



POWERED BY PARTICIPATION

Financial Services

Brian Kirk, CFO

Billing and Accounts Receivable

- Billings
- Collections
- Payment Processing
- Customer Service



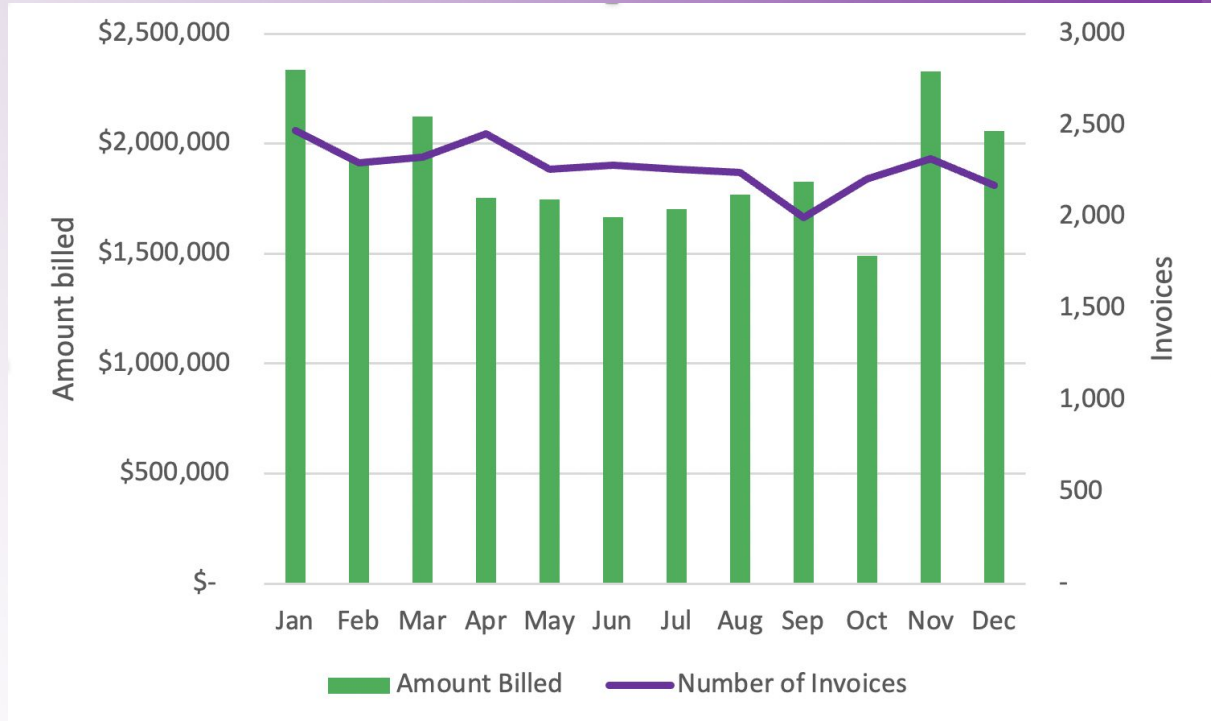


Billing and Accounts Receivable team

- **Tammy Rowe**, Accounts Receivable Manager (2000)
- **Tanya Gomez**, Senior Billing and Service Agreement Administrator (2002)
- **Amaris Wang**, Senior Collection Specialist (2005)
- **Amy Sanchez**, Senior Payment Processor and Customer Service Representative (2006)
- **Cathleen Mohn**, Account Service Representative (2019)

2021 Billing Activity

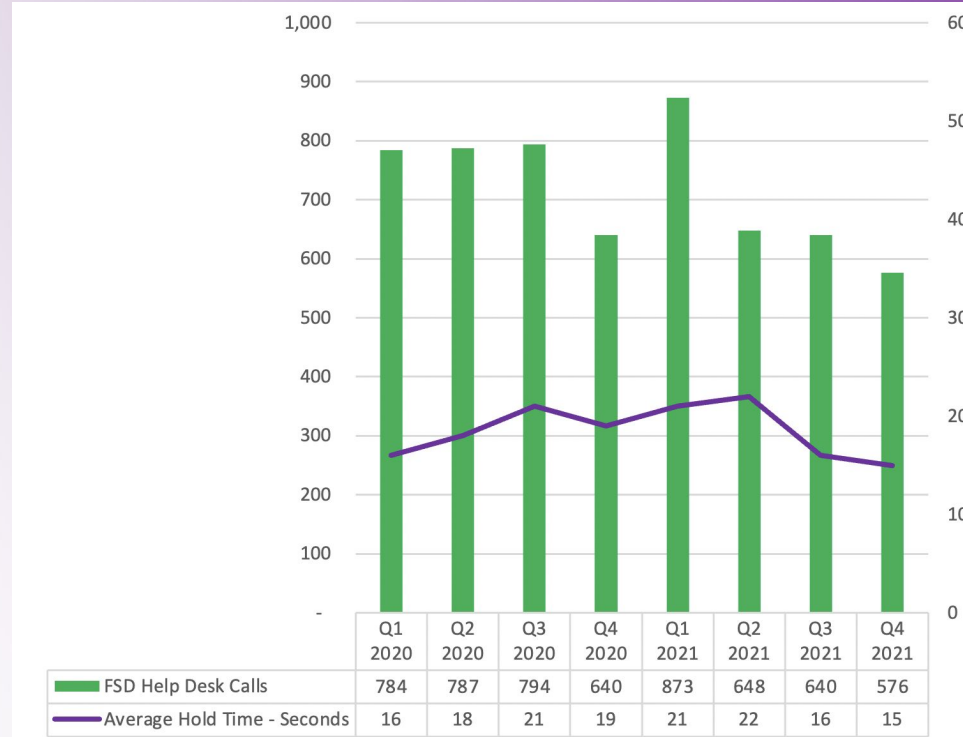
- **27,285** invoices
- **\$22.7M** billed



FSD Customer Service Activity

Call Volumes

- 2020: **3,005**
- 2021: **2,737**

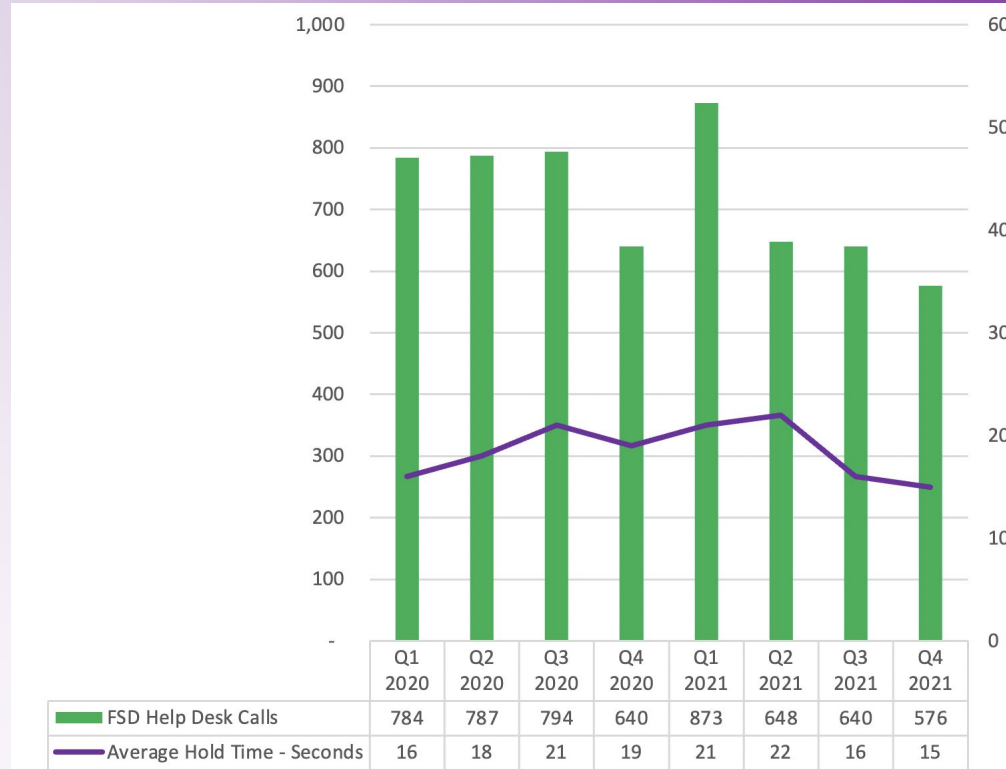


FSD customer service activity

Call Volumes

- 2020: **3,005**
- 2021: **2,737**

Many customer service transactions are processed through email or ARIN Online... more than 14K per year.



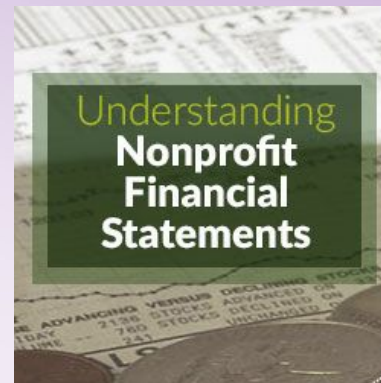
Accounts Payable and Disbursements

- Invoice processing and disbursements
- Fixed assets management



Accounting and Financial Statements

- Monthly close
- Financial statement preparation
- Annual audit
- Form 990
- Cash management

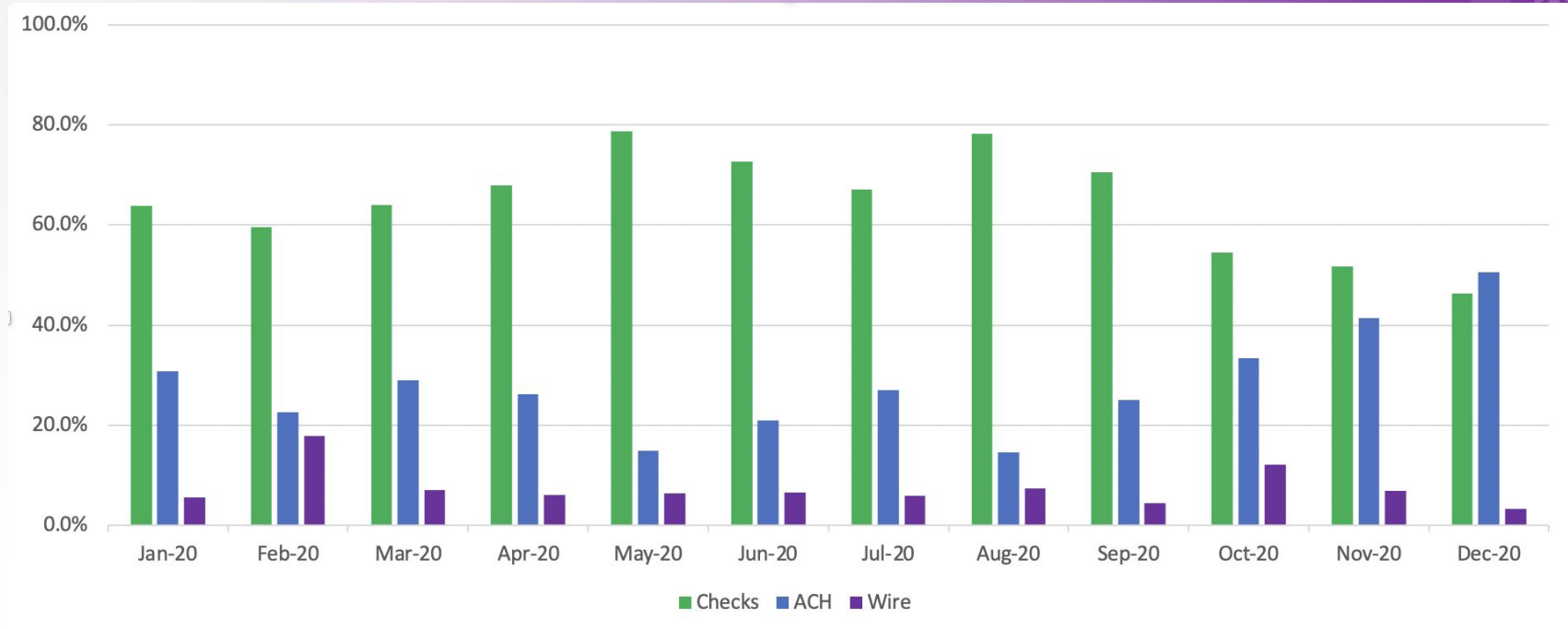




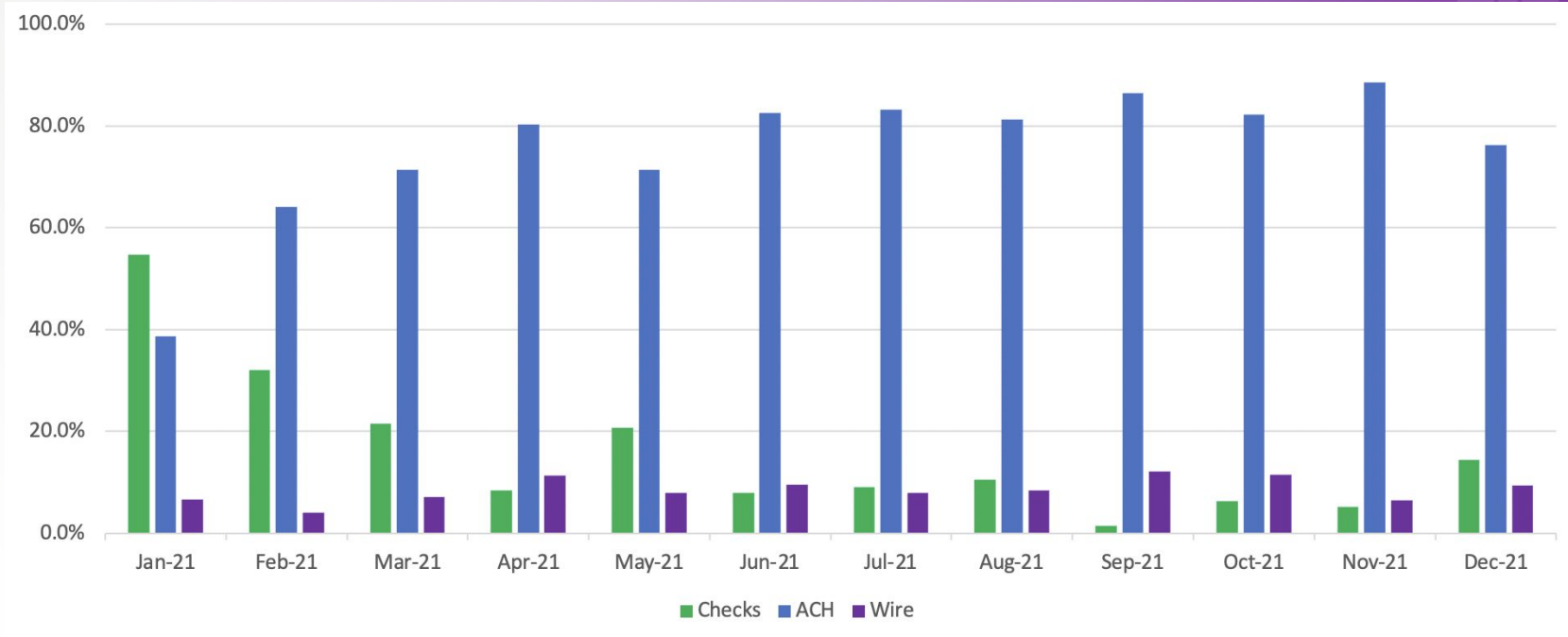
Accounts Payable and Financial Statement Team

- **Ray Pineres**, Accounting Manager (2020)
- **Melissa Scully**, Senior Accountant (2021)

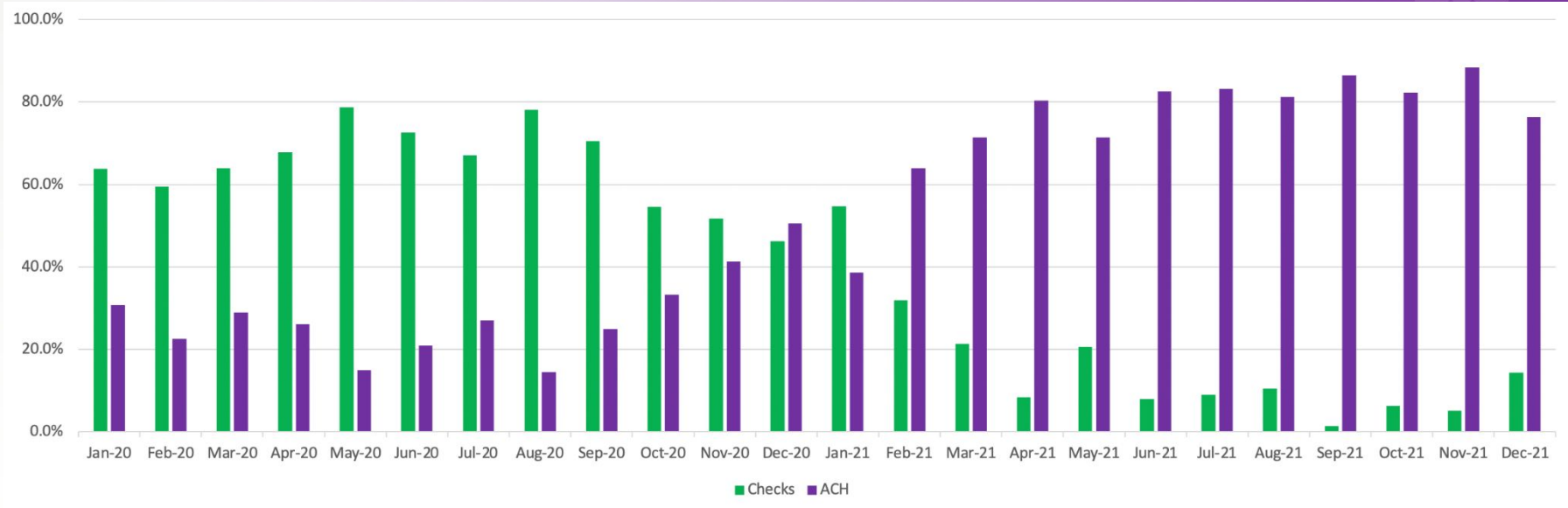
Disbursement type - 2020



Disbursement type - 2021



Disbursement type - change



2020

- 65% checks
- 28% ACH

2021

- 16% checks
- 76% ACH



What else?

What has happened during the pandemic?

- Accounting system upgrade
- New invoice design and types
- Automation of revenue accounting
- Implementation of new GAAP pronouncement
- New auditor
- Restatement of 2020 fixed assets
- New investment advisor
- Changes to investment portfolio asset mix
- Initial implementation of expense reporting tool
- Established financing program for equipment purchases
- Served as NRO treasurer for 2021 and 2022





What next?

- Accounting process automation
- Investigating new payment portal
- More GAAP pronouncements
- Further roll out of expense reporting tool
- Improvements to financial reporting such as additional insights

Final thoughts

A major objective for the Financial Services Department is to ***be brilliant at the basics...***

- Transaction processing
- Financial statements and reporting
- Cash management
- Internal controls



Final thoughts

A major objective for the Financial Services Department is to ***be brilliant at the basics...***

But the real value of the Financial Services Department is when we:

- are an enabler for other ARIN departments to deliver value-creating products and services for the community
- facilitate the protection of the community's assets and help ensure such assets are used to support ARIN's overall mission



Thanks!

Any
Questions?

