Google Workspace

Google Workspace Referral Program
Payment profile set-up guide

December 2024

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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.

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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
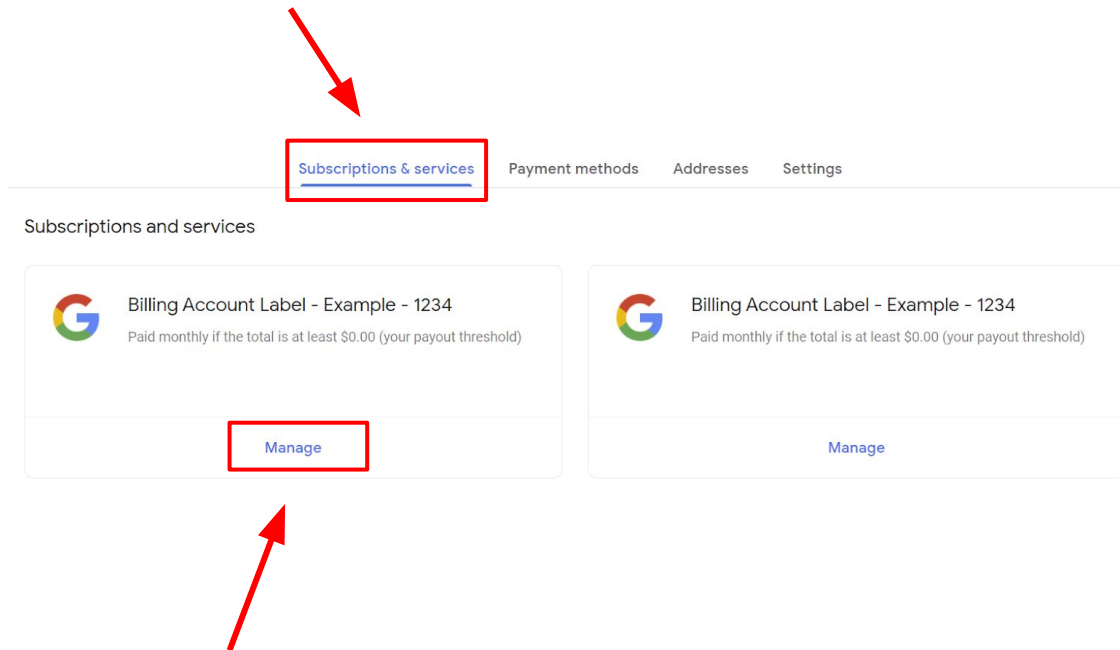## and enter the requested information

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.

| Subscriptions & services | Payment methods | Addresses | Settings |

Subscriptions and services

G Billing Account Label - Example - 1234
Paid monthly if the total is at least $0.00 (your payout threshold)

Manage

G Billing Account Label - Example - 1234
Paid monthly if the total is at least $0.00 (your payout threshold)

Manage

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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.

Subscriptions & services   Payment methods   Addresses   Settings

Subscriptions and services > Billing Account Label - Example - 1234

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

Transactions

You don't have any transactions yet

View transactions

How you get paid

Add a payment method to receive your earnings

Add payment method

Settings

Billing Account Label - Example - 1234

Example Organization

Manage settings

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Enter your Bank Information (cont.)

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

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.

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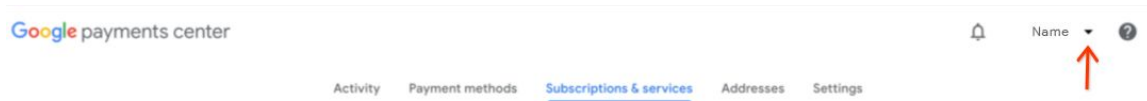
Check for Alerts

- 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.

⚠ 1 critical alert 🔔   ❓

Subscriptions & services   Addresses   Settings
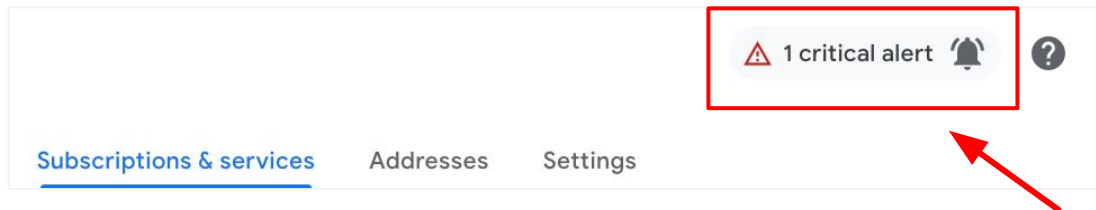
DO NOT CANCEL THE PAYMENT PROFILE!!
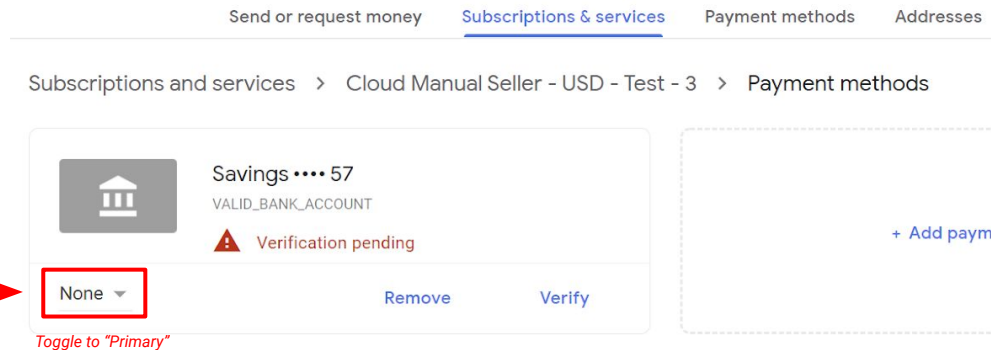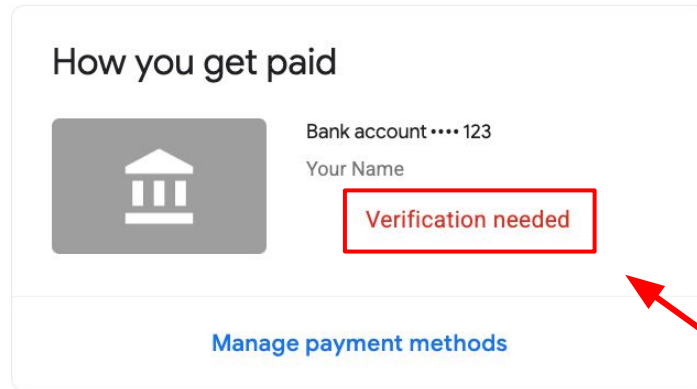
If you have issues or see an error message contact the support team.

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.

How you get paid

Bank account •••• 123
Your Name

Verification needed

Manage payment methods

Send or request money | Subscriptions & services | Payment methods | Addresses

Subscriptions and services > Cloud Manual Seller - USD - Test - 3 > Payment methods

Savings •••• 57
VALID_BANK_ACCOUNT
⚠ Verification pending

None ▾   Remove   Verify

Toggle to "Primary"

+ Add payme

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Tax information & 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.

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Referrers with referrals in the Americas

If you are **not** in the United States, but you have <u>referrals</u> 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
Cit, State, Postal Code
Country
Contact us to update your read-only information.

Country tax info ⓘ ✎

Country tax info ⓘ ✎

Document language preference
English (United States)

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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-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 reach out 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"

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)

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Thank you

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