

# Reimbursement of personal expenses using Webexpenses

As discussed with your coordinator, DKMS will reimburse any reasonable personal expenses related to your medical assessment and donation.

Please bear in mind that we will only reimburse costs evidenced by itemised receipts and these should be provided with your reimbursement claim.

We have included some guidelines below to help you submit an expenses claim.



## Food and Drink

Food and drink expenses can be reimbursed up to **£35 per day** (plus an additional £35 per day for your companion during your donation only).

To claim reimbursement for food and drink expenses, you must provide an **itemised receipt** as evidence of the purchase.

If you do not have an itemised receipt, you may submit a **bank statement** instead. However, you must:

- Use the **notes section** of your claim to provide a detailed breakdown of what was purchased.
- Clearly state that **no alcohol** is included in the claim, as alcohol expenses will not be reimbursed.



## Public Transport

CT Travel, our trusted travel partner, will arrange travel for you in advance. However, should there be any unexpected additional expenses when you travel to your medical assessment or your donation, we will reimburse any claims relating to standard class public transport costs (e.g. trains, taxis). This will also apply to your companion when travelling to your donation.



## Mileage and Parking

Any mileage undertaken in your personal vehicle relating to travel to and from your medical assessment and/or your donation can be reimbursed at the current tax-valid amount of 45 pence per mile. For example:

Home to airport/station/hotel/hospital, and return trip (e.g. 10 miles @ 45p per mile = £4.50 to be reimbursed).

Any parking costs directly relating to your travel to and from your appointments can be reimbursed.

### Additional Requirements for Mileage Claims:

- If you have driven **100 miles or more**, you will need to provide:
  - A **petrol receipt** to support your claim.
  - The **postcodes** of the locations you have travelled from and to.
- If you have used a **rented vehicle**, you will need to provide:
  - The **rental agreement** as evidence of vehicle hire.
  - A **petrol receipt** to confirm fuel expenditure.



## Driving in London

If your appointment is in Central London, we will reimburse the Congestion Charge and the Ultra Low Emission Zone (ULEZ) charge, if applicable.

Please follow payment instructions provided on the TFL website:

<https://tfl.gov.uk/modes/driving/pay-to-drive-in-london>

It's important that you ensure all charges are paid in full to avoid penalties, as penalty fees or default charges will not be reimbursed.

You will need to provide us with the receipt as proof of payment for the Congestion Charge and/or ULEZ charge.

Please note that these charges apply only for the days the car is in use. For example: If you drive into London on Monday, do not use the car on Tuesday, and drive out again on Wednesday, you would not need to pay the Congestion Charge or ULEZ charge on Tuesday.



## Loss of Earnings

If you are not granted paid leave to attend your medical assessment and donation, you may be eligible for reimbursement of **up to £200 per day**, depending on your normal daily wage. Note that **National Insurance (NI) contributions and tax will be applied and deducted** from this amount.

To claim reimbursement for loss of earnings, please provide the relevant documentation outlined below.

### For Employees:

If your employer requires you to take unpaid or paid leave, please provide the following:

- Provide your **three most recent payslips** to calculate your daily wage.
- A letter or official email from your employer on company-headed paper confirming:
  - The dates you were required to take leave and whether this leave was paid or unpaid.

### For Self-Employed Individuals:

If you are self-employed, you must provide:

1. **Evidence of self-employed status**, such as:
  - Your UTR (Unique Taxpayer Reference) or Tax Reference Number.
  - Your business name and address.
2. **Evidence of loss of earnings**, including:
  - **Three months' worth of invoices** to demonstrate income.
  - **Three months' worth of bank statements** to verify income and transactions.



## Next Steps

All expense claims are processed through **WebExpenses**, an online reimbursement platform.

To use the platform, you will first need to either download the app via the App/Play Store on Apple or Android phones/tablets or go to [www.webexpenses.com](http://www.webexpenses.com)

As a DKMS donor, you will be sent login details by email, which will include a step-by-step guide on how to add an expense claim to the system.

### There are just a few simple steps:

1. **Log in** to your account via the app or website
  - Once logged in, **add your bank details to your profile** by accessing your account via the website.
2. **Create a claim**
3. Take a picture of your **receipt(s)** and add them to your claim
4. Ensure you have completed all the **relevant information/details**
5. Click **submit**.

Please try to submit your claim no later than **3 months** after your medical assessment or donation. Subject to satisfactory receipt of your reimbursement claim, including all itemised receipts and any other required documentation,, we will endeavour to process your claim within **15 working days**.

It is possible to donate some or all of your expenses to DKMS. If you wish to do this, please indicate this on the WebExpenses portal and we will send you a **donation receipt** for any personal tax declarations. All donations to DKMS contribute to supporting our vital work, matching incredible UK stem cell donors, like you, to people facing blood cancers and disorders all over the world.

If you have any questions, please don't hesitate to contact us using the details below.

**020 8747 5660**

**[donor.reimbursements@dkms.org.uk](mailto:donor.reimbursements@dkms.org.uk)**