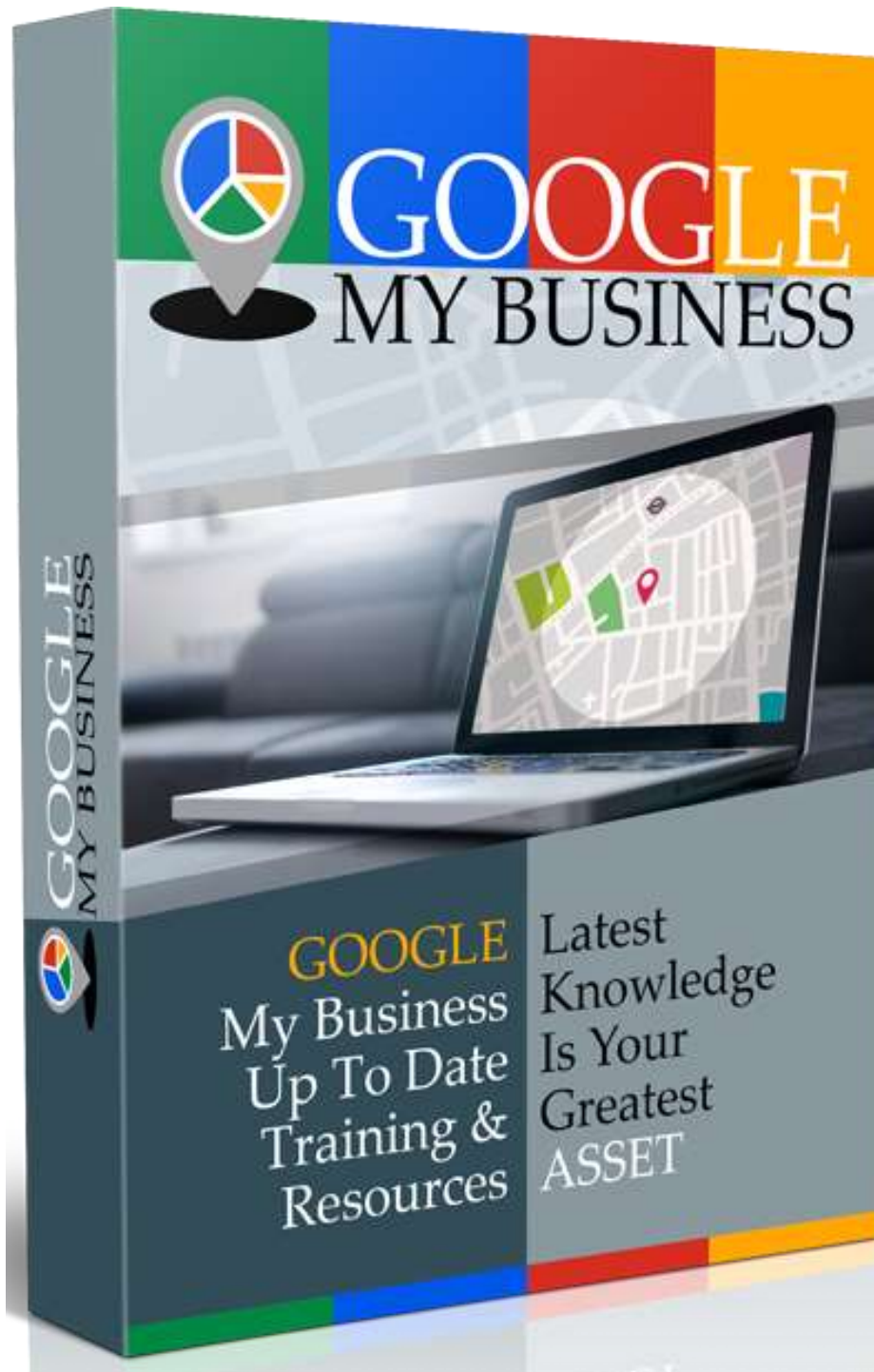


GOOGLE MY BUSINESS

Google Is Automating Ownership Conflict Resolution



Google Has Automated Ownership Conflict Resolution

Google recently rolled out a new feature in the GMB Dashboard that makes it much easier to regain control of a business listing that's under another account. The process of restoring control of your GMB listing to you has now been automated.

Business owners have faced a number of issues in the past with their Google My Business listings.

Three of the largest problems have been verification issues, not being able to easily remove unwanted photos, and having your business listed under someone else's account.

In the past, the business owner had to request access and then wait... and wait.... and wait... and hope that someone at Google would finally help them. It was a frustrating process that required persistence on the part of the business owner.

Now that Google has added this automated feature to the dashboard, it will make a huge difference in the amount of time, effort and expense that business owners need to expend on the resolution of these issues.

This is Google's [announcement](#), and here is the [updated](#) help page info. The announcement includes the following explanation of why your business might be listed under someone else's account:

If you're a small business owner, time is your most valuable asset. That's why, when it comes to managing their Google My Business account, some small business owners choose to get help from employees, friends, family or other third parties. Sometimes, when the people who manage the account move on, we don't always remember to take back control of the account until they're gone and it's too late.

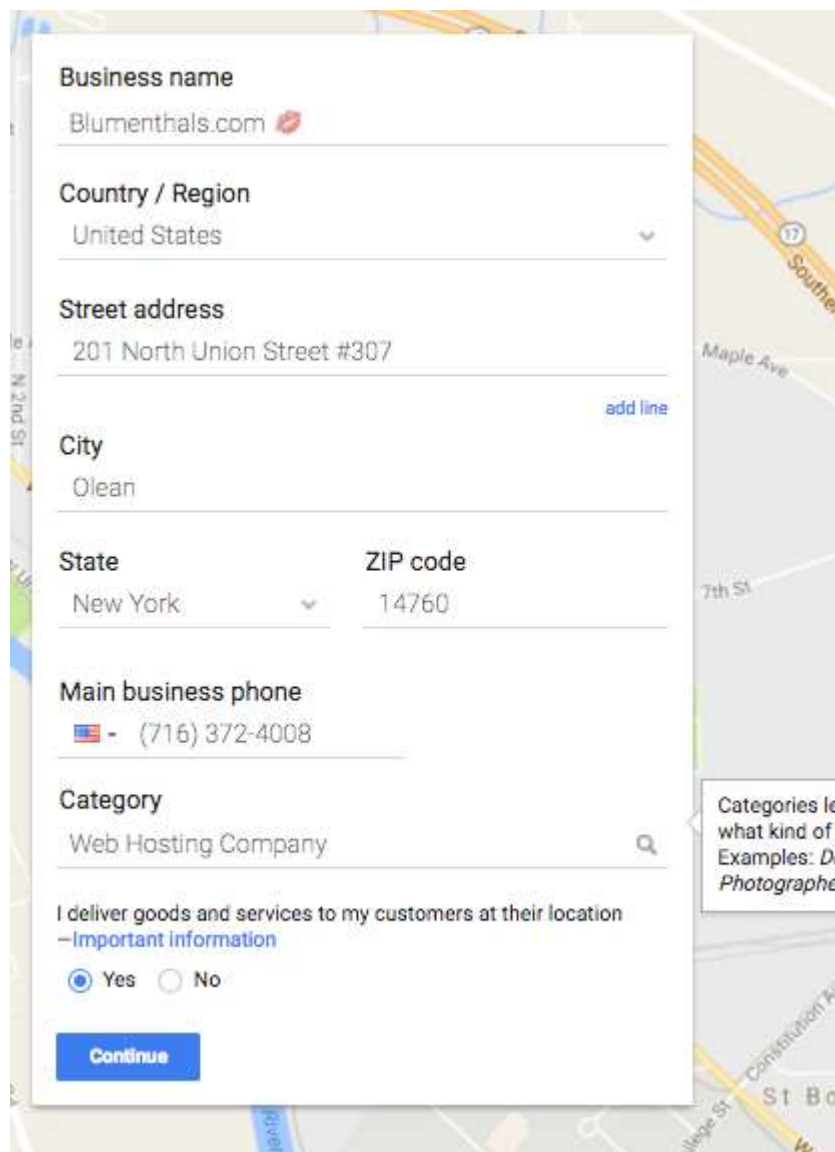
This week we're launching a new feature to enable users who can't get in touch with the current verifier of a listing, to start the verification process themselves. This will allow you to prove you are the current representative of the business and take over the location without having to track down the previous manager.


Just [follow the steps](#) to sign up and request access from the current listing owner, and then follow the instructions. You'll be emailed if the current listing owner is unresponsive.


The process is very straight forward. (It's unclear exactly what steps must be taken if a request is rejected, but that can also be done from inside the dashboard. Hopefully, the appeal process – if needed – will also be simple and straight forward.)

The process begins the same as always... enter the business name, address, phone, etc.

But after you hit "Continue", you're told someone else already verified that business.




Business name
Blumenthals.com 


Country / Region
United States 


Street address
201 North Union Street #307
[add line](#)

City
Olean

State
New York 

ZIP code
14760

Main business phone
 - (716) 372-4008

Category
Web Hosting Company 

I deliver goods and services to my customers at their location
—[Important information](#)

☒ Yes ☐ No

[Continue](#)

Categories let you specify what kind of business you are. Examples: Doctor, Photographer

Someone else has already verified this listing

This listing has already been verified by [su...@gmail.com](#). If you own this email address, please follow the [Account Recovery](#) help guide. If you still want to add this listing to your account, you can request admin rights from the current verified user. This may take some time.

If you would like to update this listing's information on Google, you can also [report a problem](#), which will be reviewed more quickly.

[Request ownership](#) [Cancel](#)

You are informed that the listing has already been verified by someone else, and you must ask them to give you access if you want to add the listing to your account.

The next form asks your relationship and what level access you desire.

Someone else manages this business on Google

Share your info with the current owner to continue

- ☐ Verified listing owners and/or managers can see my public profile information and email address (supportrapidweb@bcpac.com).

What level of access would you like? [Learn more](#)

- ☐ Manager access
- ☐ Ownership

What's your relationship to the business?

- ☐ Owner
- ☐ Employee
- ☐ Agency

Your contact name

Joe DaComputa

Your phone number

By submitting this request you agree to the following [Terms of Service](#).

CANCEL

SUBMIT

Complete the simple radio box form, and press SUBMIT.

Someone else manages this business on Google

Share your info with the current owner to continue

- ☒ Verified listing owners and/or managers can see my public profile information and email address (supportrapidweb@bcpac.com).

What level of access would you like? [Learn more](#)

- ☒ Manager access
- ☐ Ownership

What's your relationship to the business?

- ☐ Owner
- ☒ Employee
- ☐ Agency

Your contact name

Joe DaComputa

Your phone number

7163787102

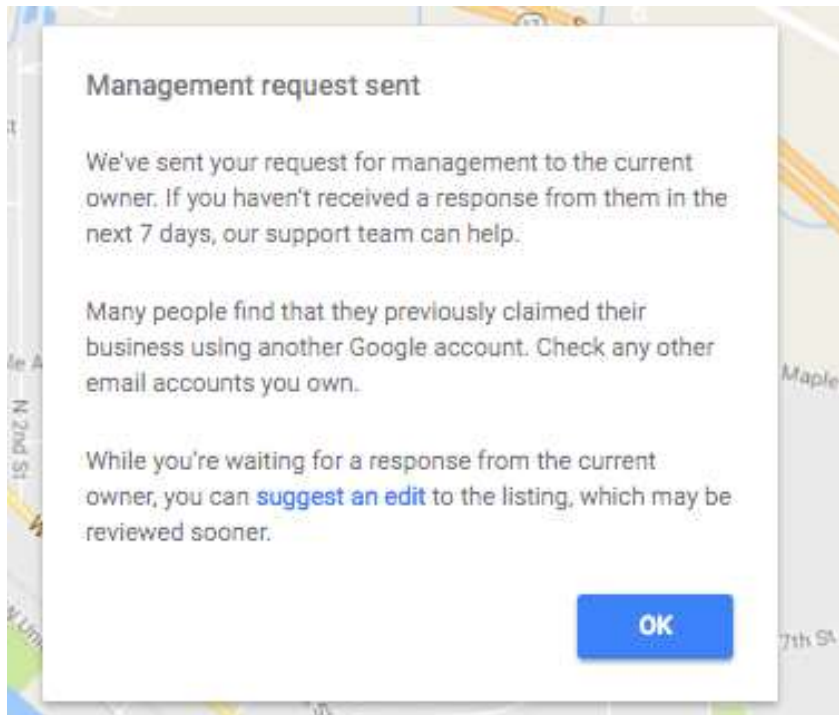
By submitting this request you agree to the following

[Terms of Service.](#)

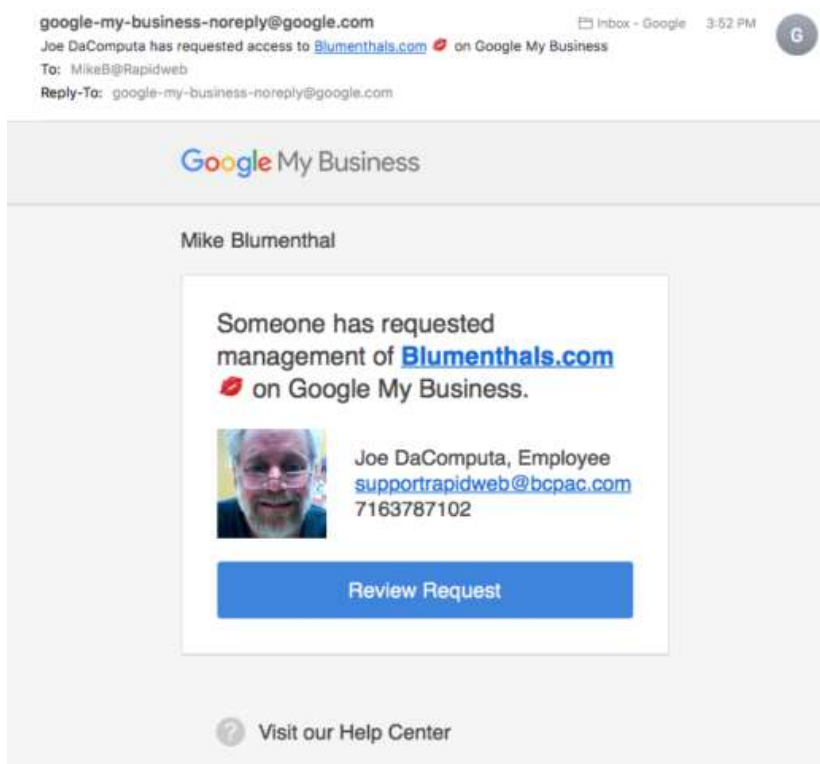
CANCEL

SUBMIT

You are informed that the request is being sent to the current owner of the listing. If you've not heard from them within 7 days, you can contact the Google support team for assistance.



The current account owner immediately receives an email:




The registered owner is given the chance to affirm or deny your request.

Google My Business

Someone else verified my business - Google My Business Help

Management request for Blumenthals.com

Requester



Joe DaComputa, Employee
supportrapidweb@bcpac.com
7163787102

☒ **Add as manager**
Adding managers lets an owner share management of a listing with multiple people without having to share personal account information.


☐ **Reject request**
Even if you reject this request, the person above may still be granted access to the listing if they can complete the verification process.

CANCEL

ADD

Management request for Blumenthals.com

Requester



Joe DaComputa, Employee
supportrapidweb@bcpac.com
7163787102

☐ **Add as manager**
Adding managers lets an owner share management of a listing with multiple people without having to share personal account information.

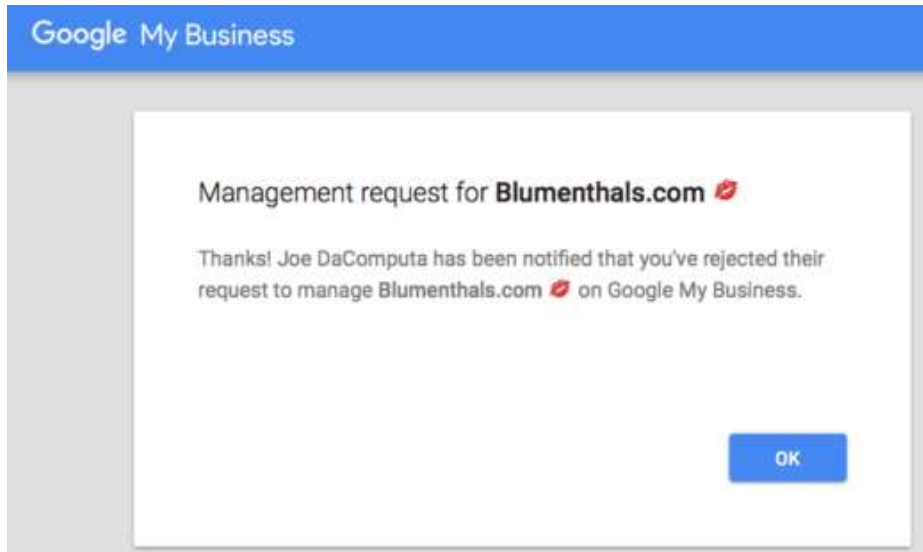
☒ **Reject request**
Even if you reject this request, the person above may still be granted access to the listing if they can complete the verification process.

Joe is a Dweeb

CANCEL

REJECT

The current owner of the listing is told you've been notified that your request was rejected, if that's what happened.



If your request was rejected, you may request to appeal the rejection (the process to do this is in the dashboard).

(It appears that there may be times when Google will not be able to offer the option to appeal a rejection from the current listing owner.)

But if the current owner accepted your request and added you as a Manager, you're now able to make whatever edits are needed.

Some notes from Google:

This method only applies to users who verify listings individually. No bulk verification listings will be eligible for this new process.

After the claimant verifies as the new owner, the original owner's listing will become a duplicate. It will be unverified and their edits will not be live on maps.

Unless access is granted, anything provided by the original owner, like photos and review responses, will not be transferred over.

Reviews and customer-provided photos will remain attached to the listing.

Disclaimer

Google's algorithm (the rules and guidelines that determine which business listings they display at any given time to any given individual) may have changed since this document was published.

While the steps outlined above were working for us at the time we published this document, Google may have changed its procedures since then.