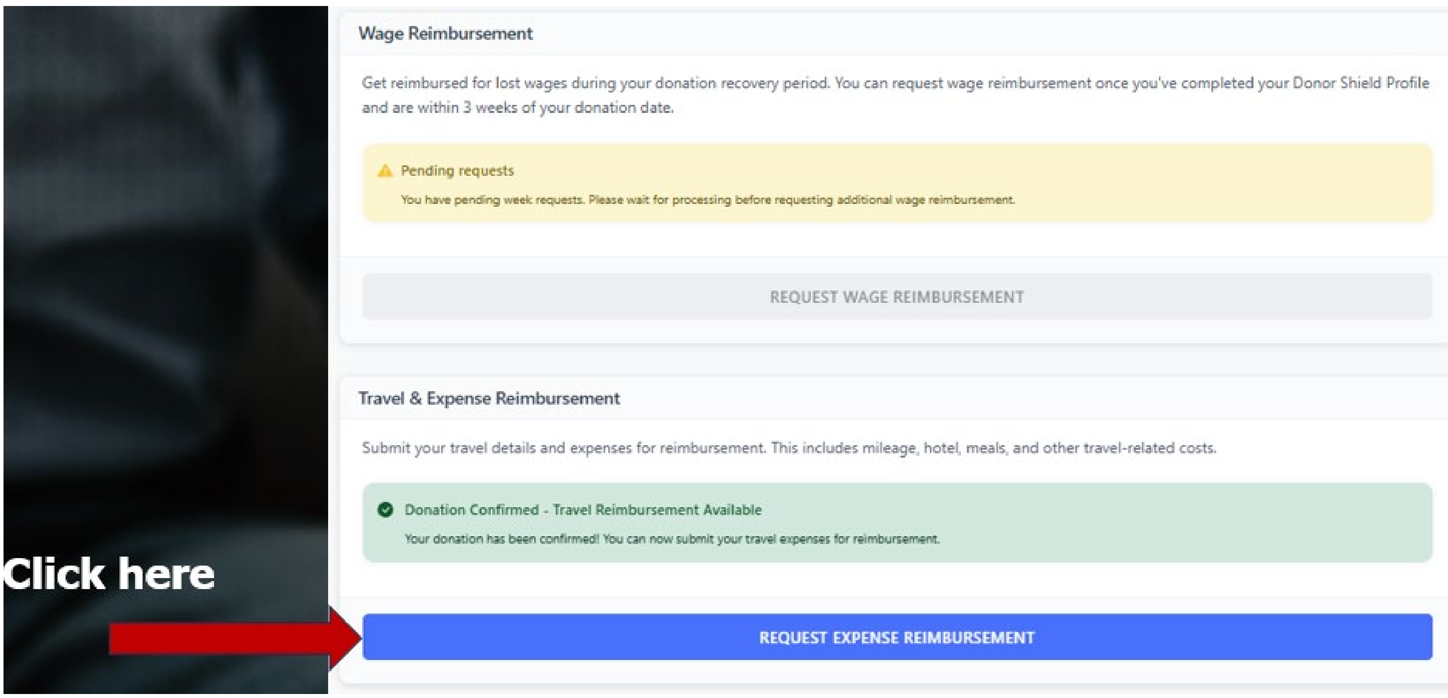
Donor Shield Expense Reimbursement Guide – Liver

Document Last Revised: 6/18/2026

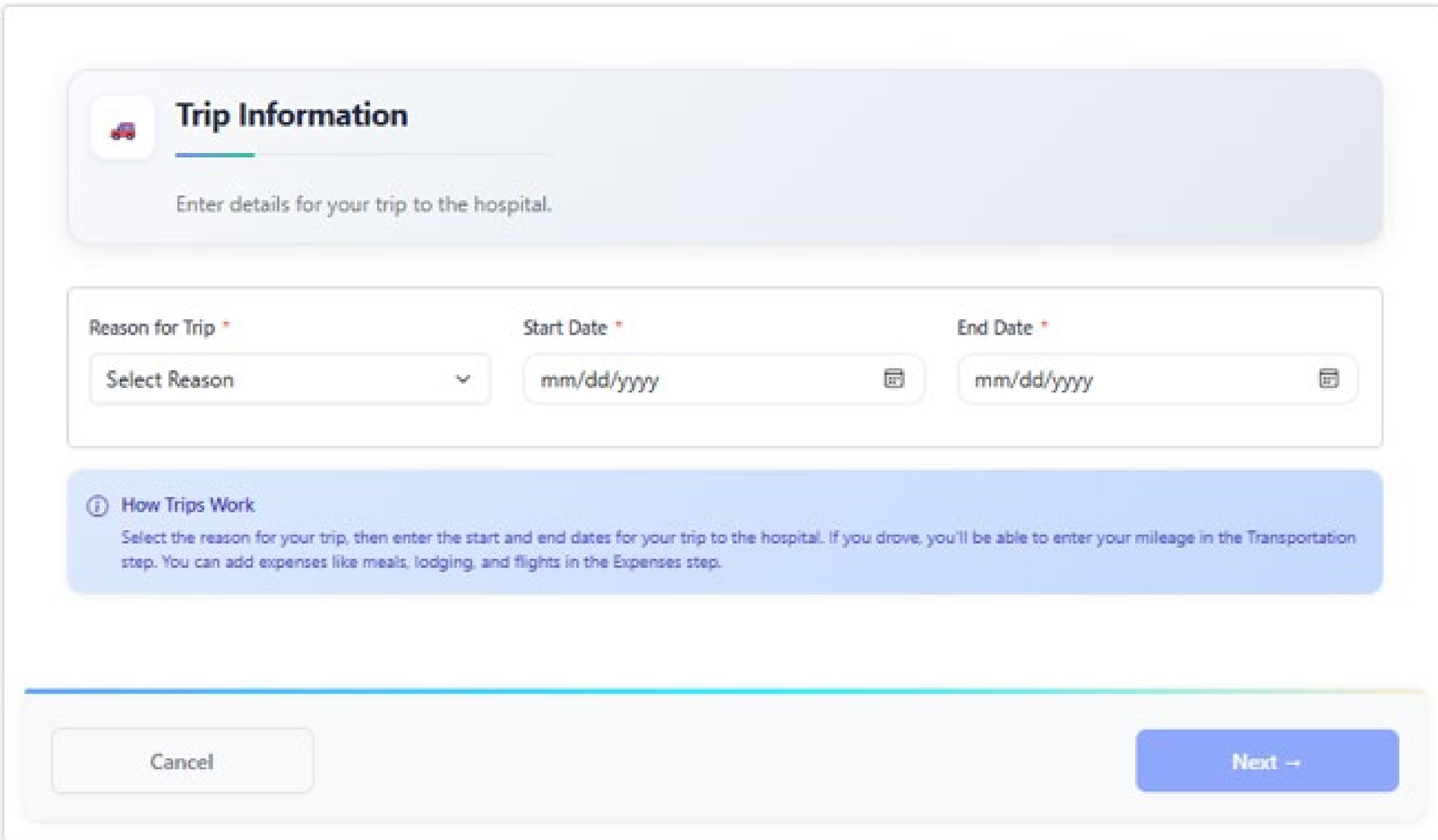
How to Request Expense Reimbursement

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.

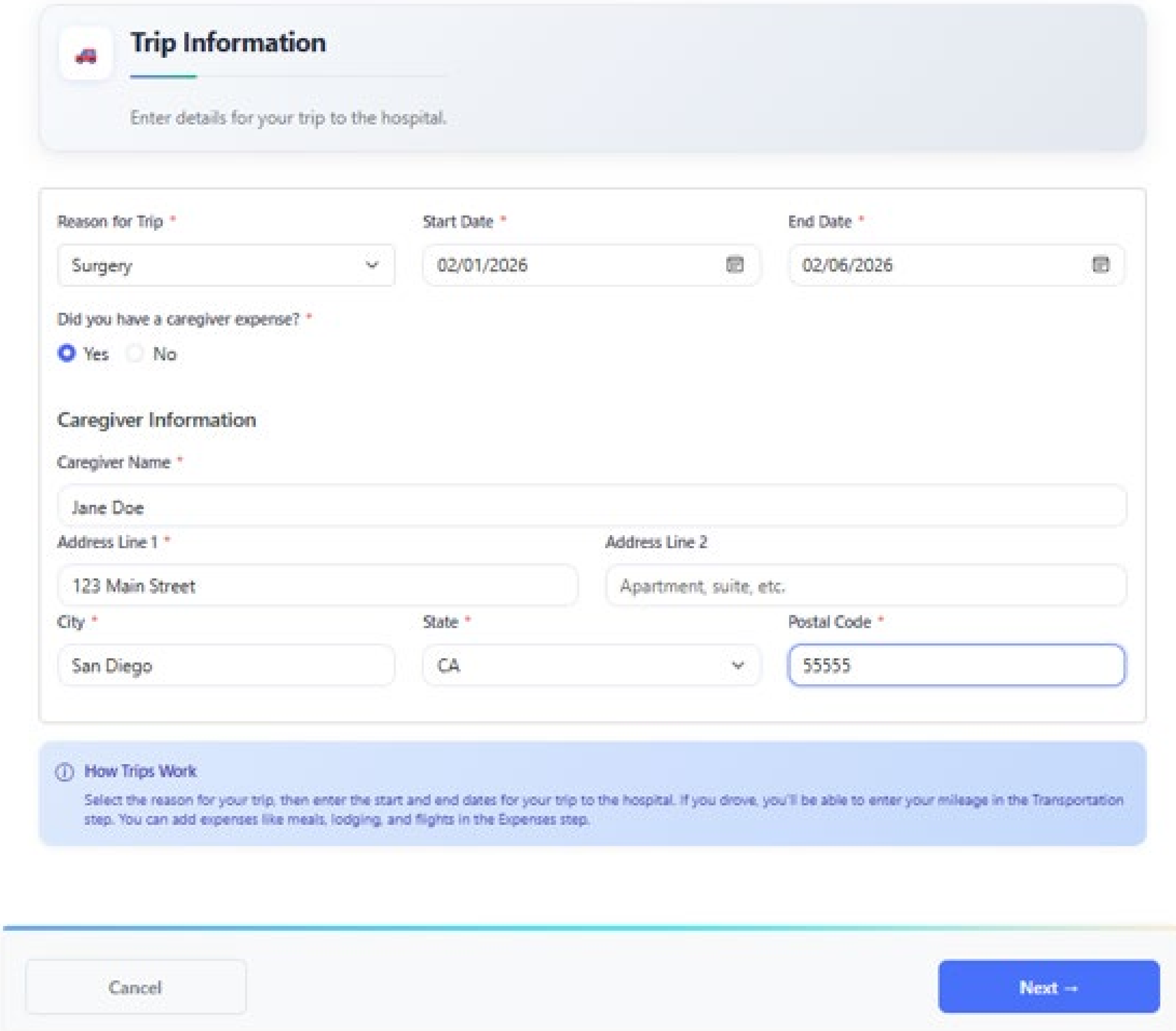
1) **Upload Travel Details & Expenses:**
    a. Submit your travel details and expenses for reimbursement including mileage, hotel, meals, and other travel-related costs.
    b. Once uploaded, click “Request Expense Reimbursement.”



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.



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 *
Surgery

Start Date *
02/01/2026

End Date *
02/06/2026

Did you have a caregiver expense? *
Yes No

Caregiver Information

Caregiver Name *
Jane Doe

Address Line 1 *
123 Main Street

Address Line 2
Apartment, suite, etc.

City *
San Diego

State *
CA

Postal Code *
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.

Cancel

Next →

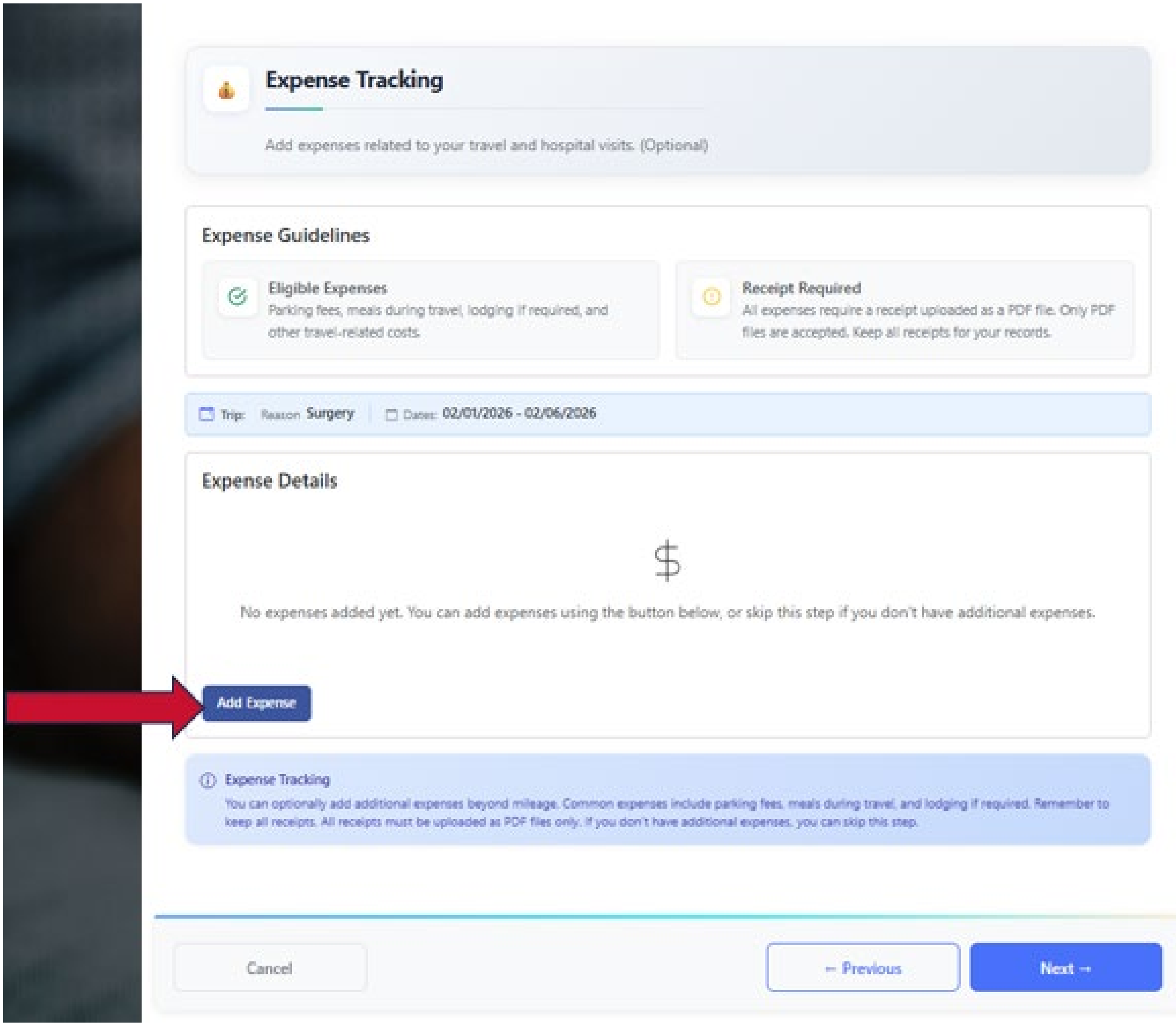
3) **Expense Tracking:**

a. Eligible expenses include parking fees, meals during travel, lodging if required, and other travel-related costs.

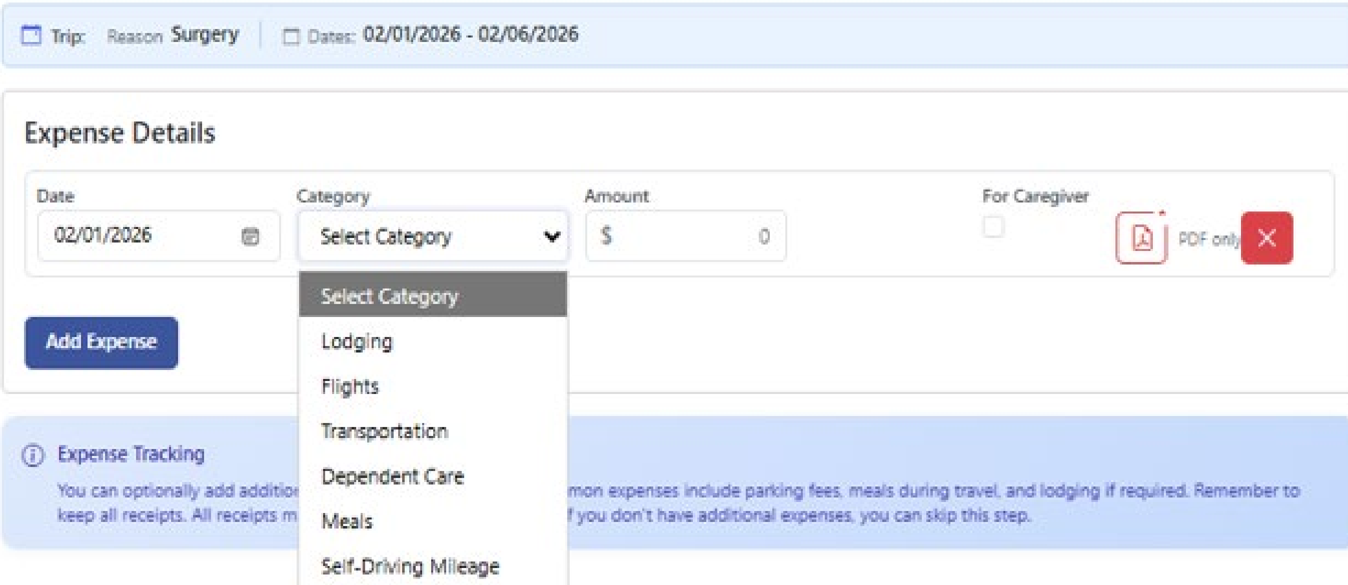
b. All expenses require a receipt uploaded as a PDF file. Only PDF files are accepted. Keep all receipts for your records.

c. Click on "Add Expense" to upload.

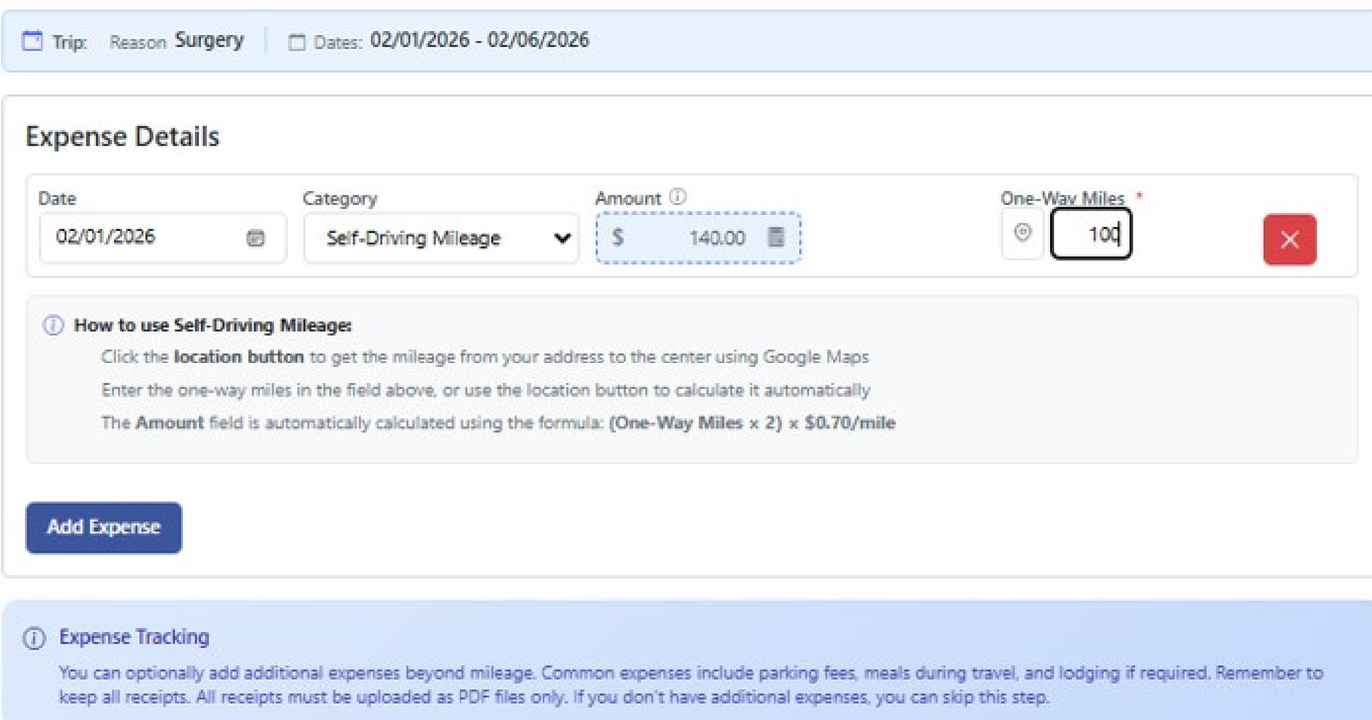
d. It is very important that the receipts uploaded match the trip dates.



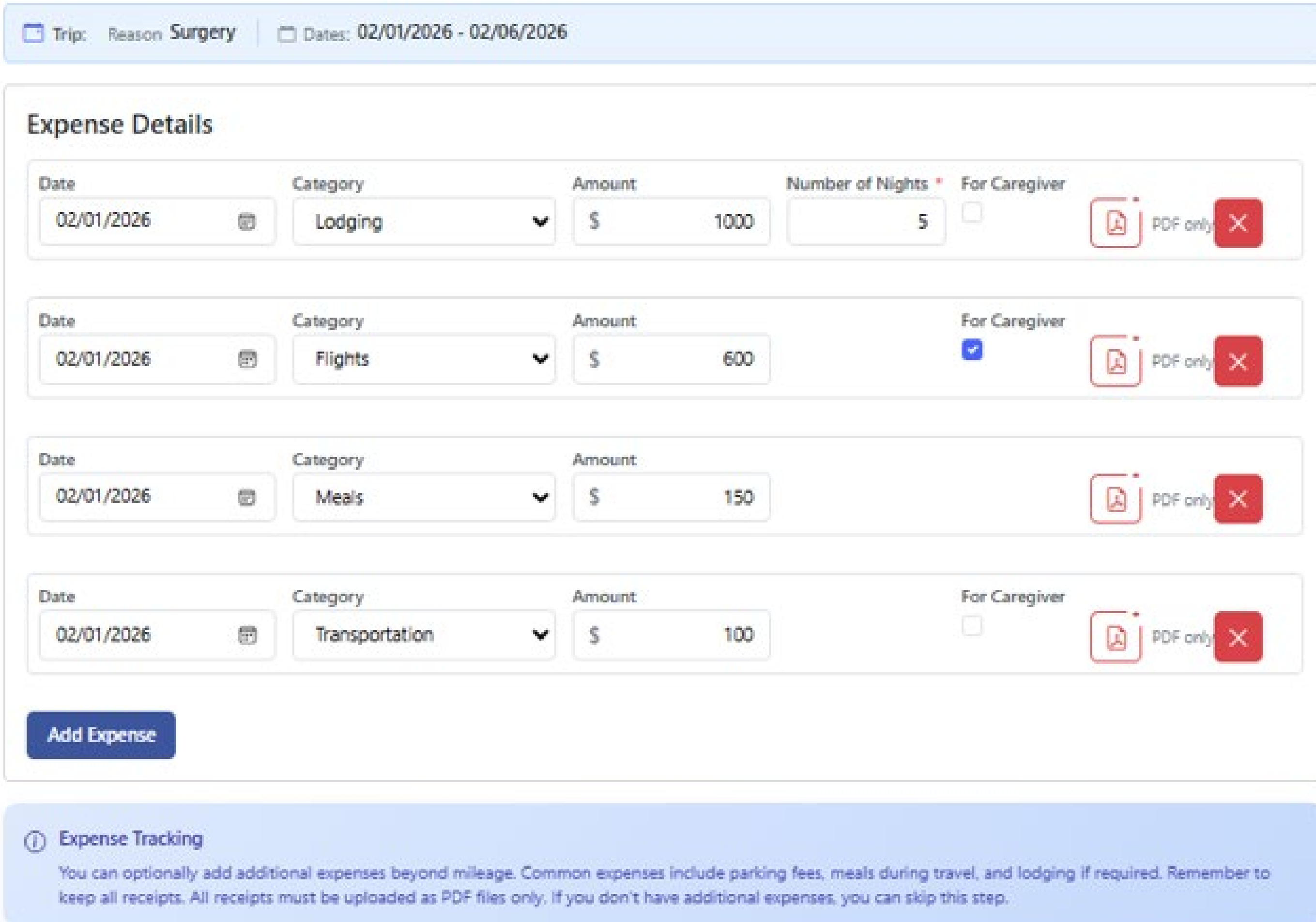
e. Select the appropriate expense category.



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.



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



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.