



# Google My Business (GMB)

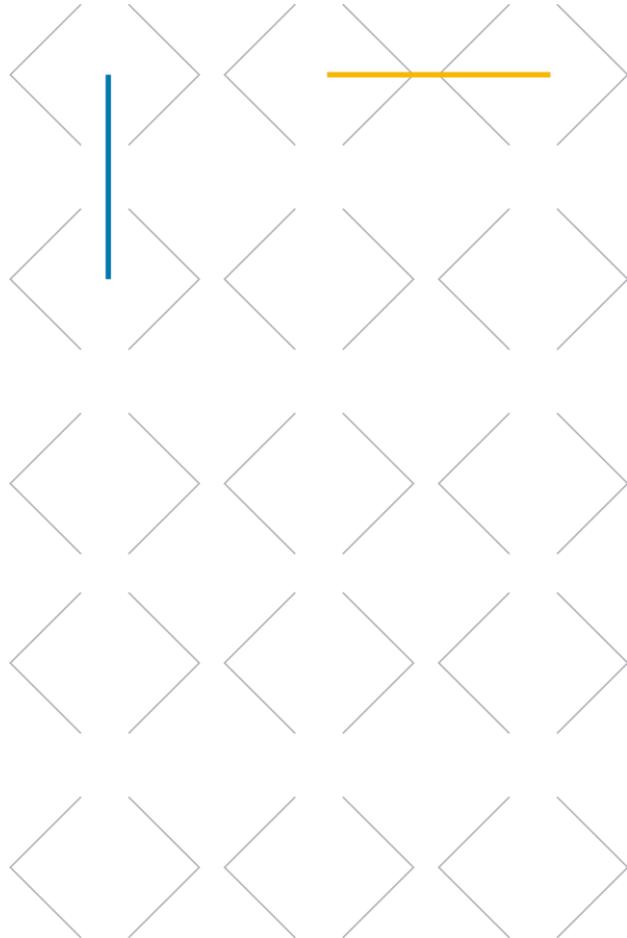
---

*Frequently Asked Questions*



australian  
tourism  
Data Warehouse

# Linking Google My Business (GMB)



## How does the syncing between an ATDW listing and a GMB listing work?

The GMB integration in ATDW-online is a single way stream, syncing updates to specific fields in an ATDW listing to a linked GMB listing. Manual updates to a GMB listing will not update an ATDW listing. ATDW fields synced to a GMB listing include:

- Business Name
- Business Type
- Address
- Phone Number
- Website URL
- Description
- Opening Hours
- Product Image/s.

## When does the ATDW listing information sync to the GMB listing?

When an ATDW listing is first created and a GMB account is connected, a GMB listing will be created/synced upon submission for review. With ATDW listings that are already connected and synced to a GMB listing, the information fields will not be synced and updated in the GMB listing until the ATDW listing changes have been *approved* via the Quality Assurance (QA) process.

## What happens when a listing update is rejected?

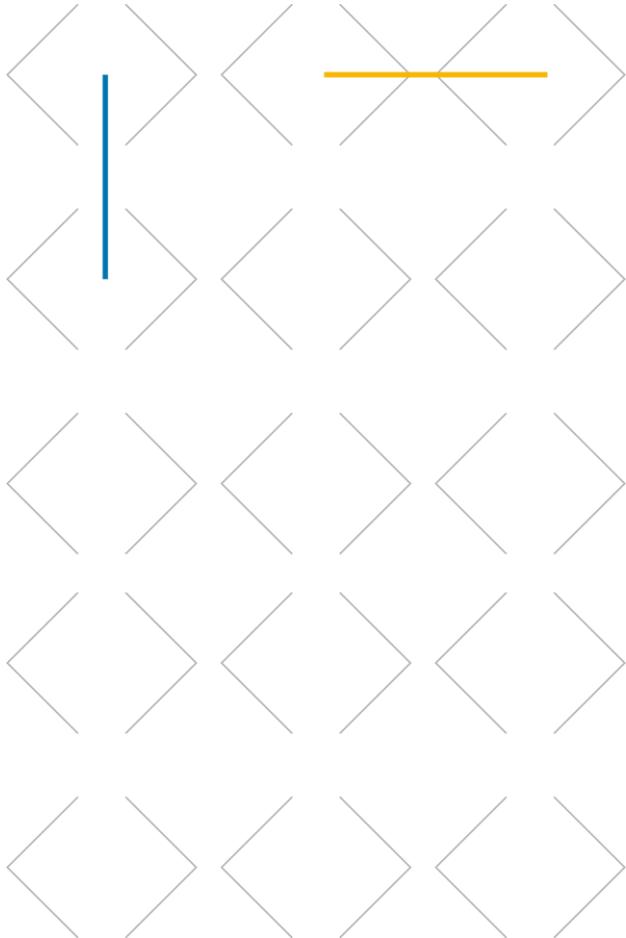
If a listing has changed applicable fields but been rejected into QA process, nothing will happen to the GMB listing. The GMB listing will stay with the most recently approved values until a successful QA process occurs, in which case the GMB listing values become updated.

## What happens when an ATDW listing is manually expired?

If an ATDW listing is expired, this will have no affect on the GMB listing. The ATDW-online platform does not manage the deletion of GMB profiles and businesses will need to enter their GMB account to deletion their profile.



# Google Location Failures



## **Failure to update Google Location.**

It appears that some edits made to a Google Location are manually checked and communication is not always provided of the outcome. When changing a large number of fields, there appears to be a delay in the update for GMB or in some cases the changes don't flow through.

If a change is not reflected within a reasonable amount of time and the listing update has been approved, the business may need to update their GMB information through the Google My Business webpage.

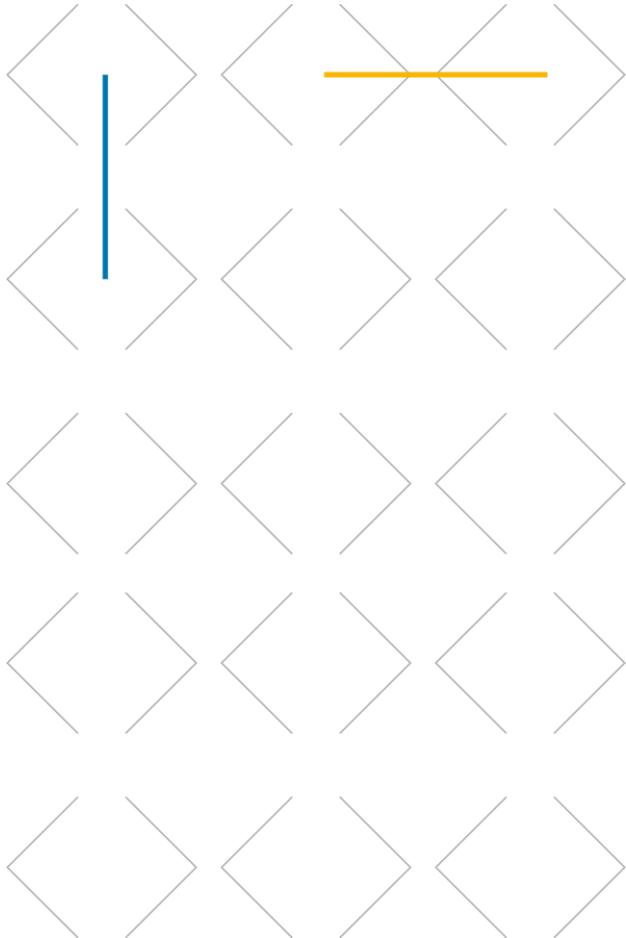
## **Failure to create a Google Location.**

Google can fail a creation of a Google Location for several reasons, which is unfortunately out of ATDW's control or capabilities to detect during the process. It has been noticed that geolocation issues are one of the causes (when the map on the ATDW listing is showing a location that doesn't reflect the entered address).

To mitigate the likelihood of a location fail, businesses should be clear and precise with the location entered and maintain a trustworthy Google account (i.e. avoid activity which could flag an account of unusual activity).



# Access & Support



## **Changing Google My Business accounts.**

Businesses can change their GMB accounts from the GMB module. From the GMB module, select the option to change or login with another Google account.

## **Revoking GMB access from ATDW.**

When a business chooses to disconnect or revoke their access to Google for the ATDW-Online platform, this will revoke the entire platform and not just the organisation that is logged in.

## **Google verification processes.**

Google has strict processes to verify ownership of a location or business, including the access and management of a Google My Business account. Unfortunately, the methods of verification are those of Google and ATDW is unable to assist in the verification process. For more information on Google verification, please visit the [Google Verification Support Page](#).

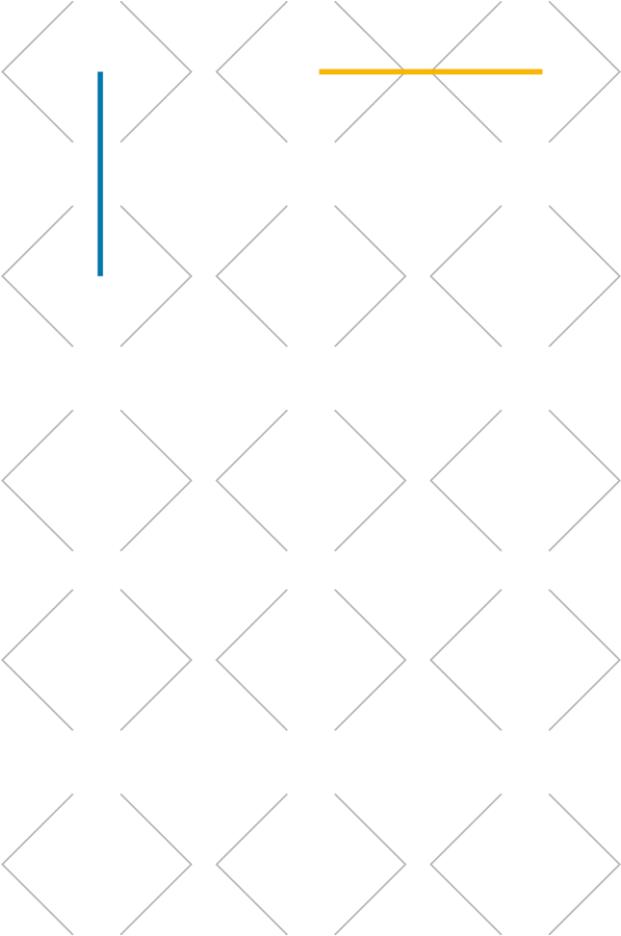
## **Issues and support for Google My Business listings.**

For any queries and issues non-related to ATDW-online, businesses will need to seek support from [Google's GMB support page](#). This includes any technical issues with GMB information and management of the GMB profile.

If applicable ATDW listing fields are not correctly syncing to their GMB listing, support can be provided by an STO or ATDW through checking the information was correctly entered into the applicable fields and the information



# API - Google & Distributor



**Google API revisions.**

Google has been known to update the GMB API with very little notice period to move over to new specifications. It is unclear how updates to the GMB API will impact this project moving forward, however ATDW will have a management process to check upcoming versions of GMB and may migrate to new specifications if/when necessary.

**Distributor API changes included in GMB release.**

The distributor API has now added an additional query on to all image requests to enable analytics for BI. Whilst not directly a GMB related change, the change is included alongside the GMB release and will impact the URL shape.





## ATDW Support

---

*T* 07 3112 1760

*E* [support@atdw.com.au](mailto:support@atdw.com.au)

[www.atdw.com.au](http://www.atdw.com.au) | [atdw-online.com.au](http://atdw-online.com.au)

