


# View redemption history

You can easily view the redemption history of your sent rewards in Tango. Redemption history includes detailed information such as the amount issued, date the reward was created, account details, the status of the reward, and more. For statuses, see [Order, reward, and email statuses in Tango](#).

## View Reward Link redemption history

Tango presents even more details in redemption history for Reward Links and Choice products via Orders and Line Items. See more details below.

To view redemption history details, go to **Orders > Orders** or **Orders > Line Items**. To resend an undelivered reward go to the **History** tab and click **Resend**. See how you can [Resend rewards](#).

1. [Sign in to the Tango portal](#).
2. Click  **Orders** on the left menu.
  - a. Go to **Orders > Orders** to view the contents of your order, total amount, order status, etc.  
OR,
  - b. Go to **Orders > Line Items** to view items across all orders, delivery status, issued amount, etc.
3. Click any order or line item row to open the details panel.
4. Click the **Actions** menu on top of the details panel to resend rewards, cancel, freeze, or reissue. See [Cancel and reissue rewards](#). See [Freeze and unfreeze rewards](#).
5. Go to the **History** tab at the top of the details panel to view the redemption history of a Choice product, as well as an audit trail of events associated with the item. To resend an undelivered reward, click the **Resend** button.

The screenshot displays the 'Orders' section of the Tango Rewards system. The main table lists various reward orders with their respective details. A detailed view on the right shows the redemption history for a specific order, including a 'Redeemed' status with a timestamp and a 'Resend' button.

Reward ID	Recipient Email	Recipient Phone Number	Recipient First Name	Reward	Issued Amount	Delivery Status
RG240930-129945-80-1	[Redacted]	[Redacted]	James	Disbursement Link Demo	\$50.00	S
RG240920-129177-23-1	[Redacted]	[Redacted]	James	Global Choice	\$50.00	S
RG240920-129177-22-1	[Redacted]	[Redacted]	James	Reward Link Preferred + Donations	\$50.00	S
RG240829-128150-89-1	[Redacted]	[Redacted]	James	Disbursement Link Demo	\$50.00	A
RG240826-128072-80-1	[Redacted]	[Redacted]	Alice	Disbursement Link Demo	\$10.00	A
RG240812-127518-01-1	[Redacted]	[Redacted]	Alice	Promo Link Demo	\$5.00	A
RG240811-127494-87-1	[Redacted]	[Redacted]	James	Open Loop - Prepaid Visa - Consumer Incentive (1...	\$10.00	A
RG240809-127395-30-1	[Redacted]	[Redacted]	James	1-800-FLOWERS.COM* Gift Card \$10.00	\$10.00	A
RG240809-127391-54-1	[Redacted]	[Redacted]	James	picture of reward James Test Item	\$10.00	A
RG240802-127131-45-1	[Redacted]	[Redacted]	James	Global Choice	\$50.00	A
RG240719-126689-14-1	[Redacted]	[Redacted]	alice	Disbursement Link Demo	\$10.00	J

## Redemption history status

When you look at the redemption history, you can tell if the reward has been **Sent**, **Processed**, or **Delivered** to your recipient. If after a few minutes it shows **Not Delivered** or **Bounced**, try resending that reward again.

For a list of all statuses, see [Order, reward, and email statuses in Tango](#). To see how you can Resend a reward, follow our document on [Resend rewards](#).

The following table shows the redemption history status:

Redemption history status	Description
Open	The recipient has opened the email but hasn't yet clicked the redemption link.
Click	The recipient has opened the email and clicked on the redemption URL but hasn't redeemed the reward.

Redeemed	A Reward Link has been redeemed for a specific brand reward(s), users can see the redemption history, but they can't yet see the amount spent or the remaining balance.
Expired	A reward has expired. See <a href="#">Reissue Promo Links™</a> .