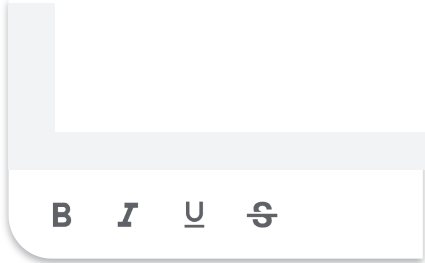
Google Workspace



Google Workspace Referral Programme

Payments profile setup guide

May 2023

Chinese (Simplified) / 中文（新加坡）

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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.

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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.

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01

Click the payments profile link and enter the requested information

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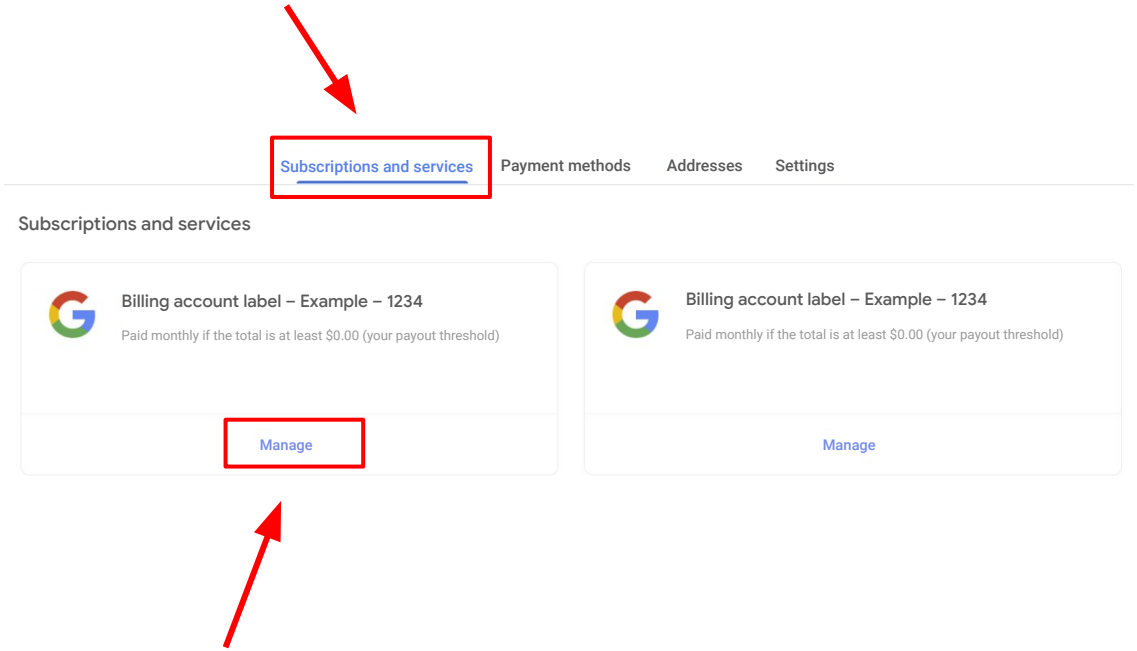
02

Enter your bank information

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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.



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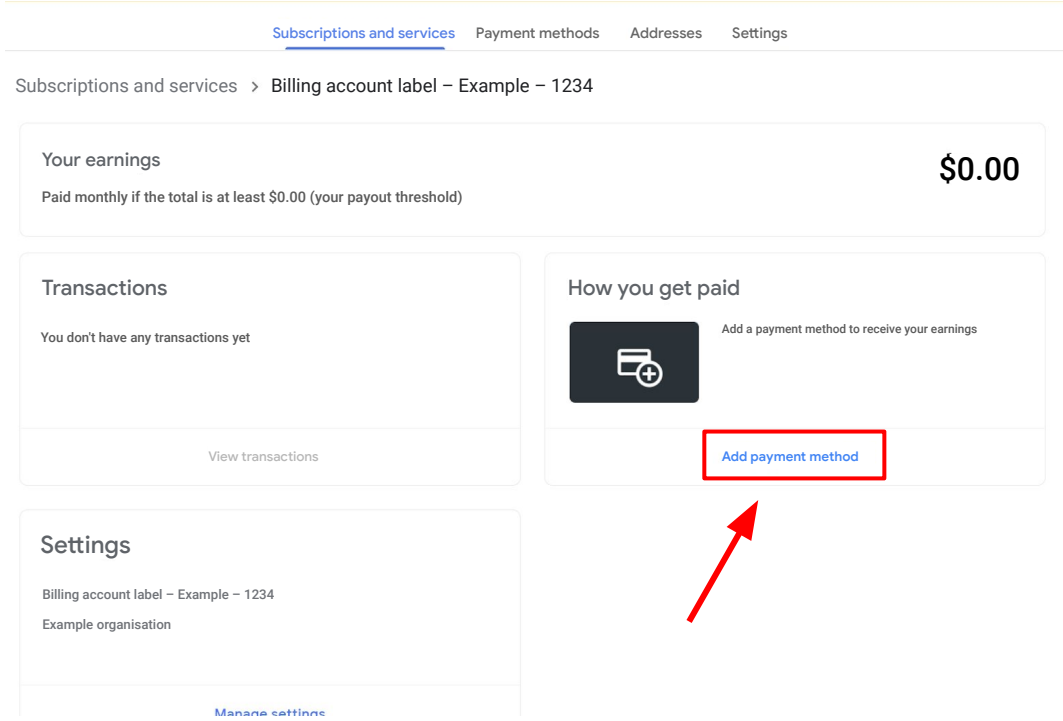
Enter your bank information (cont.)

- 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

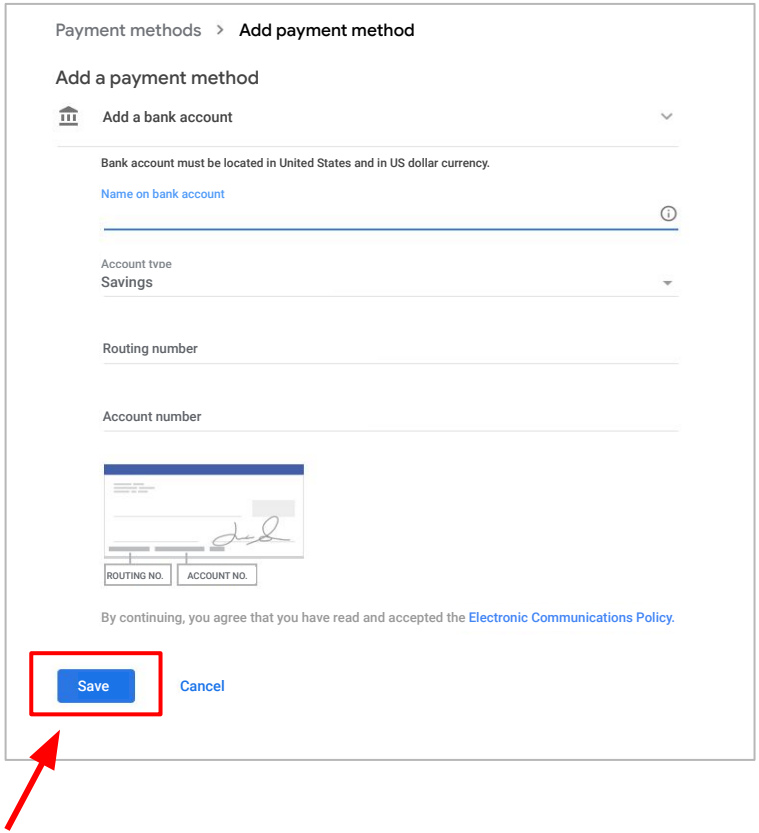
- If you find that you have received a billing account for the wrong country, kindly contact the support team for assistance. Request a new link specifically for the country where your bank is located.



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Enter your bank information (cont.)

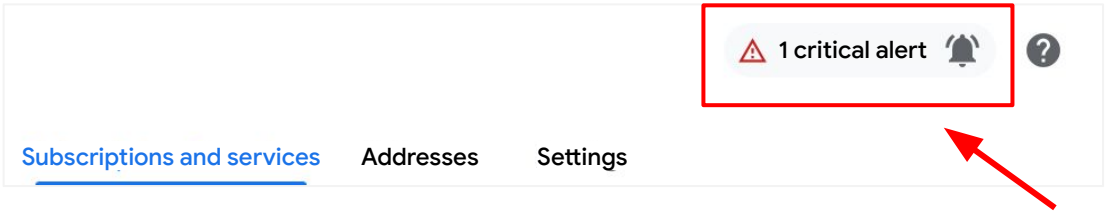
- Fill in the required bank details under ***Add payment method*** and click **Save** once complete.



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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.

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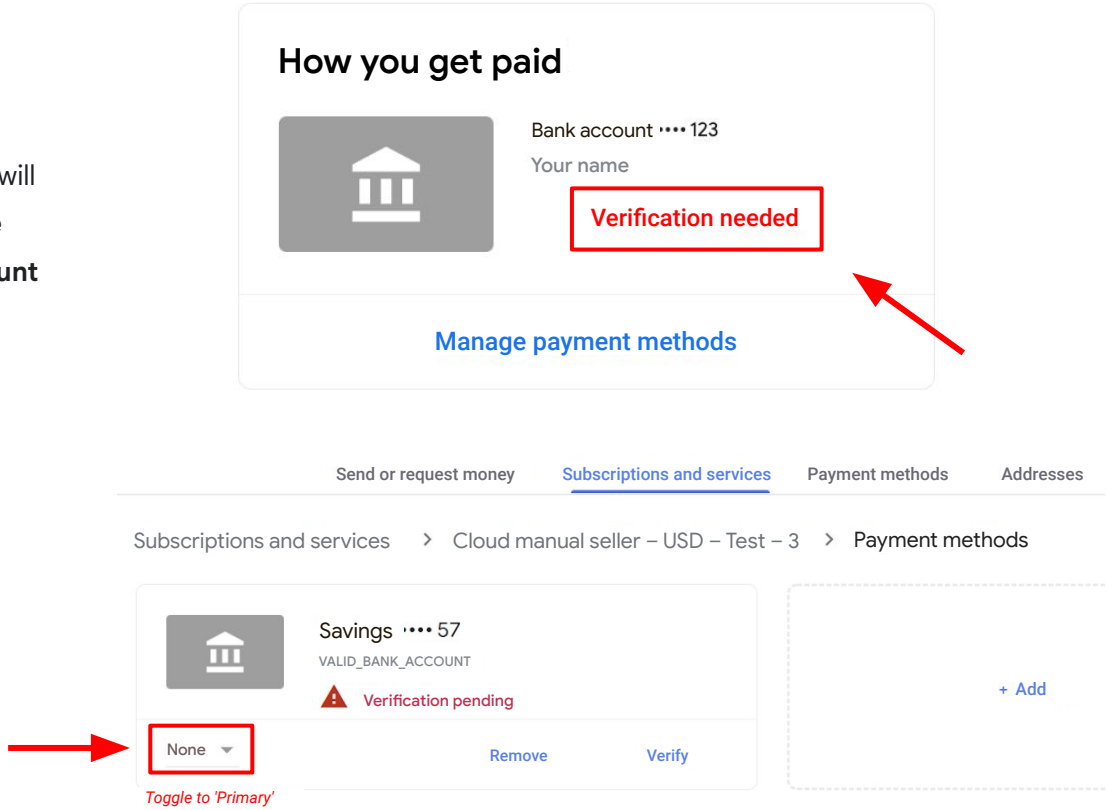
Existing banking details

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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.



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Tax information and wire transfer fees

Note to referrers with referrals in the Americas

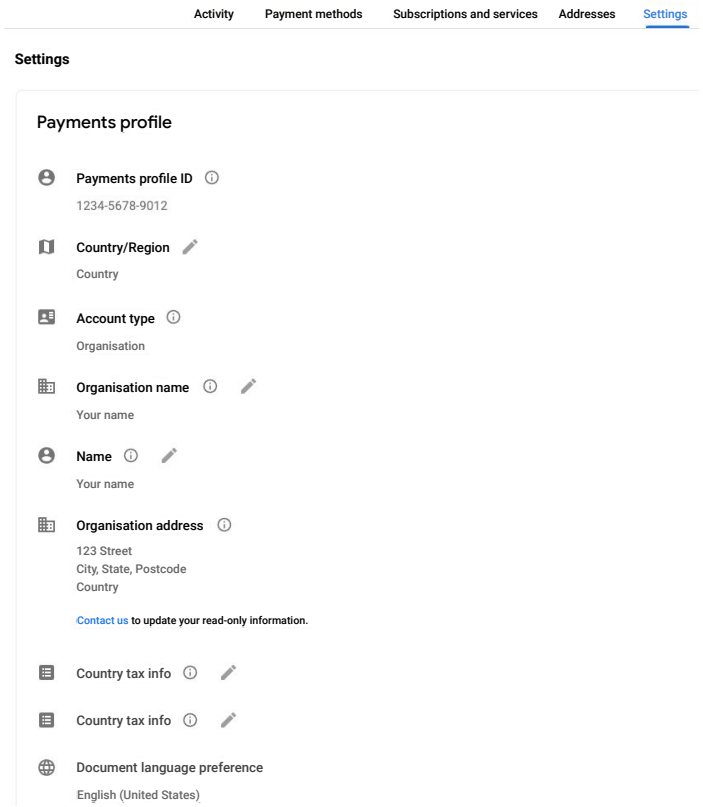
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Referrers with referrals in the Americas

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

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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-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 get in touch 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**

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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

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