

language**wire**

User Guide

Payment Information

Contents

1. LanguageWire A/S VAT number and address	2
2. Adding your payment information to your profile	2
2.1. Countries inside the SEPA region	2
2.2. Countries outside the SEPA region	3
2.3. Setting up a Payoneer Account	3
2.4. Changing your existing payment information	5
3. Payment procedure	5
3.1. Invoicing	5
3.2. Minimum payout amount	6
3.3. Adding VAT to your payment	7

1. LanguageWire A/S VAT number and address

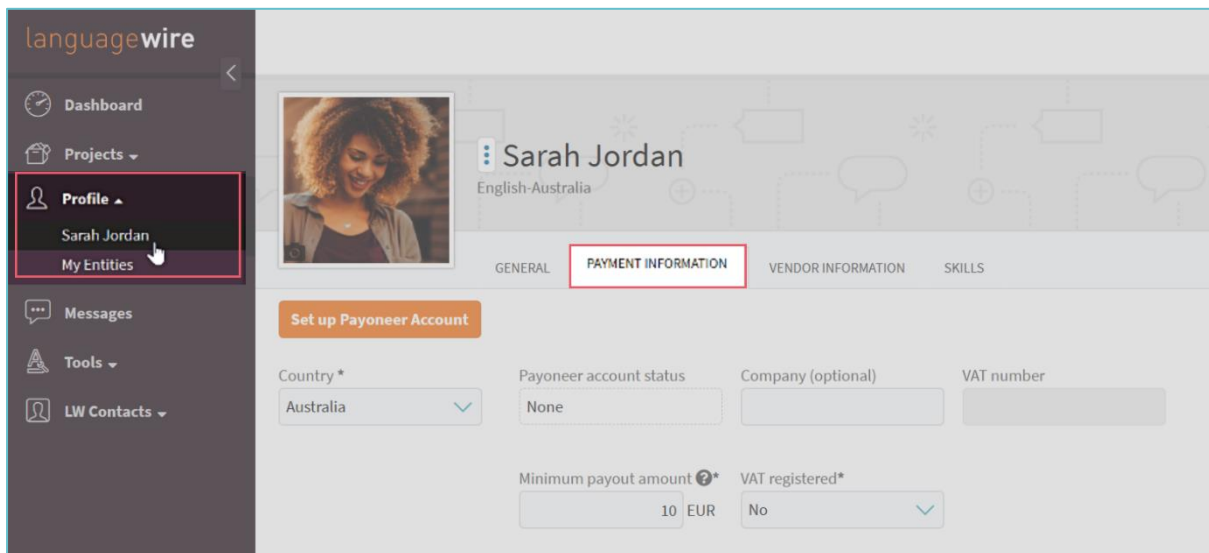
VAT Number:
DK25567846

Address:
Nitivej 10
DK-2000 Frederiksberg
Denmark

2. Adding your payment information to your profile

Log into your LanguageWire profile at <https://platform.languagewire.com/>, then click **Profile > Your Name** and select the **Payment Information** tab.

The information you need to add will depend on whether your place of residence is inside or outside the Single Euro Payments Area, ([SEPA region](#)). When you choose Country, the page automatically shows you which information to add for that specific country.



The screenshot shows the LanguageWire user interface. On the left is a navigation menu with options: Dashboard, Projects, Profile (selected), Sarah Jordan, My Entities, Messages, Tools, and LW Contacts. The main content area shows the user's profile for Sarah Jordan, English-Australia. Below the profile is a tabbed interface with 'PAYMENT INFORMATION' selected. A 'Set up Payoneer Account' button is visible. The form fields are: Country * (Australia), Payoneer account status (None), Company (optional) (empty), VAT number (empty), Minimum payout amount * (10 EUR), and VAT registered* (No).

Figure 1 – Payment Information.

2.1. Countries inside the SEPA region

Choose the country in which your bank account is held and fill in your bank account details such as:

- IBAN
- BIC/SWIFT
- Bank name
- Bank address
- Account holder
- VAT number

EXCEPTIONS:

Denmark:

Enter your registration number and account number.

Norway:

Enter your 11-digit account number.

Sweden:

Enter your clearing number and account number. You cannot enter a bank giro or a post giro number. However, you can ask your bank for the bank account number that supports the giro number.

2.2. Countries outside the SEPA region

For payments outside the SEPA region, LanguageWire cooperates with [Payoneer](#), which is our American partner for secure and low-cost payments. Payoneer offers a bank transfer or a prepaid Mastercard as the method of payment.

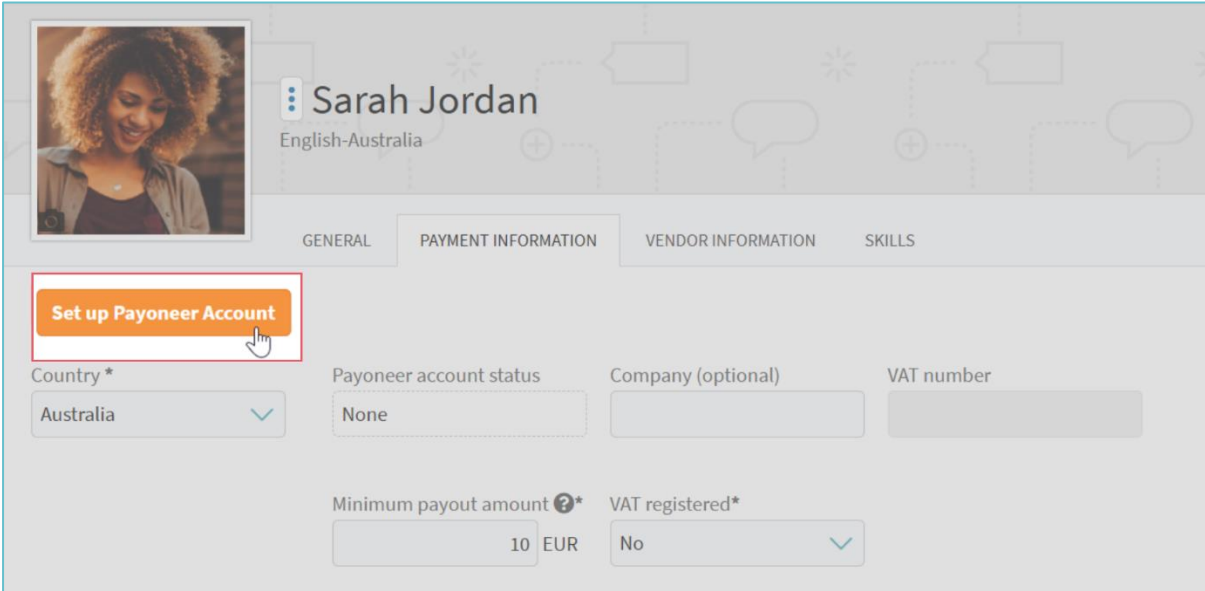
LanguageWire cannot make payments outside the SEPA region using other payment methods.

If you have any questions related to your Payoneer Account, please contact [Payoneer's Support Center](#).

2.3. Setting up a Payoneer Account

Note: If you live in a SEPA country, you do not need to set up a Payoneer Account. Please skip this section and go to the [Payment procedure section](#).

Once you have selected your country, click on Set up Payoneer Account via your LanguageWire profile.

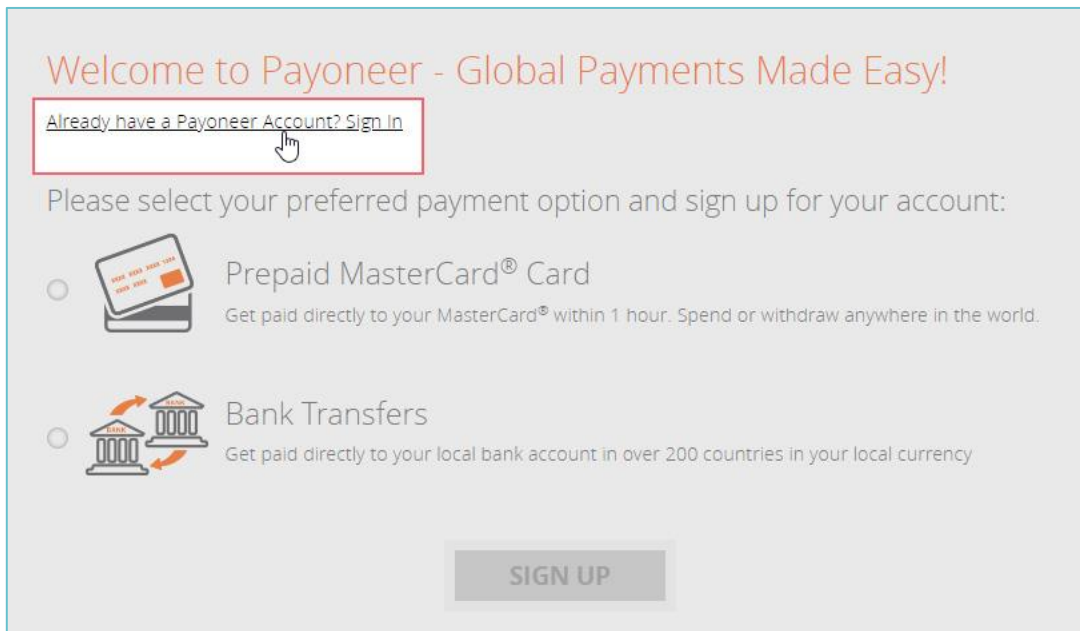


The screenshot shows a user profile for Sarah Jordan, English-Australia. The profile is divided into four tabs: GENERAL, PAYMENT INFORMATION, VENDOR INFORMATION, and SKILLS. The PAYMENT INFORMATION tab is active. A red box highlights the 'Set up Payoneer Account' button. Below the button, there are several input fields: Country* (Australia), Payoneer account status (None), Company (optional), VAT number, Minimum payout amount* (10 EUR), and VAT registered* (No).

Figure 2 – Set up Payoneer Account.

If you already have a Payoneer Account: click on **Already have a Payoneer Account? Sign in**.



If you do not have a Payoneer Account: choose whether you want to receive payment via a prepaid Mastercard or a bank transfer (you can read about fees when you start the registration process). Once you have made your choice, click on Sign up.



Welcome to Payoneer - Global Payments Made Easy!

[Already have a Payoneer Account? Sign In](#)

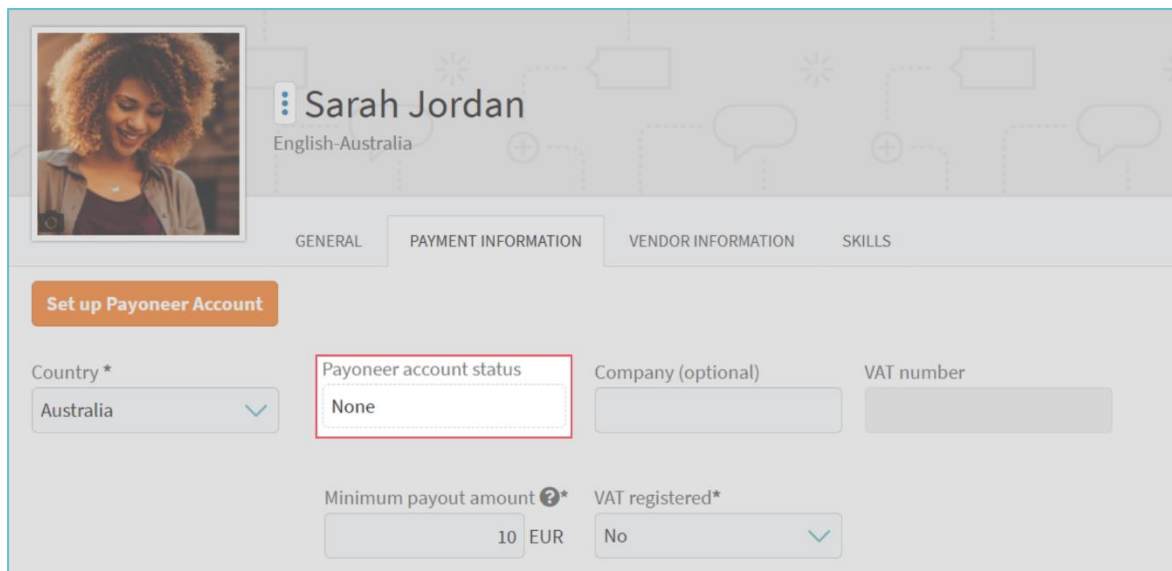
Please select your preferred payment option and sign up for your account:


-  Prepaid MasterCard® Card
Get paid directly to your MasterCard® within 1 hour. Spend or withdraw anywhere in the world.
-  Bank Transfers
Get paid directly to your local bank account in over 200 countries in your local currency

SIGN UP

Figure 3 – Set up Payoneer Account.

Once you have set up the account, your **Payoneer account status** will change to **Pending**, which means that Payoneer is handling your application. Once they have approved your account, the status will change to **Approved**. If your Payoneer Account is not approved, the status will change to **Validation failed**.



 **Sarah Jordan**
English-Australia

GENERAL PAYMENT INFORMATION VENDOR INFORMATION SKILLS

Set up Payoneer Account

Country *
Australia

Payoneer account status
None

Company (optional)

VAT number

Minimum payout amount ?*
10 EUR

VAT registered*
No

Figure 4 – Payoneer account status.

2.4. Changing your existing payment information

If there are any changes to your payment details, you can change the details directly in your LanguageWire profile.

The deadline for making changes is the 15th of the month if you need the changes to apply to that specific month's voucher. This applies to changes to your profile details (such as your name and address), bank details and the minimum payout amount.

3. Payment procedure

3.1. Invoicing

When you work for LanguageWire, you do not have to invoice us. You receive payments automatically, as we transfer them to the bank account registered in your profile.

You receive a settlement voucher via email on around the 20th of the month, showing your payment for jobs completed between the 16th of the previous month and the 15th of the current month.

We transfer the payment to your account on the first Danish banking day of the following month, provided that the voucher amount exceeds your selected minimum payout amount. If not, the amount will be transferred to the following month and will be settled once your balance reaches the minimum payout amount.

Example: On around 20 March, you receive a voucher for jobs completed in the period from 16 February to 15 March. If the minimum payout amount is reached, we transfer the payment to your account on the first banking day of April.

Upon receipt of the voucher, you can draw up your own invoice for personal bookkeeping purposes. However, you do not need to send us an invoice, since the voucher is legally valid.

You can also find your vouchers in your profile under the **Payment Information** tab, which also gives you a complete overview of all your job confirmations and jobs to be paid.

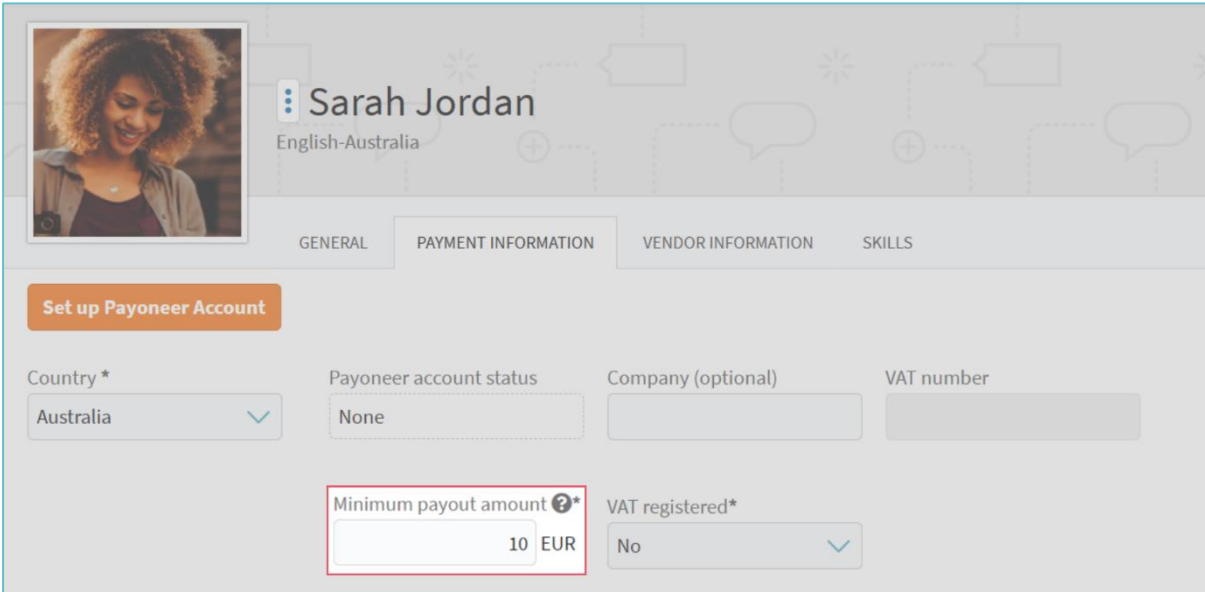


Figure 5 – Payment Information tab.

3.2. Minimum payout amount

The **Minimum payout amount** field refers to the option to postpone payment until the voucher balance exceeds a certain amount. You may wish to change this minimum payout amount, as bank transfer costs tend to be the same regardless of the amount transferred.

If you do not edit this minimum payout amount, it is automatically set at EUR 0 for countries inside the SEPA region and at EUR 10 for countries outside the SEPA region.



The screenshot shows the 'Payment Information' tab for a user named Sarah Jordan (English-Australia). The tab is part of a profile page with other tabs: GENERAL, PAYMENT INFORMATION (active), VENDOR INFORMATION, and SKILLS. Below the tabs is a 'Set up Payoneer Account' button. The form contains several fields: 'Country *' (Australia), 'Payoneer account status' (None), 'Company (optional)' (empty), 'VAT number' (empty), 'Minimum payout amount ?*' (10 EUR), and 'VAT registered*' (No). The 'Minimum payout amount' field is highlighted with a red box.

Figure 6 – Minimum payout amount.

3.3. Adding VAT to your payment

All payments are made from our headquarters in Denmark. If you live in Denmark, we add VAT to your payment. If you live in another country, we do not add VAT to your payment.

If you receive payment from us via Payoneer, in legal terms the money is still considered to have been sent from Denmark.



language**wire**