

Registry Operator 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 registry operators.

For any questions, please contact ICANN Global Support: 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 [ICANN Naming Services portal User's Guide](#) on icann.org.

II. General Information

Will I receive an invoice?

Yes. The ICANN organization invoices all registry operators on a quarterly basis. An invoice will be sent via email or postal mail to the primary billing contact on record in the [Naming Services portal](#), as instructed by your company. If you would like to update your billing contact information, please have a credentialed Naming Services portal user submit a general inquiry case.

What address does ICANN use to send paper copies of my invoices?

All invoices sent via postal mail are delivered to the billing contact address on record in the [Naming Services portal](#). It is important that the billing contact always has an address associated with it, otherwise, invoice paper copies cannot be delivered as instructed by your company. If you would like to update your billing contact information, please have a credentialed Naming Services portal user submit a general inquiry case.

What is the normal billing cycle?

The ICANN org issues invoices for each quarter on the last day of the following month.
Example: Q1 billing ends 31 March, therefore an invoice will be issued on 30 April.

The ICANN organization'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

What are the invoice payment terms?

The payment terms are strictly 30 days from the date of invoice. Payment must be received no later than 30 calendar days from the invoice date. If payment is not received by the due date, your account will be referred to ICANN Contractual Compliance. Please refer to Article 6.1(b) of the [Registry Agreement](#) for more information.

What forms of payment does ICANN accept?

The ICANN org's preferred payment method is Automated Clearing House (ACH) or wire transfer. In addition to ACH and wire transfer, we accept checks and credit card (Visa,

MasterCard, Discover and American Express). Credit card payments are limited to \$20,000 per transaction. All payments are due in U.S. funds. For additional information on payments, please visit the [Instructions for Payment to ICANN](#) page on icann.org.

Where is the payment due date displayed on the invoice?

All invoices show the payment due date in the upper right-hand corner 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: **1100036618**
Invoice Date: 07/31/2017
Due Date: 08/30/2017
Customer #: RYN046810
Customer PO #:

INVOICE Quarter Ending June 2017

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 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.

How do I Inform ICANN of invoice payments in transit?

For payments in transit, please send a detailed list of all items paid, including account number(s), invoice number(s), and the total amount paid per account. If remitting by wire transfer, please email this information in an excel file to accounting@icann.org. You may also submit a copy of your most recent statement from ICANN, indicating which invoices are paid. If paying one or two invoices, you may use the memo or notation section provided on your bank remittance form.

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, including the purchase order (PO) number and period to be used 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. 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 inform ICANN that an invoice was already 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 all invoices included in the check.

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 and amount credited to the ICANN org's bank account, to accounting@icann.org. For international transactions, please provide the swift code as well.

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

The ICANN org processes United States domestic checks within two (2) business days of receiving payment. International checks must be written in U.S. dollars and typically take between seven (7) to ten (10) days to process from the date the ICANN org receives the payment.

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 did not receive sufficient information to identify the account or the invoice. The information we need to ensure timely application of payment is:

TLD(s)

Customer Number

Invoice Number

Please include the information above in your wire transfer or ACH instructions.

How often does ICANN send past due notices?

Past due fees are a breach of the Registry Agreement. Accounts with past due amounts are escalated to ICANN Contractual Compliance or other resources for resolution. The ICANN org sends bi-monthly notices to all accounts with past due balances on the 5th and 20th of each month.

If I only receive invoices by mail, how does ICANN notify me of past due invoices?

All accounts with past due amounts are only notified by email, regardless of invoice delivery method. Emails are sent to the billing primary and billing secondary contacts indicated in the [Naming Services portal](#). Please note that past due fees are a breach of the Registry Agreement, and accounts with past due amounts are escalated to ICANN Contractual Compliance.

I received my invoice by mail with less than 30 days until the due date. Can I request an extension for payment?

No. Payments are due within 30 days of the invoice issue date, regardless of invoice delivery method. The ICANN org recommends you have a credentialed [Naming Services portal](#) user request invoices be sent by email also to avoid payment processing delays.

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 date of the wire, the amount of wire and the payee and payor. (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:

Why did I receive a Credit Memo?

The ICANN org issues credit memos any time there is an adjustment or revision to the account. These credit memos are provided for your record keeping and applied, per your instructions, to outstanding balances. All credit memos include a note explaining the reason for the credit.

How are credit memos applied or refunded?

Please have your accounting department include your credit memo number on the payment notification or remittance advice for ICANN. The total amount paid should equal the total of all invoices and credits included in the payment. Refunds can be issued if there is no outstanding balance on the account. Please contact globalsupport@icann.org for the required refund request form.

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

Upon completion of the required form(s), ICANN Finance will mail or email the signed document(s) to the requested Accounts Payable Department.

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

How do I update my billing information?

Credentialed Naming Services portal users may make updates to billing information for their account(s). To learn more about credentialed users, please see the [ICANN Naming Services portal User's Guide](#). For additional assistance, please submit a general inquiry case in the portal or email 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 opening a general inquiry case or sending an email to globalsupport@icann.org. However, if you have more than two recipients, we recommend that you create a distribution or group email account, which can be managed within your organization as your staff transition in and out of roles. The group email account can be used as the secondary billing contact.

Who do I contact if I have questions regarding my invoice?

For all questions pertaining to an invoice, please have a credentialed Naming Services portal user submit a general inquiry case. Alternatively, an email may be sent to globalsupport@icann.org.

III. 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](#), registry operators shall pay a *one-time* fee equal to U.S. \$5,000 for access to and use of the Trademark Clearinghouse.
- ⦿ **Registry-Level Fee** – per [Article 6 Section 6.1 of the Registry Agreement](#), the registry operator shall pay the registry fixed fee of U.S. \$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 U.S. \$0.25; provided, that 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 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 U.S. \$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 \$6,250
- ⦿ From delegation day of 21 April 2015 to 30 June 2015 is 71 days
- ⦿ $\$6,250$ (quarterly fee) / 91 (days in the quarter) * 71 (days delegated in the quarter) = \$4,876.37
- ⦿ Invoice would be issued for the prorated amount of \$4,876.37

I'm still unclear on 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:

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, this would be a total of 105 transactions.

Where can I get more information about fees?

Please refer to [Article 6 of the Registry Agreement](#).

