

Registry Operator Billing Frequently Asked Questions (FAQ)

Version 3.8
18 November 2019



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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 registry operators on the gTLD Base Registry Agreement. Registry operators not on the gTLD Base Registry Agreement may have slightly different language and references.

For any questions, please contact ICANN Global Support at globalsupport@icann.org, or have a credentialed Naming Services portal user submit a general inquiry case.

To learn more about Naming Services portal credentialed users, please see the [Naming Services portal User Guide](#) on icann.org.

II. Invoices and Billing

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

The ICANN organization delivers quarterly invoices by email only to the registry operator's primary billing contact. Invoices may also be delivered by postal mail to the billing address designated in the [Naming Services portal](#) if requested by the registry operator.

How do I update my billing information?

Credentialed Naming Services portal users may request updates to billing information for their account(s) by submitting a general inquiry case in the [Naming Services portal](#) or 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 primary and secondary billing contact by opening a general inquiry case in the [Naming Services portal](#) or sending an email to globalsupport@icann.org. However, if you have 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.

What is the normal billing cycle?

The ICANN org issues invoices for each quarter on the last day of the following month.

Example: Quarter 1 (Q1) billing ends 31 March, therefore an invoice will be issued on 30 April.

The ICANN org's quarterly reporting cycles and expected invoicing dates are as follows:

Quarter End Dates	Invoice Dates
Q1: 31 March	30 April
Q2: 30 June	31 July
Q3: 30 September	31 October
Q4: 31 December	31 January

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 strictly 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 refer to The Base gTLD Registry Agreement, [Article 6.1\(b\)](#) 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 example below.

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



INVOICE
Quarter Ending June 2018

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

Are my wire fees included in my invoice?

No. Wire fees are established by and payable to your bank directly and 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 (U.S. 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 (U.S. dollars) or converted into U.S. currency for the full amount due to ICANN without deductions or withholdings.

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

Payment instructions are provided on every invoice to ensure your payment has been sent to the correct bank account. Please review the banking information in the Payment Instructions section located at the bottom of the first page of the invoice, as it may be different from previously issued invoices. See example below.

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 registry operator Customer Number from your invoice along with details on the amount to be applied per invoice and 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 also be available through your online banking application. 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		
<u>Settlement Debit Advice (Sample Document)</u>		
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 because 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 have a credentialed [Naming Services portal](#) user submit a general inquiry case or 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, a credentialed Naming Service portal user can submit a request that includes the purchase order (PO) number and period to be used to ICANN org via general inquiry case or by sending an email to globalsupport@icann.org.

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

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 submit a general inquiry case or contact globalsupport@icann.org. Receipt of the TRC or other tax forms is not a contingency for making timely payments to ICANN. Per the Registry Agreement Article 6.1(b), payments are due 30 days from the invoice date.

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

The 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 the ICANN org receives the payment.

IV. Past Due Invoices

How often does ICANN send past due notices?

The 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 customer number(s), invoice number(s), and the amount paid for each invoice included in the check payment. If you paid by wire transfer or ACH, please instruct your accounting department to email a copy of the bank confirmation (SWIFT confirmation, bank receipt or debit advice) document, which includes the transaction number, date, amount credited to the 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 Registry 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 Registry Agreement could be 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 primary and secondary billing 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 or updated transaction reporting by registry operators to ICANN org since the close of one or more prior billing periods. The Adjustment invoice(s) and 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 and Adjustment Credit Memos may be issued at any time to provide the most accurate and up-to-date billing.

How do I request an invoice adjustment if there was an error in my registry's per-Registrar Transaction Report(s) to ICANN?

Per Article 2, [Section 2.4](#) of the Registry Agreement, monthly reports are due within twenty (20) calendar days following the end of each calendar month. If you have already submitted your monthly per-Registrar Transaction Report(s) to ICANN but have found an error for a previously billed period and you need to request an adjustment to the report(s) and your invoice(s), please take the following steps:

1. A credentialed user should submit a general inquiry case via the [Naming Services portal](#) and include a general description of what caused the error, the months affected by the error, how the error will be mitigated in the future, the number and name of registrars affected, the amount originally invoiced by ICANN, and the credit/debit amount that you are requesting.
2. Attach a spreadsheet to the case with the analysis comparing the original data provided to ICANN versus the corrected data that is being submitted including transaction numbers by month per registrar and a summary of financial discrepancy between the old and new values for your registry and the registrar(s).
3. Attach the updated monthly per-Registrar Transaction Report(s), which if approved, will be re-uploaded to the Registry Reporting Interface (RRI). Please review [Specification 3](#), Section 1 of the Registry Agreement to ensure that the updated report data is reflected correctly and in the appropriate data fields.
4. We encourage you to notify all registrars affected by your billing adjustment request so they are aware of any pending credits or additional invoices they may receive.

Please note that ICANN must review and approve your request for a per Registrar Transaction and/or billing adjustment. Registry operators may be subject to an audit if they submit adjustment requests frequently (e.g. more than once a year) or if they have under-reported transactions as described in [Section 2.11\(b\)](#) of the Registry Agreement.

One of my registrar partners requested an extraordinary circumstance exemption for the Add-Grace Period (AGP) deletions. What do I need to do?

To learn more about how to process Add-Grace Period (AGP) extraordinary circumstance exemption requests and before granting any extraordinary circumstance exemptions to your registrar partner, please review the [AGP Limits Policy](#) on icann.org. You will need to determine whether the event or circumstance is extraordinary based on the requirements and process outlined in the policy. Registry operators are required to follow this policy and must ensure that the registry per-Registrar Transaction Report(s) accurately reflect any AGP deletions and any extraordinary circumstance exemptions that have been granted to the registrar(s).

In addition to populating all of the standard required data fields for the registry per-Registrar Transaction Report as specified in [Specification 3](#), Section 1 of the Registry Agreement, please ensure that any domains deleted within five (5) days of initial registration are included in data field #32 as indicated below. If you have granted a registrar's request for an AGP extraordinary circumstance exemption, you will need to ensure that data fields 36, 37, and 38 are populated with the correct data as well. Please see the chart below for an explanation and description of the relevant per-Registrar Transaction report data fields:

Data Field #	Data Field Name	Description Label	Data Field Purpose
32	deleted-domains-grace	Domains deleted within the AGP (does not include names deleted while in EPP pendingCreate status). A deletion must be reported in the month the name is purged.	To provide the number of domain names deleted within five (5) days of initial registration.
36	agp-exemption-requests	Total number of AGP exemption requests.	To provide the total number of exemption requests received from a given registrar (e.g. 1, 2, 3).
37	agp-exemptions-granted	Total number of AGP exemption requests granted.	To provide the total number of exemption requests the registry operator grants to a given registrar (e.g. 1, 2, 3).
38	agp-exempted-domains	Total number of names affected by granted AGP exemption requests.	To provide the total quantity of domain names affected by the registry operator granting the exemption request.

Once ICANN org receives the registry operator's per-Registrar Transaction Report(s) with this information, a credit may be applied to your registry operator account and any registrar accounts indicated as part of the standard billing process.

Please note that the Add-Grace Period (AGP) is typically the five-day period following the initial registration of a domain name and extraordinary circumstance exemptions can only be granted for domain names deleted within this timeframe.

VI. Registry Operator Fees

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

While there are several types of fees you may see on your invoice, three of the most common fees are listed below:

- Ⓞ **Rights Protection Mechanism (RPM) Access Fee** – per [Article 6 Section 6.4 of the Registry Agreement](#), new gTLD registry operators shall pay a *one-time* fee equal to USD 5,000 for access to and use of the Trademark Clearinghouse (TMCH). Note: [Per Board Resolution 2018.05.13.10](#), this fee was refunded in 2018 to all registry operators who paid the USD 5,000 TMCH access fee, as defined in Section 6.4 of the Registry Agreement.

- ⦿ **Registry-Level Fee** – per [Article 6 Section 6.1 of the Registry Agreement](#), the registry operator shall pay the registry fixed fee of USD 6,250 per calendar quarter. This fee will appear on your quarterly invoice.
- ⦿ **Registry-Level Transaction Fee** – per [Article 6 Section 6.1 of the Registry Agreement](#), the registry-level transaction fee will be equal to the number of annual increments of an initial or renewal domain name registration during the applicable calendar quarter multiplied by USD 0.25. The registry-level transaction fee shall not apply until and unless more than 50,000 transactions have occurred in the TLD during any calendar quarter or any consecutive four calendar quarter period. This fee will also appear on your quarterly invoice. Please reference Article 6 Section 6.1 of the Registry Agreement for additional information.

Why are the fixed fees on my first invoice less than the fixed fee amount defined in the Registry Agreement?

Per [Article 6 Section 6.1 of the Registry Agreement](#), the registry operator shall pay ICANN a registry-level fee equal to the registry fixed fee of USD 6,250 per calendar quarter. The first quarterly payment of the registry-level fixed fee is prorated based on the number of calendar days between the delegation date of the TLD and the end of the calendar quarter in which the delegation date falls.

Example: The quarter ending 30 June 2015 had 91 calendar days. If your delegation date fell in the quarter ending 30 June 2015, the proration would be calculated per the example below:

- ⦿ Delegation date: 21 April 2015
- ⦿ Quarter ending 30 June 2015 had 91 calendar days
- ⦿ Fixed fee per quarter: USD 6,250.
- ⦿ From delegation day of 21 April 2015 to 30 June 2015 is 71 days.
- ⦿ $USD\ 6,250\ (\text{quarterly fee}) / 91\ (\text{days in the quarter}) * 71\ (\text{days delegated in the quarter}) = USD\ 4,876.37.$
- ⦿ Invoice would be issued for the prorated registry-level fixed fee amount of USD 4,876.37.

I'm still unclear about how registry-level transaction fees are calculated. Are there detailed examples you can provide?

Determining how much and when you will be invoiced for transaction fees is a common question. Please see the three scenarios below for additional insight (all amounts are listed in USD).

Scenario 1	FY15-Q1	FY15-Q2	FY15-Q3	FY15-Q4	FY16-Q1
Transactions*	40,000	20,000	10,000	10,000	5,000
4 Quarter Cumulative	40,000	60,000	70,000	80,000	45,000
Rate Applied	\$0	\$0.25	\$0.25	\$0.25	\$0

Amount Invoiced	\$0	\$5,000	\$2,500	\$2,500	\$0
The FY15-Q2 rate increased to \$0.25 because the threshold had been met, the rate was applied to all the transactions in this quarter (20,000).					
The FY16-Q1 rate dropped back to \$0 because the 4-quarter cumulative “look back” dropped below the 50,000 threshold. “Look back” is defined as a 4-quarter cumulative review of transactions added.					

Scenario 2	FY15-Q1	FY15-Q2	FY15-Q3	FY15-Q4	FY16-Q1
Transactions*	60,000	50,000	65,000	40,000	50,000
4 Quarter Cumulative	60,000	110,000	175,000	215,000	205,000
Rate Applied	\$0.25	\$0.25	\$0.25	\$0.25	\$0.25
Amount Invoiced	\$15,000	\$12,500	\$16,250	\$10,000	\$12,500
The threshold was met in FY15-Q1 and did not drop below the threshold.					

Scenario 3	FY15-Q1	FY15-Q2	FY15-Q3	FY15-Q4	FY16-Q1
Transactions*	1,000	1,500	8,000	4,000	3,000
4 Quarter Cumulative	1,000	2,500	10,500	14,500	16,500
Rate Applied	\$0	\$0	\$0	\$0	\$0
Amount Invoiced	\$0	\$0	\$0	\$0	\$0
The threshold was never met.					

*Transactions are defined as the total number of adds and renewals multiplied by the number of years.

- ⦿ 1-year-add or renewal is considered 1 transaction.
- ⦿ 10-year-add or renewal is considered 10 transactions.

Example: If you sell (5) 1-year-adds and (10) 10-year-adds, the total number of transactions would be 105.

Where can I get more information about fees?

To learn more about registry operator fees, please refer to [Article 6 of the gTLD Base Registry Agreement](#). Registry operators not on the gTLD Base Registry Agreement may have slightly different language and references.

