

Registrar Billing Frequently Asked Questions (FAQ)

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I. Introduction

The Billing Frequently Asked Questions (FAQ) document provides answers to commonly asked questions regarding the billing and invoicing processes for registrars.

For any questions, please contact ICANN Global Support: globalsupport@icann.org.

To learn more about the Naming Services portal please review the information on [Naming Services portal for Registrars](#).

II. Invoices and Billing

Where does ICANN send invoices and what delivery options are offered?

ICANN org delivers invoices by email to the registrar billing contact designated in the Naming Services portal. Invoices may also be delivered by postal mail to the billing address designated in the Naming Services portal, if requested by the registrar.

How do I update my billing information?

Credentialed Naming Services portal users may update their account(s) in the [Naming Services portal](#) by sending an email to globalsupport@icann.org.

Can I have more than one person in my organization receive invoices?

Yes. A credentialed Naming Services portal user can indicate both a billing primary and billing secondary contact by sending an email to globalsupport@icann.org. However, if you desire more than two invoice recipients, we recommend that you create a distribution list or group email account, which can be managed within your organization and used as the secondary billing contact.

How many invoices should I expect to receive from ICANN?

If you elect annual billing, five invoices will be sent per year. This includes one invoice for the annual accreditation fee and four additional quarterly invoices for the variable fees.

If you elect quarterly billing, eight invoices will be sent per year. This includes four installment invoices for the annual accreditation fee and four additional quarterly invoices for the variable fees.

Registrars may also receive additional invoices due to per-registrar transaction adjustments in registry reporting, please see [Section V: Billing Adjustment and Credit Memo](#) for additional information.

When does ICANN bill the first-year annual accreditation fee?

ICANN org bills the full amount of the first-year annual accreditation fee (\$4,000) upon approval of the application. This fee must be paid *before* the registrar is accredited.

When and how is the annual accreditation fee billed after the first year?

Accreditation fees are due annually, but can be billed quarterly, if elected by the registrar. Annual accreditation fees are billed on the 15th day of the anniversary month in which the registrar was accredited. Annual accreditation fees billed quarterly, if elected, are invoiced on the 15th day of the anniversary accreditation month and every quarter on the 15th thereafter.

Examples of the annual accreditation fee billing options are below:

Billed Annually

Accreditation Date	Date Billed
01 January	15 January
20 February	15 February

Billed Quarterly

Accreditation Date	1st Installment	2nd Installment	3rd Installment	4th Installment
01 January	15 January	15 April	15 July	15 October
15 March	15 March	15 June	15 September	15 December

Invoiced fees are due 30 days from the date of invoice in either of the above examples. Therefore, fees for an invoice billed on 15 January will be due by 14 February.

If you wish to change from annual billing cycle to quarterly billing, please email your request to globalsupport@icann.org at least 30 days prior to the beginning of your next annual accreditation year.

How can I switch from quarterly billing of accreditation fees to annual billing?

If you wish to change from quarterly billing cycle to annual billing, please email your request to globalsupport@icann.org at least 30 days prior to the beginning of your next annual

accreditation year. Registrars are expected to pay any remaining quarterly installments before changing to the annual billing cycle.

When and how are variable fees billed?

ICANN org issues variable fee invoices for each quarter on the last day of the month following the end of the quarter. Payment is due 30 days from the date of the invoice.

Example: Quarter 1 (Q1) ends 31 March. Therefore, a variable fee invoice will be issued on 30 April.

ICANN org's quarterly invoicing cycles and invoicing and due dates are as follows:

Quarter End Dates	Invoice Dates	Due Dates
Q1: 31 March	30 April	30 May
Q2: 30 June	31 July	30 August
Q3: 30 September	31 October	30 November
Q4: 31 December	31 January	2 March

* during a leap year the Q4 due date will be 1 March.

For additional information on variable fees, please refer to [Section VI: Registrar Fees](#).

III. Payments to ICANN

What are the invoice payment terms?

Payment terms, or the dates on which invoiced fees are due to ICANN org, are 30 days from the invoice date. Payment must be received by ICANN org no later than 30 days from the invoice date to be considered timely. If payment is not received by the due date, your account may be referred to ICANN Contractual Compliance. Please see Section 3.9 of the [Registrar Accreditation Agreement](#) for the contractual requirements related to payment of fees.

How do I know when an invoice's fees are due?

All invoices show the payment due date in the upper right-hand corner of the invoice and all due dates are 30 days from the date of the invoice. See image below, for example.

**Internet Corporation for
Assigned Names and Numbers**
12025 Waterfront Drive Suite 300
Los Angeles, CA 90094-2536
USA

Email: globalsupport@icann.org
Tax #: 95-4712218



Page: 1
Invoice Number: **0000000000**
Invoice Date: 07/31/2018
Due Date: 08/30/2018
Customer #: ABC000000
Customer PO #:

INVOICE

Quarter Ending June 2018

Are my wire fees included in my invoice?

No. Wire fees are established by and payable to your bank directly. Wire fees are not included in your invoice. Please ensure you pay the full amount due to ICANN without deductions or withholdings.

What forms of payment does ICANN accept?

ICANN org accepts Automated Clearing House (ACH), wire transfer, checks in USD (US dollars), and credit card payments (Visa, MasterCard, Discover and American Express).

ICANN org's preferred methods of payment are ACH or wire transfer as they are the most secure, expeditious, and traceable.

Please note that all credit card payments are limited to USD \$20,000.00 per credit card charge and require a form to be completed. For detailed payment instructions, please visit the [Instructions for Payment to ICANN](#) page on icann.org. There are also payment instructions on each invoice.

What currency does ICANN accept for invoice payments?

All payments are required to be made to ICANN org in USD (US dollars) or converted into US currency for the full amount due to ICANN without deductions or withholdings.

How do I confirm ICANN's bank account for ACH/wire transfers?

Payment instructions are provided on every invoice, including ICANN's bank account information for ACH and wire transfers. To ensure your payment has been sent to the correct bank account, please review the banking information in the Payment Instructions section of the invoice, located at the bottom of the first page of the invoice, as it may be different from previously issued invoices. See image below for example.

Payment Instructions

Please remit the total due shown above, denominated in United States currency, to the Internet Corporation for Assigned Names and Numbers (ICANN) at the address given above.

The fee is payable by check, money order, credit card (for invoices up to \$20,000) or wire transfer/ACH. Information on payment by credit card can found at <http://www.icann.org/financials/payments.htm>.

Information for **wire transfers** to ICANN account:

Account Number:	#####
U.S. Routing number:	#####
International SWIFT Account:	MRMDUS33
Branch address:	HSBC BANK TORRANCE, CA 90503, USA

Information for **ACH transfers** to ICANN account:

Account Number:	#####
U.S. Routing number:	#####
Branch address:	HSBC BANK TORRANCE, CA 90503, USA

When making payments please provide the invoice number and customer number as a reference. When paying by Wire or ACH transfer, please send an e-mail to accounting@icann.org with the customer detail and transfer banking information.

What happens if my credit card is declined?

ICANN Accounting will notify the registrar when a credit card is declined. If the registrar requests and confirms that the charge will be successful, ICANN Accounting will attempt to charge the same credit card again on the next business day. Alternative methods of payment may be submitted following notice that your credit card was declined.

How can I ensure ICANN applies my payment and credit memos as I intended?

To ensure payments and credit memos are applied as intended, including payments for multiple invoices, please send a detailed list of all invoices to which each payment and/or credit memo(s) should apply. Please include the registrar's Account ID and the amount to be applied per invoice, with invoice number(s). Please email this information in an excel file to accounting@icann.org.

ICANN asked me to provide a bank receipt as proof of payment. What is a bank receipt?

A bank receipt (SWIFT confirmation or debit advice) is a confirmation indicating that the wire transfer or ACH was sent successfully and includes the transaction number. If the transaction is international, the bank receipt will also include a SWIFT code. Your bank can provide the bank receipt and it may be available through your online banking application as well. Bank receipt formats vary from bank to bank. Be sure that the receipt includes the wire date, wire amount, currency, payee, payor, beneficiary, and operating bank accounts. See below for a sample bank receipt.

Bank Name
Bank Address
Bank Telephone

Settlement Debit Advice (Sample Document)

Debit Account Number: Transaction Date:
Debit Name:
Beneficiary Account Number:
Account Beneficiary:
Currency Type:

Draft Number: Business Reference Number:
Remitter's Account Number: Cheque Number:
Remitter's Name:
Debit Card Number:

Amount : Currency USD
Transfer Buying Rate: Transfer Selling Rate:
Base Buying Rate: Base Selling Rate:

A payment I recently sent to ICANN was not applied to my account. Please explain why.

The most common reason a payment is not applied to an account is that ICANN org did not receive sufficient information to identify the account or the invoice (see prior question). The payment attempt may also not have been successful. Please confirm your payment was successful with your issuing bank and provide a bank receipt to accounting@icann.org.

What is a statement and why does ICANN send statements?

Account statements contain information reflecting the current status of a registrar's account with ICANN org, including all outstanding invoice numbers, their due dates, any recent credits or payments and the balance due per invoice. ICANN org sends statements periodically to notify registrars of their account balance.

How do I submit forms to process ICANN as a vendor in our system?

To submit vendor form requests, please contact globalsupport@icann.org. Upon completion of the required form(s), ICANN Finance will mail or email the signed document(s) to the requestor. Please submit such requests well in advance of any invoice due date to ensure timely payment.

How do I provide purchase order information to ICANN?

If your payment process requires a purchase order, it is the responsibility of the primary or billing contact to submit a request to ICANN org, including the purchase order (PO) number and period to be used, by sending an email to globalsupport@icann.org.

PO numbers should be submitted at least one quarter in advance of billing. The PO number provided will appear on all invoices until ICANN org is notified that the PO number should be changed or removed. Additionally, if a quotation is needed for a specific period, that request should also be submitted via email to globalsupport@icann.org.

Please note that if the PO expires it is the registrar's responsibility to provide updated PO information to ICANN org for future invoices.

How do I request a Tax Residency Certificate (TRC) or other tax forms?

Several tax forms can be found on the [ICANN Billing and Payments](#) page of icann.org. To request any tax or payment-related forms not available on icann.org, please have a credentialed Naming Services portal user contact globalsupport@icann.org. Receipt of the TRC or other tax forms is not a contingency for making timely payments to ICANN.

How long does it take ICANN to process payments by check?

ICANN org processes United States domestic checks within three (3) business days of receiving payment. International checks must be written in U.S. dollars and typically take between seven (7) to ten (10) business days to process from the date ICANN org receives the payment.

IV. Past Due Invoices

How often does ICANN send past due notices?

ICANN org sends frequent past due notices to any accounts with past due balances.

What does ICANN need as proof that an invoice has already been paid?

If you paid by check, please instruct your accounting department to email a copy of the front and back of the cleared check to accounting@icann.org along with the account number(s), invoice number(s) and the amount paid for each invoice intended to be paid by the check. If you paid by

wire transfer or ACH, please instruct your accounting department to email accounting@icann.org with a copy of the bank confirmation (SWIFT confirmation, bank receipt or debit advice) document, which includes the transaction number, date of payment, amount credited to ICANN org's bank account, and the beneficiary account information.

What happens if I am unable to pay my ICANN fees by the invoice due date?

Past due fees are a breach of the Registrar Accreditation Agreement. Accounts with past due amounts are sent past due fees notices from ICANN Finance and can be escalated to ICANN Contractual Compliance or other resources for resolution. Please refer to the [ICANN Contractual Compliance Approach and Process](#) on icann.org for additional information. If past due fees remain unpaid, the Registrar Accreditation Agreement could be suspended or terminated.

How does ICANN notify me of past due invoices?

All accounts with past due amounts are notified by email only, regardless of invoice delivery method. Emails are sent to the billing primary and billing secondary contacts indicated in the [Naming Services portal](#).

V. Billing Adjustments and Credits

What is a credit memo and why did I receive one?

A credit memo is a notification that ICANN org issues regarding adjustments or revisions that decrease your existing account balance. Credit memos may be issued for billing adjustments submitted by the registry operator or by ICANN org. (See question below regarding the Adjustment Invoices). Credit memo emails are sent as credits occur and include a note explaining the reason for the credit. Note that ICANN org does not display credit memo details within an invoice, but credit memos will be reflected on account statements.

How are credit memos applied or refunded?

You may use credit memos to reduce the amount due on any outstanding invoice(s) when remitting payment. Please have your accounting department include your credit memo number on the payment notification or remittance advice for ICANN org. The total amount paid should equal the total of all invoices and credits for which the payment is intended to apply. Refunds of credit amounts or overpayments can be issued if there is no outstanding balance on the account. Please contact globalsupport@icann.org for the required forms to request a refund.

Under what circumstances would I receive an Adjustment Invoice or an Adjustment Credit Memo?

Adjustment invoices and adjustment credit memos are based on additional/updated transaction reporting by registry operators to ICANN org since the close of one or more prior billing periods. The adjustment invoice(s)/adjustment credit memo(s) reflect the net difference between the transactions previously invoiced and newly reported transactions.

Registry operators may provide corrections of previously reported transaction data at any time. Adjustment invoices/adjustment credit memos may be issued at any time to provide the most accurate and up-to-date billing.

I have an extraordinary circumstance exemption request for Add-Grace Period (AGP) deletions. What do I need to do?

An AGP exemption must be requested from the registry operator of the relevant gTLD and meet the requirements of the [AGP Limits Policy](#). To learn more about how to request an AGP extraordinary circumstance exemption from the registry operator, please review the [AGP Limits Policy](#) on icann.org.

ICANN org will issue a credit for any registry operator approved and reported exemptions to the registrar as part of its standard billing process.

VI. Registrar Fees

What are the common fees I may see on my invoice?

The most common fees you may see on your invoice are:

Annual Accreditation Fee – per Section 3.9.1 of the [Registrar Accreditation Agreement](#). Registrars shall pay an annual fee of USD 4,000. You may pay once annually or elect to pay the fee once per quarter in USD 1,000 installments.

Variable Accreditation fees - per Section 3.9.2 of the [Registrar Accreditation Agreement](#). Variable Accreditation fees are invoiced separately from the Annual Accreditation fee. There are two types of Variable Accreditation fees:

Variable fees for all registrars - these fees are divided equitably among all active registrars based on ICANN's level of effort in providing services to each registrar, regardless of registrar transaction amounts. See below for details on how these variable fees are calculated. These fees are due quarterly and billed 30 days following the end of each calendar quarter. Invoices are sent every 31 January, 30 April, 31 July, and 31 October.

Transaction-based fees - these fees are assessed on each annual increment of an add, renew or a transfer transaction that has survived a related add or auto-renew grace period. This fee will be billed at USD 0.18 per transaction.

Can you provide more details about how registrar variable fees are calculated?

The amount of the variable fee payable per registrar is calculated each quarter, as described within the current fiscal year budget, by dividing USD 950,000.00 (one-fourth of USD 3.8 million) equally among all registrars that have been accredited for at least one full quarter or have made at least one transaction, taking into consideration the forgiveness factor described below.

Registrars may be eligible for "forgiveness" of two-thirds of the standard per-registrar variable fee per quarter if they have (1) less than 350,000 gTLD domain names under management and (2) no more than 200 attempted adds per successful net add in any TLD. Forgiveness is automatically granted each quarter to all registrars that qualify and is included in the amount invoiced. In addition, a discount of 10 percent on variable fees calculation is granted to all registrars.

For more information on how these fees are calculated, please refer to the current ICANN [Current Financial Information \(FY18, FY19 and FY20\)](#), [\(ICANN\) Adopted FY20 Total Budget Appendix A: Registrar Fees](#).

Where can I get more information about fees?

For more information about registrar fees, please refer to Section 3.9 of the [2013 Registrar Accreditation Agreement \(RAA\)](#), the [Registrar fees](#) page on icann.org and the [ICANN Billing and Payments](#) page on icann.org.

