

Financial Services Report

Brian Kirk | *Chief Financial Officer*





Agenda

Meet the Financial Services Team

Financial Services Activities

Questions?



Tink:
Tammy Rowe
Accounts Receivable
Manager



Bella and Copper:
Cathleen Mohn
Account Service
Representative



Tazzy
Nancy Carter
Board of Trustees
Treasurer



Nala:
Brian Kirk
CFO

Meet the FSD Team: Represented by the Pets!



Bobo: Amy Sanchez
Senior Payment Processor and
Customer Service Representative



Chapo and Coco:
Tanya Gomez
Senior Billing and Service Agreement
Administrator



George:
Amaris Wang
Senior Collection
Specialist



Jayce:
Melissa Scully
Senior Accountant



Tink:
Tammy Rowe
Accounts Receivable
Manager



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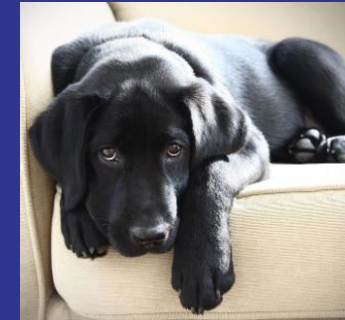
Tazzy
Nancy Carter
Board of Trustees
Treasurer



Nala:
Brian Kirk
CFO



Stella:
Ray Pineres
Accounting Manager



Bobo: Amy Sanchez
Senior Payment Processor
and Customer Service
Representative



Jayce:
Melissa Scully
Senior Accountant



George:
Amaris Wang
Senior Collection
Specialist

A day in the life of the FSD team

Tax Reporting

Investments

Revenue Cycle

Budgeting

**Financial
Statements**

**Audit
Management**

**Purchasing
Cycle**

**Treasury
Management**

**Equipment
Leasing**

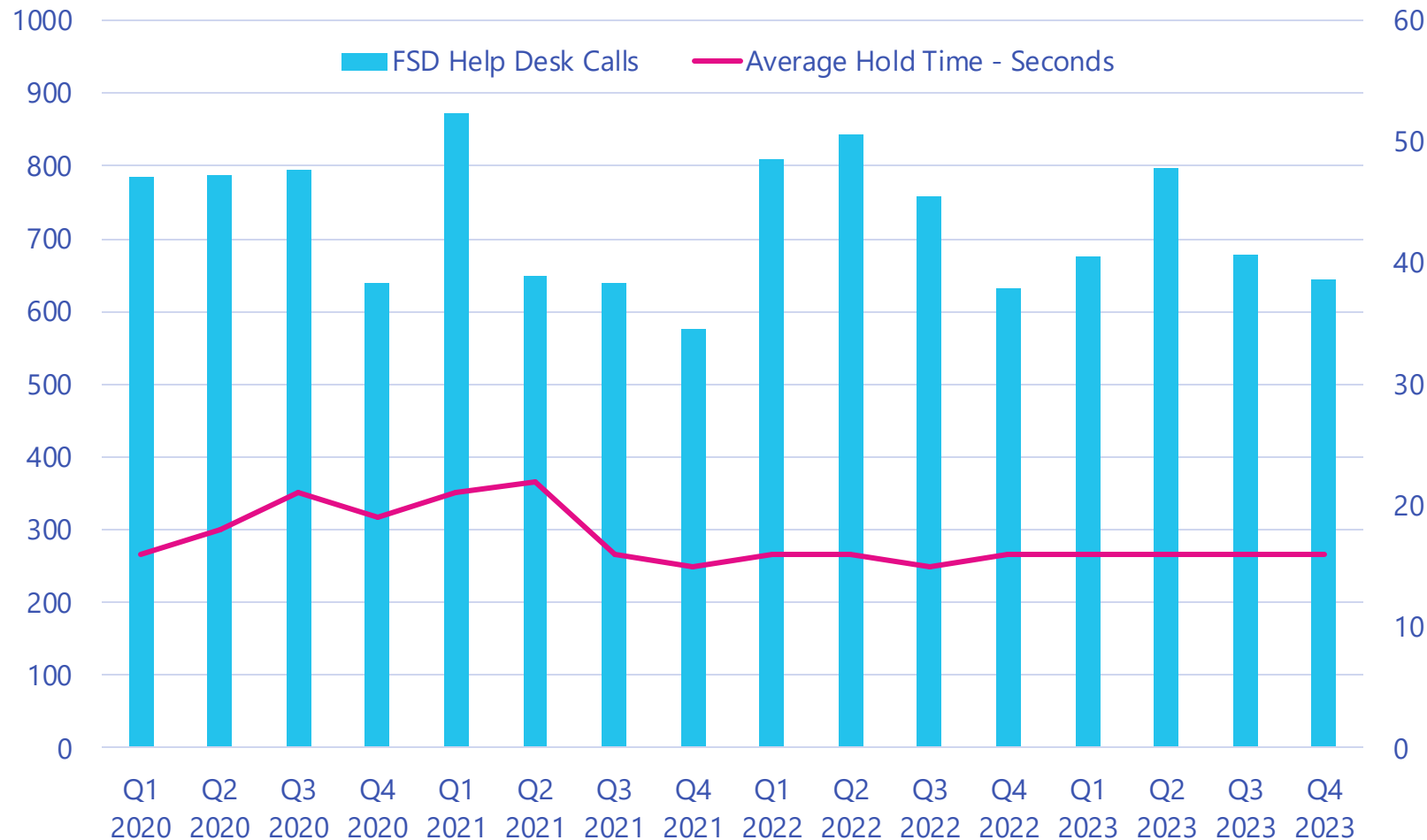
**Travel and
Expense
Reports**

**Equipment
Purchases**

**Customer
Support**

**Corporate
Insurance**

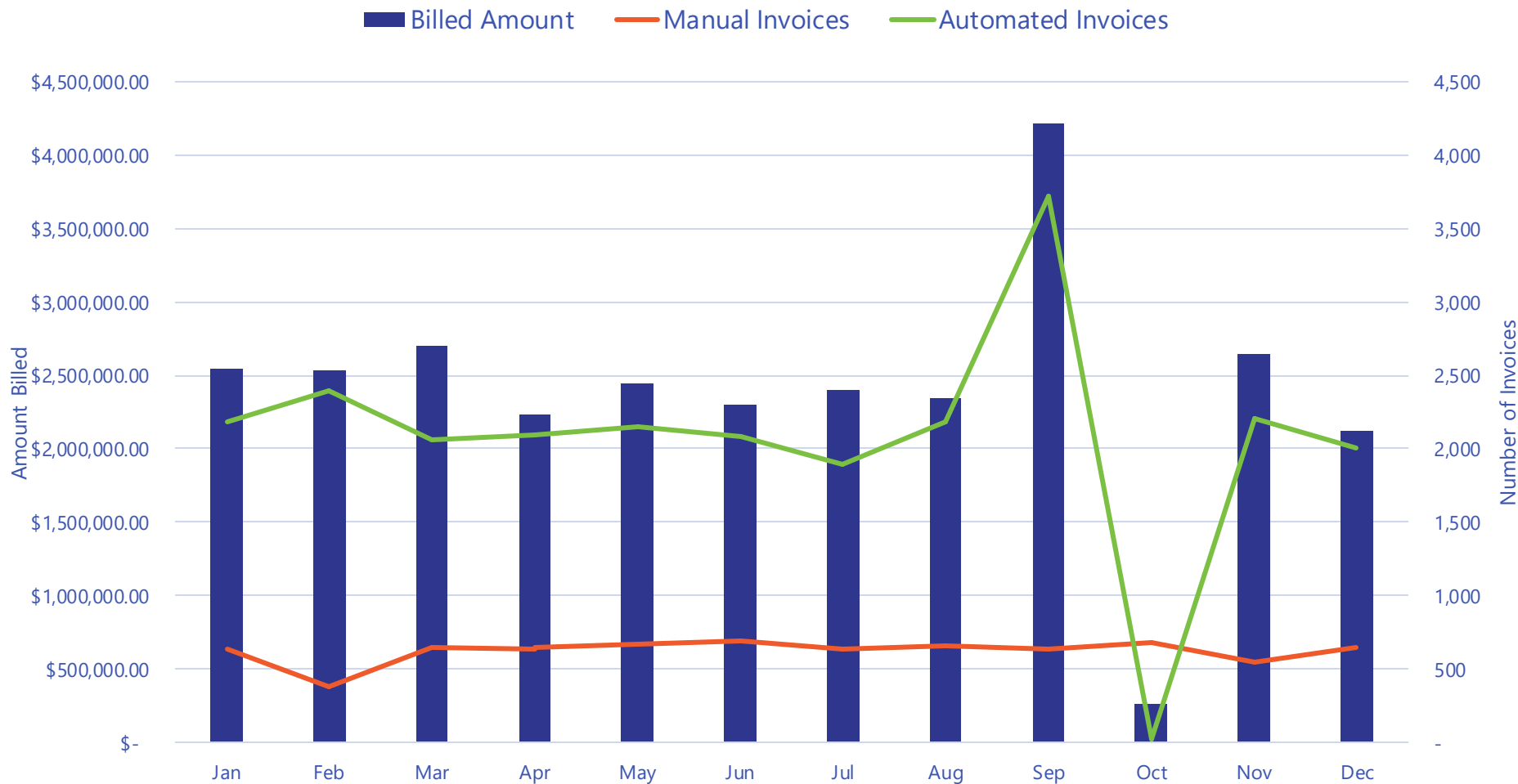
Customer Support



Year	Calls
2020	3,005
2021	2,737
2022	3,043
2023	2,795

- Team members are scheduled from 9:00 AM to 5:00 PM ET Monday – Friday to help with any billing customer concerns.
- Questions can also be sent to the team at billing@arin.net.

Billing Activity



\$28.7M
Total Billed

32,484
Invoices Prepared

25,025
Automated Invoices

7,459
Manual Invoices

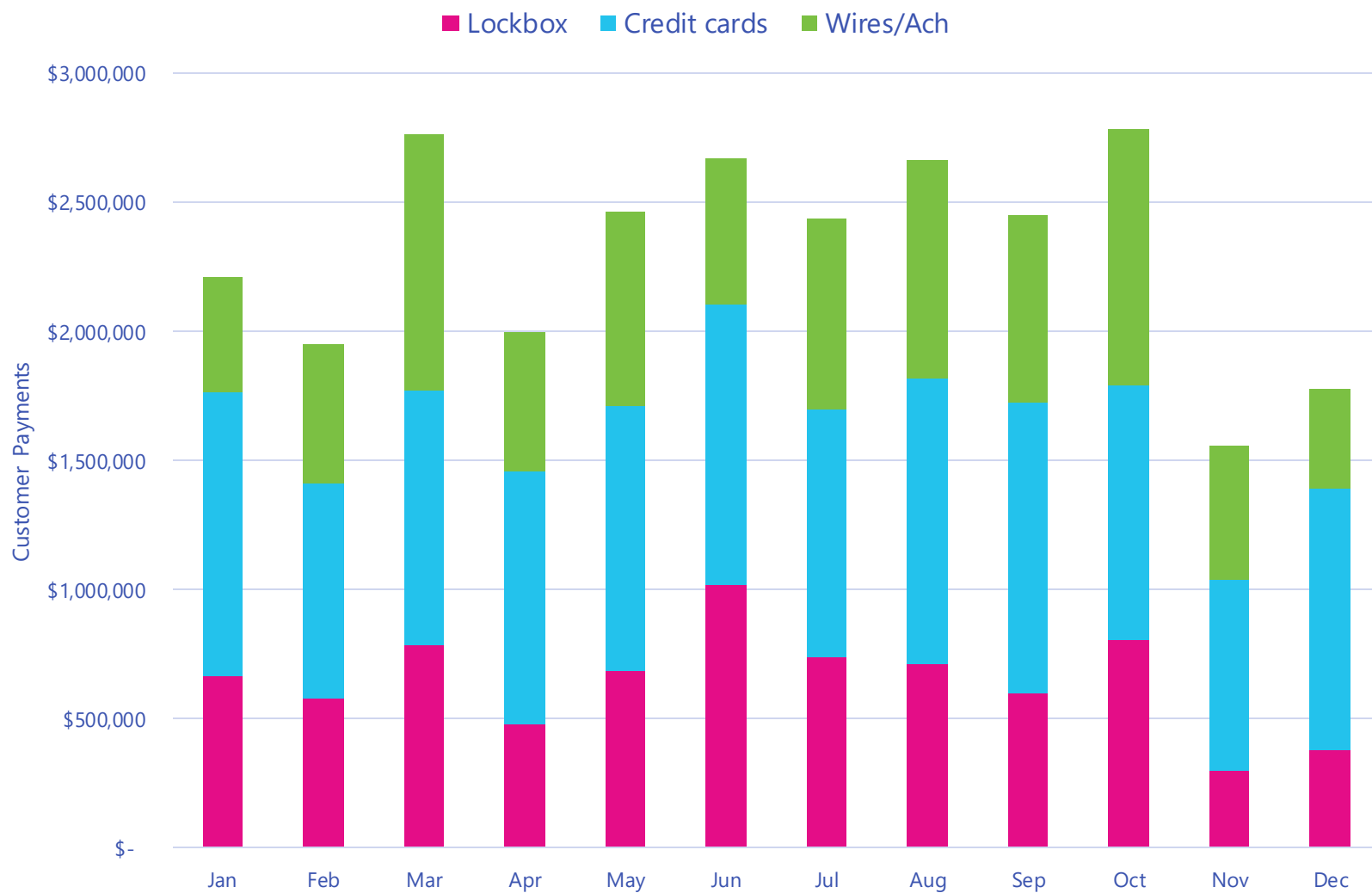
Some Customers Don't Pay



	Total #	Total \$
Invoices	32,484	\$28,744,838
Average invoice		\$885
Credit Memos	2,166	\$577,203
Average Credit Memo		\$266
Credit Memos as % of Invoices	7%	2%

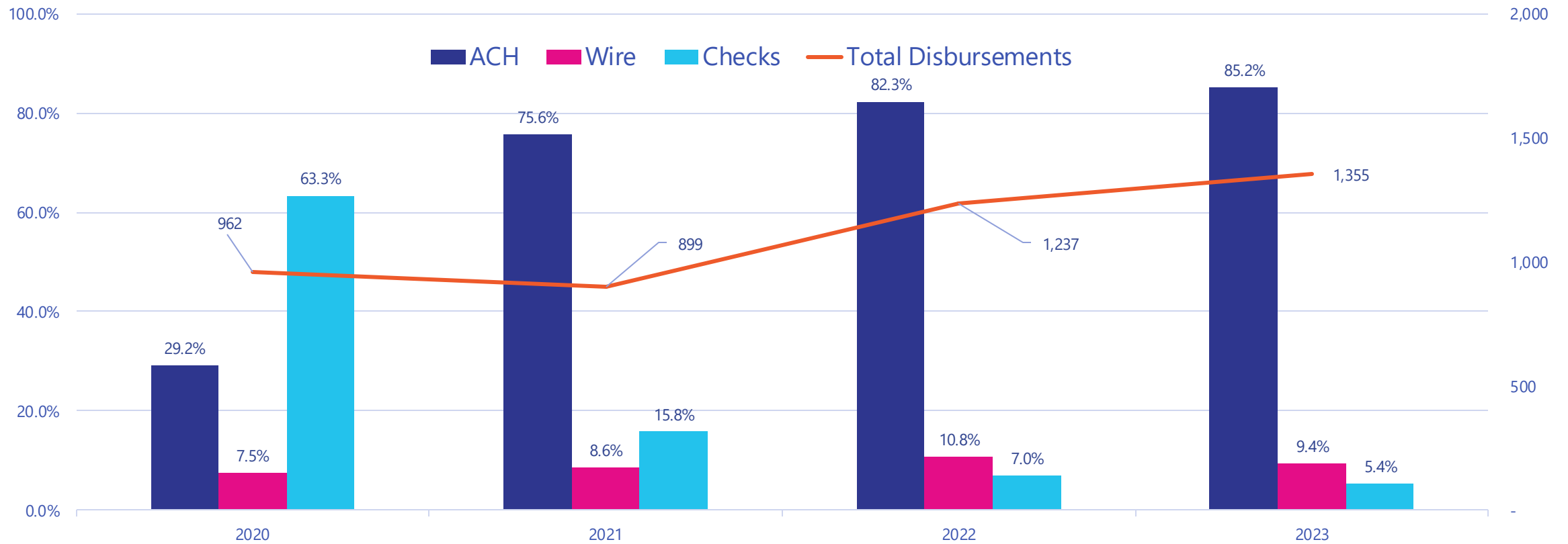
- Org Create/Org Recovery credit memos
 - 1,191 at an average amount of \$58
- Other credit memos
 - 975 at an average amount of \$521

Receipts



2023 payments from customers totaled **\$27.7M**

- Credit cards: 43%
- Lockbox deposits: 28%
- ACH/wires: 29%



Disbursement Activity

- Year-over-year increase of 10%
- Change is driven by staff and volunteer expense report payments

2023 Changes

New
Invoices

Transfer recipient

Autonomous System Number Fee Harmonization

Automation

Coordination with Customer Experience and Strategy team

Reviewed financial planning and analysis software tools to assist in financial statement preparation

Line of
Credit

Cash flow management tool

Increase in interest revenue

Mitigate bank deposit exposure

Accounting
System
Software
Upgrade

Major upgrade in MS tool still ongoing

Thank You

Questions or Comments?

