
Invoice Delivery Preferences for Registrars

Dear Registrar,

As part of ICANN's commitment to ongoing billing process improvements, additional fields are being added to your account(s) within the Naming Services portal (NSp). These new fields will allow you to set preferences for how invoices are delivered to you. These are self-service fields and can be updated directly by a credentialed user.

1. Invoice Delivery Method
 - a. This drop-down menu will allow you to choose whether invoices are delivered to you via Email Only, Print Only, or Both. The default setting is Email Only.
2. Invoice Grouping
 - a. If you receive multiple invoices from ICANN, you can choose to receive invoices delivered in a single email with a single PDF attachment rather than individual files delivered in multiple emails. This is a "yes" or "no" option; the default setting is "no".

These settings will be at the Registrar Group level in NSp for Registrars and will apply to all IANA IDs associated with the group. Please refer to the [User Guide](#) for instructions on where to find these settings and how to update them when needed (Section 6.5 of the ICANN Naming Services portal User Guide for Registrars).

These settings are mandatory fields, along with the requisite billing contact information needed for invoice delivery.

Thank you for your attention to this matter. If you have any questions regarding these changes, please refer to the anticipated frequently asked questions below. If you need additional assistance after reviewing these questions, please contact globalsupport@icann.org with your questions.

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Frequently Asked Questions

1. Do I need to take any action to set up these preferences?
 - a. Yes – The preferences loaded into the Naming Services portal are based on the preferences previously communicated to ICANN Billing. Please log in to the Naming Services portal after 28 September 2021 to validate your preferences.
 - b. If the preferences are correct, no additional action is necessary. If the preferences need to be updated, please update them as needed. These changes will be reflected in the following invoice delivery.

2. I have multiple IANA IDs associated with my Registrar Group in NSp. Can I choose different preferences for the IANA IDs associated with my NSp Registrar Group?
 - a. No – The invoice delivery method and grouping rule will apply to all IANA IDs in a Registrar Group.

3. What happens if I choose invoice grouping but have different billing contact email addresses associated with the IANA IDs in my NSp Registrar Group?
 - a. Invoices will be grouped based on the billing contact email address(es) associated with each IANA ID in the Registrar Group. For example, if your Registrar Group has 100 IANA IDs that are assigned the same billing contact email addresses only one email would be sent for all the IANA IDs.
 - b. Conversely, if 50 of the IANA IDs had one billing contact email address and 50 another, two emails would be sent grouping each set of 50 invoices based on the billing contact email addresses associated with each IANA ID.
 - c. Additionally, if IANA IDs in multiple Registrar Groups had the same billing contact email and chose invoice grouping, these invoices would be grouped together. Please see some examples in the table below.

Registrar Group	# of IANA IDs	Billing Primary Email	Billing Secondary Email	Number of Emails/Invoices	Invoice Grouping
Registrar 1	100	Example1@icann.org	None	1/100	Yes
Registrar 2	50	Example2@icann.org	Secondary1@icann.org	2/50	Yes
Registrar 2	50	Example2@icann.org	Secondary2@icann.org	2/50	Yes
Registrar 3	25	Example3@icann.org	None	1/50	Yes
Registrar 4	25	Example3@icann.org	None	1/50	Yes
Registrar 5	70	Example5@icann.org	Secondary5@icann.org	70/70	No

4. Can I update multiple Registrar Groups at once?
 - a. No, these preferences must be set on each NSp Registrar Group individually. However, these settings will apply to each IANA ID that is part of the group.