TANGO℠
UNC | FINANCE AND OPERATIONS

Requesting Batch Physical Visa Cards

About Batch Physical Cards

Batch Physical Visa Cards are delivered to the participant. These cards are active, ready to use, and handed directly to the recipient or mailed. While there are no, recipient fees, the department is required to cover some fees:

- $2.00 per card fee.

Note: Visa Cards expire six months from the date of issuance and departments are liable for the expense of all card that are not used.

Important: The project Tango account must be fully funded before a batch order can be placed. For instructions on how to Request Funds view the UNC Chapel Hill Tango User Manual or view the computer-based training, Tango Card: Ordering Bulk and Batch Physical Cards on the University Tango Card (Participant Payment) webpage.

Requesting Batch Orders

1. Send an email to tango@unc.edu notifying the Cash Management Office that you want to place a Batch Order for Physical Visa Cards.

   Result: You will receive a ShareFile from the Cash Management Office.

2. Open the **Batch template** located in the ShareFile.

   Note: Step-by-step video instructions for how to request Batch Physical Visa Cards is also available in the ShareFile.

3. In the Name column, enter each recipient's name.

4. In Column I, enter **BATCH** for every line.

   Note: Unique Tango ID (UTID) is the identifier for the reward you are sending. The UTID Key at the bottom of the template provides UTIDs.

5. In the US Zip codes column, enter the zip code.

   Note: It should only be the first five digits.

6. In the US Country Code column, enter **840**.

7. Save the file using the following naming configuration:

   - **Company Name—Date Submitted (Example: Testco 10 22 13)**

8. Upload the completed form to the Using the Orders In folder of the ShareFile.

   Result: The Product Support Team will process your order by the end of the following business day; and will email you a notification email confirming that your order has been received and placed. No further steps are required of users. Tango will handle the process of printing and mailing out the physical cards. Once the process is complete the account balance will change accordingly and you will receive a second email notification once the order has shipped.