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## Automated Payment Notifications

Dear Contracted Party,

ICANN Billing and Accounts Receivable will begin sending automated payment notification emails when payments are posted to your customer account(s).

Payment notification emails will be sent to the billing contact email address(es) for all accounts that had payments posted that day. Each TLD and IANA ID have a unique account in the accounting system. However, only one email will be sent for each unique set of billing contacts. For example, if you operate 10 TLDs, the billing contact email address(es) are the same for each, and a single payment for all 10 TLDs was received, only one email would be sent detailing the application of your payment across all 10 accounts. Alternatively, if there are different billing contact emails for different accounts, a separate email will be sent to each set of billing contacts for the accounts they are associated with even if a single payment was remitted for those accounts.

By automating this process, it eliminates the need for contracted parties to request payment confirmations from ICANN Billing and provides a timelier acknowledgement of payments received to contracted parties. If you receive a payment notification and the payment was not fully applied, please respond to [accounting@icann.org](mailto:accounting@icann.org) with payment application instructions.

You do not need to take any action to receive these notifications but may check your billing contact email address(es) in the Naming Services portal to make sure these notices are being received by the correct contacts within your organization. You can expect to start receiving these automated payment notifications for payments received on or after 28 September 2021.

If you have any questions regarding this updated process, please review anticipated questions below. If you have any concerns or questions after reviewing these, please contact [globalsupport@icann.org](mailto:globalsupport@icann.org) for assistance.

ICANN Billing and Accounts Receivable  
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Los Angeles, CA 90094  
+1 310 301 5800  
[accounting@icann.org](mailto:accounting@icann.org)

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## Automated Payment Notification FAQ

### **How often should I expect to receive payment notification emails from ICANN?**

Payment notifications are sent 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.

### **How long will it take from the time I issue a payment to receive a payment notification email?**

Typically wire and ACH transfers are received into ICANN's bank account 1-3 business days after the value date of the transfer. Payments are typically posted into ICANN's accounting system within 1-2 business days from the deposit date. You should expect to receive a payment notification email within 5 business days of the transfer value date. If you do not receive a payment notification within 5 business days, please email [accounting@icann.org](mailto:accounting@icann.org) with your transfer details so the payment can be researched.

For payments made by credit card you can expect a payment notification email within 1-2 business days after the payment is received by ICANN.

For payments made by check, the number of days after the payment is issued will depend on how long it takes for the check to arrive by mail. However, payment notification will typically be issued within 1-2 business days after receipt of the check.

### **Why was my payment not fully applied to open invoices?**

There are several reasons your payment may not have been fully applied.

The most common reason is that insufficient data was received to fully apply the payment. When making payment, please always provide full payment instructions including your ICANN Account Number(s) and Invoice Number(s) the payment applies to. Some other reasons may include:

- The payment is a pre-payment against future invoices. If this is the case the payment will be applied as invoices are issued. Although this will be reflected on your account statements, you will not receive additional payment notification emails as the payment is applied.
- The payment amount was greater than the total balance due on your account(s). If you made an overpayment, please indicate to [accounting@icann.org](mailto:accounting@icann.org) whether you would like this to be applied against future invoices or refunded.
- The payment amount was more than the invoice(s) indicated in the remittance advice received. ICANN Billing and Accounts Receivable will apply your payments as instructed in the banking details or remittance advice received. If your payment was intended to cover additional open invoices, please send detailed application instructions to [accounting@icann.org](mailto:accounting@icann.org).

### **What are the "other accounts" listed on my payment notification?**

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ICANN accepts payments that cover multiple accounts or invoices.

A single payment confirmation will be sent covering multiple accounts when those accounts have the same billing contact email addresses.

When a single payment is received for multiple accounts that have different billing contact emails a separate confirmation will be sent to each set of contacts. The “other accounts” are listed so the total allocation of the payment can be seen by each set of contacts. However, application details will only be included for the accounts associated with the specific set of contacts receiving the payment notification email.

### **What do I do if the payment confirmation shows the payment was allocated differently than I intended?**

If your payment needs to be applied to a different account or invoice, please send the application instructions to [accounting@icann.org](mailto:accounting@icann.org). We are typically able to re-allocate the payment within 3 business days of the notification. The re-allocation will be reflected on your account statements, but an additional payment notification will not be sent.

### **Why is the payment amount I sent different than the amount reflected in the payment notification?**

The payment notification will reflect the total amount of the payment received by ICANN. If the amount is different than the amount you sent, the most common reasons are:

- Wire Transfer Fees – When making a wire transfer to ICANN, please choose “OUR” in the “Details of Charges” field. This will help ensure the full payment is received by ICANN.
- FX Rate – If your payment was issued in a currency other than USD it is possible to have some fluctuation in the amount received. To avoid FX fluctuations, please remit payment in USD.
- Multiple payments received – If ICANN received multiple payments a separate confirmation would be sent for each payment received (including multiple deposits received on the same day). If multiple deposits were received by ICANN for what is reflected as a single payment in your accounting system, please ensure the total of all payment notifications match the expected total.

After checking the wire transfer fees, payment currency, or multiple payment notifications, if there is still a discrepancy in the payment amount issued and the payment amount reflected on your payment notification, please contact [accounting@icann.org](mailto:accounting@icann.org) with details of the payment and discrepancy for further research.