



NEW ORLEANS | 2-5 APRIL 2017

**Director, Financial Services**

*Val Winkelman*

# Finance Department Staff

- **Val Winkelman**, Director of Finance
- **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

# Financial Reviews

- New fee schedule effective 1 July 2016
- The 2016 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.

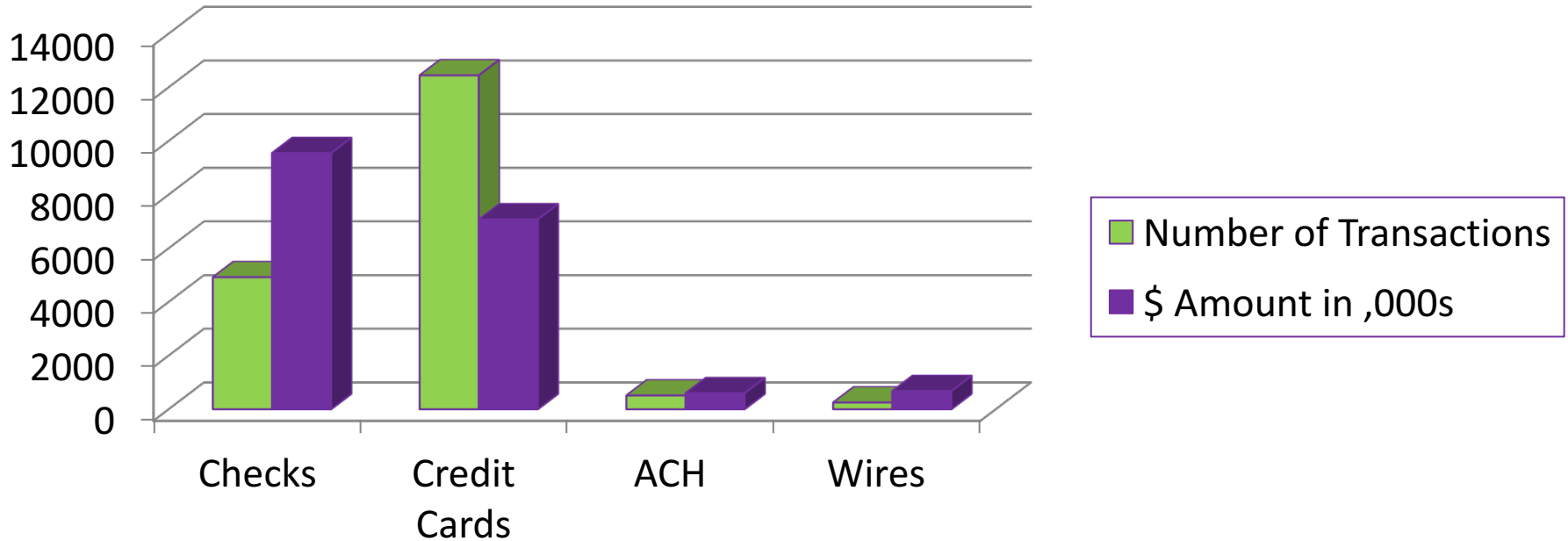
# Financial Services Help Desk

- There are four FSD staff members that answer the phones from 9:00 AM– 5:00 PM Monday thru Friday (excluding holidays)
- In 2016 FSD received 4,081 calls at the help desk number
- The top questions that FSD was 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 ARIN Online.

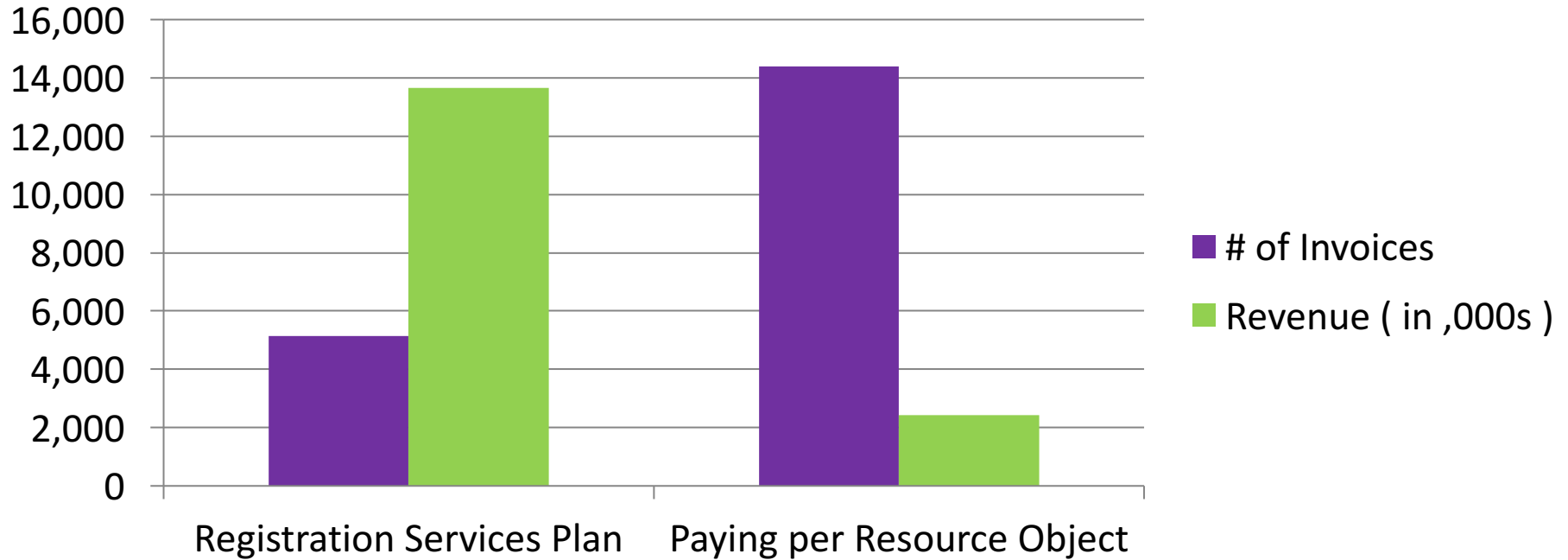
# New Fee Schedule Adopted 1 July 2016

- ARIN implemented a new Fee Schedule which was adopted by the Board of Trustees on 10 December 2015. The new fee schedule is the outcome of a community-comprised fee review panel and community consultation process. Highlights of the fee change are:
- Creation of four new service categories; 3X-small, 3X-large, 4X-large, and 5X-large
- Realignment of the IPv6 and IPv4 resource limits for each category to provide for more cost-effective IPv6 fees
- End user organizations may now choose to receive ARIN services via a Registration Services Plan (the same services and fee package provided to ISPs)

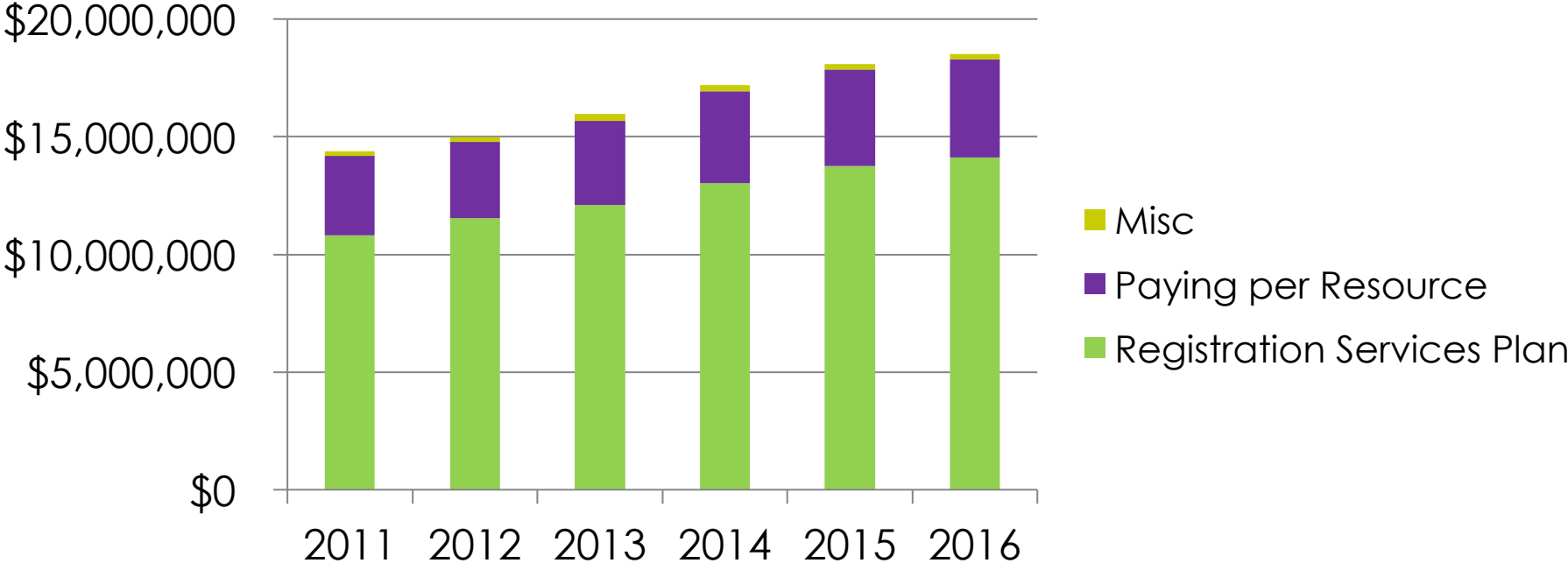
# Payment Types 2016



# Invoicing Structure 2016

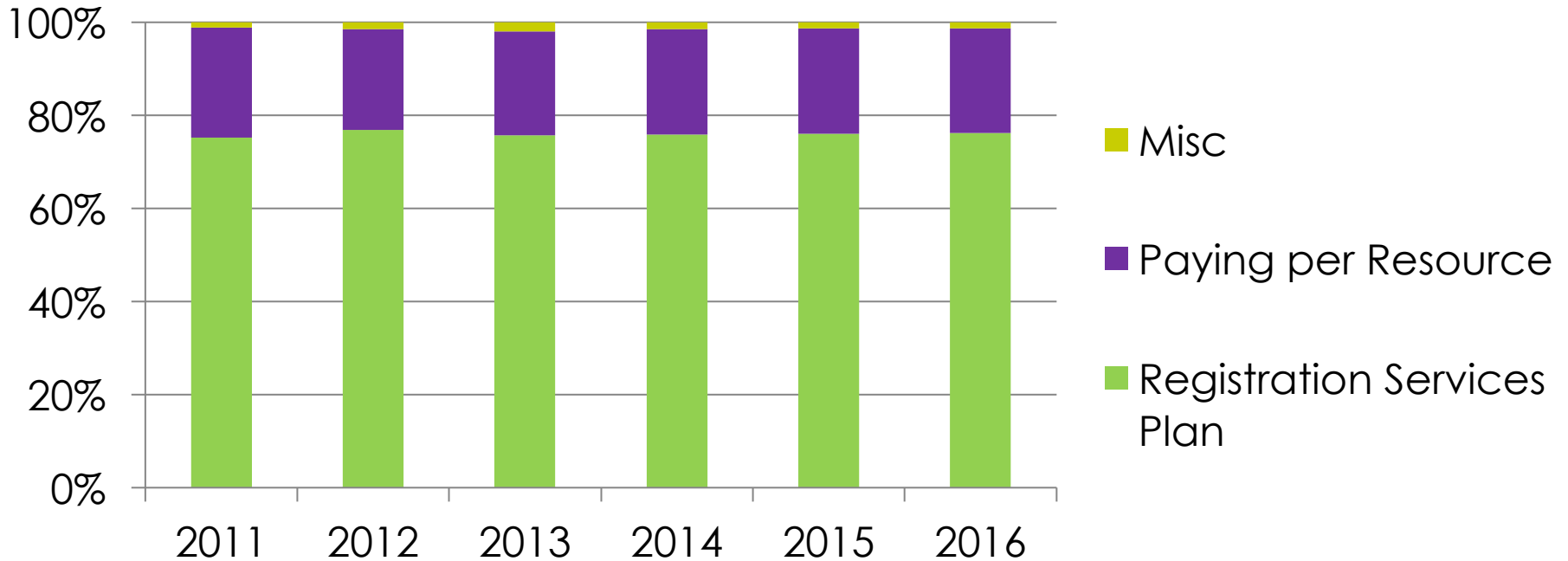


# Registration Revenue





# Registration Revenue by Mix %



# Questions?