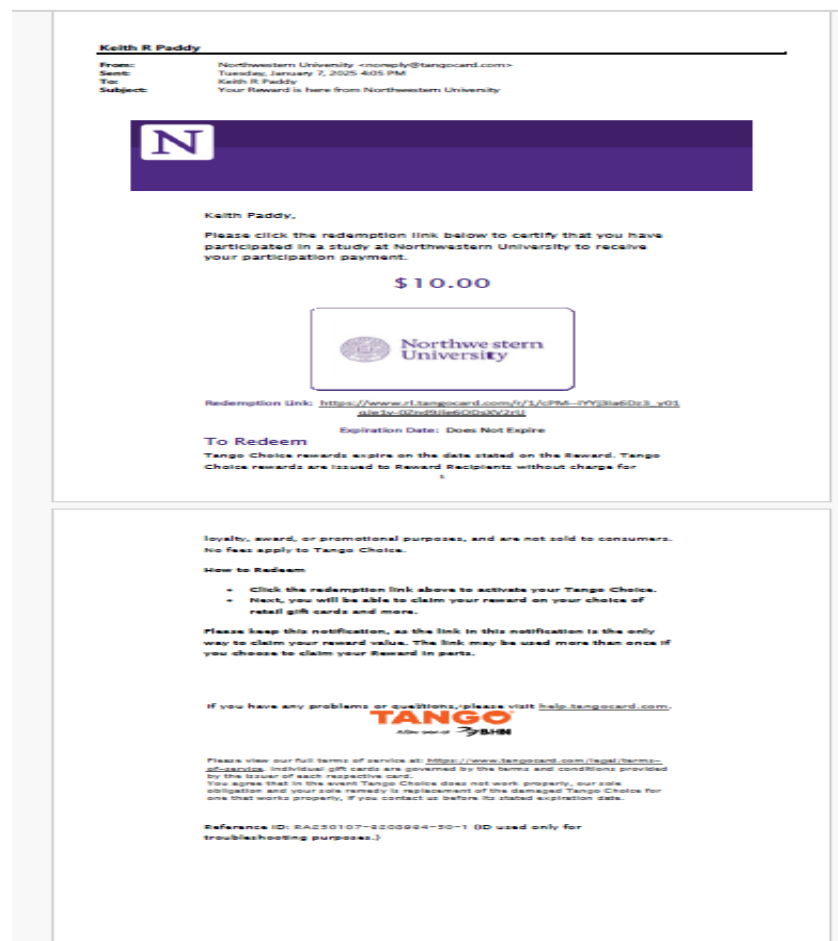


## Gift Card Participant Process

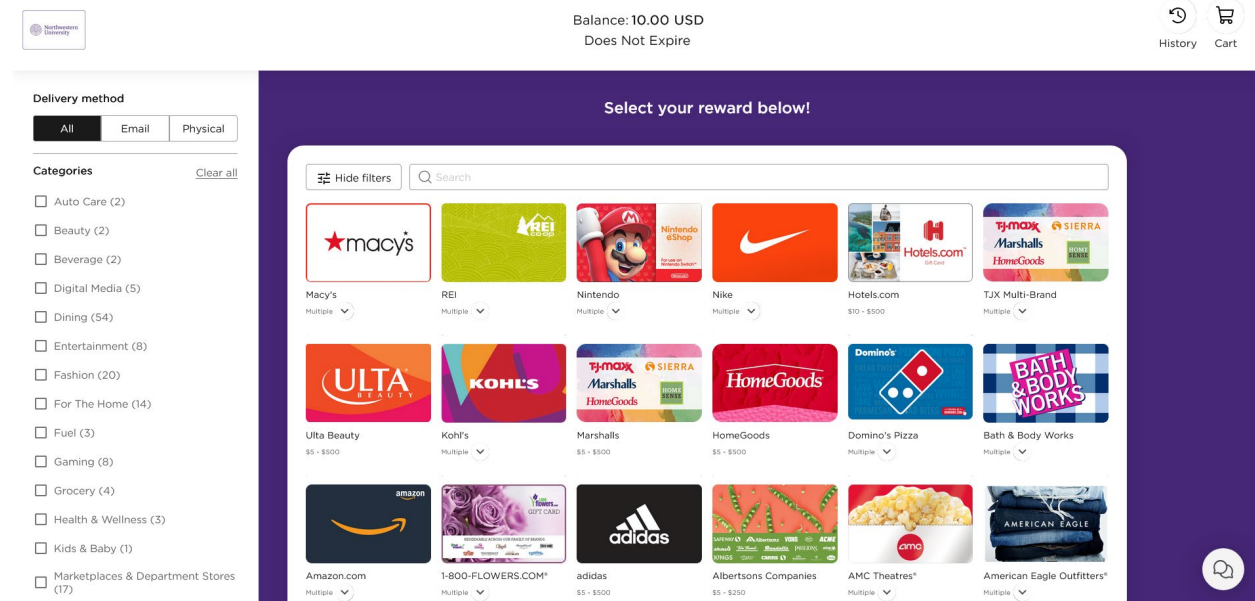
- If you experience any issues with the gift card purchase, you can contact Keith Paddy in Procurement and Payment Services.
- If a participant experiences any issues with the delivery of their gift card or any other concerns, they can reach out to Tango at [help.tangocard.com](mailto:help.tangocard.com). They will be routed to chat with a live agent.

### The Participants Process:

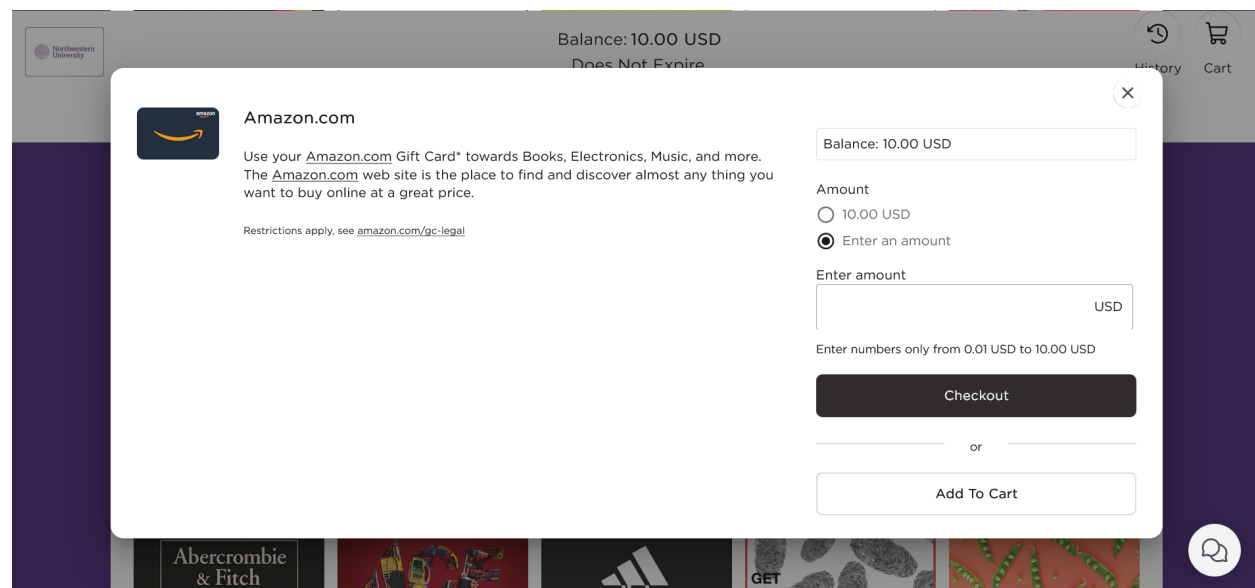
Participant will receive an email, just like the below, providing instructions for how to redeem their gift card award.




After clicking the Redemption link, the participant will be routed to the page where they can select the gift card brand. Brand options are available based on the total award amount.





After selecting their gift card brand, the participant will have the option to split their award amount to receive multiple gift cards. For example, if they are awarded \$10, they can choose to receive a \$5 Amazon Gift Card and a \$5 Nike Gift Card. And the total reward doesn't have to be used during one transaction. For example, if they are rewarded \$10, they choose to use only \$5 and be left with a \$5 balance to be used at another time. The reward link will never expire. They can continue to use the original email they received.



If the participant receives the Digital option only, they will click Checkout and be routed to the Order Summary page. The recipient will be allowed to change the name of the recipient but not the email address. They will check the disclosure box and click Place Order.



Balance: 5.00 USD  
Does Not Expire

 History  Cart

Select your reward below!

← Back to Catalog

Reward Delivery

First Name \*

Keith

Last Name


Paddy

Email: k-paddy@northwestern.edu



Recipient email pre-populated for this Reward Link.

Order Summary (1 item)

Digital delivery

 Amazon.com


5.00 USD



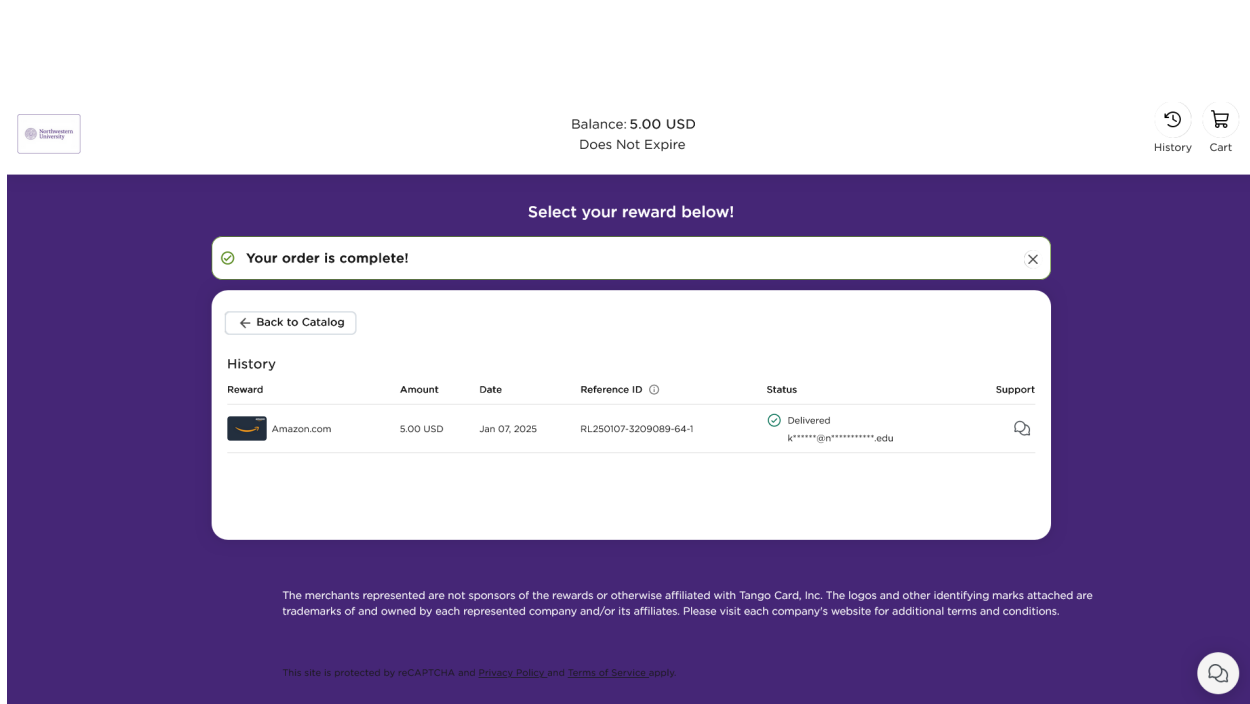
Total: 5.00 USD

☒ I understand that my order is non-returnable and is subject to the [Terms of Service](#) and [Privacy Notice](#)

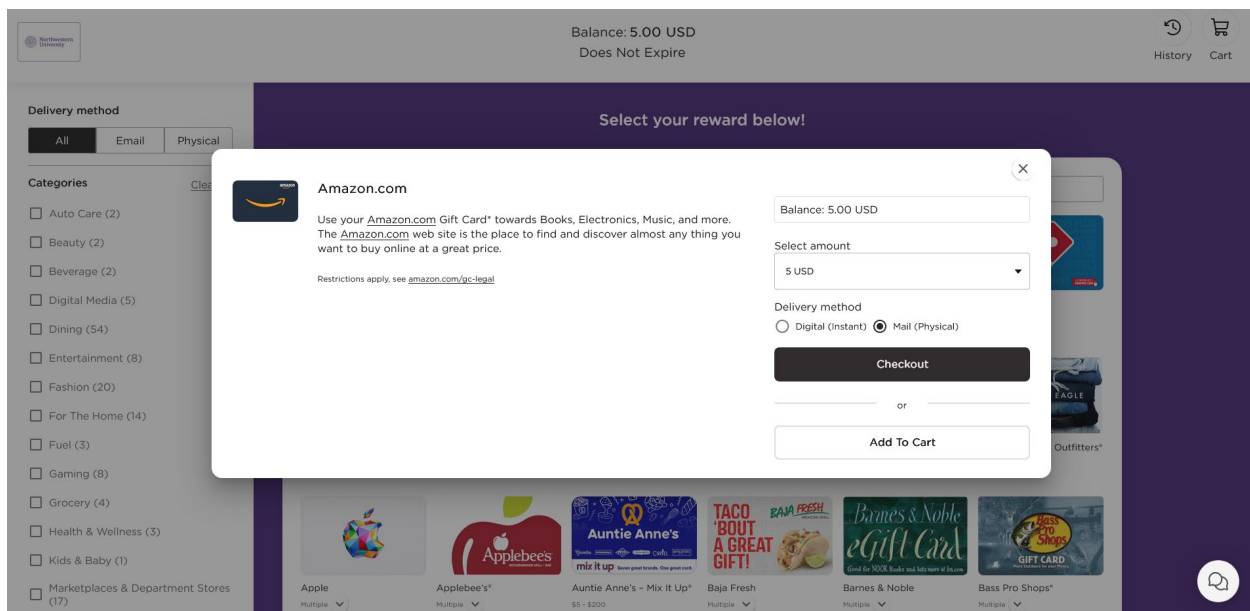
Place Order



Once the order is placed, they will be routed to the Your Order is complete page. They will receive an email with their digital gift card details within 15 mins after the order is placed. A sample email is available at the end of this document.




If the participant receives a Physical Card option, they can select to receive a physical gift card in the mail with also still having the option to select a digital card.





If they select Mail (Physical), they will be routed to the Order Summary page where they will be asked to enter the address where the gift card should be mailed. They will be able to update recipient name but not the

email address. They will check the disclosure box and click Place Order.



Balance: 0.00 USD  
Does Not Expire

  
History Cart

**Shipping address**

First Name \*

Last Name \*

Keith

Paddy

Address \*

2020 Ridge Ave

Address Line 2

2nd Floor

City \*

Chicago

State / Province \*

Illinois

Zip / Postal Code \*

60208

☒ **Send order confirmation**

First Name \*


Last Name



Keith

Paddy

**Order Summary (1 item)**

**Delivered by Mail**


 **Amazon.com**  
5.00 USD




Total: **5.00 USD**

☒ I understand that my order is non-returnable and is subject to the [Terms of Service](#) and [Privacy Notice](#)


**Place Order**




Once the order is placed, they will be routed to the Your Order is complete page. They will receive an email with confirming their order was placed shipment details. They will receive their physical gift card within 12-15 days. A sample email is available at the end of this document.



Balance: 0.00 USD  
Does Not Expire


  
History

**Select your reward below!**







 **Your order is complete!**


Mailed rewards are delivered in 12-15 days.

Keith Paddy  
2020 Ridge Ave  
2nd Floor  
Chicago, IL 60208

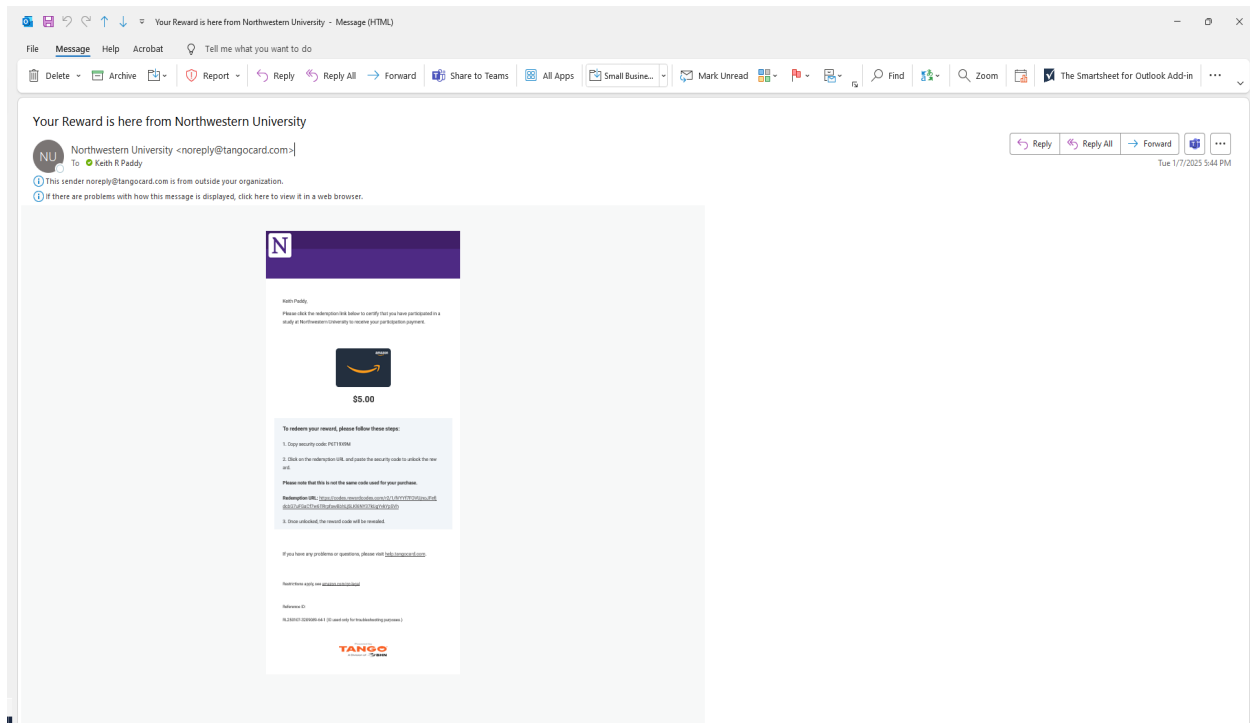
 **Back to Catalog**

**History**

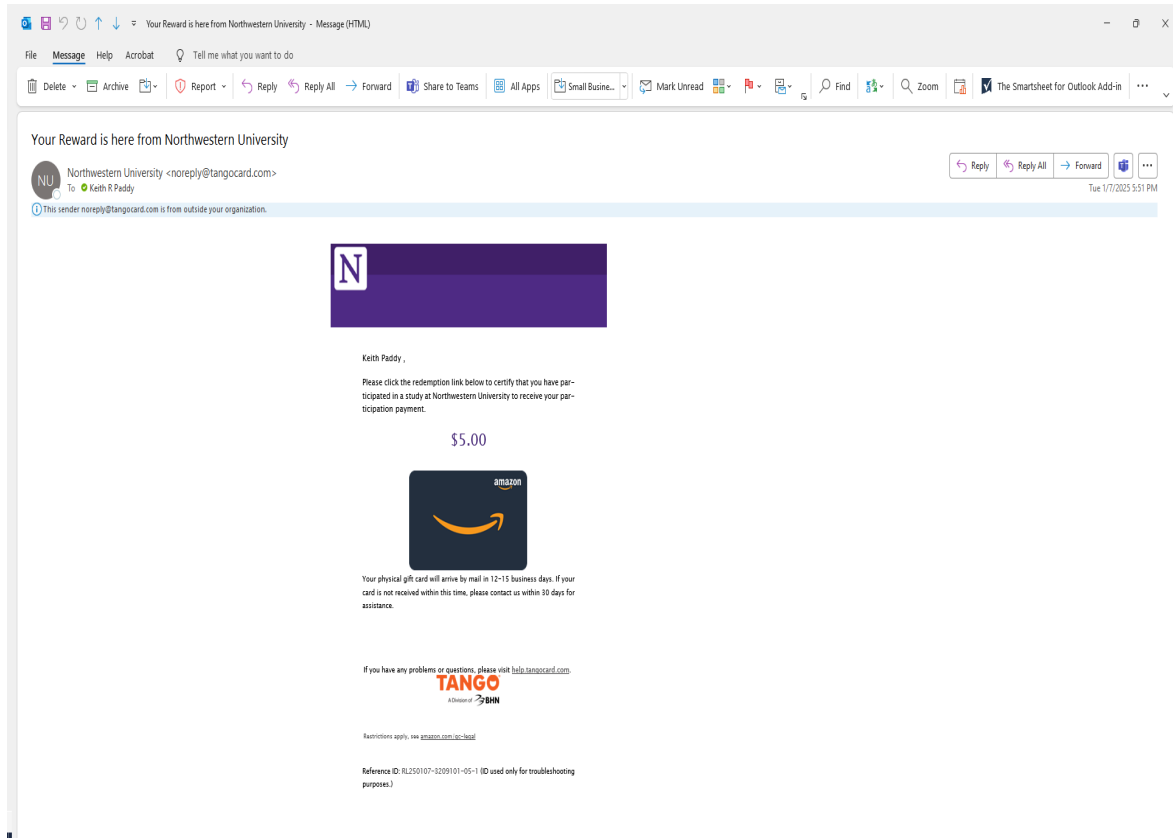
Reward	Amount	Date	Reference ID ⓘ	Status	Support
 Amazon.com	5.00 USD	Jan 07, 2025	RL250107-3209101-05-1	 Order received Mailed rewards are delivered in 12-15 days.	
 Amazon.com	5.00 USD	Jan 07, 2025	RL250107-3209089-64-1	 Delivered k*****@n*****.edu	



## Sample email confirmation when a digital gift card is selected:



## Sample email confirmation when a physical gift card is selected:



Other Things to note:

- When will the participant receive their gift card?
  - The participant will receive an email with details of their gift card within 15-20 minutes after Tango receives your purchase order.
- Does the participant need to establish an account with Tango to accept their award?
  - No account is needed to accept their gift card award.
- After the participants redeems their award, how long will it take for them to receive their gift card.
  - If a digital gift card is selected, they will receive their gift card within 15-20 mins.
  - If a physical gift card is selected, they will receive their gift card in the mail within 12 – 15 days.
- Will we be notified when participants receive their gift cards?
  - You will receive an email confirmation of your order but will not be notified when participants receive their gift cards.
- Who do we contact if we have issues with our gift card transaction?
  - You should contact Keith Paddy in Procurement and Payment Services if you have issues with your transaction.
- Who should the participant contact if they experience issues with their gift card?
  - They should contact [help.tangocard.com](mailto:help.tangocard.com) and they will be routed to chat with a live agent.