

FAQ

FAQ

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Vulnerability

Huawei's regulations on product vulnerability management are subject to the *Vul. Response Process*. For details about this process, visit the following web page:

<https://www.huawei.com/en/psirt/vul-response-process>

For vulnerability information, enterprise customers can visit the following web page:

<https://securitybulletin.huawei.com/enterprise/en/security-advisory>

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1 Overview

You can obtain frequently asked questions (FAQs) about different roles.

- Huawei Cloud Partner Network
- [Cloud Solution Provider](#)
- [Reseller Customers](#)
- [KooGallery Partners](#)
- [Carrier Partners](#)
- [Partner Brand Marketing](#)

2 Cloud Solution Providers

2.1 Partner Policies

2.1.1 What Is Cloud Solution Provider Program?

Designed for system integrators (SIs), strategic consulting firms, solution providers, agents, managed service providers (MSPs), value-added resellers (VARs), and carrier partners, the cloud solution provider program can use Huawei Cloud products as a portion of its differentiated solution and resell these products to end customers.

2.1.2 What Is the Revenue of a Cloud Solution Provider? How Do I Calculate the Revenue?

If a partner resells Huawei Cloud products or services to a customer or indirectly drives the sales of Huawei Cloud products or services, the payment for the resources used by the customer on Huawei Cloud is the revenue calculation basis. The cash revenue generated from the direct or indirect sales of Huawei Cloud products or services will be counted into the partner's revenue, which is an important metric for determining the partner's incentives.

2.1.3 What Are the Incentives for a Cloud Solution Provider?

Huawei Cloud gives incentives to cloud solution providers based on their revenues and value-added contributions. Incentives include revenue-based incentives and special incentives meeting certain requirements.

2.1.4 Are Cloud Resources Used by Cloud Solution Providers Themselves Included in the Sales Revenue?

The account of cloud solution providers cannot be used to purchase cloud resources. To purchase cloud resources, a partner can register a new Huawei Cloud account using the same company as that for registering a cloud solution provider account and then associate the Huawei Cloud account to the cloud solution

provider account. Then, the cash expenditures generated by this Huawei Cloud account are counted into partner's sales revenue.

2.1.5 Is the Consumption Using Coupons Issued by HUAWEI CLOUD Included in Sales Revenue?

This part is not counted.

2.1.6 Is Customers' Consumption for New Resources Differentiated from That for Renewal in Partners' Revenue?

No. The two parts are not differentiated.

2.1.7 How Can Partners Apply for Additional POC Test Coupons?

Contact the local HUAWEI CLOUD ecosystem manager.

2.1.8 How Are Incentive Earnings Distributed?

Monthly incentive earnings generated from referral customers can be distributed to partners using the following ways: **Transfer to bank account** (requiring an incentive amount of over 200 USD), **Top up HUAWEI CLOUD account**, or **Exchange for cash coupons**. If partners want their incentive earnings distributed on a quarterly basis, only **Exchange for cash coupons** can be used.

2.1.9 How Long Is the Validity Period of the Referral and Reseller Models?

Only one model can be selected for a customer. The model is permanently valid after the customer is associated.

2.1.10 What Is the Transaction Mode for the Referral and Reseller Model?

Referral model: A customer signs a contract with Huawei Cloud. Huawei Cloud is responsible for the customer's contracts, billing, and invoices, and the customer pays to Huawei Cloud. The customer needs to bind a credit card to purchase cloud services, and the partner takes the incentive.

Reseller model: A customer transacts with a partner, and the partner transacts with Huawei Cloud. The partner is responsible for the customer's budget setting, contracts, billing, and invoices. The customer does not need to bind a credit card. The bills and payment of the customer are paid by the partner.

2.1.11 How Do Partners Set Discounts for Customers?

Referral model: Partners can select a customer in the Partner Center and set a discount within the authorized scope set by HUAWEI CLOUD for the customer.

Reseller model: HUAWEI CLOUD does not control the transaction price between partners and customers. Therefore, discounts cannot be set in the Partner Center.

2.1.12 What Does the Account Information, Amount Due, and Account Balance of the Partner Center Mean?

Amount Due: indicates the expenses that a partner should pay to Huawei (summarizes the cloud resource usage of the customers associated with the partner and the consumption calculated based on the settlement price between the partner and HUAWEI CLOUD).

Account Balance: indicates the balance of a partner's account. HUAWEI CLOUD deducts fees from the Account Balance after the monthly partner Amount Due is calculated.

2.1.13 Do Cloud Solution Providers Need to Make Payment to Huawei Cloud in Advance for Overstock?

Cloud solution providers do not need to make payment to Huawei Cloud in advance for overstock. Huawei Cloud has different annual revenue requirements for different tiers of cloud solution providers. The cloud solution providers will be upgraded or downgraded when their annual revenue meets the corresponding requirements. Huawei Cloud customers outside the Chinese mainland use the postpaid mode. Huawei Cloud grants credits to partners based on their customers' conditions.

2.1.14 Does a Partner Need to Provide Services for Customers Associated in the Referral Model?

If a customer associates with a partner in the Referral mode, the partner needs to provide support service for the customer.

2.1.15 Does HUAWEI CLOUD Set Budgets for Partners? What Is the Relationship Between This Function and Budget Setting by Partners for Reseller Customers?

- HUAWEI CLOUD sets a consumption quota for a partner based on the partner tier. The quota granted by HUAWEI CLOUD to the partner does not relate to the monthly budget set by the partner for its customers. If the partner's consumption exceeds the quota set by HUAWEI CLOUD, HUAWEI CLOUD will notify the partner of repaying the money immediately, but will not perform any operations on the cloud services used by partner's reseller customers.
- A partner sets the monthly budget for its reseller customers is to manage the cloud resource usage of the customers. HUAWEI CLOUD compares the customer's expenditure at the official price with the monthly budget. If the customer's expenditure exceeds a certain proportion of the budget, the partner will receive a notification. The partner can adjust the monthly budget or freeze the account of the customer. Once the account is frozen, the customer cannot purchase, renew, or change resources, and provisioned resources may become unavailable, but still incur fees. The customer budget will restore in next month.

2.2 Registration and Authentication

2.2.1 How Do I View My Partner Qualification Information?

Log in to **Partner Center**, choose **Partner Programs > Huawei Cloud Partner Programs > Partner Programs Enrolled** in the menu on the top, and view the partner programs you have joined and your partner tier in different programs.

- Select a partner program and click **View Details** to view the program details.
- Select a partner program and click **Download Certificate** to download the program certificate.

2.2.2 How Do I Become a Huawei Cloud Solution Provider?

If you have registered a Huawei Cloud account and the account has no historical consumption and no credit card account is linked, you can log in to Huawei Cloud and visit the [HCPN](#) page to apply for joining HCPN first. Then, you can apply for joining the Cloud Solution Provider Program.

If you do not have an account, visit the [HCPN](#) page on the Huawei Cloud official website to register an account (binding a credit card is not necessary) and become an HCPN partner.

2.2.3 If I Want to Become a Cloud Solution Provider, What Do I Do When I Am Prompted to Bind a Credit Card During Account Registration?

You do not need to bind a credit card. You can visit the [Partner](#) page to directly join the HCPN Solution Partner Program.

2.2.4 How Do I Join the Cloud Solution Provider Program When I Already Have My Huawei Cloud Account Bound with a Credit Card?

Joining the Cloud Solution Provider Program does not require you to bind a credit card. You need to register a new account on the [Partner](#) page.

2.2.5 How Do I Join Cloud Solution Provider Program When My Account Has Purchased Huawei Cloud Services?

You need to register a new account on the [Partner](#) page.

2.2.6 Why Can't I Purchase Huawei Cloud Services As a Cloud Solution Provider?

The account of cloud solution provider is used for managing services. It cannot be used for purchasing Huawei Cloud services.

2.2.7 How Does a Cloud Solution Provider Try Huawei Cloud Services?

You can register a common HUAWEI CLOUD account. After you bind an email and phone number, complete the account information, and configure a payment method, you can try and experience HUAWEI CLOUD services.

2.2.8 Can a Partner Account Be Deregistered?

A HUAWEI CLOUD account that has been added to any partner program cannot be deregistered.

2.2.9 Can a Partner Registered in Country A Register as a Huawei Cloud Solution Provider in Country B?

In principle, the registration place is not limited. However, due to the restrictions of commercial, legal, and financial tax regulations of each country, partners are generally allowed to register as Huawei Cloud solution provider in the country where their companies are registered to support Huawei Cloud sales and trading.

2.2.10 Why Cannot I Bind a Credit Card to My Account If I Want to Become a Cloud Solution Provider?

After a partner becomes a cloud solution provider, its original Huawei Cloud account becomes a Cloud Solution Provider account. A Cloud Solution Provider account cannot be used to purchase or use cloud resources. Therefore, if the partner's account has been bound to a credit card and has cloud resources provisioned, the partner can apply to become a cloud solution provider only after all the resources are disabled and unsubscribed from.

To disable and unsubscribe from the cloud services, the partner needs to submit a service ticket. For certain cloud services, such as DNS, SMN, and some services in the OBT stage, it takes one to two days to disable the services after the service ticket is submitted. Therefore, it will take long time for the partner to disable the provisioned cloud services. To avoid these situations, the partner cannot bind a credit card to its account if it wants to become a solution partner.

2.2.11 Can I Bind a Bank Card of Country B to an Account Registered in Country A?

Yes, you can bind a bank card of country B to an account registered in country A.

2.2.12 When Do I Need to Renew My Partner Program Certificates and How Do I Renew Them?

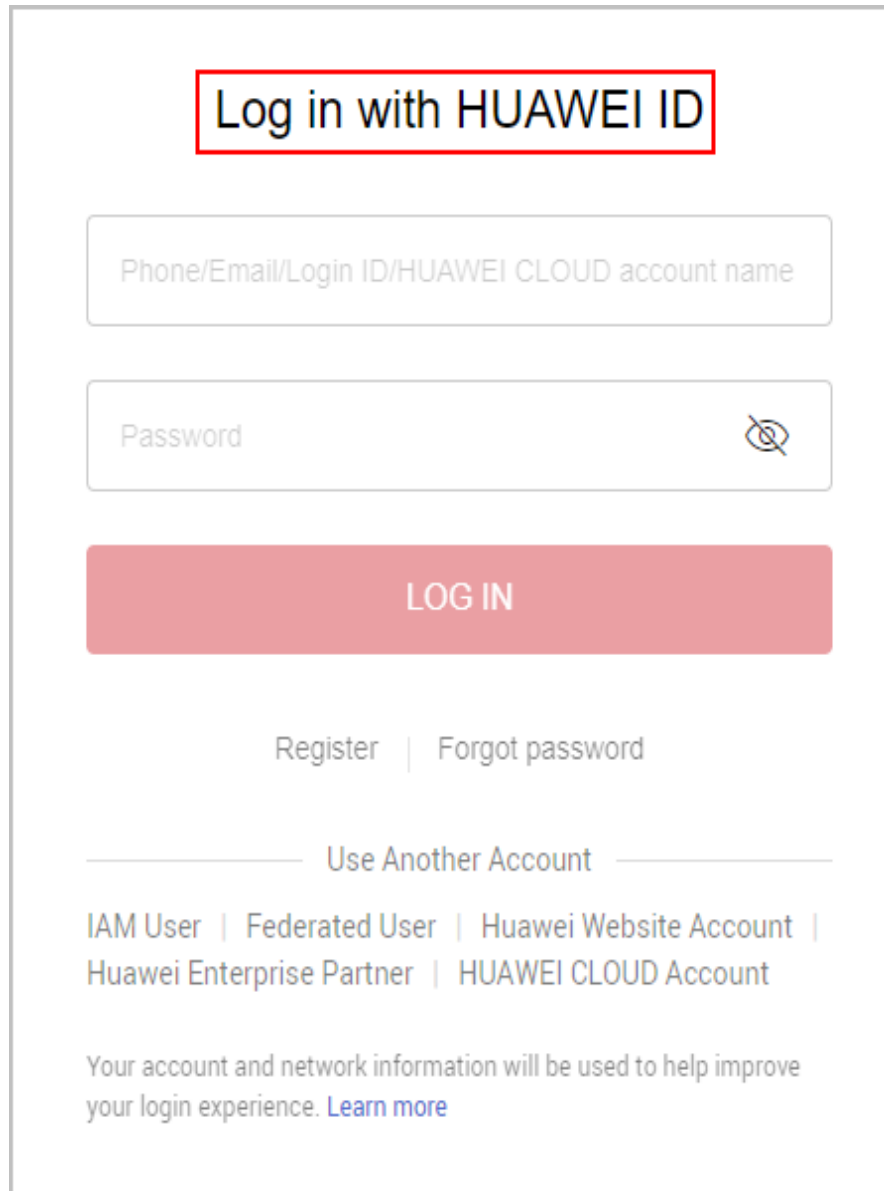
The renewal of the partner program certificates shall follow the partner program policy. The certificates can be automatically renewed on a specific date or you can choose to manually re-certificate or apply for joining the programs again. For details, contact your ecosystem manager (find your ecosystem manager on the **Overview** page in Partner Center).

The certificates are automatically renewed on January 31 each year.

2.2.13 How Do I Change the Phone Number of My HUAWEI ID?

Changing Phone Number of HUAWEI ID

Step 1 Use your partner account to log in to [Huawei Cloud](#).



Log in with HUAWEI ID

Phone/Email/Login ID/HUAWEI CLOUD account name

Password

LOG IN

Register | Forgot password

Use Another Account

IAM User | Federated User | Huawei Website Account |
Huawei Enterprise Partner | HUAWEI CLOUD Account

Your account and network information will be used to help improve your login experience. [Learn more](#)

Step 2 Hover over the account name in the upper right corner and choose **My Account**.

Step 3 Choose **Partner Information > Basic Information** in the drop-down list of the account name in the upper right corner

Step 4 Switch to the **Account Information** tab page and click **Manage** next to **Huawei Account Information**.

The screenshot shows the 'Basic Information' page with the 'Account Information' tab selected. A message at the top states: 'HUAWEI CLOUD has automatically generated a tenant name for you, because'. Below this, there are two main sections:

- Huawei Account Information**: Includes fields for Account Name, Mobile Number, Email, and Password. A 'Manage' button is highlighted with a red box next to the Mobile Number field.
- HUAWEI CLOUD Basic Information**: Includes fields for Tenant Name, Business Mobile Number, Business Email, Security Credentials, and Verify It's You (a toggle switch). 'Modify' buttons are present next to the Business Mobile Number and Business Email fields.

Step 5 On the **Account & security** page, click **CHANGE** next to **Phone number**.

Step 6 In the displayed dialog box, enter the password and click **OK**.

Step 7 A message for identity verification is displayed. Enter the SMS verification code and click **OK**.

Step 8 On the page for changing mobile number, enter a new mobile number and send the verification code.

Step 9 Click **OK**. The system displays a message indicating that the mobile number has been changed.

----End

Changing Mobile Number of Huawei Cloud That Has Not Been Upgraded

Step 1 Use your partner account to log in to [Huawei Cloud](#).

Account Login

This account has been upgraded to a HUAWEI ID. Log in through the HUAWEI ID login page.

Account name or email

Password

Mobile Number Login Remember me

Log In

[Free Registration](#) [Forgot Password](#)

[IAM User Login](#)

[Use Another Account](#) ^

[<HDC.Cloud>Huawei Official Website](#)

[Huawei Enterprise Partner](#) [Huawei Developer Alliance](#)

[Federated User](#) [HUAWEI ID](#)

- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** Choose **Partner Information > Basic Information** in the drop-down list of the account name in the upper right corner.
- Step 4** Switch to the **Account Information** tab page and click **Modify** next to **Mobile Number**.

Basic Information

Partner Information **Account Information** Consumption Quota

Account Name: [blurred]

Mobile Number: [blurred] **Modify**

[blurred] **Modify**

Password: [blurred] **Modify**

Security: **Manage**

Credentials

Verify It's You

Step 5 Verify your identity.

Change Mobile Number

1 Verify Identity 2 Change Mobile Number 3 Finish

Identity Verification

SMS

Email

- Verification by SMS
 - a. Click **Verify** next to **SMS**.
 - b. Click **Send Code**, enter the SMS verification code, and click **Next**.
- Verification by email
 - a. Click **Verify** next to **Email**.
 - b. Click **Send Code**, enter the email verification code, and click **Next**.

Step 6 Enter a new mobile number, click **Send Code**, and enter the code sent to the new number.

Step 7 Click **OK**. The system displays a message indicating that the mobile number is changed successfully.

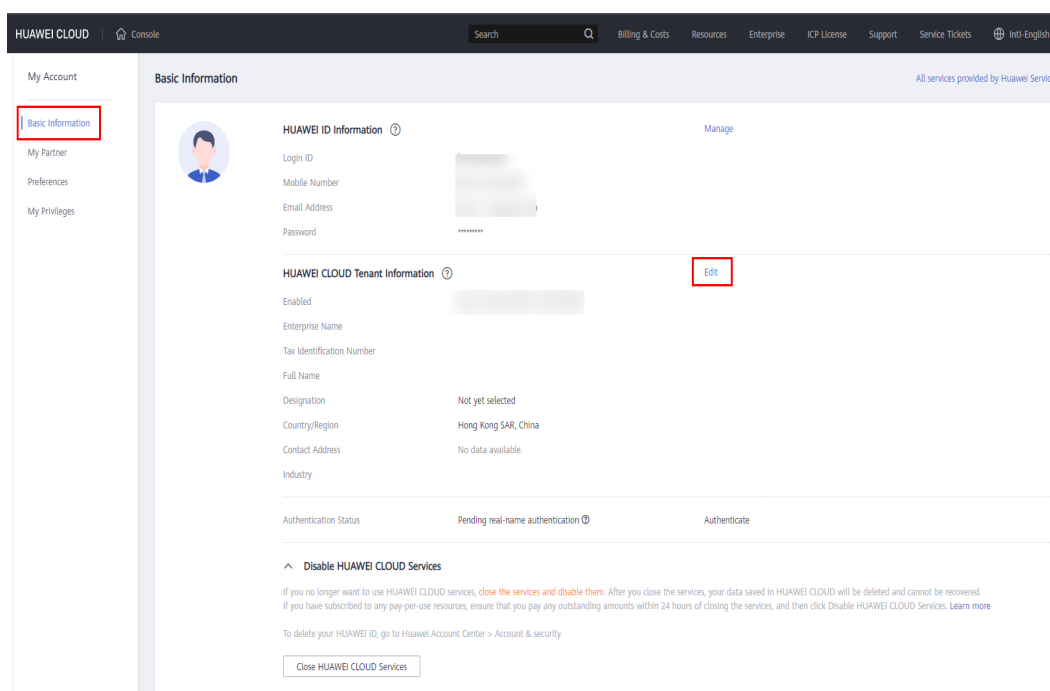
----End

2.2.14 How Do I Change My Individual Account to an Enterprise Account?

You can change your individual account to an enterprise account in account center.

Procedure

- Step 1** Use your partner account to log in to [Huawei Cloud](#).
- Step 2** In the drop-down list of your account name, click **Basic Information**.
- Step 3** Choose **Basic Information** in the navigation pane on the left.
- Step 4** In the **HUAWEI CLOUD Tenant Information** area, click **Edit**.



- Step 5** On the displayed page, set **Tenant Type** to **Enterprise** and modify required information displayed in the following figure.

Edit Information

* Tenant Type Individual Enterprise

* Enterprise Name

Tax Identification Number
Make sure your tax identification number is correct for successful tax processing. [Learn more](#)

* Address Line 1

Address Line 2

* City

* State/Province/Region

* Postal Code

Country/region

* Contact Name

* Designation

* Payment Currency

* Industry

Step 6 Click **OK**.

----End

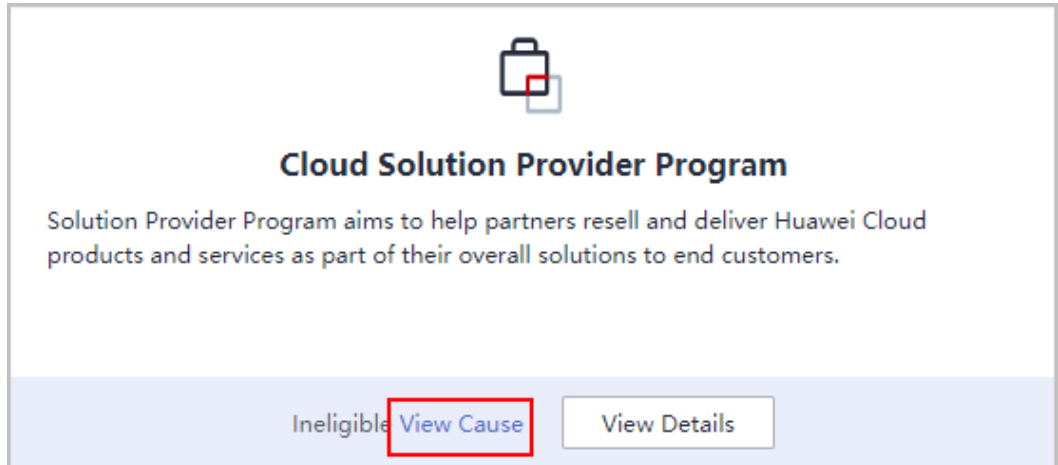
2.2.15 Registering a New Account and Applying to Join Cloud Solution Provider Program

Your account that has already joined a partner development path cannot join the Cloud Solution Provider Program. You can use a new account to join the Program.

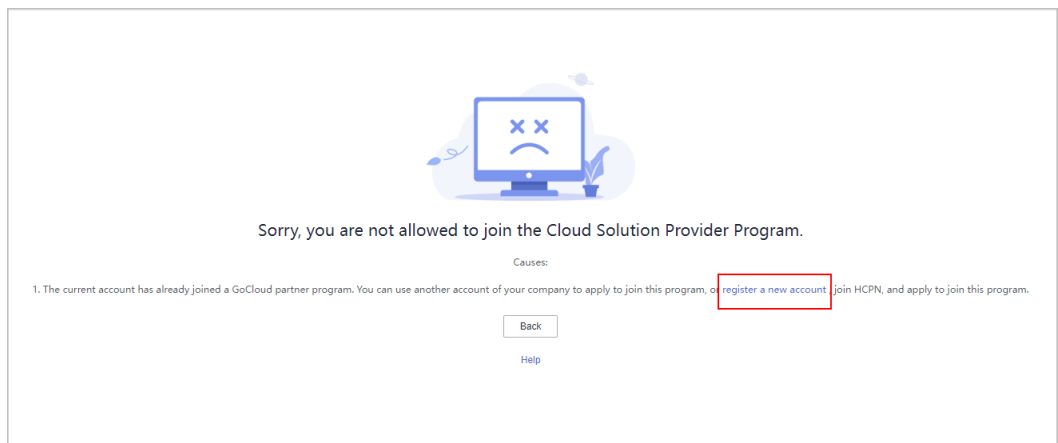
Procedure

Step 1 Choose **Partner Programs > Huawei Cloud Partner Programs** in the menu on the top.

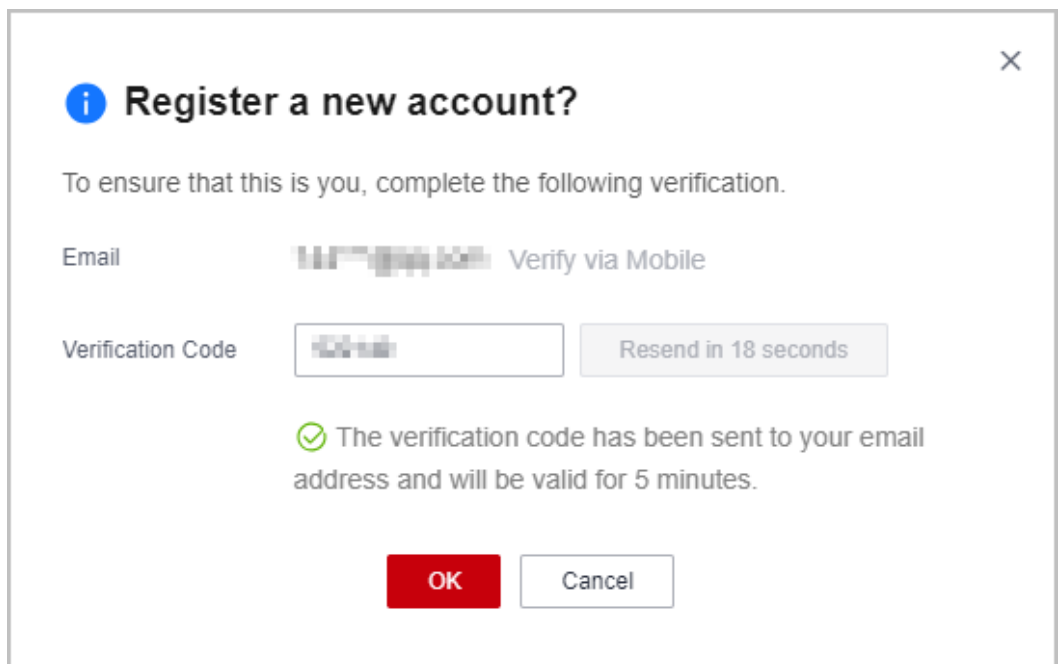
Step 2 Find the **Cloud Solution Provider Program** and click **View Cause**.



Step 3 View the cause and click **register a new account**.



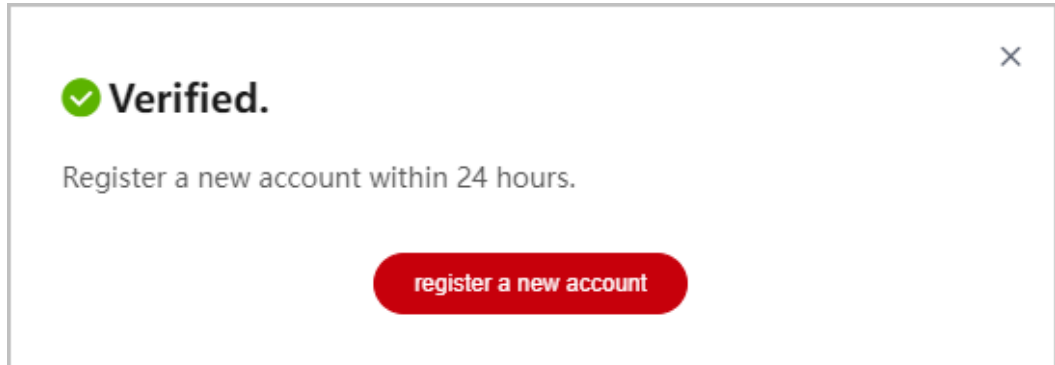
Step 4 Enter the verification code you received.



 **NOTE**

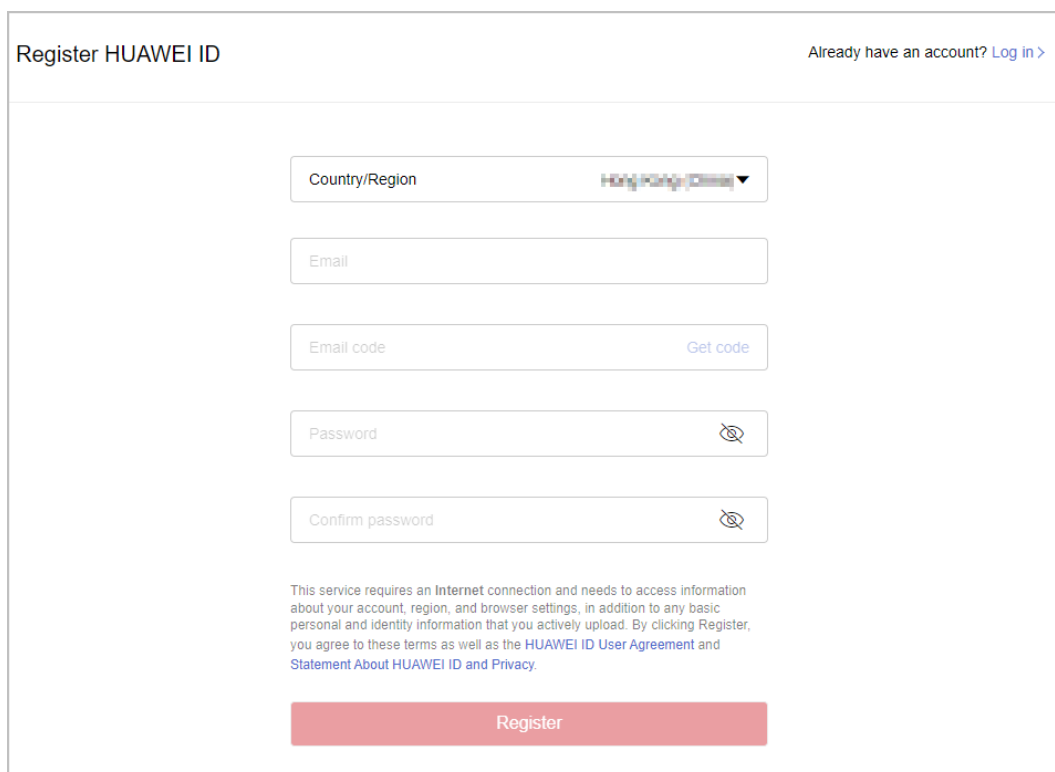
Use the email or mobile number associated with the current account for verification.

Step 5 Complete account registration within 24 hours after the verification.

 **NOTE**

The link for account registration will become invalid if you do not complete the registration within 24 hours after the verification.

Step 6 On the **Register HUAWEI ID** page, enter required information and click **Register**.

A registration form titled "Register HUAWEI ID" with a link "Already have an account? Log in >" in the top right. The form contains five input fields: "Country/Region" (a dropdown menu showing "Hong Kong (China)"), "Email", "Email code" (with a "Get code" link), "Password" (with an eye icon for visibility), and "Confirm password" (with an eye icon). Below the fields is a paragraph of terms and conditions, and a red "Register" button at the bottom. **NOTE**

When registering a new account, use another email address.

Step 7 Enable Huawei Cloud services.

Enable HUAWEI CLOUD Services

I have read and agree with the [HUAWEI CLOUD Customer Agreement](#), or, alternatively, I have read and agree with the [HUAWEI CLOUD End User License Agreement](#), if I purchase through any of the HUAWEI CLOUD Solution Partners. I also acknowledge the [Privacy Statement](#).

I would like to receive periodic updates from Sparkoo Technologies Ireland Co., Limited, via email, phone, SMS, social media, Message Center or other similar means of communication about Huawei Cloud products and services, discounts and promotions and other content that may be of interest to me.

You can unsubscribe at any time by setting privacy options on your Huawei Cloud Account or unsubscribing via the link sent in an email / SMS / other message. Disabling related services or deleting your account will be treated as withdrawal of consent.

Enable Now
Enable Later

Step 8 Fill in required information and read and accept the agreements on the **Register and Join HCPN** page. Click **Register**.

Register and Join HCPN

Fill in required information, and read and accept the agreements.

★ Last Name

★ First Name

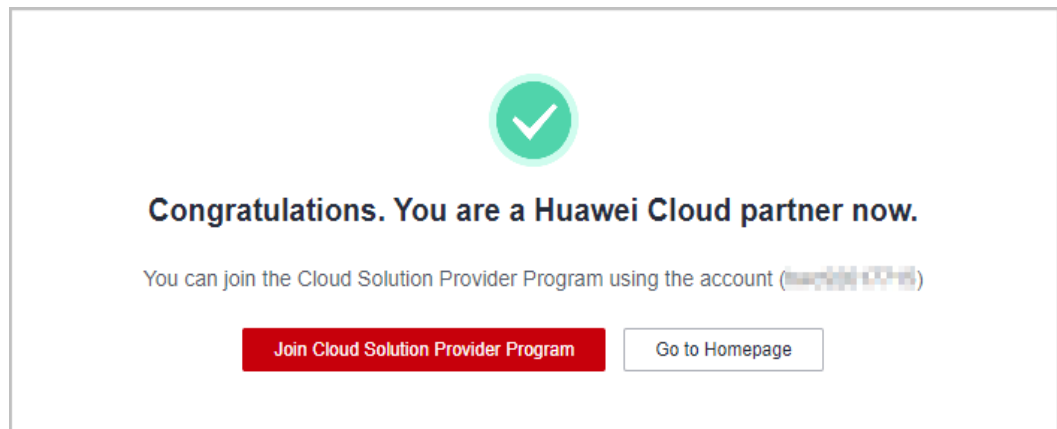
Preferred Method Email

★ Email

I have read and agree to the following agreements [\[unreadable link\]](#):
[《Huawei Cloud Partner Network Certification Agreement》](#)

Register
Cancel

- Step 9** A message, indicating that you have successfully joined HCPN, is displayed. Click [Join Cloud Solution Provider Program](#) and use your new account to apply to join this program.



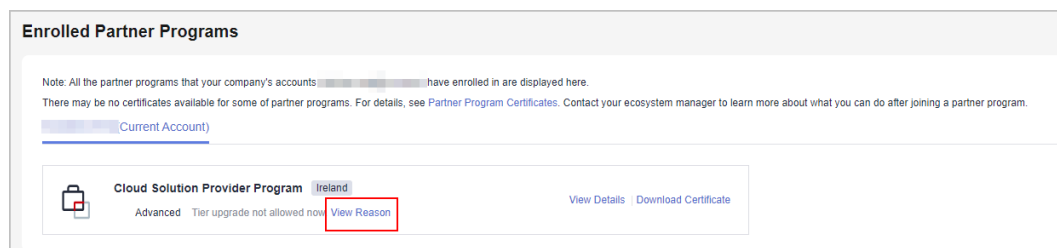
----End

2.2.16 Registering a New Account and Upgrading the Partner Tier

If the partner tier of your current account cannot be upgraded, switch to another account or register a new account, join a development path ([Service Partner Development Path](#), [Software Partner Development Path](#), or [System Integrator Development Path](#)), and complete the role validation. Then, you can apply to upgrade the tier.

Procedure

- Step 1** Choose **Partner Programs > Huawei Cloud Partner Programs > Partner Programs Enrolled** in the menu on the top.
- Step 2** Find the **Cloud Solution Provider Program** and click **View Reason**.



- Step 3** The system displays a message indicating that the tier of the current account cannot be upgraded.
- If there is not any account of your company that has completed role validation, you can switch to any account and complete role validation to apply for tier upgrade.

i Tier upgrade not supported.

There is not any account of your company that has completed role validation or competency differentiation. Switch to any account and complete role validation or competency differentiation before applying for tier upgrade.

Account Name	Development Path	Phase	Status	Operati...
[REDACTED]	Service Partner	Validation	● Rejected	Switch
[REDACTED]	Software Partner	Selection	● Approved	Switch
[REDACTED]	Learning Partner	Selection	● Approved	Switch
[REDACTED]	System Integrator	Selection	● Approved	Switch

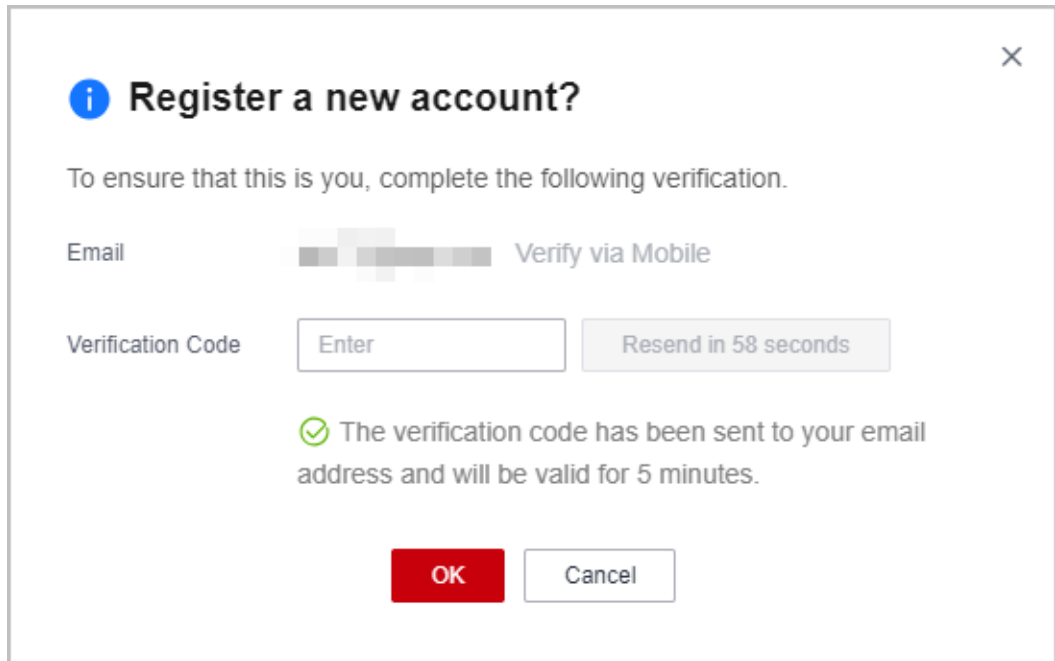
- If your company has not joined any development paths, register a new account to joint a development path, complete the role validation, and try again.

i Tier upgrade not supported.

Your company has not joined any development paths. Register a new account to joint a development path and try again.

[register a new account](#)

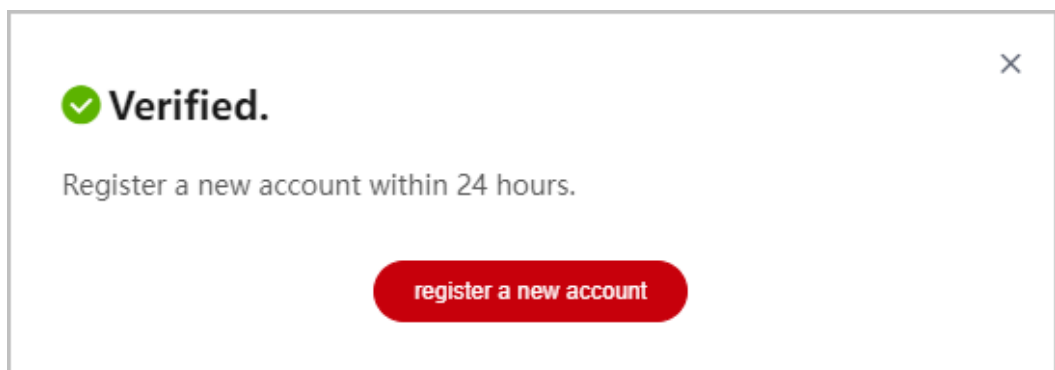
Step 4 Enter the verification code you received.



NOTE

Use the email or mobile number associated with the current account for verification.

Step 5 Complete account registration within 24 hours after the verification.



NOTE

The link for account registration will become invalid if you do not complete the registration within 24 hours after the verification.

Step 6 On the **Register HUAWEI ID** page, enter required information and click **Register**.

Register HUAWEI ID

Already have an account? [Log in >](#)

Country/Region Hong Kong (China) ▼

Email

Email code Get code

Password 👁

Confirm password 👁

This service requires an Internet connection and needs to access information about your account, region, and browser settings, in addition to any basic personal and identity information that you actively upload. By clicking Register, you agree to these terms as well as the [HUAWEI ID User Agreement](#) and [Statement About HUAWEI ID and Privacy](#).

[Register](#)

 **NOTE**

When registering a new account, use another email address.

Step 7 Enable Huawei Cloud services.

Enable HUAWEI CLOUD Services

I have read and agree with the [HUAWEI CLOUD Customer Agreement](#), or, alternatively, I have read and agree with the [HUAWEI CLOUD End User License Agreement](#), if I purchase through any of the HUAWEI CLOUD Solution Partners. I also acknowledge the [Privacy Statement](#).

I would like to receive periodic updates from Sparkoo Technologies Ireland Co., Limited, via email, phone, SMS, social media, Message Center or other similar means of communication about Huawei Cloud products and services, discounts and promotions and other content that may be of interest to me.

You can unsubscribe at any time by setting privacy options on your Huawei Cloud Account or unsubscribing via the link sent in an email / SMS / other message. Disabling related services or deleting your account will be treated as withdrawal of consent.

[Enable Now](#)

[Enable Later](#)

Step 8 Fill in required information and read and accept the agreements on the **Register and Join HCPN** page. Click **Register**.

Register and Join HCPN

Fill in required information, and read and accept the agreements.

* Last Name

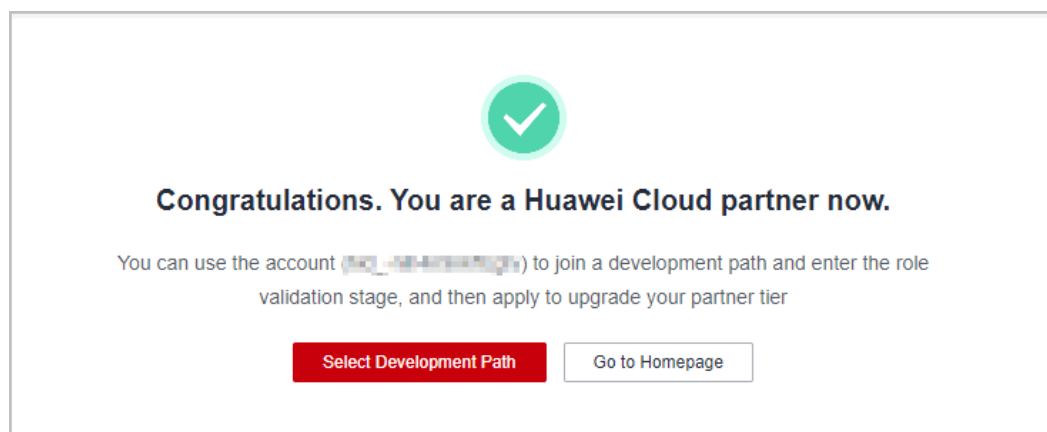
* First Name

Preferred Method Email

* Email

I have read and agree to the following agreements [\[redacted\]](#):
[《Huawei Cloud Partner Network Certification Agreement》](#)

Step 9 A message, indicating that you have successfully joined HCPN, is displayed. Click **Select Development Path**, use your new account to join a development path, and complete the role validation. Then, apply to upgrade your partner tier.



----End

2.3 Association and Disassociation

2.3.1 What Are the Precautions for Associating a Customer with a Partner?

- Each customer can be associated with only one partner.
- A customer with the HUAWEI CLOUD account in arrears cannot be associated with any partner.
- A customer cannot be associated with a partner if the customer has signed a special contract with HUAWEI CLOUD, such as an offline directly-signed

contract, authorized telemarketing contract with discounts, and directly-signed special offer contract.

- When the customer's HUAWEI CLOUD account has a balance (without rewards for top-ups) and the value of outstanding invoices is equal to or less than 2000 RMB, the customer can choose to retain the balance (by transferring the balance to the partner's subaccount) or withdraw the balance (by submitting a service ticket or contacting customer service) before being associated with a partner by prepayment model.
- When the customer's HUAWEI CLOUD account has rewards for top-ups or the value of outstanding invoices is greater than 2000 RMB, the customer must submit a service ticket or contact customer service requesting for an association by prepayment model.
- After a customer is associated with a partner by prepayment model, the coupons in the customer's HUAWEI CLOUD account are invisible and unavailable. After the customer is disassociated from the partner, the coupons become visible and available again.
- A customer with an internal HUAWEI CLOUD account cannot be associated with any partner.
- HUAWEI CLOUD customers whose reserved instances are not expired cannot be associated with any partner.

2.3.2 How Can I Change the Association Type for My Customers?

You can submit a service ticket or contact the ecosystem manager to change the association type.

2.3.3 How Does a Partner Send Invitation Links?

A partner can pre-register potential customers first, and then send invitation links to them using either of the following methods:

- By email: An email with a registration link is sent to a potential customer inviting the potential customer to associate with the partner.
- By registration link or QR code: A registration link or QR code is sent to a potential customer by email.

For details, see [Pre-registering Customers](#).

2.3.4 How Does a Partner Create a QR Code for Developing Customers?

On the **Customer Business > Customer Development > By Link or QR Code** page of the Partner Center, cloud solution providers can create QR codes for developing customers.

2.3.5 Can Partners Pre-register a Project?

Cloud solution providers cannot pre-register projects but can pre-register customers in the Partner Center on Huawei Cloud.

2.3.6 What Can I Do If I Fail to Pre-register a Customer? If I Pre-register a Customer Successfully, Is the Customer Successfully Associated with Me?

- If you and the potential customer are in the same country, customer pre-registration is not mandatory for you to associate with the customer. You can directly send an invitation link or QR code to the potential customer.
- The customer pre-registration is to ensure that the potential customer will not be associated with other partners in a certain period of time. After you pre-register the potential customer, other partners cannot pre-register or associate with the customer within 15 days, unless the customer uses a new email address. During this period, if the customer accepts the invitation from you, the customer is associated with you successfully.
- After a customer is successfully pre-registered by a partner, the customer needs to be associated with the partner. Huawei Cloud only recognizes that customers associated with a partner belong to the partner.

2.3.7 Do Huawei Cloud Solution Providers Need to Pre-Register Customer Projects When Developing Customers?

Huawei Cloud determines the revenue rebates and project ownership only based on the customer account bound to the project. Therefore, cloud solution providers do not need to pre-register customer projects when developing customers.

2.3.8 What Should I Enter for HUAWEI CLOUD BD When I Register an Opportunity?

When an ecosystem manager register an opportunity, enter the ecosystem manager employee ID for the **HUAWEI CLOUD BD** field. The **HUAWEI CLOUD Ecosystem Manager** and **HUAWEI CLOUD SA** fields are optional. If you specify these two fields, the target personnel can view the opportunity in the CRM system.

2.4 Incentives

2.4.1 What Is Partner Revenue?

Partner Revenue in the Reseller Model: All payments made by a partner to Huawei Cloud for the resources purchased by the customers associated with the partner in the Reseller model are counted as the revenue of this partner. The revenue does not include the expenditures with cash coupons issued by Huawei Cloud, turnover taxes, such as value-added tax, sales tax, and goods and services tax (GST), or expenditures on products with no revenue or rebate.

2.5 Incentive Settlement

2.5.1 What Are Partner's Revenue and Incentives?

- **Revenue**
Indicates the cash consumption generated when a cloud solution provider and its associated customers purchase Huawei Cloud products and services, including the consumption paid using the prepaid account, credit account, flexi-purchase coupons, and stored value cards and excluding the consumption on KooGallery.
- **Incentives**
Indicates the incentives provided by Huawei Cloud for cloud solution providers, including revenue-based basic rebates and special incentives that meet certain requirements.

2.5.2 When Does Huawei Start Reconciliation and Settle Incentives After Customers Purchase Cloud Services?

Huawei Cloud provides incentives for partners by month, quarter, or year according to partner policies. Take monthly incentive as an example. The revenue incentive reconciliation with partners is initiated within five working days of the next month after a subscription. Partners are notified of issuing invoices to Huawei within five working days after the reconciliation if partners choose **Transfer to back account** or **Top up Huawei Cloud account**. Huawei completes the payment within 30 calendar days after receiving the invoices. If partners choose **Exchange for cash coupons**, Huawei completes the payment within five working days after the reconciliation.

2.5.3 Where Can I View My Incentive Data?

Partners can log in to the Partner Center and choose **Financial Information > Incentive Management** to view the incentive data. The incentive data of the previous month is generated at the beginning of this month. On the **Confirm Incentives** tab, partners can view the details online, or export the bills to the local.

2.5.4 What Are the Differences Between Incentives from Reseller Customers and Incentives from Referral Customers?

According to Huawei Cloud partner incentive policies, incentives from referral customers can be paid by month or quarter, and incentives from reseller customers can be paid by quarter only. Partners can check the performance from reseller customers of each month, but the incentives are 0. The quarterly performance data from reseller customers will be displayed if the data reaches the quarterly rebate threshold, and the according incentives will be paid to the partners.

2.5.5 How Can I Confirm My Incentives? How Do I Map the Data to the Policies That I Enjoy?

- **Confirming incentives from referral customers:** Check the rebate type in the **Details** pane (rebate for list-price products or rebate for discounted products) and determine the formula used to calculate the rebate. Then, check the list price in the **Incentive Details** pane and calculate the rebate percentage based

on the customer discount. The rebate amount is equal to the list price multiplied by the rebate percentage. Partners can check whether the displayed data is correct.

- Confirming incentives from reseller customers: The monthly performance data is provided for check. The quarterly rebate data is generated only when the quarterly performance reaches the threshold. The monthly performance is equal to the list price multiplied by the settlement discount for reseller customers (excluding the consumptions paid by coupons), that is, the actual billed amount for reseller customers.
- After Huawei Cloud notifies partners of reconciliation, partners can view detailed performance and incentive data in the partner center. If partners find that the data is incorrect before the reconciliation deadline, they can reject the reconciliation request, and the operations manager will follow up this rejected request. If partners have no doubt, the bill confirmation is automatically completed when the reconciliation period ends. If partners have any questions, they can contact the customer service or the ecosystem manager. If the operation is rejected, the settlement may be delayed.

2.5.6 How Does Huawei Cloud Distribute (or Pay) the Incentive Earnings?

Huawei Cloud distributes (or pays) incentive earnings to your Huawei Cloud account in coupons (excluding tax).

2.5.7 What Are the Incentive Invoice Requirements?

The incentive distribution method of the Huawei Cloud European website is **Exchange for cash coupons**, which requires no invoices.

2.5.8 What Is the Settlement Currency Used If I Choose Transfer to bank account?

The settlement currency used is the one entered by a partner during business information authentication.

2.5.9 What Taxes Should Be Deducted When Incentives Are Paid?

Taxes will be deducted according to the tax laws of the related countries or regions, including but not limited to Withholding Tax (WHT).

2.5.10 When Can I Get the Coupons When I Choose Exchange for cash coupons?

The coupons distributed as incentive earnings are automatically distributed to the partner's coupon account when the payment application is submitted.

2.6 Discounts and Coupons

2.6.1 Can a Product Be Bought Using a Cash Coupon Alone?

Only one cash coupon can be used for each order. If a cash coupon is applicable to the product and the face value of the cash coupon is equal to or greater than the order value, the cash coupon can be used alone to pay the order. A partner can set the application scope of cash coupons when they issue cash coupons to customers.

2.6.2 After a Customer Associates with a Partner, Can the Customer's Account Balance Still Be Used?

- Yes. The account balance can be used when the customer is associated in the Referral model.
-
- When a customer is associated in the Reseller model, the customer can withdraw the balance of top-up account by submitting a service ticket or contacting customer service.

2.6.3 What Is a Cash Coupon Quota and How Do I Use It?

Cloud solution providers obtain their cash coupon quota from Huawei Cloud, while the cash coupon quota for a Partner Service Provider' associated cloud solution providers is issued by the Partner Service Provider.

NOTE

Only partners registered in Asia Pacific regions can request the cash coupon quota, and issue or withdraw cash coupons to or from their customers.

Partners must deliver cash coupon quotas to customers for use.

Partners can view cash coupon quotas by choosing **Customer Business > Coupon Management** at Partner Center, and issue cash coupons to better develop customers. Customers can use these cash coupons to buy Huawei Cloud resources.

- When purchasing a yearly/monthly product, a customer can directly use cash coupons for payment.
- Coupons will be deducted before the bill of the customer's pay-per-use product fees is generated at the end of a month. For example, the cash coupons issued on January 15 can be deducted to pay for pay-per-use consumption of January, including the consumption from January 1 to January 14.

A partner has the right to reclaim cash coupons that have been issued to its customers in case of errors or other special cases. After a cash coupon is reclaimed, customer's consumption generated in the current month cannot be deducted using the cash coupon. Exercise caution when performing this operation.

2.6.4 What Are the Cash Coupon Usage Rules and Can the Coupons Be Used Together with Commercial and Promotion Discounts?

For details about how to use cash coupons, see [Cash Coupon Usage Rules](#).

For details about whether you can use cash coupons together with commercial discounts or promotional discounts, go to the Partner Center to view the cash coupon usage rules on the **Cash Coupons** page.

2.6.5 Can I Use Multiple Cash Coupons at a Time?

Yes. Partner's cash coupons are deducted when a bill is generated. If there are multiple cash coupons meeting conditions and being valid in the corresponding billing cycle, these cash coupons can be deducted at a time.

2.6.6 Why Can't I Find My Cash Coupon Converted from My Historical Cash Coupon Quota?

The historical cash coupon quota of a partner will be converted into its cash coupon after **the bill of the current month** is generated. After the conversion, the partner can view its cash coupon converted from the historical quota before the bill of the next month is generated. This type of cash coupon is applicable to all the reseller customers of the partner.

Additionally, the cash coupons issued by a partner to its reseller customers and those directly obtained by the reseller customers from Huawei Cloud will also be converted into partner's cash coupons during the conversion. This type of cash coupons is applicable to only the reseller customers who had these coupons before.

2.6.7 What Are Test Coupons?

Test coupons (Huawei Cloud practice & demonstration coupons) are provided by Huawei Cloud to partners. Partners then grant these coupons to their reseller customers for service or resource testing.

Partners can contact their ecosystem managers to request test coupons for their customers. The test coupons requested for one customer cannot be used for another one.

Partners can also request test coupons in the Partner Center themselves. For details, see [Requesting Consulting Partner Basic Benefits](#). The test coupons requested from the Partner Center can be used by all customers of a partner.

2.6.8 Are There Any Limits on Using Test Coupons and How Do I Use Test Coupons?

For details about the limits on using test coupons, go to the **Cash Coupons** page in the Partner Center to specific rules.

For details about how to use test coupons, see the [Cash Coupon Usage Rules](#).

2.6.9 Will Customer Resources Be Automatically Deleted After Test Coupons Are Used Up?

After the test coupons are used up, customer resources will not be automatically deleted. The resources must be deleted by the customer.

During the testing, you are advised to pay close attention to the test progress and contact your customer to delete test resources in a timely manner. Huawei Cloud

will notify you of the test coupon usage to remind you to avoid arrears in the case of insufficient test coupon balance.

2.6.10 Will I Fall Into Arrears After Test Coupons Are Used Up?

Yes.

Huawei Cloud will send you the test coupon balance and estimated bill of customer's monthly/pay-per-use consumption. Pay attention to this to prevent arrears in the case of insufficient test coupon balance.

2.6.11 Is the Consumption Generated by Test Coupons Counted into Partner Revenue?

Test coupons are not counted into partner's revenue because they are used only for functional and service tests.

2.6.12 How Do I Apply for Test Coupons As a Cloud Solution Provider?

You can request test coupons based on your benefits granted. For details, see [Creating a Cloud Software Solution](#).

You can also request project-specific test coupons. Project-specific coupons are to be requested by a cloud ecosystem manager at a rep office. Project details should be provided, including background, cloud resources needed, test duration, and estimated completion time and revenue.

2.6.13 How Can I Request Test Coupons As a Carrier Partner?

You can request the test coupons based on your benefits granted. For details, see [Creating a Cloud Software Solution](#).

Additionally, you can submit an application to your ecosystem manager at the rep office based on the project. Then, the ecosystem manager will apply for test coupons on your behalf.

2.6.14 Is There Any Limit on the Test Coupon Amount That Can Be Requested?

The amount that can be requested differ with partner tier. The cloud solution providers can apply for the additional test coupons based on the specific customer project.

2.6.15 Why Is My Cash Coupon Quota Missing? How Do I Use the New Cash Coupons?

From January 1, 2021 (April 1, 2021 for solution partners from Asia-Pacific regions), the coupons will be centrally deducted when the bills of the cloud solution providers are generated, and the partners cannot issue cash coupons to their customers anymore. For details about how to use cash coupons, see [Usage Rules](#).

Partner's remaining cash coupon quota and cash coupons of partner's reseller customers will be converted into partner's cash coupons. The conversion occurs after the partner bill of the current month is generated.

To see the cash coupons after a conversion, choose **Financial Information > Cash Coupons** in the Partner Center. If you want to view historical quota and usage records of cash coupons, click **the cash coupon quota history** on the **Financial Information > Cash Coupons** page in the Partner Center.

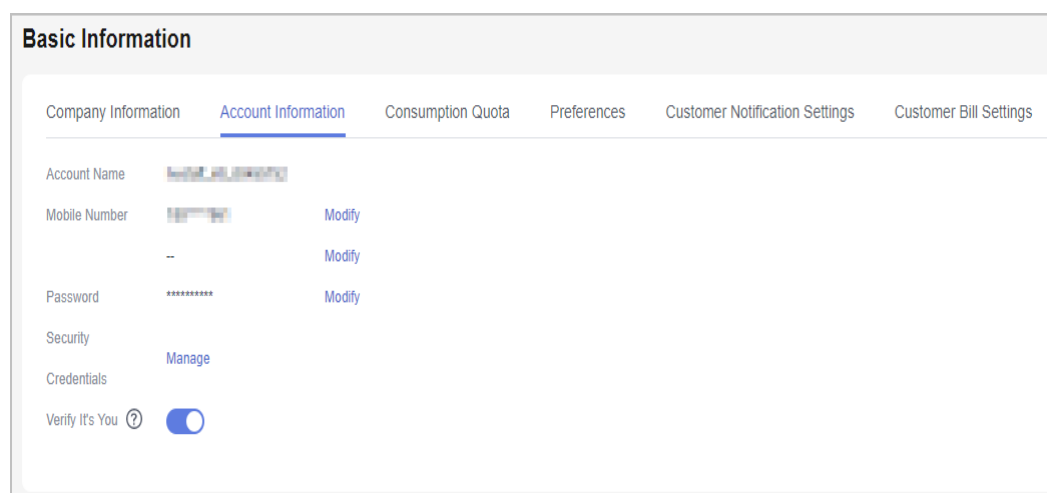
2.7 Other

2.7.1 How Does a Partner Change the Account Name?

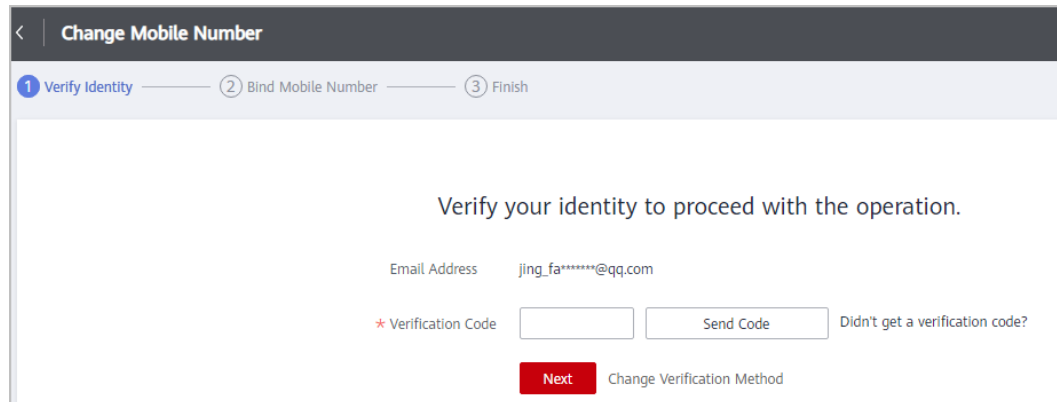
When a partner needs to change the account name, the partner can submit a service ticket.

2.7.2 How Do I Change a Mobile Number?

- Step 1** Use your partner account to log in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Partner Information > Basic Information** in the drop-down list of the account name in the upper right corner.
- Step 4** Click the **Account Information** tab. Click **Modify** after **Mobile Number** to switch to the **Change Mobile Number** page.



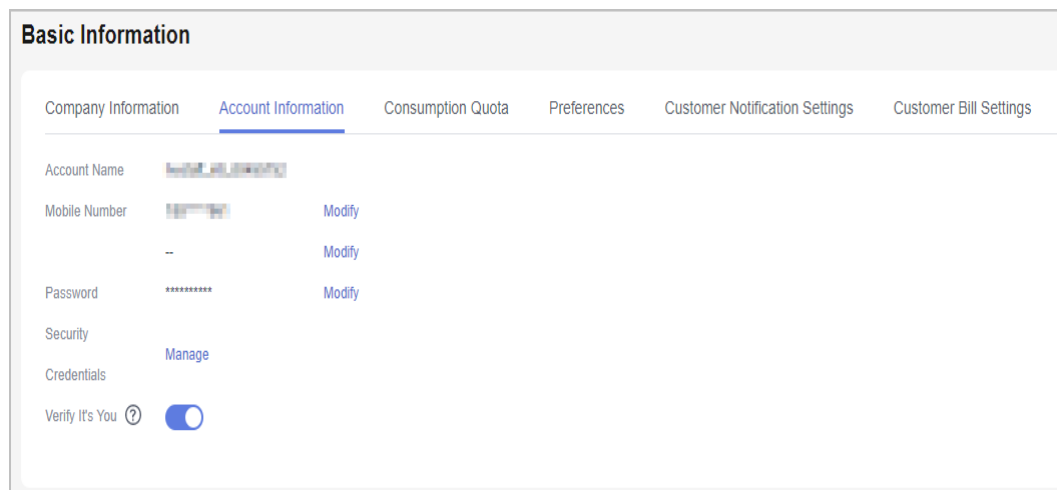
- Step 5** Click **Verify** to switch to the **Verify Identity** page.
- Step 6** On the displayed page, obtain and enter the verification code as prompted and click **Next**.



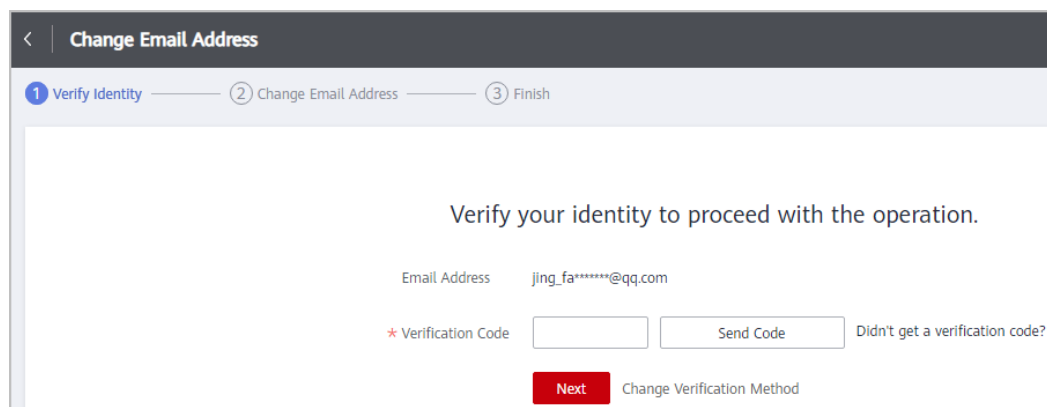
- Step 7** Configure the new mobile number, obtain the verification code and click **OK**.
A message indicating that the mobile phone is changed successfully is displayed.
----End

2.7.3 How Do I Change an Email Address?

- Step 1** Use your partner account to log in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Partner Information > Basic Information** in the drop-down list of the account name in the upper right corner.
- Step 4** Click the **Account Information** tab. Click **Modify** after **Email** to switch to the **Change Email Address** page.



- Step 5** Click **Verify** to switch to the **Verify Identity** page.
- Step 6** On the displayed page, obtain and enter the verification code as prompted and click **Next**.



Step 7 Enter the new email address, obtain the verification code and click **OK**.

A message indicating that the email address is changed successfully is displayed.

----End

2.7.4 How Do I Download a Partner Program Certificate, and How Can I View the Validity Period of the Certificate?

Use your partner account to log in to [Huawei Cloud](#) and go to the Partner Center. Choose **Partner Programs > Enrolled Partner Programs** and download the certificate of the target program.

You can view the certificate validity period in the certificate file.


2.7.5 Why I Fail to Receive a Verification Code When Registering a Partner Account?

The possible causes are as follows:

- The verification code email is identified as spam.
- The email address is invalid.
- Spaces or other invisible characters are entered before or after the email address.
- The network or platform has a fault. You can provide the account name and email address entered during the registration to the O&M personnel for fault locating.
- "mail01.huawei.com" is blocked by the firewall of the partner or customer. It needs to be added to the whitelist.

2.7.6 How Can I Configure Email and SMS Notifications for Specific Personnel to Send Financial Information to Them?

By default, the email and SMS notifications are sent to email addresses and mobile numbers of cloud solution partners. To configure email and SMS notifications for internal employees so that they can receive financial information such as information about account in arrears or incentive earning confirmation, perform the following steps:

1. Log in to the Partner Center.
2. Move the mouse to the SMS icon  in the upper right corner of the page.
3. Click **Message Receive Management** and go to the **Receiving Setting** page.
4. In the **Finance** pane, click **Modify** in the rows of **Account fee** and **Bill**.
5. In the **Modify Message Recipient** dialog box, click **Add Message Recipient** to add the email address and mobile number of the message recipient.
6. Click **OK**.

2.7.7 How Do I View and Download the HCPN Certification Agreement and the Huawei Cloud Solution Partner Cooperation Agreement?

View the [HCPN Certification Agreement](#) and the [Huawei Cloud Solution Partner Cooperation Agreement](#).

2.7.8 How Do I Pay Yearly/Monthly Products?

A partner or customer has three payment methods: payment from balance, online payment, and monthly settlement.

2.7.9 What Are the Impacts If a Partner Revokes Its Reseller Customers' Permission to View Bills or Cost in the Billing Center?

A partner can revoke its reseller customers' permission to view the **Bills** and **Cost Center** in the Billing Center. Once this permission is revoked, all reseller customers cannot view **Bills** or **Cost Center** and will not receive consumption data.

Whereas, reseller customers can still view their expenditures calculated using the pricing on the HUAWEI CLOUD official website by choosing **Billing Center** > **Orders**.

2.7.10 What Are the Statistical Rules of the Expenditure Dashboard?

Expenditure statistics of all customers of a partner will be displayed on the dashboard.

Account managers can view the expenditure statistics of their customers.

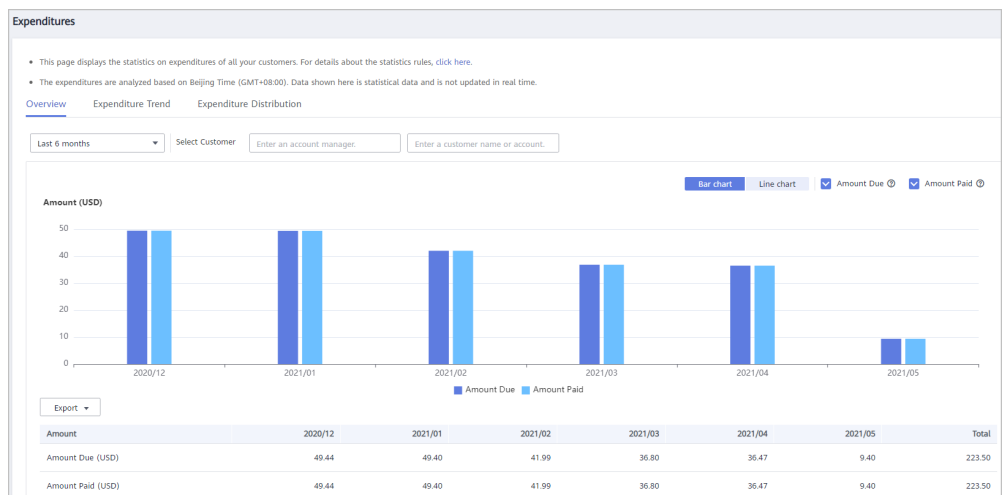
Account directors can view the expenditure statistics of all the customers of their account managers.

2.7.11 How Do I View the Expenditure Summary After the Expenditure Summary Module Has Been Moved from the Customer Expenditure Page to the Expenditures Page?

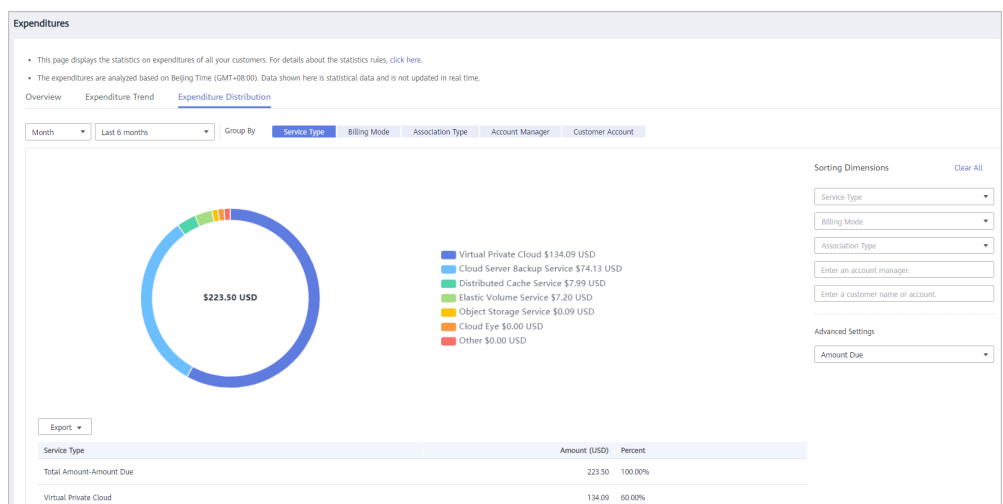
1. Expenditures, refunds, and adjustments on the **Customer Business** > **Customer Expenditure** page.

Expenditures						\$11,926.28 USD (Including used coupons of \$9.50 USD)
Discount: \$397.46 USD						
Customer	Account Name	Amount (USD)	=	Cash Payments (USD)	+	Coupons Used (USD) Operation
--	hanchang@huang_xi.net	5,213.94		5,209.34		4.60 Details Expenditure Records
--	hanchang@huang_xi.net	6,609.07		6,609.07		0.00 Details Expenditure Records
hanchang@huang_xi.net	hanchang@huang_xi.net	9.50		4.60		4.90 Details Expenditure Records
--	hanchang@huang_xi.net	93.77		93.77		0.00 Details Expenditure Records
Refunds						-\$7.25 USD
Customer	Account Name	Refunds (USD)	=	Cash Refund (USD)	+	Cash Coupon Refund (USD) Operation
--	hanchang@huang_xi.net	-7.25		-7.25		0.00 Details Expenditure Records
Adjustments						-\$64.50 USD
Customer	Account Name	Adjustments (USD)	=	Cash Adjustment (USD)	+	Cash Coupon Adjustment (USD) Operation
hanchang@huang_xi.net	hanchang@huang_xi.net	-3.50		0.00		-3.50 Details
--	hanchang@huang_xi.net	-61.00		-61.00		0.00 Details

Amount due on the **Overview** tab page of **Operations Statistics > Expenditures**



- You can view the expenditure statistics on the **Expenditure Distribution** tab page of **Operations Statistics > Expenditures**. Select a time range and the grouping dimension **Customer Account** to view the expenditures summarized by customer account.



To learn more about the functions on the **Expenditures** page, visit [here](#).

2.7.12 What Are the Impacts of Bill Run Mechanism Adjustment on Partners?

1. The total amount of a monthly bill on the **Financial Information > Partner Bills > Bills** page slightly increases when the third and later decimal places in the amount are not truncated.

The screenshot shows the 'Partner Bills' interface. At the top, there is a note: 'Partner bills include only your expenditures on HUAWEI CLOUD and do not include the expenditures of your referred customers. These bills serve as a basis for payment and invoicing.' Below this, there are two bullet points explaining the billing time (GMT +0800) and providing a link to view the bill calculation method. The main section is titled 'Amount Due' and shows a calculation: \$11.95 USD = Unpaid Fees of the Latest Billing Month (\$0.00 USD) + Unpaid Fees of Previous Months (\$11.95 USD). There is a 'Repay' button. Below this, there is a 'Monthly Bills' section with a 'View Export' button and a date filter set to '2021-05'. A message states: 'You have not yet been billed for this month's expenditures. The amount displayed here is just an estimate (tax not included). Check the bill again after it is issued on Jun 08, 2021.' At the bottom, there is a 'Bill Estimate' of \$0.00 USD and 'Expenditures' of \$0.00 USD.

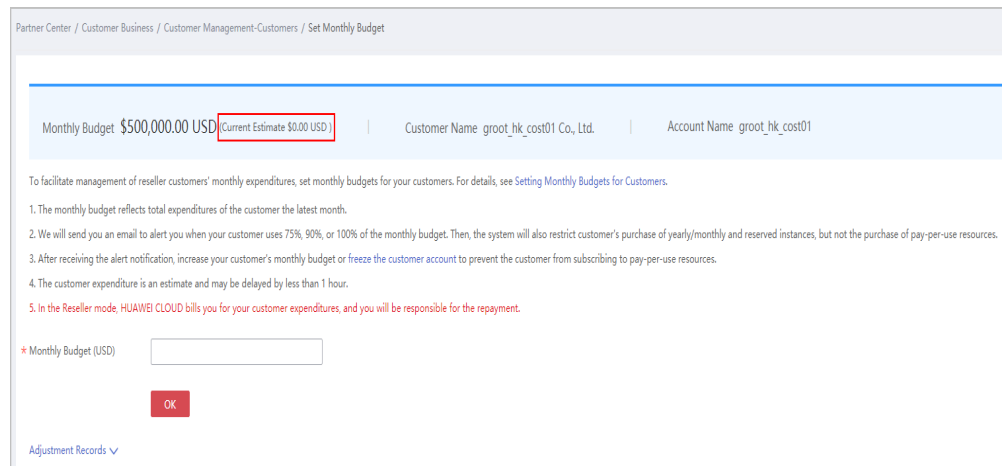
2. The amounts of expenditure summaries on the **Financial Information > Partner Bills > Bills > By Product** and **By Customer** pages have been rounded off, so there may be some discrepancies with the total amount on the **Bills** page. To view the accurate amount, you can export the bill in XLSX or CSV format to obtain the accurate amount that is accurate to eight decimal places.
3. Two decimal places are displayed for the balance of cash coupons on the **Financial Information > Cash Coupons** page by default. If you hover your cursor over the balance amount, the amount accurate to eight decimal places is displayed.

The screenshot shows the 'Cash Coupons' page. It includes a note: 'You may want to view the cash coupon quota history. Cash coupons can be deducted when partners' bills are generated. Click here to view deduction details.' Below this, there is a filter for 'Available' coupons and a search bar. The main part of the page is a table with columns: 'Cash Coupon Name/ID', 'Balance (USD)', 'Validity', 'Applicable Product', 'Applicable Customer', 'Billing Mode', and 'Remarks'. The first row shows a coupon with a balance of 13.796 USD, which is highlighted with a red box. The second row shows a coupon with a balance of 123.54680921544 USD, also highlighted with a red box.

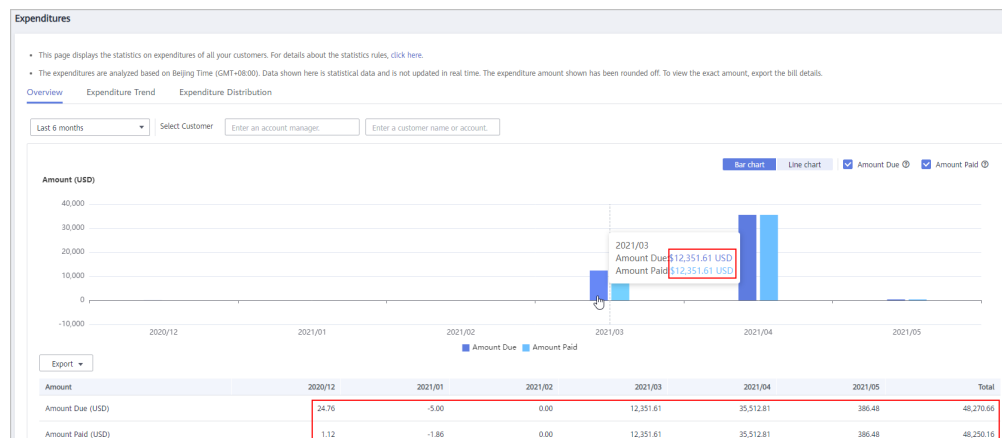
4. The amount of coupons used in bill run is accurate to eight decimal places.
5. The amounts of list price, discounted amount, amount due, cash payment, cash coupons used, and monthly settlement on the **Customer Business > Customer Expenditure** page are accurate to eight decimal places.

The screenshot shows the 'Customer Expenditure' page. It includes a note: 'Displays the expenditure information of referral customers and reseller customers. The customer expenditure records do not serve as a basis for settlement, payment, or invoicing.' Below this, there are search filters for 'Billing Cycle' (set to 2021/05), 'Customer Name', 'Account Manager', 'Order/Transaction ID', and 'Resource ID'. There is an 'Export' button. The main part of the page is a table with columns: 'Transaction Time', 'Resource/ID', 'Specifications', 'Region', 'AZ', 'List Price (LL)', 'Discount Amount...', 'Amount Due (LL)', 'Cash Payment (L...', 'Cash Coupons U...', and 'Monthly Settlem...'. The first three rows of data are shown, with the 'List Price (LL)' column highlighted by a red box.

6. The amount of **Current Estimate** displayed when a monthly budget is set for a customer associated in the Reseller model on the **Customer Business > Customer Management** page is accurate to eight decimal places.



7. The amount on the **Operations Statistics > Expenditures** page is rounded to the nearest hundredth. The amounts in the related APIs and exported expenditures are accurate to eight decimal places.

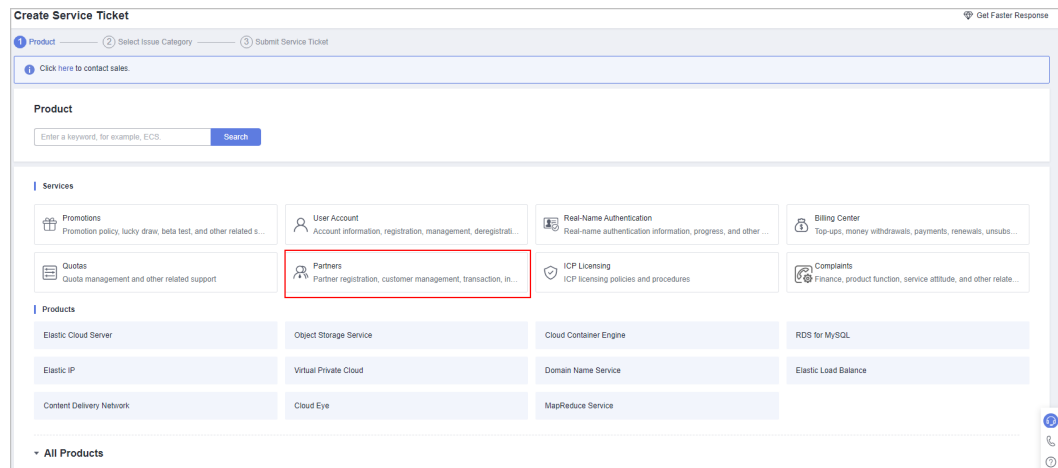


8. Amounts in bill-related APIs and the subscribed bills on the **Benefits and Support > Partner Benefits** page are accurate to eight decimal places.

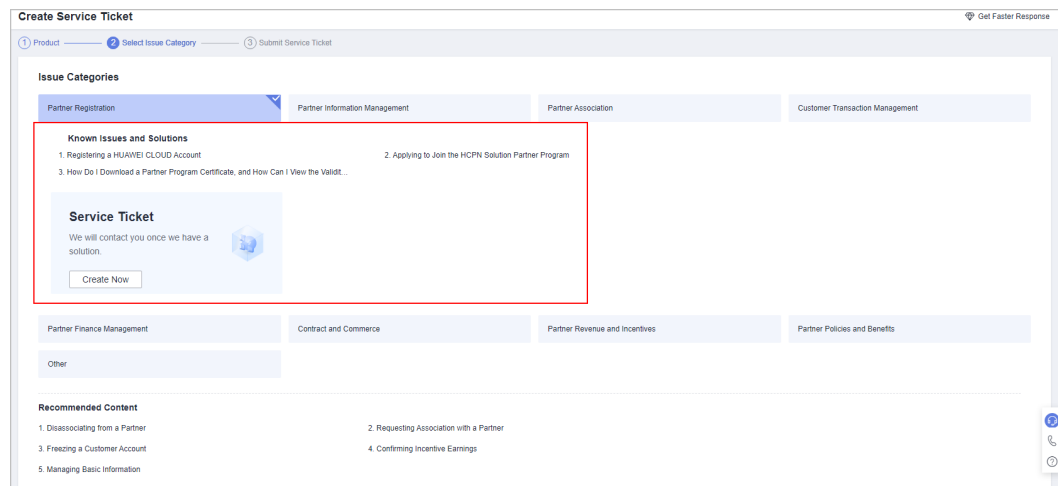
2.7.13 How Do I Create a Service Ticket?

Procedure

- Step 1** Use your account to log in to [Huawei Cloud](#).
- Step 2** Click **Service Tickets** in the upper right corner of the displayed page.
- Step 3** In the navigation pane on the left, choose **Service Tickets > Create Service Ticket**.
- Step 4** Select the target product and click **Partners** in the **Services** area or enter the keyword **partner** in the text box of the **Product** area and select **Partners** from the drop-down list that is automatically displayed.



Step 5 Configure **Issue Categories** and view **Known Issues and Solutions**. Check whether there is any issue similar to yours. If yes, click it to view its solution. If no, create a service ticket.



NOTE

You can also refer to **Recommended Content** to check whether your problem can be resolved.

Step 6 Enter the problem in **Problem Description**, configure **Contact Options (Mobile or Email)**, select **I have read and agree to the Letter of Authorization and Privacy Statement**, and click **Submit**.

----End

2.7.14 How Do I View the Service Ticket Processing Progress?

Procedure

- Step 1** Use your account to log in to [Huawei Cloud](#).
- Step 2** Click **Service Tickets** in the upper right corner of the displayed page.
- Step 3** In the navigation pane on the left, choose **Service Tickets > My Service Tickets**.
- Step 4** You can view the service ticket processing status on the displayed page. You can click **Leave Message** or **Remind** in the **Operation** column. In the upper left corner of the page, you can view the service tickets in the pending confirmation, processing, or pending processing state.

Problem Description	Service Ticket No.	Applicant	Subtype	Status	Created	Operation
...	Account Login	Closed	Mar 11, 2021 16:20:24 GMT+08:00	Leave Message Remind Delete
...	User Account - Account Info No.	Closed	Jul 21, 2020 20:58:15 GMT+08:00	Leave Message Remind Delete
...	Network Disconnection	Closed	Feb 25, 2020 20:54:49 GMT+08:00	Leave Message Remind Delete
...	Partnership Problems	Closed	Oct 10, 2019 22:22:33 GMT+08:00	Leave Message Remind Delete
...	Incentives	Closed	Sep 02, 2019 19:49:57 GMT+08:00	Leave Message Remind Delete
...	Incentives	Closed	Jul 24, 2019 11:27:17 GMT+08:00	Leave Message Remind Delete
...	Promotion Policy	Closed	Mar 22, 2019 05:33:53 GMT+08:00	Leave Message Remind Delete

----End

3 Sub-customers of Solution Partners

3.1 Where Can a Customer View the Invitations?

A customer can check the email sent from the partner.

The customer can also ask your partner to share the invitation link or QR code.

For details about how to associate with a partner, see [Requesting Association with a Partner](#).

3.2 How Do Customers View Their Associated Partners?

Customers can click [here](#) to view their associated partners. Alternatively, customers can log in to the HUAWEI CLOUD, switch to the **My Account** page, select **My Partner** to view their associated partners.

3.3 When Will a Customer Be Notified After the Customer Is Associated with a Partner?

After a customer is associated with a partner, the system sends an email to notify the customer of the association. The notification time is subject to the time when the customer receives the email.

3.4 Can Customers Place Orders on the HUAWEI CLOUD Official Website? Do Customers Need to Ask Their Partners to Do That for Them?

Customers can place orders directly on the HUAWEI CLOUD official website.

3.5 How Long Is the Validity Period of an Invitation Link Sent by Partners?

If an invitation link is sent by email by partners, its validity period can be seen in the email. If an invitation link or QR code is sent offline by partners, it will be valid permanently.

3.6 What Should I Do If I Cannot Be Associated with a Partner?

Contact the customer service to submit a service ticket requesting an association with your partner.

3.7 How Can a Customer Disassociate from a Partner?

To disassociate a customer from a partner, the customer needs to contact the customer service and submit a service ticket. HUAWEI CLOUD will disassociate the customer from the partner only after obtaining the agreement from the partner.

3.8 Can a Reseller Customer Purchase Pay-per-Use Products If Its Partner Sets the Budget to 0? Will This Incur Overdue Payment?

The customer can purchase pay-per-use products. The partner pays the bills generated. The customer will not have any outstanding amount.

3.9 Why Are My Cash Coupons Missing?

From January 1, 2021 (April 1, 2021 for cloud solution providers from Asia-Pacific regions), the coupons will be centrally deducted when the bills of the cloud solution providers are generated. All your cash coupons then will be converted into your partner's cash coupons and used by your partner.

For more information, contact your partner.

4 KooGallery Partners

4.1 How Can Service Providers Join the Huawei Cloud KooGallery Program?

Service providers can submit an application on the Huawei Cloud official website if they meet the requirements for registering with KooGallery.

4.2 What Benefits Can Service Providers Enjoy in Huawei Cloud KooGallery?

In addition to technical support, training support, and marketing support, service providers can leverage Huawei's global sales and service capabilities to expand their sales channels, better serve customers, and gain more commercial benefits.

4.3 Can Service Providers Apply for Test Coupons?

Yes. Service providers can apply for test coupons from the local HUAWEI CLOUD ecosystem manager.

4.4 What Are the Requirements for Service Providers to Issue Invoices to Huawei?

KooGallery partners registered in the following countries must provide the Huawei tax ID when issuing invoices. Your invoice may be rejected if you enter a wrong Huawei signing entity and/or Huawei tax ID.

Country/ Region where ISV Is Located	Huawei Signing Entity	Huawei Tax ID (VAT Registration No.)
---	-----------------------	--

Ireland	Sparkoo Technologies Ireland Co., Limited Address: 2nd floor, Mespil Court, Mespil Road, Ballsbridge, Dublin 4, D04 E516	IE3921024FH
Italy		IE3921024FH
Spain		IE3921025FH
Belgium		IE3921026FH
Portugal		IE3921027FH
Switzerland		CHE-313.153.488 MWST
Poland		IE3921024FH
Finland		IE3921025FH
Hungary		IE3921026FH
Sweden		IE3921027FH
Czech Republic		IE3921028FH
Austria		IE3921029FH
Serbia		Tax ID, which is optional

5 Carrier Partners

5.1 Does Each Carrier Partner Need to Sign Agreements in Addition to the HUAWEI CLOUD HCPN Standard Certification Agreement?

Yes. Each carrier partner needs to sign a separate cooperation agreement, in which the right for annual incentives will be specified. Contact the local HUAWEI CLOUD ecosystem manager to obtain the specific agreement template.

5.2 How Can Carrier Partners Succeed with HCPN?

HUAWEI CLOUD provides carrier partners with a wide range of support plans that cover marketing, sales, service support, and technology support. This helps carrier partners design and carry out their businesses and achieve business goals.

5.3 What Support Can HUAWEI CLOUD Provide for Carrier Partners?

HCPN encourages carrier partners to migrate their own services to HUAWEI CLOUD. In this process, HUAWEI CLOUD or its partners will provide consulting services to help carrier partners build a cloud-based business system.

6 Business Information Authentication

6.1 What Is the Relationship Between the Country/Region Specified When the Partner Account Is Registered and the Registered Country/Region of the Partner Legal Entity? Can They Be Different?

They must be consistent. For example, if a company is registered as a legal entity in Hong Kong, China, you must specify the registered country/region to Hong Kong. This parameter associates with the tax and bank information, and therefore must be consistent. If not, errors may occur.

6.2 Can I Enter My Company Name in a Language Other Than Chinese or English During Business Information Certification?

HUAWEI CLOUD supports company names only in Chinese or English in business information certification. If you enter a Chinese company name and want to settle your incentives in US dollars, ensure that your bank account is in English.

6.3 Do All Cloud Solution Providers Need to Complete Business Information Authentication?

Yes. All cloud solution providers need to complete business information authentication.

6.4 What Are the Differences Between Solution Partner Certification and Payment Information Authentication?

HUAWEI CLOUD provides two types of partner certification: solution partner certification and payment information authentication. The latter requires partners to provide bank and tax affairs information. Partners can gain their incentive earnings only after they complete both the types of certification. Partners can apply for the both types of certification together or separately.

6.5 How Can I Choose the Tax Rate for Payment Information Authentication in the HUAWEI CLOUD Partner Center?

Partners can choose the tax rate based on the tax regulations in their country. Specifically, the tax rate must be the value-added tax (VAT) rate that the partners use in applying for the service invoices from HUAWEI CLOUD. The service invoices are used for HUAWEI CLOUD distribute the partners' incentive earnings. The initial incentive data does not include the tax. After the partner selects the correct tax rate, HUAWEI CLOUD will calculate the total (original incentives plus tax) and pays it to the partner.

6.6 What Should Partners Do If Payment Information Authentication Failed When Bank Information Is Correct?

This may be because the bank information provided by partners is not in the country where the bank supported in the current version is located. In this case, partners can consult HUAWEI CLOUD customer service or the ecosystem manager and contact support personnel to handle the problem offline. (Partners need to provide a bank confirmation letter.)

6.7 What Can I Do If the Bank Information Is Incorrect or Has Changed?

Partners need to specify correct bank information. If the bank information is incorrect, payment may fail. You need to modify or update the bank information and submit it to the system again. After the information is updated, payment can be continued.

6.8 Why Is the Associated Information Questionnaire Is Required During Accreditation?

Huawei needs this information to better manage partners and suppliers. Partners should fill in the questionnaire honestly.

6.9 Why Is Payment Information Authentication Delayed?

Partners are certified as suppliers because they have cooperated with Huawei in procurement, and their information, which is different from the payment information submitted to CBC, exists in the Huawei ERP system. After Huawei procurement personnel add related information to the ERP system, the payment information authentication will pass. It takes about one to two weeks for approval after procurement personnel add the information.

6.10 Can a Cloud Solution Provider Change Its Registration Country?

In principle, the registered country cannot be changed. In special cases, you can specify the reason and submit a service ticket. If your account has not been authenticated or used to consume any resources, you are advised to deregister the account and register a new account again. Changing the registration country involves changes in the database and multiple systems. You are not advised to apply for changing the registration country unless otherwise required.

7 Partner Benefit Request

7.1 Exam Vouchers

7.1.1 Is There a Method to View the Issued Exam Vouchers?

- HCIX: Voucher users use a uniportal account to log in to the Huawei Talent platform and access [My Voucher](#) to view the exam vouchers and corresponding usage methods.
- HCCDX: Employees who have obtained exam vouchers can use their HUAWEI IDs to log in to the Huawei Cloud management console, access **Billing Center** > **Promotions** > **Coupons** to view the exam vouchers and corresponding applicable scope.

7.1.2 Why Are Exam Vouchers Not Received After They Have Been Approved?

After an exam voucher application is approved, Huawei operations personnel will issue the exam voucher at the background. After the voucher is issued successfully, the exam voucher status changes to **Issued**.

7.2 Market Development Fund (MDF)

7.2.1 How Much MDF Can I Get?

Maximum MDF amount for reference:

- Distribution Partner Program: \$50,000 USD
- Cloud Solution Provider Program: Standard: \$5,000; Advanced: \$15,000 USD; Premier: \$30,000 USD; Core: \$50,000 USD

The amount is subject to the benefits released on the Huawei Cloud official website.

7.2.2 Can I Organize Marketing Activities Before the MDF Application Is Approved?

No. Approval shall be obtained before an activity is organized, and the activity must be accepted strictly. MDF owners manage MDF applications and check on the activities. Partners must submit MDF applications at least 10 working days before the activity. None of the MDF activities can be paid for or reimbursed if they are not approved in advance and accepted based on the acceptance requirements. If key information of the activity, such as the time, location, intended attendee, or form, changes, the activity application shall be submitted again before the activity is executed.

The expense items must be specified in an MDF application. The actual reimbursements cannot exceed the budget, otherwise, you should pay for the excessive part.

7.2.3 Which Activities Is MDF Applicable To?

Huawei Cloud partners need to plan marketing activities based on the MDF activity types regulated. Otherwise, MDF will not be granted.

All MDF reimbursements must be used for activities oriented to their customers or partners, and the activity expenses must be authentic and reasonable. For special cases, specify the reason in the application and reimbursement materials.

Reimbursable activities

Activity	Description
Partner inviting customers' CXOs to visit Huawei	Inviting customers' CXOs to visit Huawei for deeper communication to strengthen relationships and popularize customer brands
Partner inviting customer for communication	Technical communication, benchmarking, discussion, appreciation banquet, and tours
Partner's CXO visiting Huawei	Inviting partners' executives to visit Huawei for deeper communication to strengthen partnership and promote cooperation
Partner discussion and training	Channel activities including technical exchanges, benchmarking, and training for partners' executives, technological and sales personnel Technical communication with Huawei Cloud, or benchmarking on specific products and solutions
Partner development	Partner recruitment, development, and acknowledgement activities

Advertising and brand promotion	Advertising and brand promotions led by partners to improve the awareness of Huawei-partner joint brands, including but not limited to preparing advertising materials and placing all forms of advertisements such as print advertising, outdoor advertising, TV and radio advertising, and online media advertising (web banners, clicks, pop-ups, keywords search, rankings, and logo display).
Joint marketing	Working with Huawei Cloud to hold marketing and branding activities to expand market share; Partner-led or Huawei-led activities, such as tour exhibitions, summits, industry activities, and technical exchanges
Digital marketing	Partner-led marketing activities through email, phone calls, and online promotion that related to Huawei Cloud products and solutions. Reimbursable expenses include design drawings, content creation, contact information, invitation letters, and related expenses.
Marketing materials	Partner-prepared marketing materials to improve Huawei's brand image, strengthen cooperation with Huawei, and promote the sales of Huawei Cloud products and solutions, including but not limited to (partner testimonials) videos, advertorials, publicity brochures, manuals, roll-up banners, gifts, clothing, giveaways, and related translations
Exhibition	As representatives of Huawei Cloud products and solutions, partners participating in the exhibitions organized by third-party industrial organizations or institutions, including Huawei Cloud-related industry forums, tour exhibitions, exhibition hall design and building, and booth building, to promote technologies and solutions
Joint exhibition halls/showcases	Exhibition halls, showcases, and demonstration centers jointly built by Huawei and partners
Success stories	Success cases led by partners to improve the awareness of Huawei-partner joint brands or promote the sales of Huawei Cloud products and solutions, including but not limited to writing cases, authorizing cases, and obtaining customer case authorization

7.2.4 What MDF Application Materials Are Needed?

Partners must strictly follow the acceptance requirements to provide proofs and summaries during MDF application for standardized management and closed-loop control.

Application Material Type		Description
Authentic proofs	Event photo	<ul style="list-style-type: none"> • Photos illustrate the activity theme, presenters, participants, and Huawei elements such as Huawei logo or banner, and presenters. • Photos illustrate the actual items money was spent on, including the venue, advertisements, marketing materials, and catering. For example, there may be photos of gifts or awards or raffle prizes. <p>NOTE Submit alternative authentic proofs, such as related contracts, screenshots, or original hotel bills if photos are not possible in the absence of tangible deliverables or for other reasons.</p>
	Sealed receipts	<ul style="list-style-type: none"> • Expense details in the sealed receipts issued by the payee should precisely reflect the actual activity. For example, if "meal expenses" are incurred, the expense type must be "meal expenses" and cannot be changed to "accommodation expenses" or some other type of expenses. If a computer mouse is purchased as a gift, "mouse" must be printed on the receipts. • If information on receipts is inconsistent with the actual expense type, explain the reason and confirm the reason with the channel cooperation owner, and provide a confirmation email as a proof for reimbursement.
	Scanned copy of invoices	<ul style="list-style-type: none"> • The invoice title is the name of the HUAWEI CLOUD partner who hosted the activity, that is, the partner who submitted the MDF application e-flow. • The amount on invoices should be no less than the actual reimbursed amount in the application.
	Advertisements and newsletters	Newsletters and advertisements on media, websites, publication, Weibo, WeChat together with related contracts, screenshots, or photos
Activity materials	Overall summary	An overall summary on the marketing activity, including when, where, and how it is held, who participate the activity, and evaluation on how well the activity is held
	Attendance sheet	Attendance sheet of participants (If the attendance sheet cannot be provided, partners should explain why, for example, if participants signed in using WeChat.)

Application Material Type		Description
	Opportunities	Partners need to record related opportunities as required if the target audience includes end customers.
	Sponsorship contracts	Scanned copies of sponsorship contracts (sealed) are required if sponsorship fees involved. Benefits listed in sponsorship contracts must have proofs such as photos.
	Experience and reflection	A reflection on preliminary preparation and meeting agendas, highlighting what you learn from this activity to guide you to make it better next time
	Customer feedback	Customers' feedback on this activity

7.2.5 What Expenses Is MDF Applicable To?

Marketing activities which MDF is applicable to shall be carried out in strict accordance with national laws and regulations. In case of any violations, partners and personnel concerned shall be held legally accountable.

- Reimbursable expenses:

Activity	Description
Events and activities	For end users: Exhibitions, customer workshops/on-site meetings, third-party industry forums, exhibition halls, visits to Huawei, and tour exhibitions
Digital marketing	Website, EDM, Search, App, WeChat, Weibo, etc.
Media	Print advertisement, multimedia advertisement, and media publicity including news, advertorial, and on-line special edition
Others	Other activities that are planned independently by HUAWEI CLOUD partners and comply with regulations on MDF.

Expense Type	Description
Events and activities	Normal and reasonable expenses arising from standard marketing activities, including but not limited to expenses of the site, sponsorship, lecturers, conference services, catering, and transportation.

Expense Type	Description
Marketing materials	Product materials including product manuals and brochures, promotional pamphlets, and success cases
Media-related	Advertisement expenses (including expenses for idea designing, printing and producing, and releasing), copywriting expenses, and direct mailing expenses
Gift	The unit price of regular visiting gifts customized by Huawei Cloud partners in a batch must not exceed CNY 200. A proper amount of gifts are allowed for marketing activities, and the gift expense per capita must not exceed CNY 200.

- Unreimbursable expenses:
 - Gifts
 - Gifts that are not for marketing and promotion purposes, such as customized gifts for regular customer visits;
 - Gifts that are given to Huawei or partners' event team members, or that have not been distributed;
 - Expensive gifts, the value standards for which are determined and managed by each region.
 - Huawei government and enterprise offerings and Huawei Cloud products and services
 - Huawei coupons, including training vouchers and exam vouchers issued for HCIE, HCIP, and HCIA certification, test coupons, and cash coupons
 - Tickets for Huawei's mega events, like Ecosystem Conference and Huawei Connect
 - Entertainment expenses related to dance halls, karaoke, artistic performance, concerts, plays, fitness, clubs, scenic spot tickets, tour guide, bathing, foot spa, and beauty & hairdressing
 - Cash coupons or cards, including consumption cards, shopping cards, transportation cards, and prepaid recharge cards
 - Membership expenses charged for joining a profitable third-party association and expenses for inviting customers to a third-party association or organization
 - Individual expenses including but not limited to tuition, decoration, maternity products, toys, personal clothing, jewelry, cosmetics, belts, watches, health care products, medicines, and sporting goods, fuel, and driving lessons
 - Others: device assets (such as mobile phones and TVs for livestreaming), sales management software, and e-commerce stores

7.2.6 Key Points for MDF Use

1. Huawei provides closed-loop and standardized management according to the requirements of "pre-event plan, in-event monitoring and post-event summary".
2. MDF cannot be used for gift procurement irrelevant with specific activities.
3. It is prohibited for partners to develop several orders for one marketing activity, repeatedly enjoy incentives in multiple incentive plans, or falsely report expenses. Once a violation occurs, Huawei will cancel the partner's qualification for MDF application in the current year and give penalties.

Note: Splitting the amount of an order refers to develop two or more orders for one large amount and apply for reimbursement through several times or by several employees. This avoids the mandatory requirement from the system that the application must be submitted to the approver for approval. The scenarios include but are not limited to:

- Expenses incurred at the same time and for the same event and purpose are claimed through several times.
- Expenses incurred at the same time and for the same event and purpose are claimed by several employees.
- Expenses incurred during the same activity are claimed through several times based on the time stamped on invoices.
- Expenses incurred during the same activity are claimed through several times based on the expense type.
- Other scenarios that are identified as splitting orders.

7.2.7 Can I Submit One Application for Multiple Activities?

Yes, you can submit one application for multiple activities within a quarter targeted at the same group of audience, of the same type, and approved by the same department. You need to specify the durations of each activity in reimbursement materials and attach proofs for each activity.

7.2.8 When Is the Deadline for MDF Reimbursement Applications?

Apply for reimbursement within 90 days after the activity ends, otherwise, Huawei Cloud has the right to reject the application. Incomplete application materials can be retained for a maximum of 45 days. If submitting the application later than the deadline, attach the budget sponsor's or the authorized approvers' approval of the delay.

The expense items must be specified in an MDF application. The actual reimbursements cannot exceed the budget, otherwise, you should pay for the excessive part.

7.2.9 What Are Compliance Requirements for Using MDF?

Partners shall strictly comply with applicable local laws and Huawei's anti-bribery policies and requirements. Partners shall not use MDF incentives granted by Huawei Cloud for any illegal purpose, including any purpose that violates anti-

bribery laws and other applicable laws, such as directly or indirectly bribing public officials or other personnel to help Huawei obtain or retain business opportunities.

7.3 Funding Head (FH)

7.3.1 What Are the Requirements for Requesting the Funding Head?

- (1) You have joined Huawei Cloud Solution Provider Program or Distribution Partner Program (Distributor).
- (2) The monthly average revenue for three consecutive months is greater than or equal to \$15,000 USD.
- (3) The number of qualified new customers developed by an FH recipient in a quarter is greater than or equal to 4.
- (4) To learn more about the FH request, contact your ecosystem manager.

7.3.2 What Are the Requirements for Dedicated Personnel in FH Request?

- (1) Positions: BD and SA.
- (2) Certificates: HCIA or higher-level certification is required.

7.3.3 What Information Do Dedicated Personnel Need to Maintain for FH Request?

Position Information, certificates, and employment information

7.3.4 Why Is the Number of Final FH Recipients Half of That of Dedicated Personnel Who Meet FH Request Requirements?

According to the official FH document, the number of final FH recipients cannot exceed half the number of dedicated personnel invested.

7.3.5 How Often Should FH Incentives Be Reconciled?

The FH incentives need to be confirmed on a calendar quarterly basis.

At the beginning of each quarter, the system will generate incentives based on the number of eligible recipients. And you will receive an email notification of incentive reconciliation.

7.3.6 How Often Can FH Payment Be Requested?

You can request payment on a calendar quarterly basis.

After you confirm the FH incentives of this quarter and the incentives are approved, you can request the payment.

7.3.7 How Is the On-the-Job Duration Calculated?

The on-the-job duration is calculated based on the employment information provided by the dedicated personnel. The on-the-job duration is counted by calendar month in a quarter. For example, the on-the-job duration during the time range from January 10 to March 20 is one month, that is the entire month of February.

7.3.8 What Is the Monthly Funding Amount?

It is an amount provided by Huawei Cloud to a dedicated person on a monthly basis, and will be distributed on a quarterly basis. To learn about more details, contact your ecosystem manager.

8 Organization Management


8.1 What Should I Do If a Message Is Displayed Indicating That Huawei Cloud Services Have Not Been Enabled for My Huawei ID When I Associate My HUAWEI ID with a User Account?

There is a message displayed indicating that Huawei Cloud services have not been enabled for my HUAWEI ID when I associate my HUAWEI ID with a user account.

Procedure

Step 1 Use your associated HUAWEI ID to log in to [Huawei Cloud](#).

Log in with HUAWEI ID

_____ 

LOG IN

[Register](#) | [Forgot password](#)

Use Another Account

[IAM User](#) | [Federated User](#) | [Huawei Website Account](#) |
[Huawei Enterprise Partner](#) | [HUAWEI CLOUD Account](#)


Your account and network information will be used to help improve your login experience. [Learn more](#)

Step 2 Enter your HUAWEI ID and password, and click **LOG IN**.

- If the system displays a message indicating that the account or password is incorrect:
 - Click **Register** to register a new HUAWEI ID.

Log in with HUAWEI ID

Phone/Email/Login ID/HUAWEI CLOUD account name

Password 

LOG IN

Register | [Forgot password](#)

Use Another Account

[IAM User](#) | [Federated User](#) | [Huawei Website Account](#) | [Huawei Enterprise Partner](#) | [HUAWEI CLOUD Account](#)

Your account and network information will be used to help improve your login experience. [Learn more](#)

- On the **Register HUAWEI ID** page, enter required information and click **Register**.

Register HUAWEI ID Already have an account? [Log in >](#)

Country/Region Hong Kong (China) ▼

Email

Email code [Get code](#)

Password 🗨

Confirm password 🗨

This service requires an Internet connection and needs to access information about your account, region, and browser settings, in addition to any basic personal and identity information that you actively upload. By clicking Register, you agree to these terms as well as the [HUAWEI ID User Agreement](#) and [Statement About HUAWEI ID and Privacy](#).

[Register](#)

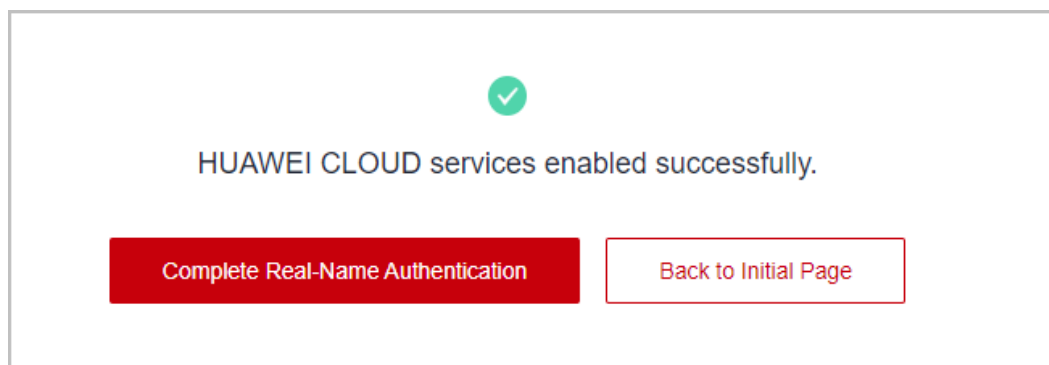
- On the **Enable HUAWEI CLOUD Services** page, read and agree to the Huawei Cloud Customer Agreement and Privacy Statement, and click **Enable**.

Enable HUAWEI CLOUD Services

I agree with [HUAWEI CLOUD Customer Agreement](#) and [Privacy Statement](#) and understand that HUAWEI CLOUD will collect my login ID, mobile number, email address, registration country/region, account ID, and account status from the HUAWEI ID system. (You can choose to [enable services later](#).)

[Enable](#)

- A message indicating that Huawei Cloud services have been enabled successfully is displayed.



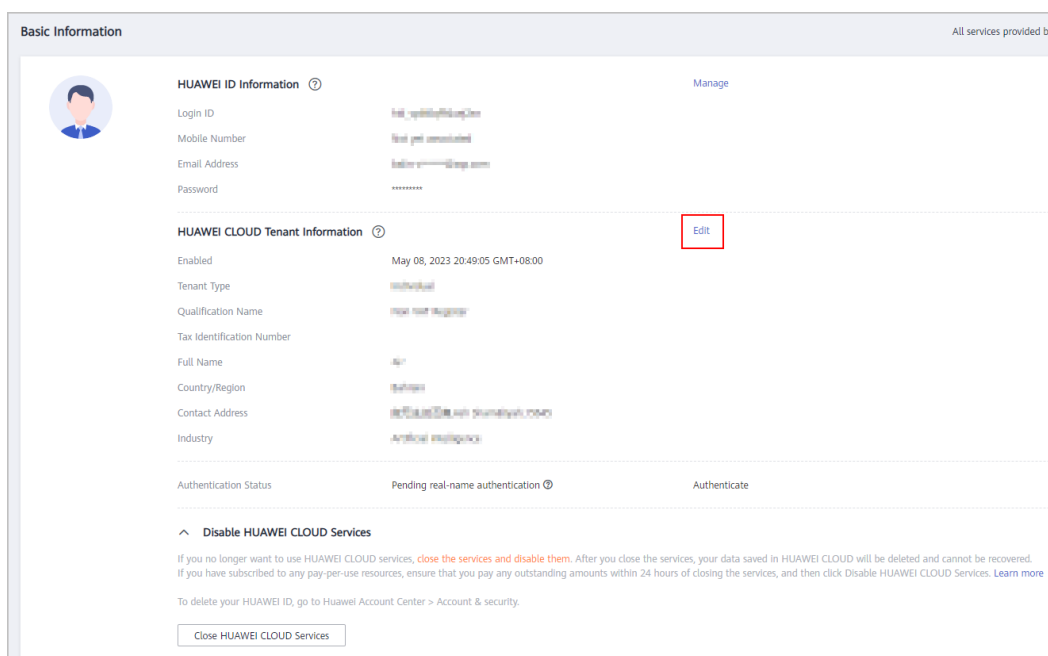
----End

8.2 Maintaining Exam Voucher User Information

If the name of a person selected during exam voucher application cannot be found, ask the person to maintain its information and then apply for the exam vouchers.

Procedure

- Step 1** Use the voucher user account to log in to [Huawei Cloud](#).
- Step 2** Click **My Account** in the drop-down list of your account name.
- Step 3** Choose **Basic Information** in the navigation pane on the left. On the displayed page, click **Edit** in the **HUAWEI CLOUD Tenant Information** area.



- Step 4** Modify the tenant name on the displayed page and click **OK**.

* Tenant Type	<input checked="" type="radio"/> Individual <input type="radio"/> Enterprise
* Full Name	<input type="text"/>
* Qualification Name	<input type="text" value="Non-VAT Register"/>
	Make sure your Qualification Name is correct for successful tax processing. Learn more
* Description	If your entity is registered as VAT tax payer and file periodical VAT return then you are VAT Register; otherwise, you are Non VAT Register. You can check with your tax department for your VAT registration status and registration No.
Qualification Proof	<input type="button" value="Upload"/>
	Only .doc, .docx, .jpg, .png, .pdf, and .odt files are supported. Maximum file size: 5 MB
Tax Identification Number	<input type="text"/>
* Address Line 1	<input type="text"/>
Address Line 2	<input type="text" value="Full address here"/>
* City	<input type="text"/>
* State/Province/Region	<input type="text" value="Bahrain"/>
* Postal Code	<input type="text"/>
Country/region	Bahrain
* Payment Currency	<input type="text" value="BHD - Bahraini Dinar"/>
* Industry	<input type="text" value="Artificial intelligence"/>
	<input type="button" value="OK"/> <input type="button" value="Cancel"/>

----End

9 Partner Brand Marketing

9.1 Can Partners Print the Huawei Logo on Their Business Cards?

No. However, certified partners can use the HCPN partner logo that meets the VI specifications.

9.2 How Press Releases Involving HUAWEI CLOUD Are Evaluated?

If partners need to organize press releases, media interviews, and joint news conferences involving HUAWEI CLOUD, they must report to Huawei for review. For details, see the *Guide to Evaluating Press Releases Involving HUAWEI CLOUD* (V03.00).

9.3 How Can the Compliance Be Assured When Using Partners' Cases in Marketing Activities?

We can use partners' cases only after obtaining authorization from their customers. Sometimes, we cannot obtain authorization because we are not sure about the details. This affects the marketing effect and partners' relationship with customers. For how to obtain customer authorization, see the *Case Authorization Guide*.

9.4 Can Partners Use the Huawei HCPN Logo for Marketing Promotion?

In the visual exposure of brand communication, including advertisements, websites, and social media, equity elements, such as Huawei logo, product promotion name, font, advertisement design, and color shall be consistent with

the VI regulations released by Huawei. For details, see the HUAWEI CLOUD Brand VI Specifications.

Materials used in activities and brand advertisements, including outdoor advertisements (such as subway advertisements and outdoor billboards), airport advertisements, print advertisements, and TV advertisements, must be submitted to Huawei headquarters for review.