

Billing Center

FAQs

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1 Top-Up

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1.1 Why Does My Account Balance Not Increase After an Online Top-up?

The money will arrive in your account in several minutes. Please check the account balance later. If you have any arrears, the arrears amount will automatically be subtracted from your account balance after a top-up.

1.2 How Do I Enable Balance Alert?

On the [Overview](#) page, in the **Available Credit** area, turn on the **Alert** switch to enable the balance alert function. Click **Modify** and you can set a desired threshold.

- With the balance alert function, when the total amount of the available credit, cash coupons, and flexi-purchase coupons decreases to the threshold, the system automatically sends a text message and an email to you for maximum three consecutive days.
- You can modify contacts that receive the balance alerts at **SMS & Email Settings > Finance > Account balance** in the Message Center.
- An enterprise master account can set the threshold for its member accounts in batch. For details, see [Setting Alert Thresholds for Member Accounts](#).

1.3 How Long Will It Take for a Bank Transfer to Arrive in My HUAWEI CLOUD Account?

- If you transfer money to your dedicated bank transfer account, the transferred amount will automatically be sent to your HUAWEI CLOUD account after the bank receives the transfer. Generally, the transfer is completed within the day. The exact time may vary according to different banks.
- If you transfer money to a general remittance account, you can claim the money on the **Funds Management > Claim Bank Transfer > Offline Transfers** page. After you claim a bank transfer, HUAWEI CLOUD will complete its approval within one working day.

1.4 Can I Top Up My HUAWEI CLOUD Account Through Bank Transfer at Weekends When the Bank Has Closed the Books?

Banks do not close the books at the weekend. Generally, only large-amount interbank transfers are affected.

1.5 How Do I Top Up Using Corporate E-Banking with the B2B Function Not Enabled?

Contact the card issuing bank to enable the B2B function. HUAWEI CLOUD also supports payment through WeChat, Alipay, and a dedicated bank transfer account. You can select a payment method that suits you.

1.6 How Do I Increase the Amount of Allocatable Money?

A master account can allocate money to a member account. To increase the amount of allocatable money, top up the master account. For details about how to top up, see [Topping Up an Account](#).

1.7 What Should I Do If I Top Up a Wrong Account?

- If you have multiple accounts and want to top up account A but accidentally top up account B, withdraw the money from account B first and then top up account A again. For details about how to withdraw money, see [Balance Withdrawal](#).
- If you top up another person's dedicated bank transfer account by mistake, submit a service ticket to request obtaining the contact information of the person and then contact the person to negotiate a solution.

1.8 What Should I Do if the Quota Is Limited When I Top Up?

When you use the **Online Payment** method to top up an account, a message may be displayed indicating that the quota is limited. Since HUAWEI CLOUD has no quota set up, this quota may be from WeChat or Alipay. It is suggested that you use a dedicated bank transfer account when encountering such issues. For details, see [Topping Up an Account](#).

1.9 Can I Top Up Another Person's HUAWEI CLOUD Account?

Yes.

Customer A can use the following two methods to top up customer B's account.

- Online payment: Customer A obtains customer B's HUAWEI CLOUD account and password and then uses WeChat, Alipay, or e-banking to top up the account.
- Bank transfer: If customer B has a dedicated bank transfer account, customer A can directly transfer the money to this account. If customer B has no

dedicated bank transfer account, this method is unavailable. For details about how to get a dedicated bank transfer account, see [Topping Up an Account](#).

1.10 Can I Transfer My Account Balance to Others?

- A partner can transfer its account balance to its customers.
- A common customer or a partner's customer can do so only by withdrawing money first and then top up other customers' account.

1.11 What Are the Restrictions of Top-Ups on the Payer?

You can top up other HUAWEI CLOUD accounts (individual customers also can top up the account of an enterprise customer). However, refunds are only applicable to you (namely the payer).

1.12 How Do I View Historical Top-Ups?

1. Go to the **Billing Center > Funds Management > Account Statements** page.
2. Click the **Cash Account** tab.
3. Set the transaction time and set the transaction type to **Top-up**. You can see all the top-ups during the specified transaction time.

1.13 How Do I Apply for a Dedicated Bank Transfer Account?

1. Go to the **Billing Center > Funds Management > Top-Up** page.
2. Select **Bank Transfer** for **Top-Up Method**.
3. Get a dedicated bank transfer account.
 - If you have already passed real-name authentication, enter the verification code on the page and click **Next** to immediately get a dedicated bank transfer account.


Account: HUAWEI CLOUD Account

Account Balance: ¥141,076.68

Top-Up Method: Online Payment Bank Transfer Invoices can be issued for expenditures but not for top-ups.


Dedicated Bank Transfer Account

With a dedicated HUAWEI CLOUD top-up account, all completed transfers will be automatically verified by HUAWEI CLOUD. Please enter the below verification code to request a dedicated HUAWEI CLOUD top-up account.

Verification Code:  [Refresh the image](#)

- If you have not passed real-name authentication, click **Real-Name Authentication** and complete the authentication as prompted. Then you can apply for a dedicated bank transfer account. For details about real-name authentication, see [User Authentication](#).

Account:	HUAWEI CLOUD Account
Account Balance:	¥0.00
Top-Up Method:	<input type="radio"/> Online Payment <input checked="" type="radio"/> Bank Transfer Invoices can be issued for expenditures but not for top-ups.
Dedicated Bank Transfer Account	

 You have not completed your real-name authentication and cannot apply for a dedicated top-up account. Please complete your real-name authentication first. [Real-Name Authentication](#)

1.14 What Payment Methods Are Supported for HUAWEI CLOUD Account Top-Up?

You can use either of the following payment methods to top up a HUAWEI CLOUD account.

- Online payment: Top up the account through WeChat, Alipay, or e-banking.
- Bank transfer: Use a dedicated bank transfer account for top-up.

1.15 What Is the Bank Account in an Invoice? Is It Related to the Account Displayed on the Top-Up Page?

- Account on the top-up page: The dedicated bank transfer account displayed when you top up an account through bank transfer on the top-up page of the Billing Center. With this account, you can complete a top-up within the day and do not need to submit a service ticket.
- Account in an invoice: The account of your issuing bank, which is the general account for HUAWEI CLOUD. It is not suggested that you use this account for top-up. If you want to top up your account through bank transfer, it is best that you use the dedicated bank transfer account.

1.16 Why Are There Only Account Adjustments But Not Top-Ups on the Overview Page?

You are a customer associated with a partner by advance payment mode and cannot top up your account by yourself. You can contact your partner to top up for you. After receiving your money, your partner will allocate it to your account.

1.17 Why Can I Not Claim a Bank Transfer?

When the entity you sign a contract with to use HUAWEI CLOUD is not Huawei Software Technologies Co., Ltd. or Huawei Cloud Computing Technology Co., Ltd., after transferring money to a general top-up account, you cannot claim it unless you have submitted a service ticket. Our staff will manually top up your HUAWEI CLOUD account based on the service ticket within two working days. It is recommended that you use a dedicated bank transfer account for top-ups.

2 Money Withdrawal

- [2.1 How Long Does It Take to Complete a Money Withdrawal?](#)
- [2.2 Why Does a Money Withdrawal Fail?](#)
- [2.3 What Can I Do If a Money Withdrawal Fails?](#)
- [2.4 How Do I View Historical Money Withdrawals and Refunds?](#)
- [2.5 Why Do I Fail to Request a Money Withdrawal?](#)
- [2.6 How Do I Withdraw Money After I Have Changed My Mobile Number?](#)
- [2.7 Where Does My Withdrawn Money Go?](#)
- [2.8 What Are the Rules for Money Withdrawal?](#)
- [2.9 Can I Request That My Money Not Be Withdrawn to the Source Account?](#)
- [2.10 Why Do I Receive Multiple HUAWEI CLOUD Refunds After a Money Withdrawal?](#)
- [2.11 What Should I Do If I Do Not Receive the Verification Code When Withdrawing Money?](#)
- [2.12 Under What Circumstances May Money Withdrawals Be Delayed?](#)

2.1 How Long Does It Take to Complete a Money Withdrawal?

You can withdraw your money to the source account or a bank card.

- Online top-up amounts (through Alipay and WeChat) that arrived in your account in the last 11 months, or UnionPay top-up amounts that arrived in your account in the last 3 months can be withdrawn to the source account. The money will arrive in the source account (WeChat, Alipay, or e-banking) within one working day.
- Online top-up amounts (through Alipay and WeChat) that arrived in your account 11 months ago, or UnionPay top-up amounts that arrived in your account 3 months ago can only be withdrawn to a bank card. The money will arrive in your specified bank card within seven working days.

- Top-up amounts through bank transfer (using a dedicated bank transfer account or general remittance account) can be withdrawn to the source bank account within seven working days.

After submitting a money withdrawal request, you can view the request status at **Billing Center > Funds Management > Withdraw Money**. For details about how to withdraw money, see [Balance Withdrawal](#).

2.2 Why Does a Money Withdrawal Fail?

- Money cannot be withdrawn from your partner's account balance.
- An outstanding invoice amount cannot be included in a money withdrawal.
- A top-up with bonuses or cash coupons rewarded does not support money withdrawals.

2.3 What Can I Do If a Money Withdrawal Fails?

If your money withdrawal request is rejected, handle the request based on the rejection reason and re-submit the request.

2.4 How Do I View Historical Money Withdrawals and Refunds?

Viewing Historical Money Withdrawals

- On the **Funds Management > Withdraw Money** page of the Billing Center, view historical money withdrawals in the **Previous Withdrawals** area.
- On the **Funds Management > Account Statements** page of the Billing Center, select **Refund** for **Transaction Type** to search. Your withdrawal records will be displayed in the list.

Viewing Historical Refunds

Go to the **Funds Management > Account Statements** page of the Billing Center. Select **Refund** for **Transaction Type** to search. Your refund records will be displayed in the list.

2.5 Why Do I Fail to Request a Money Withdrawal?

If your account has a balance but you cannot withdraw it, the possible causes are as follows:

- You have not completed real-name authentication.
- There is no cash balance in your account but only authorized credit limit which cannot be withdrawn.
- The balance of your account comes from an unsubscription and an invoice has been issued for it. To withdraw the balance, return the invoice to HUAWEI

CLOUD first. For the precautions and process for returning invoices, see [Returning a HUAWEI CLOUD Invoice](#).

2.6 How Do I Withdraw Money After I Have Changed My Mobile Number?

1. Go to the **My Account > Account Info** page.
2. Click **Edit** next to **Mobile Number**. On the page that is displayed, change your mobile number registered with HUAWEI CLOUD.

After changing your registered mobile number, withdraw money.

2.7 Where Does My Withdrawn Money Go?

You can withdraw your money to the source account or a bank card.

- Withdrawal to the source account: The money is returned to the original account you used for top-up within one working day. Example: If you topped up your account through WeChat, the money is withdrawn to your WeChat account.
- Withdrawal to a bank card: The money is directly returned to the bank card that you set during withdrawal. The withdrawal is completed within seven working days.

2.8 What Are the Rules for Money Withdrawal?

You can withdraw your money to the source account or a bank card.

- Online top-up amounts (through Alipay and WeChat) that arrived in your account in the last 11 months, or UnionPay top-up amounts that arrived in your account in the last 3 months can be withdrawn to the source account. The money will arrive in the source account (WeChat, Alipay, or UnionPay) within one working day.
- Online top-up amounts (through Alipay and WeChat) that arrived in your account 11 months ago, or UnionPay top-up amounts that arrived in your account 3 months ago can only be withdrawn to a bank card. The money will arrive in your specified bank card within seven working days.
- Top-up amounts through bank transfer (using a dedicated bank transfer account or general remittance account) can be withdrawn to the source bank account within seven working days.

You cannot withdraw money in the following scenarios:

- Money withdrawal is not supported if you are a customer who has not completed real name authentication.
- A top-up with bonuses or cash coupons rewarded does not support money withdrawals.
- Account balance of a customer associated with a partner by advance payment mode cannot be withdrawn.

- An outstanding invoice amount cannot be included in a money withdrawal. However, after the invoice is returned or the outstanding amount is paid, the original outstanding invoice amount can be withdrawn.
- The amount allocated to an enterprise member account cannot be withdrawn.

Rules for money withdrawal of top-ups you pay for others:

- Online top-up amounts (through Alipay and WeChat) that arrived in your account in the last 11 months, UnionPay top-up amounts that arrived in your account in the last 3 months, and top-up amounts through bank transfer can only be withdrawn to the source account. The money will be returned to the original payment account (WeChat, Alipay, or UnionPay account of the **payer**).
- Online top-up amounts (through Alipay and WeChat) that arrived in your account 11 months ago, or UnionPay top-up amounts that arrived in your account 3 months ago can only be withdrawn to a bank card. If the personal information on the bank card is consistent with the real-name authentication information, the money will be withdrawn to the bank account of the **payee**.
- Top-up amounts through bank transfer can only be withdrawn to the source account, namely the bank account of the **payer**.

2.9 Can I Request That My Money Not Be Withdrawn to the Source Account?

No. The top-up amounts (through online payment) that arrived in your account in the last 11 months, and the top-up amounts through bank transfer can only be withdrawn to the source account.

2.10 Why Do I Receive Multiple HUAWEI CLOUD Refunds After a Money Withdrawal?

When your money is withdrawn to the source account, there may be multiple refunds because your top-ups were from different payment methods (WeChat, Alipay, UnionPay, or bank transfer).

2.11 What Should I Do If I Do Not Receive the Verification Code When Withdrawing Money?

Check whether the SMS verification code is blocked by mobile management software. If not, submit a service ticket to contact the customer service.

2.12 Under What Circumstances May Money Withdrawals Be Delayed?

Generally, Huawei's accounting period is the last three working days at the end of each month. During the period, the finance department does not process withdrawal requests, which may cause a delay of one or two days.

3 Repayment

[3.1 Can Installment Payments Be Made in Advance?](#)

3.1 Can Installment Payments Be Made in Advance?

Yes. An installment can be paid any date before the due date.

4 Invoices

[4.1 Invoice Information](#)

[4.2 Invoice Requests](#)

[4.3 Electronic Invoices](#)

4.1 Invoice Information

4.1.1 What Is the Invoice Content? What Is the Tax Rate for an Invoice?

Below are the invoice contents and tax rates of different products.

Product	Invoice Content	Tax Rate
ARM server lease	*Financial Lease* Immovable property lease services	13%
Conference devices - TE10	*Radio and Television Equipment* Applied radio and television equipment	13%
Conference devices - TE20	*Radio and Television Equipment* Applied radio and television equipment	13%
Camera200	*Communication Devices* Data devices	13%
Huawei Interactive Whiteboard	*Communication Devices* Data devices	13%
Enterprise Collaboration Software	*Software* Common application software	13%

Product	Invoice Content	Tax Rate
HUAWEI IdeaHub S	*Communication Devices* Data devices	13%
TE20 Cloud	*Communication Devices* Data devices	13%
DeviceRental	*Operating Lease* Other movable property leasing services	6%
Huawei Atlas 200 DK AI Developer Kit	*Communication Devices* Data devices	13%
Nano Fixed Dome SDC	*Communication Devices* Data devices	13%
Mini Bullet SDC	*Communication Devices* Data devices	13%
Network Video Recorder	*Communication Devices* Data devices	13%
Advanced AI Modeling Analysis and Design Service	*R&D and Technical Services* Technology development expenses	6%
IdeaHub and Meeting Package	*Information System Value-Added Services* Cloud services + Hardware package	6%
Cloud Network Expert Service	*Software* Common application software	6%
TrafficGo Support Services	*Authentication Consulting Services* Consulting	6%
HUAWEI IdeaHub Pro Cloud	*Communication Devices* Data devices	13%
HUAWEI IdeaHub S Cloud	*Communication Devices* Data devices	13%
VAS Design and Implementation Service	*Software* Common application software	6%
Image Recognition Design and Implementation Service	*Software* Common application software	6%
HUAWEI IdeaHub Pro	*Communication Devices* Data devices	13%
HUAWEI IdeaHub Accessories	*Communication Devices* Data devices	13%
NLP Design and Implementation Service	*Software* Common application software	6%

Product	Invoice Content	Tax Rate
WeLink Enterprise Data Sinking Service	*Authentication Consulting Services* Consulting	6%
WeLink Enterprise Custom Logo Service	*Authentication Consulting Services* Consulting	6%
WeLink Open Search Service	*Authentication Consulting Services* Consulting	6%
WeLink Open Athena Service	*Authentication Consulting Services* Consulting	6%
Global SIM Link	*Telecommunication Services* Other value-added telecommunication services	6%
HUAWEI IdeaHub Trial	*Communication Devices* Data devices	13%
HUAWEI CloudLink Bar 300 Cloud	*Communication Devices* Data devices	13%
HUAWEI CloudLink Box 600 Cloud	*Communication Devices* Data devices	13%
HUAWEI CloudLink Box 300 Cloud	*Communication Devices* Data devices	13%
HiLens Platform Software Service	*Information System Value-Added Services* Cloud services + Hardware package	6%
HC-IAAS-Training	*Non-Academic Education Services* Training	6%
Bar300 and Meeting Package	*Information System Value-Added Services* Cloud services + Hardware package	6%
TE20 and Meeting Package	*Information System Value-Added Services* Cloud services + Hardware package	6%
HiCampus Core	*Software* Common application software	6%
E5G NaaS	*Telecommunication Services* Internet access	6%
HUAWEI CloudLink Mic 500	*Electronic Components* Electroacoustic components	13%

Product	Invoice Content	Tax Rate
Message over 5G	*Telecommunication Services* Other value-added telecommunication services	6%
HUAWEI IdeaHub Enterprise	*Communication Devices* Data devices	13%
IdeaHub Installation Service	*Construction Services* Installation	9%
HUAWEI IdeaHub Board	*Communication Devices* Data devices	13%
IR AI Mini Bullet Camera	*Communication Devices* Data devices	13%
WeLink Professional Services	*Authentication Consulting Services* Consulting	6%
Simple Message Notification	*Telecommunication Services* SMS and MMS	6%
Message & SMS	*Telecommunication Services* SMS and MMS	6%
iTA IoT Traffic	*Telecommunication Services* Other value-added telecommunication services	6%
IoT Communication	*Telecommunication Services* Other value-added telecommunication services	6%
Business Card	*Telecommunication Services* Other value-added telecommunication services	6%
Enterprise Collaboration Endpoints	*Communication Devices* Data devices	13%
Partner Enterprise Collaboration Devices	*Communication Devices* Data devices	13%
HiLens Kit	*Electronic Computers* Complete machine of computers	13%
Example Elastic Cloud Service	*Non-Academic Education Services* Training	6%

For other products, the invoice content is "*Information Technology Services* Cloud service fee" and the tax rate is 6%.

For information about the invoice tax rate for Marketplace products, consult the corresponding service provider.

4.1.2 What Are the Invoice Types?

A paper invoice can be a special or common VAT invoice, and an electronic invoice must be a common VAT invoice.

4.1.3 How Many Pages Does a Huawei Issued Invoice Have?

A common VAT invoice has only an invoice page, whereas a special VAT invoice has an invoice page and a deduction page.

4.1.4 What Information Is Needed When Requesting a Special VAT Invoice?

When requesting a special VAT invoice, provide your correct enterprise information including **Title, Tax Registration Certificate Number, Basic Account Registration Bank, Basic Account Registration Account, Enterprise Registered Address, and Enterprise Registered Phone Number.**

4.1.5 Are Special VAT Invoices Issuable When I Use WeChat or Alipay for a Top-Up?

Yes.

4.1.6 How Do I Change the Invoice Title?

1. Choose **Billing Center > Invoices.**
2. In the **Invoice Templates** area, click **Manage Template.**
3. Modify the invoice information on the displayed page as needed.
 - Since August 1, 2020, each HUAWEI CLOUD account can have only one invoice template by default. If you already have more than one invoice template, you can keep them but cannot add any more.
 - When an enterprise customer creates a VAT invoice template, the invoice title must be the same as the name that has passed real-name authentication and cannot be changed. If you need to issue invoices for another enterprise, you are advised to use that enterprise information for [real-name authentication](#).

4.1.7 How Do I Change the Recipient Address and Invoice Information?

Before invoicing: You can change them in the **Recipients** and **Invoice Templates** areas on the **Contracts and Invoices > Invoices** page of the Billing Center.

After invoicing: After an invoice is requested, the invoice information cannot be changed.

4.1.8 Is There Any Limit on the Invoice Amount?

No.

4.1.9 Is There a Time Limit for Requesting Invoices?

No.

4.1.10 How Do I Set the Invoice Type?

A paper invoice can be a special or common VAT invoice, and an electronic invoice must be a common VAT invoice.

Common VAT invoice: If you are a small-scale taxpayer without the qualification of general taxpayers, choose common VAT invoices. These invoices cannot be used to deduct input tax. When the invoice title is an individual or organization, you can only create a common VAT invoice template.

Special VAT invoice: If you are a general taxpayer and need to deduct input tax, choose special VAT invoices.

4.2 Invoice Requests

4.2.1 How Long Will I Receive an Issued Invoice?

You can check the invoice request status on the [Invoices](#) page. If the status is **To be acknowledged**, your invoice has been sent to you by courier. You can check the shipping progress according to the courier ticket number. The specific arrival time is subject to the courier service.

When the request status of an electronic invoice is **Complete**, you can download it on the [Invoices](#) page. Generally, the invoice can be issued within the day.

4.2.2 Can I Return an Invoice That Has Been Deducted by the Tax Bureau?

Yes, but you must provide a scanned copy of the *Information Table for Issuing Special Red-Letter VAT Invoices* issued by the tax bureau.

4.2.3 Can an Individual Customer Request an Enterprise-Title Invoice?

Yes. Individual customers can request regular and special enterprise-titled VAT invoices.

4.2.4 Can I Request Invoices Without Passing Real-Name Authentication?

No. You must pass real-name authentication before requesting invoices.

4.2.5 Can I Request an Invoice for a Top-Up?

No. According to applicable Chinese laws and regulations, HUAWEI CLOUD can only issue invoices for consumed amounts.

If you have no need to use HUAWEI CLOUD products currently, you can request an invoice after buying a stored value card. See [Buying a Stored Value Card](#).

4.2.6 Can I Split the Amount of an Order/Bill and Request Multiple Invoices Accordingly?

HUAWEI CLOUD can issue invoices by order or bill, and can issue an invoice for the total amount of more than one order/bill. However, HUAWEI CLOUD does not allow more than one invoice for a single order/bill.

4.2.7 Can I Request an Invoice for an Order Paid by a Partner of Mine?

Yes. You can directly request invoices in the Billing Center. For details, see [Requesting a HUAWEI CLOUD Invoice](#).

4.2.8 How Do Postpaid Customers Request Invoices?

Postpaid customers can request invoices based on the billing mode on the HUAWEI CLOUD official website. Alternatively, HUAWEI CLOUD can issue invoices for postpaid customers (by bill amount) backstage after the account reconciliation between the customer and HUAWEI CLOUD is complete.

4.2.9 How Do Customers Request Invoices When They Have Outstanding Invoices?

When customers have expenditures that have not been invoiced, they need to use the un-invoiced expenditure amount to offset the outstanding invoice amount. If the expenditure amount is greater than the outstanding invoice amount, the difference can be invoiced. Once the outstanding invoice amount is cleared, invoices can be issued by order or bill amount afterwards.

4.2.10 Can Remarks Be Printed on an Invoice?

Yes. You can enter desired information in the remarks text box on the invoice request page. Check that the entered information is correct.

4.2.11 Can Invoices Be Issued in English or Traditional Chinese?

No. Invoices must be issued in Simplified Chinese.

4.2.12 Who Will Pay the Invoice Courier Fee?

- If the value of the requested paper invoices is less than 100 RMB, the receiver pays the courier fee.
- If the value is greater than or equal to 100 RMB, Huawei pays the courier fee.

4.2.13 Can I Cancel an Invoice Request When I Find that the Invoice Information I Provide Is Incorrect?

You can cancel an invoice request when the invoice status is **Pending review**. In the **Invoice Requests** area on the **Invoices** page of the Billing Center, simply click **Cancel** in the Operation column of the target record.

Otherwise, you can only return the invoice after invoicing is completed and request an invoice again.

4.2.14 What Can I Do If I Lose an Invoice?

When you lose an invoice issued by HUAWEI CLOUD, you can submit a service ticket to handle it. In the service ticket, state clearly the required information including the account name, invoice title, invoice amount, invoice code, invoice No., and cause of the loss. If it is a special VAT invoice, *Statement of Invoice Loss* is needed in the service ticket.

- If the lost invoice is a regular VAT invoice, after your service ticket is approved, HUAWEI CLOUD will provide a photocopy or scanned copy of the invoice's bottom copy (with an invoice seal) for you.
- If the lost invoice is a special VAT invoice, after your service ticket is approved, you need to send a *Statement of Invoice Loss* with the company seal to HUAWEI CLOUD. After receiving the statement, HUAWEI CLOUD will provide a photocopy of the bookkeeping page of the special VAT invoice (with an invoice seal) for you. The recipient addresses for *Statement of Invoice Loss* are as follows:
 - If the signing entity is Huawei Software Technologies Co., Ltd., submit required materials by express to Zhou Yuanyuan (Tel: 025-56623909) at Huawei Nanjing R&D Center, No. 101, Ruanjian Avenue, Yuhuatai District, Nanjing, Jiangsu.
 - If the signing entity is Huawei Cloud Computing Technologies Co., Ltd., submit required materials by express to Li Longyun (Tel: 0851-88334826) at MAX-B22F, Financial City, Guanshanhu District, Guiyang, Guizhou.

4.2.15 How Do I Request Invoices If I Am Associated with a Partner by Advance Payment Mode?

Please request invoices from your associated partner.

4.2.16 How Do I Request Invoices If I Am Associated with a Partner by Referral Mode?

You can directly request invoices in the Billing Center. For details, see [Requesting a HUAWEI CLOUD Invoice](#).

4.2.17 Can I Request Enterprise-Title Invoices When Using Alipay for Payment?

When you use Alipay for expenditures in HUAWEI CLOUD, you can request individual, enterprise, or organization titled invoices.

4.2.18 When Can I Request Invoices for Pay-per-Use Resources?

If you are a prepaid customer, a virtual order of a month is generated on the third day of the next month based on the billing cycle for pay-per-use resources and you simply select the corresponding virtual order for invoicing.

If you are a postpaid customer, you can only request invoices by billing cycle for pay-per-use resources. The bill of the last month is generated on the third day of each month.

4.2.19 Can I Request an Invoice for Each Expenditure?

No. Invoices can only be issued by order or bill.

4.2.20 How Do I Revoke an Invoice Request If I Find Errors in the Invoice Information?

You can cancel an invoice request when the invoice status is **Pending review**. In the **Invoice Requests** area on the **Invoices** page of the Billing Center, simply click **Cancel** in the **Operation** column of the target record.

Otherwise, you can only return the invoice after invoicing is completed and request an invoice again.

4.2.21 How Do I Query Invoice Progress?

In the query box at the top right corner of the **Contracts and Invoices > Invoices** page in the Billing Center, enter an order number or a bill month to search for an invoice. Click **Details** to view the progress of the invoice.

4.2.22 Why Is the Previewed Information Incomplete?

The actual invoice content is complete. The virtual invoice for preview is only for reference.

4.2.23 Can I Customize the Invoice Amount?

No.

4.2.24 How Do I Query Issued Invoices?

In the query box at the top right corner of the **Contracts and Invoices > Invoices** page in the Billing Center, enter an order number or a bill month to search for an invoice.

4.2.25 In What Scenarios Can I Return an Invoice?

You can apply for returning an invoice in the following scenarios:

- An issued invoice has incorrect information.
- You want to unsubscribe from an invoiced order.

- You want to withdraw money for an invoiced amount.
- Others.

4.2.26 What Can I Do If I Want to Reissue an Invoice?

Return the invoice and then request a new invoice.

4.2.27 In What Scenarios Can I Request an Invoice?

For prepaid customers: Yearly/monthly products are invoiced based on orders, while pay-per-use expenditures are invoiced based on the billing cycle (a virtual order of a month is generated on the third day of the next month).

For postpaid customers: Invoices can only be issued based on generated expenditure bills or milestone bills. The expenditure bill of a month is generated on the third day of the next month.

4.2.28 Why Can I Not Request an Invoice?

If you have outstanding invoices, you need to offset these invoices before you can request new invoices. For details, see [Offsetting Outstanding Invoices](#).

The cause for outstanding invoices: When you make out an invoice based on the payment received, there is any Huawei write-off, or you unsubscribe from or downgrade specification for already invoiced resources, the invoiced amount for payment received, Huawei write-off amount, unsubscribed amount, and differential amount for the specification downgrade are all recorded as outstanding invoices.

4.2.29 Why Is the Invoiceable Amount Reduced?

The possible causes of inconsistent invoiceable amount and expenditure amount are as follows:

- You have pay-per-use expenditures, which cannot be billed in real time. They can only be invoiced after the third day of the next month when the bill is generated.
- You have outstanding invoices, which are caused by billing based on payment received, unsubscriptions, and specification downgrade.
- You have expenditures paid by cash coupons, which are not included in invoices.
- You have Marketplace expenditures, which are not included in HUAWEI CLOUD invoices.
- You cannot request invoices for top-ups. According to applicable Chinese laws and regulations, HUAWEI CLOUD can only issue invoices for consumed amounts. If you have no need to use HUAWEI CLOUD products currently, you can request an invoice after buying a stored value card. See [Buying a Stored Value Card](#).

4.2.30 What Kind of Invoices Can Enterprises Request?

HUAWEI CLOUD issues common or special VAT invoices for enterprises. For details, see [Requesting a HUAWEI CLOUD Invoice](#).

4.2.31 Why Is the Invoiceable Amount Inconsistent with the Monthly Expenditure Bill?

It may be because that a prepaid customer has unsubscribed from a paid order **that was placed in a different billing cycle**. Since the invoice is issued based on orders, the invoiceable amount does not include the unsubscribed amount. However, the unsubscribed amount is not deducted from the monthly expenditure bill. As a result, the inconsistency occurs.

4.2.32 Why Is the Invoice Amount Inconsistent with the Actual Payment?

Because there are outstanding invoices. Invoice amount = Amount of the selected orders or bills – Outstanding invoice amount

4.3 Electronic Invoices

4.3.1 Can Electronic Invoices Be Reimbursed?

The legal effect, basic usage, and basic use regulations of electronic invoices are the same as those of common VAT invoices. Consumers can use electronic invoices for reimbursement, and the receiving enterprises can record electronic invoices as formal accounting vouchers.

4.3.2 What Can I Do If My Finance Department Does Not Accept Electronic Invoices for Reimbursement and Bookkeeping?

According to the *Announcement No. 84 [2015] of the State Administration of Taxation — Announcement on Issues Concerning the Implementation of the Electronic Plain Value-Added Tax Invoices Issued Through the Electronic Value-Added Tax Invoice System*, electronic VAT invoices issued through the electronic VAT invoice system are implemented in China since December 1, 2015. Reimbursement and bookkeeping of electronic invoices comply with legal requirements.

If your finance department insists on not accepting electronic invoices, you can request returning your electronic invoices and request paper invoices instead.

4.3.3 Can Special VAT Invoices Be Issued in the Electronic Form?

No. Special VAT invoices must be issued in the paper form.

4.3.4 Can Electronic Invoices Be Printed Repeatedly? Are There Any Specific Requirements on the Printing?

Electronic invoices can be printed repeatedly, in black and white or in color. There are no requirements on the printing paper.

4.3.5 What Can I Do If I Lose an Electronic Invoice?

Because electronic invoices can be downloaded repeatedly in the Billing Center, there is no risk of loss.

4.3.6 How Do I Return an Electronic Invoice?

Go to the **Invoices** page of the **Billing Center** and return the electronic invoice as instructed.

4.3.7 What Materials Are Required for Returning an Electronic Invoice?

No materials need to be shipped to HUAWEI CLOUD.

4.3.8 What Can I Do If the Electronic Invoice Information Is Incorrect?

Return the incorrect electronic invoice. Then request a correct electronic invoice.

4.3.9 How Do I Request an Electronic Invoice?

For details, see [Requesting a HUAWEI CLOUD Invoice](#). When you request an invoice, select **E-invoice** for the invoice form.

4.3.10 Are Special VAT Invoices Issuable for Electronic Invoice?

No. Only common VAT invoices can be issued for electronic invoice.

4.3.11 How Do I Download Electronic Invoices?

On the **Contracts and Invoices > Invoices** page in the Billing Center, when the request status of an electronic invoice is **Complete**, click **Download** to download it.

5 Bills

- [5.1 Why Are There Pay-per-Use Expenditures When My Cloud Resources Are All Yearly/Monthly Subscriptions?](#)
- [5.2 Why Are Fees Generated Every Day When I Have Not Subscribed to Any Resource?](#)
- [5.3 How Do I View the Usage and Expenditure Amount of Pay-per-Use Resources?](#)
- [5.4 How Do I View the Daily Expenditure of Pay-per-Use Resources?](#)
- [5.5 Why Is There a Truncated Amount?](#)
- [5.6 Why Do I Have an Outstanding Balance Due? What Can I Do?](#)
- [5.7 How Do I Query Resources in Arrears?](#)
- [5.8 When Can I Obtain the Complete Monthly Expenditure Data?](#)
- [5.9 How Do I View Bills Generated One Year Ago?](#)
- [5.10 How Do I Download a Bill?](#)
- [5.11 Why Are the Expenditure Time and Transaction Time of a Pay-per-Use Product Inconsistent in the Transaction Bill?](#)
- [5.12 Why Some Resources Do Not Have Names or IDs?](#)
- [5.13 Why Are There Some Amounts with Eight Decimal Places and Others with Two Decimal Places?](#)
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- [5.22 How Do I View Previous Bills After I Have Been Associated with or Disassociated from a Reseller?](#)
- [5.23 Why Is There a Truncated Amount? What Is the Rule?](#)
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- [5.31 How Can I View the Expenditure Data of Member Accounts?](#)
- [5.32 How Do I Hide ¥0 Expenditures?](#)
- [5.33 How Do I Delete a Resource?](#)
- [5.34 How Do I View My Annual Expenditure?](#)

5.1 Why Are There Pay-per-Use Expenditures When My Cloud Resources Are All Yearly/Monthly Subscriptions?

Log in to the Billing Center and choose **Bills > Cost Bill > Transaction Bills**. Check whether pay-per-use resources exist in any cloud service region.

5.2 Why Are Fees Generated Every Day When I Have Not Subscribed to Any Resource?

Log in to the Billing Center and choose **Bills > Cost Bill > Transaction Bills**. View the cost information to check whether you have purchased any resource.

5.3 How Do I View the Usage and Expenditure Amount of Pay-per-Use Resources?

Log in to the Billing Center and choose **Bills > Cost Bill > Bill Details**. Set the **Billing Mode** to **Pay-per-use** to view the usage and expenditure details of pay-per-use resources.

5.4 How Do I View the Daily Expenditure of Pay-per-Use Resources?

Log in to the Billing Center and choose **Bills > Cost Bill > Bill Details**. Set **Data Period** to **By day** and **Billing Mode** to **Pay-per-use**, and then you can export the bill details to get the total expenditure amount of each day.

5.5 Why Is There a Truncated Amount?

When pay-per-use resources are billed, the expenditure amount is accurate to eight decimal places; while the actual amount deducted from the customer's account is accurate to two decimal places. Therefore, the truncated amount exists.

5.6 Why Do I Have an Outstanding Balance Due? What Can I Do?

Generally, pay-per-use expenditures can be settled by hour, day, or month. At the end of each settlement period, you are charged after the bills are generated. If the account balance is insufficient, your account is in arrears.

1. [Why Am I Getting Charged for My Pay-per-Use Products Even After I Purchased a Resource Package?](#)
2. [Why Am I Getting Charged Every Day Even I Did Not Purchase Any Resources?](#)

If you want to manually delete resources, log in to the HUAWEI CLOUD console. For details about how to delete resources (ECS as an example), see [What Functions Does the Delete Button Provide?](#)

If you are in arrears, repay the outstanding amount before the due time. Otherwise, the in-use resources will be released and then deleted. For details, see [Repaying Outstanding Amount](#).

5.7 How Do I Query Resources in Arrears?

1. Go to the **Overview** page of the Billing Center.
2. Click **View arrears** to view details about the resources in arrears.

5.8 When Can I Obtain the Complete Monthly Expenditure Data?

Generally, the expenditure data of each month is summarized (and the bill is generated) on the third day of the next month.

5.9 How Do I View Bills Generated One Year Ago?

- HUAWEI CLOUD provides bills of the last 18 months. Please download and save them in time.
- To obtain a bill earlier than 18 months ago, [submit a service ticket](#).

5.10 How Do I Download a Bill?

After exporting the following bills, you need to obtain them on the **Billing Center > Bills > Export History** page.

- On the **Bills > Cost Bill** page of the Billing Center, export the transaction bill and bill details.
- On the **Bills > Monthly Breakdown** page of the Billing Center, export the monthly cost data.
- On the **Funds Management > Account Statements** page of the Billing Center, export the account statements data.

5.11 Why Are the Expenditure Time and Transaction Time of a Pay-per-Use Product Inconsistent in the Transaction Bill?

Expenditure time: The period from the time you start using the cloud service to the time you stop using it.

Transaction time: The time when you actually pay for the cloud service.

If the hourly expenditure of a cloud service is less than ¥0.01, these fees will be summed up for settlement. As a result, the transaction time is different from the expenditure time.

5.12 Why Some Resources Do Not Have Names or IDs?

The resource name and ID of the Object Storage Service (OBS) are bucket names. If you are performing global operations, there is no corresponding bucket, which means no resource name and ID.

5.13 Why Are There Some Amounts with Eight Decimal Places and Others with Two Decimal Places?

The expenditure amount displayed for pay-per-use resources is the original amount with eight decimal places, while the deducted amount displayed is the amount actually charged accurate to two decimal places.

5.14 Why Is There a Frozen Amount in the Account Statements?

After you apply for a money withdrawal, the withdrawal amount is frozen until the withdrawal process is completed.

5.15 Why Is There an Account Adjustment Amount in the Account Statements?

Partner's subaccount: An account adjustment amount is generated when an associated partner allocates funds to or reclaims money from you.

Postpaid customers: An account adjustment amount is generated when HUAWEI CLOUD adjusts the credit limit of your account.

5.16 Why Can I Not Find My Top-Up Amount in the Account Statements?

Check whether you have topped up a wrong account.

5.17 How Long Does It Take for an Export to Complete?

About five minutes. It may be longer when there is a large amount of data.

5.18 Why Does a File Remain in the Processing Status on the Export History Page?

A bill file being exported is in the **Processing** status. Please wait until its status becomes **Successful**.

5.19 Why Are There Enterprise Projects Whose Expenditures Are Not Included?

Only part of cloud services support enterprise project management. For the list of cloud services that support enterprise project management, see [Cloud Services Supported by EPS](#).

- If you have not set any enterprise projects when purchasing a cloud service resource, the default value is: **default**.
- If the cloud service resource you have purchased does not support enterprise project management, it is displayed as: **Not included**.

5.20 Why Am I Getting Charged Even After the Resource Has Been Deleted?

In pay-per-use billing mode, you can use cloud services before being charged by the usage reported periodically to the system. Pay-per-use products are usually settled by hour, day, or month. For details, see [Periodic Settlement of Pay-per-Use Products](#).

For example, if an ECS (settled by hour) is deleted at 8:30, the fees generated from 8:00 to 9:00 are usually paid at about 10:00. You can view the use time of a pay-per-use product on the **Bills > Cost Bills > Transaction Bills** page of the Billing Center.

5.21 How Do I Affix a Huawei Seal for a Bill?

Go to the **Billing Center > Bills > Overview** page to export a summary bill, which is affixed with a Huawei accounting seal by default.

If you need to affix a Huawei accounting seal for a transaction bill, export the transaction bill and then contact your account manager to apply for the seal.

5.22 How Do I View Previous Bills After I Have Been Associated with or Disassociated from a Reseller?

Go to the **Billing Center > Bills > Cost Bill** page and click **Historical Data**. On the page that is displayed, view and export your previous bills.

5.23 Why Is There a Truncated Amount? What Is the Rule?

The price of HUAWEI CLOUD products is accurate to the 8th decimal place (unit: ¥). However, the amount due is truncated to the 2nd decimal place, while the third and later decimal places are referred to as the truncated amount.

Example: The price of a 1 GB EVS is ¥0.00064000/hour. If you use a 10 GB EVS for 25874 seconds in pay-per-use billing mode, the unbilled amount due is $(25874/3600) \times 0.00064000 \times 10 = ¥0.04599822$. After the bill is generated, the amount due is ¥0.04. In this case, the truncated amount is ¥0.00599822.

5.24 Why Is the Outstanding Fee Displayed on the Overview Page Different from the Credit Payment Amount on the Cost Bill Page?

Outstanding fee = Credit payment + Arrears – Written-off amount. When you have arrears or have written off part of the credit payment, the outstanding fee and the credit payment are different.

5.25 How Do I View Bills by Region?

1. Go to the [Cost Bill](#) page.
2. Click the **Overview** tab.
3. Click **Show more** and click **Regions** to view your bill data by region.

5.26 How Do I View Bills by Service Type?

1. Go to the [Cost Bill](#) page.
2. Click the **Overview** tab.
3. Click **Show more** and click **Service Types** to view your bill data by service type.

5.27 How Do I View Bills by Enterprise Project?

1. Go to the [Cost Bill](#) page.
2. Click the **Overview** tab.
3. Click **Show more** and click **Enterprise Projects** to view your bill data by enterprise project.

NOTE

Customers who have enabled enterprise project management can set the corresponding enterprise project when placing an order. If you have set an enterprise project for an order, attribution of the fees in the bill will not change. (Even if you change the enterprise project for the yearly/monthly resource in the future, the enterprise project to which the fees belong will not change.)

5.28 How Do I View Bills by Billing Mode?

1. Go to the [Cost Bill](#) page.
2. Click the **Overview** tab.
3. Click **Show more** and click **Billing Modes** to view your bill data by billing mode.

5.29 What Are the Differences Between Expenditure Analysis and Cost Analysis?

- Expenditure analysis: You can view the trend and distribution of your expenditure in a specified period from multiple dimensions.
- Cost analysis: You can view the trend and distribution of the cost breakdown data in a specified period from multiple dimensions.

Example: If the amount of an order is ¥120 for a year, the expenditure analysis shows ¥120, while the cost analysis shows ¥10 (monthly fee).

5.30 How Do I View the Account Statements of Stored Value Cards, Cash Coupons, and Flexi-Purchase Coupons?

The following procedure describes how to view the account statements of a cash coupon. Similarly, you can follow this procedure to view the account statements of stored value cards and flexi-purchase coupons as needed.

1. Go to the Billing Center.
2. Choose **Funds Management > Account Statements > Cash Coupon**.
3. View the account statements of a cash coupon in a specified period.

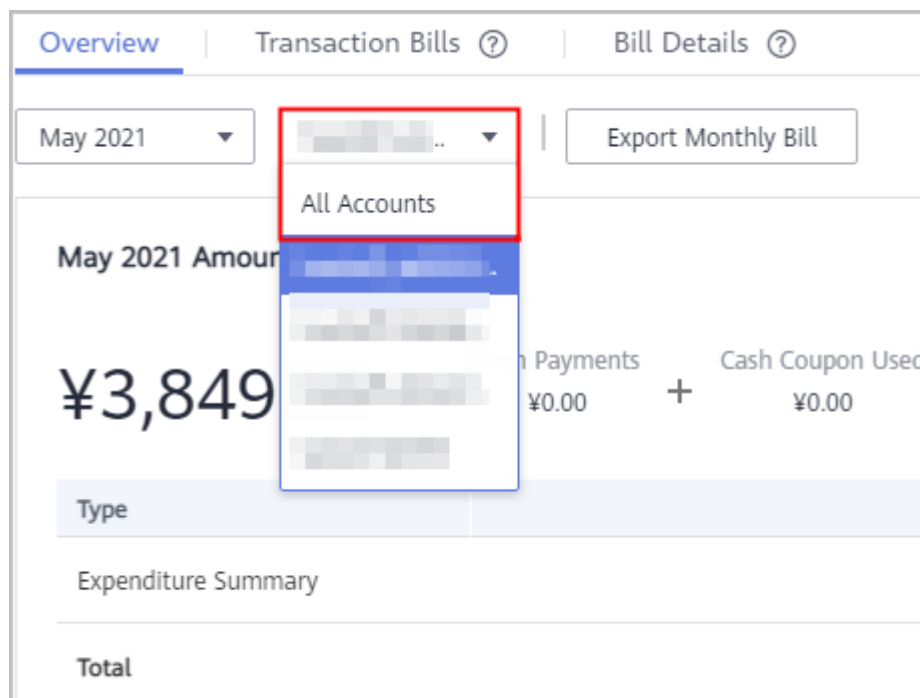
You can also enter a coupon ID to view the account statements of the coupon.

5.31 How Can I View the Expenditure Data of Member Accounts?

The expenditure data of member accounts is available only when you use an enterprise master account to log in to the Billing Center. You can filter bills by **Account** or **Linked Account**.




Example:

1. Log in to the Billing Center and choose **Bills > Cost Bills > Overview**.
2. Select the account whose bill data you want to view.



5.32 How Do I Hide ¥0 Expenditures?

To hide ¥0 expenditures, you can do any of the following as needed:

- Choose **Bills > Cost Bills > Overview**, click  on the right of **Amount** displayed in the expenditure overview area, and choose **Hide ¥0 Expenditures**.
- Choose **Bills > Cost Bills > Transaction Bills**, click  on the right of **Amount** displayed in the expenditure overview area, and choose **Hide ¥0 Expenditures**.
- Choose **Bills > Cost Bills > Bill Details**, click  on the right of **Amount** displayed in the expenditure overview area, and choose **Hide ¥0 Expenditures**.

5.33 How Do I Delete a Resource?

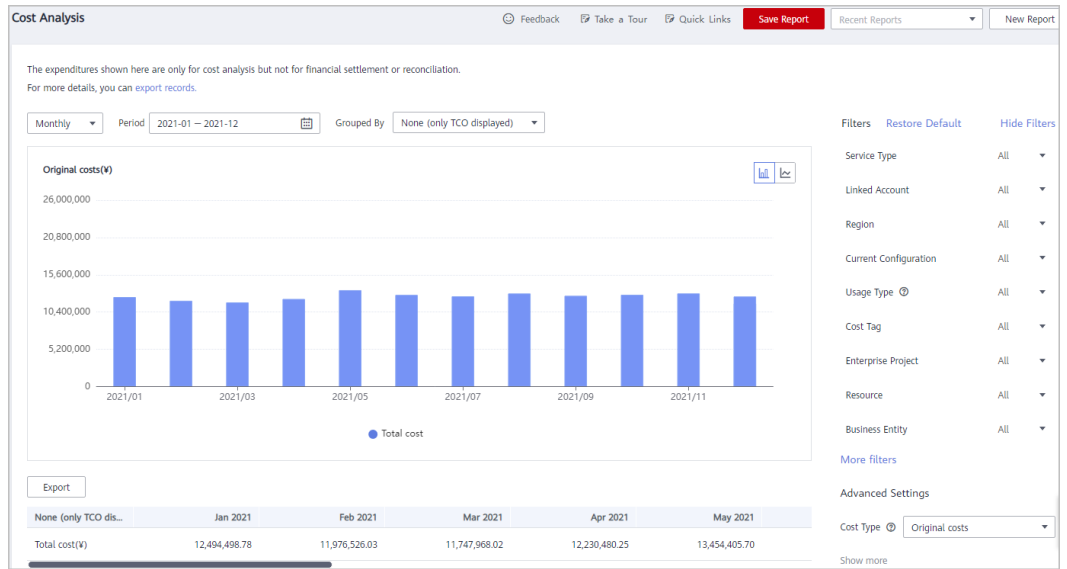
- If your pay-per-use resources are no longer used, you can log in to the HUAWEI CLOUD console to delete them.
Perform the following operations (ECS as an example):
 - a. Log in to the console.
 - b. Under **Computing**, click **Elastic Cloud Server**.
 - c. Select the ECSs to be deleted.
 - d. In the upper part of the ECS list, click **Delete**.
- Yearly/monthly cloud services cannot be directly deleted. You can only unsubscribe from them. For details, see [Cloud Service Unsubscriptions](#).

5.34 How Do I View My Annual Expenditure?

You can log in to Cost Center to analyze and explore your annual expenditure data based on various dimensions and filter criteria.

1. Log in to Cost Center, and access the [Cost Analysis](#) page.
2. Select your desired filters to view your summarized expenditure data. For details, see [Viewing Cost Analyses](#).

In this following example, you can view your monthly expenditure data summarized from January 2021 to December 2021.



6 Fee Deductions

[6.1 Why Are There Still Fee Deductions After the Server Has Been Shut Down or the Resource Has Been Deleted?](#)

[6.2 Why Can I Not Find Fee Deduction Records After I Have Subscribed to a Pay-per-Use Resource?](#)

[6.3 Why Are Pay-per-Use Resources Still Being Charged Even When My Account Is in Arrears?](#)

[6.4 Why Is the Fee Deducted From My Balance When I Have Flexi-Purchase Coupons?](#)

[6.5 Will My Resources Be Deleted If My Account Is in Arrears?](#)

[6.6 How Are Fees Deducted for Pay-per-Use Resources?](#)

6.1 Why Are There Still Fee Deductions After the Server Has Been Shut Down or the Resource Has Been Deleted?

Generally, pay-per-use expenditures can be settled in hours, days, or months. Fees for previous expenditures will not be deducted in a short time after the resource is deleted. Only when the settlement period ends, bills are generated and fees are deducted.

6.2 Why Can I Not Find Fee Deduction Records After I Have Subscribed to a Pay-per-Use Resource?

- SDR delay: Generally, pay-per-use expenditures can be settled in hours, days, or months. When the settlement period ends, bills are generated and fees are deducted. You cannot find fee deduction records probably because the settlement period has not ended.
- Small-amount accumulation: If the hourly expenditure of a cloud service is less than ¥0.01, these fees will be summed up for settlement. You cannot find fee deduction records probably because it is not time for settlement.

6.3 Why Are Pay-per-Use Resources Still Being Charged Even When My Account Is in Arrears?

When you are in arrears, your resources will be granted a grace period and a retention period based on your level (see [Grace Period and Retention Period](#) for details). The resources in the grace period will continue to be charged.

6.4 Why Is the Fee Deducted From My Balance When I Have Flexi-Purchase Coupons?

Possible causes:

- Buying Marketplace products: Flexi-purchase coupons issued by HUAWEI CLOUD can only be used for general HUAWEI CLOUD products and services but not for Marketplace products (including featured products in the Marketplace).
- Restrictions of flexi-purchase coupons: You do not meet the restrictions of the flexi-purchase coupons.

6.5 Will My Resources Be Deleted If My Account Is in Arrears?

When you are in arrears, your pay-per-use services enter a grace period. You need to pay the outstanding amount within a specified period; otherwise the associated resources will be released and deleted. For details about the grace period and retention period, see [Grace Period and Retention Period](#).

If you want to manually delete resources, log in to the HUAWEI CLOUD console. For details about how to delete resources (ECS as an example), see [What Functions Does the Delete Button Provide?](#)

6.6 How Are Fees Deducted for Pay-per-Use Resources?

Generally, pay-per-use expenditures can be settled in hours, days, or months. When the settlement period ends, bills are generated and fees are deducted from your account balance. If your account balance is insufficient, your account will be in arrears. However, you need to pay the outstanding amount within a specified period. If it is not paid in time, the resources being used will be released and deleted.

7 Resource Packages

- [7.1 Why Am I Getting Charged for My Pay-per-Use Products Even After I Purchased a Resource Package?](#)
- [7.2 How Is the Excess Usage Charged After I Have Purchased a Resource Package?](#)
- [7.3 Why Are There Fee Deductions After I Have Received an SMS Message Indicating That the Resource Package Has Been Used Up and the Service Has Stopped?](#)
- [7.4 Why Does My Resource Package Expire at 2019/09/01 00:00:00 When I Purchased it at 2019/08/26 18:00:00?](#)
- [7.5 If I Already Purchased a Resource Package, Why Am I Incurring New Charges?](#)
- [7.6 Why Did I Receive a Notification Indicating That I Have Exceeded the Resource Package Quota When I Actually Have Remaining Quota Left?](#)
- [7.7 How Will My Resource Packages with the Same Application Scenarios Be Used?](#)
- [7.8 How Do I View the Usage of a Resource Package?](#)
- [7.9 What Are the Differences Between Resource Packages and Pay-per-Use Resources?](#)
- [7.10 When Does the Resource Package I Purchased Expire?](#)
- [7.11 When Will I Receive Resource Package Usage Alerts?](#)
- [7.12 Deduction Rules for Resource Packages](#)
- [7.13 Why Didn't the Individual Instance Usage Percentages of My Resource Package Add Up to 100%?](#)

7.1 Why Am I Getting Charged for My Pay-per-Use Products Even After I Purchased a Resource Package?

Possible causes:

- The specifications of your pay-per-use products do not match those of the resource package.

- Your pay-per-use products are not included in the resource package you purchased.
- Your pay-per-use products are not in a region where the resource package can be used.
- Your pay-per-use products belong to a different enterprise project.
- Your pay-per-use products use a different billing metric from the resource package. For example, you have purchased an OBS traffic package, but your products are in pay-per-use mode.

In this case, the specifications of the resource package you purchased do not match those of pay-per-use products. You need to purchase another resource package that matches the specifications.

7.2 How Is the Excess Usage Charged After I Have Purchased a Resource Package?

Usage beyond the resource package is charged based on Actual usage x Unit price.

7.3 Why Are There Fee Deductions After I Have Received an SMS Message Indicating That the Resource Package Has Been Used Up and the Service Has Stopped?

Pay-per-use products are charged based on Actual usage x Unit price. There may be a difference between the actual usage time and the fee deduction time of pay-per-use products. Since it takes some time for the system to process, it is normal that there is a delay of the fee deduction time compared to the actual usage time.

You can export the transaction bill on the Billing Center > **Bills** > **Cost Bill** page. In the transaction bill, you can check the Expenditure Time to learn about the actual usage time of a pay-per-use product.

7.4 Why Does My Resource Package Expire at 2019/09/01 00:00:00 When I Purchased it at 2019/08/26 18:00:00?

Resource packages are reset by calendar month. If you purchased a resource package on August 26, it will be reset on September 1. That's why the validity period of the resource package is August 26 to September 1. After the reset, the new validity period will be September 1 to September 26.

7.5 If I Already Purchased a Resource Package, Why Am I Incurring New Charges?

- You may have used up the resource package, in which case you will be billed for any subsequent usage.
- The specifications of your resource package do not match those of your pay-per-use products.
 - The specifications of your pay-per-use products do not match those of the resource package.
 - Your pay-per-use products are not included in the resource package you purchased.
 - Your pay-per-use products are not in a region where the resource package can be used.
 - Your pay-per-use products belong to a different enterprise project.
 - Your pay-per-use products use a different billing metric from the resource package. For example, you have purchased an OBS traffic package, but your products are in pay-per-use mode.

7.6 Why Did I Receive a Notification Indicating That I Have Exceeded the Resource Package Quota When I Actually Have Remaining Quota Left?

Quota alerts are sent based on the usage of resource packages of the same type rather than a single resource package.

If, for example, you purchased 10 of the same type of package, when the remaining quota of any single package is running low, no alerts are sent. The alerts are only reported when the total remaining quota of the 10 packages combined reached a certain threshold.

7.7 How Will My Resource Packages with the Same Application Scenarios Be Used?

If you have resource packages with the same application scenarios, whichever package expires first will be applied first.

Example: A customer has the following two resource packages, which have the same application scenarios:

Resource package 1: A yearly resource package that takes effect on October 10, 2019 and can be reset every month.

Resource package 2: A monthly resource package that takes effect on October 12, 2019.

When to use:

1. As of October 10, 2019, you first use the resources in package 1, which will expire first. If package 1 is used up, you will start to use those in package 2.
2. As of October 12, 2019, if package 1 (from October 10, 2019 to November 10, 2019) has been used up, you will use resources in package 2. If package 2 is used up, you will continue to use resources in package 1 (from November 10, 2019 to December 10, 2019).

7.8 How Do I View the Usage of a Resource Package?

You can view the usage of all resource packages on the **My Resource Packages** page in the Billing Center.

7.9 What Are the Differences Between Resource Packages and Pay-per-Use Resources?

- A resource package is purchased ahead of time, and then services are provisioned and paid with a quota from the package. With pay-per-use you use the cloud service directly and pay as you go.
- A resource package is a resource quota you buy in advance. When you are using pay-per-use resources, HUAWEI CLOUD preferentially deducts your quota from any matched resource packages you have purchased first. The usage beyond the package quota will be billed accordingly. Resources will not be provisioned automatically when you purchase a resource package. If you do not provision pay-per-use resources to go with a resource package, the package is of no use.

7.10 When Does the Resource Package I Purchased Expire?

HUAWEI CLOUD supports yearly or monthly subscriptions. Available durations include one month, multiple months, one year, two years, and three years.

Example 1: If you purchase a one-month resource package that takes effect immediately on January 21, it will expire at 23:59:59 on February 21.

Example 2: If you purchase a one-month resource package that takes effect immediately on January 31, it will expire at 23:59:59 on February 28 (or 23:59:59 on February 29 in a leap year) because February does not have the 30th and 31st days.

7.11 When Will I Receive Resource Package Usage Alerts?

1. Resource package usage alerts are sent once the specified usage thresholds are reached.
2. Quota alerts are sent based on the usage of resource packages of the same type rather than a single resource package.

If, for example, you purchased 10 of the same type of package, when the remaining quota of any single package is running low, no alerts are sent. The alerts are only reported when the total remaining quota of the 10 packages combined reached a certain threshold.

3. If you have multiple resource packages of a certain type, when there are renewals or unsubscriptions, the system will recalculate if a quota alert still needs to be sent.

In this scenario, if there are those same 10 packages, and an alert is triggered. If you purchase another 2 resource packages of the same type, no more alerts will be sent. Purchasing the new package means no more alerts will be reported unless you continue using those resources to the point where the quota is low enough to trigger alerts again.

7.12 Deduction Rules for Resource Packages

Packages are deducted in the following order of priority: **specified enterprise project resource packages** -> **resource packages with restrictions** -> **promotion activity resource packages** -> **subscribed resource packages**.

1. Specified enterprise project resource packages: When purchasing a resource package, customers who have enabled the enterprise project function can select an enterprise project to which the resource package belongs. Resource packages of the specified enterprise project are deducted first, and then resource packages that apply to all enterprise projects are deducted.
2. Resource packages with restrictions: Resource packages have certain usage restrictions, including on region and resource specifications.
 - Region: For example, if a customer sets the region to CN North-Beijing1 when purchasing a cloud product, only resource packages in the CN North-Beijing1 region can be deducted. For another example, when a cloud product is launched on HUAWEI CLOUD, if the region is restricted to CN North-Beijing1, only resource packages in the CN North-Beijing1 region can be deducted.
 - Resource specifications: For example, if a customer purchases an EVS resource package with a usage limit of high I/O, only EVS disks with high I/O can be matched for package deduction, while those with common I/O or ultra-high I/O cannot.
3. Promotion activity resource packages: Resource packages used when a customer participates in a promotion activity. For example, a resource package rewarded for participating in a promotion activity.
4. Subscribed resource package: Resource packages that a customer purchases.

Resource packages of the same type are deducted in the following order of priority: **expiration time** -> **effective time** -> **subscription time**.

1. Expiration time: Resource packages that will expire first are deducted first. (You can view the effective time and expiration time of a resource package on the **Billing Center** > **My Resource Packages** page.)
2. Effective time: If two resource packages have the same expiration time, the resource package that takes effect first is deducted first.
3. Subscription time: If two resource packages have the same effective time and expiration time, the resource package that is purchased first is deducted first.

7.13 Why Didn't the Individual Instance Usage Percentages of My Resource Package Add Up to 100%?

The usage percentage of each instance is rounded off to the second decimal place. Due to rounding, the individual percentages may not always add up to exactly 100%.

8 Huawei Cloud Quickpass Loan

- [8.1 Loan Service](#)
- [8.2 Applying for a Loan](#)
- [8.3 Placing an Order](#)
- [8.4 Loans](#)
- [8.5 Invoices](#)
- [8.6 Unsubscriptions](#)

8.1 Loan Service

8.1.1 How Do I Access the Loan Service?

You can use the following three methods:

- In the search box on the HUAWEI CLOUD homepage, enter "bank loan", "installment loan", or "loan" and search.
- In the upper right part of the top navigation bar on the HUAWEI CLOUD official website, click **Billing Center** and go to the **Loan Management** page.
- In the upper right part of the top navigation bar on the HUAWEI CLOUD official website, choose **Service and Support** > **Loan**.

8.1.2 What Types of Loan Are There? What Are the Restrictions of Each Type?

There are two types of loan: individual loan and enterprise loan.

- Customers authenticated as an individual can only apply for an individual loan. The applicant must be the legal representative of an enterprise.
- Customers authenticated as an enterprise can apply for an individual or enterprise loan. The enterprise applying for a loan must fill in its information that is consistent with its real-name authentication information.

8.2 Applying for a Loan

8.2.1 In What Regions Can Enterprises Not Apply for a Loan?

Hainan Province, Qinghai Province, Taiwan Province, Tibet Autonomous Region, Hong Kong Special Administrative Region, and Macao Special Administrative Region.

8.2.2 What Materials Are Required for Offline Qualification Verification by the Bank When I Apply for an Enterprise Loan?

Required materials include the business license, account opening certificate, legal person ID card, and letter of authorization for credit investigation and query. Since bank branches in different regions have different requirements on materials, the specific materials are subject to the specific branch.

8.2.3 Why Does the System Display a Message Indicating That the Loan Service Fails to Be Enabled? What Can I Do?

If the system displays a message indicating that the loan service fails to be enabled, you do not meet the qualification of borrowing a loan from the bank. You can call the service hotline of the bank (ICBC service hotline +86 95588) or directly contact the subbranch, and provide the error code displayed on the page. The bank will check the failure reason for you.

8.2.4 Is There Any Handling Fee for Applying for a Loan?

No handling fee is charged.

8.3 Placing an Order

8.3.1 What Can I Do If I Cannot Select the Bank Loan Option When Paying an Order?

The possible causes are as follows:

- The order amount is less than ¥1,000.
- Loans are not supported for products in the order.
- Your available credit is less than the loan amount you need in the order.

When you cannot use a loan to pay, select another payment method.

8.4 Loans

8.4.1 Which Account Will a Loan Arrive In?

The same account is used to receive and repay the loan. You can set the account every time you withdraw loan money. The account submitted at the time of application is used only for review and can be changed when you withdraw the loan.

8.4.2 How Do I Cancel an Unpaid Loan Order?

On the **Billing Center > Orders** page, when a loan is in the **Pending withdrawal** status, you can click **Cancel** to cancel the loan. If the loan is in the **Pending approval** status, you need to wait until it is approved before you can cancel the loan.

8.4.3 How Do I Continue Paying a Loan Order That Was Not Paid Before?

On the **Billing Center > Orders** page, locate the unpaid order in the **Pending payment** order list and click **Pay**. On the payment page, select **Bank Loan**.

Select Payment Method Pay: ¥15,000.00

Bank Loan Available Loan Amount ¥99,999.00

A resource renewal or specification change requires paying off the bank loan first. For details, see the loan rules

Balance Balance ¥9,954,099.00 Top Up

Online Payment

Download Contract and Pay Download a contract, fill in the required information, and request your finance department to process the payment. Discounts, if any, will be automatically calculated.

8.4.4 How Do I Withdraw a Loan?

On the **Billing Center > Loan Management > Loans** page, click **Withdraw Loan**. The personal mobile banking app or enterprise e-banking site is opened, where you can withdraw the loan.

- **Individual Loan:**
 - a. Log in to the ICBC personal mobile banking app.
 - b. Choose **Loan > Small and Micro E-Loan > Operating Instant Loan**. The operating instant loan page is displayed.
 - c. Click **Get a Loan** to go to the orders page.
 - d. Select the loan amount based on the corresponding HUAWEI CLOUD service order and click **Next**.
The withdrawal application page is displayed.
 - e. Fill in the application information and click **Next**.
The supplementary information page is displayed.
 - f. Fill in your personal information and click **Next**.
The information confirmation page is displayed.
 - g. Read and select the *Loan Contract* and *Authorization Letter for Basic Information Query and Use*, and click **Next**. The verification page is displayed.

- h. Use the USB key or cipher instrument for verification to complete the withdrawal.
- **Enterprise Loan:**
 - a. Log in to the ICBC enterprise e-banking site.
 - b. Choose **Network Financing > Apply for Financing > Apply for Loan**. The product list page is displayed.
 - c. Select **Operating Instant Loan** and click **Apply**. The page for selecting a branch name is displayed.
 - d. Select a branch and enter a name to go to the HUAWEI CLOUD service order list page.
 - e. Select the corresponding cloud service order and click **Next**. The financing application page is displayed.
 - f. Enter the repayment account, read the withdrawal statement, select **Agree**, and click **Submit**. The application confirmation page is displayed.
 - g. Check the contract contents, select **I have read and agree to the above contract**, and click **Submit**. The verification page is displayed.
 - h. Use the USB key for verification to complete the withdrawal.

8.4.5 Why Is There a Message Displayed Indicating That the Withdrawal Fails? What Can I Do?

- You can call the service hotline of the bank (ICBC service hotline +86 95588) or directly contact the subbranch, and provide the error code displayed on the page. The bank will check the failure reason for you.
- After a withdrawal fails, you can cancel the loan on the **Billing Center > Orders** page of the HUAWEI CLOUD official website and change the payment method. The down payment that you have made will be returned.

8.4.6 How Do I View or Download a Loan Agreement?

- When you have obtained an individual loan and used it to pay for an order:
 - a. Log in to the ICBC personal mobile banking app.
 - b. Choose **Loan > My Loans > My Operating Loans**. The contracts page is displayed.
 - c. Click the corresponding loan contract to go to the contract details page.
 - d. Click **Query Loan Receipt** to view the loan contract on the loan receipt details page.
- When you have obtained an enterprise loan and used it to pay for an order:
 - a. Log in to the ICBC enterprise e-banking site.
 - b. Choose **Network Financing > My Loans**. The loan list page is displayed.
 - c. View the corresponding loan contract.

8.4.7 What Is the Due Date for a Loan?

- Individual loan: If the loan is granted on the first day to the tenth day of a month, the due date is the first day of the next month. If the loan is granted

on the 11th day to the 31st day of a month, the due date is the 10th day of the next month.

- Enterprise loan: The due date is the loan granting date by default. If such a date does not exist in the next month, the due date is the last day.

8.4.8 Are There Repayment Reminders? When Are They Sent?

The bank will send an SMS message of repayment reminder to your mobile phone. For customers whose loan receiving account has insufficient balance, a reminder is sent five days and one day before the due date, respectively. When your loan is overdue, a reminder will be sent on the due date, three days after the due date, and five days after the due date, respectively.

8.4.9 How Do I View the Repayment Amount?

- **Individual Loan:**
 - a. Log in to the ICBC personal mobile banking app.
 - b. Choose **Loan > My Loans > My Operating Loans**. The contracts page is displayed.
 - c. Click the corresponding loan contract to go to the contract details page.
 - d. Click **Query Loan Receipt** to go to the loan receipt details page.
 - e. Click **Repayment Plan** to view the repayment amount.
- **Enterprise Loan:**
 - a. Log in to the ICBC enterprise e-banking site.
 - b. Choose **Network Financing > My Loans**. The loan list page is displayed.
 - c. Click the corresponding loan contract to view the repayment amount.
- Log in to the HUAWEI CLOUD official website and go to the **Billing Center > Loan Management > Loans** page. Click **Details** for the target loan to view the repayment plan details. (The actual bank repayment plan shall prevail.)

8.4.10 How Do I Repay a Loan?

- **Individual Loan:**
 - a. Log in to the ICBC personal mobile banking app.
 - b. Choose **Loan > My Loans > My Operating Loans**. The contracts page is displayed.
 - c. Click **Repay** to go to the repayment information entry page.
 - d. Enter the repayment amount and click **Confirm Repayment Info**.
 - e. On the repayment page, click **Finish**.
- **Enterprise Loan:**
 - Repayment by yourself
 - i. Log in to the ICBC enterprise e-banking site.
 - ii. Choose **Network Financing > My Loans**. The loan list page is displayed.
 - iii. On the advance repayment page, select full repayment or partial repayment and click **Submit**.

- iv. After confirmation, use the USB key for verification. Submit the repayment directive and click **Back** to complete the repayment.
- Repayment by others under your authorization
 - i. Log in to the ICBC enterprise e-banking site.
 - ii. The welcome page is displayed. Go to the pending commands page.
 - iii. Select the target loan contract and click **Approve**.
 - iv. Choose **Network Financing > Approve Directive > Approve Loan Directive**.
 - v. On the advance repayment directive page, click **Approve**.
 - vi. Use the USB key for verification and click **Back** to complete the repayment authorization.

8.4.11 Is There Any Punishment for an Overdue Loan?

1. When a loan is overdue, ICBC will send you an SMS message or call you to urge you to repay the loan. HUAWEI CLOUD will also remind you to repay the loan through internal messages, pop-up windows, SMS messages, and phone calls.
2. If you still have not paid off the loan when it has been overdue for a certain number of days, ICBC staff will visit you to learn about your repayment intention. If you still decide not to repay, HUAWEI CLOUD and ICBC will take the following measures:
 - ICBC will send a cloud service termination notice to HUAWEI CLOUD, and HUAWEI CLOUD will stop providing you with cloud services as required.
 - If the total amount of your orders minus the unsubscription handling fee is insufficient to repay the principal and interest of the loan, HUAWEI CLOUD will delete your cloud data and cooperate with ICBC to press for payment of the principal and interest.
 - Before the loan is settled, if you do not repay as agreed in the loan contract, a loan default will be recorded in your archive. You shall bear any adverse consequences that arise.

8.4.12 What Is the Annual Rate?

The annual rate is calculated based on your loan amount, annual interest rate of the loan, and number of installments. (The actual bank repayment plan shall prevail.)

8.4.13 Can I Repay in Advance? How Is the Loan Interest Charged?

Yes. You can repay on any day before the due date (without penalty interest), and the use of cloud services will not be affected. If you repay only a part of the loan, the repayment plan will be rescheduled based on the remaining amount of the loan.

8.5 Invoices

8.5.1 Who Is Responsible for Issuing the Invoice When I Use a Loan?

Individual loan: Payment amount = Bank interest payment transaction record + HUAWEI CLOUD product invoice

Enterprise loan: Payment amount = Bank interest invoice + HUAWEI CLOUD product invoice

HUAWEI CLOUD issues the product invoice for you. On the **Billing Center > Invoices** page, if the down payment and payment of remaining sum are made in different months, you cannot request an invoice for the down payment separately. HUAWEI CLOUD only allows issuance of an invoice for the down payment and payment of remaining sum altogether after the latter is completed.

The bank provides you with the interest payment transaction record or the interest invoice.

8.5.2 How Are Invoices for Bank Interest Issued?

Individual loan: After an installment payment is completed, you can go to any subbranch of the bank with your ID card and apply for printing the bank interest payment transaction records under the guidance of the subbranch staff.

Enterprise loan: After an installment payment is completed, you can log in to the enterprise e-banking site, choose **Account Management > Details Query**, fill in information on the transaction query page, and download the interest payment receipt. You can bring the printed interest payment receipt to the subbranch that granted you the loan and apply for an interest invoice under the guidance of the subbranch staff. If you are requesting an invoice for the first time, you need to fill in the information collection form. If not for the first time, there is no need to fill in the form any more.

8.6 Unsubscriptions

8.6.1 Where Is the Order Amount Returned After an Unsubscription?

If you unsubscribe from an order before the loan is paid off, the remaining amount after the used amount and a handling fee are deducted will be refunded to your loan account. HUAWEI CLOUD will preferentially return the remaining amount to the bank. The bank will then deduct the principal and interest of the loan that you should repay. You will be responsible for any loan interest accrued during the period when HUAWEI CLOUD refunds to the bank.

8.6.2 Where Will My Down Payment Be Returned If the Cloud Service Fails to Be Provisioned?

If your cloud service fails to be provisioned due to HUAWEI CLOUD reasons, HUAWEI CLOUD will refund your order amount to ICBC. After receiving the refund, ICBC will complete the process of full repayment for you, and return the

remaining amount to your loan account after the principal and interest of the loan (including any interest accrued during the refund period) are deducted. HUAWEI CLOUD will be responsible for any loan interest accrued during the refund period.

8.6.3 Do I Need to Repay the Loan If I Encounter a Due Date After Unsubscribing from the Cloud Service?

Yes.

8.6.4 How Long Does It Take for a Refund?

Generally, it takes as short as one working day from the time when the unsubscription is initiated to the time when the refund is received.

8.6.5 How Do I Cancel a Loan?

If your enabled loan conflicts with other online loan services of the bank and you want to disable the loan, please contact the bank.

9 Orders

- [9.1 How Do I Use Discounts and Coupons When Paying an Order?](#)
- [9.2 How Do I View Completed Orders?](#)
- [9.3 What Can I Do When an Order Fails to Be Submitted?](#)
- [9.4 Can I Cancel an Order in the Processing State?](#)
- [9.5 How Do I Recover a Canceled Order?](#)
- [9.6 Can I Delete an Order That Has Been Unsubscribed From or Canceled From My Orders?](#)
- [9.7 Is Authentication Required When I Pay an Order? How Do I Disable Authentication?](#)
- [9.8 What Should I Do If I Cannot Pay After Placing an Order?](#)
- [9.9 How Long Does It Take to Complete a Processing Order?](#)
- [9.10 Why Is an Order Still Unpaid After I Have Topped Up My Account?](#)
- [9.11 What Should I Do If Some Resources in a Cloud Service Order Fail to Be Provisioned?](#)
- [9.12 How Do I Pay for My Order?](#)

9.1 How Do I Use Discounts and Coupons When Paying an Order?

1. Discounts and coupons cannot be used at the same time.
2. Discounts include commercial discounts, partner authorized discounts, partner adjusted discounts, and discount coupons.

If a customer uses a discount (promotional discount, discount coupon, commercial discount, or partner authorized discount) that has expired to pay an order, a pop-up window asking the customer to change the discount will be displayed. Expired discounts cannot be used.

Example:

A customer places an order at 2018/11/26 23:12:32 using a commercial discount, which is originally valid between 2018-11-01 00:00:00 and 2018-11-30 23:59:59. If the customer pays the order after 2018/12/01 00:00:00, the commercial discount cannot be used any more because it has expired. The customer needs to choose another discount.

3. Coupons include cash coupons and flexi-purchase coupons.
 - For purchase orders or specification change orders of ECS, EVS, and VPC, select available discounts on the order confirmation page. Discounts cannot be changed later on the payment page, but cash coupons and flexi-purchase coupons can be added to the payment.
 - After a partner sets a discount for an associated customer's order, the customer cannot reset it when paying the order.

9.2 How Do I View Completed Orders?

1. Go to the [My Orders](#) page.
2. To view a cloud service order, click the **Cloud Services** tab ([Figure 1](#)). To view a hardware order, click the **Hardware** tab ([Figure 2](#)). To view a pay-per-use order, click the **Pay-per-Use** tab ([Figure 3](#)).

Figure 9-1 Cloud service orders

Order No.	Service Type	Order Type	Created On	Paid On	Order Status	Subtotal (¥)	Total	Operation
CS2011091040028BT	Elastic Volume Service	New purchase	Nov 09, 2020 10:40:5...	Nov 09, 2020 11:27:0...	Completed	40.00	36.80	Details
CS201104100578EFS	Elastic Volume Service	New purchase	Nov 04, 2020 10:05:4...	Nov 04, 2020 10:06:4...	Completed	700.00	606.00	Details
CS201104100177H7Z	Elastic Cloud Server	New purchase	Nov 04, 2020 10:01:4...	Nov 04, 2020 10:03:0...	Completed	100.00	100.00	Details
CS2011041001725UW	Elastic Cloud Server	New purchase	Nov 04, 2020 10:01:4...	Nov 04, 2020 10:03:4...	Completed	1.00	1.00	Details
CS20110409597XG1H	Elastic Cloud Server	New purchase	Nov 04, 2020 09:59:5...	Nov 04, 2020 10:00:5...	Completed	0.00	0.00	Details

Figure 9-2 Hardware orders

Order No.	Service Type	Order Type	Created On	Paid On	Order Status	Recipient	Subtotal (¥)	Total	Operation
CS2011091502EAK3I	IdeaHub	New purchase	Nov 09, 2020 15:02:5...	Nov 09, 2020 15:02:5...	Completed		0.00	0.00	Details
CS2011091045DCSAT	2 items including IdeaHub	New purchase	Nov 09, 2020 10:45:5...	Nov 09, 2020 10:46:0...	Completed		51,996.00	41,596.80	Details More

Figure 9-3 Pay-per-use orders

Order No.	Service Type	Order Type	Created On	Order Status	Operation
ODI2008081518	Elastic Cloud Server	New purchase	Oct 27, 2020 16:09:13 GMT+08:00	Completed	Details

3. Select **Completed** from the **Order Status** drop-down list and you can see all completed orders.

9.3 What Can I Do When an Order Fails to Be Submitted?

Submit a service ticket. Set the ticket type to sales consulting, set the cloud service region, select a subtype, and fill in information such as problem description.

9.4 Can I Cancel an Order in the Processing State?

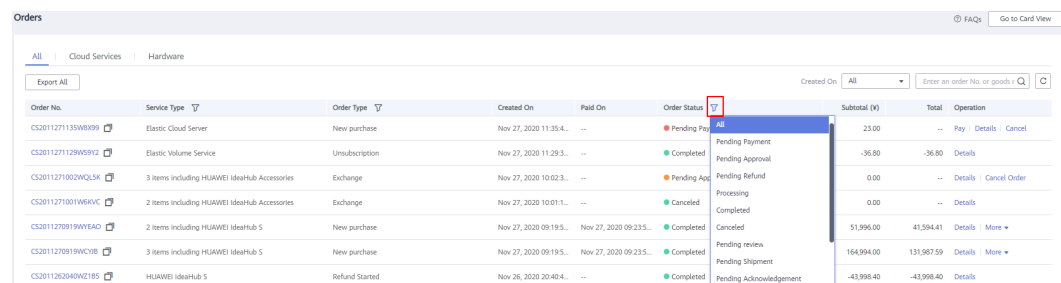
No, but you can cancel an order in the **Pending Payment** state.

9.5 How Do I Recover a Canceled Order?

Once an order is canceled, it cannot be recovered. You need to place the order again. Go to the **My Orders** page and click the **Cloud Services** or **Hardware** tab to view corresponding canceled orders.

9.6 Can I Delete an Order That Has Been Unsubscribed From or Canceled From My Orders?

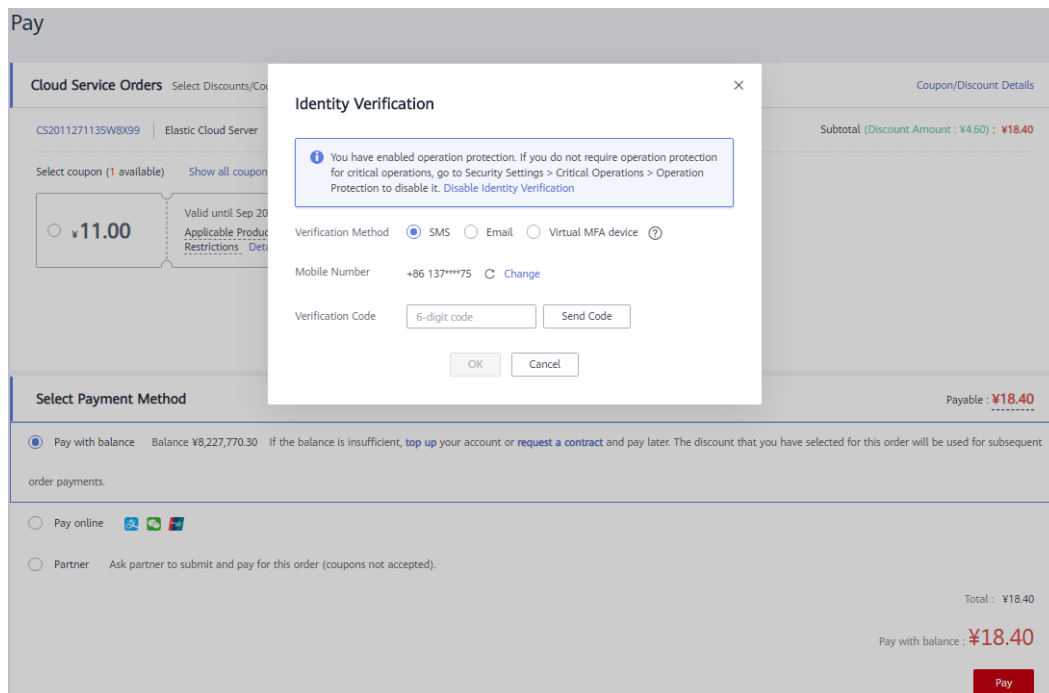
Orders that you have unsubscribed from or canceled cannot be deleted from the **My Orders** page. Instead, you can filter them.



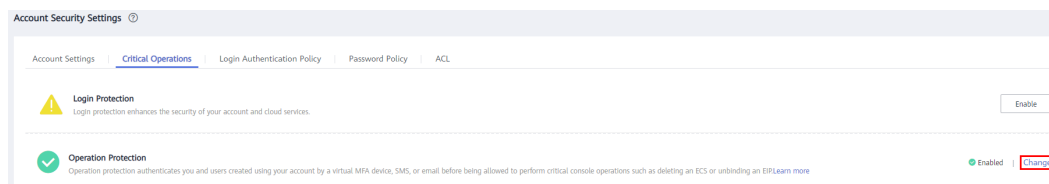
Order No.	Service Type	Order Type	Created On	Paid On	Order Status	Subtotal (¥)	Total	Operation
CS2011271135W899	Elastic Cloud Server	New purchase	Nov 27, 2020 11:35:4...	...	Pending Payment	23.00	--	Pay Details Cancel
CS2011271129W592	Elastic Volume Service	Unsubscription	Nov 27, 2020 11:29:3...	...	Completed	-36.80	-36.80	Details
CS2011271022H2SLK	3 items including HUAWEI Ideahub Accessories	Exchange	Nov 27, 2020 10:02:3...	...	Pending Approval	0.00	--	Details Cancel Order
CS2011271001W6KVC	2 items including HUAWEI Ideahub Accessories	Exchange	Nov 27, 2020 10:01:1...	...	Pending Refund	0.00	--	Details
CS2011270919W6EAD	2 items including HUAWEI Ideahub S	New purchase	Nov 27, 2020 09:19:5...	Nov 27, 2020 09:23:5...	Processing	51,996.00	41,594.41	Details More
CS2011270919WCY8B	3 items including HUAWEI Ideahub S	New purchase	Nov 27, 2020 09:19:5...	Nov 27, 2020 09:23:5...	Completed	164,994.00	131,987.59	Details More
CS2011262040W2185	HUAWEI Ideahub S	Refund Started	Nov 26, 2020 20:40:4...	...	Canceled	-43,998.40	-43,998.40	Details

9.7 Is Authentication Required When I Pay an Order? How Do I Disable Authentication?

1. If you have enabled the protection for **critical operations**, when you click **Pay** on the order payment page, the authentication information will be displayed. You can get authenticated through SMS, email, or virtual MFA device.



2. If you do not want authentication when paying an order, click **Disable Identity Verification** in the dialog box to disable it.



9.8 What Should I Do If I Cannot Pay After Placing an Order?

1. On the **Orders** page, check whether the order has already been successfully paid.
2. If the order is in the **Pending Payment** state, check whether your network is normal and refresh the page to try to pay again.
If your network is normal but the payment page cannot be accessed, see [What Should I Do If I Cannot Access the Payment Page?](#).
3. If you still cannot pay, contact your account manager.

9.9 How Long Does It Take to Complete a Processing Order?

Within 10 minutes generally. However, the time varies according to the specific cloud service product.

9.10 Why Is an Order Still Unpaid After I Have Topped Up My Account?

A top-up is to add money to your account balance. You need to go to the [Unpaid Orders](#) page to pay a specific order. For details, see [Paying an Order](#).

9.11 What Should I Do If Some Resources in a Cloud Service Order Fail to Be Provisioned?

If your cloud service order has any resources that fail to be provisioned, you will be automatically unsubscribed from the resources. If your order is paid through a third-party online payment platform, the refund will be returned to your HUAWEI CLOUD account. You can click the unsubscription order No. displayed on the order details page to view the refund information.

My Order / Details

Order No.: r20200805003

Completed | Net Amount: ¥0.00

Created On: Aug 05, 2020 15:10:04 GMT+08:00 | Paid On: Aug 05, 2020 15:10:05 GMT+08:00

Order Type: New purchase

Resource Details

The following resources failed to be created and have been unsubscribed. Unsubscription No.: CS2008051615GG7Y9

Name/ID	Region	Service Type	Current Configuration	Enterprise Project	Billing Mode	Resource Period	Quantity	Upfront (¥)
RIP产品-m1.medium.linux 154f007a78ea4b1a8b2...	CN North-Beijing1	Elastic Cloud Server	Enhanced General Computing@6.12dar...	...	Reserved instances 1 Year	Aug 05, 2020 16:00:00 GMT+08:00 Aug 05, 2021 23:59:59 GMT+08:00	1	0.00

Total: ¥0.00
Net Amount: ¥0.00

The refund details are as follows:

My Order / Details

Order No.: CS2008051615GG7Y9

Completed | Total Refund: ¥0.00

Created On: Aug 05, 2020 16:15:40 GMT+08:00 | Order Type: Unsubscription

Resource Details

Name/ID	Region	Service Type	Current Configuration	Billing Mode	Resource Period	Quantity	Consumed (¥)	Handling Fee (¥)	Unsubscription (¥)
Enhanced General Computin... 154f007a78ea4b1a8b2...1e166...	CN North-Beijing1	Elastic Cloud Server	Enhanced General Computing@6.12...	Reserved instances ...	Aug 05, 2020 16:00:00 GMT+08:00 Aug 05, 2021 23:59:59 GMT+08:00	1	0.00	0.00	0.00

Total Records: 1

Refund ¥0.00

9.12 How Do I Pay for My Order?

You can pay for your order online or with your account balance. Also you can use a combination of account balance and online payment or request a partner to pay for your order.

You can use Alipay, WeChat, or UnionPay available on the payment page to pay for your order. If the signing entity is Huawei Cloud Computing Technologies Co.,

Ltd., only Alipay can be used for payment; otherwise, WeChat, Alipay, and UnionPay can be used for payment.

10 Renewals

- [10.1 What Are the Differences Between a Top-Up and a Renewal?](#)
- [10.2 How Do I Renew an Instance?](#)
- [10.3 When Does a Resource Renewal Take Effect?](#)
- [10.4 Can I Change the Product Specifications in a Renewal?](#)
- [10.5 What Are the Renewal Period Options?](#)
- [10.6 Is a Cloud Service Product Automatically Renewed After It Has Expired?](#)
- [10.7 Will a Free Trial Product Be Automatically Renewed After the Trial Has Expired?](#)
- [10.8 Does a Price Change Affect the Cloud Service Running?](#)
- [10.9 Does Changing the Specifications of a Product Affect Other Discounted Products?](#)
- [10.10 What Are the Benefits for Automatic Renewals?](#)
- [10.11 Why Is the Renewal Price Different from the Purchase Price?](#)
- [10.12 Why Is the Duration of a Monthly Product Less Than One Month After I Renew It?](#)
- [10.13 Is a Resource Retained After Expiration?](#)
- [10.14 Can Released Resources Be Retrieved?](#)
- [10.15 When Does an Automatic Renewal Take Place?](#)
- [10.16 How Do I Disable Auto-Renewal?](#)
- [10.17 Can I Renew a Frozen Resource?](#)
- [10.18 What Is the Validity Period Before Paying for a Renewal?](#)
- [10.19 Is There a Discount for the Renewal of Resources Purchased in an Event?](#)
- [10.20 Why Is My Resource Still Frozen After I Top Up My Account?](#)

10.1 What Are the Differences Between a Top-Up and a Renewal?

Top-up: Customers add a sum of money to their HUAWEI CLOUD account by an online payment or a bank transfer.

Renewal: Customers extend the use duration of the purchased products by an online payment or a bank transfer.

10.2 How Do I Renew an Instance?

- You can manually renew a yearly/monthly subscription when it is about to expire. For details, see [Manually Renewing a Resource](#).
- To prevent a resource from being deleted upon expiration, you can enable auto-renewal for yearly/monthly products you frequently use. For details, see [Automatically Renewing a Resource](#).

10.3 When Does a Resource Renewal Take Effect?

After a resource is renewed, the renewal takes effect immediately and the resource can be used normally. If a resource has entered the grace period or retention period, the renewed period starts from the original expiration time (excluding the grace period or retention period).

- After a **Frozen** resource is renewed, it is unfrozen immediately and enters the **Provisioned** state.
- After an **Expired** resource is renewed, it enters the **Provisioned** state.

10.4 Can I Change the Product Specifications in a Renewal?

No. In a renewal, you can only extend the use duration of the product. If you want to change the product specifications, see [here](#) to learn how to change specifications.

10.5 What Are the Renewal Period Options?

- For a manual renewal, you can renew the product use duration for another 1 month, 2 months, 3 months, 4 months, 5 months, 6 months, 7 months, 8 months, 9 months, 1 year, 2 years, and 3 years. (Detailed periods are subject to the options displayed on the renewal page.)
- For an automatic renewal, the options are 1 month, 3 months, 6 months, 9 months, and 1 year. (Detailed periods are subject to the options displayed on the renewal page.)

10.6 Is a Cloud Service Product Automatically Renewed After It Has Expired?

A yearly/monthly subscription will be automatically renewed with the automatic renewal function. For details about how to enable this function, see [Automatically Renewing a Resource](#).

10.7 Will a Free Trial Product Be Automatically Renewed After the Trial Has Expired?

No. You need to manually renew the product on the [Renewals](#) page of the Billing Center.

10.8 Does a Price Change Affect the Cloud Service Running?

No.

10.9 Does Changing the Specifications of a Product Affect Other Discounted Products?

No.

10.10 What Are the Benefits for Automatic Renewals?

When automatic renewal is enabled, HUAWEI CLOUD starts to deduct the renewal fee from your account 7 days before the product expires by default. If you have set a deduction date for auto-renewal, the fee starts to be deducted on the deduction date (2 to 7 days before the expiration time). Cash coupons, flexi-purchase coupons, and discount coupons can be used for an automatic renewal.

10.11 Why Is the Renewal Price Different from the Purchase Price?

Possible causes of the difference include:

- You bought the product at a special price, which is not applicable for renewals.
- You bought the product at a discount, but not for renewals.
- You renew the product for a different period than you bought it for. For example, you bought the product for a month but renew it for a year.
- Due to price changes, you need to renew the product at a different price than you bought it.

- You bought the product with its associated and attached resources (for example, host, system disk, data disk, and IP bandwidth) but only renew its associated resources (only host, system disk, and data disk), leading to different prices.

10.12 Why Is the Duration of a Monthly Product Less Than One Month After I Renew It?

If you have set a renewal date, a renewed monthly product may have a duration less than or more than 30 days. For details, see [Setting a Renewal Date](#).

10.13 Is a Resource Retained After Expiration?

After a resource expires or is in arrears, it enters the grace period and retention period and will not be deleted immediately. See [Grace Period and Retention Period](#).

10.14 Can Released Resources Be Retrieved?

No. Once a resource is released, it is deleted and cannot be retrieved. For details about how to release resources, see [Releasing Resources](#).

10.15 When Does an Automatic Renewal Take Place?

If you have not set a deduction date for auto-renewal, HUAWEI CLOUD starts to deduct the renewal fee from your account at 3:00 seven days before the product expires by default. If you have set a deduction date for auto-renewal, the fee starts to be deducted on the deduction date (2 to 7 days before the expiration time). Ensure that your cash balance is sufficient. If the fee deduction fails due to insufficient account balance, the system will attempt to deduct the fee at 3:00 on each of the following days until the resource has been released. Once the fee is successfully charged, the automatic renewal succeeds.

10.16 How Do I Disable Auto-Renewal?

You can disable auto-renewal as needed. After disabling auto-renewal, you need to manually renew resources before they expire. For details, see [Disabling Auto-Renewal](#).

10.17 Can I Renew a Frozen Resource?

After a **Frozen** resource is renewed, it is unfrozen immediately and enters the **Provisioned** state. See [How Do I Renew an Instance?](#) for details.

10.18 What Is the Validity Period Before Paying for a Renewal?

When you do not renew a yearly/monthly resource that has expired, HUAWEI CLOUD provides a grace period during which you can renew the resource or top up your account. During the grace period, you can still access and use your cloud service. When the grace period expires, if you still do not renew the resource, the resource enters a retention period. During the retention period, you cannot access the resource but data stored on the cloud service will be retained. If you still have not renewed the resource or topped up your account when the retention period ends, the resource will be released and data stored on the resource will be permanently deleted. When the cloud service is about to expire and after the resource enters a grace period or retention period, HUAWEI CLOUD will notify you by email or SMS message.

Table 1 lists the lengths of a grace period and retention period. HUAWEI CLOUD has the right to define different grace period and retention period lengths for each customer tier.

Table 10-1 Grace period and retention period lengths for each customer tier

Customer Tier	Yearly/Monthly		Pay-per-Use	
	Grace period (calendar days)	Retention period (calendar days)	Grace period (calendar days)	Retention period (calendar days)
-				
V5	7	15	7	15
V4				
V3	7	7	1	7
V2	1	7	0	7
V1				
V0	1	1	0	1

Note

If a scenario (such as a promotion) has its special rules for grace and retention periods, such rules shall prevail.

10.19 Is There a Discount for the Renewal of Resources Purchased in an Event?

Whether there is a discount for the renewal of resources you buy in an event depends on the specific event rules.

10.20 Why Is My Resource Still Frozen After I Top Up My Account?

Frozen yearly/monthly resources can be unfrozen only after being renewed. See [How Do I Renew an Instance?](#) for details.

To unfreeze your pay-per-use resource, you need to top up your account and settle your outstanding amounts. See [Topping Up an Account](#) for details.

11 Unsubscriptions and Returns/ Exchanges

[11.1 Under What Conditions Is an Unsubscription Not Allowed?](#)

[11.2 When Will the Refund Arrive in My Account After I Unsubscribe from an ECS?](#)

[11.3 What Is a Five-Day Unconditional Full Refund?](#)

[11.4 Can I Unsubscribe from a Yearly/Monthly Subscription?](#)

[11.5 Can I Unsubscribe from a Cloud Marketplace Product?](#)

[11.6 What Can I Do If I Cannot Find My Resources On the Unsubscriptions Page?](#)

[11.7 If I Used a Coupon to Buy a Product, What Happens to the Coupon When I Unsubscribe from the Product?](#)

[11.8 How Do I View the Unsubscription Fee? How Is It Calculated?](#)

[11.9 Can a Resource Be Retrieved After Its Unsubscription?](#)

[11.10 Where Does the Refund for an Unsubscription Go?](#)

11.1 Under What Conditions Is an Unsubscription Not Allowed?

See [List of Cloud Service Products That You Cannot Unsubscribe From](#).

11.2 When Will the Refund Arrive in My Account After I Unsubscribe from an ECS?

Your refund upon unsubscription will be returned to your account in real time. If your order is paid through a third-party online payment platform (such as Alipay, WeChat, or bank card), the refund will be returned to your HUAWEI CLOUD account. You can initiate a withdrawal. For details, see [Balance Withdrawals](#).

11.3 What Is a Five-Day Unconditional Full Refund?

Within 5 days after a resource is provisioned and if the number of historical unsubscriptions from the resource is equal to or less than 10 (check this number on the **Unsubscriptions** page of the Billing Center), HUAWEI CLOUD allows a full refund unconditionally. No handling fees are charged for a five-day unconditional full refund. You can perform an unsubscription on the **Unsubscriptions** page of the Billing Center. (For details about the unsubscription rules, see the detailed description on the unsubscription page.)

11.4 Can I Unsubscribe from a Yearly/Monthly Subscription?

Yes. You can perform the unsubscription on the **Unsubscriptions** page of the Billing Center.

11.5 Can I Unsubscribe from a Cloud Marketplace Product?

Different products in the HUAWEI CLOUD Marketplace have different unsubscription rules. For details about the unsubscription rules for the Marketplace, see **Marketplace Unsubscription Rules**.

11.6 What Can I Do If I Cannot Find My Resources On the Unsubscriptions Page?

The following types of resources are not displayed on the Billing Center > **Unsubscriptions and Returns/Exchanges** > **Unsubscriptions** page:

- 1) One-off billed products. They become invalid immediately after purchase and will not be displayed.
- 2) Hardware products. To unsubscribe from a hardware product, go to the Billing Center > **Unsubscriptions and Returns/Exchanges** > **Hardware Returns and Exchanges** page.

11.7 If I Used a Coupon to Buy a Product, What Happens to the Coupon When I Unsubscribe from the Product?

For resource unsubscriptions that meet the "five-day unconditional full refund" rule, unsubscriptions of a renewal period that has not taken effect, and unsubscriptions that failed to be created, cash coupons you used when you bought the product are returned to you, but not discount coupons. For other types of unsubscriptions, neither cash coupons nor discount coupons are returned.

11.8 How Do I View the Unsubscription Fee? How Is It Calculated?

If you want to check the unsubscription fee, go to the [Unsubscriptions](#) page of the Billing Center, locate the resource you want to unsubscribe from, and click **Unsubscribe from Resource** in the **Operation** column. You can see the unsubscription fee on the displayed page.

Calculation formula of unsubscription fee: Refund amount = Your actual payment – Amount due – Handling fees. The used cash coupons will not be refunded. See the unsubscription page for the final refund amount. If the calculated refund is less than 0, there will be no refund.

Your actual payment refers to the payment in cash and/or flexi-purchase coupons, not including any payment in cash coupons.

Amount due = Actual payment x (Actual product usage period/Subscribed period)

The handling fees include the cash account handling fee and the flexi-purchase coupon handling fee, as described in the table below.

Product Type	Actual Product Usage Period ≤ 1 Year	1 Year < Actual Product Usage Period ≤ 2 Years	2 Years < Actual Product Usage Period ≤ 3 Years	3 Years < Actual Product Usage Period ≤ 4 Years	4 Years < Actual Product Usage Period ≤ 5 Years
5-year prepaid product	Handling fee = 30% of your actual payment	Handling fee = 40% of your actual payment	Handling fee = 30% of your actual payment	Handling fee = 15% of your actual payment	Handling fee = 20% of your actual payment
4-year prepaid product	Handling fee = 30% of your actual payment	Handling fee = 40% of your actual payment	Handling fee = 20% of your actual payment	Handling fee = 20% of your actual payment	-
3-year prepaid product	Handling fee = 15% of your actual payment	Handling fee = 10% of your actual payment	Handling fee = 5% of your actual payment	-	-

Product Type	Actual Product Usage Period ≤ 1 Year	1 Year < Actual Product Usage Period ≤ 2 Years	2 Years < Actual Product Usage Period ≤ 3 Years	3 Years < Actual Product Usage Period ≤ 4 Years	4 Years < Actual Product Usage Period ≤ 5 Years
2-year prepaid product	Handling fee = 15% of your actual payment	Handling fee = 10% of your actual payment	-	-	-
1-year prepaid product	Handling fee = 10% of your actual payment	-	-	-	-
Monthly prepaid product	Handling fee = 10% of your actual payment	-	-	-	-

11.9 Can a Resource Be Retrieved After Its Unsubscription?

Resources cannot be retrieved once they are unsubscribed from.

11.10 Where Does the Refund for an Unsubscription Go?

If an order was paid using a third-party online payment platform, the refund for its unsubscription will go to your HUAWEI CLOUD account.

12 Resources

[12.1 When Can a Frozen Resource Be Unfrozen?](#)

[12.2 When Will My Resource Be Frozen? How Will My Renewals and Unsubscriptions Be Affected After My Resource Is Frozen?](#)

[12.3 Will a Resource Be Unfrozen After a Renewal?](#)

[12.4 What Are the Lengths of a Grace Period and a Retention Period?](#)

[12.5 Why Does the System Report that Computing Resources Are Using the Subnet After I Delete My ECS?](#)

[12.6 Why Are Yearly/Monthly Resources Released?](#)

12.1 When Can a Frozen Resource Be Unfrozen?

After a resource enters the retention period, it is frozen and you can no longer access your ECS. However, the resource is retained during this period. After you renew the resource or top up your account, the resource will be unfrozen.

12.2 When Will My Resource Be Frozen? How Will My Renewals and Unsubscriptions Be Affected After My Resource Is Frozen?

Your resources will be frozen in the following cases:

1. **Your account is in arrears.** Your yearly/monthly resources will be frozen if you do not renew them when the grace period ends or your fees fail to be deducted from your account due to insufficient account balance.

During the grace period, you can still use your resources. After the grace period ends, the retention period comes. During the retention period, your resources are frozen and cannot be accessed, but the data stored will be retained. You can renew or top up your account to unfreeze resources and access your services again. After the retention period ends, your resources will be deleted.

You can renew, release, or delete the services frozen due to arrears. Particularly, you can only unsubscribe from yearly/monthly services that have not expired.

Example:

- Assume that you have purchased ECS01 for one month, ECS02 and RDS01 for one year. If you do not renew ECS01 that will first expire in one month, ECS01 enters the grace period and then the retention period. When the grace period ends, the system freezes ECS01. When the retention period ends, the system deletes ECS01.
- Assume you have created pay-per-use ECS01, ECS02, and RDS01. Charging data records (CDRs) are generated every hour for your use of services. After you pay for the use of ECS01 and attempting to pay for the use of ECS02, your payment fails due to the insufficient account balance. In this case, the system adds a tag to you for restricting your transactions that will incur new outstanding amounts. If you do not top up your account, ECS02 enters the grace period and then the retention period. When the grace period ends, the system freezes ECS02. When the retention period ends, the system deletes ECS02. Similarly, when you go on paying for the use of RDS01 using your account with insufficient balance, your payment fails again and your RDS01 will be processed in the same logic as ECS02. As the fees for the use of ECS01 are paid in the first hour, ECS01 will not enter the grace period or retention period. If the payment failure occurs on ECS01 in the next hour, the preceding logic applies.

2. **HUAWEI CLOUD detects that your use of cloud services violates national laws and regulations.** HUAWEI CLOUD administrator freezes your services if violations are detected. You can clear non-compliant resources and rectify your use of resources.

You can renew, release, or delete such services. Particularly, you can only unsubscribe from yearly/monthly services that have not expired.

Example:

- Assume that you have enabled ECS01, ECS02, and RDS01. Due to your non-compliant use of ECS01, the system operator freezes ECS01 (ECS02 and RDS01 can be still used).

3. **The public security department detects that your use of cloud services violates national laws and regulations.** The public security department requires HUAWEI CLOUD to freeze your services and provide your information and service data if violations are detected.

You can renew such services, but cannot release or delete them. For monthly/yearly cloud services that require to be frozen by the public security department, you can still see them on the unsubscription page but cannot unsubscribe from them.

Example:

- Assume that you have enabled ECS01, ECS02, and RDS01. Due to your non-compliant use of ECS01, the public security department requires the system operator to freeze ECS01. After that, you can still access data, but cannot copy, modify, or delete the data, or unsubscribe from ECS01. As ECS02 and RDS01 are not involved in violations, you can still use them as usual.

12.3 Will a Resource Be Unfrozen After a Renewal?

After you pay the renewal order and the order enters the **Completed** state, the resource is unfrozen.

12.4 What Are the Lengths of a Grace Period and a Retention Period?

HUAWEI CLOUD has the right to define how long a grace period and a retention period are for each tier of customers. For details, see [Grace Period and Retention Period](#).

12.5 Why Does the System Report that Computing Resources Are Using the Subnet After I Delete My ECS?

[Submit a service ticket](#). Set the ticket type to Elastic Cloud Server, set the cloud service region, select a subtype, and fill in information such as problem description.

12.6 Why Are Yearly/Monthly Resources Released?

After you purchase a resource on HUAWEI CLOUD but you do not complete the payment or renewal for the product, you will enter a grace period. If you still do not complete the payment or renewal after the grace period has ended, you will enter a retention period. During the retention period, the resource service is suspended. If you still have not renewed the resource or topped up your account when the retention period ends, the resource will be released and data stored on the resource will be permanently deleted. For details, see [Stopping Services and Releasing Resources](#).

13 Contracts

[13.1 Does HUAWEI CLOUD Provide a Contract for Me After I Purchase a HUAWEI CLOUD Product?](#)

[13.2 In a Contract Request, Must Party A's Information Be Consistent With the Invoice Title?](#)

[13.3 Will a Contract for a Pending Order Take Effect?](#)

[13.4 Can I Cancel a Formal Contract and Request It Again?](#)

[13.5 What Courier Is a Hard Copy of My Contract Sent By?](#)

[13.6 Can Individual Customers Request a Payment Requisition Contract?](#)

[13.7 Why Cannot I Find Paid Orders When Requesting an Order Contract?](#)

13.1 Does HUAWEI CLOUD Provide a Contract for Me After I Purchase a HUAWEI CLOUD Product?

After purchasing a HUAWEI CLOUD product, you can request an online contract on the [Contracts](#) page of the Billing Center. For details, see [Requesting an Online Contract](#).

If you are an enterprise customer of HUAWEI CLOUD, you can request a hard copy of your contract. For details, see [Requesting a Hard Copy of Your Contract](#).

13.2 In a Contract Request, Must Party A's Information Be Consistent With the Invoice Title?

If you have signed a contract with Huawei, ensure that the title of the VAT invoice is consistent with the contract content.

13.3 Will a Contract for a Pending Order Take Effect?

Yes. For orders that have not been paid, customers can apply for a payment requisition contract. For details about how to apply for a payment requisition contract, see [Requesting a Payment Requisition Contract](#).

13.4 Can I Cancel a Formal Contract and Request It Again?

- After an order contract, intent contract, or payment requisition contract is converted into a formal contract, you can cancel it by yourself.
- Payment contracts requested by resellers in the Partner Center cannot be canceled.

13.5 What Courier Is a Hard Copy of My Contract Sent By?

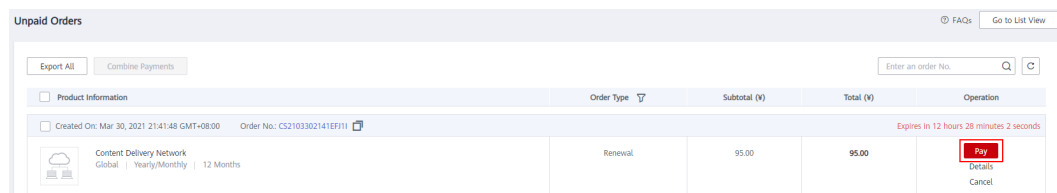
On the [Contracts](#) list, click **Details** in the **Operation** column and you can see the courier name and ticket number.

13.6 Can Individual Customers Request a Payment Requisition Contract?

Yes. An individual customer can go to the [Unpaid Orders](#) page and request a payment requisition contract on the order payment page.

Procedure

- Step 1** Go to the [Unpaid Orders](#) page.
- Step 2** Click **Pay** to go to the payment page.



- Step 3** Click **request a contract** on the right of **Select Payment Method**.

Pay

Complete the payment in 326 days. Otherwise, the order will be automatically canceled.

Hardware Orders Select Discounts/Coupons

Order No.	Product Name	Order Amount	Total
CS21042509139RKNR6K	HUAWEI IdeaHub S IdeaHub S 86 86 inch x1	¥54,998.00	¥54,998.00

Select Payment Method request a contract Payable: ¥54,998.00

Payment Options Partner

Pay with balance Use account balance to pay ¥ (Top-Up Balance: ¥755,839.29)
Your account balance will be used to pay for pay-per-use and auto-renewal resources. Ensure sufficient account balance for uninterrupted resource usage.
The credit account balance cannot be used to pay for hardware orders.

Pay online

Pay with balance: ¥54,998.00

Pay

Step 4 Set the contract content.

- **Payment Commitment:** Enter the estimated payment date and committed payment amount.

Contract Content

Contract Content **Payment Commitment** Orders Pending Payment

Planned to Pay By × | 📅

* Committed Payment Amount

- **Orders Pending Payment:** You can add or remove a to-be-paid order.

Contract Content

Contract Content **Payment Commitment** **Orders Pending Payment**

* Pending Orders Total Amount Due: ¥2,669.11

<input type="checkbox"/>	Order No.	Order Type	Service Type	Actual Paymen...	Created On	Operation
<input type="checkbox"/>	CS21040611179QFFIZF	New purchase	HUAWEI IdeaHub Accessor...	2,669.11	Apr 06, 2021 11:17:58 GMT...	Remove

Step 5 Set the information about both parties of the contract.

Contracted Parties

Information

* Address

* Contact Person

* Mobile Number -

Information of Huawei Software Technology Co., Ltd. (HUAWEI CLOUD)

Address No. 101, Software Avenue, Yuhuatai District, Nanjing

Contact Person

Mobile Number -

 **NOTE**

If you are an enterprise customer, the **Bank**, **Bank Account**, and **TIN** fields are displayed and you need to set them.

Step 6 Click **Save Draft Contract**.

The system displays a message indicating that the draft contract is created successfully. You can click the contract link to preview the contract content.

 **NOTE**

You can click **Create Formal Contract** to create a contract, which is in the **Completed** status.

Step 7 Confirm that the contract content is correct and click **Convert to Formal Contract**.

After a draft contract is converted to a formal contract, it will be legally effective.

 **NOTE**

- You can click **Download Draft Contract** to download a desired contract. However, a contract in the draft status is not stamped with the official seal and has no legal effect.
- You can click **Modify Draft Contract** to modify the content of a contract.

Step 8 Click **OK**.

You are returned to the **Contracts** page. The contract is in the **Completed** status.

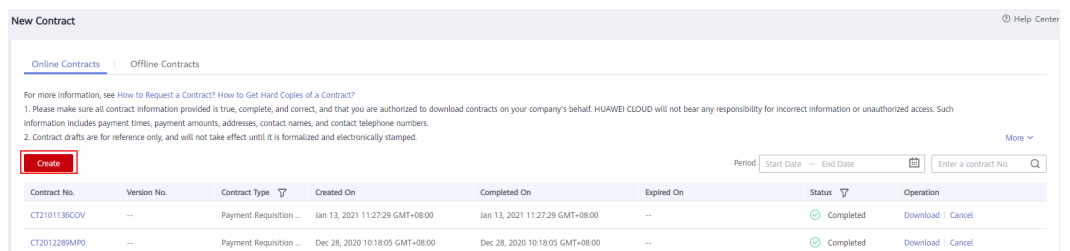
----End

13.7 Why Cannot I Find Paid Orders When Requesting an Order Contract?

Check whether a specified contract (payment requisition contract or order contract) has been requested for the order.

Since only one contract can be requested for an order, cancel the original contract if necessary and then you can apply for a new one. The specific procedure is as follows:

1. Go to the [Contracts](#) page and click **Cancel** on the right of the contract for the order. Then, this contract is canceled after you click **OK**.



2. Request a new contract. For details, see [Requesting an Order Contract](#).

14 Cloud Service Pricing

[14.1 Why Is the Price of My Cloud Service on the Product Pricing Details Page Different From That on the Price Calculator Page?](#)

[14.2 Why Do I Have an Outstanding Balance Due After I Purchased an OBS Resource Package?](#)

[14.3 Why Am I Still Charged After I Have Disabled Auto Backup in Volume Backup Service \(VBS\)?](#)

[14.4 Will I Still Need to Pay the Service Fee After I Delete a Yearly Subscribed MapReduce Service \(MRS\) Cluster?](#)

[14.5 How Will I Be Charged for a Cloud Service with Different Specifications?](#)

[14.6 How Is Cloud Migration Priced?](#)

[14.7 How Do I Get a Free Trial Product?](#)

14.1 Why Is the Price of My Cloud Service on the Product Pricing Details Page Different From That on the Price Calculator Page?

Take ECS as an example. Product pricing details only include prices of CPU and memory but not the storage.

In comparison, the storage specification you have selected (for example, 40 GB) is taken into account on the **Price Calculator** page.

14.2 Why Do I Have an Outstanding Balance Due After I Purchased an OBS Resource Package?

OBS offers storage capacity packages and downstream traffic packages. The two types of resource package are independent of each other and need to be purchased separately. If you do not purchase either type of resource package, the resources associated with it are charged by usage. For example, if you purchase

only a storage capacity package, downstream traffic over public networks is charged by usage.

14.3 Why Am I Still Charged After I Have Disabled Auto Backup in Volume Backup Service (VBS)?

After the Auto Backup function is disabled in VBS (by stopping or deleting the backup policy), no more new backup jobs will be executed. However, existing backup data will still occupy storage space and then the storage space fee will be still charged. If you do not need the backup data, delete it and fees will no longer be charged.

14.4 Will I Still Need to Pay the Service Fee After I Delete a Yearly Subscribed MapReduce Service (MRS) Cluster?

No. If the yearly MRS subscription has not expired, please [submit a service ticket](#) to request an unsubscription.

14.5 How Will I Be Charged for a Cloud Service with Different Specifications?

See the details on the [Product Pricing Details](#) page.

You can also visit the HUAWEI CLOUD official website and go to the service page. On the displayed page, click **Price Calculator** to view the service pricing details.

14.6 How Is Cloud Migration Priced?

You can visit the HUAWEI CLOUD official website and go to the **Ask Us** page. Also you can consult the intelligent customer service or call the customer service hotline (4000-955-988 to 1 or 950808 to 1). Alternatively, you can submit your personal information. HUAWEI CLOUD will contact you within one working day after you submit your reservation.

14.7 How Do I Get a Free Trial Product?

After completing the real-name authentication, you can log in to the HUAWEI CLOUD official website and click **Free Trial** to view all products that are applicable for free trial. Before getting a free trial product, please read the Activity Rules carefully.

15 Coupons and Discounts

[15.1 Cash Coupons](#)

[15.2 Discount Coupons](#)

[15.3 Others](#)

15.1 Cash Coupons

15.1.1 Why a Cash Coupon Cannot Be Used?

Cash coupons have certain usage conditions. If your account has a cash coupon that cannot be used for order payment or used to deduct pay-per-use fees, the possible causes are as follows:

- **Validity period:** The cash coupon is not within the validity period. If the cash coupon has not taken effect, wait until the effective date and then you can use it. If the cash coupon has expired, it cannot be used.
- **Applicable product:** The cash coupon is not applicable for the type or specification of the product you select.
- **Billing mode:** The billing mode of the cash coupon does not match that of the product you select. For example, cash coupons whose applicable billing mode is pay-per-use cannot be used to purchase yearly/monthly products; cash coupons whose applicable billing mode is monthly cannot be used to purchase yearly products; and cash coupons whose applicable billing mode is yearly/monthly cannot be used to purchase pay-per-use products.
- **Discount exclusion:** Cash coupons cannot be used with promotion discounts, commercial discounts, and partner authorized discounts, as well as discount coupons.
- **Cloud service region:** There may be a limit where the cash coupon can be used only when you purchase products from a specified cloud service region.
- **Subscription type:** There may be a restriction on the subscription type of the cash coupon. For example, some cash coupons can only be used for subscription (new purchase, pay-per-use to yearly/monthly, or trial to commercial use) but cannot be used for renewal and change.

- **Amount limit:** There may be a condition in which the cash coupon can be used for an order. For example, some cash coupons require that they be used for orders that reach 100 RMB and the included products be within the scope.

 **NOTE**

You can view the usage limits of the cash coupon on the **Billing Center > Coupons and Discounts > Coupons** page.

15.1.2 Do Cash Coupons Need to Be Activated?

Cash coupons obtained from the HUAWEI CLOUD official website can be used directly and do not need to be activated.

However, for cash coupons obtained offline (with a 16-digit activation code), go to the **Billing Center > Coupons and Discounts > Coupons** page to activate them before using these coupons.

15.1.3 How Do I Use a Cash Coupon for Pay-per-Use Products?

When provisioning pay-per-use products, you do not need to select cash coupons yourself. The system will automatically select eligible coupons to deduct pay-per-use fees.

Cash coupons with usage limits will be preferentially used. For example, coupons with a limited product scope take precedence over those without. Under the same conditions, coupons that will expire in the latest time are preferred.

15.1.4 Can I Request Invoices for the Amounts Paid Using Cash Coupons?

No.

15.1.5 Through What Methods Can I Obtain Cash Coupons?

You can obtain cash coupons online or offline.

- **Online:** Cash coupons obtained from the HUAWEI CLOUD official website, including those automatically issued to you by the system and those you claim by yourself. Cash coupons obtained online can be used directly and do not need to be activated.

 **NOTE**

When there is a promotional event that involves coupons on the HUAWEI CLOUD official website, eligible customers can go to the event page to obtain relevant coupons.

- **Offline:** Cash coupons obtained offline from the account manager or through other channels (with a 16-digit activation code). You need to go to the **Billing Center > Coupons and Discounts > Coupons** page to activate these coupons before using them.

15.1.6 Why Is My Resource Still Frozen After I Request a Cash Coupon for It?

Cash coupons cannot be used to clear arrears. Please top up to pay off the arrears. Then the resource will be unfrozen.

15.1.7 How Do I View the Usage Records of a Cash Coupon?

On the **Billing Center > Coupons and Discounts > Coupons** page, click the name of a cash coupon to go to its details page, and then view its usage records.

15.1.8 Can I Change the Usage Limits of a Cash Coupon?

No.

Limits of a cash coupon such as the validity period, applicable product scope, billing mode, cloud service region, amount limit, and subscription type cannot be modified.

15.1.9 How Do I Know Whether a Cash Coupon Has Been Issued?

You can go to the **Billing Center > Coupons and Discounts > Coupons** page to check it.

15.1.10 Can I Transfer My Cash Coupons to Others?

No.

15.1.11 Can a Cash Coupon Be Extended in Duration?

No.

Cash coupons become invalid after expiration.

15.1.12 Why Is a Cash Coupon Missing?

Available cash coupons are displayed on the **Billing Center > Coupons and Discounts > Coupons** page by default. If you do not find cash coupons that should have been displayed on the page, such coupons may have been used up or have expired. Select **Used Up** or **Expired** from the drop-down box above the cash coupon list to view used up or expired cash coupons.

15.1.13 Why Does the Balance of a Cash Coupon Decrease?

If you have not used the cash coupon to pay for an order but its balance decreases, it may be because this cash coupon was automatically used to deduct pay-per-use fees. On the **Billing Center > Coupons and Discounts > Coupons** page, click the name of the cash coupon to go to its details page, and then view its usage records.

15.1.14 Can Multiple Cash Coupons Be Used in a Single Payment?

No.

Only one cash coupon can be used in each payment.

15.1.15 Why Can a Cash Coupon with the Billing Mode of Pay-per-Use Not Be Used for Fee Deduction for Products That Are Within the Applicable Scope?

You may have a commercial discount or partner authorized discount, which is mutually exclusive with cash coupons.

15.1.16 Can a Cash Coupon Be Used Multiple Times?

Cash coupons usable upon a specified amount (that is, with an amount limit) can be used only once. Other cash coupons can be used multiple times if there is no "For once only" restriction.

15.1.17 Can a Cash Coupon Be Used to Pay an Outstanding Amount?

No.

15.1.18 What Are the Differences Between a Cash Coupon and a Flexi-Purchase Coupon?

Cash coupons and flexi-purchase coupons are used in the same way. When you pay for an order, all eligible cash coupons and flexi-purchase coupons are automatically displayed for you to select. Both types of coupons can also be automatically used to deduct pay-per-use fees.

Cash and flexi-purchase coupons have the following differences:

- Flexi-purchase coupons can be used with other coupons. When a flexi-purchase coupon and a cash coupon are combined for a payment, the cash coupon is used first. When a flexi-purchase coupon and a discount coupon are combined for a payment, the discount coupon is used first.
- When paying for an order, you can use multiple flexi-purchase coupons but only one cash coupon.
- For an order that is allowed for unsubscription, if you have not used up your 10 five-day unconditional full refunds, all flexi-purchase coupons and cash coupons can be returned when you unsubscribe from the order within five days, while only part of flexi-purchase coupons and no cash coupons can be returned when you unsubscribe from the order in more than five days. If you have used up your 10 five-day unconditional full refunds, regardless of when you unsubscribe from the order, only part of flexi-purchase coupons and no cash coupons can be returned.

15.2 Discount Coupons

15.2.1 Can Discount Coupons Be Used for Pay-per-Use Products?

No. They can be used only for yearly/monthly products.

15.2.2 Can Discount Coupons Be Refunded in an Unsubscription?

No.

When you unsubscribe from a product, the discount coupons used to buy the product will not be refunded.

15.3 Others

15.3.1 Can I Apply for Qualification for an Event That I Want to Participate In?

If you are not qualified for the event and want to participate in it, contact your account manager to apply for qualification.

15.3.2 How Do I Query the Courier Ticket Number of a Prize That I Win?

Go to the **My Account > My Privileges** page, click the **My Prizes** tab, and you can see the courier ticket number of the prize.

15.3.3 How Do I Set the Recipient Address of a Prize?

Go to the **My Account > My Privileges** page, click the **My Prizes** tab, and add or modify the recipient address of a prize in the **Recipient** column.

15.3.4 How Do I Get a Free Trial Package?

In the latest events menu on the HUAWEI CLOUD official website, click the tab about beginners' benefits, and then click in the free trial area. On the page that is displayed, eligible customers can obtain a free trial package. If you want to learn about the conditions of participation, see the detailed rules.

16 Others

[16.1 What Can I Do If a Message Indicating "Insufficient permissions. Policy doesn't allow bss: unsubscribe: update to be performed." Is Displayed When I Am Performing the Operation?](#)

16.1 What Can I Do If a Message Indicating "Insufficient permissions. Policy doesn't allow bss: unsubscribe: update to be performed." Is Displayed When I Am Performing the Operation?

If error "Insufficient permissions. Policy doesn't allow bss: unsubscribe: update to be performed." occurs when IAM sub-users are performing operations at the **Billing Center**, the following steps can be taken:

1. Log in to HUAWEI CLOUD as an **administrator** of the group to which the IAM user belongs.
2. Move the mouse over the username at the top right, and select **Identity and Access Management** in the drop-down list.
3. In the user group list, click **Configure permissions** on the right of the user group.
4. Add the **BSS Administrator** policy in all areas. For details about adding the policy, see [Creating a User Group](#).