

TO BEGIN

How do I start utilizing this mechanism?

Reach out to your post-award specialist letting them know you are interested. Your specialist will be able to add you as a user to the Tango account.

What if I already have an account with Tango?

In order to be associated with the OADR Tango account, OADR will need to request for your old account to be deactivated and add you under the OADR Tango account.

What gift card options are available with Tango?

Participants will receive a "Reward Link" in their email after the incentive is issued. At this point, the participant has the ability to select the gift card of their choice. Gift card options can be found [HERE](#).

DURING

If we issue a gift card to the wrong recipient, are we able to recall that issuance?

Rewards are non-refundable and cannot be cancelled. That being said, you can always use the "resend" feature in the dashboard to resend the link to the original email address or a new email address if there was an error in the original one.

Can the gift card amount be utilized with different vendors?

Yes. Example: If the incentive is \$50, the recipient can split that as they wish, such as \$25 with one vendor and \$25 with another.

Can all electronic gift cards be used both online and in person?

The gift cards are sent digitally and can be printed out in order to use in person.

Are we able to confirm is a gift card that is issued has been used or if funds are still remaining?

Yes, Tango provides full transparency around Order History so you know what the reward balance is and what has been redeemed.

If a recipient wanted to utilize the gift card in store, do they have to print it out OR will there be a code / barcode available that they can just show at the check-out line?

It depends on the retailer they select. Some retailers like Starbucks produce a bar code that can be scanned at check out. Other retailers provide a card number and pin which will have to be printed out and handed to a cashier.

How long to recipients have to utilize the funds issued to them? Do they expire?

The gift cards do not expire. They can visit their redemption link at any time and redeem part or all of their balance.

Tango offer's cash equivalent cards such as Visa. Is there a fee Tango charges on top of the normal cash value for distribution of these cards?

No, Tango does not add any fees for using the prepaid visa. That being said, recipients can opt for a physical version of the card at redemption for a \$3 mailing fee that is deducted from their overall balance. This fee cannot be charged to the sponsored project.

If a recipient chooses to go with a Visa gift card, where will the option for them to select a physical card to be mailed in the email? It is a lengthy process?

If a recipient opts for a physical card at redemption a \$3 mailing fee is deducted from their overall balance. Here's a link to what the redemption flow looks like - <https://tangocard.zendesk.com/hc/en-us/articles/218975898-How-to-redeem-your-Prepaid-Visa-Mastercard>. Just a heads up, there is an approval process in order for you to send the visa to recipients. Revised 6/8/20

Do you know if the Visa gift card provides both an online and in store option for utilization of funds?

Yes, recipients can use the card online or in-store. Here's more information on this –

<https://tangocard.zendesk.com/hc/en-us/articles/200108160-Can-I-Use-Electronic-Gift-Cards-In-Store->

When we run a report to view all cards issued, will we be able to see which vendors the recipient selected for their gift card?

Yes, we provide full transparency around **Order History** and what gift cards recipients are selecting.

AFTER

Are signed receipt forms still required?

Yes, if the incentive is over \$25, a signed individual receipt form must be obtained by the participant via DocuSign. You can obtain that form at this [link](#).

What if I need the Individual Receipt Form in Spanish?

Contact your account manager as OADR has one on file.

What if the incentives issued are under \$25?

The order history from your Tango account provides sufficient information to track this.

When must I reconcile my Tango order?

Order's must be reconciled when whichever of the following occurs first: 30 Days after University payment to Tango OR 30 Days prior to end date of funding period of grant.