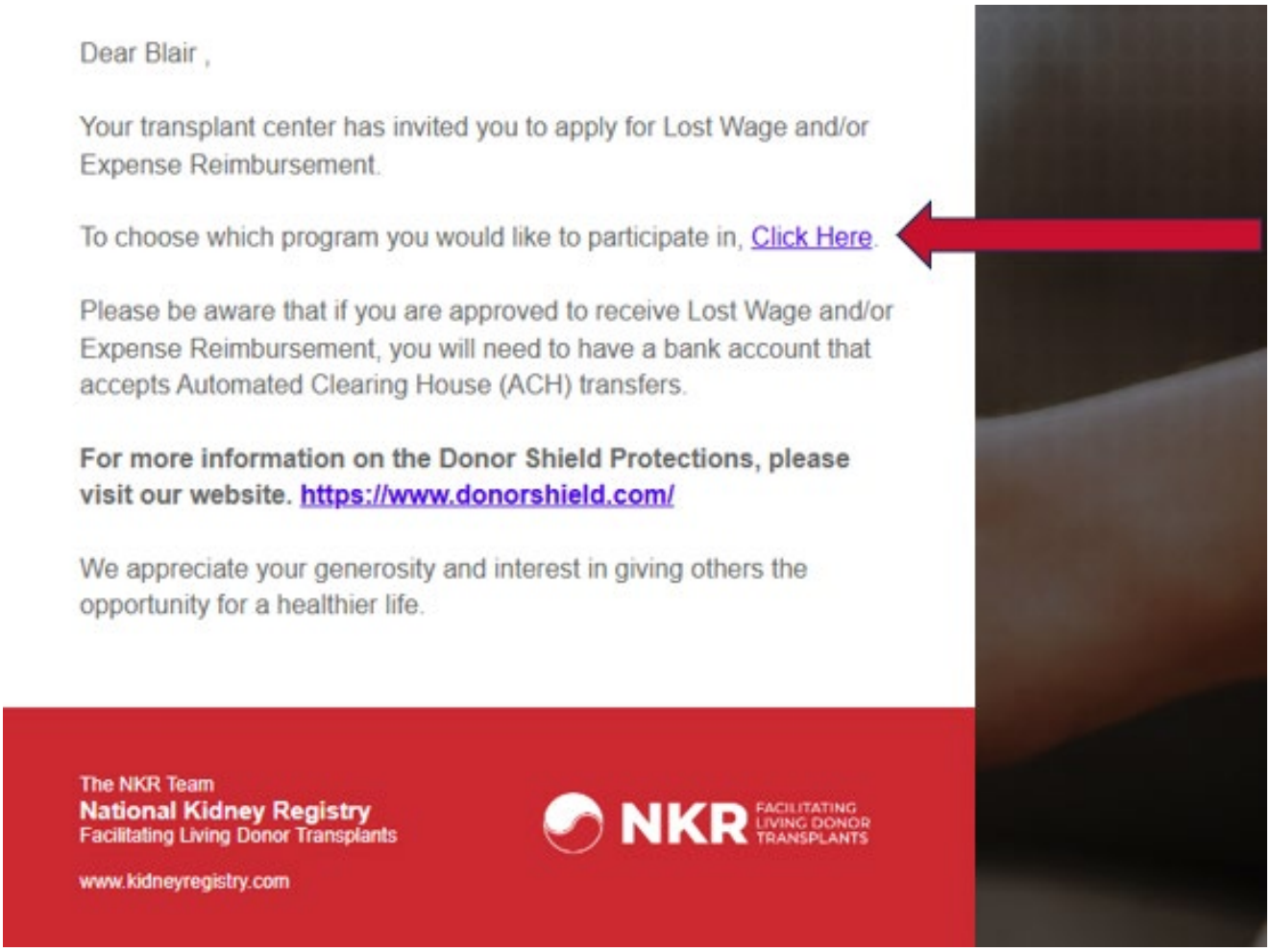
Donor Shield Guide for Donors – Liver

Document Last Revised: 6/18/2026

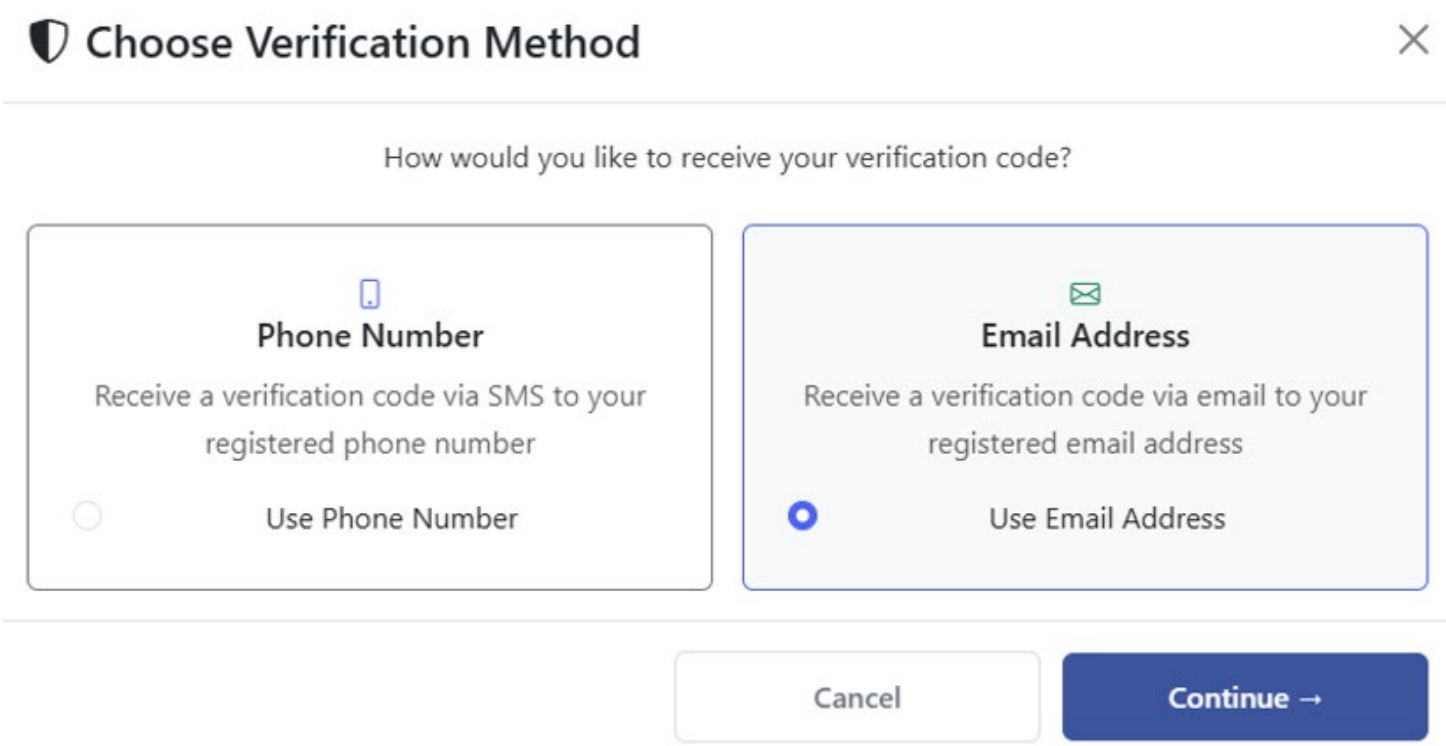
Creating a Profile

1) **Center Contact by Email:**
    a. The Donor Shield process is initiated through your center by email.

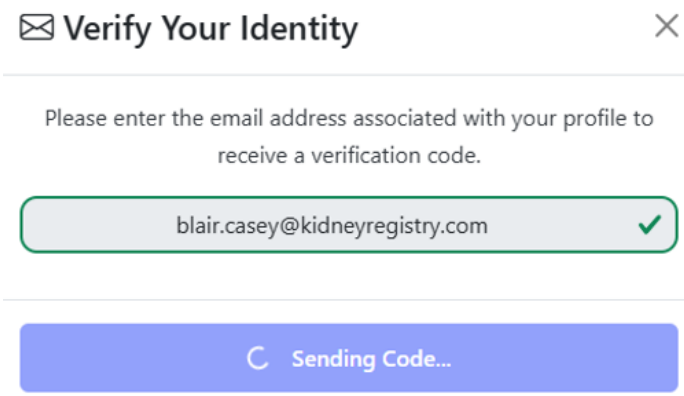


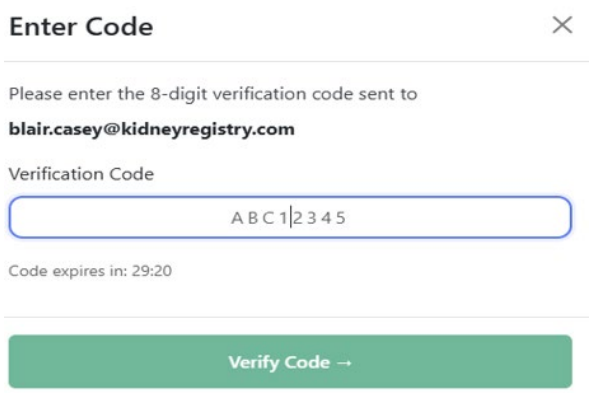
2) **Verification Process:**

a. Choose how you want to verify your account.

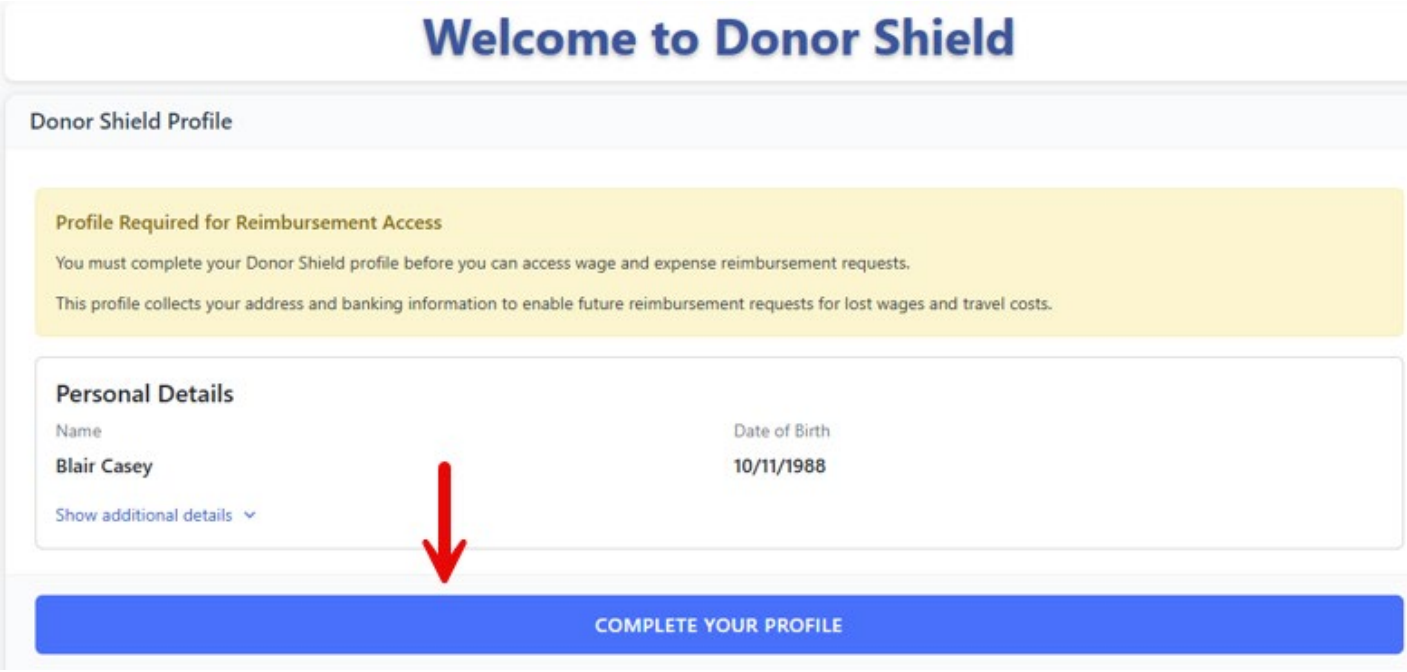


b. This is verification through email. You will receive an automated email with a code.

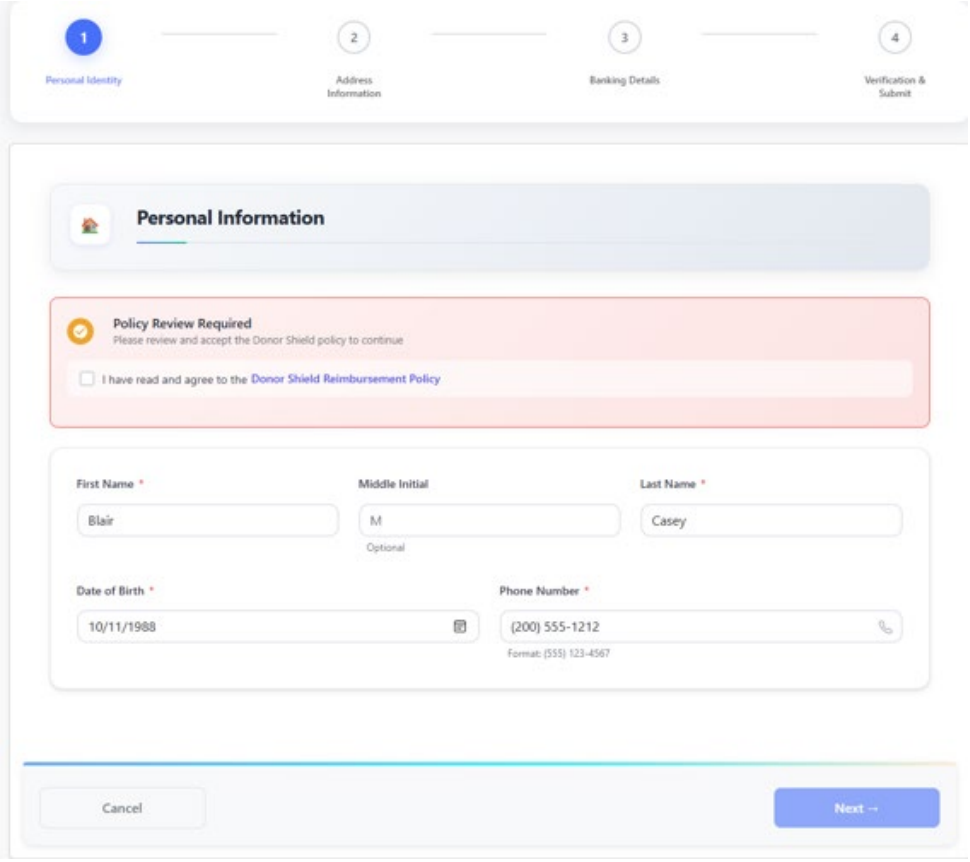




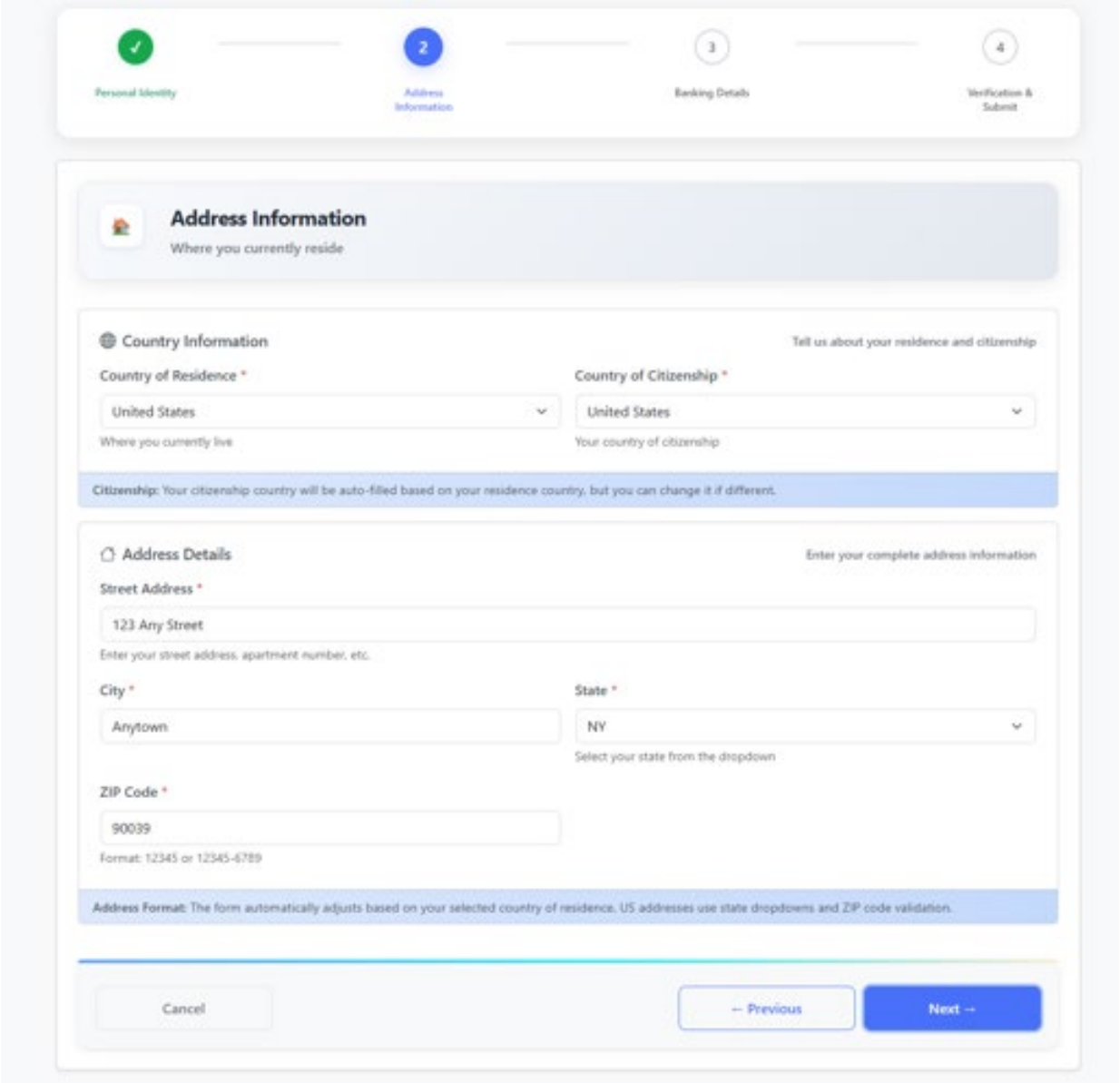
3) **Completing Your Profile:**
    a. Once verified, you will be logged into your Donor Shield profile.
    b. Click “Complete Your Profile” to continue.



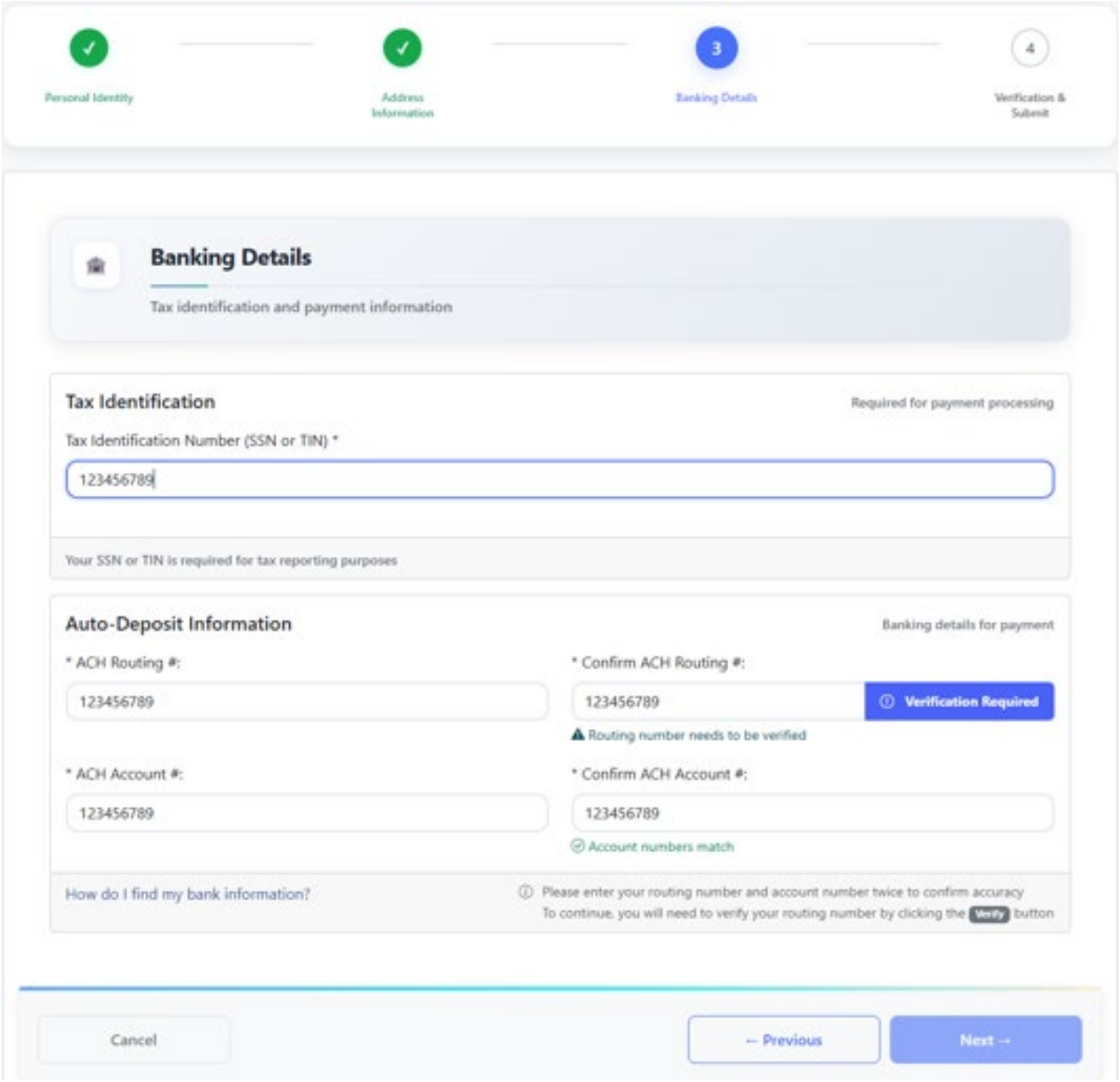
    c. Enter your basic information and read and agree to the Donor Shield Reimbursement Policy.
    d. Save a copy of the policy: this will help guide you during the process.



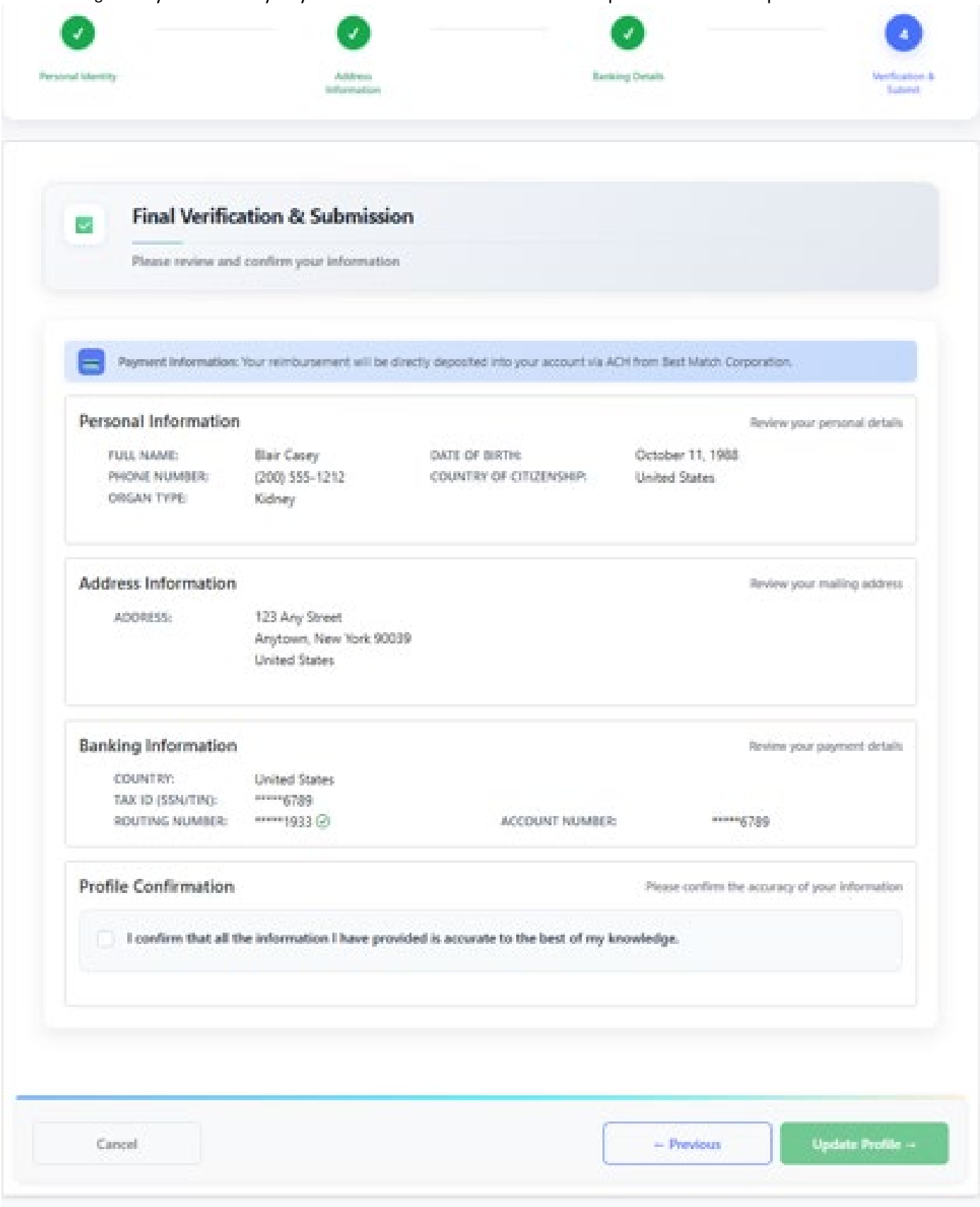
e. Enter your country information and address.



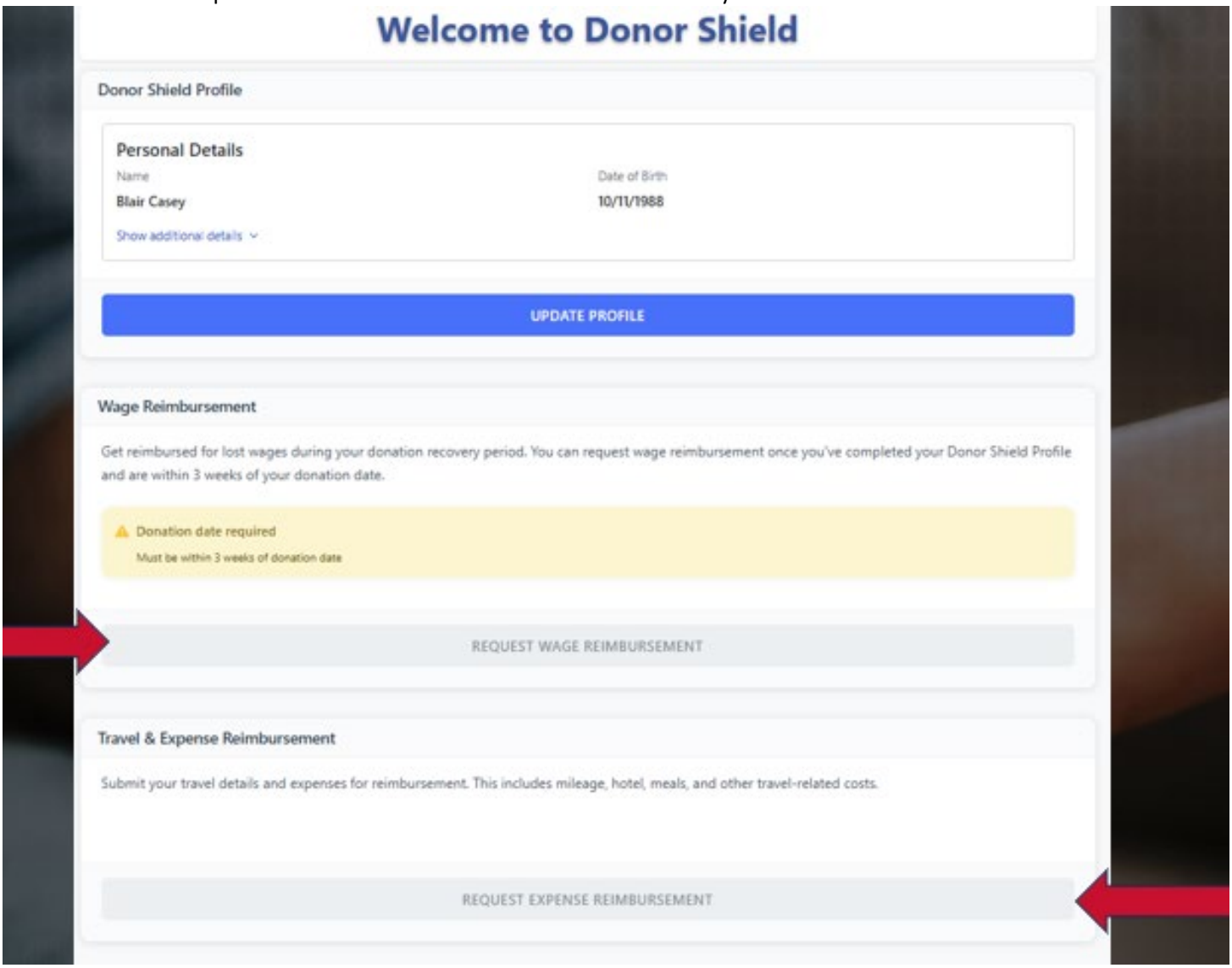
f. Provide your Social Security Number or Taxpayer Identification Number, along with your bank information. *Please double-check the accuracy of this information. If it is entered incorrectly, your reimbursement will be denied.



g. Verify the accuracy of your information and confirm. Click Update Profile. Your profile is now created.



4) **Donor Shield Home Page:**
    a. This is your home page. Note that the wage reimbursement buttons are gray. They will become accessible (blue) within three weeks of your donation date.
    b. Your expense reimbursement will become accessible once your donation is confirmed.



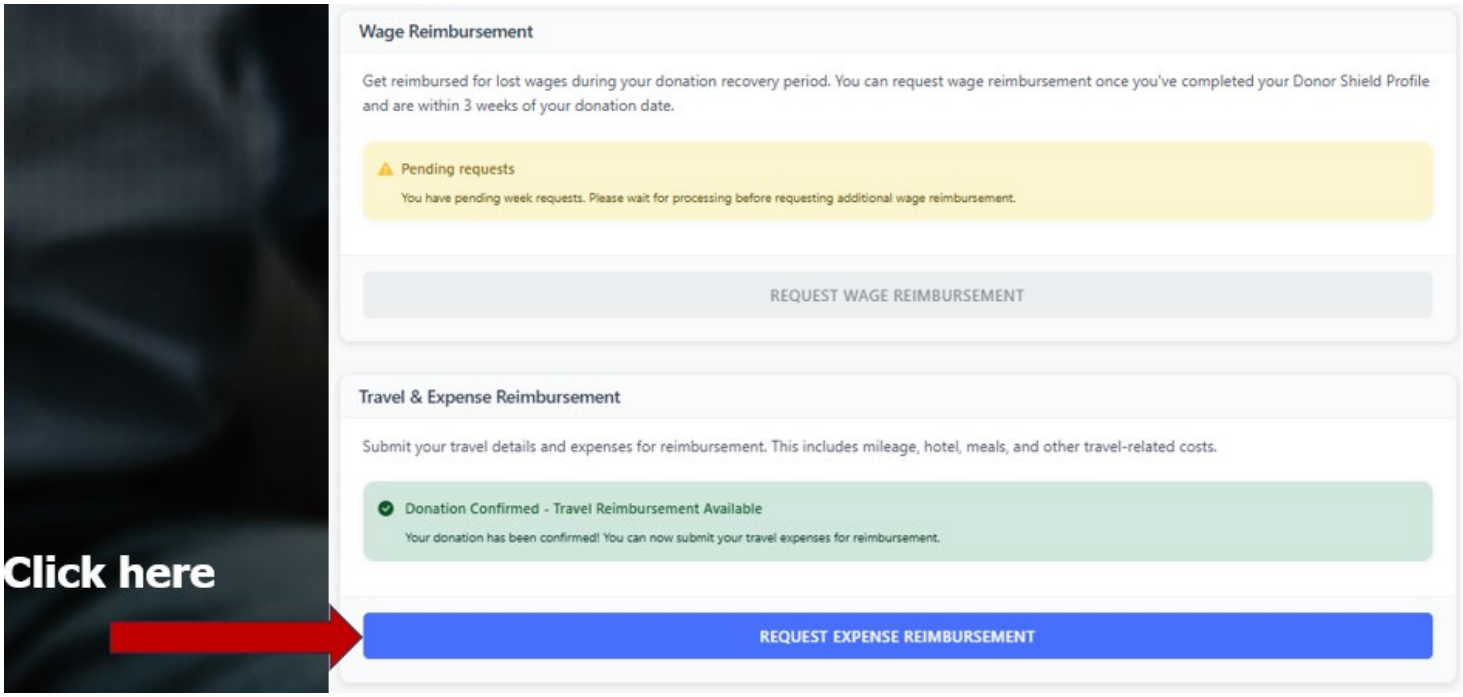
Donor Shield Expense Reimbursement Guide – Liver

Document Last Revised: 6/18/2026

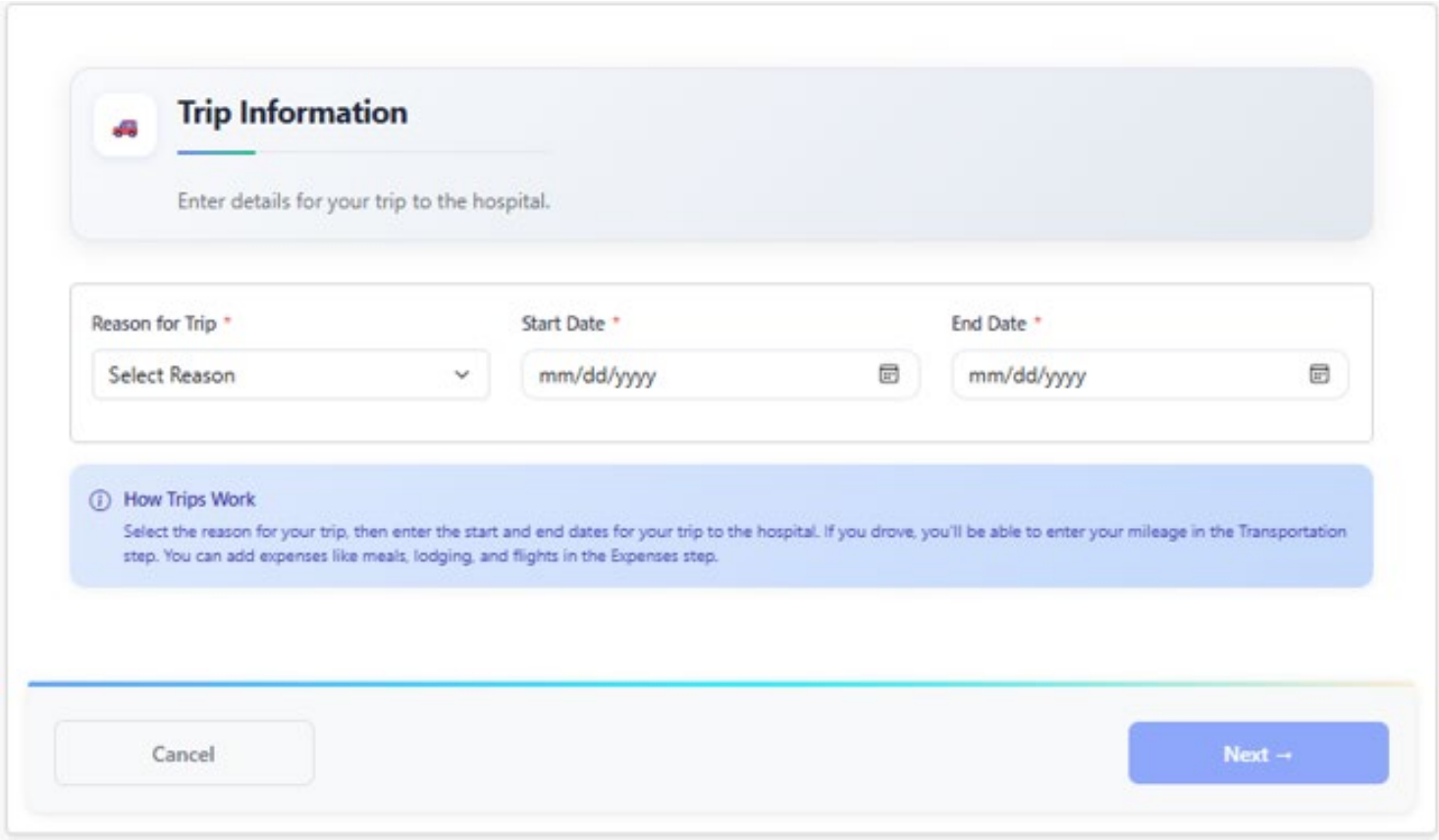
How to Request Expense Reimbursement

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.

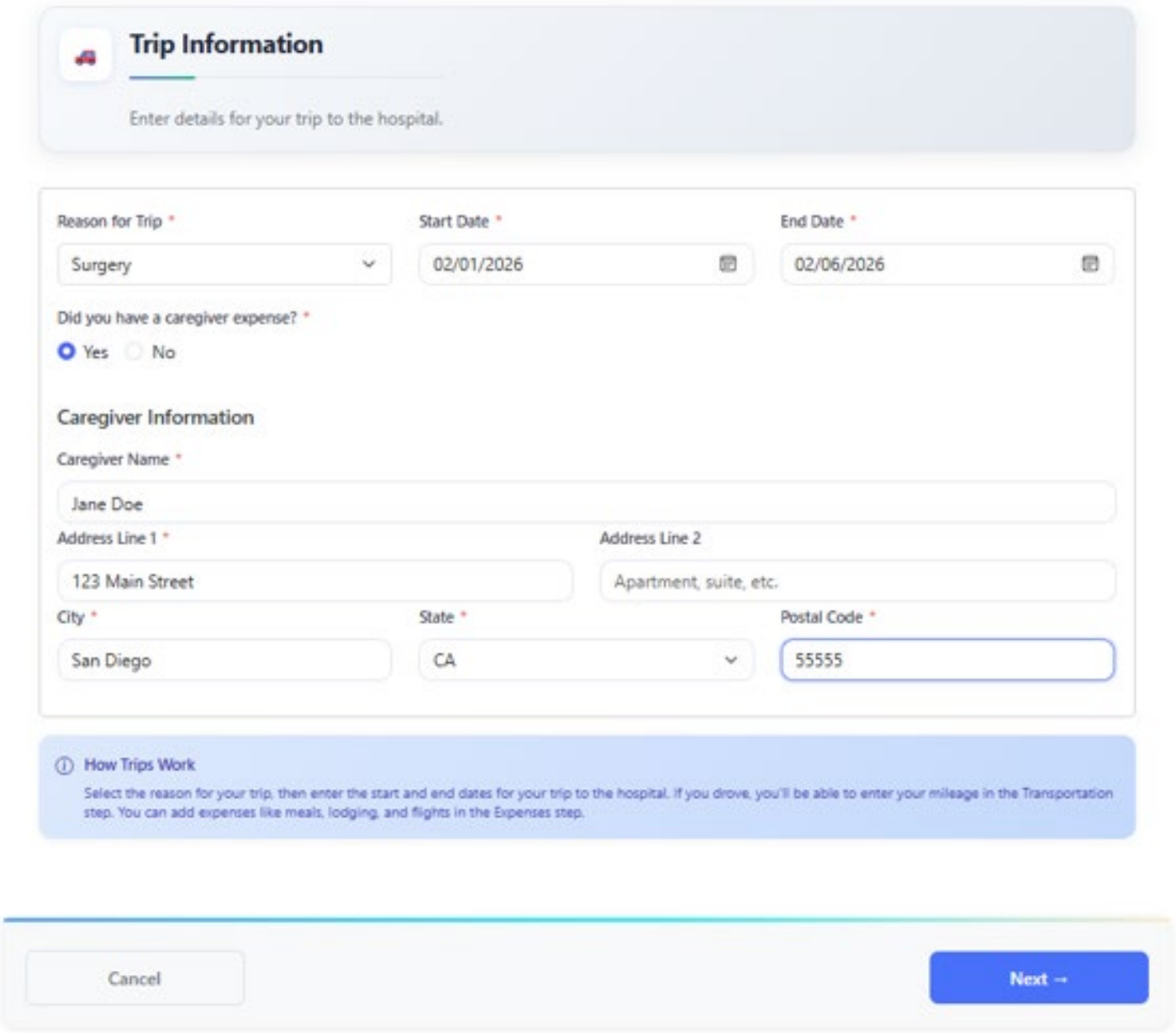
1) **Upload Travel Details & Expenses:**
   a. Submit your travel details and expenses for reimbursement including mileage, hotel, meals, and other travel-related costs.
   b. Once uploaded, click "Request Expense Reimbursement."



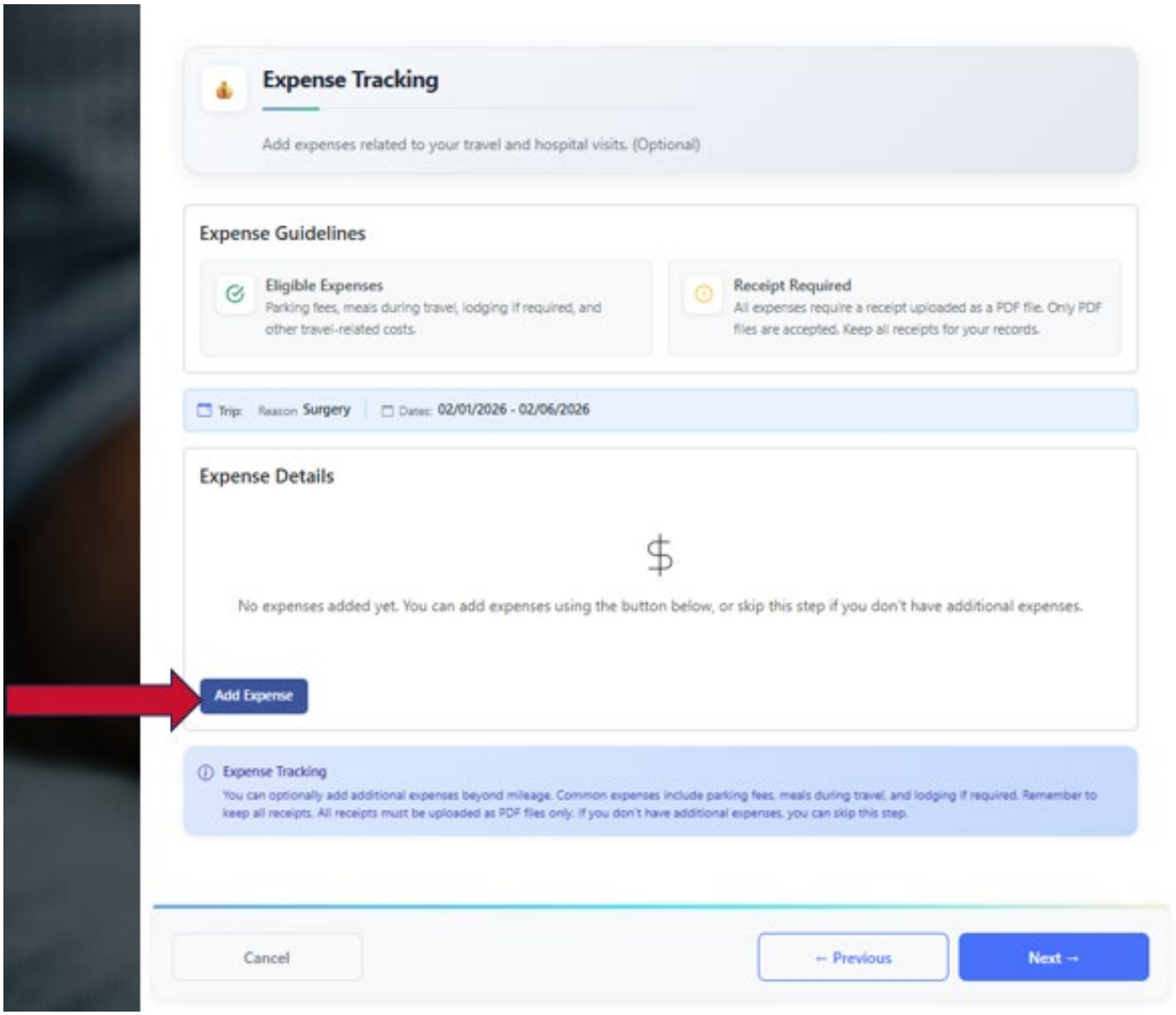
2) **Trip Information:**
   a. Donation requires multiple trips for test, surgery, pre-op, surgery, labs, and post-op. Select the appropriate reason.
   b. Enter as many trips as necessary by selecting the reason for your trip and selecting the start and end dates for your trip.
   c. If you drove, you'll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



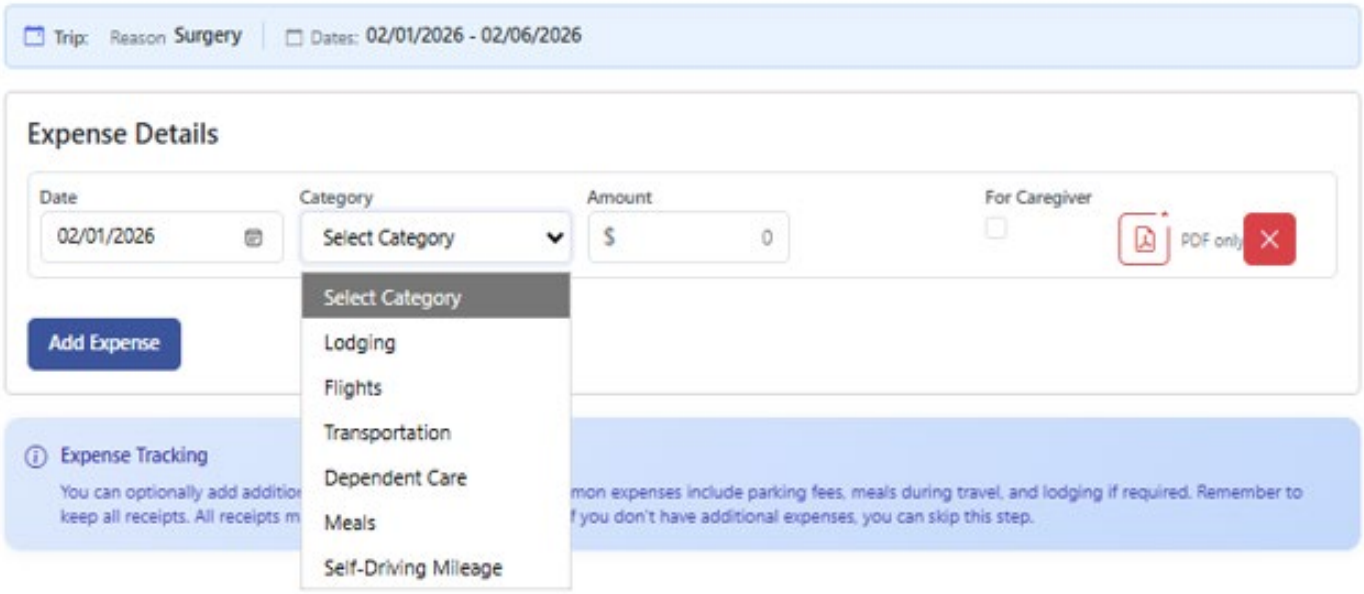
d. For a surgery trip, you will be asked about any caregiver expenses. Please provide their information.



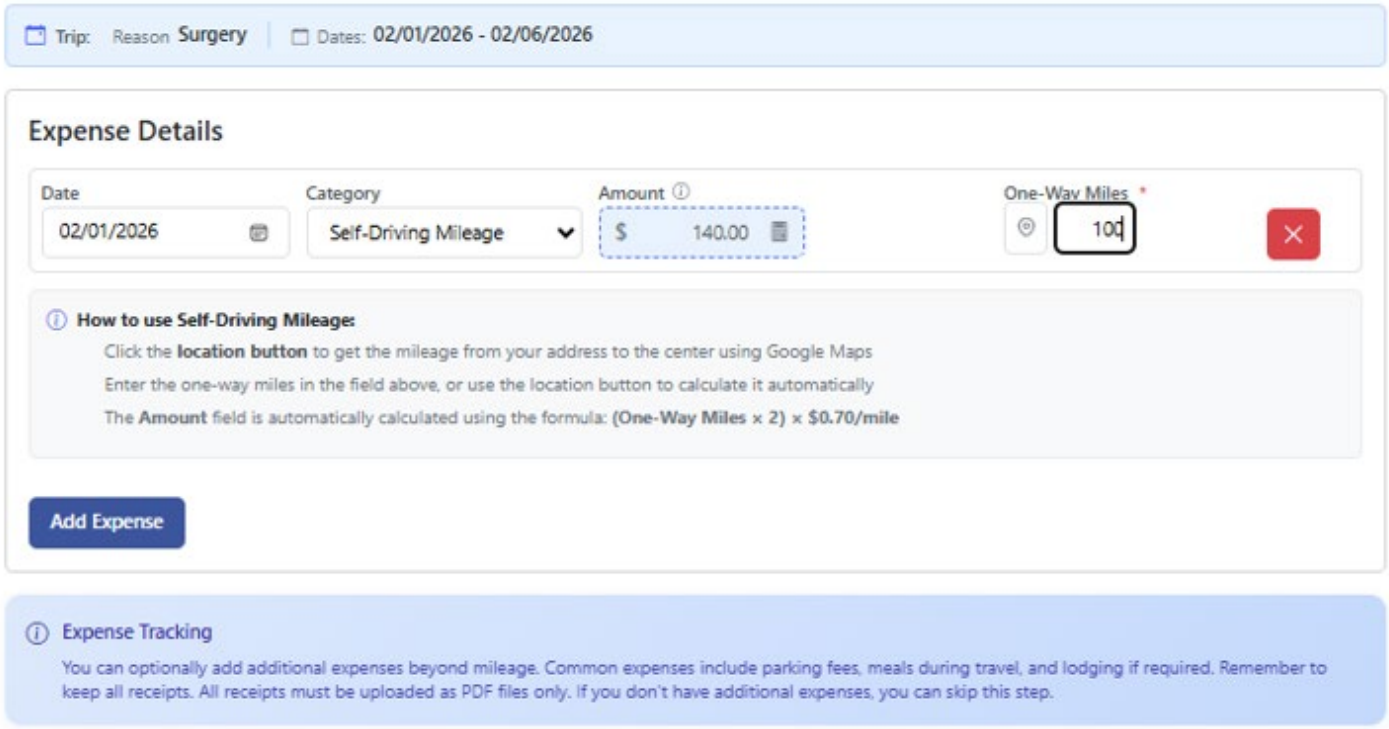
3) **Expense Tracking:**
   a. Eligible expenses include parking fees, meals during travel, lodging if required, and other travel-related costs.
   b. All expenses require a receipt uploaded as a PDF file. Only PDF files are accepted. Keep all receipts for your records.
   c. Click on “Add Expense” to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



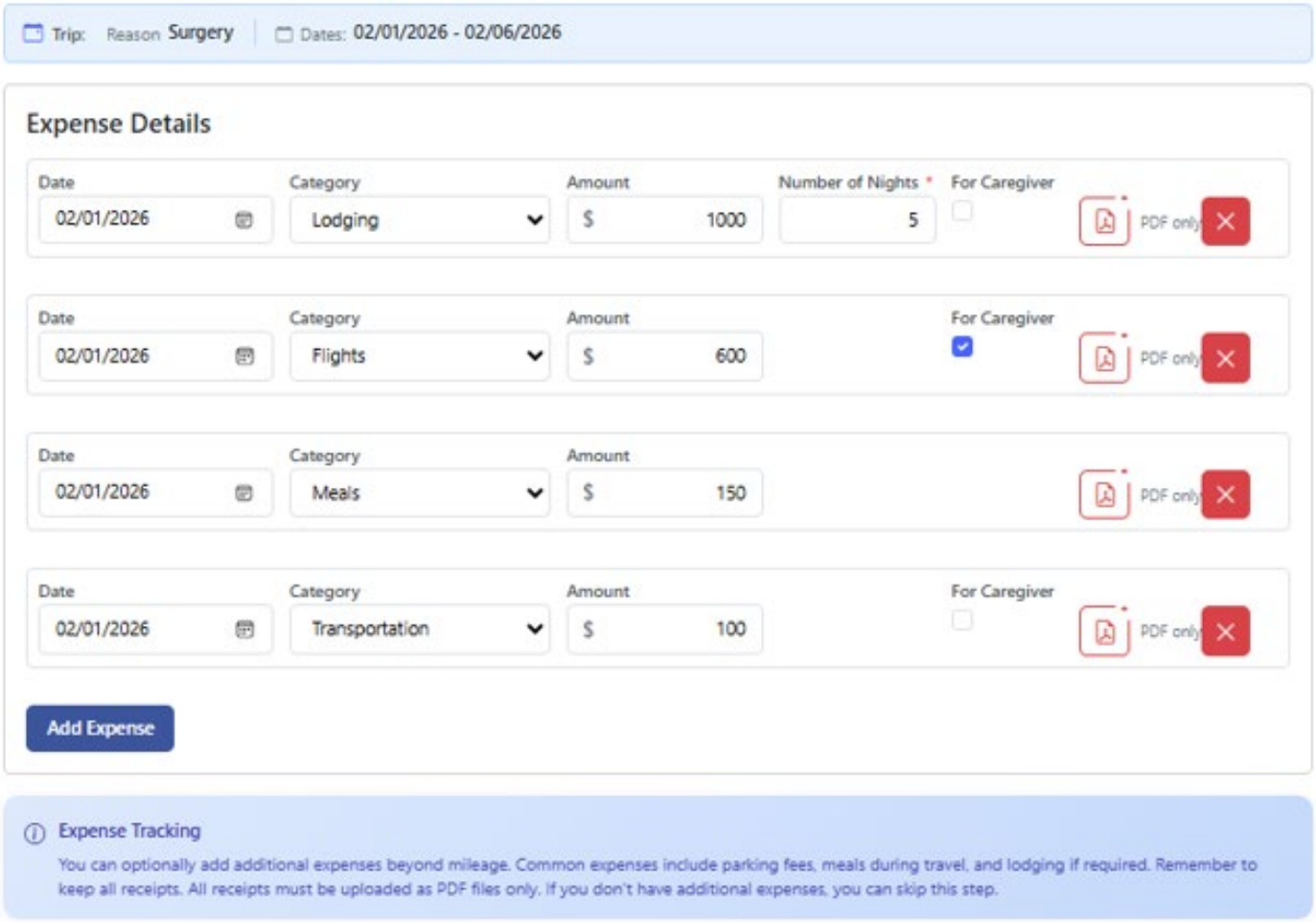
e. Select the appropriate expense category.



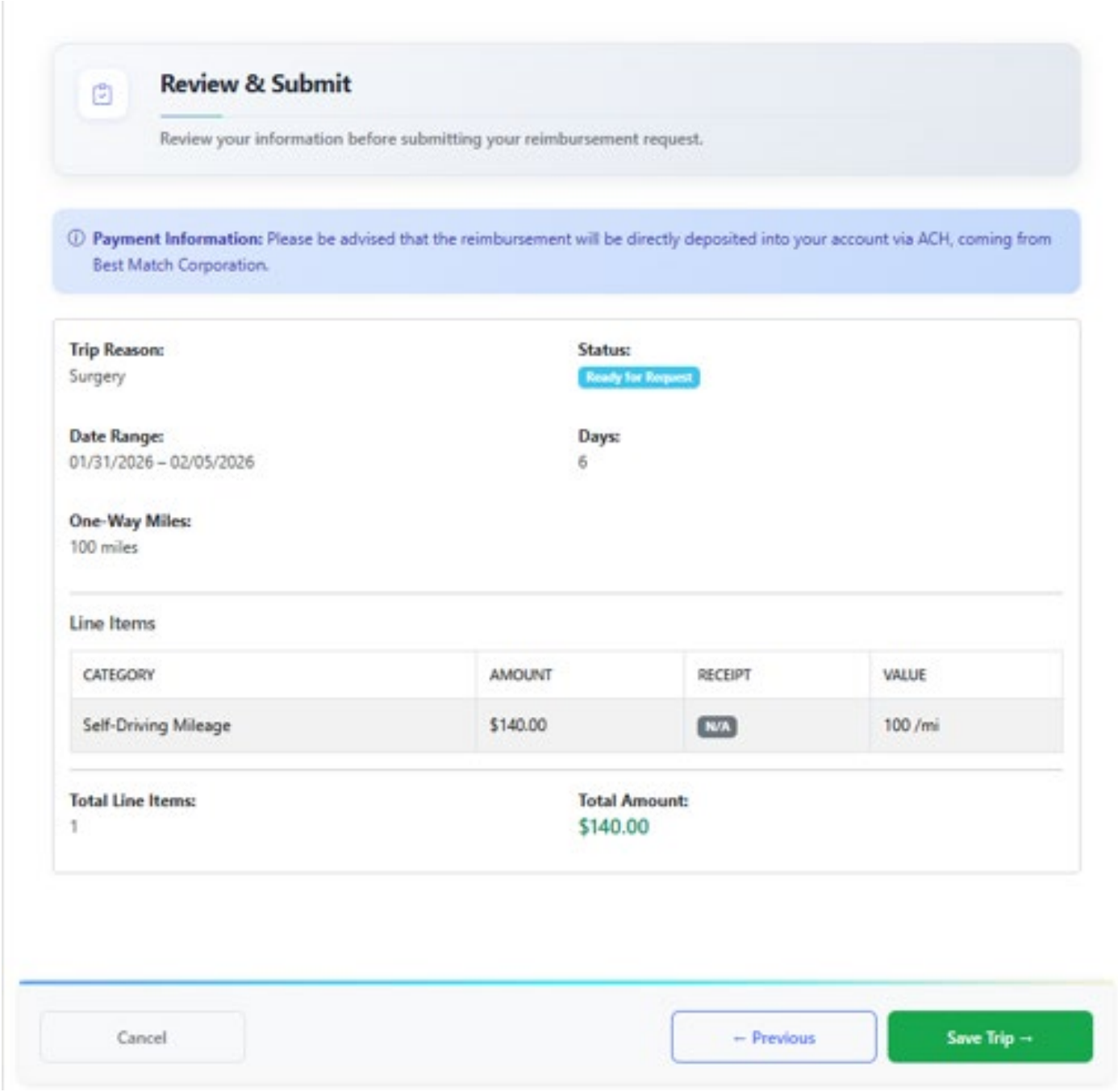
f. For self-driving, input the one-way total or use the location button to automatically calculate the distance based on your address. *Tip: Enter one-way mileage: the system will calculate the total trip distance.



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.

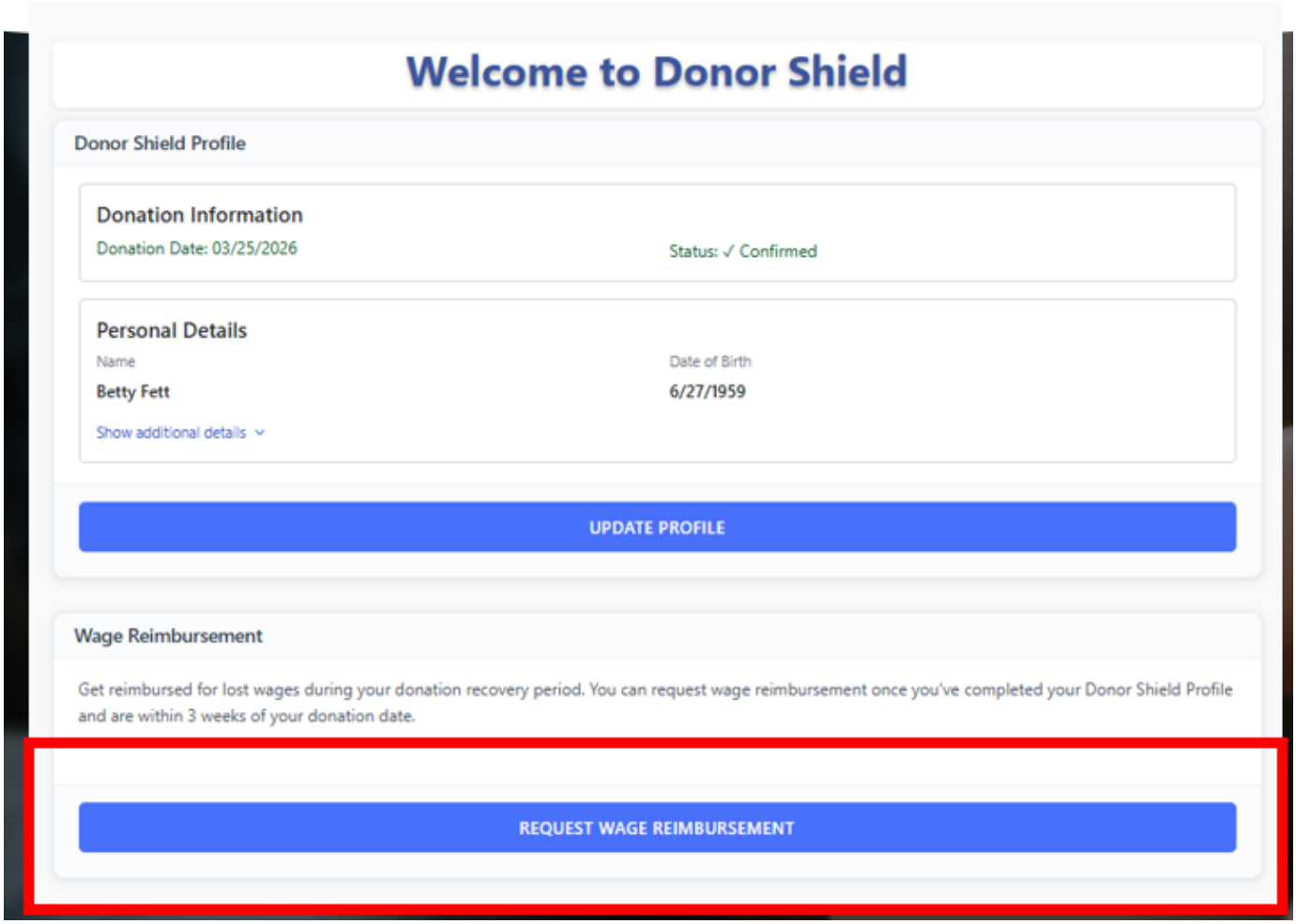


Donor Shield Lost Wage Reimbursement Guide – Liver

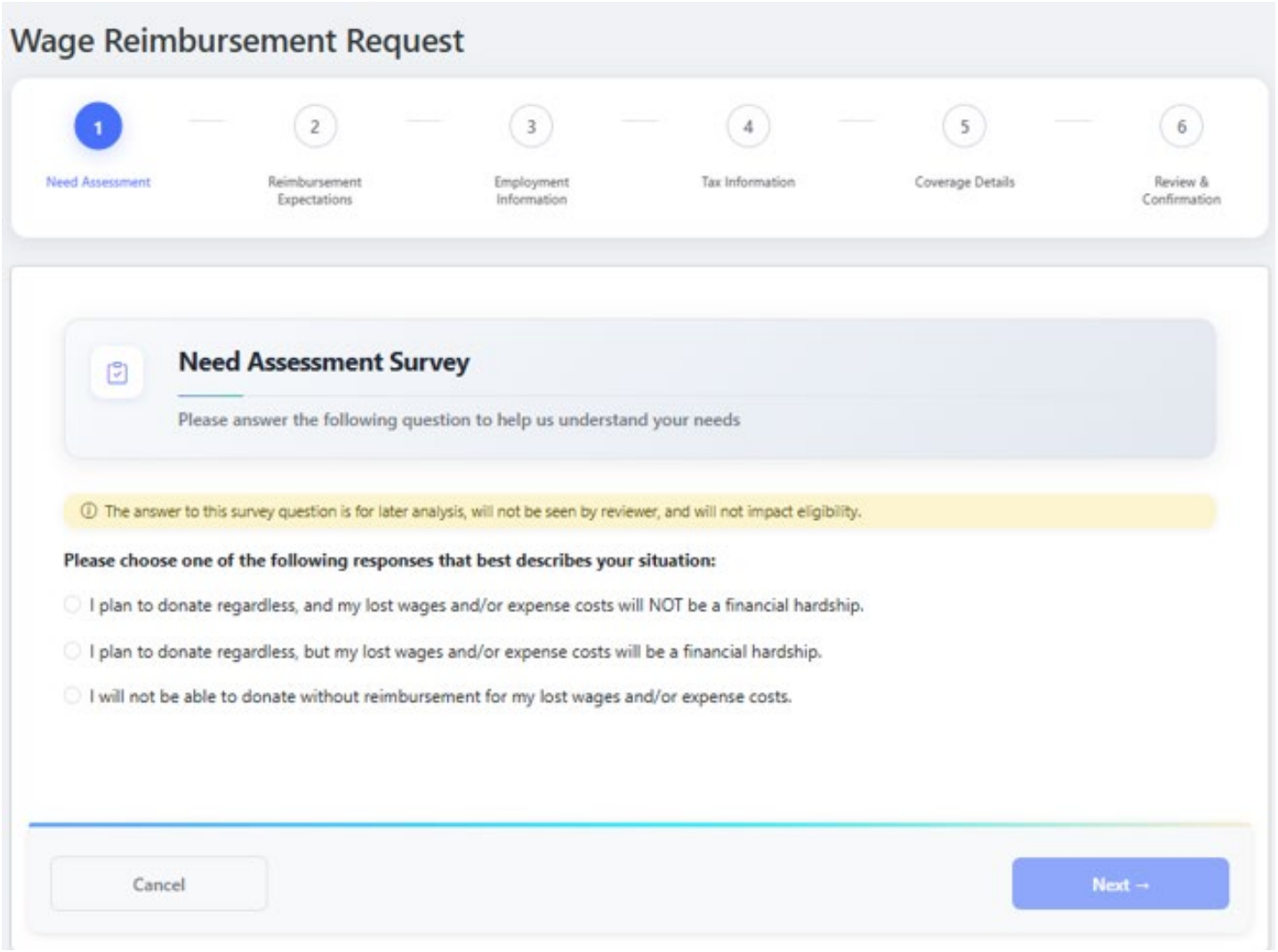
Document Last Revised: 6/18/2026

Requesting Lost Wage Reimbursement

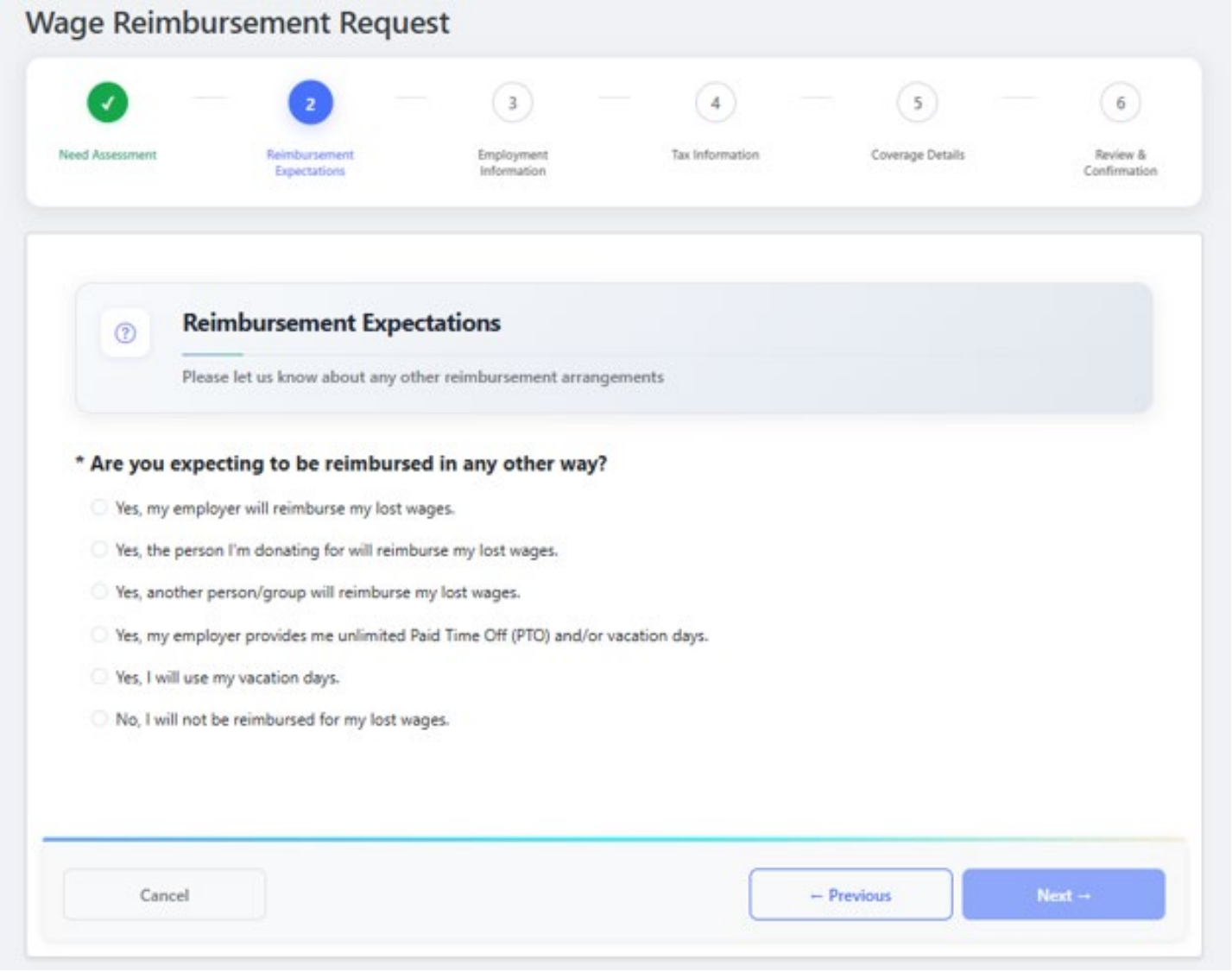
1) **Wage Reimbursement Request:**
   a. Select "Request Wage Reimbursement."



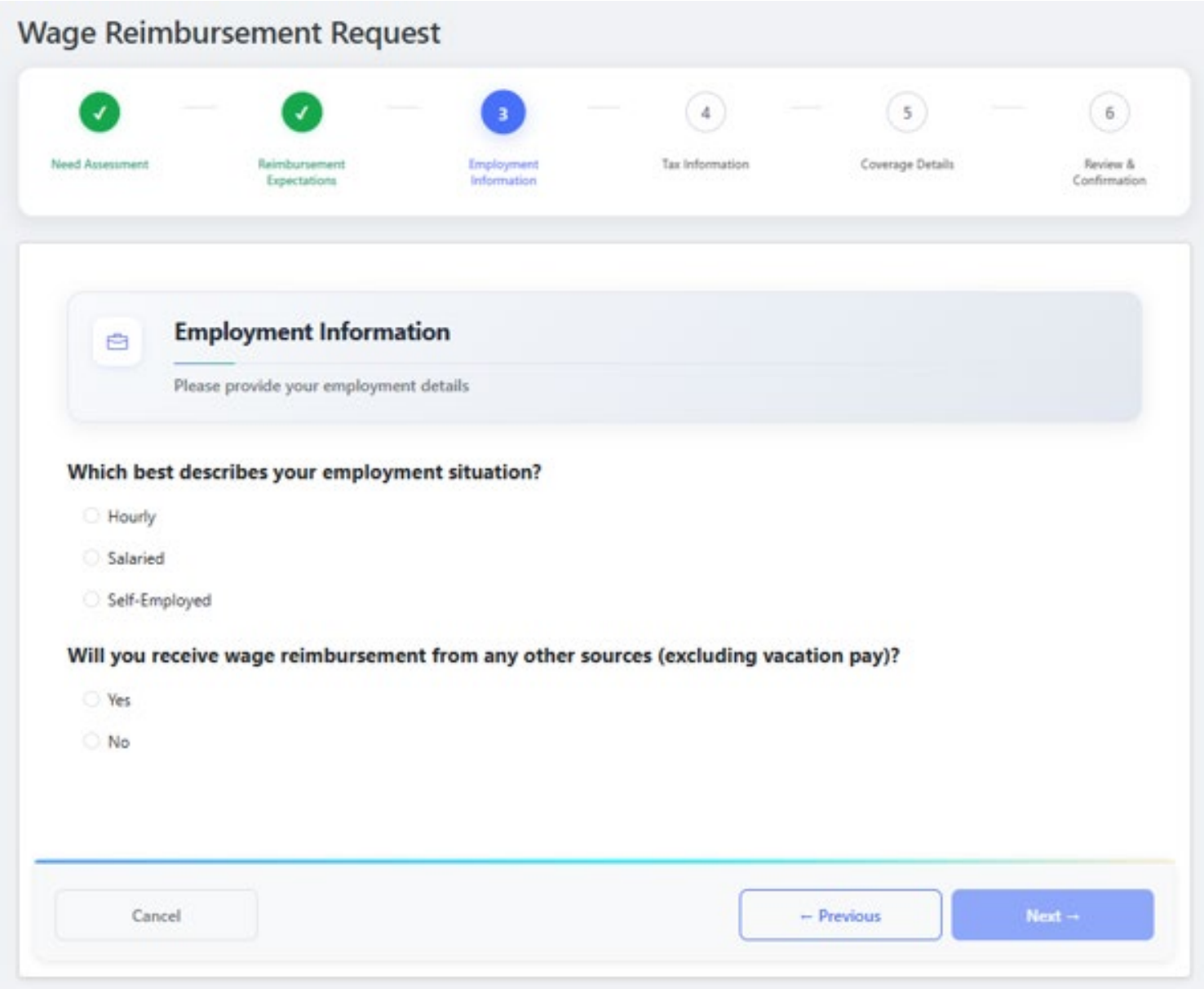
b. Answer survey question #1.



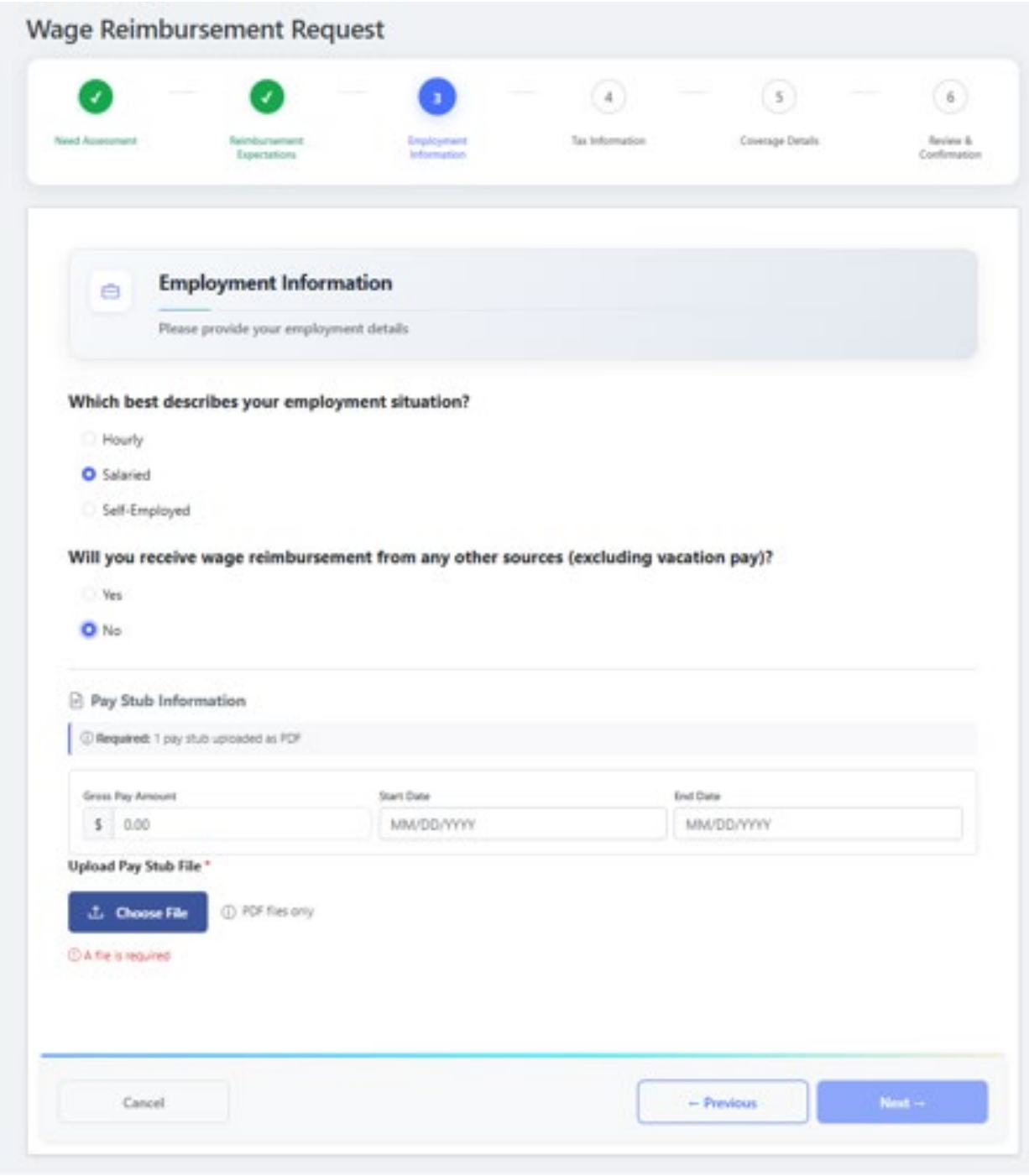
c. Answer survey question #2.



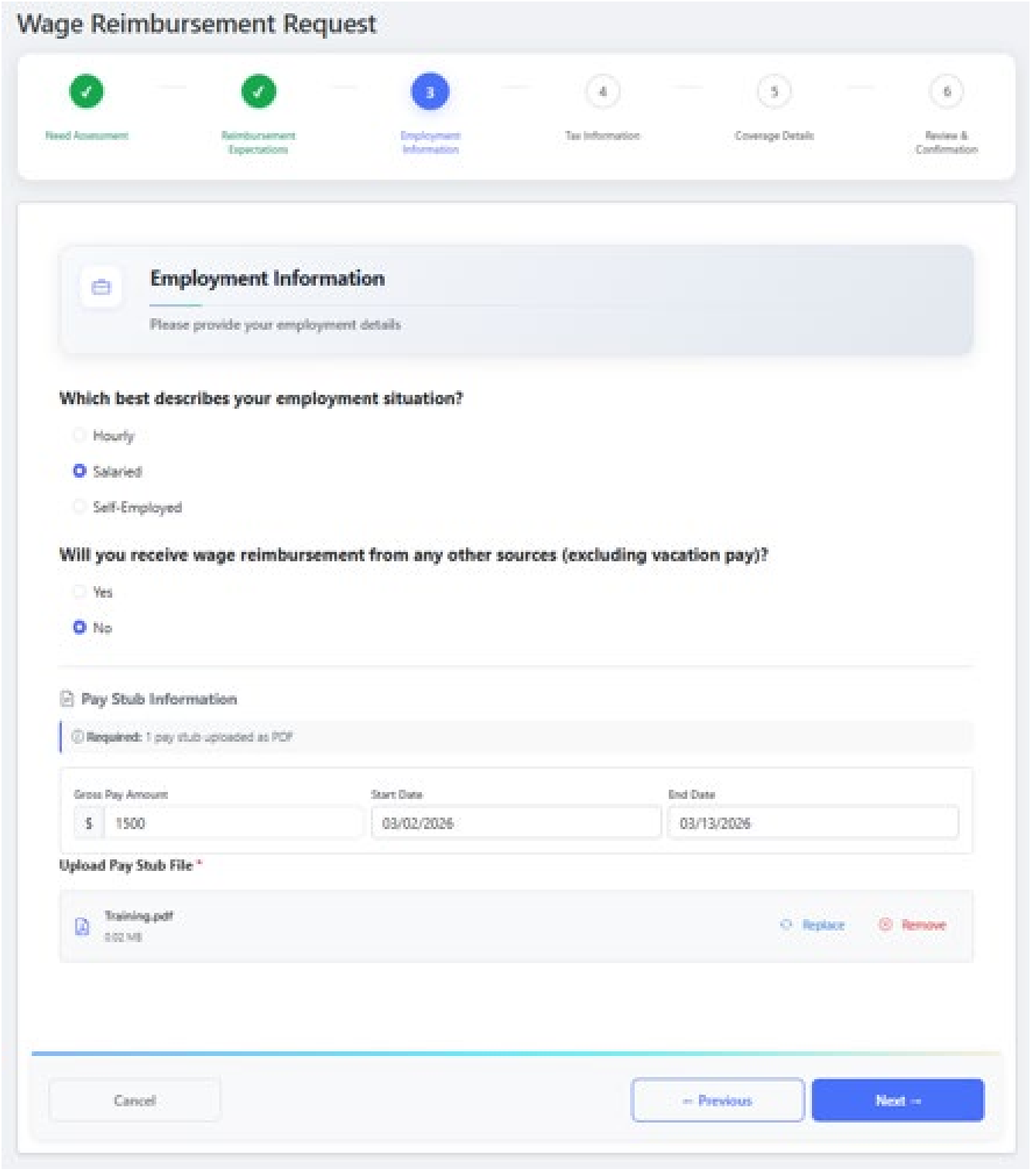
d. Answer survey questions #3 and #4. *Note: If you are receiving other sources of reimbursement, you must enter them later on page 12.



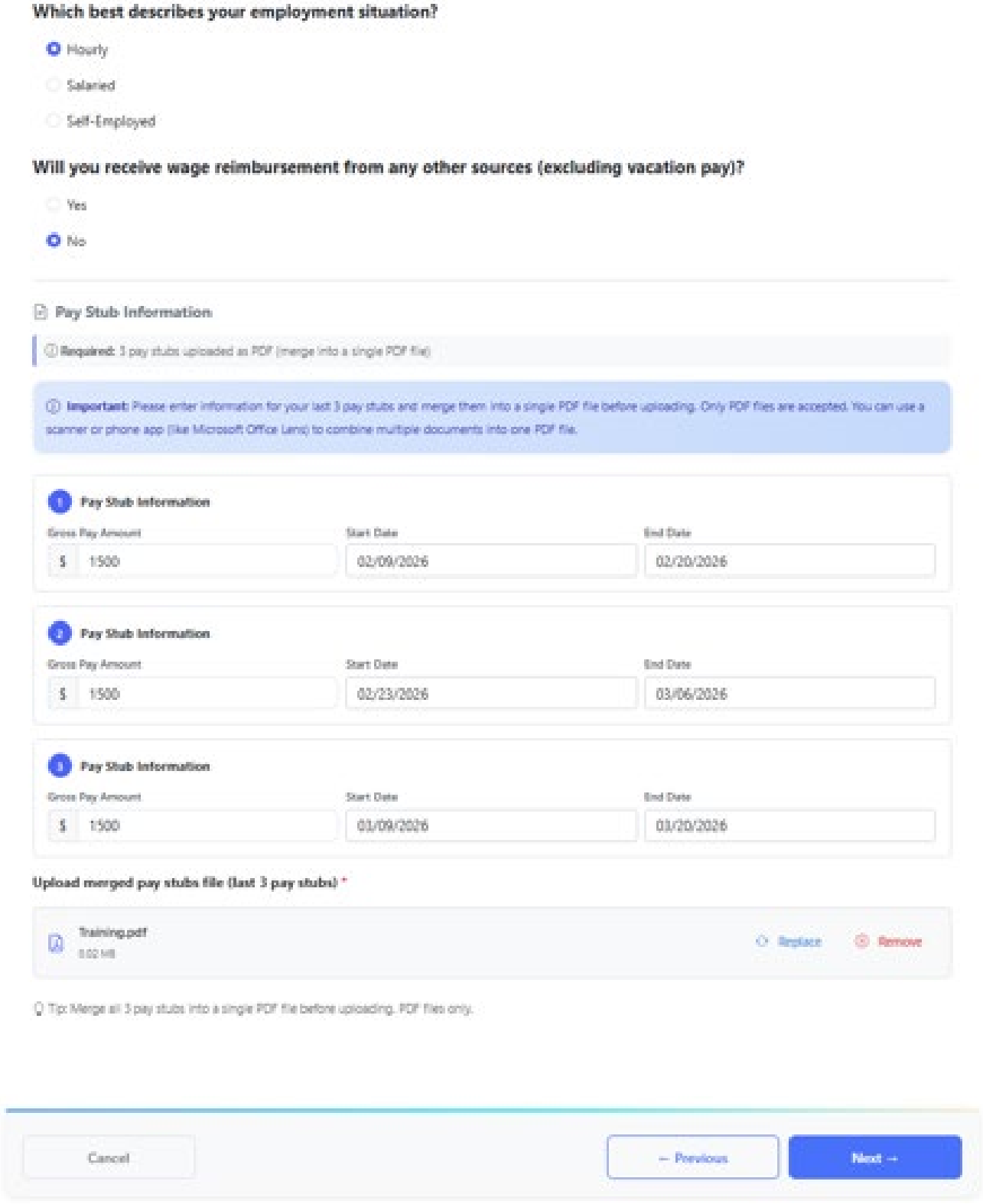
e. After question #4, you will be prompted to enter pay stub information and upload example. *Tip: Date ranges are very important. If you input the wrong dates, it may affect your wage reimbursement.



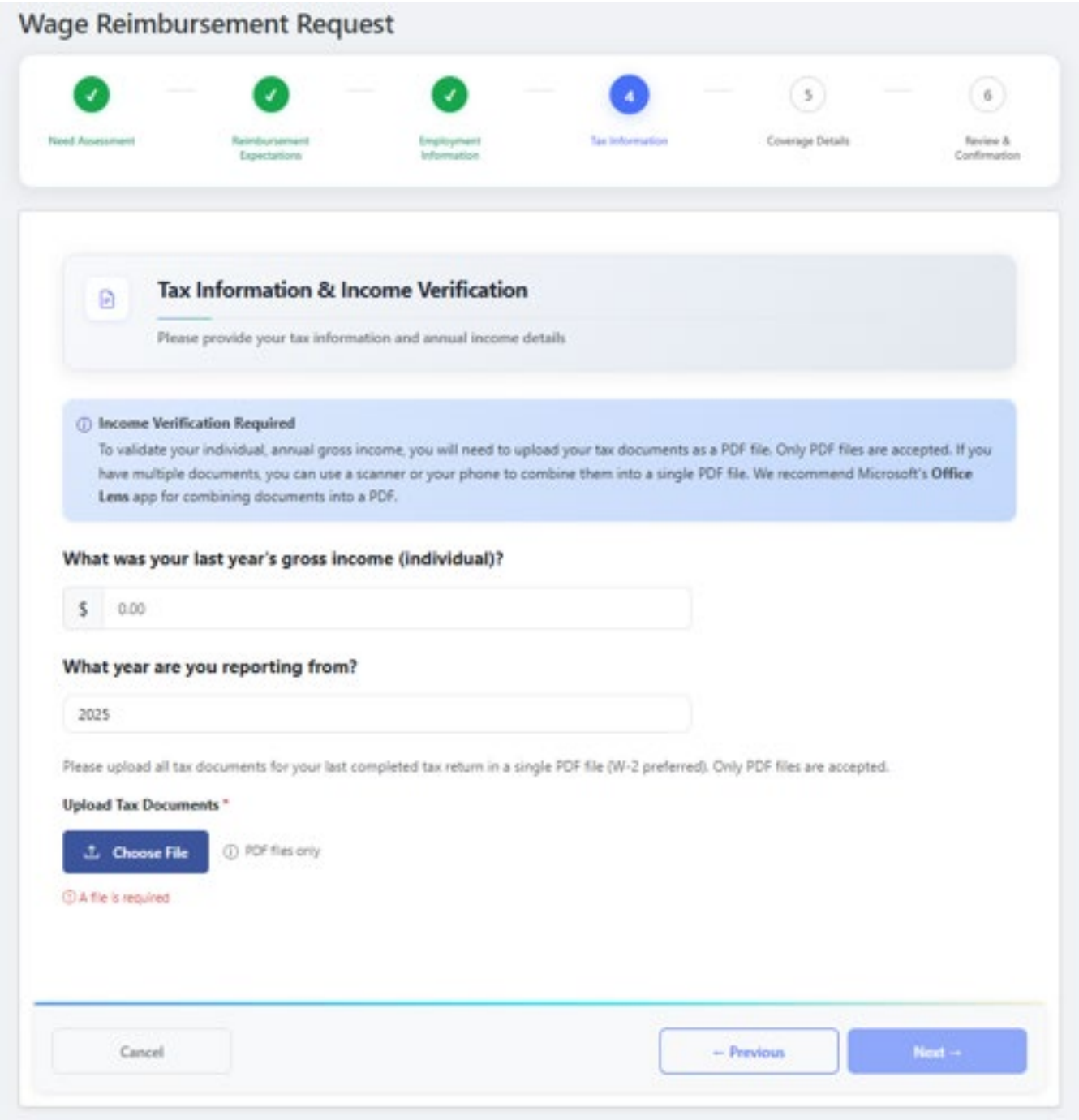
f. Salaried employees only require their most recent pay stub. Files must be uploaded before you can proceed to the next page. *All files must be in PDF format and 10 MB or less.



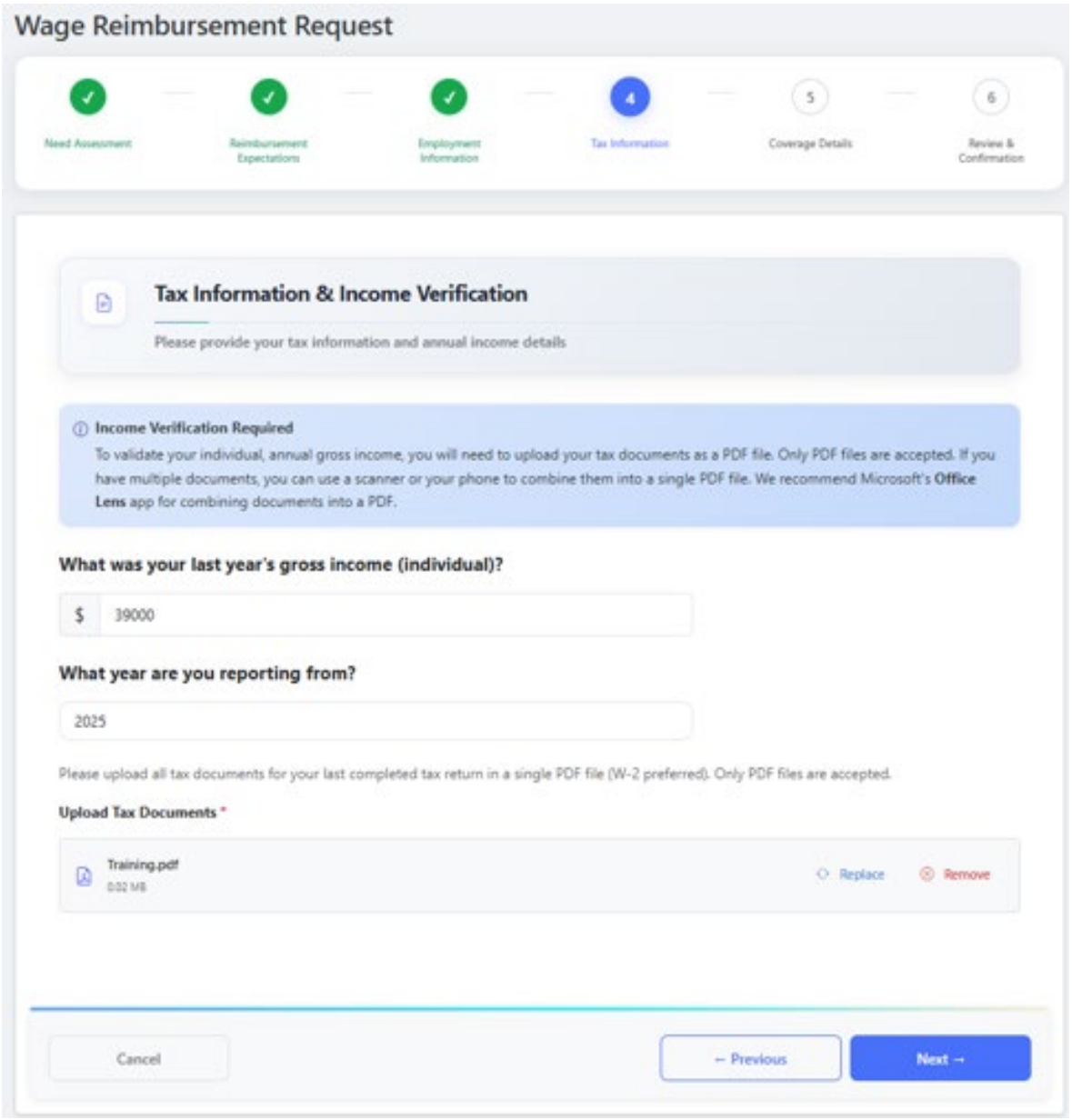
g. Hourly employees must submit their three most recent pay stubs. Please merge all three onto a single PDF prior to uploading. *Tip: This can be done in the IPhone notes app, the Lens app, or on your home computer. *Tip: Date ranges are very important. If you input the wrong dates, it may affect your wage reimbursement.



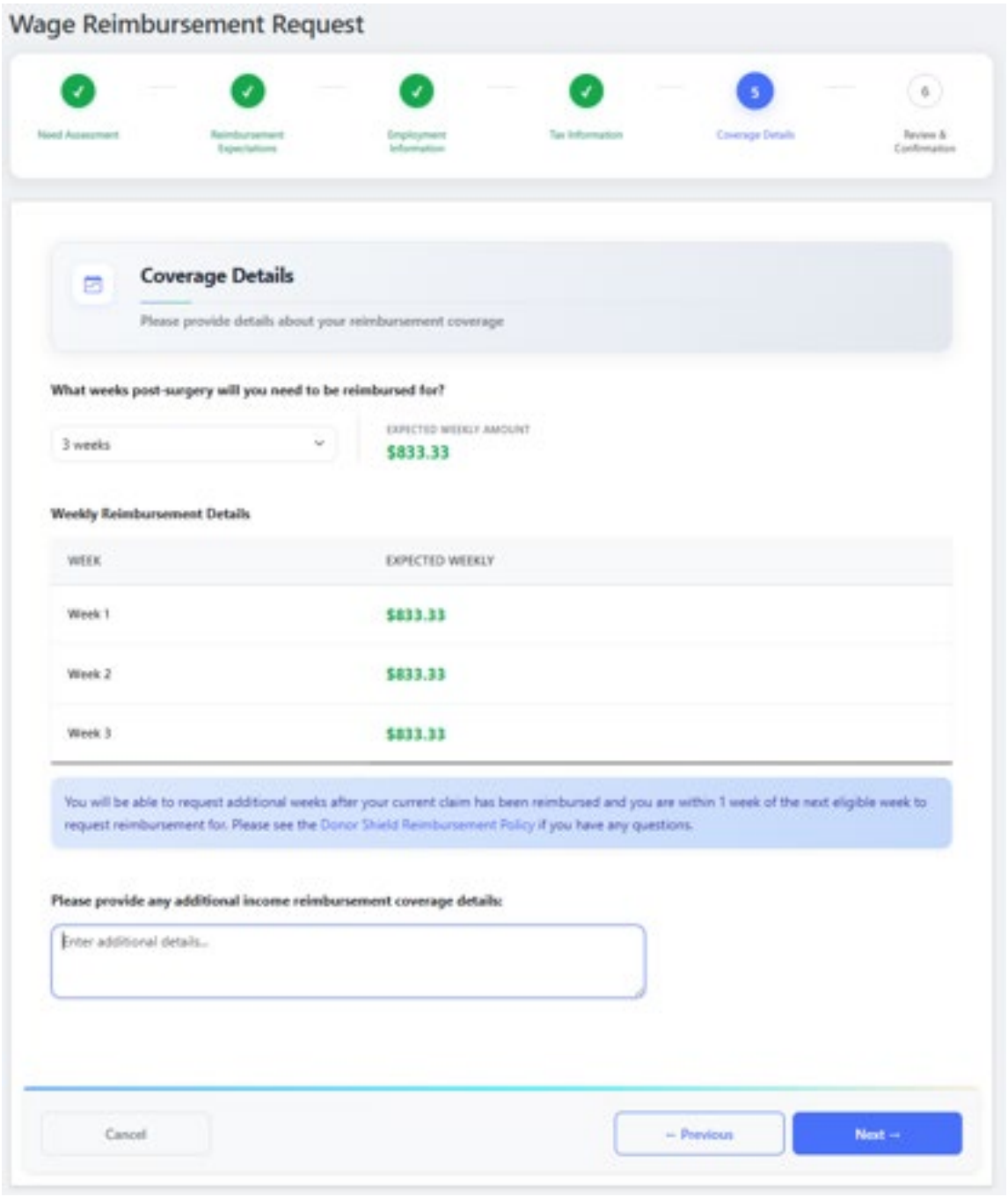
h. Enter your gross wages and upload tax document.



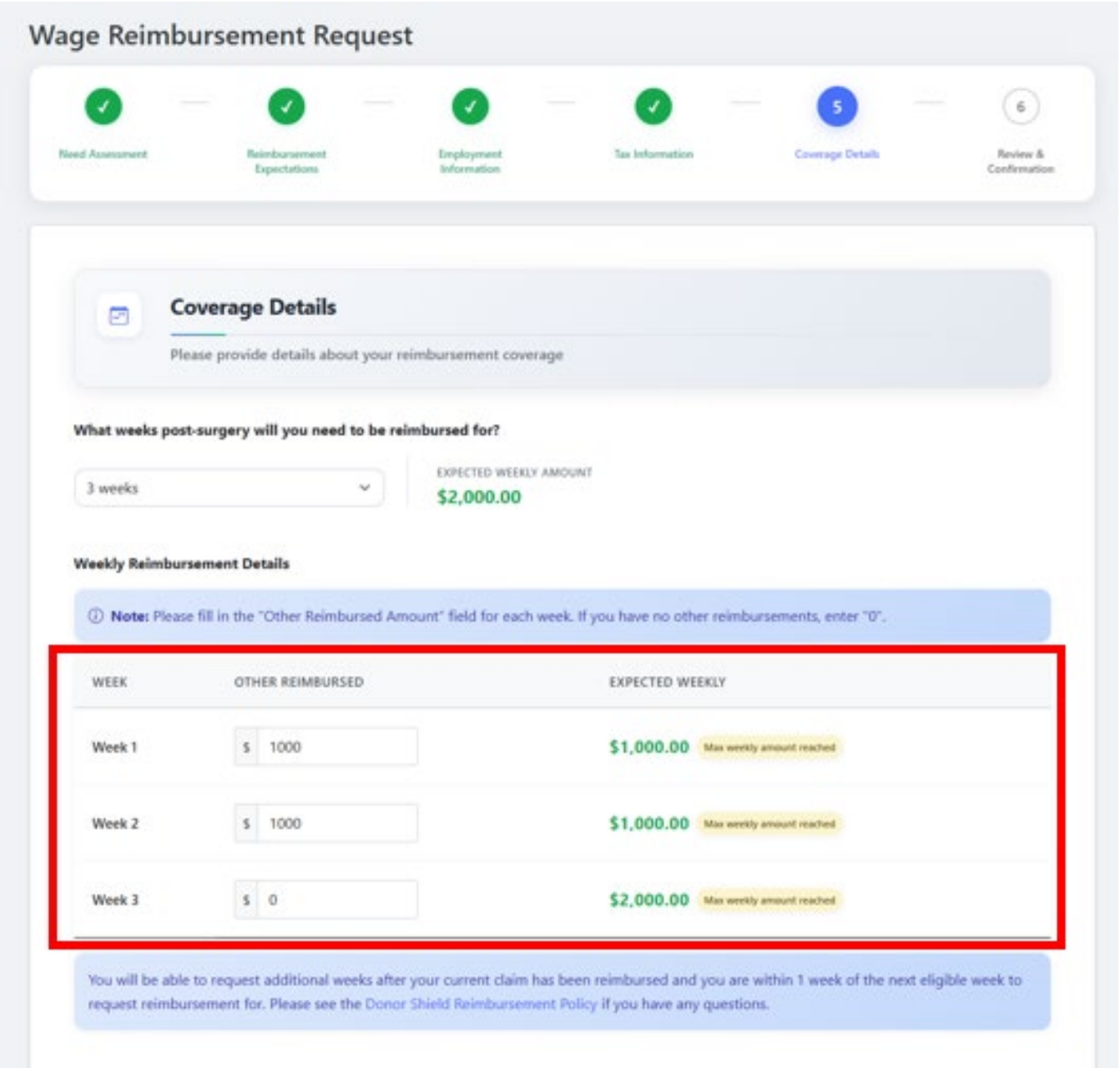
i. You will not be able to proceed to the next page until a PDF has been uploaded.



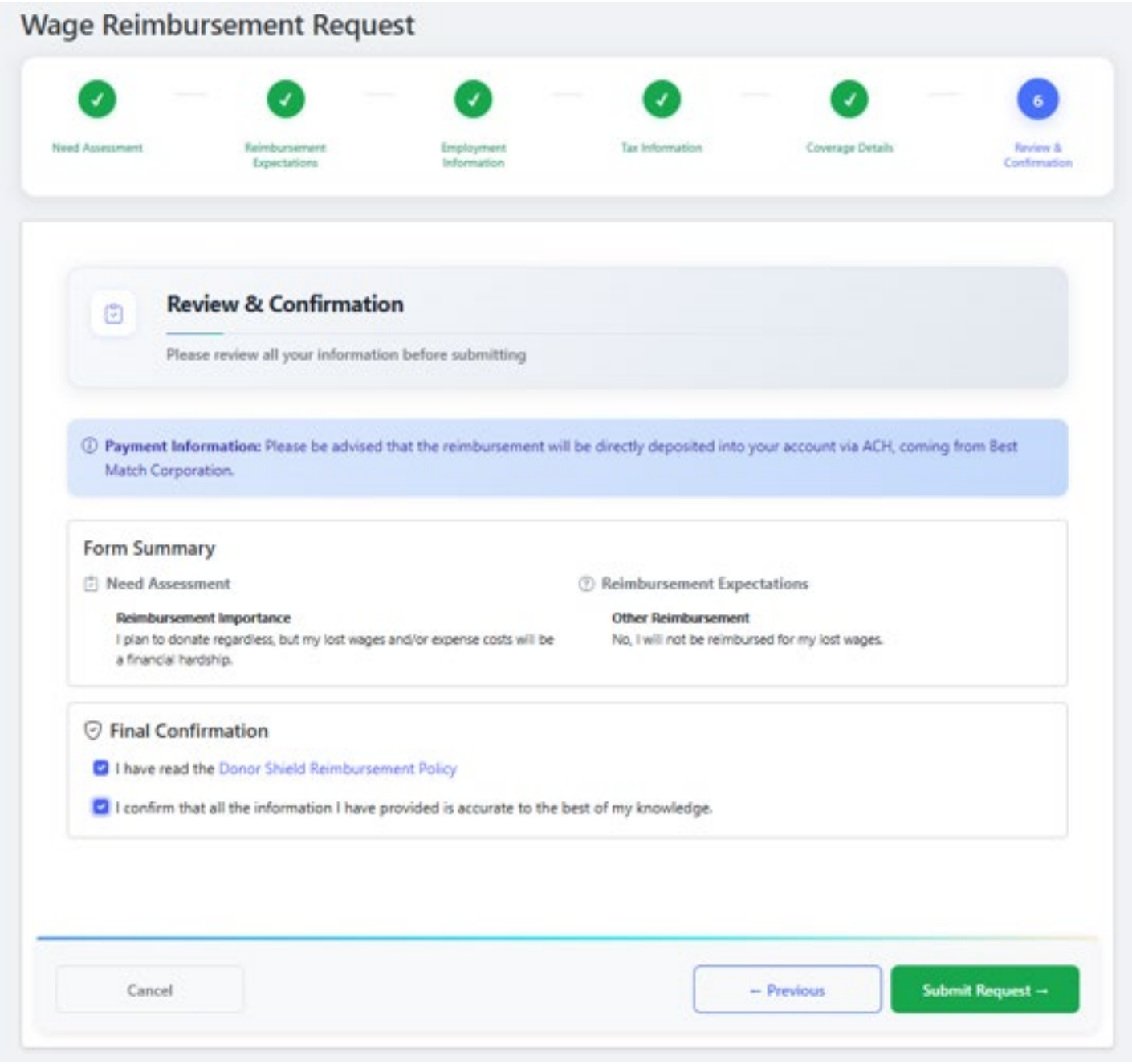
j. Select the number of weeks for which you are seeking wage reimbursement.



k. If you are receiving reimbursement from other sources, enter it here. You will see your adjusted expected weekly reimbursement.



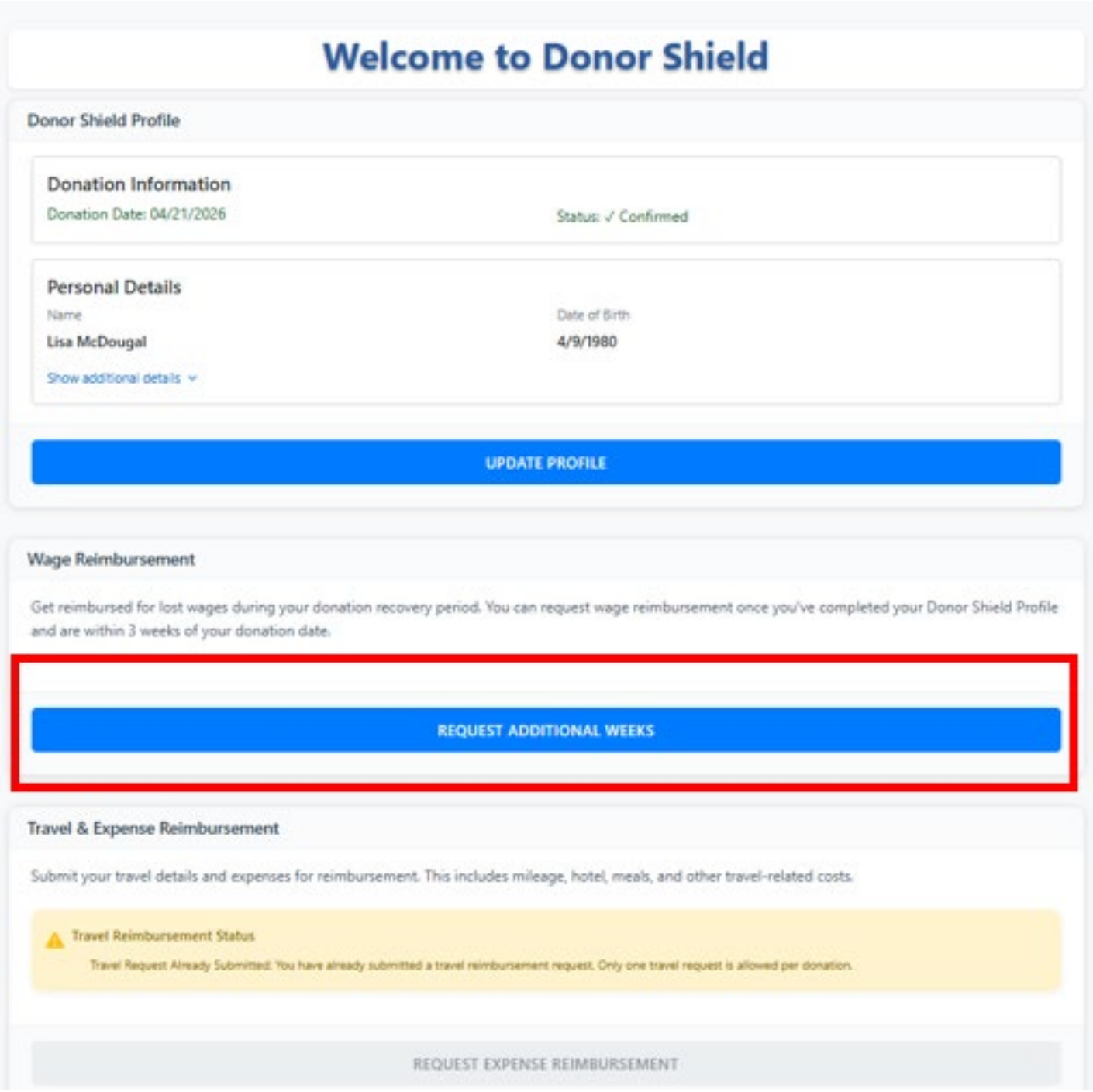
l. Please read and save the Donor Shield Reimbursement Policy and confirm that you have provided accurate information.



m. Your lost wage reimbursement request is now submitted. If the Donor Shield team has any questions or identifies any typos or inaccuracies, they may deny your claim until these issues can be corrected or clarified. You will be notified via email if this occurs.

2) **Requesting Additional Weeks**:

a. After your initial six weeks of lost wage reimbursement, you must request additional weeks one at a time. You can do this by going to your Donor Shield profile and clicking “Request Additional Weeks.”



b. Once you click on “Request Additional Weeks,” you will be led to this page, which shows all weeks of reimbursement. *Note: Once you submit, your center must approve your additional weeks based on manual labor job or prolonged recovery period. *Note: “Compensation from another source” applies only if you are receiving reimbursement from any source other than Donor Shield. If Donor Shield is your only source of lost wage reimbursement, leave this section blank.