

Resend rewards

Did your recipient delete or misplace their reward email? It may have been mistaken for spam or they might no longer have access to that email address. The Tango portal lets you resend the email to the recipient from the [Orders](#) or the [Line items](#) view.

Note:

Resending a reward does not create a new order. It only resends the original reward email. No extra fees apply.

Resending rewards: rules and permissions

You can only resend a reward email to a different email address of the original recipient. Redirecting a reward to a new recipient is strictly prohibited and is a violation of our [Terms and Conditions](#).

You cannot change the brand, value, or message of a reward after sending it. However, if you have **Manage** permissions for **Order History**, you can resend rewards to a different email address of the original recipient from the Orders or Line Items view in the Tango portal.

Resend rewards from the Orders view

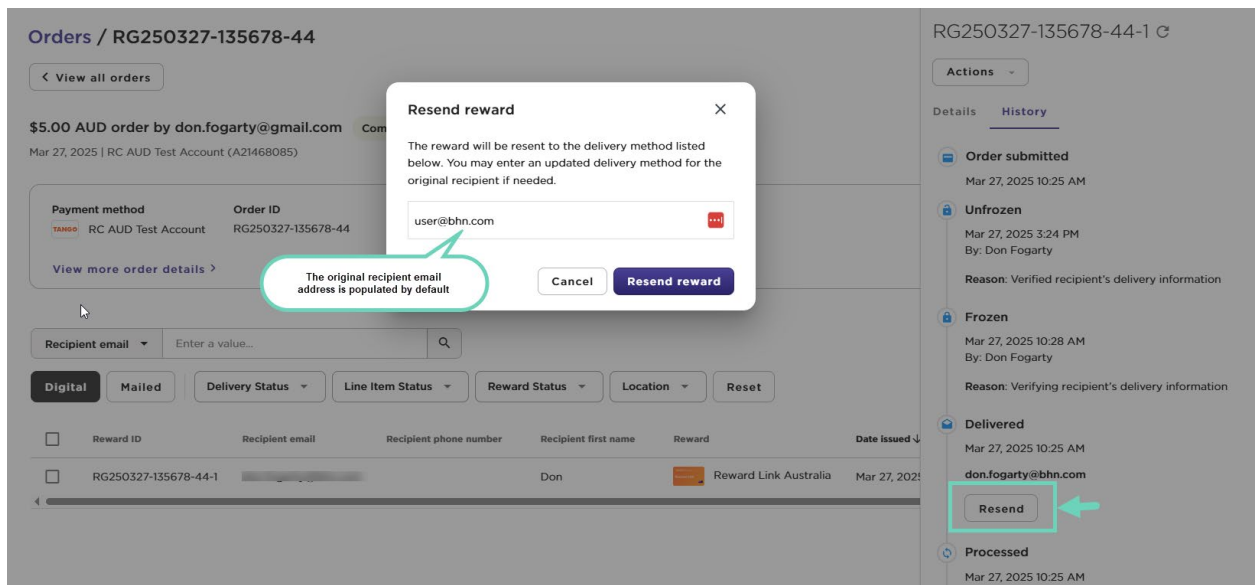
Select an order to view the order details and order status. The original reward email can be resent if the wrong email has been provided, the original email cannot be delivered, or the recipient has accidentally deleted the original email.

To resend rewards from the Orders view:

- Sign in to the [Tango portal](#).
- Click **Orders** on the left menu.
- Find your order in the search results and click anywhere on its row to view the **Order Summary** page.
- Click the reward you intend to resend. It opens the **Details** tab.
- Go to the **History** tab.
- Click **Resend**.

The original recipient email is populated by default. Users with the **View** permissions for **Order History** can only resend the reward to the original email address of the recipient, whereas users with **Manage** permissions for **Order History** can edit the email address before resending the reward email.

- Fix the email address and click **Resend reward**.



Resend rewards from the Line Items view

Select a Line Item to view details about the reward, the order, the account, and account history, and resend the reward email if needed. The original reward email may be resent if the wrong email was provided, the original email couldn't be delivered, or the recipient accidentally deleted the original email.

To resend rewards from the Line items view:

- Sign in to the [Tango portal](#).
- Click **Orders** on the left menu.
- Go to the **Line Items** tab.
- Find your line item in the search results and click anywhere on its row to view the details.
- In the Details tab, click **Actions** dropdown at the top of the panel.

The screenshot displays the Tango portal interface for a specific order. At the top, a notification bar states: "Test Environment. You are using the Sandbox environment. All transactions are simulated - no real money or gift cards involved." Below this, the order details for "Orders / AA251007-139615-74" are shown, including a "\$10.00 USD order by Don_Test" with a status of "Complete". A table lists order details: Payment method (Spot Awards), Order ID (AA251007-139615-74), Order PO number (dsfsdfsdfsdfsdf), and Order notes (bulk order coming). A search bar for "Recipient email" is present, along with filters for "Digital", "Mailed", "Delivery Status", "Line Item Status", "Reward Status", and "Reset". A table lists the reward details:

Reward ID	Recipient email	Recipient phone number	Recipient first name	Reward	Value
AA251007-139615-74-1	suryasal.kuppili@bhn.com	+1 660 541 3837	dss	Reward Link Preferred + Donations (Global C...	\$10.00

On the right side, an "Actions" dropdown menu is open, with "Resend reward" highlighted. Other options include "Freeze reward", "View reward credentials", "Cancel reward", and "Cancel and reissue reward". The right sidebar shows "Remaining balance \$10.00", "Order date Oct 7, 2025 3:02:14 PM", "Reward status Active", "Delivery status Delivered", and "Sender dsfsdfs shyam.ssa@sdsd.com".

- Click **Resend reward**. The original recipient email is populated by default. Enter an updated email for the original recipient if needed. For permissions to resend, See [Set user permissions and access level](#).
- Confirm **Resend reward**. The rewards email is now sent to your intended recipient.