Invoice Delivery Preferences for Registry Operators

Dear Registry Operator,

As part of ICANNs 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 Registry Account level in NSp for Registry Operators and will apply to all TLDs associated with the account. Please refer to the User Guide for instructions on where to find these settings and how to update them when needed (Section 4.2 of the ICANN Naming Services portal User Guide for Registries).

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 TLDs associated with my Registry account in NSp. Can I choose different preferences for the TLDs associated with my NSp Registry account?
   a. No – The invoice delivery method and grouping rule will apply to all TLDs in an account.

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

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

4. Can I update multiple accounts at once?
   a. No, these preferences must be set on each NSp Registry Account individually. However, these settings will apply to each TLD that is part of the account.