

Send digital rewards with Tango

Step 1: Select a digital reward

In Tango platform, the ability to send rewards is governed by user roles and permissions. Email is the default mode of delivery.

1. [Sign in to the Tango portal](#).
2. Click **Send rewards** from the left menu.
3. Narrow down your search. Setting the delivery filter to email.

Send rewards

Search: Enter a brand or reward

Country: All

Currency: All

Reward type: All

Delivery: Email

Clear all

Rewards

Choice products (25)
Let your recipients choose from a variety of reward options.

Always Fail USD - \$0-\$1,000 View redemption options	Disbursement Link USD - \$0-\$2,000 View redemption options	Disbursement Link - Winmark USD - \$0-\$2,000 View redemption options
HomeStory Disbursement Link USD - \$0-\$20,000 View redemption options	Disbursement Link Music Go Round Payment USD - \$0-\$2,000 View redemption options	Disbursement Link Once Upon a Child Payment USD - \$0-\$2,000 View redemption options
Disbursement Link Plato's Closet Payment USD - \$0-\$2,000 View redemption options	Disbursement Link Play It Again Sports Payment USD - \$0-\$2,000 View redemption options	Disbursement Link Style Encore Payment USD - \$0-\$2,000 View redemption options
Disbursement Link with Hyperwallet PayPal USD - \$0-\$2,000 View redemption options	Disbursement Link USD - \$0-\$2,000 View redemption options	Global Choice Link (SV CAD) CAD - \$0-\$2,000 View redemption options
Global Choice Link (SV EUR) EUR - €0-€2,000 View redemption options	Global Choice Link (SV GBP) GBP - £0-£2,000 View redemption options	Global Choice Link (SV USD) + USD Prepaid USD - \$0-\$2,000 View redemption options

4. Select a reward by clicking on it. Choice items such as [Reward Link®](#) have the option to **View redemption options** before adding them to your cart. See [Search](#)

and filter your reward catalog.

Step 2: Customize your email message

Your platform automatically applies the default digital template before checkout. You can select a previously created custom template or add a personalized message before proceeding to checkout.

Best practices:

Use a custom digital template instead of the standard ETID E000000. While the standard template successfully delivers rewards, it uses the generic "Tango Card" as the sender name as opposed to a specific sender.

Follow these steps:

1. Click the **Template** box. You can search, view, and switch the digital text template.
2. Click **Use template** to apply your change. The custom message is now applied to your reward. See [Send personalized messages with digital rewards](#).

The screenshot shows a web interface for sending rewards. At the top, a purple banner reads: "Test Environment. You are using the Sandbox environment. All transactions are simulated - no real money or gift cards involved." Below this, the page title is "Send rewards / Rewards & recipients" with a "Cart" icon in the top right. A "Back" button is on the left. The main content area is titled "Disbursement Link" and shows "2 redemption options" and a "View all reward details" link. Under "Delivery method", "Email" is selected. A red box highlights the "Tango Card Standard Template" button, with a green arrow pointing to it. Below this is the "Recipients" section, which includes a quantity selector (set to 1), checkboxes for "Different amounts per recipient", "Recipient last name", and "Notes (internal)", and an "Import recipients BETA" link. A note states "The amount range for this reward is \$0 - \$2,000 USD". At the bottom, there are input fields for "Amount", "First name", and "Email address", each with a "Remove" button. The footer contains "Proceed to checkout", "Add to cart", and "Reward total \$0.00" buttons, along with a chat icon.

Step 3: Fill out recipient and reward information

After selecting your reward, delivery method, and customizing your message, follow these steps to enter the recipient and reward information:

1. Enter the reward amount, recipient's first name, recipient's last name, and email address.

The screenshot displays the 'Send rewards / Rewards & recipients' page. At the top, there is a 'Back' button and a 'Cart' icon. The main content area shows the selected reward: 'Reward Link Poland (Global Catalog)' with '21 redemption options' and a link to 'View all reward details'. Below this, the 'Delivery method' is set to 'Email'. A 'Tango Card Standard Template' is selected, with a link to 'Click to preview or update template'. The 'Recipients' section is highlighted with a green border and contains a table with columns for 'Amount', 'First name', and 'Email address'. Above the table, there are checkboxes for 'Different amounts per recipient' (checked), 'Recipient last name', and 'Notes (internal)'. A note below the table states 'The amount range for this reward is zł 10 - zł 8,000 PLN'. At the bottom of the page, there are buttons for 'Proceed to checkout' and 'Add to cart', and a 'Reward total 0,00 zł' indicator.

Note:

The message entered in the **Notes** section is internal and not visible to the reward recipient.

Internal notes can be viewed from the **Orders** page.

2. You can add up to 15 **Recipients** for this order. For more than 15 recipients, we recommend to [Send rewards in bulk](#).
3. Click **Proceed to checkout** to pay, or **Add to cart** for more shopping.
4. On the confirmation window, select one of the following options:

- a. **Go to cart:** Edit or delete any items you no longer need. Changes to the digital template will apply to that reward. Then click **Save** to proceed to the Checkout page.
- b. **Proceed to check out all items:** View the order summary and check out all items in the cart where you can click Place order.

Step 4: Place order

When you are ready to check out, go to the cart and pay for the reward. Place your order by following these steps:


1. Navigate to **Send rewards > Cart > Checkout**.
2. Make sure you've selected the correct **Account**. Click the drop-down arrow on top of the left menu to choose the account you'd like to send rewards from.
3. Select **Payment** for your reward.

Checkout

[View Cart](#)

Payment

Account
Account BD TD ?

 Pay with account balance
\$1,445.06

[Add payment method](#)

[Add funds to account](#)


Additional order information

Order PO number (optional)

Order notes (optional)

Order summary

Rewards	5 Brands
Number of rewards	6
Delivery method	Digitally
Delivery template	Tango Card Standard Template
Total reward amount	\$120.23 USD
Total order amount	\$120.23 USD

 Deliver now ▾

Place order

By clicking the place order button I acknowledge that I have read the brand(s) Terms & Conditions.

4. Enter order details:
 - a. **Order Notes** (optional): Applies to the entire order.

5. Click **Place order**.

You're routed to the Order summary page where you can check the status of your order. See [Order statuses in Tango](#). Here's more:

- a. For editing or deleting rewards, see [Edit or delete items in the cart](#).
- b. To schedule delivery, click **Deliver now**, pick a date and time, then click **Schedule delivery**.

Note:

- You can add multiple rewards to your cart before checking out. However, if you upload a [bulk order](#) while other rewards are already in your cart, the bulk order overrides the existing items.
- If your cart contains rewards in multiple currencies, the total amount will be displayed in your account's default currency. For example, if your default currency is US dollars, the checkout page will show the combined value of all rewards as USD..
- If all rewards in your cart are in the same foreign currency, the order summary will show the total in both that currency and your default currency. For instance: €100.00 (\$104.84).

Once a reward is sent, its notes and details cannot be changed. You can only update the recipient's email address if it was entered incorrectly. Rewards cannot be redirected to anyone other than the original recipient. To avoid issues, review all the details carefully before placing your order. See [Send rewards FAQs](#) for common questions.