Cloud Reseller Frequently Asked Questions

Welcome to the Google Cloud Platform Reseller manual. This reseller console allows you to

- Easily track the consumption and charges of different customers
- Select and export data from your reseller billing account to your own systems so that you can invoice your customers
- Collaborate with your customers on Cloud Platform engagements as well as provide them consumption visibility on a case by case basis

This document will give you all the information you need to understand the basic usage of the tool and the Support programs open to you as a reseller. Enjoy!

Contents

Getting Started

Definitions

Reseller Billing Account

A Reseller Billing Account holds information about your

- Form of payment
- Transaction history for projects associated with your reseller billing accounts and billing Subaccounts
- Invoicing Settings

Billing Subaccount

A billing account that allows for your organization to separately manage customer projects and charges. This lives under the hierarchy of the Reseller Billing Account [see above.]

Each Subaccount will have its own

- list of billing administrators and billing approvers
- billing account id and name
- separate section on your monthly invoice

Project

A project is a collection of settings, credentials, and metadata about the application or applications you're working on that make use of Google Developer APIs and Google Cloud resources. [For instructions on managing projects, follow this link.]

Billing Administrator

A Billing Administrator can view the transaction history, update forms of payment, manage other billing administrators, enable billing export, redeem and view credits. This individual has access to the overall reseller billing account.

Subaccount Billing Administrator

A Subaccount Billing Administrator can enable billing exports, manage other Subaccount billing administrators and approvers. This individual only has access billing of the Subaccount.

Subaccount Approver

A Billing Approver can associate projects they own to/from a particular Billing Subaccount

Google for Work Support Center (GWSC)

GWSC allows you to file and manage both product support and billing support tickets with our product Support teams.

What is my Reseller Billing Account ID?

When our Order Management team creates your Reseller Billing account, a Welcome Email will be sent to the initial billing administrators.

The Welcome Email will include the account name, Billing Account ID, and initial list of Billing Account administrators in the "Reseller Invoiced Billing Account Information" section

Billing Account Name: Billing account for "your domain"
Billing Account ID: XXXXXX-XXXXXX-XXXXXX
Billing Account administrators: John Admin, Betsy Billing

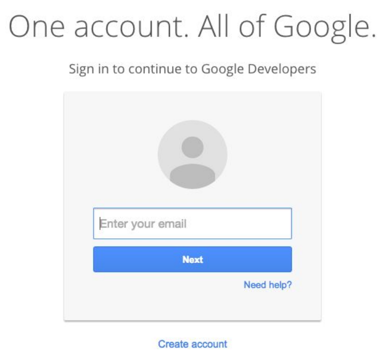
How do I access my organization's Reseller Account?

To access your Reseller Billing Account, you will need:

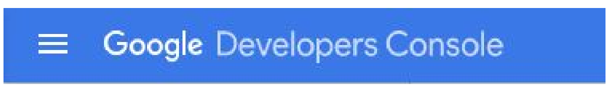
- ❏ A Google Account
- ❏ Password for Google Account
- ❏ Your Reseller Billing Account's ID
- ❏ To be added as a Billing Administrator

If you meet the requirements listed above, you may:

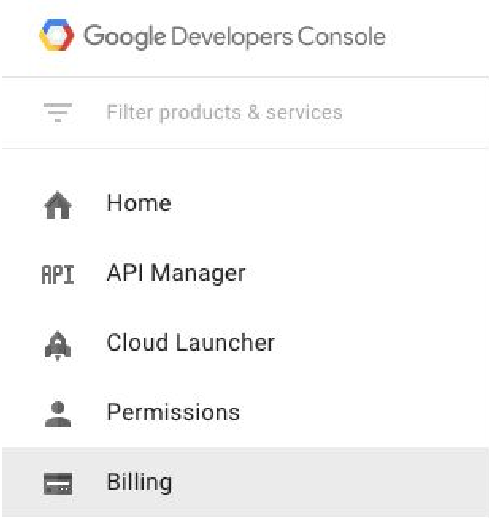
1. Log into your Developers Console at https://console.developers.google.com/



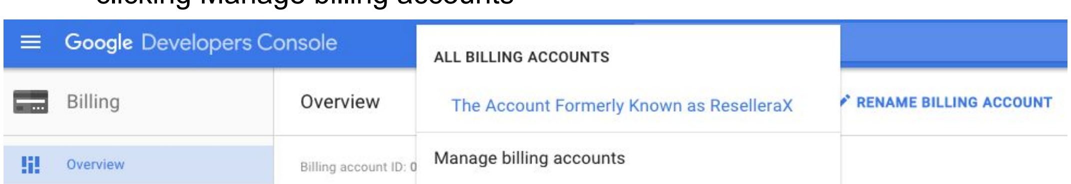
2. Open the menu



3. Select Billing



4. If you have multiple billing accounts, you will need to open the billing account list by clicking the name of your existing billing account near the top of the page, and then clicking Manage billing accounts



5. Select your Reseller Billing Account

Reseller Billing Account Access

Who has access to our Reseller Billing Account?

As noted above, the only users with access to your Reseller Billing Account are the Billing Account administrators.

In your Welcome email, you can find the list of initial billing administrators in the first section "Reseller Invoiced Billing Account Information".

Who has access to our Reseller Billing Subaccounts?

Access permissions to your Subaccounts are separate from your Billing Account permissions. A Billing Subaccount administrator will have access to only his specific Subaccounts.

Can my customer access my Reseller Billing Account or Subaccounts?

No. Customers cannot gain access to your Reseller Billing Account or Subaccounts unless an existing Billing administrator adds them as billing administrator.

What tasks are available to a billing administrator?

As a billing administrator for your **Reseller Billing Account**, you can

- Access your Reseller Billing Account
- Manage the access of others to your Reseller Billing Account

- Create Subaccounts
- Manage invoicing settings
- Disable billing for specific projects associated with your account [Project Ownership is not required]
- Review the transaction history for all charges reporting to your reseller account
- Access to your all invoices
  - PDF and CSV versions available
- Enable the beta version of our Billing Export feature

As a billing administrator for a **Billing Subaccount** within the Reseller Billing Account, you can
- Enable the beta version of our Billing Export feature
- Become a gatekeeper for project migration
- Add/Remove Subaccount approvers
- Disable billing for specific projects associated with your Subaccount. [Project Ownership is not required]

How do I manage access permissions for my Reseller Billing Account?

If you wish to manage access permissions to your Reseller Billing Account, you will need
- ❏ A Google Account
- ❏ Password for Google Account
- ❏ Your Reseller Billing Account's ID
- ❏ To be added as a Billing Administrator

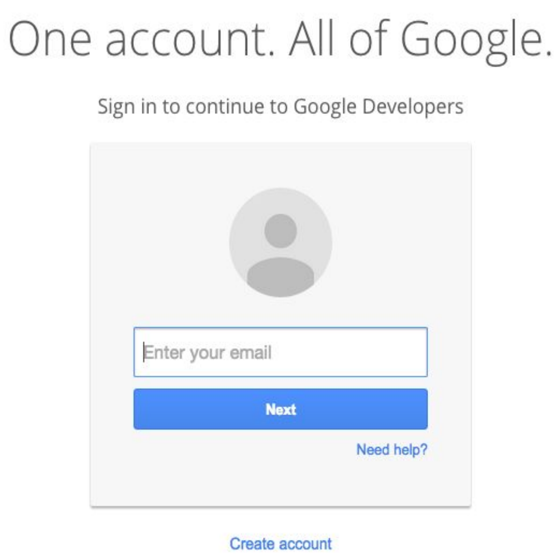
Once you have meet the requirements listed above, you will have the ability to add/remove users as billing administrators.

Recommendation: In case a billing administrator is unavailable or cannot access their account, we recommend that there be at least two billing administrators for your Reseller Billing Account and Subaccounts.

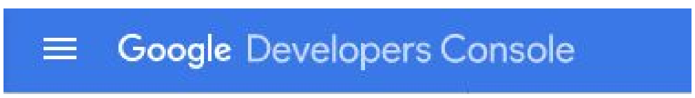
How do I become a billing administrator?

A current billing administrator will need to add you as a billing administrator. To do so, he should:

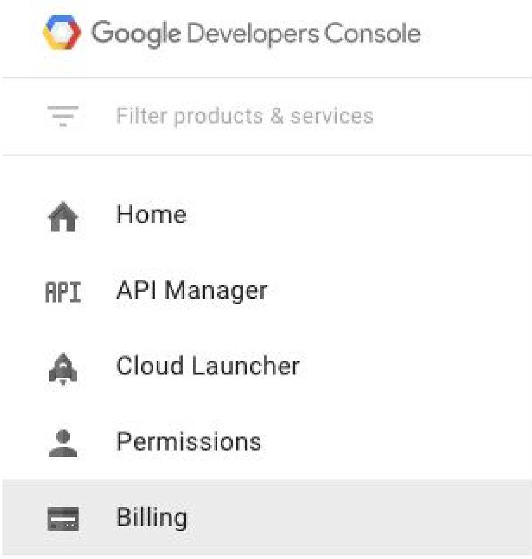
1. Sign in to the Google Developers Console.



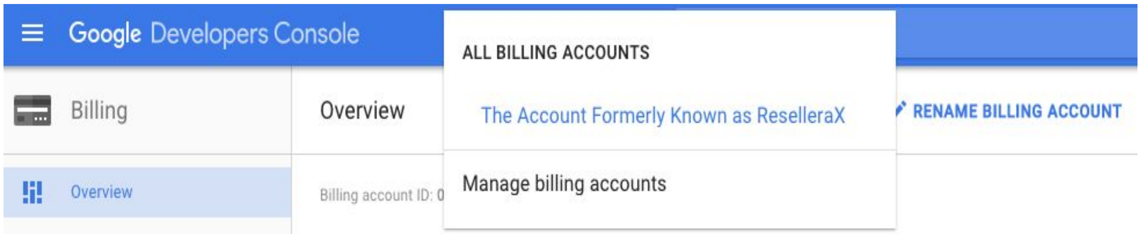
2. Open the menu



3. Select Billing

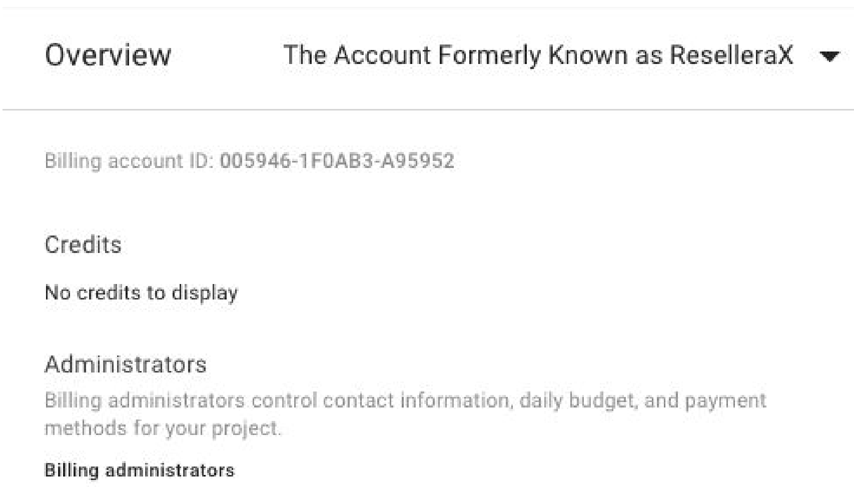


4. If you have multiple billing accounts, you will need to open the billing account list by clicking the name of your existing billing account near the top of the page, and then clicking Manage billing accounts



5. Select your Reseller Billing Account

6. On the Overview page, go to the Administrators section



7. At the end of the list of current Administrators, enter the Google account email address of the person you wish to add as a billing administrator in the field: Type an e-mail address, then press the Enter key. An invitation email will be sent to this email address.

8. An invitation email will be sent to their email address from cloudplatform-noreply@google.com. Once they accept the invitation, they will become a billing administrator.

I do not have a Google Account. How can I create one?

1. Sign up for an standard Google Account [here]()
2. Sign up for Google Apps

If I become a billing administrator will I have access to all of the projects associated with our primary and sub accounts?

No. Project permissions are completely separate from billing administrator permissions. Your customer will need to grant you access to the project.

Setting Up Your Customer

Can our customer sign up for a GCP (Google Cloud Platform) free trial?

Yes. Your customer can sign up for a GCP free trial if the user has never been a paying customer of GCP nor has previously signed up for a free trial.

To find out more about free trial, please review our Free Trial documentation here.

How does the customer sign up for a GCP free trial?

1. Before your customer signs up for a free trial, we recommend that your customer reviews the terms of the free trial and gathers the required items below.

    a. A Google Account
    b. Password for Google Account
    c. Credit Card or Bank Account [Information will be entered in the Developers Console]

2. Once your customer completes step one, they will need to complete this form via the developers console.

3. After the customer accepts the terms and starts their free trial, the customer can create their project. Direct your customer to this link.

4. As the customer completes the free trial, you will need to inform your customer
    a. If the customer wants to continue using the project, the project will need to be transferred to your Reseller billing account. Please see section "My Customer has an existing project. How can we transfer the project to our Reseller Billing Account/Subaccount."
    b. If the project is no longer needed, we recommend that your customer
        i. Shuts down their project [Instructions here]

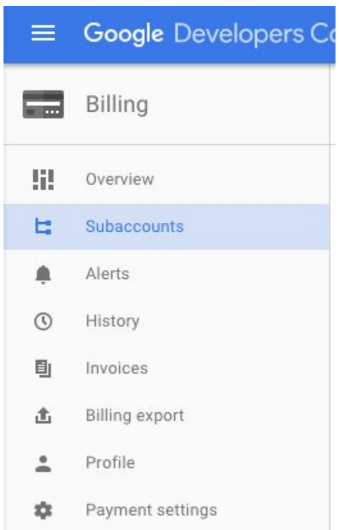
c. Regardless of what they choose to do with their project, they should close their trial billing account [Instructions here]

What if my customer is accidently charged because we did not transfer their project prior to end of the trial?

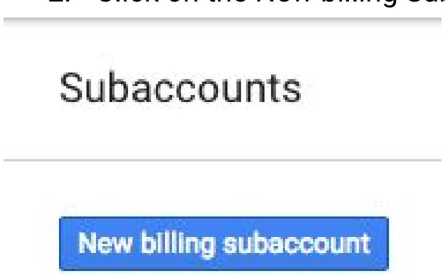
While you are a reseller and should be filing all support tickets on your customers’ behalfs, the payment information entered in during the trial setup is private. Google will need work with your customer directly to resolve any incidental credit card and bank account charges.

How do you create a Billing Subaccount?

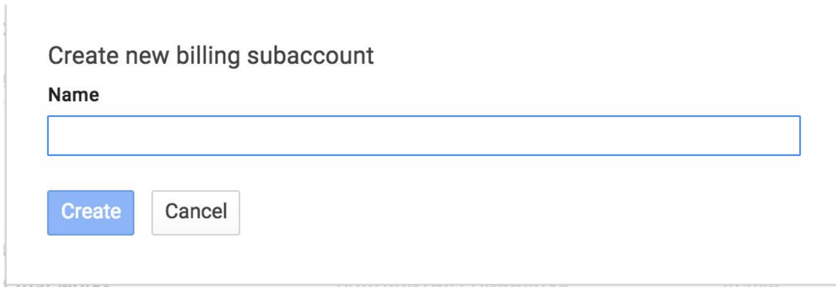
1. Select the Subaccounts tab



2. Click on the New billing Subaccount button



3. Name your Subaccount. [Recommendation] Customer Name - Reseller Name



4. Add additional billing Subaccount administrators
    a. Enter the administrator’s Google Account email address
    b. Hit Enter on your keyboard
    c. An invitation will be sent to the administrator’s Google Account. Once the invitation is accepted. They will gain access to the Subaccount.

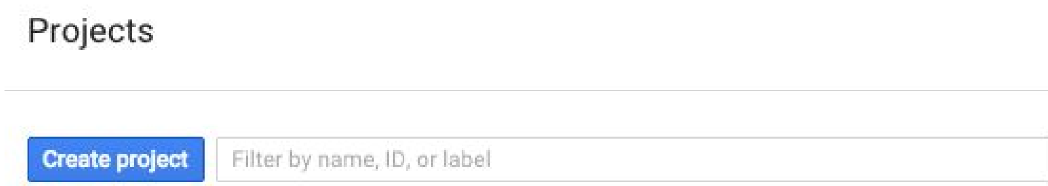
5. Add Subaccount approvers
    a. Enter the administrator’s Google Account email address
    b. Hit Enter on your keyboard
    c. An invitation will be sent to the administrator’s Google Account. Once the invitation is accepted. They will gain the ability to associated projects with the Subaccount

6. Please wait 48 hours prior to attempting to transfer projects to the new subaccount. Once the 48 hours has passed
    a. an unlimited number of projects can be associated with the subaccount
    b. the quota levels (project, GCE etc) available will meet and/or surpass the customer’s current quota levels

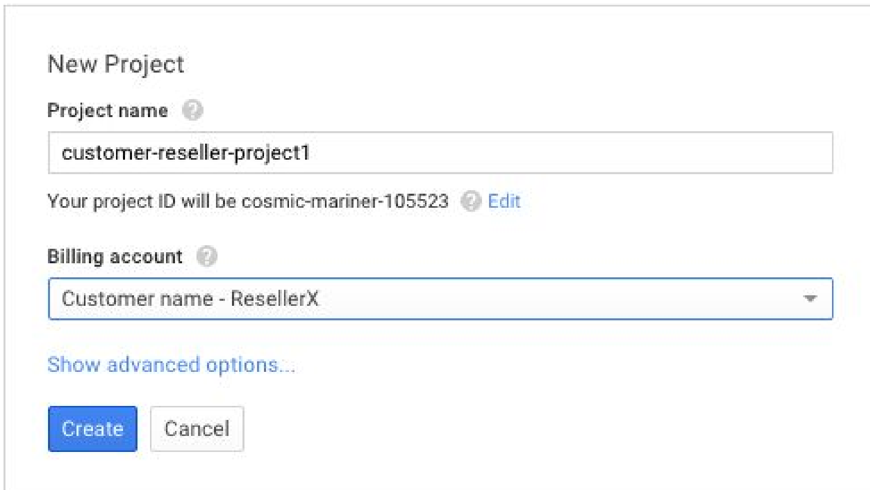
How can I create a project on behalf of my customer?

If your organization wants to create a project for your customer, your billing Subaccount’s billing administrator will need to:

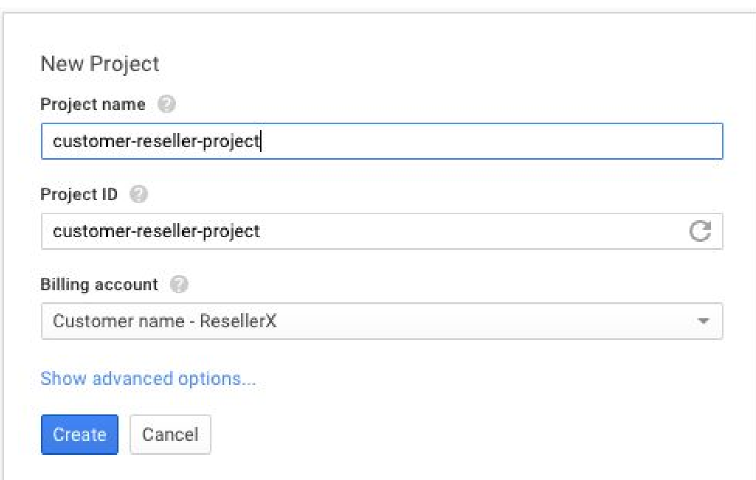
1. Log in to the Developers Console and visit the Projects page at https://console.developers.google.com/project
2. Click the “Create Project” button



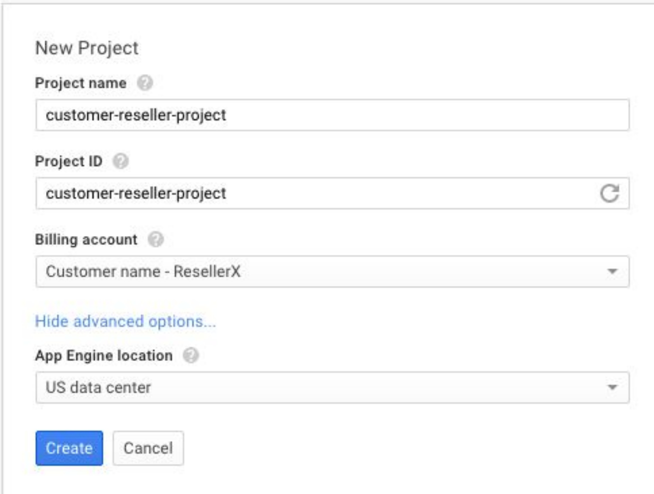
3. Enter the Project Name
    a. It is critical that you name the project using the given naming convention: “Name of Customer-Your Partner Company Name-Name of Project for Customer”



4. If you wish to change the assigned Project Id, click edit
    a. Create your own project id
    b. Click the arrow to have a new project id assigned



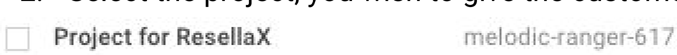
5. If you wish to select an App Engine Location, click on the “Show advanced options” test.
    a. Select the desired location



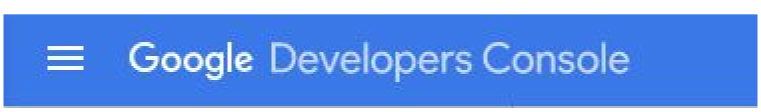
6. If you are the billing administrator for more than one account, you will need to select a Billing account.
7. Once you select a billing account, click the “Create” button

How can I give my customer access to a project I created?

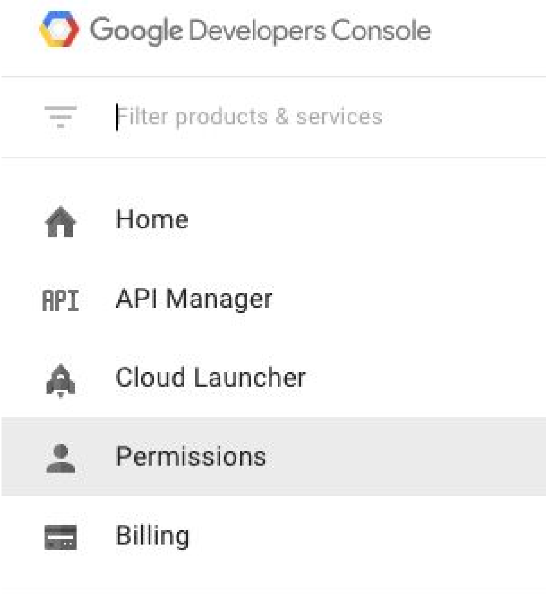
1. As the Project Owner, log in to the Developers Console and visit the Projects page at https://console.developers.google.com/project
2. Select the project, you wish to give the customer access to.



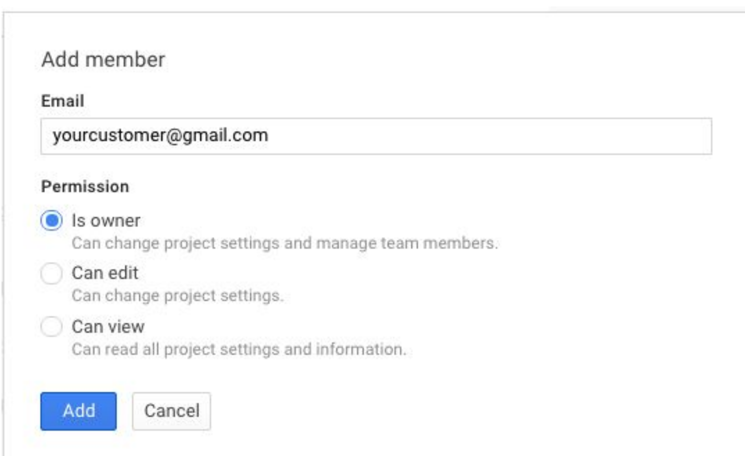
3. Select Open the menu



4. Select the Permissions tab



5. Click Add Member and enter the email address associated with their Google Account
6. Select the appropriate Permissions level.



7. Click Add and an invite will be sent to the customer by appengine.noreply@google.com

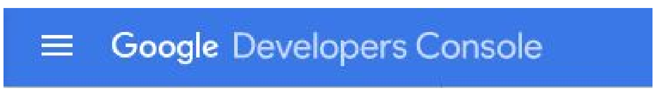
My customer has an existing billing enabled project. How can we transfer the project to our Reseller Billing Account/Subaccount.

There are two methods to transfer existing projects.

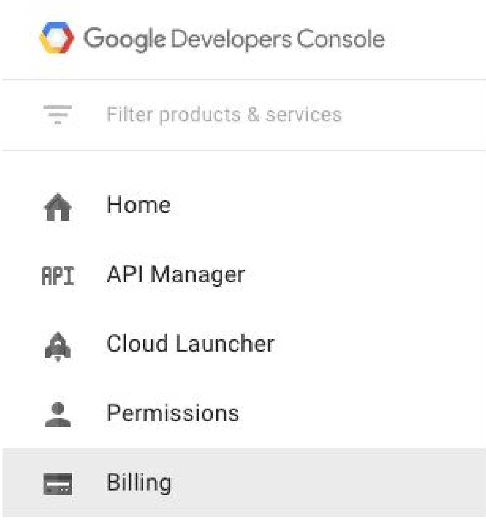
ONE: Your organization can transfer the existing project on behalf of your customer.

- a. In order for organization to transfer the project, the user performing the transfer must be
    - i. A billing administrator for the customer's account
    - ii. A Project Owner

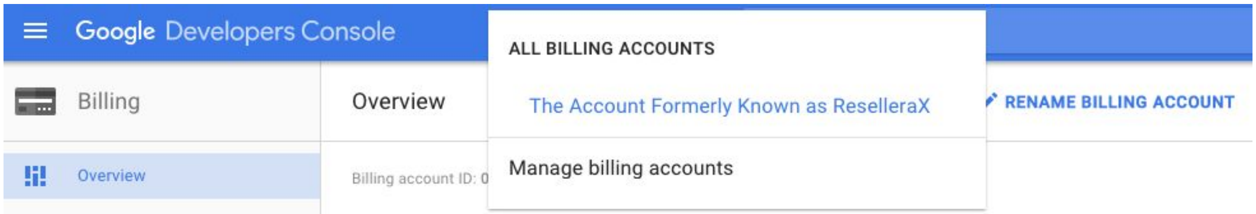
1. As the Billing Administrator and project owner, log in to the [Developers Console]
2. Open the menu



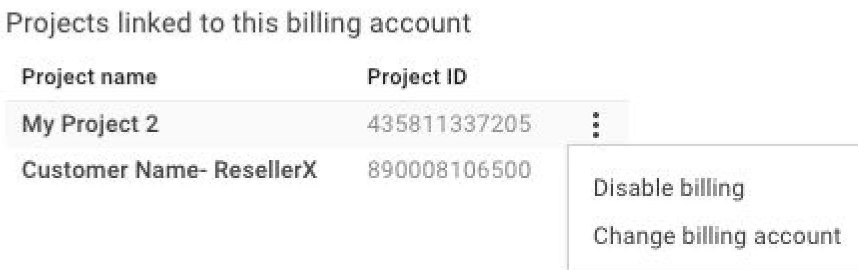
3. Select **Billing**



4. If you have more than one billing account, select the billing account that the project is currently billed to.

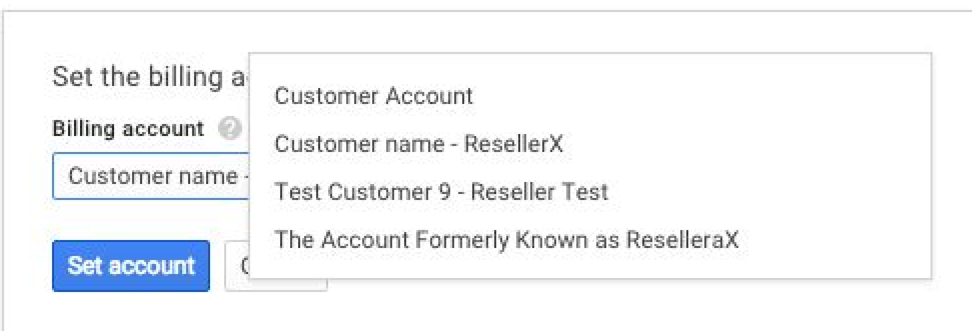


5. Under **Projects linked to this billing account**, locate the name of the project that you want to change billing for, and then from the menu ⋮ next to it, select **Change billing account**.

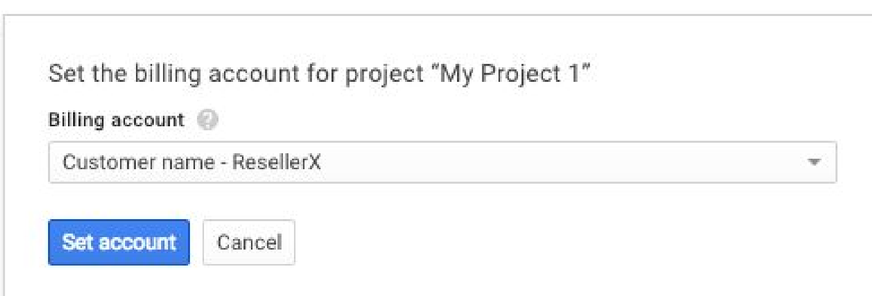


**If the Change billing account option is greyed out, you are not a project owner.

6. Choose the billing account you want to move this project to



7. Click the Set Account

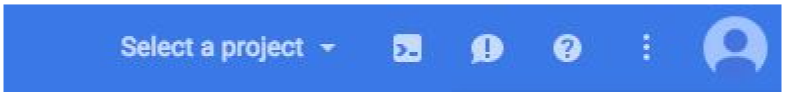


TWO: You can grant your customer Approver status and they manage the transfer.

In order for your customer to transfer their existing project to a billing Subaccount, the user performing the transfer must be

  a. A Billing Approver
  b. A Project Owner

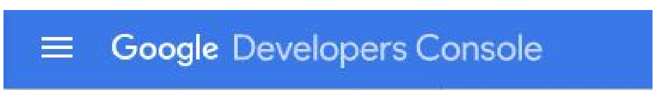
1. As the approver and project owner, log in to the [Developers Console]
2. In the upper right corner, click on Select a project



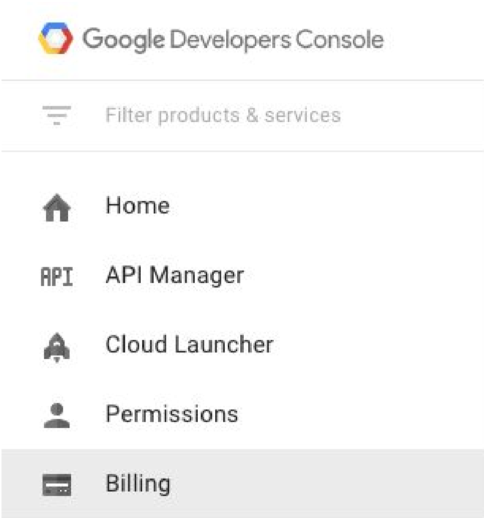
3. Select Manage all projects, which will be located at the bottom of the drop down menu

4. Click on the project that you wish to transfer

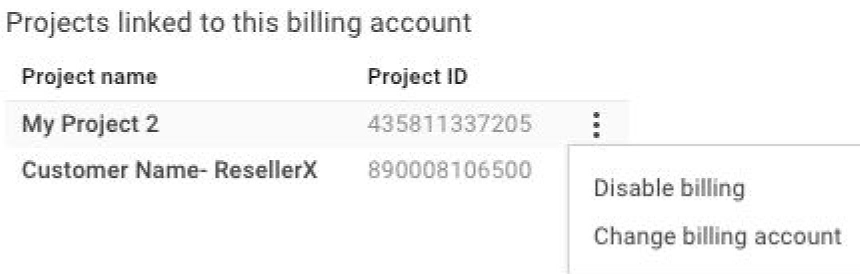
5. Open the menu ☰



6. Select **Billing**

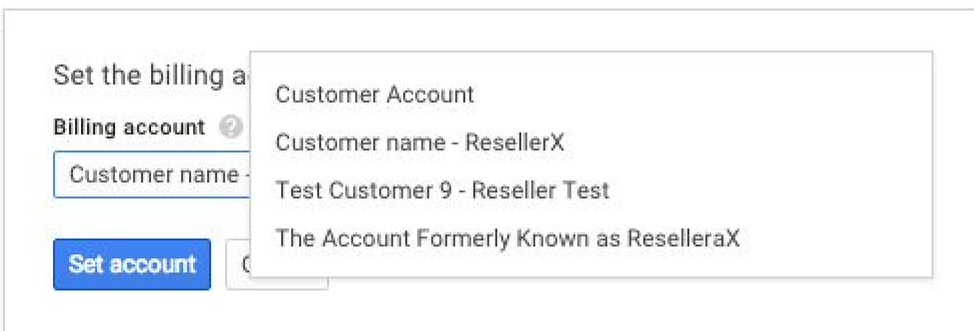


7. Under **Projects linked to this billing account**, locate the name of the project that you want to change billing for, and then from the menu ⋮ next to it, select **Disable billing**.

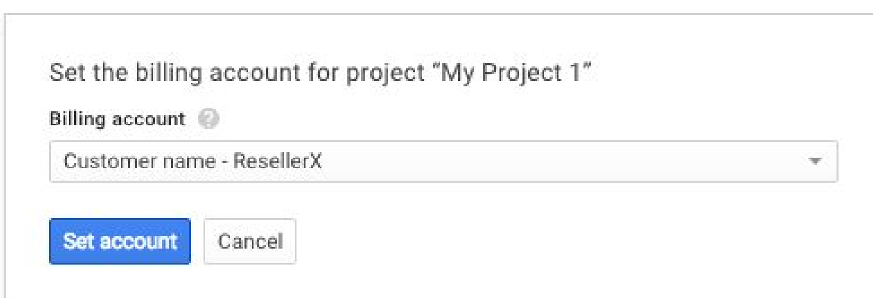


**If the Change billing account option is greyed out, you are not a project owner.

8. Choose the billing account you want to move this project to



9. Click the Set Account



My customer is experiencing a project quota error after moving projects to their sub-account; how can I address this issue?

"You have reached the limit of projects on which you can enable billing. You can request an increase in your billing quota if you need to enable billing on additional projects."

The project quota error message will only be received by users that are trying to transfer projects to a subaccount, which was created in the last 48 hours. Once the 48 hours has passed, the quota limit will increase to unlimited.

My customer's project quota significantly decreased after they moved their project to their subaccount. What should we do?

If you set up the subaccount within the last 48 hours, the quota level will most likely not be at the same level of the customer's previous account. Please inform your customer to transfer their project back to their previous Google Cloud Platform billing account. Once the 48 hours has passed, the quota levels for any project associated with the subaccount will meet or surpass the customer's current quota level

My Customer has a Google Cloud Platform Invoiced Billing and or Credit Card Account. How can they cancel their accounts?

Prior to canceling any billing account, your customer will want to ensure no wanted projects are still associated with the account. To confirm no projects are associated, please follow the instructions found here.

Credit Card Account

Credit Card Accounts can be closed by your customer. Close a billing account instructions can be found here

Invoiced Billing Account

Invoiced Billing Accounts and associated support services cannot be terminated by your customer. Your customer will need to request the termination of their invoiced billing account and associated support services by filling a support case or contacting their sales representative. [How to File a Support Cases instructions here]

Also your customer may have to sign a termination agreement to finalize the closure of their invoiced billing account.

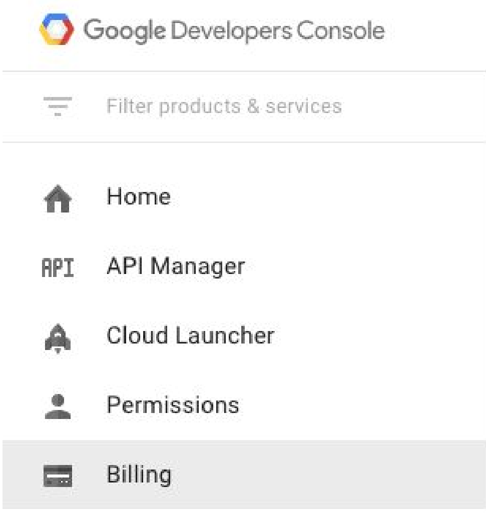
Suspending and Terminating Your Customer’s Subaccount

Suspension Process

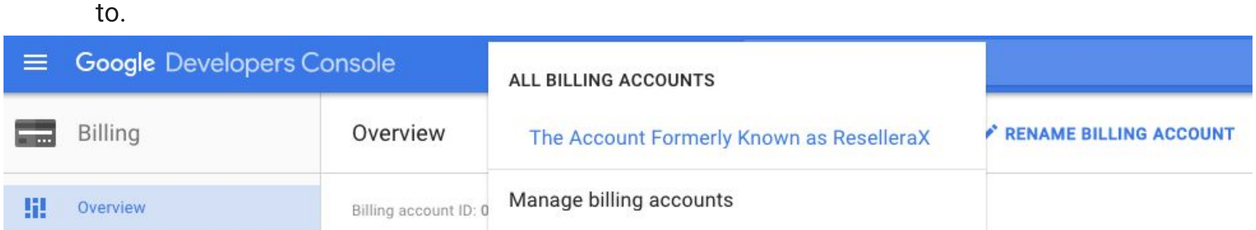
If your organization needs to suspend your customer’s services, you will need to complete the process below.

1. As the **Subaccount Billing Administrator**, log in to the [Developers Console]()
2. Open the menu

3. Select **Billing**

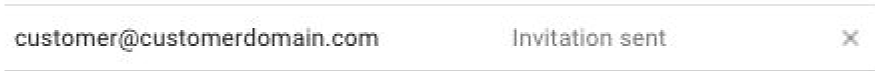


4. If you have more than one billing account, select the subaccount that the project is currently billed to.

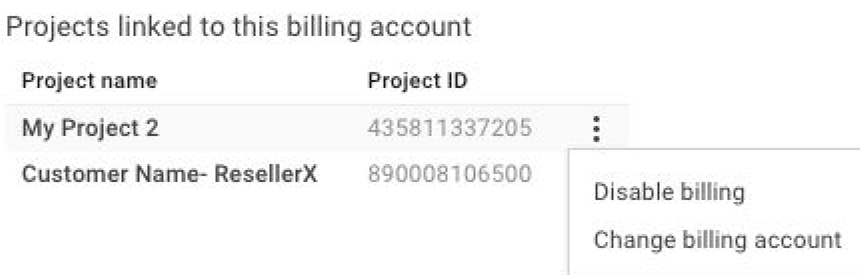


5. If you made your customer an approver or billing administrator for the subaccount, you will want to remove your customer to ensure no new projects are added to the subaccount.

a. To remove a user, click on the X next to their email address



6. Under **Projects linked to this billing account**, locate the name of the project that you want to change billing for, and then from the menu next to it, select **Disable billing**.



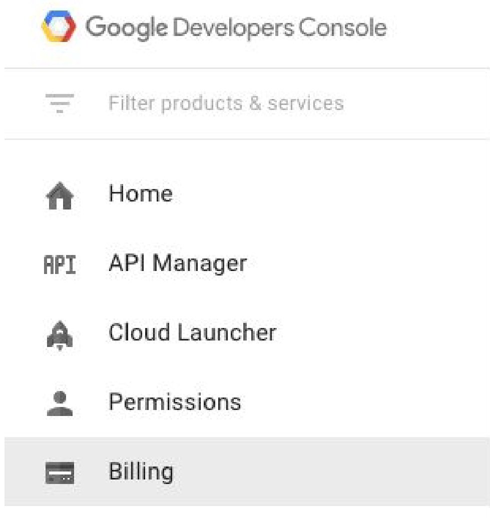
** If your customer has multiple projects, you will need to disable billing for all projects

Termination Process

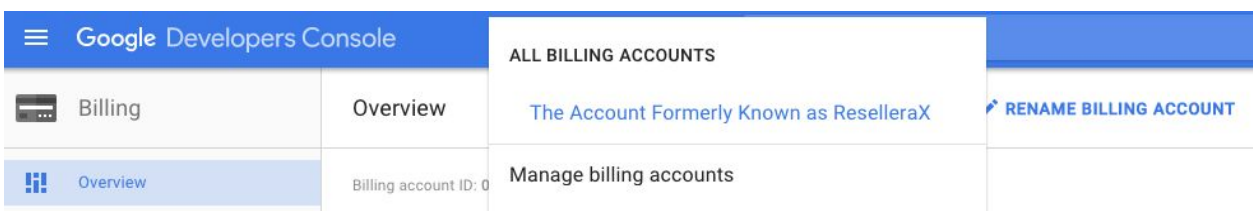
If your organization needs to close your customer's services complete the process below

1. As the **Subaccount Billing Administrator**, log in to the [Developers Console]
2. Open the menu

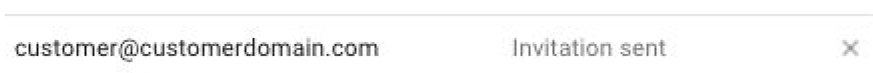
3. Select **Billing**



4. If you have more than one billing account, select the subaccount that the project is currently billed to.



5. If you made your customer an approver or billing administrator for the subaccount, you will want to remove your customer to ensure no new projects are added to the subaccount.
    a. To remove a user, click on the X next to their email address



6. Under **Projects linked to this billing account**, locate the name of the project that you want to change billing for, and then from the menu ⋮ next to it, select **Disable billing**.

Can I delete Subaccounts?

No. Subaccounts cannot be deleted through your Developers Console.

Billing

When will our invoice become available?

By the fifth business day of the month, your organization will receive an invoice for the previous month's charges.

For example, you will receive your May invoice by June 5th.

Will each Subaccount generate an individual invoice?

No. Your organization will receive one invoice. The charges reporting to your invoice will be broken down by billing Subaccount.

Summary of invoice costs for: Jul 1, 2015 - Aug 31, 2015

Product	Account	Order name	Purchase order	Amount ($)
Google Cloud Platform and APIs	00A392-9ECEF9-1998FB	000047-7F8ED4-61EE0A		1,156.59
Google Cloud Platform and APIs	00A392-9ECEF9-1998FB	Cloud	TestPO Number	640.69
		Subtotal:		1,797.28
		Tax (8.875%):		159.32
		Amount due in USD:		1,956.60

If I move an existing project mid-month to a Subaccount, will all the charges for that month show in the Subaccount section?

If a project that has already incurred usage this month is migrated to a Subaccount, any usage incurred before the move will be reported to the project's previous billing account and not the Subaccount. So at end of month to obtain the total bill for that project, the usages will need to be summed

If our customer signed up for a Free Trial, will the trial continue when their project is transferred to our account?

No. Free Trials are only available for direct Google customers.

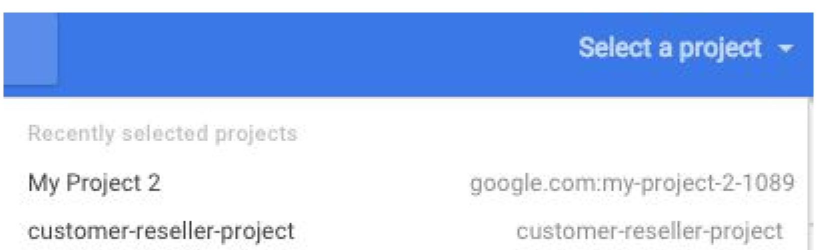
My customer has credits associated with their credit card billing account. Will the credits transfer to our Reseller account?

No. Credits are non-transferable. The credits will only be available for use by projects associated with your customers credit card billing account.

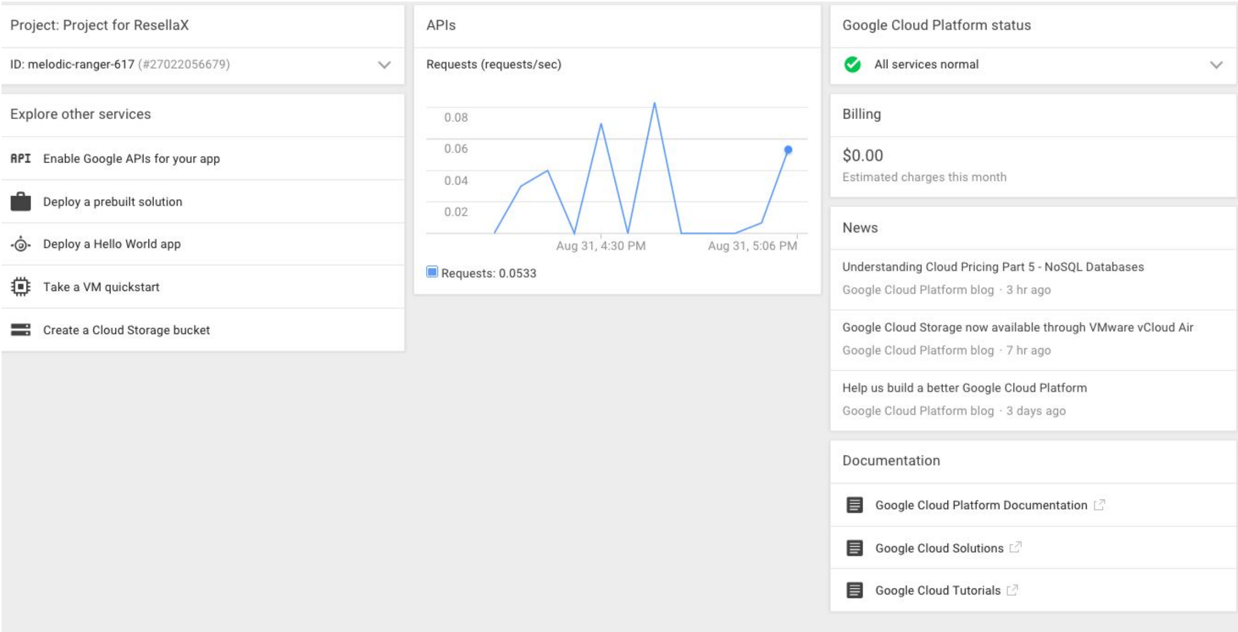
How can my customer review their charges if they don't have access to our Reseller Billing Account?

If your customer has access to a given project as viewer, editor or owner, they can view the estimated charges for the current month.

1. Sign in to the Google Developers Console
2. Click the "Select a project" drop down list and select the project



3. On the Home page, you will see a Billing section on the right side of your browser.



4. Click on the Billing section and the estimated charges will be broken down.

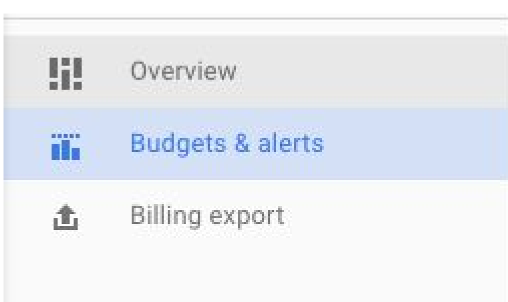
Can I enable billing alerts for my customers?

Yes. Billing alerts are can be enabled for Subaccounts. Once the alerts are enabled, the billing administrator(s) will receive the alert notifications.

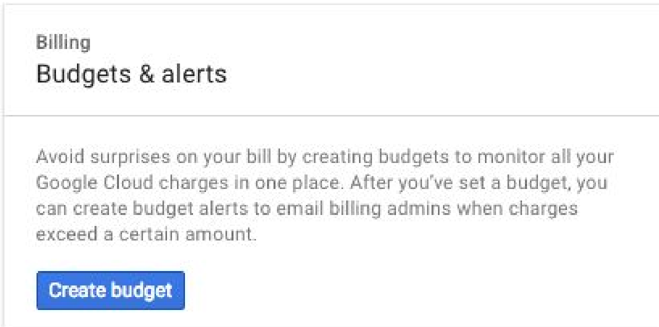
How can I set a budget for my customer?

The instructions below should be completed by a billing administrator for the billing account or subaccount.

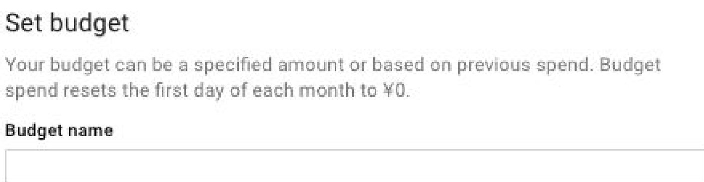
1. Go to the Google Cloud Platform console.
2. Open the console menu and click **Billing**
3. If you have more than one billing subaccount, click the billing subaccount name.
4. On the left, click **Budgets & alerts**.



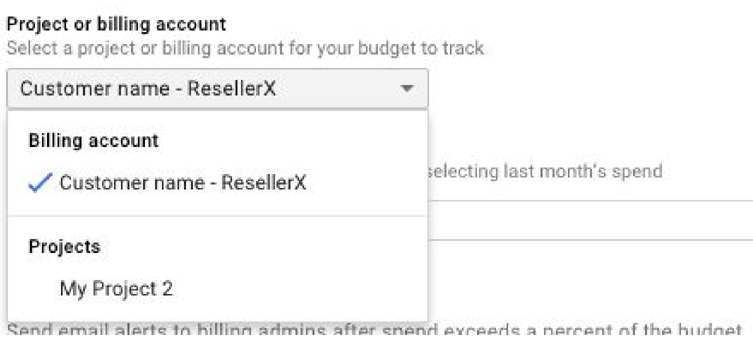
5. Click **Create Budget**



6. Under **Budget name** enter a name for the budget.

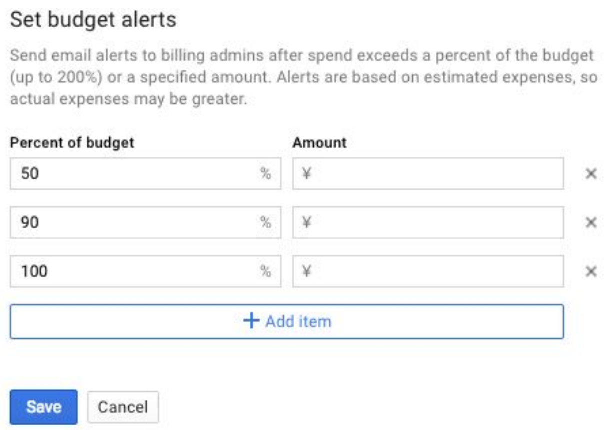


7. Under **Project or billing subaccount**, select the project or the billing subaccount that you want to apply the budget to. If you apply a budget to a billing subaccount, the budget reflects the spending across all projects associated with the billing subaccount.



8. Under **Budget amount** you can choose to set the budget to a **Specified amount** or you can set it to match **Last month's spend**. (Note that the monthly spend resets to $0 on the first day of every month.)
9. If you're setting the budget to a specified amount, enter that amount. If you're basing the budget on the previous month's spend, the amount updates automatically.
10. To add additional alerts, click the plus (**+**) under the alert list to add more fields.

11. To remove an alert, click the **X** next to it.



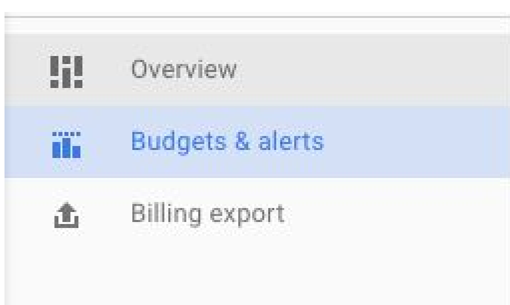
12. If you want to accept the default alert settings, click **Save**.

**** Note: Alerts are based on estimated charges; actual charges at the time the alert is received might be higher.**

How do you add additional budgets?

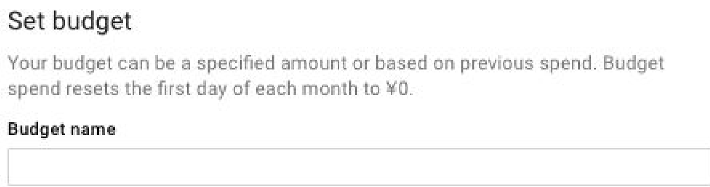
The instructions below should be completed by a billing administrator for the billing account or subaccount.

1. Go to the Google Cloud Platform console.
2. Open the console menu and click **Billing**
3. If you have more than one billing subaccount, click the billing subaccount name.
4. On the left, click **Budgets & alerts.**

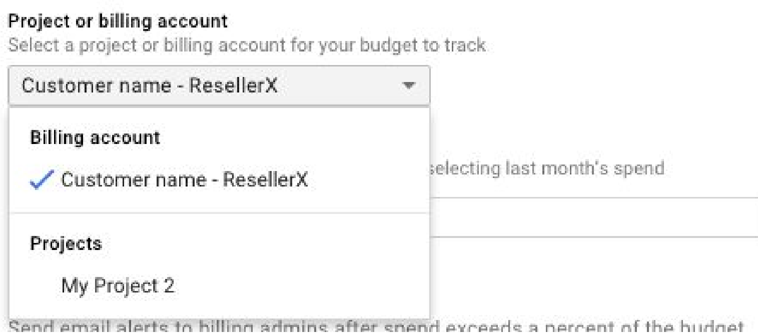


5. Click **Create Budget**

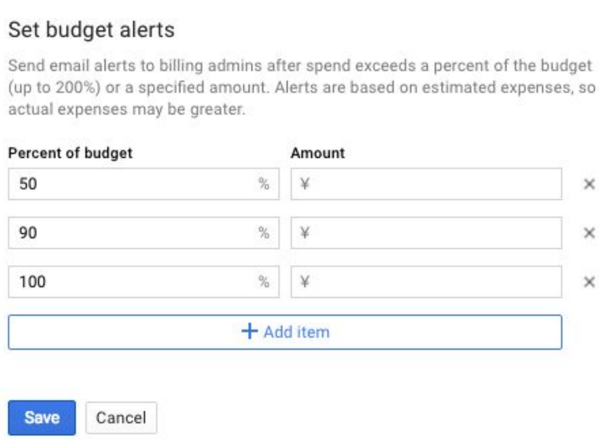
6. Under **Budget name** enter a name for the budget.



7. Under **Project or billing subaccount**, select the project or the billing subaccount that you want to apply the budget to. If you apply a budget to a billing subaccount, the budget reflects the spending across all projects associated with the billing subaccount.



8. Under **Budget amount** you can choose to set the budget to a **Specified amount** or you can set it to match **Last month's spend**. (Note that the monthly spend resets to $0 on the first day of every month.)
9. If you're setting the budget to a specified amount, enter that amount. If you're basing the budget on the previous month's spend, the amount updates automatically.
10. To add additional alerts, click the plus (**+**) under the alert list to add more fields.
11. To remove an alert, click the **X** next to it.



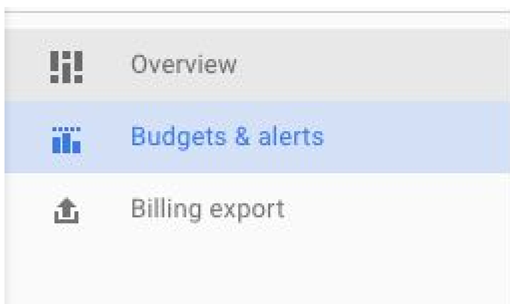
12. To save the current budget and alerts settings, click Save

**** Note: Alerts are based on estimated charges; actual charges at the time the alert is received might be higher.**

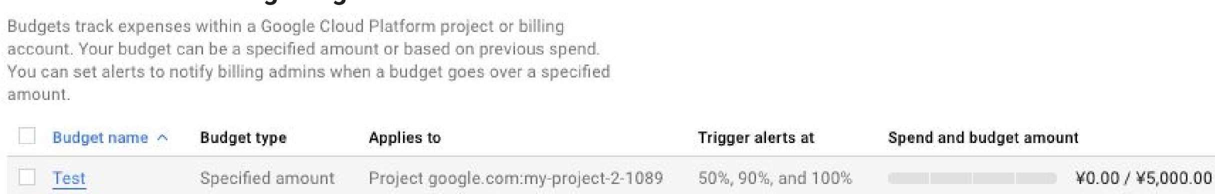
How do you edit budgets & alerts?

The instructions below should be completed by a billing administrator for the billing account or subaccount.

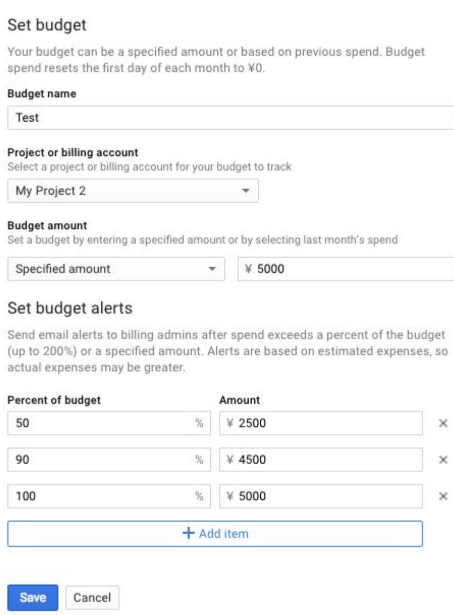
1. Go to the Google Cloud Platform console.
2. Open the console menu and click **Billing**
3. If you have more than one billing subaccount, click the billing subaccount name.
4. On the left, click **Budgets & alerts.**



5. Click on **Existing Budget Name**

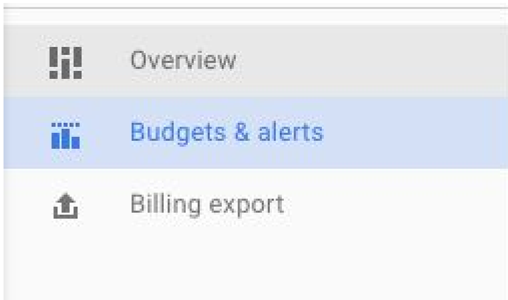


6. Update budget and click save



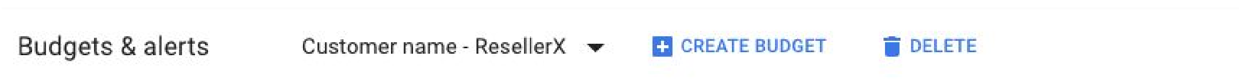
How do you delete budgets & alerts?

1. Go to the Google Cloud Platform console.
2. Open the console menu and click **Billing**
3. If you have more than one billing subaccount, click the billing subaccount name.
4. On the left, click **Budgets & alerts.**

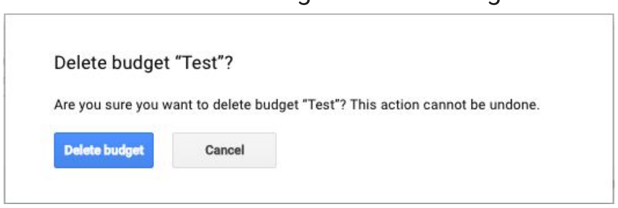


5. Locate the Budget and click the checkbox next to the budget name

6. Click Delete



7. Click “Delete Budget” after reading the warning message



Support

How can my customer file a support ticket?

Google Support services are available to you through your Support services. They are not available directly for your customers. If your customer’s project has a technical issue, please have your technical support agent file a ticket on their behalf. Our support team will assist your agent in resolving the matter.

Can my organization resell Google Cloud support to our customers?

No. Your organization cannot resell Google Cloud Support services to your customers but we do encourage you to develop and sell your own first-line managed support services for your customers. We also encourage you to communicate to your customers that your support services are backed by Google.