Physical Reward Links: Additional Information
Questions and Answers

1. **What type of envelope does the reward link arrive in? A picture of the envelope would be great.** 8X11 envelope with an orange stripe on the bottom of the envelope. Please see the example below.

2. **Can departments include a customized template/letter with their physical reward link?** The "From", "To" and "Message" can be customized and included with each printed Reward Link. **Can Tango's help website address be included in the letter?** Tango's Customer Service contacts are included with every printed Reward Link.

3. **What happens if the participant does not receive the physical reward link?** The participant should reach out to Tango's CS team for further assistance regarding printed Reward Links that have not been received. Note that it takes around 7-10 business days for the printed Reward Links to be delivered.

4. **Is there an additional fee for address changes for a reward link that has been mailed to the wrong address, or the address has changed?** We would have to cancel the original Reward Link and you would have to place a new order with the correct mailing address (note that a $25 cancellation fee would apply). Alternatively, if the original Reward Link has not been redeemed, we could email it to the recipient instead.

5. **When do unopened or undeliverable reward links become void?** Reward Links do not expire.

6. **Do physical reward links expire?** No, printed Reward Links do not expire.

7. **What happens if we send a physical reward link to a participant, but they decide they want an electronic link or vice versa?** Original Reward Link would need to be cancelled (so long as it has not been redeemed) and a new Reward Link ordered by UNC. Note that a $25 cancellation fee would apply.

8. **What happens if a reward link is sent to an active email address, but not the anticipated address?** All printed Reward Links are mailed to a physical address. Email only comes into play if the recipient chooses a digital card or if a digital Reward Link is issued to them. In case a digital card or digital Reward Link is sent to the wrong email address it can always be resent to a different email address through the Tango Portal.

9. **Can physical reward links be printed on-site?** No, all printed Reward Links are printed by our processor and shipped either to each recipient individually or bulk shipped to a single location for redistribution.

10. **Printed Reward Links can be mailed in bulk to a single University location and then re-sent by UNC-Chapel Hill to the end recipients through certified mail. Note that a minimum of 30 Printed Reward Links must be ordered and those then will be sent via FedEx 2-day in a single envelope with a tracking number to a University location of choice.**
Printed Reward Link

1. Send Reward Link via mail.

2. Recipient choose from 100+ plastic and digital gift card options.

3. Recipient receives gift cards via mail (7 to 10 days) or email.

Fee: $1.50 per card
Printed Reward Link

Our printed Reward Link® is mailed directly to your recipients. To redeem their reward, recipients visit rewardlink.io/redeem and enter the provided pin.

Reward Link dimensions: 8-1/5 inches wide x 11 inches high

Envelope dimensions: 11-1/2 inches wide x 6-1/8 inches high