

Manage reward orders with Tango


Review and manage your orders in Tango portal via **Orders** page. You can search and find historic orders, view line items in those orders, check the orders history and details, cancel, freeze, resend reward emails, download line items data, etc. by going to Orders > Orders page.

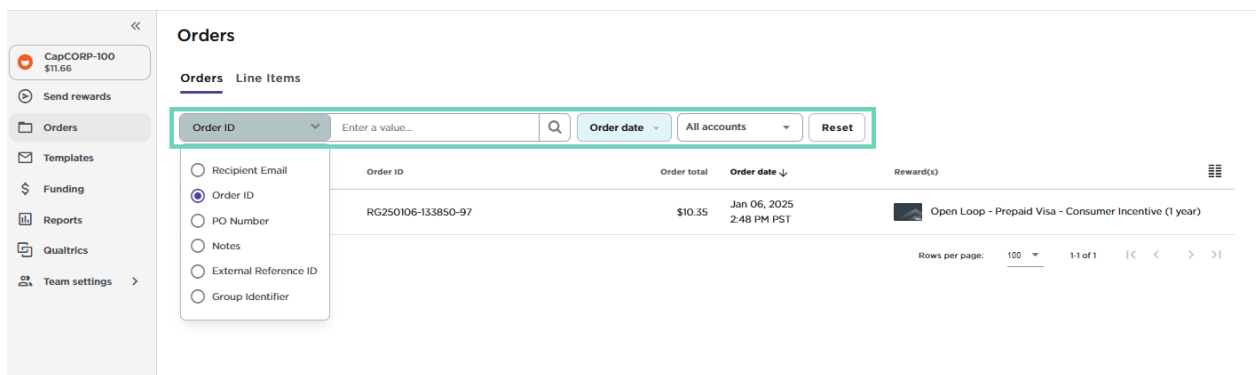
Search and find reward orders

You can search across previously placed orders, filter orders using different search criteria, and navigate into specific orders to see the rewards history and details. Here's how:

To search and find reward orders:

Sign in to the [Tango portal](#).


Click  **Orders** on the left menu. You are taken to the **Orders** tab by default.



The screenshot shows the Tango portal interface. On the left is a navigation menu with options like 'Send rewards', 'Orders', 'Templates', 'Funding', 'Reports', 'Qualtrics', and 'Team settings'. The main area is titled 'Orders' and has a sub-tab 'Orders' selected. A search bar is highlighted with a green box, containing a dropdown for 'Order ID', an input field 'Enter a value...', a magnifying glass icon, and buttons for 'Order date', 'All accounts', and 'Reset'. Below the search bar is a table of orders with columns: Order ID, Order total, Order date, and Reward(s). The table contains one row with the following data:

Order ID	Order total	Order date	Reward(s)
RG250106-133850-97	\$10.35	Jan 06, 2025 2:48 PM PST	Open Loop - Prepaid Visa - Consumer Incentive (1 year)

At the bottom right of the table, there is a pagination control showing 'Rows per page: 100' and '1 of 1'.

Select a search category on top of the page, enter a value, and hit enter on your keyboard or click the the magnifying-glass . You may get multiple pages of results. If needed, scroll the page horizontally to see all displayed columns.

Note:

You must enter the full value you are searching for. Partially entered email addresses or names will not produce search results.

Make sure you have the correct search category selected. If you have recipient email selected and you type a recipient name, no results are returned.

A space in the email address (beginning or after) does not return any results.

The search value you enter is not case-sensitive.

The following table shows the available search options and filters for orders:

Search by	Purpose
Recipient Email	To search for the email address where the reward was originally sent
Order ID	To search for a line item by reward
PO Number	To search for the purchase order number, an optional number used for your internal tracking.
Notes	To search for an optional custom field used at the time of ordering
External Reference ID	To search for feature used by the API customers

Group Identifier	To search for the orders processed under a specific Group
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To narrow down your search, select the **Order date**. Pick a date range from the calendar for when the reward has been issued. For rewards sent on a single day, click that date twice.


Search for:

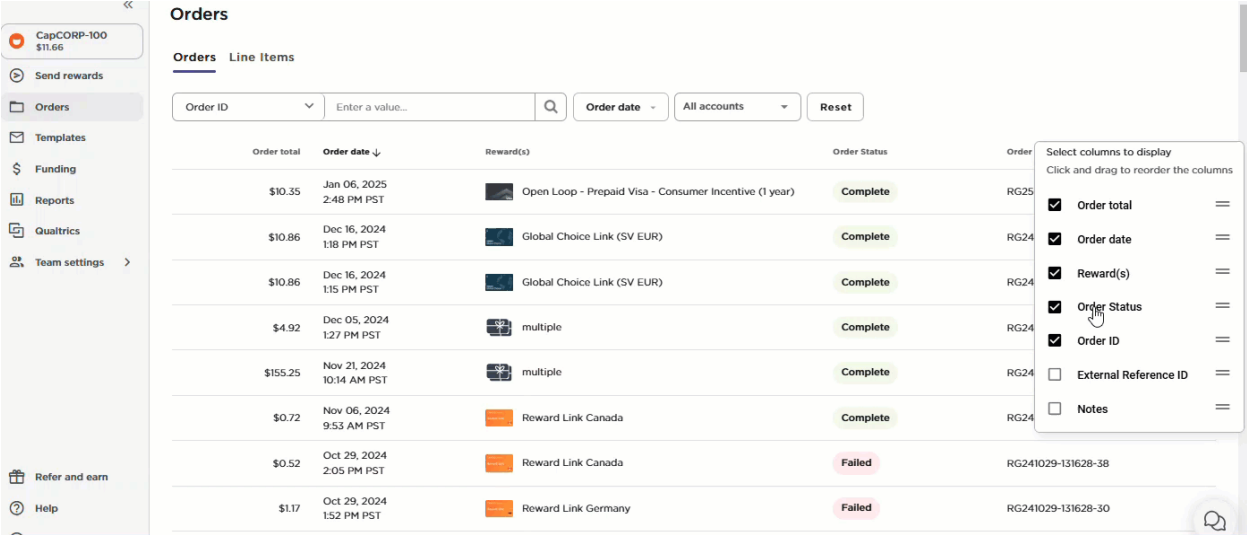
All accounts—all created accounts on this platform

or

This account only—the current account on this platform

Click the hamburger menu  in the upper-right corner of the table to select which columns to display.

Don't need all the columns we offer? Drag and drop the columns to rearrange. Scroll the page horizontally to see all columns. To select the number of rows to display per page, click  at the bottom of the page. Select from 100, 200, or 500.



Orders

Orders Line Items

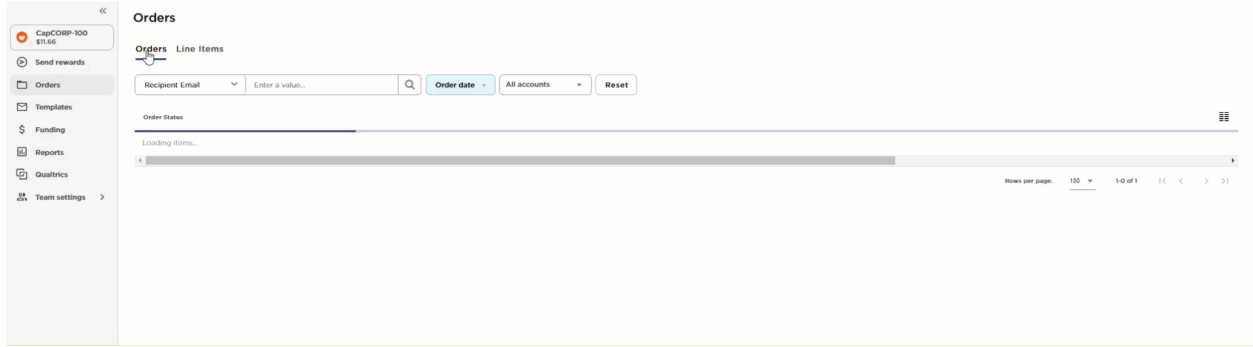
Order ID Order date All accounts

Order total	Order date ↓	Reward(s)	Order Status	Order ID
\$10.35	Jan 06, 2025 2:48 PM PST	Open Loop - Prepaid Visa - Consumer Incentive (1 year)	Complete	RG25
\$10.86	Dec 16, 2024 1:18 PM PST	Global Choice Link (SV EUR)	Complete	RG24
\$10.86	Dec 16, 2024 1:15 PM PST	Global Choice Link (SV EUR)	Complete	RG24
\$4.92	Dec 05, 2024 1:27 PM PST	multiple	Complete	RG24
\$155.25	Nov 21, 2024 10:14 AM PST	multiple	Complete	RG24
\$0.72	Nov 06, 2024 9:53 AM PST	Reward Link Canada	Complete	RG24
\$0.52	Oct 29, 2024 2:05 PM PST	Reward Link Canada	Failed	RG241029-131628-38
\$1.17	Oct 29, 2024 1:52 PM PST	Reward Link Germany	Failed	RG241029-131628-30

Select columns to display
Click and drag to reorder the columns

- Order total
- Order date
- Reward(s)
- Order Status
- Order ID
- External Reference ID
- Notes

Click on a specific order row to see more information. It opens a new page with all line items under that specific order. Here you can:

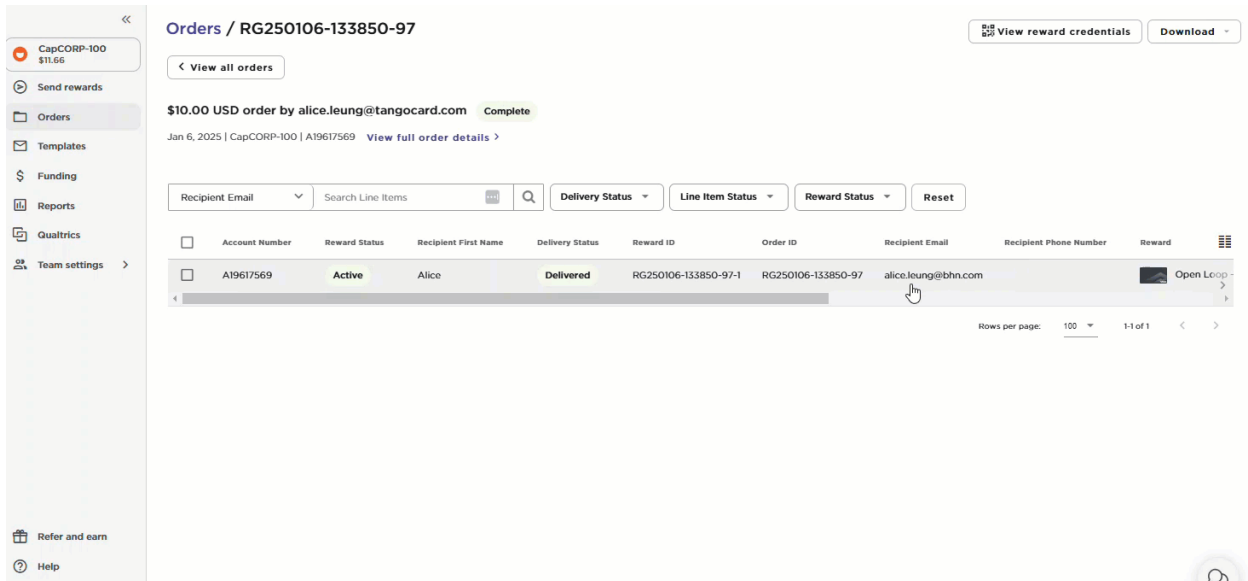


Search and filter line item results and rearrange them. See [Manage line items in Tango orders](#).

View reward credentials and the Security code. See [Access reward redemption credentials](#).

Download the line item information for that specific order. See [Download line items data](#).

Click anywhere on an line item to open the line item details. Here you can:



View redemption history (choice items like Reward Link®). See [View redemption history](#).

Resend rewards with the right permission. See [Resend rewards](#).

Freeze and unfreeze rewards. See [Freeze and unfreeze rewards](#).

Cancel and reissue rewards. See [Cancel and reissue rewards](#).

Click **Reset** to remove all filters and view the full list of rewards.