

Google Workspace Referral Program Payment profile set-up guide

May 2023



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First time setting up a payment profile



Eligible referral reaches 90+ days

We will send you a link to set up your Google Pay payment 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

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

Error messages

If you encounter any issues or come across [error messages](#), please reach out to 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 transfer 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 payment profile link

01

A personalized **Google Pay payment 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 payment 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

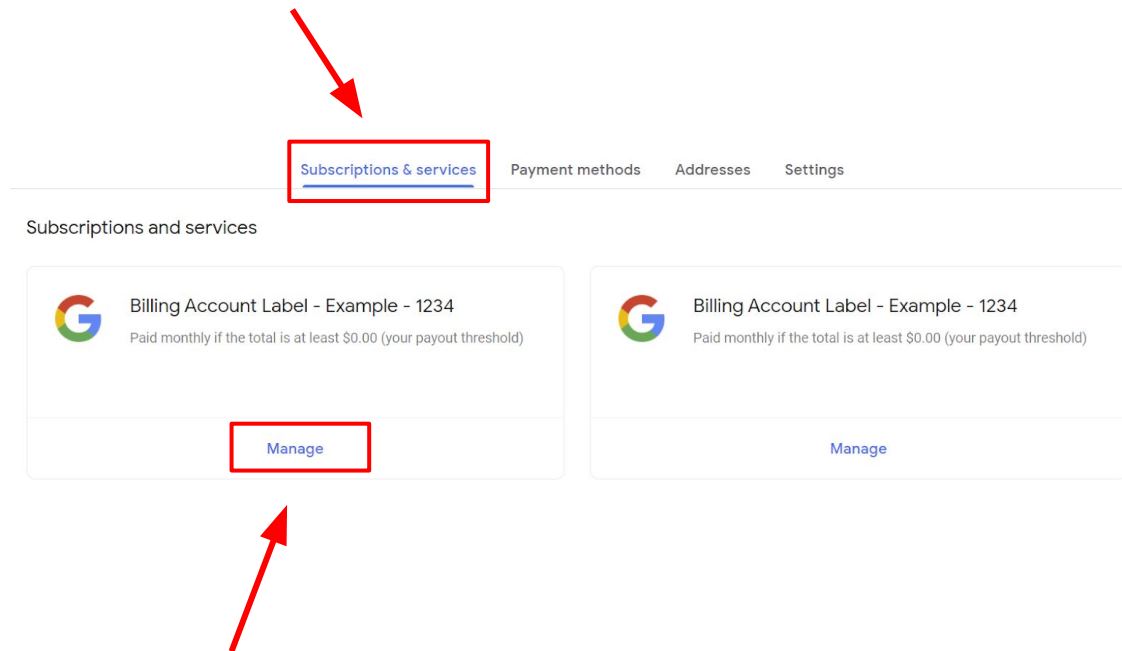
**Click the Payment Profile link
and enter the requested information**

02

Enter your Bank Information

Enter your Bank Information

- After you signed up, go to your Google Pay Payment Profile and find your Billing Account under the "[Subscriptions & services](#)" tab to enter you banking details.
- Click **Manage** under the Billing Account.



Enter your Bank Information (cont.)

- To add your bank informations 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 to enter your bank details for each individual account.

NOTE: The Bank Account currency must match Billing Account Currency. Ensure 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 displays the 'Billing Account Label - Example - 1234' settings page. At the top, there are navigation tabs: 'Subscriptions & services' (selected), 'Payment methods', 'Addresses', and 'Settings'. Below the tabs, 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 a note: '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 a dark button with a white card and plus icon. Below it is the text 'Add a payment method to receive your earnings'. A red box highlights the 'Add payment method' link, and a red arrow points to it from the bottom right.


At the bottom of the page, there is a 'Settings' section with the text 'Billing Account Label - Example - 1234' and 'Example Organization', and a 'Manage settings' link.

Enter your Bank Information (cont.)

- Fill out 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 ▼

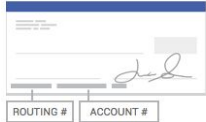
Bank account must be located in United States and in US Dollar currency.

[Name on bank account](#) ⓘ

Account type
Savings ▼

Routing number


Account number



ROUTING # ACCOUNT #

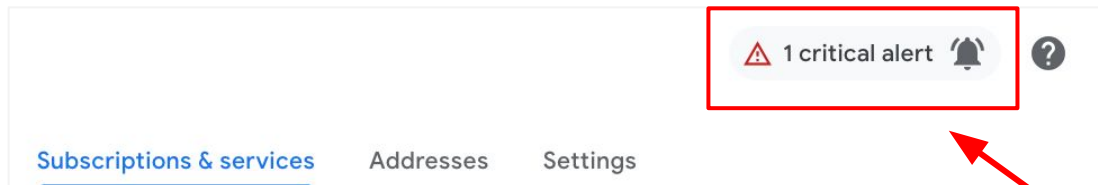
By continuing, you agree that you have read and accepted the [Electronic Communications Policy](#).

Save Cancel



Check for Alerts

- Navigate back to the "[Subscriptions & 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 PAYMENT PROFILE!!

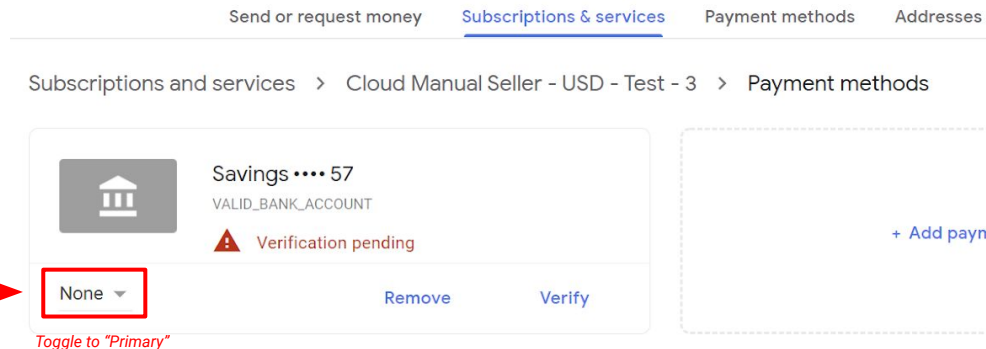
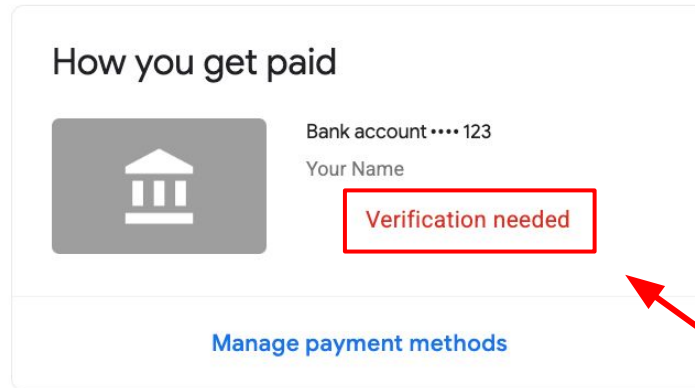
If you have issues or see an error message [contact the support team](#).



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 Detail, set as “Primary” or add a 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 & Wire transfer fees

Note to referrers with referrals in the Americas

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 Payment 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 U.S. to document your foreign status and claim any applicable treaty benefits.

[Source: Enter merchant tax information](#)

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

Settings

Payments profile

- Payments profile ID ⓘ
1234-5678-9012
- Country/Region ✎
Country
- Account type ⓘ
Organization
- Organization Name ⓘ ✎
Your Name
- Name ⓘ ✎
Your Name
- Organization Address ⓘ
123 Street
City, State, Postal Code
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 reaching out to 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 users payment access	Please have the admin of your G Suite account follow these steps
OR-CAC-02	Contact Support	You may need to verify your payment info or identity	1-4 business days
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-IDGRA-01	Contact Support	This error code is not related to risk	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 reach out directly when this is resolved	Google Pay is experiencing issues paying out to users in Japan. The Google Pay Engineering team is working on resolving this issue	No ETA, but we are monitoring the issue

Explore this resource by country and language

Americas

[Canada – English \(US\)](#)

[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 \(GB\)](#)

[India – English \(GB\)](#)

[Japan – Japanese/日本語](#)

[New Zealand – English \(GB\)](#)

[Singapore – English \(GB\)](#)

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

