

About Bulk Physical Cards

Bulk Physical Visa Cards are delivered to the University. These cards are active, ready to use, and handed directly to the recipient or mailed. **These cards expire 6 months from the date of issuance and departments are liable for the expense of all cards that are not used.** Therefore, you should only order what you will disburse over the next 1-2 months. Also, while there are no recipient fees, the project or department is required to cover some fees:

- \$2.00 per card fee.
- \$30.00 delivery fee per bulk order.

Important: The project Tango account must be fully funded before a bulk order can be placed; and these funds cannot be returned. 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 Bulk Orders

1. Send an email to tango@unc.edu notifying the Cash Management Office that you want to place a Bulk Order for Physical Visa Cards. That includes the following information:
 - **Account** - Tango Account Number, Project ID Number, and Project Name
 - **Group** - Tango Group Number (Your Department ID and Department Name)
 - **Email** - Email address of staff who will have access to the ShareFile.

Result: You will receive a ShareFile invitation from Tango to access your project accounts.

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

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

3. Complete all the column fields based on the number of rows needed for each individual card.
4. In Column I, enter **BULK** for every row.
5. In Column Q to U, enter the University shipping address that the cards will be mailed to.
6. In Column V, enter **840** as the Country Code for the United States.
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 Tango 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. You will receive a second email notification when your order has been shipped. Cards typically arrive 7-10 business days after the order is placed.