

Donor Shield Expense Reimbursement Guide – Kidney

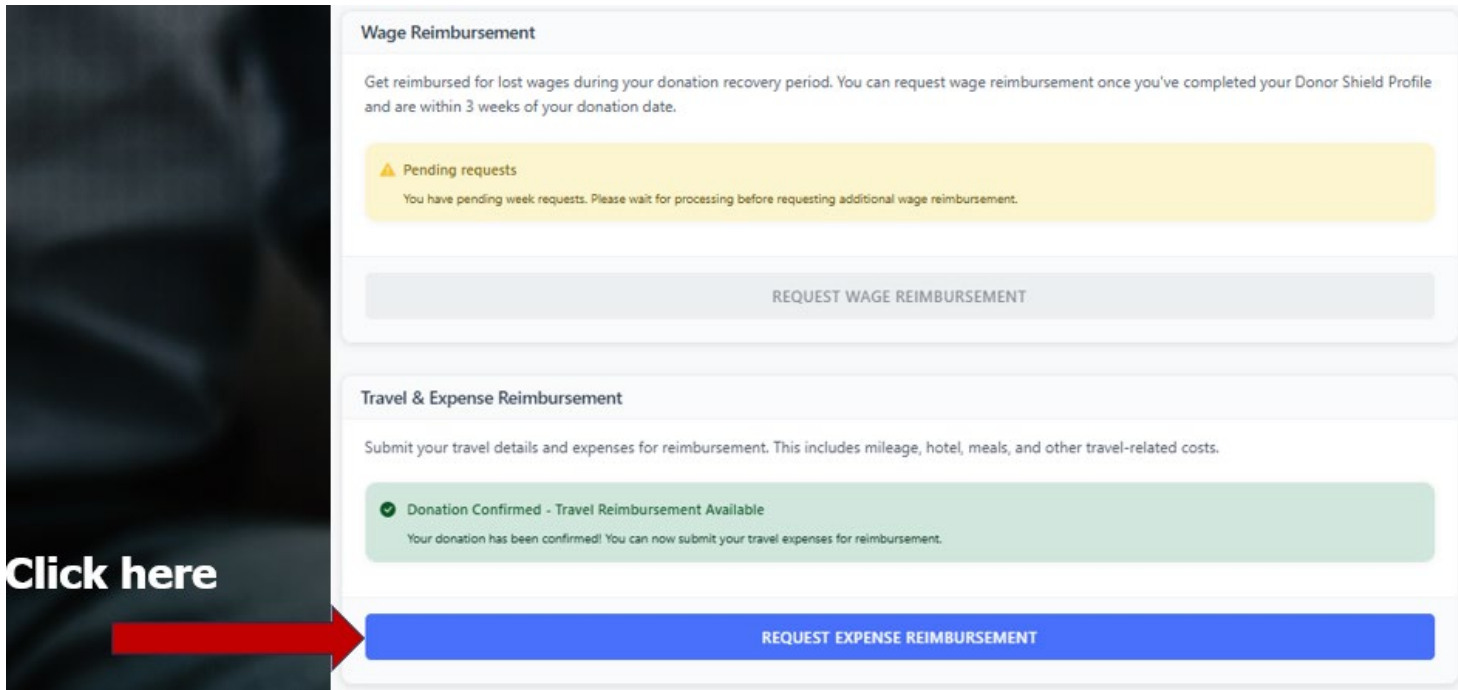
Document Last Revised: 6/18/2026

How to Request Expense Reimbursement

Expenses can only be submitted after your donation has occurred. We recommend waiting until after your first follow-up so you do not miss any expenses.

1) Upload Travel Details & Expenses:

- a. Submit your travel details and expenses for reimbursement including mileage, hotel, meals, and other travel-related costs.
- b. Once uploaded, click “Request Expense Reimbursement.”



The screenshot shows two sections of the reimbursement interface. The top section is titled "Wage Reimbursement" and contains a yellow warning box with a triangle icon that says "Pending requests" and "You have pending week requests. Please wait for processing before requesting additional wage reimbursement." Below this is a grey button labeled "REQUEST WAGE REIMBURSEMENT". The bottom section is titled "Travel & Expense Reimbursement" and contains a green success box with a checkmark icon that says "Donation Confirmed - Travel Reimbursement Available" and "Your donation has been confirmed! You can now submit your travel expenses for reimbursement." Below this is a blue button labeled "REQUEST EXPENSE REIMBURSEMENT". A dark grey callout box on the left side of the image contains the text "Click here" in white, with a red arrow pointing to the blue "REQUEST EXPENSE REIMBURSEMENT" button.

2) **Trip Information:**

- a. Donation requires multiple trips for test, surgery, pre-op, surgery, labs, and post-op. Select the appropriate reason.
- b. Enter as many trips as necessary by selecting the reason for your trip and selecting the start and end dates for your trip.
- c. If you drove, you'll be able to enter your mileage in the Transportation step. Expenses such as meals, lodging, and flights can be added in the Expenses step.

Trip Information

Enter details for your trip to the hospital.

Reason for Trip * Start Date * End Date *

Select Reason mm/dd/yyyy mm/dd/yyyy

How Trips Work
Select the reason for your trip, then enter the start and end dates for your trip to the hospital. If you drove, you'll be able to enter your mileage in the Transportation step. You can add expenses like meals, lodging, and flights in the Expenses step.

Cancel Next →

d. For a surgery trip, you will be asked about any caregiver expenses. Please provide their information.

Trip Information

Enter details for your trip to the hospital.

Reason for Trip *	Start Date *	End Date *
<input type="text" value="Surgery"/>	<input type="text" value="02/01/2026"/>	<input type="text" value="02/06/2026"/>
Did you have a caregiver expense? *		
<input checked="" type="radio"/> Yes <input type="radio"/> No		
Caregiver Information		
Caregiver Name *		
<input type="text" value="Jane Doe"/>		
Address Line 1 *		Address Line 2
<input type="text" value="123 Main Street"/>		<input type="text" value="Apartment, suite, etc."/>
City *	State *	Postal Code *
<input type="text" value="San Diego"/>	<input type="text" value="CA"/>	<input type="text" value="55555"/>

How Trips Work
Select the reason for your trip, then enter the start and end dates for your trip to the hospital. If you drove, you'll be able to enter your mileage in the Transportation step. You can add expenses like meals, lodging, and flights in the Expenses step.

3) Expense Tracking:

- a. Eligible expenses include parking fees, meals during travel, lodging if required, and other travel-related costs.
- b. All expenses require a receipt uploaded as a PDF file. Only PDF files are accepted. Keep all receipts for your records.
- c. Click on “Add Expense” to upload.
- d. It is very important that the receipts uploaded match the trip dates.

The screenshot shows a user interface for 'Expense Tracking'. At the top, there is a header with a flame icon and the title 'Expense Tracking', followed by the subtitle 'Add expenses related to your travel and hospital visits. (Optional)'. Below this is a section titled 'Expense Guidelines' containing two boxes: 'Eligible Expenses' (with a green checkmark icon) and 'Receipt Required' (with a yellow coin icon). A light blue bar displays 'Trip: Reason Surgery' and 'Dates: 02/01/2026 - 02/06/2026'. The main area is titled 'Expense Details' and shows a large '\$' symbol with the text 'No expenses added yet. You can add expenses using the button below, or skip this step if you don't have additional expenses.' A red arrow points to a blue 'Add Expense' button. At the bottom, there is a blue information box with an 'i' icon and a footer with 'Cancel', '← Previous', and 'Next →' buttons.

e. Select the appropriate expense category.

Trip: Reason **Surgery** | Dates: 02/01/2026 - 02/06/2026

Expense Details

Date	Category	Amount	For Caregiver	PDF only
02/01/2026	Select Category	\$ 0	<input type="checkbox"/>	PDF only

Add Expense

Expense Tracking
You can optionally add additional expenses beyond mileage. Common expenses include parking fees, meals during travel, and lodging if required. Remember to keep all receipts. All receipts must be uploaded as PDF files only. If you don't have additional expenses, you can skip this step.

- Select Category
- Lodging
- Flights
- Transportation
- Dependent Care
- Meals
- Self-Driving Mileage

f. For self-driving, input the one-way total or use the location button to automatically calculate the distance based on your address. *Tip: Enter one-way mileage: the system will calculate the total trip distance.

Trip: Reason **Surgery** | Dates: 02/01/2026 - 02/06/2026

Expense Details

Date	Category	Amount	One-Way Miles	PDF only
02/01/2026	Self-Driving Mileage	\$ 140.00	100	PDF only

Add Expense

How to use Self-Driving Mileage:
Click the **location button** to get the mileage from your address to the center using Google Maps
Enter the one-way miles in the field above, or use the location button to calculate it automatically
The **Amount** field is automatically calculated using the formula: $(\text{One-Way Miles} \times 2) \times \$0.70/\text{mile}$

Expense Tracking
You can optionally add additional expenses beyond mileage. Common expenses include parking fees, meals during travel, and lodging if required. Remember to keep all receipts. All receipts must be uploaded as PDF files only. If you don't have additional expenses, you can skip this step.

g. One trip can incur multiple expenses. Upload the corresponding receipts with each expense.

Trip: Reason **Surgery** | Dates: 02/01/2026 - 02/06/2026

Expense Details

Date	Category	Amount	Number of Nights *	For Caregiver	Receipts
02/01/2026	Lodging	\$ 1000	5	<input type="checkbox"/>	PDF only
02/01/2026	Flights	\$ 600		<input checked="" type="checkbox"/>	PDF only
02/01/2026	Meals	\$ 150			PDF only
02/01/2026	Transportation	\$ 100		<input type="checkbox"/>	PDF only

[Add Expense](#)

Expense Tracking
You can optionally add additional expenses beyond mileage. Common expenses include parking fees, meals during travel, and lodging if required. Remember to keep all receipts. All receipts must be uploaded as PDF files only. If you don't have additional expenses, you can skip this step.

4) Review & Submit:

- a. Once you upload all documents, click Next to move on to review. If all information is correct, save the trip.
- b. After you save your trip, you will be directed to your main profile page. From there, you can submit or add another trip if necessary.



Review & Submit

Review your information before submitting your reimbursement request.

Payment Information: Please be advised that the reimbursement will be directly deposited into your account via ACH, coming from Best Match Corporation.

Trip Reason: Surgery	Status: Ready for Request
Date Range: 01/31/2026 – 02/05/2026	Days: 6
One-Way Miles: 100 miles	

Line Items

CATEGORY	AMOUNT	RECEIPT	VALUE
Self-Driving Mileage	\$140.00	N/A	100 /mi

Total Line Items: 1	Total Amount: \$140.00
-------------------------------	----------------------------------

[Cancel](#) [← Previous](#) [Save Trip →](#)