

Google Workspace Referral Programme Payments profile setup guide

December 2024



Table of contents

<input type="radio"/>	Timeline	03
<input type="radio"/>	Payments profile link	04
<input type="radio"/>	Enter bank information	06
<input type="radio"/>	Tax information	13
<input type="radio"/>	Error messages	16
<input type="radio"/>	Your transaction history	18
<input type="radio"/>	Other languages	20

First time setting up a payments profile



Eligible referral reaches 90+ days

We will send you a link to set up your Google Pay payments profile
This link expires in 14 days.

1

Enter personal information

Follow the instructions to enter the required information.

2

Enter bank information

If you prefer to enter your bank details at a later time, you can revisit Google Pay under '[Subscriptions and services](#)' to input your bank information.



Email address

Payments profile links are sent to the email address that you provided during the sign-up process. If you need to update your email address, please [contact us](#) **before** entering your bank information.

Error messages

If you encounter any issues or come across [error messages](#), please contact our [support team](#) for assistance.

Payment transfer

After successfully entering all the required information, your pending referral will be processed in the second week of the month. By the end of the month, the funds should be transferred into your bank account. As a result of the transfer, the balance in your Google Pay account will be reset to \$0, indicating the successful completion of the transaction.

Open your payments profile link

01

A personalised **Google Pay payments profile link** will be sent to you when you have your first eligible referral in a specific region and currency. This link is designed exclusively for you to receive your referral bonus.

NOTE: Within **14 days** of receiving your payments profile link, **click on the link** and provide the necessary information.

02

Complete the process by entering your bank information.

You can return to [Google Pay under 'Subscriptions and services'](#) at a later time and enter your bank account details.

01

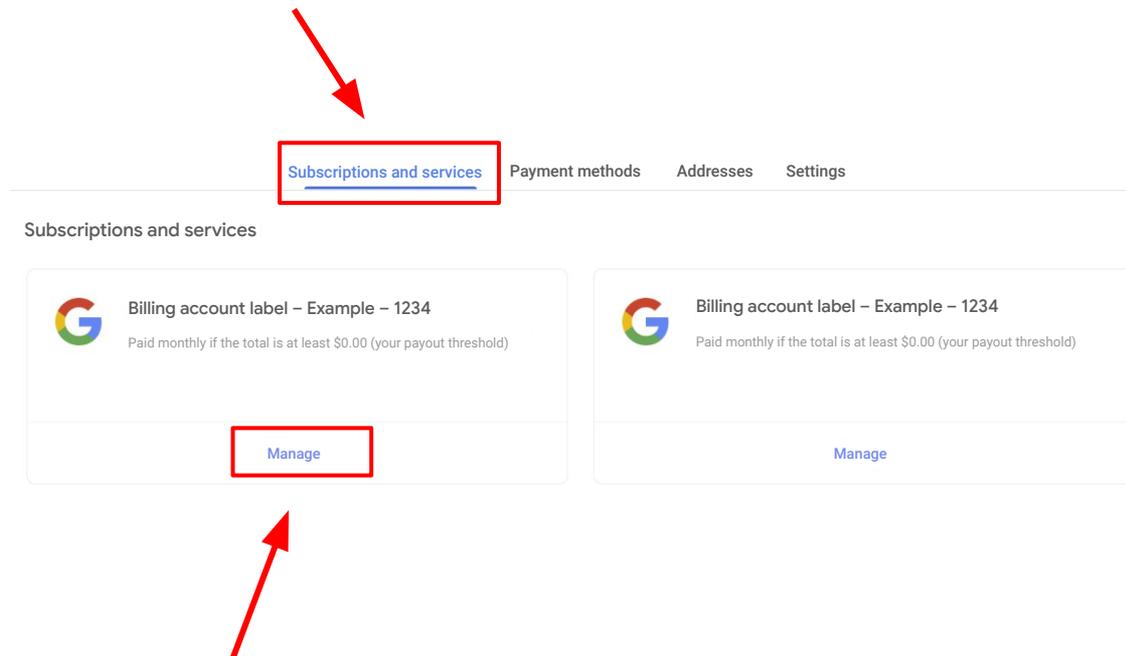
**Click the payments profile link
and enter the requested information**

02

Enter your bank information

Enter your bank information

- After you signed up, go to your Google Pay payments profile and find your billing account under the '[Subscriptions and services](#)' tab to enter your banking details.
- Click **Manage** under the billing account.



Enter your bank information (cont.)

- To add your bank information within your billing account, navigate to the **How you get paid** section and click on **Add payment method**.

- If you have multiple billing accounts associated with different currencies, please make sure that you enter your bank details for each individual account.

NOTE: The bank account currency must match the billing account currency. Ensure that your bank accepts the currency shown above

- If you find that you have received a billing account for the wrong country, kindly contact the [support team](#) for assistance. Request a new link specifically for the country where your bank is located.

The screenshot shows the 'Billing account label - Example - 1234' page. At the top, there are navigation tabs: 'Subscriptions and services' (selected), 'Payment methods', 'Addresses', and 'Settings'. Below the navigation, the page title is 'Subscriptions and services > Billing account label - Example - 1234'. The main content area is divided into three sections:

- Your earnings:** Shows 'Your earnings' as '\$0.00' and 'Paid monthly if the total is at least \$0.00 (your payout threshold)'.
- Transactions:** Shows 'You don't have any transactions yet' and a 'View transactions' link.
- How you get paid:** Shows 'Add a payment method to receive your earnings' with a dark button containing a white card icon and a plus sign. Below this button is a red-bordered button labeled 'Add payment method', which is pointed to by a red arrow.

At the bottom of the page, there is a 'Settings' section showing 'Billing account label - Example - 1234' and 'Example organisation', with a 'Manage settings' link.

Enter your bank information (cont.)

- Fill in the required bank details under **Add payment method** and click **Save** once complete.

Payment methods > Add payment method

Add a payment method

 Add a bank account ▼

Bank account must be located in United States and in US dollar currency.

[Name on bank account](#) ⓘ

Account type
Savings ▼

Routing number

Account number



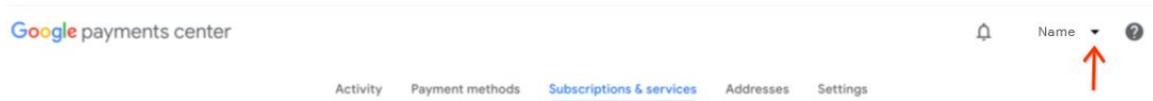
By continuing, you agree that you have read and accepted the [Electronic Communications Policy](#).

Save Cancel



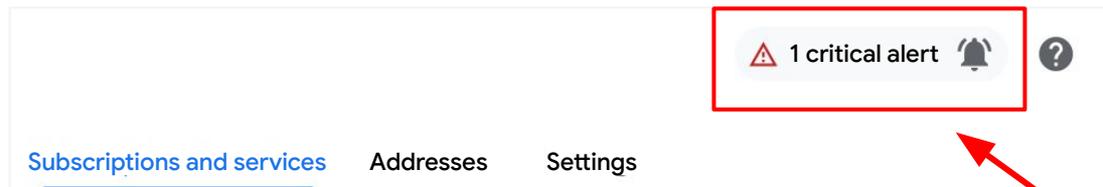
Do you have multiple Payments profile IDs?

1. If you see a drop-down menu in the upper-right corner of your browser, reach out to the [support team](#) for assistance.
2. Ask the support team to confirm which **payments profile ID** is linked to the billing account associated with the Referral Program.
3. Once the support team provides the following information:
 - **Payments profile ID**
 - **Billing account name**
4. Use the drop-down menu in Google Pay to navigate to the correct **payments profile**.
5. Under the '[Subscriptions and services](#)' tab, locate the billing account.
6. Click **Manage** under the billing account and enter your banking details.



Check for alerts

- Navigate back to the '[Subscriptions and services](#)' tab.
- Verify if there are any visible alerts located in the top right corner of the page.
- Please adhere to the instructions provided in the notification located in the top right corner of the page.



DO NOT CANCEL THE PAYMENTS PROFILE

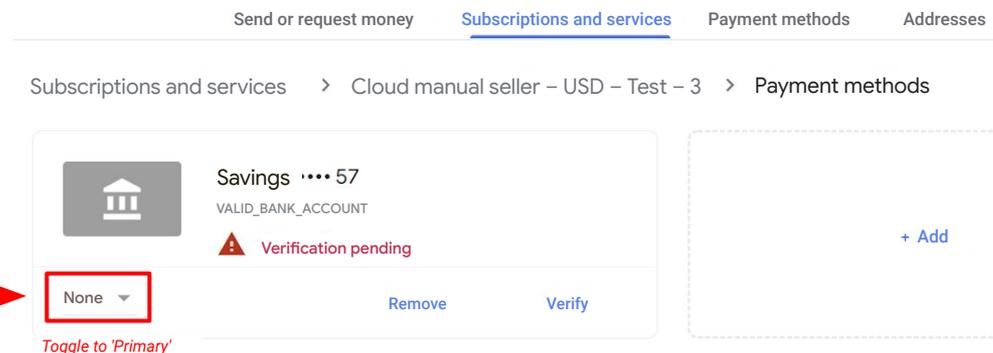
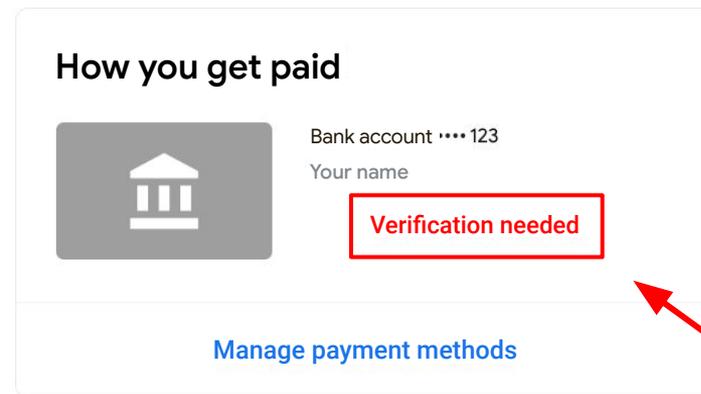
If you have issues or see an error message, [contact the support team](#).



Existing banking details

Existing banking details

- If the payments profile already exists and banking details have already been added, the information will be pre-populated but the **bank account must be designated as the primary disbursement account** for the new billing account.
- To select existing bank details, set as 'Primary' or add new bank details by clicking 'Add payment method'
- Please adhere to the instructions provided in the notification located in the top right corner of the page.





Tax information and wire transfer fees

Note to referrers with referrals in the Americas

! **IMPORTANT NOTE:** If you are located outside of the United States, you may be subject to international wire transfer fees which will not be covered by Google.

Referrers with referrals in the Americas

If you are **not** in the United States, but you have referrals located in the **United States, Canada, Argentina, Brazil, Chile, Colombia, Mexico or Peru**, you will need to enter your tax information.

Once you have completed your payments profile, please enter your tax information by clicking the notification in the top right corner or follow these steps:

1. Sign in to the Google Pay billing account under '[Subscriptions and services](#)'.
2. Click **Settings**.
3. Find 'Payments profile', then find '[*your country*] tax info' and click **Edit**.
4. To enter or edit your tax info, click **Add tax info** or **Update tax info**.
5. Answer the questions and click **Submit** to submit the Certificate of Foreign Status (W-8BEN) to the IRS from within your payments profile.
6. Click **Save**.

Note: This step is required by the US to document your foreign status and claim any applicable treaty benefits.

[Source: Enter merchant tax information](#)

Activity Payment methods Subscriptions and services Addresses **Settings**

Settings

Payments profile

- Payments profile ID ⓘ
1234-5678-9012
- Country/Region ✎
Country
- Account type ⓘ
Organisation
- Organisation name ⓘ ✎
Your name
- Name ⓘ ✎
Your name
- Organisation address ⓘ
123 Street
City, State, Postcode
Country
[Contact us](#) to update your read-only information.
- Country tax info ⓘ ✎
- Country tax info ⓘ ✎
- Document language preference
English (United States)



Error messages

Common error messages

If you encounter any of the following error messages, we recommend contacting our dedicated support team for assistance. By contacting [our support team](#), we will be able to initiate a ticket on your behalf and escalate it to the Google Pay accounting department. Our team will work diligently to resolve the issue and provide you with the necessary support.

Error message	What next?	Details	Estimated time to resolve
OR-AC-01	Update Admin console	This error occurs because the company's G Suite account has not activated the user's payment access	Please have the admin of your G Suite account follow these steps
OR-IDGRA-01	Enter your bank details	You've already set up your payment profile. Navigate to "Subscriptions and services" to locate the correct billing account and enter your bank information.	Same day
OR-RWE-02	Contact support	The payment method appears because the user has a non-approved account	1-4 business days
OR-BAAVFT-03	Contact support	It's a BIC risk error (= bank identifier code) / SWIFT code error.	1-4 business days
OR-CAC-02	Contact support	You may need to verify your payment info or identity	1-4 business days
OR-BAIH-10	Contact support	This error is risk-related	1-4 business days
OR-CAC-01	Contact support	This error is risk-related	2-5 business days
Payout to Japan-based bank accounts	Our team will get in touch directly when this is resolved	Google Pay is currently experiencing issues with payouts in JPY for users in Japan. The engineering team is working to resolve this. Please contact us if you would prefer to receive your payment in USD.	No ETA, but we are monitoring the issue



Transaction history

Check your transaction history

1. Under Transactions, click > “View transactions”
2. In the filter, select “All time”
 - You can also toggle between the different drop-down options in the middle to show your “Payments” or “Earnings”

1.

Activity Payment methods **Subscriptions & services** Addresses Settings

Subscriptions and services > Billing Account Name

Your earnings \$0.00

Paid monthly if the total is at least \$0.00 (your payout threshold)

Your last payment was issued on Apr 26, 2023 for \$16.00.

Transactions

Jul 1–5, 2024	\$0.00
Jun 1–30, 2024	\$0.00
May 1–31, 2024	\$0.00

[View transactions](#)

How you get paid

Business **** 407
Bank First Last Name

[Manage payment methods](#)

2.

Activity Payment methods **Subscriptions & services** Addresses Settings

Subscriptions and services > Billing Account Name > Transactions

Detailed transaction view **Payments** **All time**

Feb 17, 2023 – Jul 5, 2024

Date	Description	Amount (USD)
Apr 26, 2023	Automatic payment: Business **** 001	-\$20.00

Explore this resource by country and language

Americas

[Canada – English \(US\) /
French \(Canada\) / Français \(Canada\)](#)

[United States – English \(US\)](#)

[Argentina – Spanish/Español LATAM](#)

[Brazil – Portuguese \(BR\)/Português \(BR\)](#)

[Chile – Spanish/Español LATAM](#)

[Colombia – Spanish/Español LATAM](#)

[Mexico – Spanish/Español LATAM](#)

[Peru – Spanish/Español LATAM](#)

Asia Pacific

[Australia – English \(GB\)](#)

[Hong Kong – English \(GB\) /
Chinese \(Hong Kong\) / 中文\(香港\)](#)

[India – English \(GB\)](#)

[Japan – Japanese/日本語](#)

[New Zealand – English \(GB\)](#)

[Singapore – English \(GB\) /
Chinese \(Simplified\) / 中文\(新加坡\)](#)

EMEA

[Belgium – English \(GB\)](#)

[France – French/Français](#)

[Germany – German/Deutsch](#)

[Ireland – English \(GB\)](#)

[Italy – Italian/Italiano](#)

[Netherlands – Dutch/Nederlands](#)

[Portugal – Portuguese/Português](#)

[Spain – Spanish/Español](#)

[United Arab Emirates – English \(GB\)](#)

[United Kingdom – English \(GB\)](#)

Thank you

Google Workspace

