



ARIN | 41

MIAMI, FLORIDA | 15-18 APRIL 2018

Valorie Winkelman

Director, Financial Services

Finance Services Staff



- **Val Winkelman**, Director
- **Tammy Rowe**, Accounts Receivable Manager
 - Tanya Gomez, Sr. Account Service Representative
 - Amy Sanchez, Sr. Account Service Representative
 - Amaris Wang, Sr. Collection Specialist
 - Lindsay Norman, Account Service Representative
- The average tenure of our staff is 13 years

Financial Services Help Desk



- There are four FSD staff members that answer the phones from 9:00 AM– 5:00 PM (EST) Monday thru Friday (excluding holidays)
- In 2017 FSD received 3,879 calls at the help desk number
- The top questions that FSD is asked are:
 - Can I pay with a credit card over the phone?
 - How do I update the billing point of contact?
 - Can you email a copy of my invoice?
- Each organization has the ability to do these functions in the ARIN Online customer portal and can always pay by credit card from our website.

Financial Reviews



- New resource transfer fee effective 1 January 2017
- The 2017 financial audit has been completed and we are waiting on the final report.
- We are in the process of completing the IRS form 990 for review by ARIN's Finance Committee.

New Resource Transfer Fee

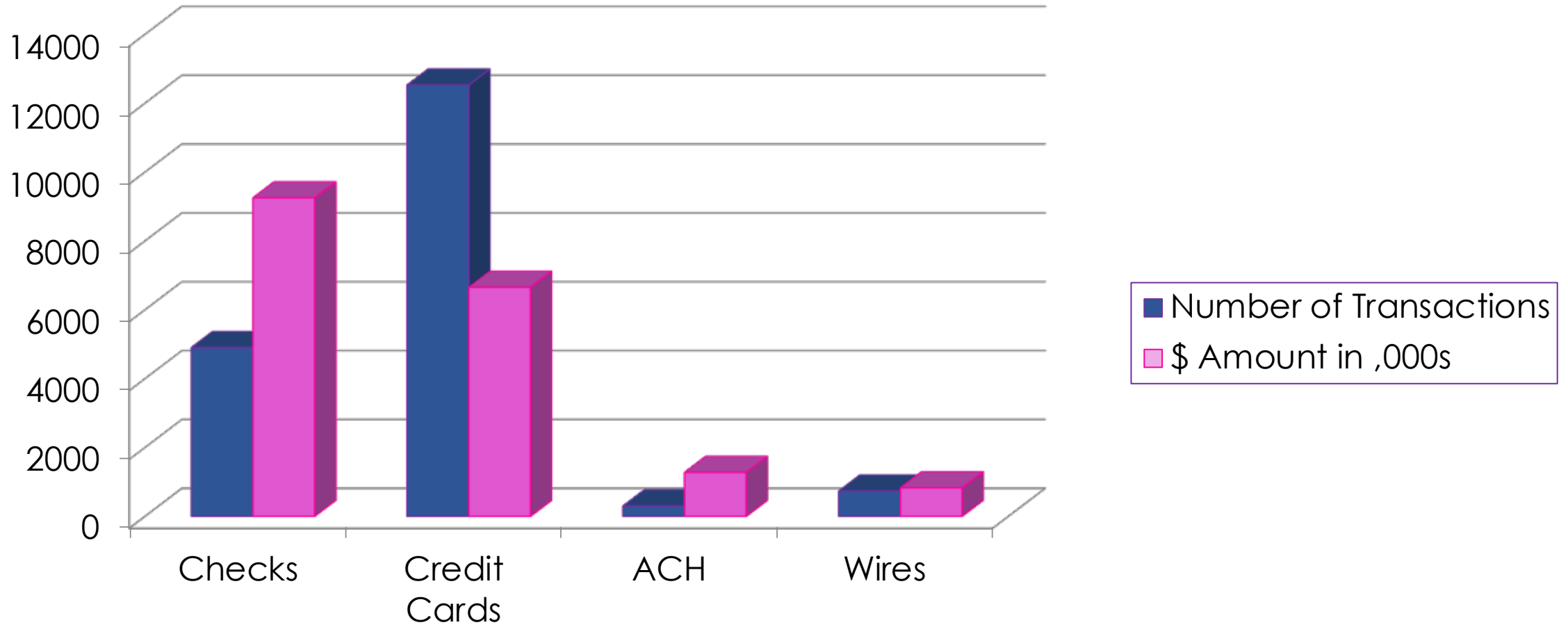


Beginning 1 January 2017, ARIN began collecting a \$300 USD, non-refundable, processing fee for each transfer request of Internet number resources. This change arose from a community consultation which includes:

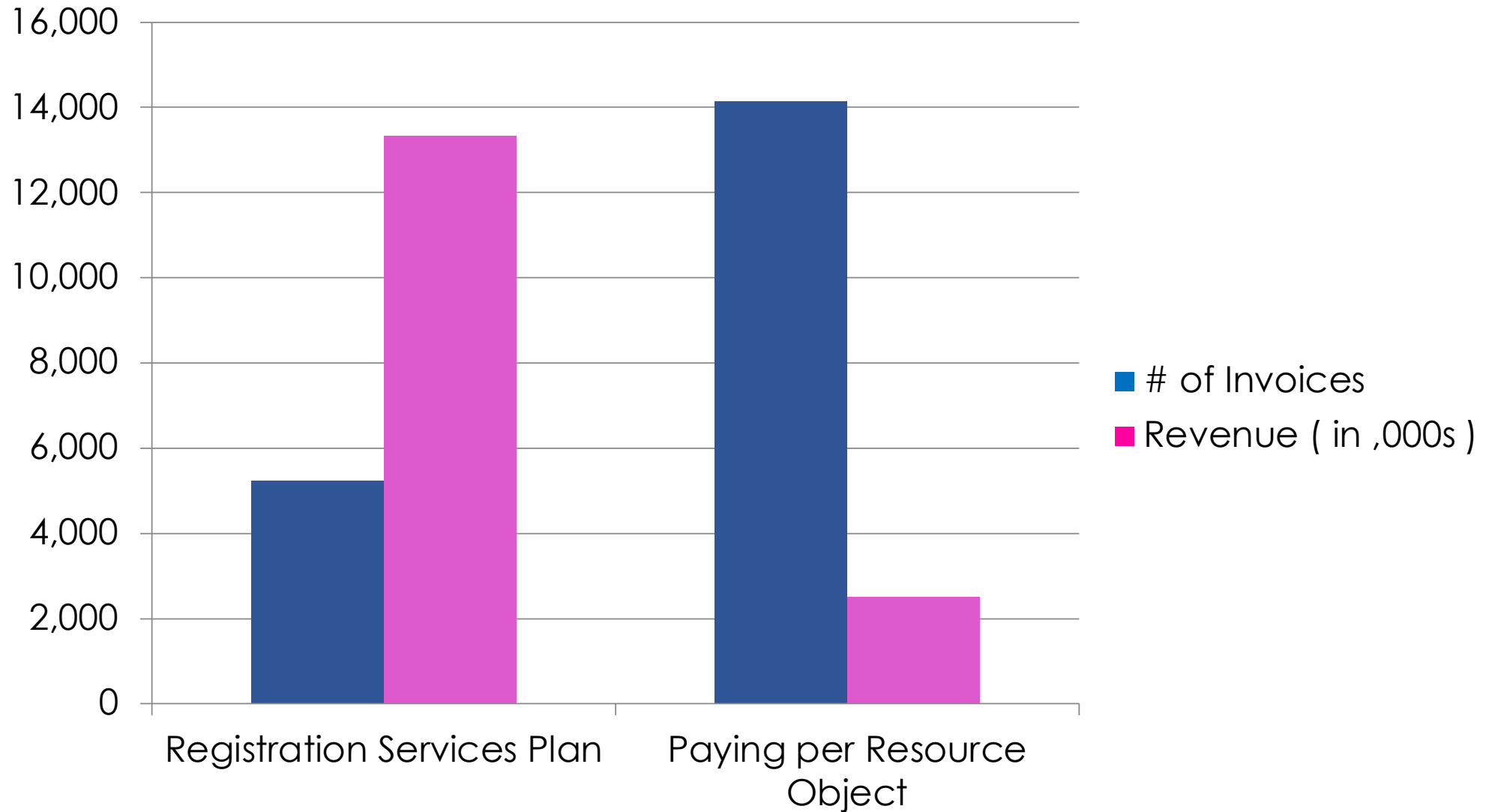
- 8.2 Merger, Acquisition, and Reorganization transfers; billed to the source (or legal successor) organization.
- 8.3 Transfers to Specified Recipients within the ARIN region, billed to the source-side organization.
- 8.4 Inter-RIR Transfers to Specified Recipients, billed to the source-side organization if within the ARIN region.
- The transfer processing fee is waived for 8.3 & 8.4 transfers when the subject resources are under an existing Registration Services Plan (RSP). No specific transfer processing fee will be charged to recipient-side organizations.

Note: This processing fee replaced the \$500 resource transfer fee

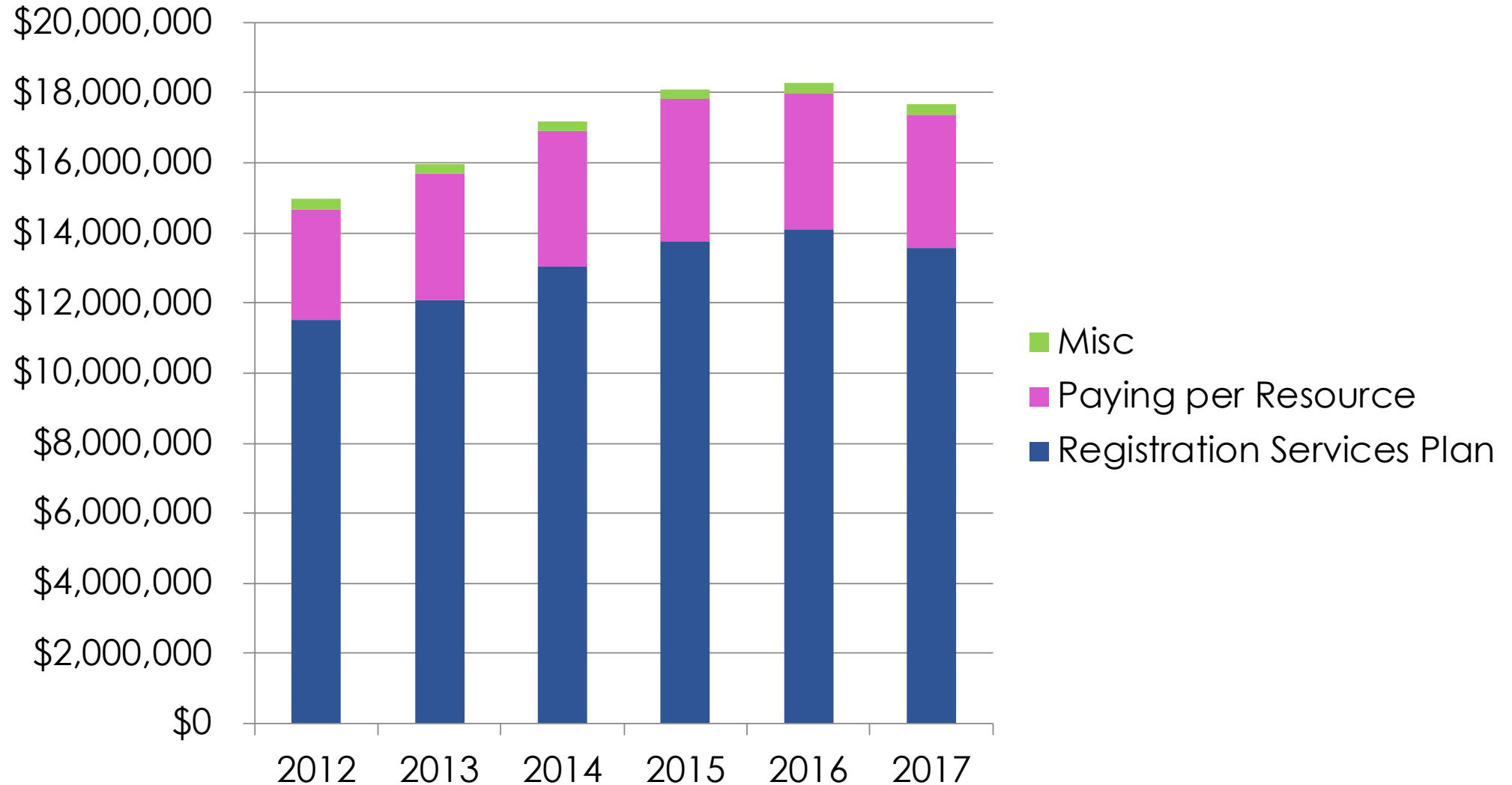
Payment Types 2017



Invoicing Structure 2017



Registration Revenue



Invoice & Collection Process



- ARIN has been able to maintain less than 1% of bad debt expense as compared to receivables since we instituted the automated reminder/collection process.
- Invoices are emailed/mailed to an organization 60 days before their anniversary month and are due the last day of that month. Invoices are sent to the billing point of contact only.
- Friendly reminders are sent to organizations every 30 days up until the due date and collection reminders are sent every 30 days after the due date.

Invoice & Collection Process

- Reminders are automatically generated using the below timeline:

Registration Service Plan (RSP) Customers sent last day of month	Maintenance Services (Maint) Customers sent 15 th of the month
30 Day Notice (prior due date)	15 Day Notice (prior due date)
Due Now Notice	15 Days Late
30 Days Late	45 Days Late
60 Days Late	75 Days Late (Final Notice)
90 Days Late (Final Notice)	

- Emails are sent from either: arin-finance-isp@arin.net or arin-finance-maint@arin.net
- The recipient of the reminder or collection notice is associated to the Organization and identified as the Admin, Tech, and Billing contacts

Invoice & Collection Process



- There are several other collection methods that ARIN uses which are manual and includes phone calls, mailing a hard copy of the invoice and sending de-registration notices by email. All contacts that ARIN has access to is notified using manual collection efforts.
- If ARIN does not receive any response on the account ARIN will stop providing registration services at 120 days.
- Reinstatement of services can occur between 120 and 180 days of an overdue account.

Invoice & Collection Process

- After 180 days the customer will be required to reapply for the resources and qualify under current policy. The customer is required to pay all past due and initial registration fees and execute the current version of the Registration Services Agreement. For additional information please visit the ARIN website at:
- <https://www.arin.net/fees/reinstatement.html>

Questions?