

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 accredited registrars.

For any questions, please contact ICANN Global Support at globalsupport@icann.org, or have a credentialed [Naming Service portal](#) (NSp) user submit a general inquiry case.

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

II. Invoices and Billing

How does ICANN deliver invoices?

ICANN organization (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.

To whom does ICANN deliver invoices?

ICANN org emails invoices to the registrar's primary billing contact and secondary billing contact (if secondary contact and email address are provided). Invoices delivered by postal mail are sent to the billing addresses designated in the Naming Services portal.

How do I update my delivery preferences?

Invoice delivery preferences are managed in the Naming Services portal and can be updated by a credentialed user for your account. For instructions on how to update these preferences, please refer to Section 6.5 of the [ICANN Naming Services portal User Guide for Registrars](#).

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 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 primary and secondary billing contact by 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 serve as the secondary billing contact.

How many invoices should I expect to receive from ICANN?

If you elect annual billing of the annual accreditation fee, a minimum of 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 of the annual accreditation fee, a minimum of 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 Report adjustments. Please see [Section V: Billing Adjustment and Credits](#) 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 (USD 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 delivered by the 15th day of the anniversary month in which the registrar was accredited, with the invoice dated on the 15th day of the month. If quarterly billing of the annual accreditation fee is elected, invoices are delivered by 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 to quarterly billing, please email your request to globalsupport@icann.org at least 30 days prior to the start 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 to annual billing, please email your request to globalsupport@icann.org at least 30 days prior to the start of your next annual accreditation year. Registrars are expected to pay any remaining quarterly installments before changing to an annual billing cycle.

When and how are variable fees billed?

ICANN org delivers variable fee invoices for each quarter by the last day of the month following the end of the quarter, with invoices dated on the last day of the month. 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 due dates are as follows:

Quarterly Billing Period	Invoice Dates	Due Dates
Q1: 1 January-31 March	30 April	30 May
Q2: 1 April-30 June	31 July	30 August
Q3: 1 July-30 September	31 October	30 November
Q4: 1 October-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 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 see Section 3.9 of the [Registrar Accreditation Agreement](#) for the contractual requirements related to payment of fees.

For a complete overview of the ICANN invoice to payment process, please review the process flowchart included in [VII. Appendix - Flowcharts](#).

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.

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?

The preferred payment methods are Automated Clearing House (ACH) or wire transfer, as they are the most secure, expeditious, and traceable. Payments can also be made by check in USD (U.S. dollars) and credit card (Visa, MasterCard, Discover, and American Express).

Other third-party money transfer services can be used for transferring payments to ICANN provided the deposit is to the ICANN bank account listed on the ICANN invoice. If a third-party service is used, please ensure the remittance advice includes your ICANN account number and invoice number so that payment can be applied accurately to your invoice.

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 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 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.

For full instructions on making payments to ICANN, please visit the [Instructions For Payment to ICANN](#) page on icann.org.

What happens if my credit card is declined?

ICANN Accounting will notify the payor when a credit card is declined. If the payor 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 do I confirm a payment I sent to ICANN has been received?

Payment notifications are sent by email to the billing contacts provided in the Naming Services portal each business day after payments for that day have been created in the accounting system. You should expect to receive a notice for each business day payments are processed by ICANN from your organization. If multiple payments are processed on the same day, multiple

notices may be received by your organization. This payment notification will include the method of payment, date the payment was received, the amount of the payment, and how the payment was applied.

Payment notifications are generally sent within five (5) business days after the payment has been made depending on the payment method. If you have not received a payment notification within five (5) business days of remitting your payment, please contact accounting@icann.org to confirm the payment details.

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

Payments and credit memos are applied based on the payment instructions received by ICANN from the contracted party. 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.

What information should be included with payments issued by my consultant or other third party?

If a third party or consultant is making a payment for the contracted party, please provide detailed payment instructions to accounting@icann.org once the payment is initiated. The instructions should include the name of the consultant or third party making the payment, the Customer Number(s) and Invoice Number(s) along with details for how the payments should be applied.

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 document 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 value date of the wire (this is the date your bank will initiate the payment transfer), 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:

Why was a payment I sent to ICANN not applied to my account?

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 obtain forms to process ICANN as a vendor in our system?

To obtain vendor form requests, please have a credentialed [Naming Services portal](#) user submit a general inquiry case or contact globalsupport@icann.org. ICANN Accounting will provide its Vendor/Supplier Information Form, W9 Form, and Bank Account Information Form. In order to ensure accurate and efficient communication of this information, ICANN Accounting does not

accept or complete vendor information forms provided by outside parties. Please submit your request 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 Services portal user can submit a case that includes the purchase order (PO) information via general inquiry case or by sending an email to globalsupport@icann.org. The PO document should include the PO number(s), PO amount(s), and the PO effective date(s).

The PO should be current and 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 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 contact globalsupport@icann.org. Receipt of the TRC or other tax forms is not a contingency for making timely payments to ICANN. Per the Registrar Accreditation Agreement, Section 3.9, payments are due 30 days from the invoice date, in whole and without deductions.

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 USD (U.S.dollars) and typically take between seven (7) to ten (10) business days to process from the date ICANN org receives the payment.

Will I continue to be billed after the Registrar Accreditation Agreement is terminated?

When a Registrar Accreditation Agreement (RAA) termination is announced, any unbilled installments of the annual accreditation fee will be billed at that time.

However, transaction-based fees may continue to be invoiced on the regular quarterly billing schedule until all domains have been transferred to the gaining registrar or canceled. Registrars should expect one or two additional quarterly invoices depending on the successful transferring of active domains following the termination date and the actual activity reported by registry operators. The per registrar variable fee ends the month the registrar terminates. It is not billed beyond the termination date.

The most common scenarios are listed below:

-
- Transaction-based fees are billed in arrears based on reporting from registry operators. For example, transaction reporting for the month of March is due to ICANN no later than 20 April, and invoicing for the quarter ending 31 March is invoiced by 30 April. If a registrar terminated its RAA on 1 March, the registrar should expect an invoice on 30 April for any transaction reported during the quarter. The per registrar variable fee will also be included on a quarterly invoice if the registrar was active as of the end date of the quarter.
 - Because renewals are reported after the 45-day renewal grace period is completed, it is possible to receive another invoice in the following quarter for renewals that exited the grace period in the following quarter.
 - The process of transferring domains to the gaining registrar has not been completed and a new add or renewal has taken place. Registries are requested to coordinate the transfers with the involved registrars and ensure monthly Per Registrar Transaction Reports are updated and accurately reflect the transfers.
 - Adjustment Invoices: As described in Section V, adjustment invoices and credit memos are issued when updated or corrected reporting is received from registry operators. If a registry operator reports an adjustment that impacts transactions originally reported under the IANA ID for a terminated registrar, that registrar would receive a corresponding adjustment invoice or credit memo.

IV. Past Due Invoices

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 Accounting and can be escalated to ICANN Contractual Compliance or other resources for resolution. Please refer to the [ICANN Contractual Compliance Approach and Process](#) page on icann.org for additional information. If past due fees remain unpaid, the Registrar Accreditation Agreement could be suspended or terminated.

For a complete overview of the ICANN invoice to payment process, please review the process flowchart included in [VII. Appendix - Flowcharts](#).

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

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.

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 credit card, please submit the credit card statement displaying the charge made by ICANN.

How does ICANN notify me of past due invoices?

All accounts with past due amounts are notified by email. Notices are sent to the primary and secondary billing contacts indicated in the [Naming Services portal](#). The registrar primary contact or other registrar contacts may also be contacted if ICANN org is unable to resolve the past due amounts with the primary or secondary billing contacts.

For a complete overview of the ICANN invoice to payment process, please review the process flowchart included in [VII. Appendix - Flowcharts](#).

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 issued adjustments or revisions that resulted in a decrease of 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. Credit memos are reflected on account statements until they are applied to an open invoice.

How are credit memos applied or refunded?

ICANN org applies credit memos per the instructions provided by the contracted party. Credit memos will remain unapplied to the account until instructions are provided. Credit memos may be applied to reduce the amount due on any outstanding invoice(s) when remitting payment. Please have your accounting department include your credit memo number(s) and invoice number(s) on the payment notification or remittance advice for ICANN org along with details for how the credit memo(s) should be applied. 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. Adjustment invoices and adjustment credit memos 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. Adjustment invoices are not issued during the regular quarterly billing cycle. Timing for issuing these invoices is based on when the registry operator updates and resubmits the Per-Registrar Transaction Reports to the Registry Reporting Interface (RRI).

How do I request an exemption for Add Grace Period (AGP) deletions?

An Add Grace Period (AGP) exemption must be requested from the registry operator of the relevant generic top-level domain (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

Is the registrar accreditation application fee refundable?

The application fee is a non-refundable fee covering the costs associated with reviewing and processing the application. If the application is withdrawn or denied, ICANN will not process a refund.

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 Fee - 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:

Per-Registrar Variable Fee - 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.

Excess Delete Fees - these fees are assessed for deletions that occur during the Add Grace Period (AGP) and exceed the quantity of deletions allowed by the AGP Limits Policy. Excess delete fees are billed to the registrar at USD 0.20.

AGP Exemptions - if an extraordinary circumstance exemption is granted by the registry operator, as described in the previous section, a credit for the exempted domains will be included on the quarterly invoice at a rate of USD -0.20 per exempted domain.

Can you provide more detail on 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 \(FY22\)](#), [\(ICANN\) Adopted FY22 Total Budget Appendix 7.1: 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 \(RAA\)](#), as well as the [Registrar Fees](#) and [ICANN Billing and Payments](#) pages on icann.org.

VII. Appendix - Flowcharts

Registrar Invoice to Payment Flowchart



