

Gift card purchasing instructions

Effective March 1, 2024

Employees can purchase gift cards by submitting a requisition in Workday. Appropriate spend categories include:

- Awards and incentives.
- Collectibles and awards.
- Incentives and gift cards.
- Student support: Non-scholarship prizes.

Consider using a supplier that provides gift cards to various merchants, such as Blackhawk Network or [Tango](#).

ASU built a questionnaire into the requisition process to consolidate the collection of information required for purchasing gift cards. The questionnaire applies to requisitions submitted through Workday when a spend category or the suppliers mentioned above is used.

All gift card purchases must follow what is outlined in [FIN-420-04: Payment of Awards or Incentives](#). **Purchasing gift cards with an ASU Purchasing Card is restricted.**

Purchasing from Blackhawk Network

When accessing the BHN catalog in SunRISE, review the webpage first to find information to help with your gift card purchase.

Complete these steps to purchase a gift card:

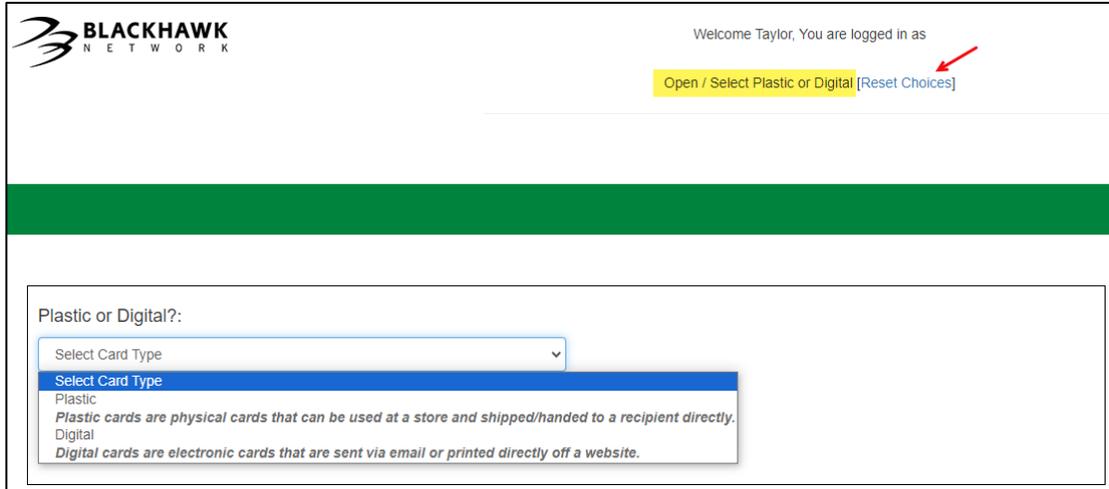
1. Enter a requisition in Workday.
2. Create a goods requisition in Workday using the BHN supplier catalog in SunRISE.
3. Navigate to SunRISE and click on the BHN icon. You can add items to the BHN cart and it will submit the items through to Workday.
4. BHN will default the **Incentives and Gift Cards** spend category in your requisition. If you change the spend category due to the nature of the purchase, the requisition will still route appropriately because the supplier is BHN.
5. Complete the requisition requirements and click **Submit**.

Selecting Open and Closed Loop cards

Open Loop gift cards are Visa cards that can be used at any merchant. Closed Loop gift cards are specific to certain stores. **You cannot place Open and Closed Loop cards on the same Workday requisition.**

Complete the following steps in the BHN punchout catalog to purchase an Open or Closed Loop gift card:

1. Select Open Loop or Closed Loop from the dropdown menu.
2. Choose a plastic card or digital eCode. **You cannot place plastic or digital eCodes on the same Workday requisition.**
 - a. Digital eCodes are electronic cards that can be emailed or printed.
 - b. Plastic cards can be used at a physical store and shipped or handed directly to a recipient.



Fees and shipping charges

Visa physical and digital gift cards require that ASU pay a \$4.70 activation fee. You can also choose from several shipping options when ordering physical gift cards. The shipping charges are as follows:

- **\$20:** UPS ground.
- **\$25.95:** UPS ground with required signature.
- **\$30:** UPS second day.
- **\$35.95:** UPS second day with required signature.
- **\$35:** UPS next day.
- **\$40.95:** UPS next day with required signature.

Retrieving your BHN digital eCode order

You will receive an email when your order is ready. Complete the following steps to access your digital eCode order:

1. [Create a HawkMarketplace account](#). If you already have an account, log in.
 - a. Choose a password.
 - b. Set up multi-factor authentication.
2. Click on **Order History** in the left-hand navigation.

3. Select the order number and click on **Item Details**.
4. Click **Details** in the black navigation bar and select **Download**.
5. BHN will email you a security code to access the zip file. The security code will allow you to download the zip file.

The gift card purchaser is responsible for distributing the eCodes to the recipients. If another individual is distributing the eCodes, the purchaser can provide them with the downloaded file.

ASU recommends that you secure the eCode file and not share it with anyone other than the person distributing them for security purposes. [Contact BHN](#) with questions or for more information.

Distributing digital eCodes

Complete the following steps to distribute digital eCodes to end recipients:

1. Email the end recipient the URL link, and secret code or challenge key if one is provided.
The downloaded file contains columns for the merchant, denomination, URL link and a secret code or challenge key if one is provided.
2. The end recipient must click on the URL link to view the merchant-approved template and follow the instructions.

Ordering from Tango

Employees must place Tango gift card orders through Workday using the non-catalog option.

Please complete the following steps to purchase a gift card from Tango:

1. [Sign up for a Rewards Genius account](#).
2. [Fund your account](#).
 - a. [Request an invoice from Tango](#) if an invoice is needed to send funds. Once the funds are received, Tango will add them to the account within one business day. You must include the following information in the invoice request:
 - i. Invoice amount needed.
 - ii. Rewards Genius account number.
 - iii. Contact name and email to send the invoice to.
 - iv. Users will purchase order number.
3. Create your requisition in Workday.

Requesting a refund from Tango

Contact Tango and provide a bank letter that includes Automated Clearing House or wiring instructions to return your funds. The letter should also include the following:

- Account name.
- Account number.
- Account type: Checking or savings.
- Bank address.
- Bank name.
- Payment type: ACH or wire.
- Routing number.

Email Aletia Ligon, vice president and sales support team leader at Bank of America, or call **480-624-0561** for assistance assessing the bank letter.

Once your refund request is approved, Tango will issue a payment to the provided account and send you a confirmation email. Refunds may take 30 days to process.