Agenda

- Process Improvements
  - Timeline indicating key deliverables over time
  - Voluntary Contributions – year over year by quarter
- FY21 Summary
  - FY21 Billing and payments amounts by month
- FY22 Summary as-of 30 July 2021
Process Improvements
Summary

To date, ICANN Finance has worked with other ICANN departments to overcome the billing challenges raised by the ccTLD Community in the past. We have published and committed to a predictable process correcting prior year issues of incorrect contact information, late communications and lack of documentation. Above are a few milestones that have helped improve the process and communications.

ICANN Billing Team increased & trained to handle the volume of invoicing
ICANN Finance discusses billing challenges with ccNSO and ccTLD Managers
ICANN Billing establishes a reoccurring process to validate billing contact data
ccTLD Billing FAQ published. Future timeline goals established
IDN ccTLDs added as part of the Voluntary Contribution process
ccTLD Billing FAQ v2.0 published
## ccTLD Process Improvements Over Time FY2017-FY2022

<table>
<thead>
<tr>
<th>Event</th>
<th>FY2022</th>
<th>FY2021</th>
<th>FY2020</th>
<th>FY2019</th>
<th>FY2018</th>
<th>FY2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review of Billing Contact Data completed</td>
<td>Jun 2021</td>
<td>Jul 2020</td>
<td>Sep 2019</td>
<td>Nov 2018</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FAQ and ccTLD Timeline published</td>
<td>V 2.0 August 2021</td>
<td>Oct 2019</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Request for annual contribution from IDNs added to process</td>
<td>Jan 2021</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total contributions by fiscal year</td>
<td>$2,344,834</td>
<td>$2,246,452</td>
<td>$2,139,986</td>
<td>$2,141,051</td>
<td>$1,886,065</td>
<td></td>
</tr>
<tr>
<td># of contributors per fiscal year</td>
<td>114</td>
<td>105</td>
<td>86</td>
<td>80</td>
<td>62</td>
<td></td>
</tr>
</tbody>
</table>
Billing Activities and Annual Timeline

1 May to 30 June
- ICANN Billing, VP Policy & Development and ccNSO Relations and Regional VPs review the current year contributors’ list
- ICANN sends a request asking the ccTLD managers to confirm the billing contact information is current
  - ccTLD confirms with ICANN the billing information is current or provides update

1 July to 30 June
- Initial request for contribution or a request to confirm a multi-year contribution is sent to ccTLD managers in July each year
- Reminders sent every other month throughout the fiscal year
- ccTLD sends accounting@icann.org email confirming election

1 July to 30 June
- Invoicing begins every 1 July for the current fiscal year (1 July – 30 June)
- Invoices are created as email confirmations are received
  - ccTLD manager remits payment for contribution amount no later than 30 June of the following year to be listed as a contributor on the current year “ccTLD Contributors” list

15 July – Contributors list is drafted and sent to ICANN VP Policy & Development and ccNSO Relations and Regional VPs for preliminary review to ensure ccTLD information is properly listed

1 August – Publication draft is sent to ccNSO and ccTLD community for review

31 August – Final day for ccTLD managers to raise concerns or issues

15 September – Final “ccTLD Contributors” list is prepared and published annually under Current Financial Information on icann.org
FY2021 Summary
Billing and Payment amounts by month

Invoice, Payment, and Credit Amounts by Month - FY2021*

*Indicates activity during FY2021 but may include contributions nominated for other fiscal years based on the request of ccTLD managers
FY22 Summary as-of 31 July 2021
## FY22 Summary as-of 31 July 2021

<table>
<thead>
<tr>
<th>Month</th>
<th>Event(s</th>
<th># of Invoices Issued</th>
<th>Invoiced Amount</th>
<th>Payments Received</th>
</tr>
</thead>
<tbody>
<tr>
<td>May 2021</td>
<td>Internal check of ccTLD billing contact information</td>
<td>0 (for FY2022)</td>
<td>$0.00 (for FY2022)</td>
<td>$0.00 (for FY2022)</td>
</tr>
<tr>
<td>June 2021</td>
<td>Outreach to ccTLD Operators confirming contact information for FY2022. FY2021 billing completed.</td>
<td>0 (for FY2022)</td>
<td>$0.00 (for FY2022)</td>
<td>$0.00 (for FY2022)</td>
</tr>
<tr>
<td>July 2021</td>
<td>Initial requests for contributions sent. Begin creating invoices for FY2022. FY2021 Contributions report prepared and sent for review.</td>
<td>49</td>
<td>$1.1M</td>
<td>$25K</td>
</tr>
</tbody>
</table>
ccTLD Billing FAQ and Contacts

- For additional information, please see the [ICANN ccTLD Billing FAQ](#)
- [FY2021 ccTLD Contributions Report](#)

ICANN Billing and Accounts Receivable Team:

- Cecibel Izaguirre, Manager – Billing and Accounts Receivable
- Daniel Stephens, Billing, Accounts Receivable and Collections Specialist
- Sandra Espinoza, Billing, Accounts Receivable and Collections Specialist

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Fax: +1 310 823 8649

ICANN Finance:

- Xavier Calvez, SVP, Planning & Chief Financial Officer (CFO)
- Shani Quidwai, Senior Director, Finance