UNC-CHAPEL HILL

Information and how-to tools for the University of North Carolina at Chapel Hill’s Tango Card Rewards Program

Email: tango@unc.edu
Website: https://finance.unc.edu/services/participant-payments/

July 2023
• Tango Card Account Numbers ........................................................................................................... 41
• Monthly Reconciliation Process ........................................................................................................ 42
• Accounting for Longitudinal Studies and Project ID Number Changes for Existing Projects. 43
• Monthly Deadlines .............................................................................................................................. 43
• Annual Deadlines ................................................................................................................................. 43
• Escheatment and Expired Cards ........................................................................................................ 43

Forms .......................................................................................................................................................... 43

Department Links & Other Resources ........................................................................................................ 43
• Cash Management ............................................................................................................................... 43
• Tango Card Website ............................................................................................................................. 43
• Tango Card Email Address for UNCCHAPEL HILL Employees ......................................................... 43
• Tango@unc.edu .................................................................................................................................... 43
• Office of Sponsored Programs ........................................................................................................... 43
• Office of Sponsored Programs Email address ....................................................................................... 43
• Tango Card Help Pages for UNC-Chapel Hill Employees ..................................................................... 44
• Tango Card Participant Support ........................................................................................................... 44

Questions and Answers .............................................................................................................................. 44
• What browser should I use to access Reward Genius? ........................................................................... 44
• How often will I be locked out of the Tango Card System? ................................................................... 44
• How many days does my participant have before their reward link expires? .................................... 44
• Can I resend a reward, change an email address, and is there a fee? ................................................. 44
• How can I determine if the recipient has accessed their reward? ......................................................... 44
• Can staff print the participant’s certificate using a UNC-Chapel Hill computer? ................................. 45
• What happens if a participant never opens their reward link? ............................................................ 45
• When do e-gift cards and physical gift cards expire? ........................................................................... 45
• How quickly will participants have access to their e-gift cards? .......................................................... 45
• Are there tutorials or videos available for participants? ......................................................................... 45
• What should a research coordinator do if they hear from a participant that they did not receive their card? .................................................................................................................... 45
• What fees are passed from UNC-Chapel Hill to the project ID? .......................................................... 45
• Does the IRB consent form need include language about Tango Card? ............................................. 45
• How long from the time of a request to having funds added to Tango? ............................................. 45
• Can we have a joint guidance document created between the Office of Sponsored Projects, Cash Management, and the Office of Human Resources and Equal Opportunity and
Compliance that helps us understand when and how we can use participant emails and other Protected Health Information (PHI) within Tango (unencrypted with consent vs encrypted) and how IRBs may need to be modified to utilize this system.

- What accounting is performed to ensure real time reconciliation with grant awards?
- How does 1099 issuance work?
- Can we use Tango Card to reimburse non-taxable expenses?
- What audits are done to make sure expenses are appropriate?
- Will types/options for rewards within a specific project be allowed to differ across participants? Or will we need to standardize across a project the way rewards are divided out?
- How should funds be added to accounts? Can we allocate the entire reward?
- Can Tango Cards be issued for other needs? For example: Gifts to employees?
- How does Tango Card address the issue of compensation vs. reimbursement?
- Can departments enter social security numbers into Tango Card for 1099 reporting requirements?
- Are studies required to use Tango Card?
- What guardrails are in place to ensure funds are not overdrawn from grant accounts?
- How are funds returned to the project if they are not entirely used by the end of the study?
- Is there a way for participants, with the same email address, to accumulate their funds for use? If not, is this something a Tango Card can investigate?
- Does Tango Card use participants emails for solicitation?
- What happens if a participant loses their physical gift card?
- What happens if a participant forgets to use their gift card before the expiration date?
- How do I track a physical card delivery?
- Can UNC-Chapel Hill cover the costs of physical cards for its participants?
- Can Tango Card add a custom field for our participant identifier that is required?
- How do I reverse an incorrect payment or update an incorrect email address?
- Is there a way to limit the amount that can be loaded onto an individual card? For example, a single load cannot exceed $200.
- Should participants contact Tango Card or research coordinators if they have questions about their cards?
- Can gift cards be added to Google Pay, Apple Pay, etc?
- Do physical gift card orders appear on the transaction reports in the Tango portal?
- If we use a generic name for our participants such as “valued participant” can the participant updated their name? If so, where, and how?
• Can we choose a type of reward on our participant’s behalf instead of providing them with options? .......................................................... 49
• Will email addresses for study participants be encrypted or protected? .................. 49
• How do I know how much is left on my project’s budget line? .............................. 49
• Who can see the “sent” list of cards? ........................................................................ 49
• Will the research coordinator receive a delivery confirmation email? ................. 50
• Does Tango Card have a text message option? ......................................................... 50
• Can Tango Card integrate with a survey system that will automatically send participants an e-gift card? ............................................................... 50
• Is there a gift card option that will allow participants to redeem it for cash? ........... 50
• Does Tango Card offer reloadable cards? ................................................................. 50
• What happens to a participant’s funds when their card expires? ............................ 50
• What is Tango Card’s website for study recipients? ............................................... 50
• What email address are rewards sent from? ......................................................... 50
• How do I create a reward template? ................................................................. 50
• What is Tango Card’s customer service website address? ........................................ 50
Tango Card Program Overview

The Tango Card program is a cross departmental collaboration between Finance and Operations, the Office of Sponsored Programs, and the Office of Vice Chancellor for Research. This program has been developed to assist campus departments that conduct Sponsored and Non-sponsored research.

What is Tango Card?

Tango Card, founded in 2009, offers regulated and non-regulated prepaid card products. Non-regulated cards are governed by the retail brand’s terms and conditions. Regulated prepaid cards, such as Visa and Mastercard, are governed by banking laws. Tango’s primary business is electronic gift cards. Electronic reward links and electronic gift cards are 100% free to university departments and participants. The Rewards Genius software allows the university to easily order, send, and track the disbursements of electronic gift cards.

Tango Card does offer a physical gift card option. All fees associated with physical cards are passed to the project and in some cases to the participant. Review the chart below for details.

Getting Started with Tango Card

Requesting Funds

1. Ensure individuals who want to access the Tango Card Systems have taken the required training and have the required proof of completion.
2. Complete the Tango Card set up form and email it to the appropriate department based on the form’s instructions.
3. After approval is received from the appropriate department, submit the request via a campus voucher within 10 days of receiving an approval signature. Be sure to include the access form and training certificate.
4. Complete the project reconciliation for the month prior by the 15th of each month.
5. When the project ends and there are funds to be returned to the project, complete the final reconciliation form.

Tango Advance Request

The Tango Request Form has options for requesting funding and to add user access.

Return an Advance to UNC-Chapel Hill

To return an advance to the project, complete the Final reconciliation form and send it to Tango@unc.edu.

Request Bulk Physical Gift Cards

To request an order of bulk cards, review the “How to Order an Inventory of Physical Cards” section of this manual.

Locate Forms

Forms are located on the Tango Card website https://finance.unc.edu/services/participant-payments/ under the forms section.
# Tango Card Product Matrix & Pricing

**Notes:**
- All physical redemptions are delivered to recipient within 7-10 business days.
- All recipient gift card or prepaid card selections are final. No returns or exchanges

<table>
<thead>
<tr>
<th>Product</th>
<th>Digital Reward Link (all digital gift card and prepaid card options) <strong>PREFERRED</strong></th>
<th>Physical Reward Link</th>
<th>Digital Reward Link with Physical Gift Card options</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Delivery Method</strong></td>
<td>Email</td>
<td>US Mail</td>
<td>Email</td>
</tr>
<tr>
<td><strong>Recipient Experience</strong></td>
<td>Click to redeem for their choice of digital gift cards, donations, or prepaid card</td>
<td>Use claim code to select their choice of physical or digital gift cards</td>
<td>Click to redeem for their choice of physical or digital gift cards, donations, and prepaid cards</td>
</tr>
<tr>
<td><strong>Delivery Time</strong></td>
<td>Within one hour</td>
<td>7-10 Days</td>
<td>Within one hour</td>
</tr>
<tr>
<td><strong>Expiration</strong></td>
<td>Does not expire</td>
<td>Does not expire</td>
<td>Does not expire</td>
</tr>
<tr>
<td><strong>UNC Fees</strong></td>
<td>No fees</td>
<td>$1.50 to issue</td>
<td>$1.00 to issue</td>
</tr>
<tr>
<td><strong>Recipient Fees</strong></td>
<td>No fees when selecting digital gift cards or digital prepaid. $3 Fee if they opt for physical prepaid card</td>
<td>No fees when selecting digital gift cards or digital prepaid. $3 Fee (taken from balance) if they opt for physical prepaid card</td>
<td>No fees when selecting digital gift cards or digital prepaid. $3 Fee (taken from balance) if they opt for physical prepaid card</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Product</th>
<th>Bulk Physical Visa Cards delivered to UNC</th>
<th>Physical Visa Cards direct to recipient</th>
<th>Digital Prepaid Only (Mastercard or Visa)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Delivery Method</strong></td>
<td>Typically, UPS</td>
<td>USPS</td>
<td>Email</td>
</tr>
<tr>
<td><strong>Recipient Experience</strong></td>
<td>Cards are active and ready to use</td>
<td>Card is active and ready to use</td>
<td>Recipient must register the card within four months</td>
</tr>
<tr>
<td><strong>Delivery Time</strong></td>
<td>7-10 Business days from order</td>
<td>7-10 Business days from order</td>
<td>Within one hour</td>
</tr>
<tr>
<td><strong>Expiration</strong></td>
<td>6 months from date of issuance</td>
<td>6 months from date of issuance</td>
<td>4 months to Register Expires 7 months after registered</td>
</tr>
<tr>
<td><strong>UNC Fees</strong></td>
<td>$2 per card $30 Shipping Fee</td>
<td>$3 per card, shipping included</td>
<td>No fees</td>
</tr>
<tr>
<td><strong>Recipient Fees</strong></td>
<td>No fees to recipient</td>
<td>No fees to recipient</td>
<td>$3 fee taken from balance if the recipient opts for physical Mastercard</td>
</tr>
</tbody>
</table>
Expiration Dates:

None of our U.S. brand merchant gift cards expire. If your recipients redeem for a brand merchant gift card, that value will not expire.

The only expiring products UNC-Chapel Hill offers are the following:

- UNC Rewards digital reward includes the **Mastercard Prepaid Card USD**, which has 2 key timetables:
  - If recipients redeem their UNC Rewards for the Mastercard, they will have 4 months to activate the value.
  - Once they have activated their card, they will have 7 months to use the value.
- ShareFile ordering method includes the **Physical Visa Reward**, which expires 6 months from the order confirmation date.

Printing Gift Card Certificates

Studies can print gift card certificates for their participants. UNC-Chapel Hill is not the merchant of record, there is no Payment Card Industry (PCI) impact. The stipulation for printing the certificates are as follows:

1. The certificate must be emailed to the participant’s email address. Do not email Tango Card reward links to any email other than the participant’s email address.
2. The participant’s Protected Health Information (PHI) cannot appear on the certificate.

ISO confirmation:  [TANGO CARD APPROVAL TO PRINT CERTIFICATES v. 3.pdf](TANGO CARD APPROVAL TO PRINT CERTIFICATES v. 3.pdf)  
[TANGO CARD APPROVAL TO PRINT CERTIFICATES.pdf](TANGO CARD APPROVAL TO PRINT CERTIFICATES.pdf)
Glossary of Terms

Batch Physical Gift Cards
Physical gift cards or prepaid cards delivered directly to recipients.

Bulk Physical Gift Cards
Physical gift cards or prepaid cards delivered to a single address UNC-Chapel Hill address.

Catalog
Gift card and prepaid card selection portal. UNC-Chapel Hill has two catalogs of cards for participants to choose from. Refer to the matrix for pricing.

Digital Gift Card
An electronic brand name cards such as Starbucks, Amazon, Target, Walmart, etc., found in the platform’s catalog.

Digital Prepaid Card
An electronic regulated Mastercard card.

Digital Reward Link
An electronic Tango-branded email link that gives the recipient the opportunity to choose from a variety of gift cards and prepaid cards from a catalog.

Participant Identifier
This is the project id, hyphen, and an identifier/code the team has created for each participant. If the project does not have a project id, use something else. It should maintain the participant’s anonymity.

Example: 5122583-Participant 1
Example: CARES-Participant 1

Physical Reward Link
A paper reward link that is mailed to participants. See the matrix for pricing.

Physical Gift Card
A physical plastic brand name card such as Starbucks, Amazon, Target, Walmart, etc., found in the Tango Card platform catalog. See the matrix for pricing.
Physical Prepaid Card

A physical plastic regulated Mastercard or Visa card offered by Tango card. See the matrix for pricing.

Tango Card

This phrase can be used to refer to the company or the company’s products.

Brand Merchant Gift Cards

Non-regulated gift cards from retail stores. This does not include Visa and Mastercard.

UNC Tango Card Catalogs

UNC Chapel Hill has two catalogs for participants to choose from. They are described below.

Select UNC Chapel Hill Rewards:

- Amazon
- Target
- Walmart
- CVS
- Home Depot
- Lowe’s
- Mastercard Prepaid Card (If the participant selects the physical card option, $3 will be deducted from their card. To cover the costs for the participant, add an additional $3 to their card. The additional money will need to be accounted for in the monthly reconciliation.)

Full UNC Chapel Hill Rewards:

- Tango Card’s Entire Catalog of options

Internal Catalog

Plastic Visa Prepaid Cards:

- This catalog item is for purchasing bulk physical cards. Do not send this link to participants. Refer to the section about ordering physical gift cards.
Tango Card Instructions

User Roles
Roles can be customized by Cash Management staff.

<table>
<thead>
<tr>
<th>Role Definitions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>UNC Sender Default</strong></td>
</tr>
<tr>
<td>User can send rewards, view account balance, and run reports.</td>
</tr>
<tr>
<td><strong>UNC Department Manager</strong></td>
</tr>
<tr>
<td>User cannot send rewards, but can manage templates, see fund balance, and run reports.</td>
</tr>
<tr>
<td><strong>Reporter</strong></td>
</tr>
<tr>
<td>This role can only see account balances and run reports. This role is typically used by finance staff or business managers to assist with monthly reconciliations.</td>
</tr>
<tr>
<td><strong>Custom</strong></td>
</tr>
<tr>
<td>Roles can be customized based on departmental needs. Please email <a href="mailto:Tango@unc.edu">Tango@unc.edu</a> for more information.</td>
</tr>
</tbody>
</table>

The Tango Card Dashboard

The Tango Card dashboard provides all the links needed to send and review the status of Tango cards. To place an order, click on “Send Rewards.”

Sending a Tango Card

Login by using the following website: [https://manage.rewardsgenius.com](https://manage.rewardsgenius.com)

Select the desired catalog.

Review the product matrix for specific information.
Complete the fields identified below.

Select add to cart. Select proceed to check.

For reporting purposes, enter the participant identifier into the required field. The identifier is determined by the project coordinators and needs to be used consistently for the duration of the project.

**Example:** 5122583-Participant 1 (project id-participant identifier)

**Example:** CARES-Participant 1 (project acronym-participant identifier)

**Required fields:**

- Amount.
- A name (This name will appear on reports and in the email sent to the participant. You can use a generic term like “Participant”).
- A valid email address belonging to the participant.
- Participant Identifier Field.
Review, edit, and/or delete the order from this screen. Select checkout. 

**Note:** We cannot retrieve funds sent inadvertently to the wrong recipient or in the wrong amount. Double check your work before checking out. Otherwise, your study will have to absorb the loss.

The “Order PO number” and “Order notes” fields are optional. Review the checkout total. Click place order. Review the checkout screen for accuracy and completeness.
For more information, go to the order history section of this manual.

Ordering Cards Summary

Digital rewards sent with Tango Card arrive in the recipient’s email inbox and for redemption immediately.

To Send rewards by email delivery

1. Log into Tango Card.
2. Navigate to send rewards.
3. Select the appropriate reward link.
4. Enter the reward amount, generic name or real name, participant’s email address, and the participant identifier/code.
5. Add notes if desired. They will appear on reports, but participants will not be able to view the notes.
6. To add additional recipients, click the “+” next to recipients.
7. Click email template, edit/change to modify an existing email message or select a different template. Apply the template.
8. Add the order to the cart. Edit the card if necessary. Note: Funds cannot be returned to the Tango Card or the University after you checkout. Make sure you confirm that your data is correct.
9. Click cart and then Go to cart.
10. Click checkout.
11. Use the optional Order P.O. Number or Order Notes field to add additional information.
12. Click Place Order.
How to Order an Inventory of Physical Cards

Delivery Methods

There are two methods for ordering physical cards. Batch delivery does not offer tracking. We recommend using the Physical Card Bulk Delivery option, have the cards delivered to a UNC-Chapel Hill address, and mail or hand deliver the cards to the new participants. Each card can arrive in an individual envelope with the participant’s name.

**Important:** For bulk orders, include the Participant Identifier/Code in the "Customer Notes" column

1. **Physical Card Bulk Delivery**
   - All cards delivered to one single address.
   - $2 fee per individual card.
   - $30 delivery fee.
   - USPS 2-day shipping with tracking.

2. **Physical Card Batch Delivery (Tracking is not offered.)**
   - All cards delivered to individual recipients at their separate addresses.
   - $3 fee per individual card.
   - USPS first class, typical 3-day transit time, no tracking.
   - If you order thirty or more in a batch, you can request 1-day expedited shipping at no additional cost.

Information to Consider prior to Placing a Physical Gift Card Order

- The "Recipient First Name" and "Recipient Last Name" field appears in two places:
  - On the card itself
  - On the envelope.
- The reward amount is NOT automatically included on the envelope. If you use the Bulk method and do not include recipient-identifying information in the spreadsheet, we recommend including the reward value in the "Recipient First Name" or "Recipient Last Name" field.
  - For example: "Recipient First Name" = Program ABC and "Recipient Last Name" = $10 Incentive, so that the envelope & card would read **Program ABC $10 Incentive**
- Your teams are welcome to choose the best possible details to include in those fields. For example, you might decide on:
  - Recipient Name
  - Program Name + Reward Value
  - Program Name + Participant ID
- There is no fee for a second card sent to the same address if the card has a full balance. There is a $10 fee deducted from the reward value if any of the value has been spent.
• An address can be changed during a reissue, **but** any address changes will incur a $10 fee (including something as small as adding an apartment number).

**Funding**

The project Tango account will need to be fully funded before an order can be completed. **Studies will absorb the costs of the delivery fees.** Be sure to account for any fees when funding your account.

**Calculating Funding**

<table>
<thead>
<tr>
<th>Number of Physical Visa Gifts Cards</th>
<th>Card Value</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>$25.00</td>
<td>$100.00</td>
</tr>
<tr>
<td>4</td>
<td>$2.00</td>
<td>$8.00</td>
</tr>
</tbody>
</table>

**Bulk Shipment Fee**

$30.00

**Total Amount of Funding Required**

$138.00

**Saving Your File**

Use the following naming configuration for your file.

Year_Month_Day_Project id

Year_Month_Day_Study name or acronym

**Example:** 2023_06_15_5123456

**Example:** 2023_06_15_CARE

**Placing Orders**

Contact [tango@unc.edu](mailto:tango@unc.edu) and notify the Cash Management team that you are interested in placing a bulk order. Someone from the team will provide you with access to the Sharefile. The team will create a ShareFile folder to allow you to order physical Visa cards.

Sharefile is the secure web-based portal we use to transmit files.

When you sign in to your Sharefile Directory, you will see **Bulk** and **Batch** templates. Select the correct Delivery Method and download the appropriate template and fill in with your order details.

There is an **Orders In** for you to upload completed files, and a **Processed Files** folder where our teams will place files once they have completed your order. There is also an **Example File** folder with an example of what your order tab might look like once complete.
2. Download the appropriate order template from your ShareFile based on the delivery method (Bulk or Batch). When completing the order form please be sure every card order cell is completed:
   • Fill in Name columns for each recipient (let me know if you are not using recipient names and we can discuss other options)
   • No need to write directly in Column G; it will auto-fill with the cell details that come after Column G.
   • UTID is the "Unique Tango ID" or the identifier for the reward you are sending. The UTID Key at the bottom of the template provides UTIDs. Note that the Bulk Delivery Method includes a space in Row 2 for the $30 Bulk Fee, including the Bulk Fee UTID (U725205)
   • Complete Column I with "BULK" or "BATCH" for every line depending on order method template.
   • US Zip codes should only be five digits.
   • US Country Code is 840.
   • To copy details down a column, simply double click a completed square in the lower right-hand corner to fill.

3. Once the order sheet is complete, upload the file to the "Orders In" folder in your ShareFile.

4. Our Product Support Team will process your order by the end of the following business day.

5. Our Product Support Team will email you a notification email confirming that your order has been received and has been placed.

6. Our Product Support Team will send you a second notification when your order has shipped. Cards typically arrive 7-10 business days after the order is placed.

Accounting for Your Bulk Orders

Be sure to reconcile delivery fees to the appropriate chart field strings.

How do Physical Cards Arrive

Physical cards arrive in unmarked white envelopes.

Important Information to know about Visa Prepaid Cards

- Lost or stolen physical prepaid card with their full value can be reissued for no fee one time to the same mailing address.
- If the card has been used, there is a $10 reissuing fee.
- To ship to a new address (even as small as adding an apartment number), there is a $10 reissuing fee deducted from the reward value.

Because of this, we encourage lots of education—for senders and for recipients—to ensure addresses are correct and folks watch out for their plain white envelopes. See an example on the following page.
Enjoy your Visa Prepaid card!

How to use your card:

At Checkout: In-store purchases can be completed as either credit or debit transactions. Some merchants may offer you a choice. A PIN is not required for credit purchases.

Split Transactions: To use your card on a purchase greater than the available balance, notify the cashier that you want to split the transaction and tell the cashier the balance on your card. Then, provide another form of payment for the remaining difference. Note that some merchants may not support split transactions.

Fuel Stations: To purchase fuel, pay inside the station.

Cash: You cannot use this card at an ATM or bank for cash.

Access your card information at any time, from anywhere by visiting prepaidcardstatus.com. You can quickly and easily:

- Check your balance and view transaction history.
- Set an optional PIN if you would like to process your payment as a debit transaction. Or, simply select credit at the register.
- Update the name or billing address associated with your card. Many web merchants validate the card address at checkout.
- Contact us via web support. You can also call us at 1-866-230-3809. Live agents are available 24 hours a day, 7 days a week.

Use your Visa Prepaid card anywhere Visa debit cards are accepted around the world. See reverse side for instructions, fees and Cardholder Agreement. Card is issued by The Bancorp Bank, Member FDIC, pursuant to a license from Visa U.S.A. Inc. Pay close attention to the expiration date printed on the front of the card. You will not have access to the funds after card expiration.
Order History

Click on the orders tab.
Click on a specific order to review the details.

Select a specific participant to see more details about their card.
How do I resend an e-gift card?

To resend a reward link find the card within order history, select the participant, select history, and click Resend.
Order History Summary

To review an accounts order history or resend a gift card follow these instructions.

View Reward Link Redemption History

1. Log in to Tango.
2. Click on Orders from the left panel.
3. Search or scroll to find your order and click anywhere on the row to view the Order Summary and its details.
4. Click on the line item to open the details panel.
5. Click the History tab to view email events and redemption history of both digital and printed Reward Links, whether or not a Reward Link has been redeemed, and which reward was chosen during redemption.

View Reward Link Redemption history from Line Items View

1. Log in to Tango.
2. Click on Orders from the left panel.
3. Click the Line Items tab.
4. Search or scroll to find the line item in the list and click anywhere on the row to view its details.
5. Click the History tab to view email events and redemption history of both digital and printed Reward Links, if a Reward Link has been redeemed, and which reward was chosen during redemption.
6. By finding the open status under the Reward history, you can tell if the recipient has opened the email but hasn't yet clicked the redemption link.
7. If the recipient has opened the email and clicked on the redemption URL but hasn't redeemed the reward. You see the Click status in the History tab.

Resend Reward Emails from the Order View

Select an order to view the order details and order status. The original reward email can be resent if the wrong email has been provided, the original email cannot be delivered, or the recipient has accidentally deleted the original email.

1. Log in to Tango.
2. Navigate to Orders on the left menu, you are taken to the Orders tab by default.
3. Find your order in the search results and click anywhere on its row to view the Order Summary page.
4. Click the reward you intend to resend to open the Details panel.
5. Click History to see the Resend button.
6. Click Resend. The original recipient email is populated by default. Users with the View-only permissions for Order history can only resend the reward to the original email address of the recipient, whereas users with Manage permissions for Order history can edit the email address before resending the reward email.

**Resend Reward Emails from Line Items View**

Select a Line Item to view details about the reward, the order, the account, and account history, and resend the reward email if needed. The original reward email may be resent if the wrong email was provided, the original email couldn’t be delivered, or the recipient accidentally deleted the original email.

1. Log in to Tango.
2. Navigate to **Orders** on the left menu.
3. Click the **Line items** tab.
4. Find your line item in the list and click anywhere on the line item row to view its details.
5. Click **Actions** dropdown at the top of the panel and above the Details and History tabs.
6. Click **Resend reward email**. The original recipient email is populated by default. Enter an updated email for the original recipient if needed.
7. Click **Resend reward email**. The rewards email is now sent to your intended recipient.

**How to tell if a reward has been redeemed?**

By looking at the Reward Link redemption history, you can tell if the reward has been Sent, Processed, or Delivered to your recipient. If after a few minutes it shows Not Delivered or Bounced, try resending that reward. Learn more about how to Resend Reward Emails.
Reports

There is one main transaction report for Tango Cards. This report should accompany all reconciliations.

Based on your permissions select organization, group, or account. You can select the appropriate date range for your records and reconciliations. Remember to remove any Protected Health Information (PHI). Name the report. You will be notified via email when the report is ready for your review.
From your inbox click on “View Report.”

Download the appropriate report. **Remove all PHI.**
Creating a Custom Template

You can create templates specific to your study. Click on Create Email Template.

Give the template a name and press continue.
You will be taken to the following screen. Your changes will appear to the right-hand side.

Add the sender’s name, a subject line, a picture, describe the image in the “image alt text” field, and change the text color.
Select next.
Select whether the template should be accessible by the organization, specific departments or specific projects. Select next.

Select the group or account that will use the tempalte. Click save.
The template will be added to your template list. To access the template list, select “Templates” from the left-side panel.

Tango Card Website Link for Creating Dynamic Tags

https://help.rewardsgenius.com/s/article/DynamicTags
What do Participants Receive?

Mastercard Redemption

The reward link never expires. However, once the link is redeemed, the card's expiration date is clearly stated.

To Redeem

- Click the redemption link above to activate your Reward Link.
- Next, spend your reward balance.

If you don’t want to spend your entire Reward Link value right away, save the email or URL and return to the redemption link.

If you have any problems or questions, please visit help.tangocard.com.

To help us better assist you, we’ll ask for your reference ID: MDC20086172-3.

Reward Link is a registered trademark of Tango Card.

The following terms and conditions apply to Reward Link: Reward Link is managed by Tango Card, Inc. Reward Links expire on the date stated on the Reward and are valid only in the USA only. Reward Links are issued to Reward Recipients whose change in loyalty, award, or promotional purpose, and are not void to introduce. Your Reward Link balance may be redeemed for multiple gift cards and can be accessed at any time by clicking the Reward Link URL. Reward can only be redeemed by the Reward Recipient. Reward earned is transformed, sold or exchanged. All redemptions are final. Reward Link balances from different programs cannot be combined. Refunds apply to Reward Links. Please read the link.

Please view any terms of service at https://www.tangocard.com/reward_link-terms-of-service. Use of this Reward constitutes acceptance of the Reward Link terms of service. Separate terms and conditions apply after Reward Link redemption based on merchant selected for redemption.
The participant has to acknowledge that their redemption is non-refundable.

The balance is 0.00 USD and does not expire.

Select Below

We've received your order!
We're currently processing your order. You'll be notified as soon as it's complete.

To: reward@rewards.com
From: rewards@rewards.com

Subject: Order Receipt

Order ID: 20230908-90049-26-

Thank you for your recent purchase. Our team is currently processing your order. We will send you an email as soon as it's complete.

Need help?
Our help center contains answers to common questions.
Your MasterCard® Prepaid Card USD is Here!

$14.00

Redemption

Link: https://testurl.checkGCCreation/SWIFT/TAN01IP0088/SWFT_PC1QF3dqkl
Digital Token: SWFT_PC1QF3dqkl

To Redeem

1. Click the redemption link above to claim your reward.
2. Select a Virtual Prepaid Mastercard, ready for immediate use online or over the phone anywhere Mastercard is accepted, or select a Physical Prepaid Mastercard to be mailed to you (shipping and handling fee of USD 3.00 applies).
3. The redemption site will ask you to provide your name, address, email and mobile phone number to be associated with your Prepaid Mastercard.
4. Agree to the Cardholder Agreement to complete the redemption.

NOTE: You must select your card within 4 months from the date this email was sent. Your right to the payment expires after that time. Once redeemed, you’ll have 7 months to use your Prepaid Mastercard wherever Mastercard is accepted.

The redemption website provides balance information and transaction history to help you keep track of all your rewards. Please note that some merchants may choose not to accept out of country currency at their own discretion. If this occurs, pay for your purchase by another payment method and use your Prepaid Mastercard at a different merchant.

If you have any problems or questions, please visit help.tangocard.com.
To help us better assist you, we’ll ask for your reference ID: RL230508-100048-26-1.

This reward is non-refundable. The full terms and conditions are available on the digital rewards claim site.

Your reward will be delivered via email with instructions for claiming your Mastercard prepaid card. You must claim your card within 4 months from the date these instructions are sent via email. Your right to the payment expires after that time. Use your card wherever Mastercard is accepted around the world. Card is issued by The Bancorp Bank, Member FDIC, pursuant to license by Mastercard International Incorporated. Mastercard is a registered trademark, and the circles design is a trademark of Mastercard International Incorporated. Your use of the prepaid card is governed by the Cardholder Agreement, and some fees may apply. This is not a gift card. Please note that prepaid cards are subject to expiration, so pay close attention to the expiration date of the card.
Retail e-gift card redemption

URL: https://sandbox.rewardcodes.com/12/1/8mHAC1rre4v8Rqbm4q1WmC1UtY2hK16a1Hy6pqAYWJO372C0ZM6YXpQJx5xKbl

To Redeem

1. **Online Redemption:**
   - Click the Redemption URL to access your gift card number and PIN.

2. **In-store Redemption:**
   - Enter your full 19 digit card number & 4 digit PIN in the gift card field of the payment screen. Click Apply.

3. Bring your Gift Card number and PIN to any adidas Sport Performance, adidas Originals, or adidas Outlet store.

If you have any problems or questions, please visit help.tangocard.com. To help us better assist you, we'll ask for your reference ID: RL230508-100984-05-1.

adidas Gift Cards may be redeemed for merchandise on adidas.com, and in adidas Sport Performance, adidas Originals, and adidas Outlet stores in the United States. They are not currently available for International use. adidas gift cards are not redeemable at city.com, Tod's, Timberland, adidas Golf, 9-9, Reebok or Kicsport. Gift Cards cannot be used to purchase another Gift Card. Promotional offers or discounts do not apply to the purchase of Gift Cards.

Balance: 0.00 USD
Does Not Expire

Select Below

We've received your order!
We're currently processing your order, you'll be notified via email once it's complete.

adidas
Size: 9US

Reference: RL230508-100984-02-T (used for troubleshooting)

Email Address: brooke_mowbray@ucla.edu

Emailed rewards are processed instantly but may take up to one day to be delivered.

Need help?
Our Help Center contains answers to common questions.

The marks and designates are not sponsors of the rewards or affiliated with Tangi Card Inc. The marks and other identifying marks attached are trademarks of and owned by each represented company and/or its affiliate. Please visit each company’s website for additional terms and conditions.
$15.00 gift card

Card Number:
1751069863114098

PIN:
6750

Using your adidas eGift Card is simple

Shop Online:
Enter your full 19 digit card number & 4 digit pin in the gift card field of the payment screen. Your PIN number is located under the silver coating on the back of the card. Simply rub off the silver coating to reveal the number. For eGift Cards, you’ll find the PIN number on the email certificate. Click apply. You may use in combination with a credit card and a maximum of 5 gift cards separate cards may be used. ‘Apply.’

Shop in Stores:
Bring your Gift Card to any adidas Sport Performance, adidas Originals, or adidas Outlet store.

Terms & Conditions: Usable up to balance only to buy goods or services at adidas retail stores in the United States or online at www.adidas.com. Not redeemable for cash except as required by law. Not a credit or debit card. Promotional offers or discounts are not redeemable towards the purchase of Gift Cards. Safeguard the card. It will not be replaced or replenished if lost, stolen, or used without authorization. adidas America Inc. (AAI) is the issuer and sole obligor to card owner. AAI may delegate its issuer obligations to an assignee, without recourse. If delegated, the assignee, not AAI, will be sole obligor to card owner. For balance or other inquiries, visit www.adidas.com/giftcard or call 1-800-982-9337.
Accounting for Tango Cards

Requests Diagram Flow

Voucher

To request funding for a sponsored or non-sponsored project, have a department accountant submit a campus voucher via ConnectCarolina. Tango Card vouchers that have gone through departmental, Office of Sponsored Projects, Accounts Payable, and Accounting Services approval will be paid the following Friday. Funds will be available in the Tango Card platform 1-3 business days after being paid.

For example, if a campus voucher has been approved by Accounting Services on Thursday of the first week of the month, then the payment will be transmitted to Tango Card on the Friday of the second week.

Funds should be available in the Tango Card platform by Wednesday of the third week.

Voucher Invoice Number

Voucher invoice numbers must be unique. To meet this requirement, the voucher invoice number should be the date followed by the Institutional Review Board (IRB) number. You must have an IRB number to use the Tango Card Platform.

Invoice Number: Today’s date (YYYY-MM-DD) then the IRB Number 12-3456

Example: 2023-06-23-12-3456
How to Enter a Campus Voucher

Please enter:

**Short Supplier Name:** Tango Card-001

**Supplier ID:** 0000136430

**Invoice Number:** Today’s date (YYYY-MM-DD) then the IRB Number 12-3456

**Example:** 2023-06-23-12-3456

**Invoice Date:** Today’s date

**Gross Invoice Amount:** The total amount you want made available as an advance taking into consideration any fees for shipping or physical cards, if applicable.
Once in the voucher:

In the Category Field Enter: UNC00004. This will auto-populate the study subject payment chartfield. This must be changed from 523150 to 559550 if using an OSP project or 119220 if using an allowable trust or other fund.
Please attach your Tango Card Set Up form and User Entitlement form to the ImageNow Attachments link as supporting documentation. Accounts Payable and Accounting Services will put your voucher on hold if you do not attach the fully completed forms.
Then departments should review their voucher one more time to ensure they used the correct Supplier ID, the correct CFS, and attached fully executed forms.

Then, please budget check, then submit your voucher.

Tango Card Account Numbers

There are two new accounts that must be used for all Tango Card requests. See the charts below for the correct usage of these accounts. Only the UNCCH Business Unit is allowable to advance funds.

- 559550 – OSP Request
- 119220 – Trust Request
Monthly Reconciliation Process

Monthly reconciliations must be completed by the 15th of the month.

**Once funds are loaded onto a card the card must be expensed (reconciled) by the study.**

For example, if $100.00 was loaded onto gift cards and/or prepaid cards and distributed to study subjects in June, an Intraunit Other Campus Journal (JOT) must be entered to reconcile $100 to the appropriate expense account by July 15th.

The following documentation should be attached to the reconciliation journal within ConnectCarolina:

1. Tango Card Transaction Report. See the reports section of this document for more information.
2. Prepaid Card Reconciliation form (OSP only).
3. Copy of the initial journal entry placing the prepaid card advance on the original chart field string.

The reconciliation journal will credit the distributed funds from the advance account (559550 or 119220) and debit the amount to the appropriate study subject expense account. The journal lines will look like this:

<table>
<thead>
<tr>
<th>Account</th>
<th>Fund</th>
<th>Source</th>
<th>Account</th>
<th>Department</th>
<th>Project ID</th>
<th>Business Unit</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>($100)</td>
<td>25200</td>
<td>49000</td>
<td>559550</td>
<td>123456</td>
<td>5123456</td>
<td>CHOSR</td>
<td>1</td>
</tr>
<tr>
<td>$100</td>
<td>25200</td>
<td>49000</td>
<td>523150</td>
<td>123456</td>
<td>5123456</td>
<td>CHOSR</td>
<td>1</td>
</tr>
</tbody>
</table>

Accounting Services will review and then approve or deny the journal entry. If a Project ID is used, Office of Sponsored Projects will pre-audit the journal entry before Accounting Services’ ultimate approval or denial of the journal entry.
Accounting for Longitudinal Studies and Project ID Number Changes for Existing Projects

When accounting for longitudinal studies that having changing project ids, projects must return funds allocated to the expiring project id and request funding for the new project id.

Monthly Deadlines

All Tango Cards must be reconciled by the 15th of the month following funding.

Annual Deadlines

Tango card processing deadlines, if any, are determined on an annual basis. Review the Tango Card website for the most current information.

Escheatment and Expired Cards

Participants who do not use their funds by the expiration date forfeit their money.

Forms

- Change to Setup and Access Form
- Reconciliation Form

Department Links & Other Resources

Cash Management

Cash Management and Financial Reporting are responsible for managing the Tango Card program. They ensure the timely coordination of payments between the various stakeholders. Please visit the Tango Card program website or email tango@unc.edu for more information.

Tango Card Website
https://finance.unc.edu/services/participant-payments/

Tango Card Email Address for UNCHAPEL HILL Employees
Tango@unc.edu

Office of Sponsored Programs

The Office of Sponsored Programs reviews funding requests to ensure they align with the requirements of the study and available funding requirements. Approved requests are returned to Cash Management to prepare the journal entry request. Please visit their website for additional information.

https://research.unc.edu/sponsored-programs/

Office of Sponsored Programs Email address
sponsoredprograms@unc.edu
Tango Card Help Pages for UNC-Chapel Hill Employees

- **Tango Help Page:** [https://help.rewardsgenius.com/s/](https://help.rewardsgenius.com/s/)
- **Create an email template:** [https://help.rewardsgenius.com/s/article/HowtoCreateaCustomEmailTemplate](https://help.rewardsgenius.com/s/article/HowtoCreateaCustomEmailTemplate)
- **Send rewards bulk:** [https://help.rewardsgenius.com/s/article/HowtoPlaceanOrderUsingBulkUploadEmailDelivery](https://help.rewardsgenius.com/s/article/HowtoPlaceanOrderUsingBulkUploadEmailDelivery)
- **Send rewards with standard mode (individual rewards or just a handful):** [https://help.rewardsgenius.com/s/article/HowtoPlaceanOrderUsingStandardModeEmailDelivery](https://help.rewardsgenius.com/s/article/HowtoPlaceanOrderUsingStandardModeEmailDelivery)
- **How to generate Order History reports:** [https://help.rewardsgenius.com/s/article/ReportingDownloadReports](https://help.rewardsgenius.com/s/article/ReportingDownloadReports)

Tango Card Participant Support

- **Chatbot & Help Website:** [https://help.tangocard.com/s/](https://help.tangocard.com/s/)
- **Phone:** 1-877-558-2646 from 6:00 am to 5:00 pm Pacific Time Mon-Fri.

Questions and Answers

**What browser should I use to access Reward Genius?**

Google Chrome is the best browser to use when navigating Reward Genius.

**How often will I be locked out of the Tango Card System?**

Accounting Services will deactivate inactive users every 60 days. Request reactivation by emailing tango@unc.edu.

**How many days does my participant have before their reward link expires?**

A reward links never expires. However, the expiration date for a redeemed card is listed in the email communication received by the participant if such a date exists. Typically, cards do not expire. The prepaid Mastercard and Visa card by law have expiration dates. See the product matrix for more additional information.

**Can I resend a reward, change an email address, and is there a fee?**

There is no fee for resending a reward link. Please confirm you have access permission to update an email address link.

**How can I determine if the recipient has accessed their reward?**
Review the Order page in the Reward Genius portal. See the Order section of this manual for more information.

**Can staff print the participant’s certificate using a UNC-Chapel Hill computer?**

Yes, with certain stipulations.

1. The certificate must be emailed the participant’s email address. Do not email Tango Card reward links to any email other than the participant’s email address.
2. The participant’s PHI cannot appear on the certificate.

**What happens if a participant never opens their reward link?**

Reward links never expire. You can always resend the reward link to the participant.

**When do e-gift cards and physical gift cards expire?**

Physical gift cards expire within 6 months. E-gift card expiration dates are listed in the redemption email if an expiration date exist.

**How quickly will participants have access to their e-gift cards?**

Participants will have access to their e-gifts within minutes of receiving the reward link and redeeming their e-gift card.

**Are there tutorials or videos available for participants?**

Participants can visit [https://help.tangocard.com/s/](https://help.tangocard.com/s/) for tutorials and user information.

**What should a research coordinator do if they hear from a participant that they did not receive their card?**

Resend the reward link to the participant, check the status in the Order history, and always send physical cards with a tracking. Learn more by reading the section in this manual about physical cards.

**What fees are passed from UNC-Chapel Hill to the project ID?**

Card load fees and fees for physical cards, including shipping expenses, are passed on to the project.

**Does the IRB consent form need include language about Tango Card?**

The IRB consent form has been updated with general language to include Tango Card and other payment options. Contact the IRB for additional information.

**How long from the time of a request to having funds added to Tango?**

See the accounting section of this document for more information.
Can we have a joint guidance document created between the Office of Sponsored Projects, Cash Management, and the Office of Human Resources and Equal Opportunity and Compliance that helps us understand when and how we can use participant emails and other Protected Health Information (PHI) within Tango (unencrypted with consent vs encrypted) and how IRBs may need to be modified to utilize this system?

The UNC-Chapel Hill Institutional Privacy Office and UNC-Chapel Hill’s IRB and the Office of Human Research Ethics are the subject matter experts. Contact them with this request.

What accounting is performed to ensure real time reconciliation with grant awards?

The administering department is responsible for timely reconciliation of gift. Gift cards that have been funded should be reconciled to the appropriate project and expense account code by the 15th of the following month.

How does 1099 issuance work?

Tango does not track subject payments for 1099 reporting purposes. It is the responsibility of the administering department to work with UNC-Chapel Hill Accounts Payable to ensure study subject payments are reported appropriately.

Can we use Tango Card to reimburse non-taxable expenses?

Yes, Tango Card may be used to reimburse non-taxable expenses for participants. Please ensure that these expenses are reconciled to the appropriate expense account code and adequate documentation is saved to support the expense.

What audits are done to make sure expenses are appropriate?

It is the responsibility of the administering department to ensure Tango Card expenses are appropriate and allowable on the funding source to which they are charged. Tango Card advances, expenses, and reconciliations utilizing sponsored projects require Office of Sponsored Projects review and approval. All advances and reconciliations are reviewed by UNC Accounting Services and may be audited by Internal Controls and Internal Audit staff.

Will types/options for rewards within a specific project be allowed to differ across participants? Or will we need to standardize across a project the way rewards are divided out?

They can differ across participants. Learn more by reading this manual.

How should funds be added to accounts? Can we allocate the entire reward?

Funds should be added to accounts via the voucher system.
Can Tango Cards be issued for other needs? For example: Gifts to employees.

Tango Card is only for research purposes. All requests must be associated with an Institutional Review Board (IRB).

Employee gifts are taxable, and Tango Card cannot be used for them. Contact Accounts Payable about employee gifts.

How does Tango Card address the issue of compensation vs. reimbursement?

It is the responsibility of the administering department to ensure that study subject compensation and study subject reimbursement are accurately recorded upon reconciliation using the appropriate expense accounts codes.

Can departments enter social security numbers into Tango Card for 1099 reporting requirements?

No, do not enter social security numbers into Tango Card. Tango Card does have an Application Program Interface (API) that can integrate with other university systems. If we receive significant interest, we can investigate the implementation process.

Are studies required to use Tango Card?

No, studies are not required to use Tango Card. Departments can use any University approved method to pay participants.

What guardrails are in place to ensure funds are not overdrawn from grant accounts?

The project account cannot be overdrawn in the Tango Card system. Tango card provides the account balance and can send an automated email when the account reaches a certain amount.

How are funds returned to the project if they are not entirely used by the end of the study?

Funds are returned to the project by completing the final reconciliation form.

Is there a way for participants, with the same email address, to accumulate their funds for use? If not, is this something a Tango Card can investigate?

Tango Card does not currently do not offer this option. However, they are going to share this request with their development team.

Does Tango Card use participants emails for solicitation?

No, Tango does not use participant emails for solicitation. Tango card stores email addresses for delivery purposes only.
What happens if a participant loses their physical gift card?

a) Lost or stolen physical prepaids with their full value can be reissued for no fee one time to the same mailing address.
b) If the card has been used, there is a $10 reissuing fee.
c) To ship to a new address (even as small as adding an apartment number), there is a $10 reissuing fee deducted from the reward value.

Because of this, we encourage lots of education—for senders and for recipients—to ensure addresses are correct and folks watch out for their plain white envelopes.

What happens if a participant forgets to use their gift card before the expiration date?

The participant has forfeited their money.

How do I track a physical card delivery?

For bulk orders, to one specific location, the United States Postal Service (USPS) provides standard 3-day shipping with tracking. Batch orders to provide tracking. We recommend using the bulk order option, have the cards delivered to a UNC-Chapel Hill address, and the department mail the physical cards to participants with tracking.

Can UNC-Chapel Hill cover the costs of physical cards for its participants?

- If the department uses the batch or bulk card option, the costs will be covered by the UNC-Chapel Hill study department.
- If the participant requests a physical card, they will have to cover the costs, or the department can add $3.00 to the gift card to cover the costs.

Can Tango Card add a custom field for our participant identifier that is required?

Yes, Tango Card is adding this as a custom field to our platform.

How do I reverse an incorrect payment or update an incorrect email address?

You cannot reverse an incorrect payment. Digital cards can be resent to the same email or a different email address but must be resent to the same recipient. Once it is delivered, it becomes that recipient’s property; ensure that rewards and reward amounts are correct before sending.

Is there a way to limit the amount that can be loaded onto an individual card? For example, a single load cannot exceed $200.

Yes, by locking the reward value for a specific customized Reward Link. Standard values available are $0-$2,000, but you can choose a specific maximum for one (or all) of your custom UNC-Chapel Hill rewards.
Should participants contact Tango Card or research coordinators if they have questions about their cards?

Participants can contact Tango Card’s first-tier customer support. Research coordinators can also add their contact information to the study’s customized email template.

- Chatbot & Help Website: https://help.tangocard.com/s/
- Phone: 1-877-558-2646 from 6:00 am to 5:00 pm Pacific Time Mon-Fri.

Can gift cards be added to Google Pay, Apple Pay, etc?

The digital Mastercard Prepaid Card can be added to a mobile wallet.

Once a choice product, retail card, is redeemed for a brand merchant card, it is up to that brand merchant. Brand merchant gift cards have a variety of digital, mobile wallet, and physical use applications. Some can be redeemed in store and others solely online.

Do physical gift card orders appear on the transaction reports in the Tango portal?

Yes, they do. View the Order section of the Tango portal.

If we use a generic name for our participants such as “valued participant” can the participant updated their name? If so, where, and how?

- No, once you complete the name field it cannot be modified.
- When a recipient redeems for a Mastercard Prepaid Card, **they** are required to provide their name and address; that is not stored or collected by Tango or viewable to UNC.

Can we choose a type of reward on our participant's behalf instead of providing them with options?

No, if you issue a choice reward to a recipient, only the recipient of that reward can select their brand(s).

Will email addresses for study participants be encrypted or protected?

No, participants are responsible for keeping their email passwords confidential.

How do I know how much is left on my project’s budget line?

Tango Card updates your project balance on a continuous basis. Tango Card can email you a balance reminder when your account hits a certain limit.

Who can see the “sent” list of cards?

Administrators and individuals with access to your project can see the list of cards sent.
Will the research coordinator receive a delivery confirmation email?

No, however, you can look up the status of Tango Cards in the system. Review the “Order” section of this document.

Does Tango Card have a text message option?

No, however Tango Card is researching how to implement texts message technology.

Can Tango Card integrate with a survey system that will automatically send participants an e-gift card?

Yes, Tango Card integrates with Qualtrics. See the Tango Card website for the Tango Card Qualtrics Integration documentation. In addition, Tango Card has an Application Program Interface (API) that integrates with many systems.

Is there a gift card option that will allow participants to redeem it for cash?

No, Tango card does not offer a cash redemption product. However, participants can elect to receive a Mastercard. Departments can order physical Visa cards. **Note:** Visa cards and physical Mastercard’s have an expiration date. If the cards are not used by the expiration date, the funds are forfeited.

Does Tango Card offer reloadable cards?

No, Tango Card does not offer reloadable cards. They are looking into reloadable options for longitudinal studies.

What happens to a participant’s funds when their card expires?

Participants who do not use their funds by the expiration date forfeit their money.

What is Tango Card’s website for study recipients?

https://help.tangocard.com/s/

What email address are rewards sent from?

The Reward Genius email address is noreply@tangocard.com.

How do I create a reward template?

Visit Tango Card’s website for instructions. 
https://help.rewardsgenius.com/s/topic/0TO1U000000PnjkWAC/reward-templates

What is Tango Card’s customer service website address?

https://help.rewardsgenius.com/s/