledging system?**

You may only designate to a United Way or a United Way partner agency through the CEUWA. Other charitable organizations may qualify for funds through the Caterpillar Matching Gifts Program. Please contact

Erika Kempf at [Matching\\_Gifts@cat.com](mailto:Matching_Gifts@cat.com) or 309-675-1475 in the Caterpillar Foundation for questions regarding the Matching Gifts Program.

**37. Can I indicate what agency I do not want to contribute to?**

The CEUWA raises funds on behalf of the local United Way(s). The local United Way(s) then determines how much total money goes to each agency. Caterpillar has confidence in United Way's dollar allocation process that ensures only efficient and effective programs are funded based on the unique needs in each community. Withholding of funds is contingent on each local United Way. An employee has the right to exempt agencies from their pledge in the negative designation section of the online pledging site.

**38. I have a 501 (c) 3 organization I would like to designate to, but I do not see it on the list?**

"Write-in" options are not allowed. You may only designate to a United Way or a United Way partner agency through the CEUWA. Other charitable organizations may qualify for funds through the Caterpillar Matching Gifts Program. Please contact Erika Kempf at [Matching\\_Gifts@cat.com](mailto:Matching_Gifts@cat.com) or 309-675-1475 in the Caterpillar Foundation for questions regarding the Matching Gifts Program.

**39. What happens if I do not designate to a specific agency or I only designate a part of my contribution?**

If you do not specify a designation, the entire contribution or the remainder of your contribution will be distributed to your local home zip code United Way.

**40. Can I include my spouse's gift to be recognized at a leadership level?**

Yes. Select the option under *Leadership Recognition* on the donor information page in the online pledging system. Once you select the option to include your spouse's gift, you will need to enter their name, company and the dollar amount of their pledge.

**41. How should I fill out the online form if I choose to contribute on my own, separately from the CEUWA?**

If you choose to contribute to a United Way or a United Way partner agency on your own, you should select \$0 or "No, thanks. I do not want to contribute at this time." Please note that the Caterpillar Foundation will only match employee dollars made through payroll deduction as part of the campaign.

**42. Will the Caterpillar Foundation match my United Way contribution?**

Yes, the Foundation will match employee contributions dollar for dollar when made online as part of the campaign. For example, if Caterpillar employee donations total \$5.6M, the Foundation will match \$5.6M. The Foundation match follows employee donations to the selected local United Way and not to the designated United Way partner agency. For example, if an employee gave \$100 to their local Red Cross, the Foundation match is given to the United Way aligned to that local Red Cross. This is because Caterpillar recognizes the value local United Ways provide to communities and believe in the strength of their process, which determines the greatest need in that area and the best investment of company dollars.

The Caterpillar Foundation supports many community and worldwide efforts such as disaster relief, United Way, local charitable functions and individual employee contributions to qualified organizations. The Caterpillar Foundation does not support groups or projects that discriminate or restrict services based on factors of race, color, sex (including pregnancy), age, disability, veteran status, religion, national origin, ancestry, sexual orientation, gender identity, marital status, domestic partner status, genetic information or citizenship status. The Caterpillar Foundation will negatively designate our match when it is matching designations to organizations that discriminate or for projects that do not reflect the general principles of Caterpillar's Code of Conduct and Our Values In Action. "Negatively designate" means that the local United Way cannot use Foundation dollars to allocate to the organization that discriminates.

**43. I have more questions. Whom do I contact?**

Please contact Sondra Riehart, Solar's United Way Lead Project Manager at 619-544-5626.

## COORDINATOR QUESTIONS

[\(Return to index\)](#)

### 44. How do I view my facility results during and after the campaign?

Local coordinators can view facility results by going to the CEUWA SharePoint Site. The report will be updated on a weekly basis (posted every Friday during the campaign). **However, a facility total does not mean that is the total dollars your local United Way will be receiving so please do not communicate results with your United Ways.** Keep in mind that employees have the option to designate funds to any United Way in the U.S., not just your area.

### 45. How do I view my business unit results during the campaign?

Business Unit results will be available via the dashboard in the online pledging site. To access the dashboard, log in to the online pledging site and select the Dashboard tab ([www.caterpillar.com/unitedway](http://www.caterpillar.com/unitedway)).

The dashboard allows you to **click on** the Group President and Vice President name and view Business Unit details down to department level. Due to confidentiality, more detailed information cannot be provided lower than the Department Head level.

### 46. How do I know what my facility or business unit's participation percentage is during the campaign?

To view your business unit participation, go to the Dashboard and look at **the percentage of donors**. **Do not look at the percentage of respondents.** Facility information will be available on the Yammer Community every Friday during the campaign. You will not have access to your business unit data by facility until after the campaign is complete. Facility information during the campaign includes all employees located in that facility regardless of their roll up structure. Please see definitions below:

- **Population:** Number of employees tied to that facility or Business Unit
- **Respondents:** Number of employee who took some sort of action in the system. For example: chose not to pledge or chose to make a contribution.
- **Non-Respondents:** Number of employee who have not taken action in the system
- **Donors:** Number of employees who made a donation (minimum pledge of \$1)
  - **This is your participation rate**
- **Pledged:** Dollars pledged within that facility or Business Unit

### 47. When will the final employee campaign totals be communicated?

Employee campaign totals will be available and communicated in early October.

### 48. When is employee data loaded into the online pledging system?

Data is loaded into the online pledging system as close to the campaign as possible, generally two weeks prior to campaign kickoff. If an employee's data changed (reporting structure) after the data load, it will not be reflected in the system and will not be able to be changed on an individual basis.

### 49. I have a new employee who does not have access to the online pledging system - How do they make their pledge?

New employees hired after the July 19<sup>th</sup> data load do not have a standard pledge profile set up that will allow them to enroll for payroll deductions. However, these new employees can pledge through the Self Register



portal at [www.caterpillar.com/unitedway](http://www.caterpillar.com/unitedway) that allows for credit card contributions only. Their donation will also qualify for the Foundation match.

**50. My business unit has Expat International Service Employees (ISEs)—how do they make their pledge?**

International Service Employees (ISEs) on U.S. payroll that are currently working outside of the U.S. will follow the same online pledging process as all other U.S. employees. These employees will have the ability to pledge to United Way and/or partner agencies in the U.S. Please contact your local United Way coordinator with any questions. If you have an ISE on an international payroll system that is currently working in the U.S., they can pledge through the Self Register portal located at [www.caterpillar.com/unitedway](http://www.caterpillar.com/unitedway) using credit card as their only payment option. For questions, please contact Erika Kempf at [Kempf\\_Erika\\_C@cat.com](mailto:Kempf_Erika_C@cat.com).

**51. What are the Leadership Levels and Builders Circle?**

Recognition levels for donor contributions vary depending on each local United Way. In most communities, donors giving \$1,000 or more are considered Leadership Givers. Please check with your local United Way about Leadership Giving in your community.

**Caterpillar Builders Circle Program** recognizes employee donors who choose to be acknowledged by Caterpillar and/or United Way and give \$1,000 or more or 1% of their salary annually. These employees are recognized as Leadership Givers within their Business Unit. The United Way Tocqueville Society recognizes individuals making gifts of \$10,000 and more annually to their local United Way. This giving level was founded 25 years ago in order to deepen the understanding, commitment and support of United Way's most generous and community minded investors. If you wish not to be recognized internally and externally, you must select to remain anonymous in the online pledging system.