

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 questions, please contact ICANN Global Support at globalsupport@icann.org.

II. General Information

Will I receive an invoice?

Yes. The ICANN organization provides invoices for all fees as outlined in the Registrar Accreditation Agreement. Invoices are sent via email to the billing email address on record in RADAR unless postal mail has been requested. To update your billing contact information, please log into your [RADAR account\(s\)](#) and update your information via the self-service terminal.

If I request paper copies of my invoice, what address does ICANN use?

If paper invoices have been requested, invoices will be sent via postal mail to the billing contact address on record in RADAR. It is important that the billing contact always have an address associated with it, otherwise, invoice paper copies cannot be delivered as instructed by your company. To update your billing contact information, please log into your [RADAR account\(s\)](#) and update your information via the self-service terminal.

What is the normal billing cycle?

Accreditation fees are due annually and billed on the 15th day of the month in which the registrar was accredited. You may also elect quarterly billing, in which case invoices will be sent four times per year. If quarterly installments are elected, the account is billed on the 15th day of the first month after the accreditation date and of each quarter following.

Billed Annually

Accreditation Date	Date Billed
01 January 2016	15 January
20 February 2016	15 February

Billed Quarterly

Accreditation Date	1st Installment	2nd Installment	3rd Installment	4th Installment
01 January 2016	15 January	15 April	15 July	15 October
15 March 2017	15 March	15 June	15 September	15 December

Billing terms are 30 days from the date of invoices in either of the above examples. Thus, an invoice billed on 15 January would be due by 14 February.

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

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 see Section 3.9 of the [Registrar Accreditation 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) payments. 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



INVOICE
Quarter Ending June 2017

Page: 1
Invoice Number: **1100036618**
Invoice Date: 07/31/2017
Due Date: 08/30/2017
Customer #: RYN046810
Customer PO #:

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 each 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 a spreadsheet format (e.g. Excel) file to accounting@icann.org. You may also submit a copy of your most recent statement from ICANN, indicating which invoices are being paid. If paying one or two invoices, you may use the memo or notation section provided on your bank remittance form to outline these details.

How do I provide purchase order information to ICANN?

If your payment process requires a purchase order, the Primary or Billing Contact can submit a request, including the purchase order (PO) number and period to be used by sending an email to globalsupport@icann.org.

PO numbers should be current and submitted at least one quarter in advance of your invoice. 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 by sending an email to globalsupport@icann.org.

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:

- **Customer Number** (Your customer number will begin with the letters *RAR* and end with your IANA ID 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 Registrar Accreditation 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.

How many invoices should I expect to receive from ICANN?

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

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

Notifications of past due amounts occur by email, regardless of invoice delivery method. Emails are sent to the Primary and Secondary Billing Contacts indicated in RADAR. Please note that past due fees are a breach of the Registrar Accreditation 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 the Primary Contact or another credentialed user request that invoices also be sent by email 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 the wire, 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 : CurrencyUSD
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 an 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?

The ICANN org requires specific instruction on how to apply credit memos. 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 paid less any credit memos deducted 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?

Please send vendor form requests to globalsupport@icann.org. Upon completion of the required form(s), ICANN 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. To request any tax or payment-related forms not available on [icann.org](#), please contact globalsupport@icann.org.

How do I update my billing information?

Billing contact information can be updated via self-service in RADAR. To make modifications, please log into your [RADAR account\(s\)](#). For assistance, please contact globalsupport@icann.org.

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

Yes. Registrars can indicate both a Primary Billing and Secondary Billing Contact through the self-service portal in RADAR. 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 about invoices, please email globalsupport@icann.org.

III. Fees

What are the common fees I will 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 \$4,000. You may pay once annually or elect to pay the fee once per quarter in \$1,000 installments.

Variable accreditation fees are determined based on the transaction type and volume of each registrar. There are two types of fees associated with the variable accreditation fees:

1. **Variable fees** for all registrars are divided equitably among all active registrars based on ICANN's level of effort in providing services to each registrar regardless of size. This fee is 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.
2. **Transaction-based 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 \$0.18 per transaction for registrars operating under the 2013 RAA.

Note that the variable fees are invoiced separately from the Annual fee.

I'm still unclear on how registrar variable transaction fees are calculated. Can you provide more details?

The amount of the variable fee payable per registrar is calculated each quarter by dividing \$950 thousand (one-fourth of \$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 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 will be granted each quarter to all registrars that qualify and is included in the amount invoiced.

Where can I get more information about fees?

Please refer to section 3.9 of the [2013 Registrar Accreditation Agreement \(RAA\)](#) and [Registrar fees](#) page.

