

Seller Guide

Seller Guide

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Security Declaration

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 Seller Registration

[1.1 Conditions for Registering with Huawei Cloud KooGallery](#)

[1.2 Registration Process](#)

1.1 Conditions for Registering with Huawei Cloud KooGallery

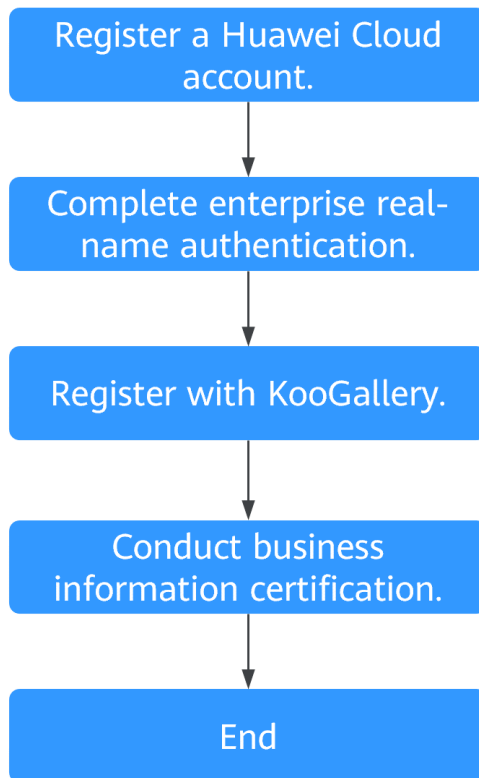
To become a seller on Huawei Cloud KooGallery, your company must meet the following requirements:

1. The company has been established for at least one year, complies with relevant laws and regulations, and has formal corporate qualifications.
2. The company has professional technical support and after-sales teams that can provide at least eight hours of online customer service for five days a week based on the time zone where product services are purchased.
3. The company has at least two salespersons, one for pre-sales and the other for after-sales.
4. The company has valid software copyright certificates or sales license certificates.
5. The company deploys products and processes user-related information within the European Union (EU).
6. The company accepts and signs the *Huawei Cloud KooGallery Joint Operation Third Party Vendor Agreement*, and carries out business cooperation according to the terms and conditions specified in the agreement.
7. The company accepts other related protocols and management regulations of Huawei Cloud.

1.2 Registration Process

1.2.1 Overview

The following figure shows an overall registration process for becoming a seller on KooGallery.



1. Register a Huawei Cloud account. For details, see [Registering an Account and Logging In](#).
2. Complete enterprise real-name authentication. For details, see [Real-Name Authentication](#).
3. Apply for registration. For details, see [Applying for Registration](#).
4. Conduct business information certification. For details, see [Certifying Business Information](#).

NOTE

After your request for registering with KooGallery is approved, provide your business, bank, and tax information for certification. The settlement can be performed only after your business information is certified. For details, see [1.2.6 Certifying Business Information](#).

1.2.2 Registering an Account and Logging In

Procedure

Step 1 Register a Huawei Cloud account.

NOTE

- When registering a Huawei Cloud account, select the country or region where your company is located as the registration address. If you cannot find your country or region in the country/region drop-down list, Huawei Cloud services are not available there.
- The company name used in registering with your Huawei Cloud account must be the same as the business entity name, bank account name, and invoicing entity name.

Step 2 Log in to Huawei Cloud KooGallery.

1. Go to the [Huawei Cloud KooGallery](#) homepage.
2. Click **Log In** in the upper right corner to go to the login page.
3. Enter a Huawei Cloud account and password and click **Log In**.

----End

1.2.3 Real-Name Authentication

Complete enterprise real-name authentication before registering as a seller. For details about real-name authentication, see [Enterprise Real-Name Authentication](#).

1.2.4 Filling in a Registration Application

This section describes the review criteria for KooGallery registration. Strictly follow the instructions for filling in an application during registration.

Applications such as KooGallery registration and seller information modification applications will be reviewed within **three working days**.

[Table 1-1](#) describes how to fill in an application for registering with Huawei Cloud KooGallery.

Table 1-1 Instructions for filling in a registration application

Item		Criteria
Basic information	Website	Enter the company's official website address starting with http or https. The address must be accessible. Do not enter the login address of your products.
	Business term	Select an option based on your business qualification.
	Number of employees	Select an option as required.
	Registered capital	Enter your actual registered capital.
	Business license	Upload the latest business license.
Tax information	Please confirm if the Company is tax resident or has a permanent establishment in any EU countries	<p>If you select Yes, fill in all information on the Tax Information page.</p> <p>NOTE The purpose of this information collection is to ensure compliance with EU disclosure requirements for platform operators under COUNCIL DIRECTIVE (EU) 2021/514.</p>

Item		Criteria
	Details of any TIN (tax identification number) issued to the Company by any EU country not provided in previous step	TIN is a number issued by a tax authority.
	Where different from the name of the registered company above, the name of the holder of the financial account identifier	Financial Account Identifier means the unique identifying number or reference available to the Platform Operator of the bank account or other similar payment services account to which the Consideration is paid or credited.
Contact information	Contact name/mobile number/email address	Ensure that the mobile number and email address of the contact are valid and can respond to various questions in a timely manner.
	Contact address	Enter the address on the latest business license. Select the country/region, province/state, and city, and enter the detailed company address and postal code.
	Customer service hotline/email	Enter a valid customer service hotline and email address. The information will be displayed on the product details page. Ensure that phone calls and emails can be replied within 24 hours.
Other information	Logo	<ul style="list-style-type: none"> • Upload a JPG, JPEG, or PNG image with no more than 5 MB. The recommended image size is 168 x 70. • Ensure that the logo is complete and clearly visible. Deformed, incomplete, or blurry logos will not be approved. You can check the logo in the preview area. • Do not modify the extension of the logo file, for example, changing .png to .jpg. Otherwise, the logo file cannot be uploaded.

Item		Criteria
	Company introduction	<ul style="list-style-type: none">• Introduce the business scope and highlights of your company.• Do not paste images or links. Otherwise, an error will be reported when the information is submitted.
	Agreement	Read and agree to the agreement.

 NOTE

If you have any other questions, [submit a service ticket](#).

1.2.5 Applying for Registration

To be a Huawei Cloud KooGallery seller, your account must meet the following conditions:

- A Huawei Cloud account
- An enterprise account
- Not joined the Huawei Cloud solution partner program
- Not an Identity and Access Management (IAM) user
- Not registered with Huawei Cloud KooGallery

 NOTE

For details about the enterprise real-name authentication process, see [Enterprise Real-Name Authentication](#).

Procedure

- Step 1** Log in to the [Huawei Cloud KooGallery](#) homepage.
- Step 2** Click **Sell in KooGallery** in the upper right corner of the page.
- Step 3** Click **Sign Up as a Seller** on the page that is displayed.
- Step 4** Fill in the registration information as required, including basic information, tax information, contact information, and other information.

Sign Up as a KooGallery Seller

Basic Information > Tax Information > Contact Information > Other Information

Company Name

Website
Ensure that your company website supports English and can be visited.

* Length of Business Operations * Number of Employees

Registered Capital (USD)

* Business License

Max. file size: 5 MB. Supported file formats: BMP, JPG, JPEG, PNG, PDF

Notes

Business License
The business license must match your company name. If your company name is changed, upload the new business license.

Sign Up as a KooGallery Seller

Basic Information > **Tax Information** > Contact Information > Other Information

The purpose of this information collection is to ensure compliance with EU disclosure requirements for platform operators under COUNCIL DIRECTIVE (EU) 2021/514

* Please confirm if the Company is tax resident or has a permanent establishment in any EU countries
 Yes No

* Addresses of permanent establishment of the Company in other EU countries

* Country of tax residence in EU (if different from country of the Company's registered address)

* Details of any TIN (tax identification number) issued to the Company by any EU country not provided in previous step

* Confirm the EU country of issue of such TIN

* EU VAT identification number of the Company * Financial Account Identifier of the Company

* Where different from the name of the registered company above, the name of the holder of the financial account identifier

* Is the stock of the Company or a company related to it regularly traded on an established securities market
 Yes No

Sign Up as a KooGallery Seller

Basic Information > Tax Information > **Contact Information** > Other Information

Contact Information

Enter the contact information of your company, so that the KooGallery operations team can contact you.

* Contact Name

* Contact Phone Number
--Select--

* Contact Email Address

Customer Service

The following information will be displayed on the seller details page for customer consulting. Ensure that the information is valid. * A verification email will be sent to this email address during registration review. Reply to the email in time so that the review can be completed.

* Customer Service Phone Number
--Select--

* Customer Service Email Address

* Contact Address
Ireland Carlow Carlow
Floor, building, street Postal code

Notes

Contact Email Address


Ensure that your email address is valid. If customers purchasing your products cannot contact your company or they do not receive any reply from you after sending emails for multiple times, KooGallery will remove your products from the catalog

Save

Sign Up as a KooGallery Seller

Basic Information > Tax Information > Contact Information > **Other Information**


* Company Logo




Add Company Logo

Max. file size: 5 MB. Supported file formats: JPG, JPEG, PNG. Recommended resolution: 168 x 70 px.


Rejected Logo Examples



Businesslogo
Incomplete



BUSIneeo
Deformed



Businesslogo
Blurry

* Company Introduction

I have read and agree to the following agreements about KooGallery sellers.
[HUAWEI CLOUD KooGallery Seller Agreement](#)

Save

Notes

Company Logo

- Your company logo is complete and clearly visible. Deformed, incomplete, or blurry logos will not be approved. You can check the logo in the preview area.
- The extension of the logo file cannot be modified, for example, changing .png to .jpg. Otherwise, the logo file cannot be uploaded.

Example



 **NOTE**

- Website

Ensure that your company website supports English and can be visited.

- Company Logo

Ensure that your company logo is completely and clearly displayed in the preview area.

- Contact Address

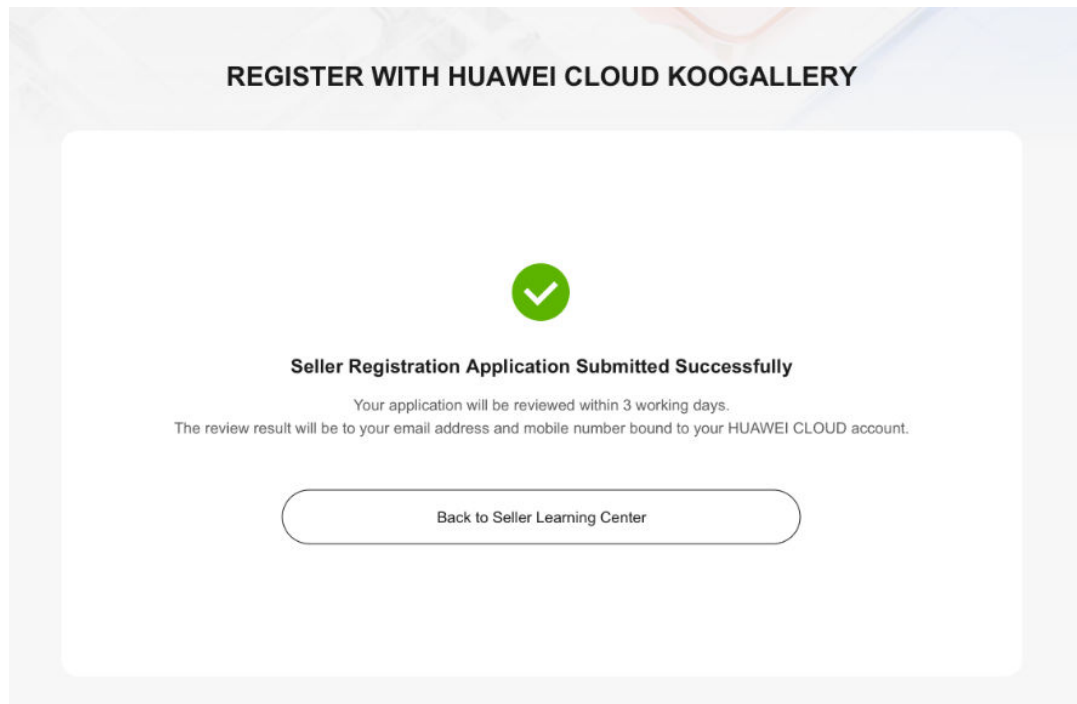
By default, the registration address of your Huawei Cloud account is used.

- Contact Email Address

Ensure that your email address is valid. If customers purchasing your products cannot contact your company or they do not receive any reply from you after sending emails for multiple times, KooGallery will remove your products from the catalog.

Step 5 Confirm the information, read and agree to the seller agreement, and click **Submit**.

The application will be reviewed within three working days. The review results will be sent to the email address and the mobile number (if any) bound to your Huawei Cloud account.




 **NOTE**

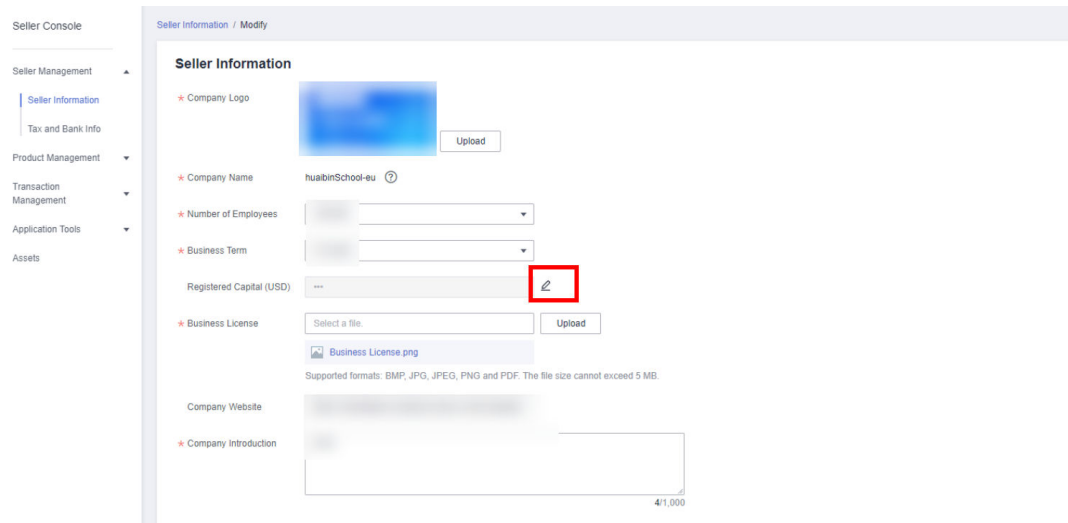
- A company entity can only be used to register with KooGallery once.
- The company entity of a registered seller cannot be changed. If you change your company entity, register a new account and submit a new request to register with KooGallery.

----End

Modifying Seller Information

- After you become a seller, you can perform the following operations to update the seller information:

Log in to the [Seller Console](#), choose [Seller Management > Seller Information](#) in the navigation pane, and click  to modify basic information.



The modified information will be reviewed. The review results will be sent to the email address and the mobile number (if any) bound to your Huawei Cloud account.

- To change your company name, go to the **My Account** page.

NOTICE

- The company name must be the same as that in the business license.
- After changing the company name on the [My Account](#) page, go back to the Seller Console > **Seller Information** page, change the company name, and submit the modified information for approval.

Supplementing Tax Information

Sellers who register with KooGallery before October 18, 2023 need to supplement the tax information on the [Seller Information](#) page before November 1, 2023.

1.2.6 Certifying Business Information

After your request for registering with KooGallery is approved, initiate the business information certification. Settlements can be performed only after your business information is certified.

You shall provide the tax and bank information of your company for settlement, including the bank account and tax rate. If the information is missing or inaccurate, Huawei Cloud cannot generate bills for settlement.

Performing Business Information Certification

Step 1 Go to the [Seller Console](#).

Step 2 In the navigation pane, choose **Seller Management > Tax and Bank Info** to access the **Tax and Bank Info** page.

Click the **Uncertified** tab.

Step 3 Locate a contracting party and click **Certify** on the right.

Step 4 Enter the basic information, tax information, and financial contact information of your company. Select **I have read and agree to the Privacy Statement of Business Information Qualification**, and click **Next**.

Basic Information

* Company Name:

* Registration Country/Region:

* State/Province:

* City:

* Address:

Financial Contact Information

Fill in your company's financial contact so that Huawei financial personnel can communicate with him or her about problems with invoice or bank information.

* Last Name:

* First Name:

* Mobile Number:

* Email:

 **NOTE**

You only need to select **I have read and agree to the Privacy Statement of Business Information Qualification** in the first certification.

Step 5 Fill in the bank information and click **Next**.

Bank Information

* Bank Country/Region:

* Bank Name: Enter the bank name if it is not on the list. [Enter the name if it is not on the list.](#)

* Branch Name: Enter the branch name if it is not on the list. [Enter the name if it is not on the list.](#)

* Bank Account: The bank account must be consistent with the company name.

* Bank Account Number:

Intermediary Bank

If an intermediary bank is required to facilitate international transfer and settlement of funds, enter the intermediary bank information.

Bank Name:

SWIFT Code:

Bank Account Number:

 **NOTE**

The bank account name must be the same as the name of your company.

Step 6 Complete the associated supplier survey, and click **Submit**.

Step 7 In the displayed **Information** dialog box, click **OK**.

After submitting the information, wait for the review.

NOTE

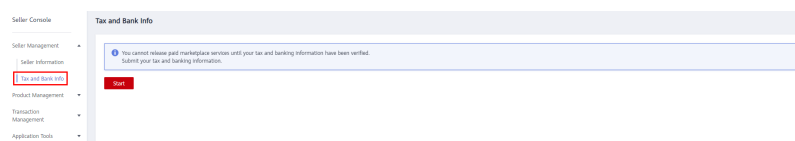
- Your business information will be reviewed within one business day. Once approved, the certification is completed.
- After the certification, you will receive an email and an SMS notification. If your certification request is rejected, you can view the reason, modify the business information, and submit a new certification request.
- If the certification fails, submit a service ticket.
- If the information fails certification for three consecutive times, you are not allowed to submit the certification request again. To perform the certification again, submit a service ticket.

----End

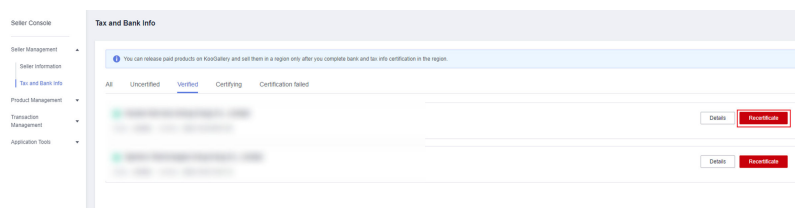
Modifying Business Information

Step 1 Go to the Seller Console.

Step 2 In the navigation pane, choose **Seller Management > Tax and Bank Info** to access the **Tax and Bank Info** page.



Step 3 Click **Recertificate**.



Step 4 Click **Recertificate** in the upper right corner of the **Business Information** page.

The screenshot shows a web interface for 'Business Information'. At the top, there is a green status bar with a checkmark and the text 'Certified successfully' and 'Certification time --'. Below this, there are two tabs: 'Company Information' (active) and 'Bank Information'. The 'Company Information' section is divided into two sub-sections: 'Basic Information' and 'Financial Contact'. 'Basic Information' includes fields for Company Name, Registration Country/Region, Registration Address, City, and Registration State/Province. 'Financial Contact' includes fields for Last Name, First Name, Mobile Number, and Email. A 'Certify' button is located in the top right corner of the form area.

Step 5 In the dialog box that is displayed, click **OK**.

Step 6 Modify the basic information, tax information, and financial contact information, and click **Next**.

Step 7 Modify the bank information and click **Next**.

Step 8 Complete the supplier survey and click **Submit**.

 **NOTE**

- Exercise caution when submitting the business information change application. Once the application is submitted, Huawei Cloud cannot perform settlements for you before the certification is completed.
- If you have any questions when modifying the business information, submit a service ticket.

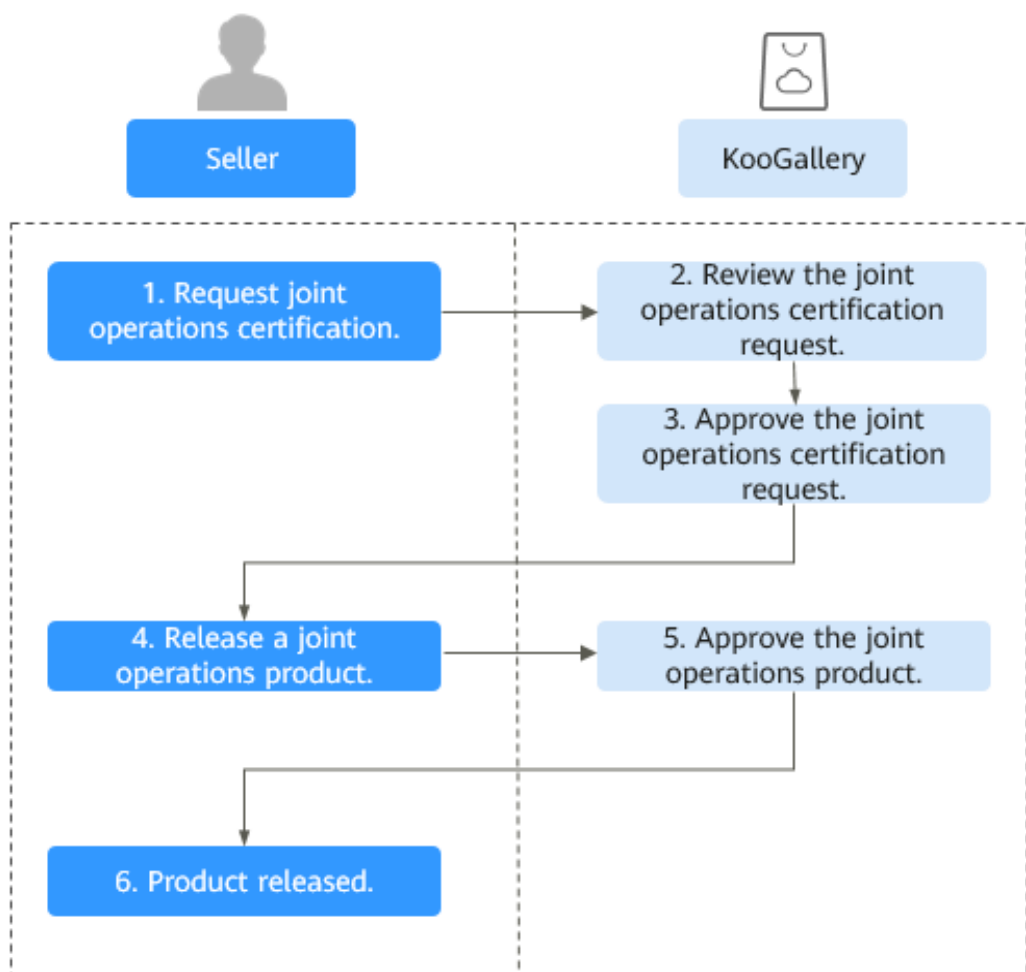
----End

1.2.7 Huawei Cloud KooGallery Seller Agreement

Your use of Huawei Cloud KooGallery is subject to the *HUAWEI CLOUD KooGallery Seller Agreement*. Huawei Cloud reserves the right to take actions upon any violations against the terms.

2 Joint Operations Certification and Product Access

Process Flow

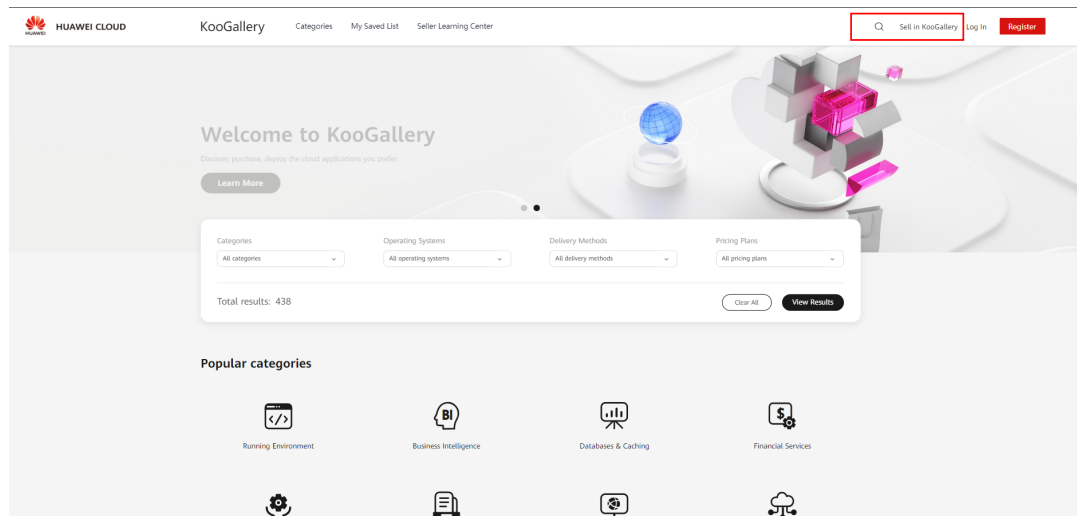


Prerequisites for Releasing Joint Operations Products

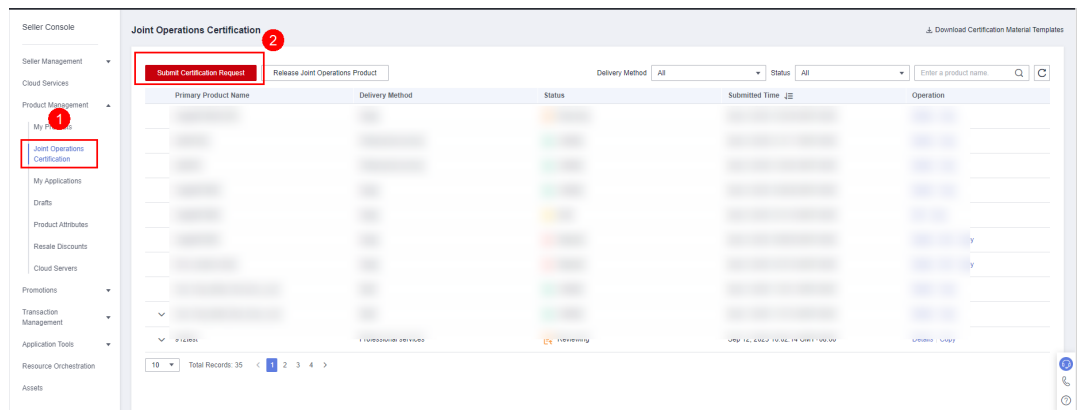
1. You have registered as a Huawei Cloud KooGallery seller by following instructions in [1.2 Registration Process](#).
2. You have completed joint operations certification for the products to be released.
3. The entity of the company performing joint operations certification must be the same as that of the company releasing the products.

Requesting Joint Operations Certification

Step 1 Log in to the [KooGallery homepage](#) using your Huawei Cloud account and click [Seller Console](#) in the upper right.

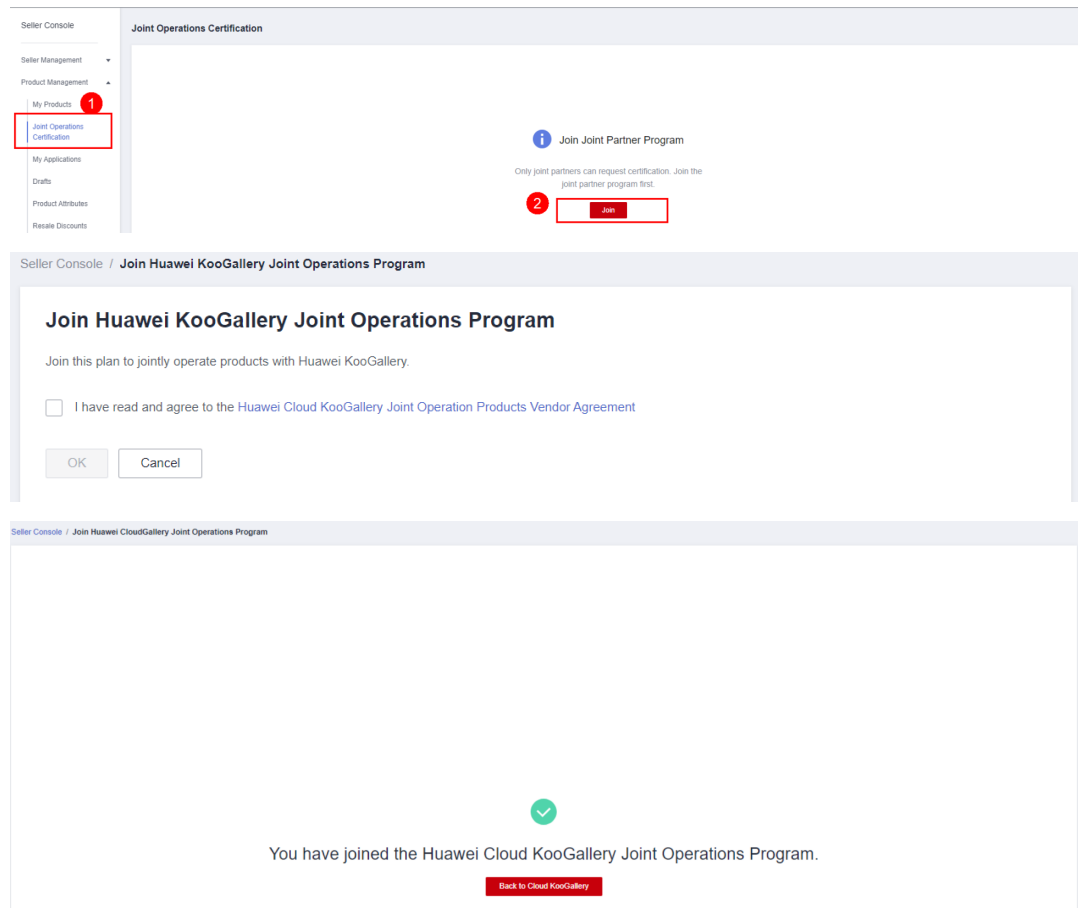


Step 2 In the navigation pane, choose [Product Management > Joint Operations Certification](#)

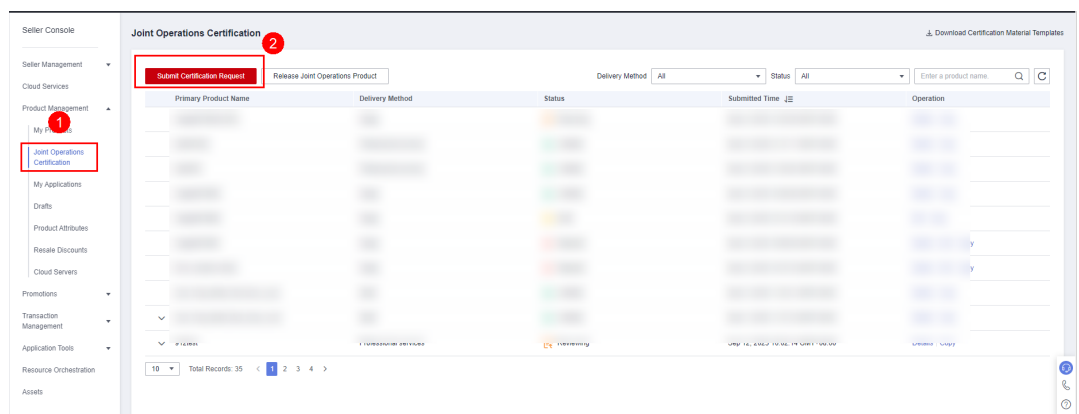


 **NOTE**

If you have not signed the agreement to join the Joint Partner Program, a message will be displayed on the **Joint Operations Certification** page. Click **Join** to read and sign the required agreement. **This agreement needs to be signed only when you request joint operations certification for the first time.**



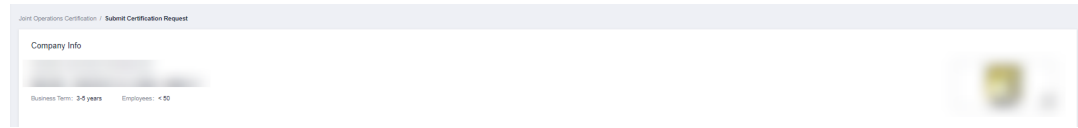
Step 3 Click **Submit Certification Request** in the upper left corner of the **Joint Operations Certification** page.



Step 4 On the **Submit Certification Request** page, enter and submit the information about your company, product, certification, compliance, and contact as prompted.

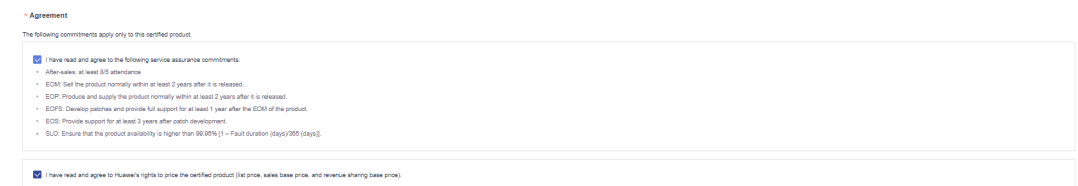
1. Submit company information.

The name, introduction, business terms, and business license of your company are obtained from your seller account and cannot be modified.



2. Sign the agreements.

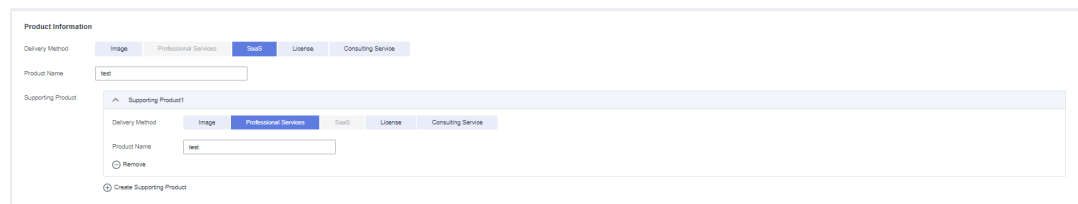
Select **I have read and agree to the following service assurance commitments** and **I have read and agree to Huawei's rights to price the certified product (list price, sales base price, and revenue sharing base price)** for the product to be certified.



3. Submit product information.

Enter the basic information about the product to be certified and select the same delivery method as in the quotation.

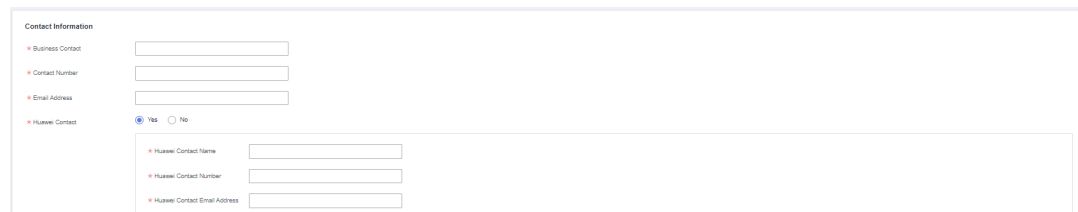
If multiple products are involved, click **Create Supporting Product** to add them.



4. Submit contact information.

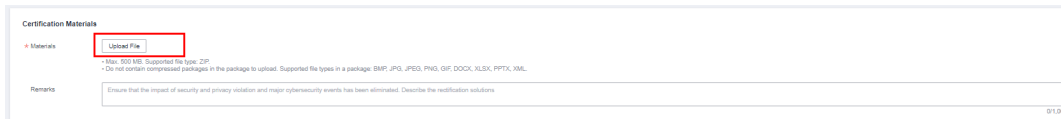
Enter the name, mobile number, and email address of the business contact of your company. The system will send the certification progress to the contact by SMS or email. Ensure that the email address and mobile number are correct. The system will also send an internal message to your seller account.

If a Huawei contact is available, enter their name, mobile number, and email address. The Huawei contact can query the certification progress in the system and receive an SMS message from the system. Ensure that the email address and mobile number are correct.



5. Submit certification materials.

Submit the business license of your company or product introduction document.



Step 5 After confirming that the information is correct, click **Submit** for qualification and product review.

----End

NOTE

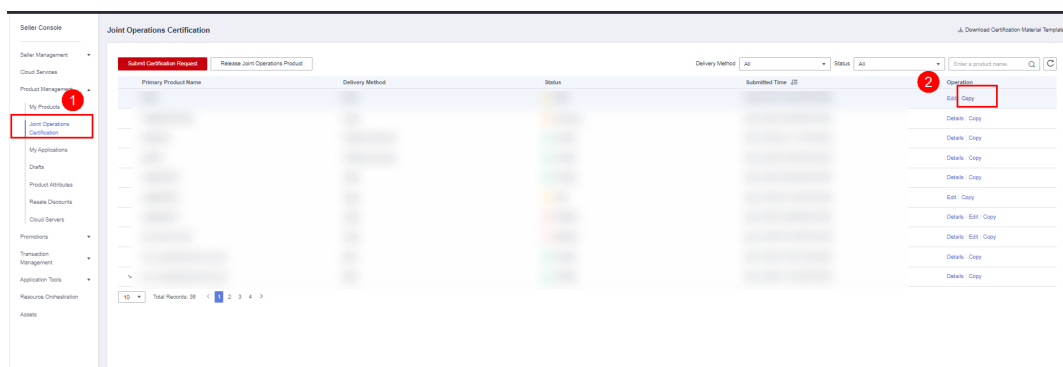
After the certification request is approved, you can release a joint operations product. For details, see [Releasing a Joint Operations Product](#).

Copying and Viewing a Joint Operations Certification Request

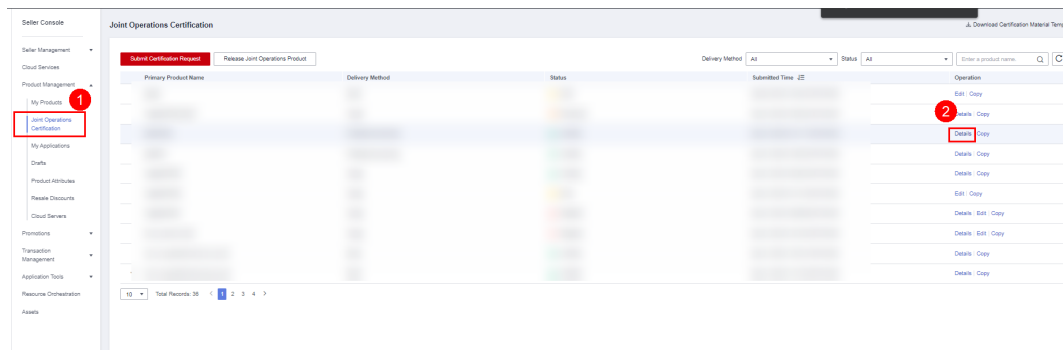
You can copy a joint operations certification request and view its progress and rejection reasons.

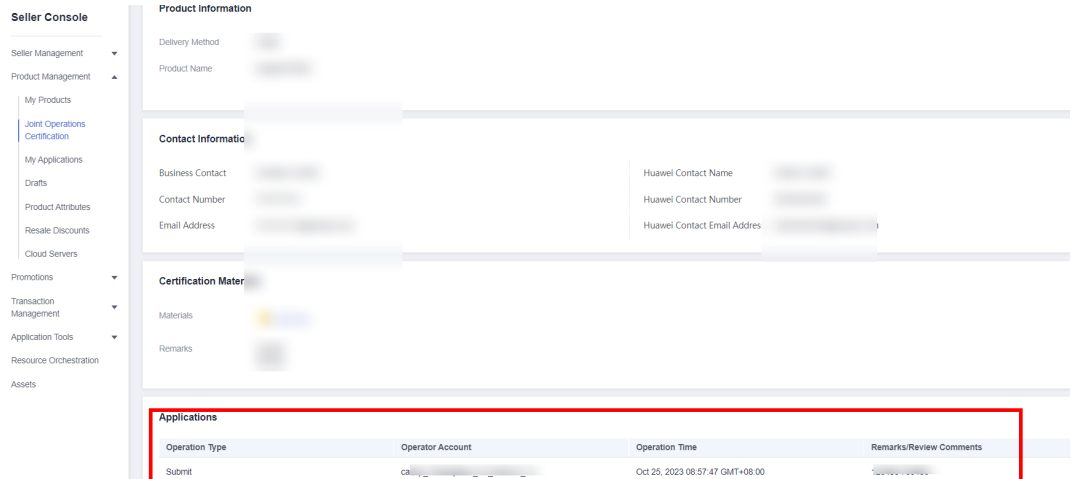
1. Copying existing certification requests

On the **Joint Operations Certification** page, click **Copy** in the **Operation** column of a certification request. On the displayed **Submit Certification Request** page, modify the information as required and click **Submit**.



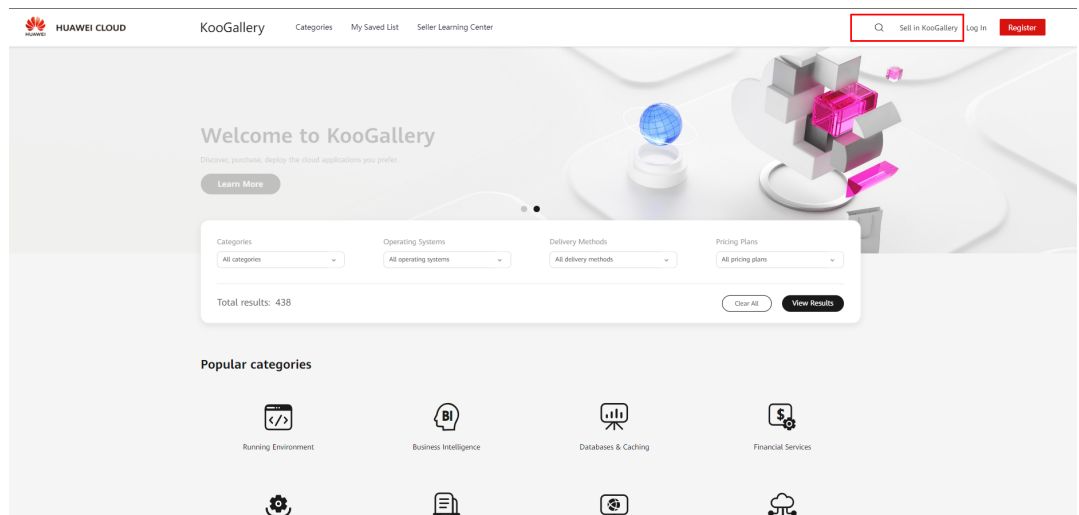
2. Viewing the certification progress and rejection comments: On the **Joint Operations Certification** page, click **Details** in the **Operation** column of a certification request. At the bottom of the details page, view the current phase and rejection reasons.



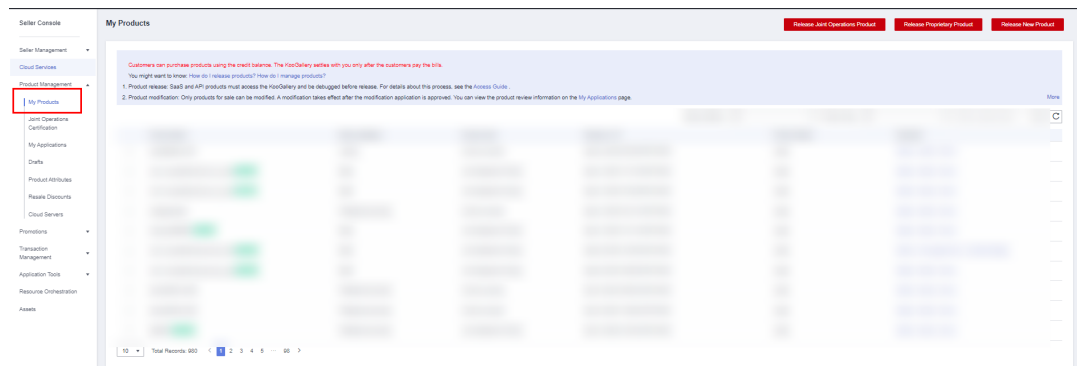


Releasing a Joint Operations Product

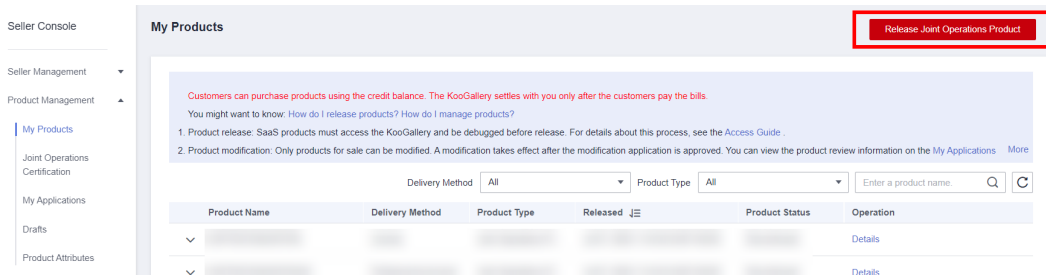
Step 1 Log in to the [KooGallery homepage](#) using your Huawei Cloud account and click [Seller Console](#) in the upper right.



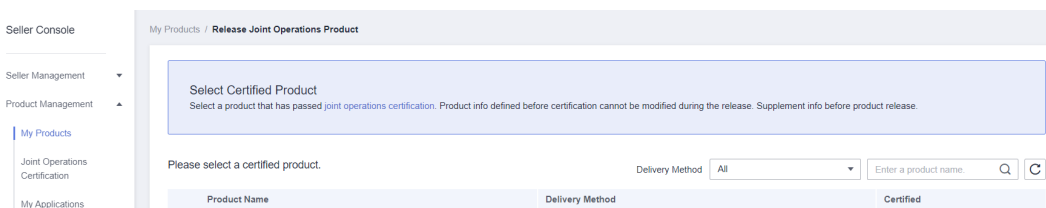
Step 2 In the navigation pane, choose **Product Management > My Products**.



Step 3 Click **Release Joint Operations Product** in the upper right corner.



Step 4 Click **Select Certified Product**, select a certified product, and click **Next**. On the displayed page, enter product information by following instructions in **3.1 Product Release Description**.

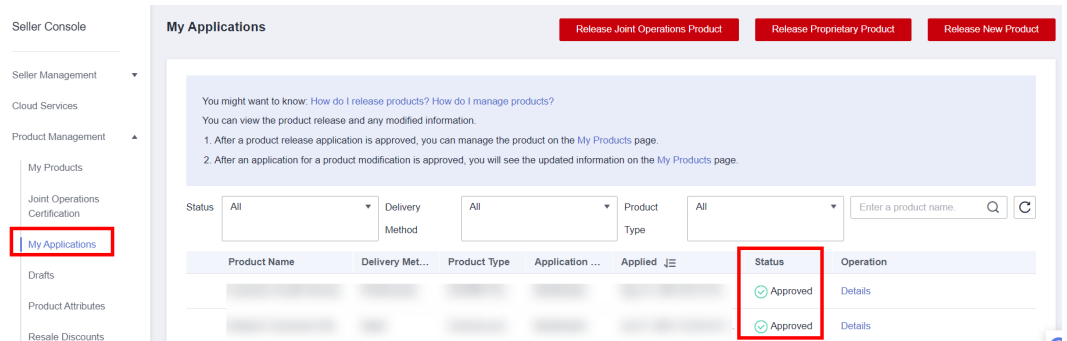


Step 5 After entering the product information, click **Submit**.

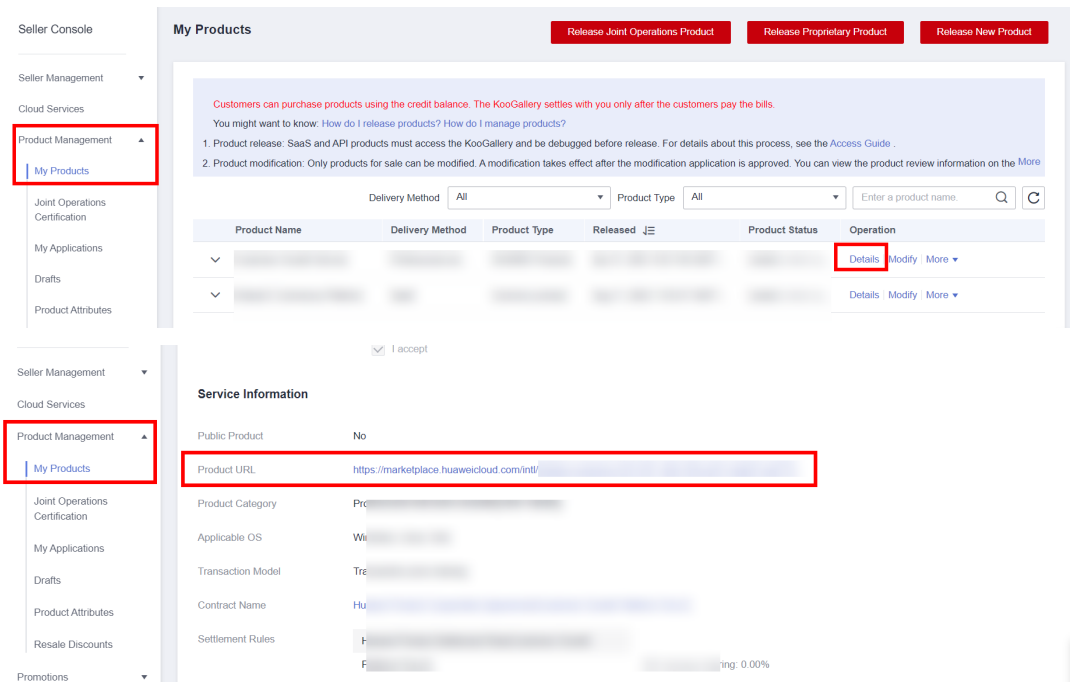
----End

 NOTE

After the release application is submitted, you can view the review status on the **Product Management > My Applications** page. The operations manager will review the application within three working days. If the operations manager approves the application, the product is successfully released.



After the product is released, you can click **Details** in the **Operation** column of the product on the **Product Management > My Products** page to go to the product details page and view the product URL in the **Service Information** area.



3 Delivery Methods

- [3.1 Product Release Description](#)
- [3.2 Delivery Methods](#)
- [3.3 Releasing Licenses](#)
- [3.4 SaaS Product Release Guide](#)
- [3.5 Image Release Guide](#)
- [3.6 Releasing Consulting Services](#)
- [3.7 Releasing Professional Services](#)
- [3.8 Releasing Multi-SKU Product Specifications](#)

3.1 Product Release Description

Adhere to the descriptions in this section to release your products on KooGallery. Huawei will review your products based on the following requirements.

Your requests for releasing or modifying products in KooGallery will be reviewed within three business days.

If your products have any problems, KooGallery will notify you through your customer service email address and after-sales email address. Ensure that the two email accounts are available and you can respond within 24 hours. Otherwise, KooGallery will remove your products.

Table 3-1 describes the product release parameters on Huawei Cloud KooGallery.

Table 3-1 Product release description

Item	Description
Delivery Method	<ul style="list-style-type: none"> • Select a delivery method, which can be a license or professional service. For details about each delivery method, see 3.2 Delivery Methods. • The delivery method must match the product. If they do not match, for example, the delivery method of a license is set to Professional Services, the application will be rejected.
Product Name	<ul style="list-style-type: none"> • The product name must accurately denote the product content. If software is involved, the software name must be the same as that in the software copyright certificate. • The product must be named in compliance with standard naming conventions in the industry. Spelling mistakes are not allowed. For example, "wordpress" cannot be misspelled as "wordpess". • The product name must not exaggerate functions or imply an extended scope of usage. Products cannot be directly used in the name of Huawei Cloud. For example, a name similar to Huawei Cloud XXX Solution is not allowed. • The product name must not contain or convey product price, versions, phone numbers, or other descriptive information. • To release a professional service relevant to the software, specify such relationship in the product name, for example, xxxx Service. • To release a service as a SaaS product but this service has already been released as an image/license product, name the SaaS product as xxx SaaS. • To release a service as a license product but this service has already been released as an image/SaaS product, name the license product as xxx Independent Deployment. • Do not contain or convey any marketing-related words, such as Promotion and Free. • A product can be released only once.
Version	<p>The product version must be named in compliance with standard version naming conventions, for example, "V1.0" or "V2.0". They cannot be named using a non-standard format, such as "v0.1", "First Version", or "Initial Version".</p>

Item	Description
Logo	<ul style="list-style-type: none"> ● Logos must be PNG files, must be 120 x 120 pixels, and cannot exceed 5 MB. ● You are advised to upload your rectangle-shaped logo. If you want to use your square-shaped logo, ensure that the logo shape of your choice is perfectly fit into the box. ● Ensure that the uploaded logo is properly designed. Do not use screenshots of product introduction as the logo. ● Ensure that the uploaded logo is clearly visible. Any incomplete, deformed, or blurry image will not be approved. ● You are advised to use PNG images with a transparent background. If your logo has a background, resize the canvas to 120 x 120 pixels and set 4-pixel rounded corners. ● Do not modify the extension of the logo file, for example, changing .png to .jpg. Otherwise, the logo file will fail to be uploaded. ● Do not use the Huawei logo or words such as Huawei. ● If the logo image is too large, you can compress it at tinypng.com.
Overview	<ul style="list-style-type: none"> ● Provide a brief introduction of your product. The product overview is displayed on the KooGallery catalog and the product details page. ● The product name in the overview must be the same as Product Name. ● Do not include redirection information such as phone numbers, activity details, and links of non-Huawei Cloud websites.
Description	<ul style="list-style-type: none"> ● Provide details about your product, including core functions and services. ● Enter at least 1000 characters. Ensure consistent usage of fonts, and keep the layout standardized, neat, and user-friendly. ● Do not include images and links redirecting to non-Huawei Cloud websites. ● Do not advise customers to obtain commercial information otherwise, for example, "To submit a commercial application or for pricing details, contact xxx." ● Do not use the information about competitors. ● If the uploaded information contains privacy data, such as the name, ID number, detailed address, phone number, bank account, and email address, pseudonymize or anonymize the data. Add mosaic effect to the personal image in the certificate information before upload. ● Do not include information related to Huawei or competitors.
Highlights	A maximum of five highlights can be added.

Item	Description
Customer Case	If a customer case is provided, describe it in detail rather than enter only a case name.
End User License Agreement	<ul style="list-style-type: none"> ● Upload a complete End User License Agreement (EULA). The EULA is an agreement entered into between you and customers and must contain the privacy data statement. It takes effect when customers accept it during order placement. ● The name, definition, billing, and other details of the product defined in the EULA must be consistent with the product details. ● The EULA is an online agreement that takes effect since customers select it when placing an order. It cannot contain any content that needs to be filled in or stamped. ● The EULA must be within the validity period and not conflict with other agreements with Huawei Cloud. ● Do not include payment accounts or description about offline payment.
After-Sales Support	<p>Enter the after-sales support of the product according to the example.</p> <ul style="list-style-type: none"> ● Time: Add the time zone to the end of the service time, for example, (GMT+08:00). ● Services: Describe the after-sales services that your company will provide. ● Hotline: Provide a valid hotline number. ● Email Address: Enter an email address that can receive emails and reply to customers in a timely manner. <p>NOTICE</p> <p>Ensure that your hotline and email address can be contacted and you can provide after-sales services as soon as possible. If customers purchasing this product complain that the hotline cannot be connected or they do not receive any reply after sending emails for multiple times, KooGallery will remove the product from the catalog.</p>

Item	Description
User Guide	<ul style="list-style-type: none"> ● Provide operation guidance and other product manuals. ● Describe how to log in to the management platform and use the product after the product is purchased in the user guide. ● Do not include links of servers that are not deployed in the Huawei Cloud infrastructure, such as addresses for login and management of products. ● Ensure consistent usage of fonts, and keep the layout standardized, neat, and user-friendly. ● For an image product, specify the ports to be opened and how to log in to the management platform and use the image after customers purchase this product and deploy it on a Huawei Cloud ECS. ● Supported file types: RAR, ZIP, DOC, DOCX, PDF, PPT, PPTX ● Maximum file size: 20 MB ● For a professional service product, describe how to use it after it is purchased, for example, specify the service content and process.
Software Copyright Certificate	<ul style="list-style-type: none"> ● Upload your software copyright certificate or other qualification certificate (if available). The operations team will review the certificate to confirm whether the product meets the product release requirements. The uploaded qualification certificate is not displayed on the product details page. ● Supported file types: RAR, ZIP, DOC, DOCX, PDF, PPT, PPTX ● Maximum file size: 20 MB
Open-Source Software Notice	<ul style="list-style-type: none"> ● Declare the open-source software usage of the product. For details about the open-source software terms, see <i>Huawei Cloud KooGallery Seller Agreement</i>. ● Supported file types: RAR, ZIP, DOC, DOCX, PDF, PPT, PPTX ● Maximum file size: 20 MB
Category	<ul style="list-style-type: none"> ● Specify the product categories (the level-1 and level-2 categories of products on KooGallery). ● For a professional service product, select Professional Services as the level-1 category.
Business Letter	<p>To request a flexible platform fee proportion for a product, upload a business letter when releasing the product. Download the business letter template, fill in the template, and upload it.</p> <p>NOTE To request a non-standard revenue sharing ratio for a released product, modify the product details and upload the business letter on the Seller Console.</p>

Item	Description
Product Specifications	<ul style="list-style-type: none"> ● The specifications provided must be complete. ● Specifications must be named in compliance with certain rules. You are advised not to use vague names such as "Specifications 1" or "Specifications 2", or to use billing modes like "Yearly" or "Monthly", or measurement units such as "Sets" or "1 Set". ● Select a suitable billing mode and set appropriate pricing. ● If there are different versions of the product, differentiate one specification from another instead of releasing all the versions of that product on KooGallery. ● The specification name, quantity attribute name, and enumeration attribute name must be unique. ● The specification name cannot include commercial description, such as the contact information and phone number. ● When releasing a professional service product, if it contains services billed by person-day, release the services as multi-SKU specifications. For details, see 3.8 Releasing Multi-SKU Product Specifications. ● For a license or professional service product, a specification cannot be billed by uses or by year/month at the same time. In this case, add two specifications and name them as <i>xxx Permanent Authorization</i> and <i>xxx Subscription</i> separately. ● Avoid free trial specifications which can be purchased unlimited times. ● Do not use the name of Huawei Cloud, for example, Huawei Cloud XXX.
SEO Information	<p>Optimize product information so that Baidu and other third-party search engines acquire it. Fill in the information strictly according to the instructions. If the information does not meet the requirements, the application will be rejected.</p>

3.2 Delivery Methods

Huawei Cloud KooGallery provides a platform for partners to release cloud products in various delivery methods, including licenses, SaaS, images, consulting services, and professional services.

Licenses

License products are the commercial software or licenses provided by sellers. License products include commercial operating system, database middleware, and application software.

SaaS

SaaS products are application software products provided by sellers to run on Huawei Cloud infrastructure as a service (IaaS). After purchasing SaaS products, customers can log in to specified websites to use them without a need to purchase the required cloud resources.

Currently, a SaaS product can be enabled by using the username and initial password. When a customer purchases a SaaS product on KooGallery, KooGallery calls the service interface provided by the seller, requesting the seller to perform product subscription. After the subscription operation is complete, the seller returns information to KooGallery, such as the frontend address, management backend address, username, and initial password of the product.

Images

Images are created by sellers based on the Huawei Cloud public system. Users can use an image to create an ECS with the same system environment as that in the image.

Images integrate the software environment and functions on the operating system and couple application software with cloud resources to enable out-of-the-box functionality for ECSs.

Consulting Services

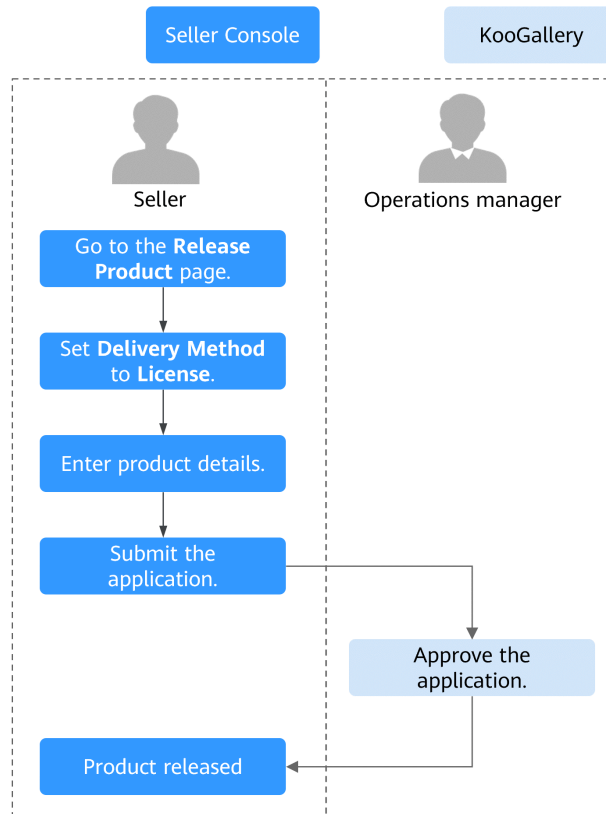
Consulting services are offered on KooGallery as products. This type of products is not traded on KooGallery. KooGallery only provides links to access the products on sellers' official websites.

Professional Services

Professional services are provided on KooGallery as products and do not involve delivery of software or cloud resources. Such services include environment and configuration, troubleshooting, data migration, consulting, and training.

3.3 Releasing Licenses

Release Flow

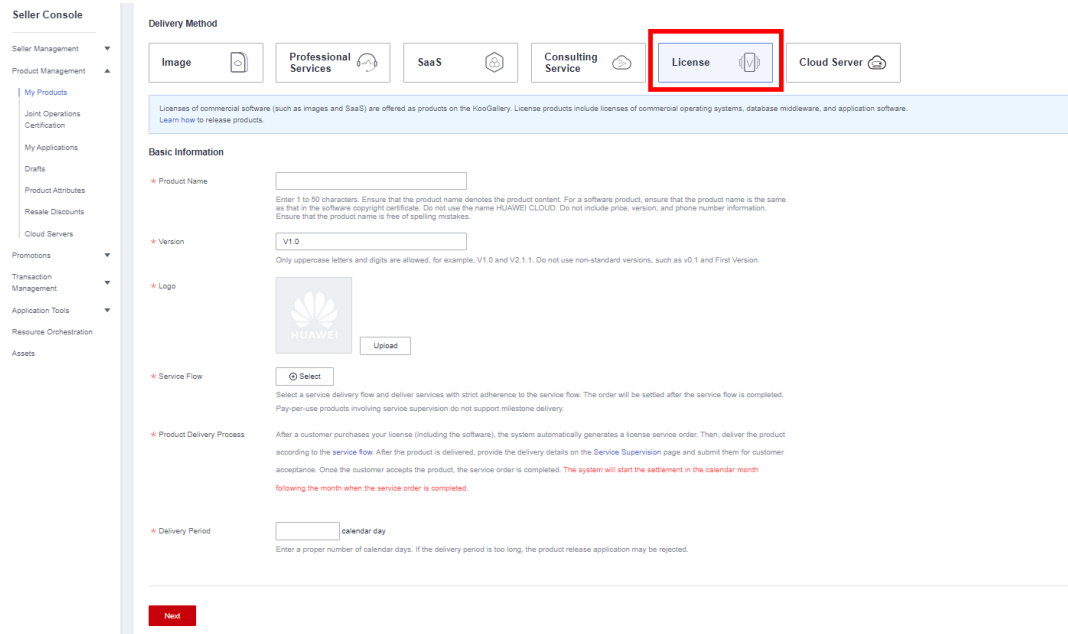


Prerequisites

- You have registered as a KooGallery seller. For details, see [Seller Registration](#).
- Before releasing a joint operations product, you have completed the joint operations certification. For details, see [Joint Operations Certification and Product Access](#).

Procedure

- Step 1** Go to the [Seller Console](#).
- Step 2** In the navigation pane, choose **Product Management > My Products**.
- Step 3** Click **Release New Product** in the upper right corner of the page.
The **Product Release** page is displayed.
- Step 4** In the **Delivery Method** area, select **License**. In the **Basic Information** area, set **Product Name** and **Version**, upload a logo, read the description of **Product Delivery Process**, and set **Delivery Period** as instructed.



NOTE

- For details about parameters, see [3.1 Product Release Description](#).
- **Delivery Process**

Select a service flow template. After a customer purchases your license (including the software), KooGallery automatically generates a license service order. Deliver the license based on the selected service flow template. After the product is delivered, provide the delivery details on the **Service Supervision** page and submit them for customer acceptance. Once your product is accepted by the customer, the service order is completed. KooGallery will start the settlement in the calendar month following the month when the service order is completed.

For details, see [5.1 Supervising License Products](#).

- **Delivery Period**

Enter a proper number of calendar days. If the delivery period is too long or too short, your product release application may be rejected, or you may receive customer complaints if you cannot deliver the license in the specified delivery period.

Step 5 Click **Next**.

The **Product Details** page is displayed.

Step 6 Enter the product information (including **Overview**, **Description**, and **Highlights**) and customer cases as prompted.

① Enter Basic Information — ② Enter Product Details — ③ Enter Qualification Information — ④ Enter Service Information

Product Details

* Overview

0/1,000
Enter a product overview containing 1 to 1000 characters. The overview will be displayed on the Marketplace catalog and the product details page.

* Description

0/5,000
Provide details about your product, including core functions and services. They will be presented on the product details page. They must contain 1000 to 5000 characters.

* Highlights

Add some product highlights.
5 highlights are recommended (500 characters limit).

Customer Case

Your data will be automatically saved in 12 seconds.

 **NOTE**

- Drag the lower right corner of the **Description** text box to resize it.
- Move the cursor to an added customer case to delete or edit it.

Step 7 Click Next.

The **Qualification Information** page is displayed.

Step 8 Set End User License Agreement, After-Sales Support, User Guide, Software Copyright Certificate, and Open-Source Software Notice as instructed.

① Enter Basic Information — ② Enter Product Details — ③ Enter Qualification Information — ④ Enter Service Information

Qualification Information

* End User License Agreement

0/200,000
End User License Agreement (EULA) is an agreement signed between you and your marketplace end user. To better serve your marketplace end users and avoid legal disputes, you are advised to specify, in the EULA, your services and commitments, SLA, conditions of use, after-sales services and support, consumer rights protection, personal information and data protection, and your legal obligations (200,000 characters limit).

* After-Sales Support

Example:
Time: 5 x 8 hours (GMT+08:00)
Services: xxxxyz
Hotline: +852-00000000
Email Address: xx@yyy.com

105/300
Describe the after-sales services that you provide (300 characters limit).
Specify the service time, service content, hotline, and email address, and ensure that you can provide timely after-sales support within the specified service time.

* User Guide

Maximum file size: 20 MB
Supported file types: RAR, ZIP, DOC, DOCK, PDF, PPT, PPTX
Describe how to log in to the product management platform and use your product in the user guide. For an image product, specify the ports to open and describe how to log in to the ECS on which the image is deployed and use the image.

* Software Copyright Certificate Available None

Upload the software copyright certificate or any other sales qualification certificates.
Supported file size: 20 MB
Supported file types: RAR, ZIP, DOC, DOCK, PDF, PPT, PPTX
For a product involving software, upload the software copyright certificate that matches the product name. For a Kunpeng product, upload the Kunpeng compatibility certificate of the product.

* Open-Source Software Notice Available N/A

Declare the open-source software usage of the product in the Open-Source Software Notice. If no open-source software is used, select N/A. For terms related to open-source software, see [HUAWEI CLOUD Marketplace Seller Agreement](#). [Download Template](#)
Supported file size: 20 MB
Supported file types: RAR, ZIP, DOC, DOCK, PDF, PPT, PPTX

Your data will be automatically saved in 10 seconds.

 NOTE

● **End User License Agreement**

The EULA is an online agreement entered into between you and customers. It takes effect when customers select it during order placement. It cannot contain any unfilled content and cannot be stamped. You can drag the lower right corner of the **End User License Agreement** text box to resize it.

● **After-Sales Support**

Add the time zone to the end of the service time, for example, **(GMT+08:00)**.

Ensure that your hotline and email address are reachable and you can provide after-sales services as required. If customers purchasing this product cannot contact your company or they do not receive any reply from you after sending emails for multiple times, KooGallery will remove the product from the catalog.

Ensure that you can provide after-sales hotline and email services in English.

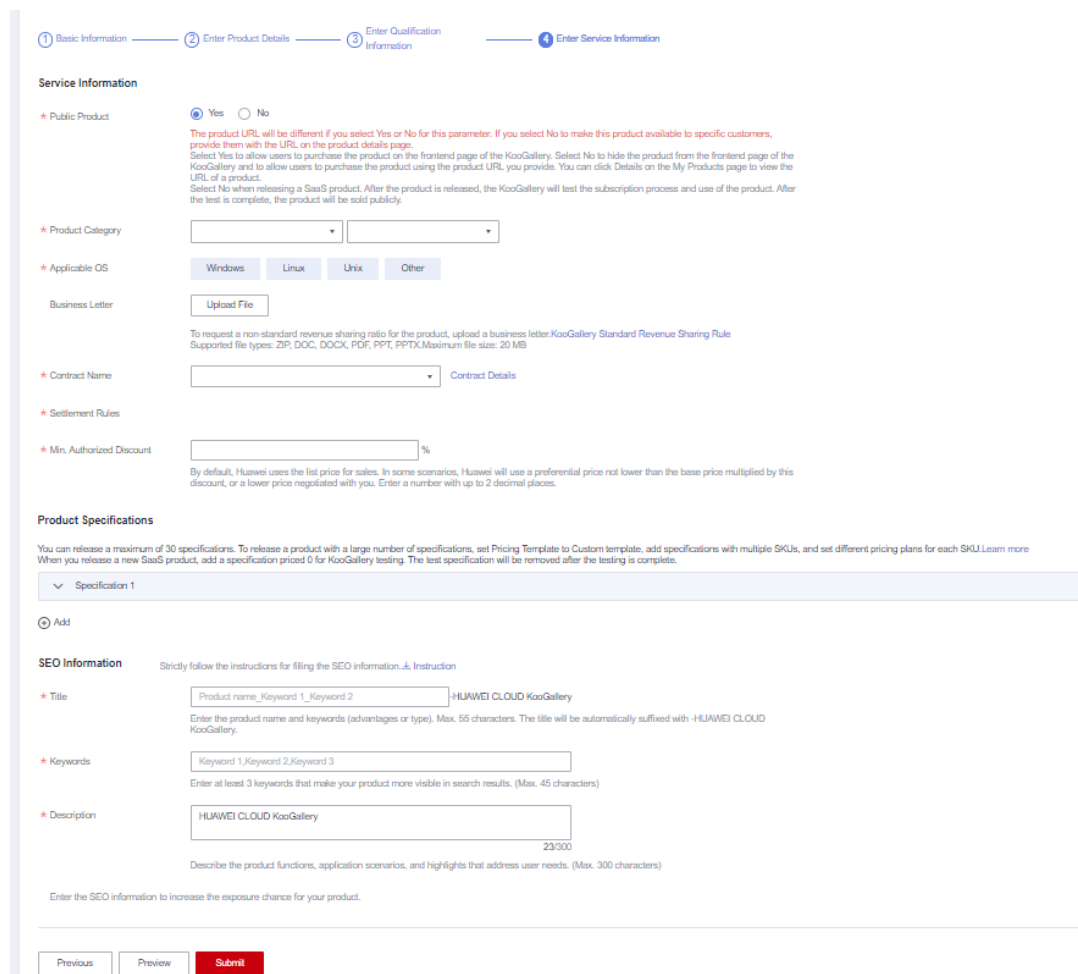
● **Software Copyright Certificate**

Upload a software copyright certificate that matches your product. The uploaded certificate will be reviewed by Huawei Cloud KooGallery to confirm whether your product meets the release requirements. The certificate is only for review and will not be displayed on the product details page.

Step 9 Click **Next**.

The **Service Information** page is displayed.

Step 10 Set **Service Information**, **Product Specifications**, and **SEO Information** as instructed.



① Basic Information — ② Enter Product Details — ③ Enter Qualification Information — ④ Enter Service Information

Service Information

* Public Product Yes No
The product URL will be different if you select Yes or No for this parameter. If you select No to make this product available to specific customers, provide them with the URL on the product details page.
 Select Yes to allow users to purchase the product on the frontend page of the KooGallery. Select No to hide the product from the frontend page of the KooGallery and to allow users to purchase the product using the product URL you provide. You can click Details on the My Products page to view the URL of a product.
 Select No when releasing a SaaS product. After the product is released, the KooGallery will test the subscription process and use of the product. After the test is complete, the product will be sold publicly.

* Product Category

* Applicable OS

Business Letter
To request a non-standard revenue sharing ratio for the product, upload a business letter.KooGallery Standard Revenue Sharing Rule Supported file types: ZIP, DOC, DOCX, PDF, PPT, PPTX.Maximum file size: 20 MB

* Contract Name [Contract Details](#)

* Settlement Rules

* Min. Authorized Discount %
By default, Huawei uses the list price for sales. In some scenarios, Huawei will use a preferential price not lower than the base price multiplied by this discount, or a lower price negotiated with you. Enter a number with up to 2 decimal places.

Product Specifications

You can release a maximum of 30 specifications. To release a product with a large number of specifications, set Pricing Template to Custom template, add specifications with multiple SKUs, and set different pricing plans for each SKU.Learn more
 When you release a new SaaS product, add a specification priced 0 for KooGallery testing. The test specification will be removed after the testing is complete.

Specification 1

SEO Information Strictly follow the instructions for filling the SEO information.> Instruction

* Title HUJAWEI CLOUD KooGallery
Enter the product name and keywords (advantages or type). Max. 55 characters. The title will be automatically suffixed with +HUJAWEI CLOUD KooGallery.

* Keywords
Enter at least 3 keywords that make your product more visible in search results. (Max. 45 characters)

* Description 23/300
Describe the product functions, application scenarios, and highlights that address user needs. (Max. 300 characters)

Enter the SEO information to increase the exposure chance for your product.

Figure 3-1 Product specifications

Product Specifications

[Add](#) [Manage Product Attribute](#)

You can release a maximum of 30 specifications. To release a product with a large number of specifications, set Pricing Template to Custom template, add specifications with multiple SKUs, and set different pricing plans for each SKU. [Learn more](#)

Specification 1

Specification Number:
The specification number determines the order in which this specification will be displayed on the product details page. Enter 1 to display this specification as the first one.

* Specification Name:
Enter a maximum of 50 characters. Specification names are visible to users on the product details and expenditure details pages.

* Pricing Template: ⓘ

* Billing Mode:

Monthly USD/month

Yearly USD/year

One-time USD/one-time

NOTE

- If you set **Public Product** to **No**, the product will be hidden from KooGallery frontend page and search results. Customers can access and purchase the product only by using the product URL you provide. To obtain the URL of such a product, choose **Product Management > My Products**. In the same row of the product, click **Details** in the **Operation** column. The URL is displayed in the **Service Information** area on the product details page.
- You can select either yearly/monthly billing mode or one-time billing mode for each specification of a license product.
- If you want to set a fixed price for product specifications in yearly/monthly or one-time payment billing mode, select a simple pricing template.
- If you want to set a separate price in each SKU for product specifications in yearly/monthly or one-time payment billing mode, select a custom pricing template. If an SKU contains attributes of the quantity type, you can also use linear or tiered pricing for the attributes. For details about how to release a product specification that contains multiple SKU attributes, see [3.8 Releasing Multi-SKU Product Specifications](#).

Step 11 Click **Preview**.

The product details page is displayed.

Step 12 Confirm the configuration and click **Submit**.

The message "Are you sure you want to submit the product information?" is displayed.

Step 13 Click **Yes**.

The message "Product release information submitted successfully." is displayed.

NOTE

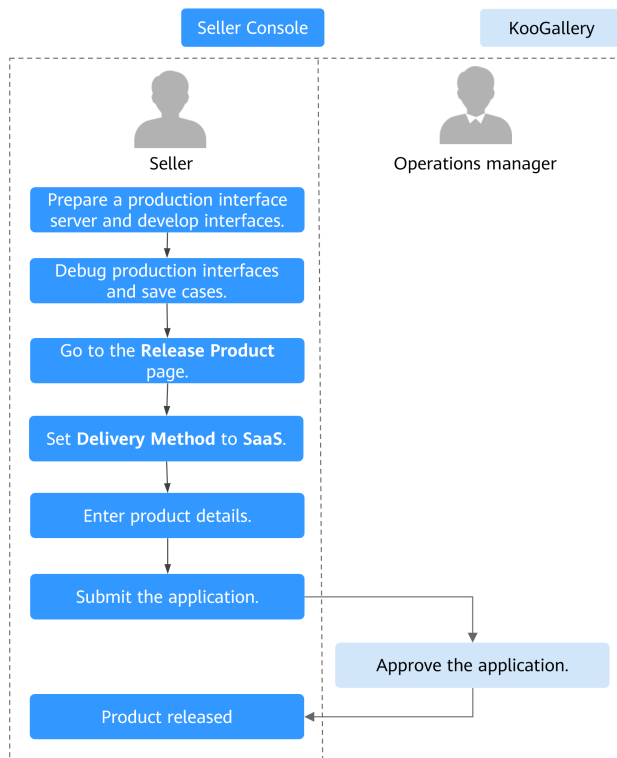
- You can upload a maximum of 100 documents or software of 10 GB in total to the Seller Console in a single day.
- When releasing a product, you can click **Save Draft** to save the product information before submission. You can choose **Product Management > My Applications** or **Product Release > Drafts** to view the draft information.
- Huawei Cloud KooGallery will review the product information you submitted within three business days. The review result will be sent to the email address bound to your Huawei Cloud account. The product will be available on KooGallery upon approval from KooGallery.

----End

3.4 SaaS Product Release Guide

3.4.1 Releasing SaaS Products

Release Flow



Prerequisites


- You have deployed your SaaS products on Huawei Cloud (Europe) infrastructure. Huawei Cloud KooGallery does not accept SaaS products that are deployed on non-Huawei Cloud (Europe) infrastructure.
- You have followed the guidance described in [SaaS Product Access Guide](#) to develop interfaces.
- You have debugged interfaces for application access. KooGallery provides the application access debugging function. For details, see [3.4.3 Application Access Debugging and Case Management](#). Ensure that all required interfaces are debugged successfully. To ensure that your SaaS products can be enabled after subscription, KooGallery will save the successful debugging cases for interface verification during review of release and modification requests.
- If your SaaS products involve websites (including frontend and backend portals), your products must not contain malicious content or high-risk vulnerabilities.

Procedure

- Step 1** Go to the [Seller Console](#).
- Step 2** In the navigation pane, choose [Product Management > My Products](#).
- Step 3** Click **Release Joint Operations Product** in the upper right corner of the page.
 The **Product Release** page is displayed.
- Step 4** In the **Delivery Method** area, select **SaaS**. In the **Basic Information** area, set **Product Name** and **Version**, upload a logo, and set **Involve Service Supervision**, **Production System API URL**, **Extension Parameters**, **User Authorization Required**, **Sensitive Information Encryption Algorithm**, and **Vulnerability Scans**.

1 Basic Information — 2 Enter Product Details — 3 Enter Qualification information — 4 Enter Service Information

Delivery Method


SaaS 

SaaS products are application software products provided by sellers to run on HUAWEI CLOUD IaaS. After purchasing a SaaS product, users can log in to specified websites to use the product without separately purchasing IaaS resources. The HUAWEI CLOUD KooGallery does not accept SaaS products that are deployed on non-HUAWEI CLOUD IaaS. Before releasing SaaS products, follow the SaaS product access guide to develop interfaces. This ensures that production interfaces can be correctly invoked and the products can be enabled after subscription.

Basic Information

* Product Name
Enter 1 to 50 characters. Ensure that the product name denotes the product content. For a software product, ensure that the product name is the same as that in the software copyright certificate. Do not use the name HUAWEI CLOUD. Do not include price, version, and phone number information. Ensure that the product name is free of spelling mistakes.

* Version
Only uppercase letters and digits are allowed, for example, V1.0 and V2.1.1. Do not use non-standard versions, such as v0.1 and First Version.

* Logo 

* Involve Service Supervision Yes No
The option cannot be changed after the product is released. If the SaaS product can only be enabled manually after purchase, select Yes. If it can be enabled online, select No.

* Production System API URL
Enter a valid domain name starting with http:// or https://. Do not enter an IP address. The product can be released only after the service interface is connected to the KooGallery. Debug the interface or manage cases for KooGallery access.

User Authorization Required To create an account based on phone number To create an account based on email address To create an account based on IAM username

Your data will be automatically saved in 6 seconds.

 NOTE

- For details about parameters, see [3.1 Product Release Description](#).
- **Involve Service Supervision**
 - If customers can use the product after they submit requests, or it takes some time to provision services for customers, select **Yes**. Orders of the product will be settled after the corresponding service flows are completed. This parameter cannot be modified after the product is released to KooGallery.
For details about service flows, see [5.2 Supervising SaaS Products](#).
 - If customers can immediately use the product after subscription, select **No**.
- **Production System API URL**

Select a saved address of a service interface that has been debugged. The address must start with https:// and must be a domain name. The production system server must be deployed on a Huawei Cloud ECS.

To release a product billed on a yearly/monthly basis, debug the interfaces of instance creation, query, update, status update, and release. To release a product billed by uses, debug the interfaces of instance creation, query, and release. For details about interface debugging, see [3.4.3 Application Access Debugging and Case Management](#).

The version of the security transport layer protocol must be TLS1.1 or TLS1.2. TLS1.0, SSL1, and SSL2 cannot be used because they cannot ensure secure communications on the transport layer.
- **User Authorization Required**

Optional. You can choose customers' private information to be transferred, such as the mobile number, email address, IAM user name, and IAM user ID. You can select multiple options.

If the **To create an account based on phone number** option is selected, the parameter **mobilePhone** is included in the subscription request.

If the **To create an account based on email address** option is selected, the parameter **email** is included in the subscription request.

If the **To create an account based on IAM username** option is selected, the parameters **userId** and **userName** are included in the subscription request.
- **Sensitive Information Encryption Algorithm**

If privacy fields need to be transferred in a request, select an encryption algorithm for sensitive information based on the site requirements.
- **Request Templates**

Create templates that contain the information customers need to provide to you during service supervision, and upload the templates. When submitting requests, customers can download and fill in the templates.

Step 5 Click **Next**.

The **Enter Product Details** page is displayed.

Step 6 Enter the product information (including **Overview**, **Description**, and **Highlights**) and customer cases as prompted.

My Products / **Release Joint Operations Product**

① Basic Information — ② **Enter Product Details** — ③ Enter Qualification Information — ④ Enter Service Information

Product Details

* Overview 0/1,000

* Description 0/5,000

* Highlights 5 highlights are recommended (500 characters limit).

Customer Case

 **NOTE**

- Drag the lower right corner of the **Description** text box to resize it.
- Move the cursor to an added customer case to delete or edit it.

Step 7 Click **Next**.

The **Enter Qualification Information** page is displayed.

Step 8 Set **End User License Agreement**, **After-Sales Support**, **User Guide**, **Software Copyright Certificate**, and **Open-Source Software Notice** as instructed.

My Products / Release Joint Operations Product

① Basic Information — ② Enter Product Details — ③ Enter Qualification Information — ④ Enter Service Information

Qualification Information

* End User License Agreement

0/200,000

End User License Agreement (EULA) is an agreement signed between you and your KooGallery end user. To better serve your KooGallery end users and avoid legal disputes, you are advised to specify, in the EULA, your services and commitments, SLA, conditions of use, after-sales services and support, consumer rights protection, personal information and data protection, and your legal obligations (200,000 characters limit). [Example](#)

* After-Sales Support

0/300

Describe the after-sales services that you provide (300 characters limit).
Specify the service time, service content, hotline, and email address, and ensure that you can provide timely after-sales support within the specified service time.

Example:
Time: 5 x 8 hours (GMT+08:00)
Services: xxxxyz
Hotline: +852-00000000
Email Address: xx@yyy.com

* User Guide

Maximum file size: 20 MB
Supported file types: ZIP, DOC, DOCX, PDF, PPT, PPTX.
Describe how to log in to the product management platform and use your product in the user guide. For an image product, specify the ports to open and describe how to log in to the ECS on which the image is deployed and use the image.

* Software Copyright Certificate Available None

* Open-Source Software Notice Available N/A

If no software copyright certificate and open-source software notice are uploaded, you shall ensure that the copyright of this product is 100% owned by your company. Your company shall be responsible for the quality and service.

I accept

 **NOTE**

- **End User License Agreement**

The EULA is an online agreement entered into between you and customers. It takes effect when customers select it during order placement. It cannot contain any unfilled content and cannot be stamped. You can drag the lower right corner of the **End User License Agreement** text box to resize it.

- **After-Sales Support**

Add the time zone to the end of the service time, for example, **(GMT+08:00)**.

Ensure that your hotline and email address are reachable and you can provide after-sales services as required. If customers purchasing this product cannot contact your company or they do not receive any reply from you after sending emails for multiple times, KooGallery will remove the product from the catalog.

Ensure that you can provide after-sales hotline and email services in English.

- **Software Copyright Certificate**

Upload a software copyright certificate that matches your product. The uploaded certificate will be reviewed by Huawei Cloud KooGallery to confirm whether your product meets the release requirements. The certificate is only for review and will not be displayed on the product details page.

- **Open-Source Software Notice**

If your product involves open-source software, read [Huawei Cloud KooGallery Joint Operation Products Vendor Agreement](#) and provide a list of the open-source software.

Step 9 Click **Next**.

The **Enter Service Information** page is displayed.

Step 10 Set **Service Information**, **Product Specifications**, and **SEO Information** as instructed.

① Basic Information — ② Enter Product Details — ③ Enter Qualification Information — ④ Enter Service Information

Service Information

* Public Product Yes No
The product URL will be different if you select Yes or No for this parameter. If you select No to make this product available to specific customers, provide them with the URL on the product details page.
 Select Yes to allow users to purchase the product on the frontend page of the KooGallery. Select No to hide the product from the frontend page of the KooGallery and to allow users to purchase the product using the product URL you provide. You can click Details on the My Products page to view the URL of a product.
 Select No when releasing a SaaS product. After the product is released, the KooGallery will test the subscription process and use of the product. After the test is complete, the product will be sold publicly.

* Product Category

* Applicable OS

Business Letter
To request a non-standard revenue sharing ratio for the product, upload a business letter.KooGallery Standard Revenue Sharing Rule
 Supported file types: ZIP, DOC, DOCX, PDF, PPT, PPTX.Maximum file size: 20 MB

* Contract Name [Contract Details](#)

* Settlement Rules

* Min. Authorized Discount %
By default, Huawei uses the list price for sales. In some scenarios, Huawei will use a preferential price not lower than the base price multiplied by this discount, or a lower price negotiated with you. Enter a number with up to 2 decimal places.

Product Specifications

You can release a maximum of 30 specifications. To release a product with a large number of specifications, set Pricing Template to Custom template, add specifications with multiple SKUs, and set different pricing plans for each SKU.[Learn more](#)
 When you release a new SaaS product, add a specification priced 0 for KooGallery testing. The test specification will be removed after the testing is complete.

Specification 1

SEO Information

Strictly follow the instructions for filling the SEO information. Instruction

* Title HUAWEI CLOUD KooGallery
Enter the product name and keywords (advantages or type). Max. 55 characters. The title will be automatically suffixed with -HUAWEI CLOUD KooGallery.

* Keywords
Enter at least 3 keywords that make your product more visible in search results. (Max. 45 characters)

* Description
Describe the product functions, application scenarios, and highlights that address user needs. (Max. 300 characters)

Enter the SEO information to increase the exposure chance for your product.

NOTE

- If you set **Public Product** to **No**, the product will be hidden from KooGallery frontend page and search results. Customers can access and purchase the product only by using the product URL you provide. To obtain the URL of such a product, choose **Product Management > My Products**. In the same row of the product, click **Details** in the **Operation** column. The URL is displayed in the **Service Information** area on the product details page.
- In the **Product Specifications** area, you can select **Trial** and set **Trial Days** for products billed on a yearly/monthly basis. Once you select **Trial**, all yearly/monthly products of the same specification can be used for trial. Customers can upgrade to the yearly/monthly subscriptions when the trial period expires.
- If you want to set a fixed price for product specifications in yearly/monthly or one-time payment billing mode, select a simple pricing template.
 If you want to set a separate price in each SKU for product specifications in yearly/monthly or one-time payment billing mode, select a custom pricing template. If an SKU contains attributes of the quantity type, you can also use linear or tiered pricing for the attributes.
- Fill in the SEO information by referring to the [instructions](#) to facilitate entry addition of third-party search engines such as Google.

Step 11 Click **Preview**.

The product details page is displayed.

Step 12 Confirm the configuration and click **Submit**.

The message "Are you sure you want to submit the product information?" is displayed.

Step 13 Click **Yes**.

The message "Product release information submitted successfully." is displayed.

 **NOTE**

- When a SaaS product is released to KooGallery, KooGallery calls the service interface of the product **in real time** using the cases saved after successful interface debugging, to verify the URL of the production system API. **If the service interface fails the verification, a message will be displayed in the upper right corner of the page. Locate and rectify the fault and submit the product release information again.** Ensure that the service interface is debugged successfully in all service scenarios and then release the product.
- You can upload a maximum of 100 documents or software of 10 GB in total to the Seller Console in a single day.
- When releasing a product, you can click **Save Draft** to save the product information before submission. You can choose **Product Management > My Applications** or **Product Release > Drafts** to view the draft information.
- Huawei Cloud KooGallery will review the product information you submitted within three business days. The review result will be sent to the email address bound to your Huawei Cloud account. The product will be available on KooGallery upon approval from KooGallery.
- After a SaaS product is approved and released, the product is temporarily hidden. KooGallery will subscribe to the test specifications of the product within three business days for testing. If the testing results are satisfactory, the test specifications will be removed from the catalog and the product can be sold to customers. If any problems are found during the testing, an email will be sent to your customer service email address or after-sales support email address. You need to solve the problems and respond to the email within two business days. Otherwise, your product is considered to have failed the testing and will be removed from the catalog.

----End

3.4.2 Enabling SaaS Product Access from KooGallery

Before releasing a SaaS product, develop interfaces that can be called by Huawei Cloud KooGallery. For details about access operations, see [SaaS Product Access Guide](#).

3.4.3 Application Access Debugging and Case Management

For SaaS products:

- Huawei Cloud KooGallery provides the **Application Access Debugging** page in the Seller Console to ensure that SaaS products can be accessed correctly from KooGallery. You can debug interfaces on this page.
- Huawei Cloud KooGallery provides the message record function to record the successful and failed interface calls of KooGallery.

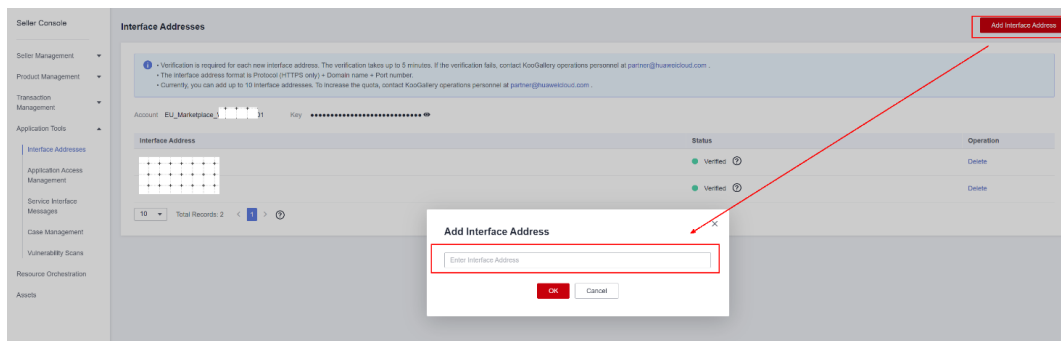
Application Access Debugging

The product subscription interface is used as an example.

- Step 1** Set the parameters on the independent service vendor (ISV) server based on the parameter descriptions in the [Request Message](#).

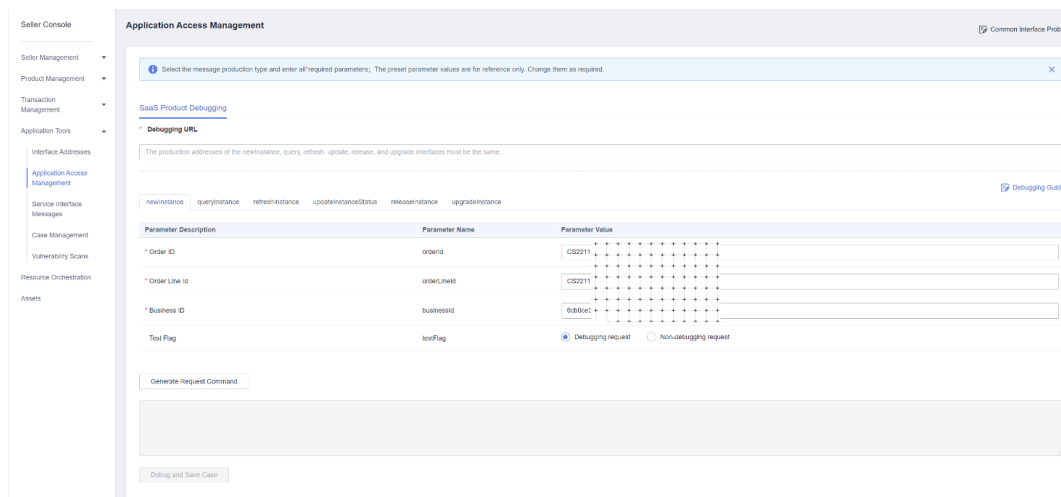
Step 2 Go to the [Seller Console](#).

Step 3 Choose [Interface Addresses](#) in the navigation pane and verify your interface address.



Step 4 In the navigation pane, choose [Application Tools > Application Access Debugging](#).

Step 5 On the first tab, enter values of parameters preset in [Step 1](#) and click **Generate Request Command** to generate a request example. For details about the parameters, see [API Description](#).



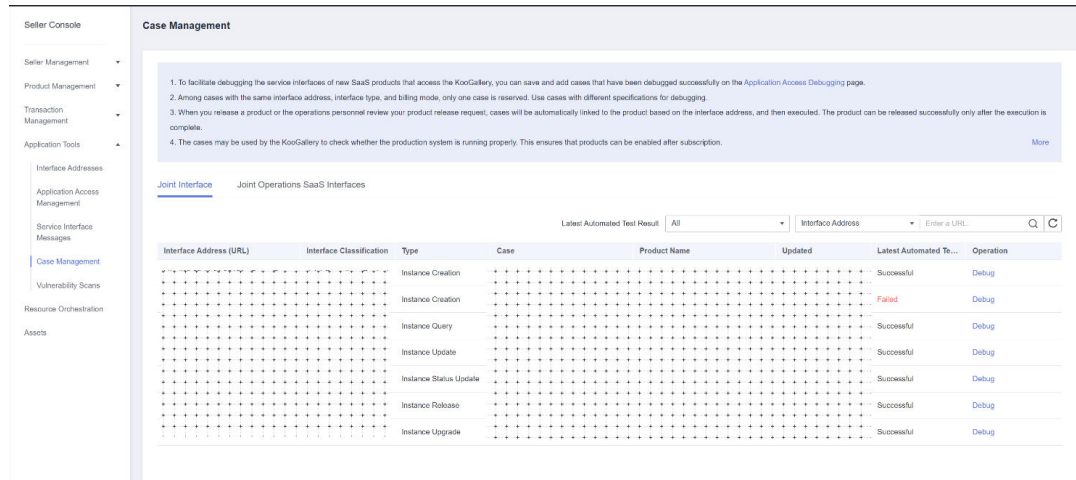
Step 6 Click **Debug and Save Case**. The system invokes the production system link to debug the interface. If the interface is debugged successfully, go to [Step 7](#). If not, the error messages are displayed in the lower part of the page. You can modify the interface parameters based on the error messages.

NOTE

- Before releasing a yearly/monthly product, ensure that the interfaces of instance creation, instance query, instance update, instance status update, and instance release have been debugged successfully.
- Before releasing a product billed by uses, ensure that the interfaces of instance creation, instance query, and instance release have been debugged successfully.
- The instance upgrade scenario is optional. If the product can be upgraded, debug the interface for the upgrade scenario.

Step 7 The message "Cases debugged successfully." is displayed. Click **Save Case**.

You can query the cases that are successfully debugged on the [Application Tools > Case Management](#) page.



----End

Service Interface Messages

If a service interface fails to be called, KooGallery will send an email to the email address bound to your Huawei Cloud account, and the interface exception information will be displayed on the [Application Tools > Service Interface Messages](#) page. Solve the exception based on the information as soon as possible to avoid unsubscription due to order enabling failure.

If the instance creation interface fails to be called, KooGallery will try 60 times (once every 3 minutes). If the interface exception is resolved within 60 call attempts, the next call will be successful and the order is enabled successfully. Otherwise, KooGallery determines that the order fails to be enabled and automatically cancels the order.

If the instance update interface fails to be called, KooGallery will call the interface again. You can view the interface exception information on the [Application Tools > Service Interface Messages](#) page. After the exception is solved, notify KooGallery to call the interface again.

If the instance status update or instance release interface fails to be called, KooGallery will try 60 times (once every minute). You can view the interface exception information on the [Application Tools > Service Interface Messages](#) page. If the interface exception is resolved within 60 call attempts, the next call will be successful. Otherwise, KooGallery stops calling the interface. After the exception is solved, go to the Seller Console, locate the order on the [Application Tools > Service Interface Messages](#) page, and click **Restart Debugging** in the **Operation** column in the same row to call the interface again.

NOTE

- Pay attention to emails sent by KooGallery to the email address bound to your Huawei Cloud account. If you receive an email about interface calling failures, solve the exception as soon as possible.
- KooGallery monitors interface exceptions. If subscriptions to a SaaS product frequently fail due to interface exceptions, KooGallery will remove the product from the catalog.

Step 1 Go to the [Seller Console](#).

Step 2 In the navigation pane, choose [Application Tools > Service Interface Messages](#).

Step 3 Query interface calling records.



----End

Case Management

To facilitate service interface debugging for subsequent new SaaS products that access KooGallery, save and add cases of successful debugging on the **Application Access Debugging** page and manage cases on the **Case Management** page.

Step 1 Go to the [Seller Console](#).

Step 2 In the navigation pane, choose [Application Tools > Case Management](#).

Step 3 Manage cases.

- In the **Operation** column, click **Debug**. The **Application Access Debugging** page is displayed, and the case information is automatically loaded.
- To delete a case, click **Delete** in the **Operation** column.

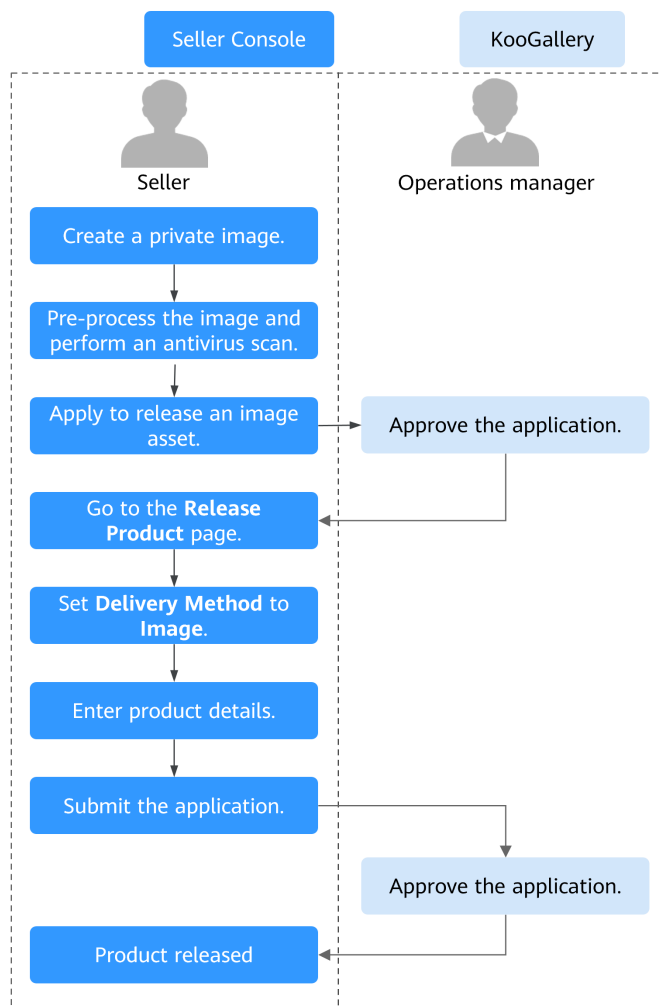
NOTE

Cases for products that have already been released successfully cannot be deleted.

----End

3.5 Image Release Guide

3.5.1 Releasing Images



1. **Create a private image.**
2. **Release an image asset.**
3. Wait for the KooGallery operations manager to review the application.
4. On the **Release Product** page, release an image and enter product information. For details, see **Releasing an Image**.
5. Submit the product release application.
6. Wait for the KooGallery operations manager to review the product. The product is released after being approved.

Prerequisites

- Images are created by sellers using public system disk images of Huawei Cloud. Before releasing an image product, you have created a private image and released it as an asset.
- You have registered as a KooGallery seller. For details, see **Seller Registration**.

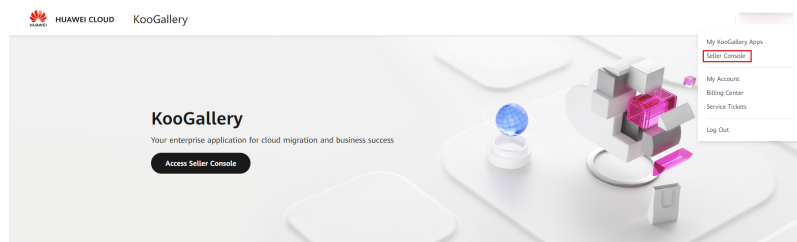
- Before releasing a joint operations product, you have completed the joint operations certification. For details, see [Joint Operations Certification and Product Access](#).

Releasing an Image

Step 1 Log in to the [KooGallery homepage](#) using your Huawei Cloud account and click **Seller Console** in the upper right to access the [Seller Console](#).

NOTE

Before releasing a product, ensure that you have completed enterprise real-name authentication, registered as a KooGallery seller, and completed business information certification. For details, see [1.2 Registration Process](#).

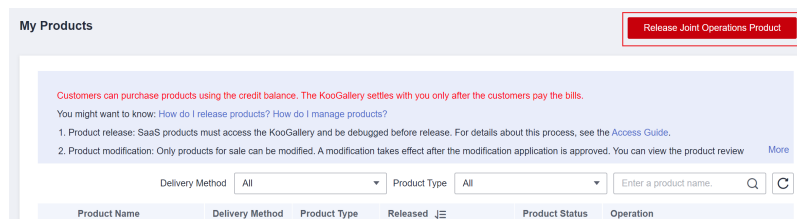


Step 2 In the navigation pane, choose [Product Management > My Products](#).

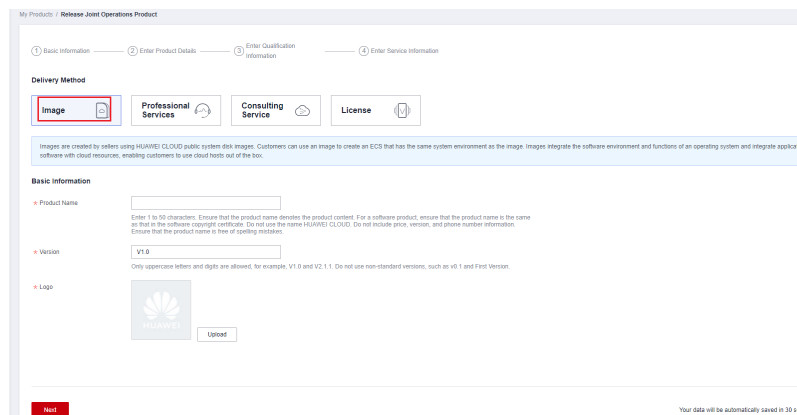
Step 3 Click **Release Joint Operations Product** in the upper right corner of the page.

NOTE

Follow the instructions in [3.1 Product Release Description](#) to release your products.



Step 4 In the **Delivery Method** area, select **Image**. In the **Basic Information** area, set **Product Name** and **Version** and upload a logo.



Step 5 Click **Next**. The **Enter Product Details** page is displayed.

Step 6 Enter the product information (including **Overview**, **Description**, and **Highlights**) and customer cases as prompted.

The screenshot shows a web form titled "My Applications / Release Joint Operations Product". At the top, there is a progress bar with four steps: 1) Basic Information, 2) Enter Product Details (current step), 3) Enter Qualification Information, and 4) Enter Service Information. The main content area is titled "Product Details" and contains four sections:

- Overview:** A text input field with a placeholder "Enter a product overview containing 1 to 1000 characters. The overview will be displayed on the KooGallery catalog and the product details page." and a character count "0/1,000".
- Description:** A larger text input field with a placeholder "Enter a product overview containing 1 to 1000 characters. The overview will be displayed on the KooGallery catalog and the product details page." and a character count "0/5,000". Below it, smaller text reads: "Provide details about your product, including core functions and services. They will be presented on the product details page. They must contain 1000 to 5000 characters."
- Highlights:** An "Add" button, a text input field with placeholder "Add some product highlights", and a note "5 highlights are recommended (500 characters limit)".
- Customer Case:** An "Add" button.

At the bottom of the form, there are "Previous" and "Next" buttons.

NOTE

- **Overview:** Enter up to 1,000 characters. This will be displayed in the product list and on the product details page.
- **Description:** Provide details about your product, including core functions and services. They will be presented on the product details page. They must contain 1,000 to 5,000 characters.
- **Highlights:** Add up to five highlights. Each highlight contains up to 500 characters.
- Drag the lower right corner of the **Overview** or **Description** text box to resize it.
- Move the cursor to an added customer case to delete or edit it.

Step 7 Click **Next**. The **Enter Qualification Information** page is displayed.

Step 8 Set **End User License Agreement**, **After-Sales Support**, **User Guide**, **Software Copyright Certificate**, and **Open-Source Software Notice** as instructed.

My Products / Release Joint Operations Product

① Basic Information — ② Enter Product Details — ③ Enter Qualification Information — ④ Enter Service Information

Qualification Information

* End User License Agreement

End User License Agreement (EULA) is an agreement signed between you and your KooGallery end user. To better serve your KooGallery end users and avoid legal disputes, you are advised to specify, in the EULA, your services and commitments, SLA, conditions of use, after-sales services and support, consumer rights protection, personal information and data protection, and your legal obligations (200,000 characters limit). [Example](#)

* After-Sales Support

Describe the after-sales services that you provide (300 characters limit). Specify the service time, service content, hotline, and email address, and ensure that you can provide timely after-sales support within the specified service time.

Example
Time: 5 x 8 hours (GMT+08:00)
Services: xyzzyz
Hotline: +852-00000000
Email Address: xx@yyy.com

* User Guide

Maximum file size: 20 MB
Supported file types: ZIP, DOC, DOCX, PDF, PPT, PPTX
Describe how to log in to the product management platform and use your product in the user guide. For an image product, specify the ports to open and describe how to log in to the ECS on which the image is deployed and use the image.

* Software Copyright Certificate Available None

* Open-Source Software Notice Available N/A

If no software copyright certificate and open-source software notice are uploaded, you shall ensure that the copyright of this product is 100% owned by your company. Your company shall be responsible for the quality and service of this product.

I accept

NOTICE

End User License Agreement

The EULA is an online agreement entered into between you and customers. It takes effect when customers select it during order placement. It cannot contain any unfilled content and cannot be stamped.

Download the example template for reference. When modifying the template, ensure that the product name, definition, and terms are the same as those of the product to release.

After-Sales Support

Specify the service time, service content, hotline, and email address. Ensure that you can provide timely after-sales support within the specified service time.

User Guide

Describe how to log in to the management platform and use the product after the product is purchased in the user guide.

For an image product, specify the ports to be opened and how to log in to the management platform and use the image after the image is purchased and deployed on a Huawei Cloud ECS.

Software Copyright Certificate

Upload a software copyright certificate or qualification certificate (if any) that matches your product. The copyright owner must be the company entity that releases this product. Huawei Cloud KooGallery will review the uploaded certificate to check whether your product meets the release requirements. The certificate is only for review and will not be displayed on the product details page.

Step 9 Click **Next**. The **Enter Service Information** page is displayed.

Step 10 Set **Service Information**, **Product Specifications**, and **SEO Information** as instructed.

My Products / Release Joint Operations Product

1 Basic Information — 2 Enter Product Details — 3 Enter Qualification Information — 4 Enter Service Information

Service Information

* Public Product Yes No

The product URL will be different if you select Yes or No for this parameter. If you select No to make this product available to specific customers, provide them with the URL on the product details page.
Select Yes to allow users to purchase the product on the frontend page of the KooGallery. Select No to hide the product from the frontend page of the KooGallery and to allow users to purchase the product using the product URL you provide. You can click Details on the My Products page to view the URL of a product.
Select No when releasing a SaaS product. After the product is released, the KooGallery will test the subscription process and use of the product. After the test is complete, the product will be sold publicly.

* Product Category

Business Letter

To request a non-standard revenue sharing ratio for the product, upload a business letter *KooGallery Standard Revenue Sharing Rule*
Supported file types: ZIP, DOC, DOCX, PDF, PPT, PPTX. Maximum file size: 20 MB

* Contract Name [Contract Details](#)

* Settlement Rules

* Mr. Authorized Discount %

By default, Huawei uses the list price for sales. In some scenarios, Huawei will use a preferential price not lower than the base price multiplied by this discount, or a lower price negotiated with you. Enter a number with up to 2 decimal places.

Product Specifications

You can release a maximum of 50 specifications.

Specification 1

SEO Information

Strictly follow the instructions for filling the SEO information. & Instruction

* Title HUAWEI CLOUD KooGallery

Enter the product name and keywords (advantages or type). Max. 65 characters. The title will be automatically suffixed with HUAWEI CLOUD KooGallery.

* Keywords

Enter at least 3 keywords that make your product more visible in search results. (Max. 45 characters)

* Description

Describe the product functions, application scenarios, and highlights that address user needs. (Max. 300 characters)

Enter the SEO information to increase the exposure chance for your product.

Figure 3-2 Product specifications

Product Specifications

You can release a maximum of 50 specifications.

Specification 1

* Specification Name

Enter a maximum of 50 characters. Specification names are visible to users on the product details and expenditure details pages.

* Image Asset

* Pricing Template ?

* Billing Mode

Simple template

vCPU template

Pay-per-use USD/hour

Monthly USD/month

Yearly USD/year

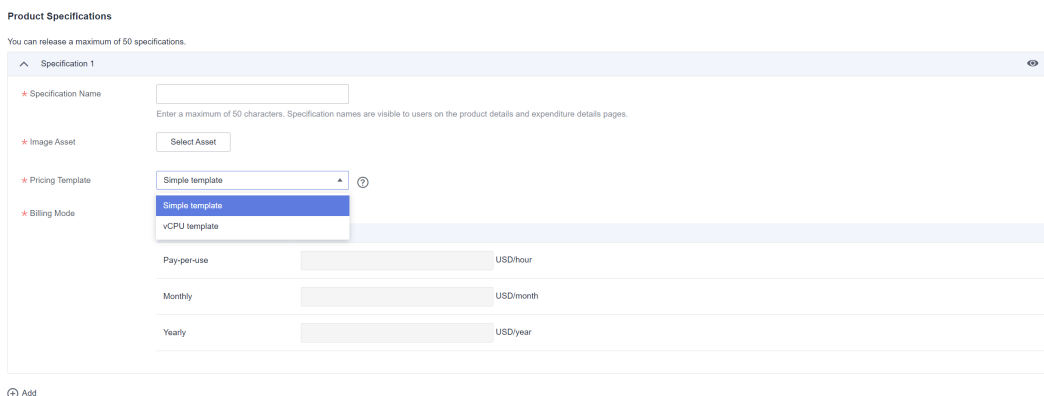
NOTICE

Public Product

If you select **No**, the product will be hidden from KooGallery frontend page and search results. Customers can access and purchase the product only by using the product URL you provide. To obtain the URL of such a product, choose **Product Management > My Products**. In the same row of the product, click **Details** in the **Operation** column. The URL is displayed in the **Service Information** area on the product details page.

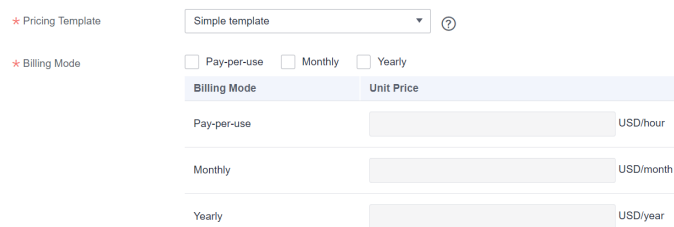
Product Specifications

- Release an image asset first, so you can select the image when adding specifications.
- Private images of the following types cannot be released to KooGallery: shared images, encrypted images, released images, Full-ECS images, and private images that are made based on external shared images or market images.
- After a private image is released to KooGallery, a price is assigned to the image and the image is locked. You cannot use the image to install or deploy a VM or release a new product unless you purchase the image from KooGallery. Exercise caution when releasing a private image to KooGallery.



- **Pricing Template:** You can select a simple template or vCPU-based template. Both templates support pay-per-use, monthly, and yearly billing.

- **Simple template:** Specifications are billed on a yearly/monthly basis or by uses. Their prices are fixed.



- **vCPU template:** Specifications are billed by the number of vCPUs. After releasing the product, you can change the prices of vCPU tiers, but cannot delete the vCPU tiers.

* Pricing Template ⓘ

ECS Filter

* Billing Mode Pay-per-use Monthly Yearly

<input type="checkbox"/> vCPUs	Price					
<input type="checkbox"/> 1 vCPU	<input type="text"/>	USD/hour	<input type="text"/>	USD/month	<input type="text"/>	USD/year
<input type="checkbox"/> 2 vCPUs	<input type="text"/>	USD/hour	<input type="text"/>	USD/month	<input type="text"/>	USD/year
<input type="checkbox"/> 4 vCPUs	<input type="text"/>	USD/hour	<input type="text"/>	USD/month	<input type="text"/>	USD/year
<input type="checkbox"/> 8 vCPUs	<input type="text"/>	USD/hour	<input type="text"/>	USD/month	<input type="text"/>	USD/year
<input type="checkbox"/> 12 vCPUs	<input type="text"/>	USD/hour	<input type="text"/>	USD/month	<input type="text"/>	USD/year

SEO Information

Fill in the SEO information by referring to the [instructions](#) to facilitate entry addition of third-party search engines.

Step 11 Check whether the specified information is correct and click **Submit**.

----End

3.5.2 Creating Images

When using a public image provided by Huawei Cloud to create a private image, you need to purchase cloud resources such as Elastic Cloud Servers (ECSs). You are advised to select a public image and **general computing S3** ECS. After deploying the product to release on the purchased ECS, [create a private image](#).

NOTE

Pay attention to the following information when purchasing an ECS required for image creation on Huawei Cloud:

- General computing and general computing-plus ECSs are recommended. Memory-optimized, high-performance computing, disk-intensive, and GPU-accelerated ECSs are used by special products and are not recommended.
- Select ports to be opened in **Security Group** as required.
- Save the ECS login password for image buyers when creating a Windows private image.

3.5.3 Releasing Image Assets

You can add assets to Huawei Cloud KooGallery asset center.

After an asset is added, you can modify the asset information, such as adding an image version and modifying the ECS configuration. For details, see [Modifying an Asset](#).

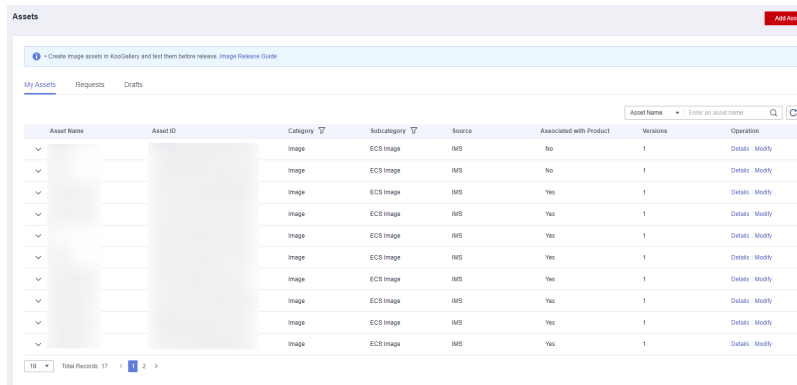
NOTE

Asset addition and modification must be reviewed. Assets can be used only after being approved.

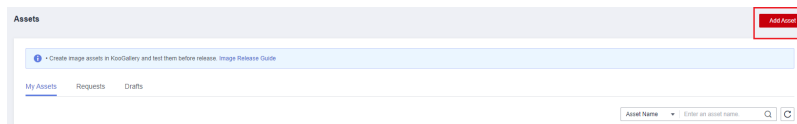
Adding an Asset

Step 1 Log in to the [KooGallery homepage](#) using your Huawei Cloud account and click **Seller Console** in the upper right to access the Seller Console.

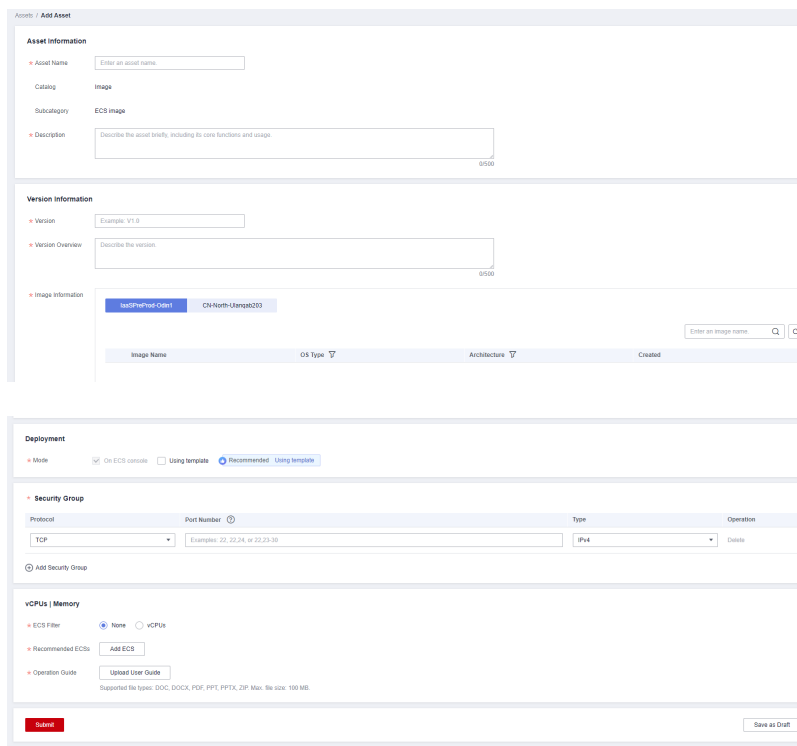
Step 2 In the navigation pane, choose **Assets**.



Step 3 Click **Add Asset** in the upper right corner of the page.



Step 4 On the **Add Asset** page, specify the asset information, version information, and image replication regions.



NOTE

Image Information: If no image is available, click **Create Image** to create one on the management console.

Step 5 Click **Submit** to submit the asset for review.

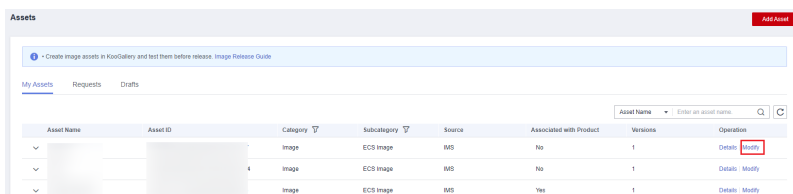
 **NOTE**

You can check the review status on the **Assets > Requests** tab.

----End

Modifying an Asset

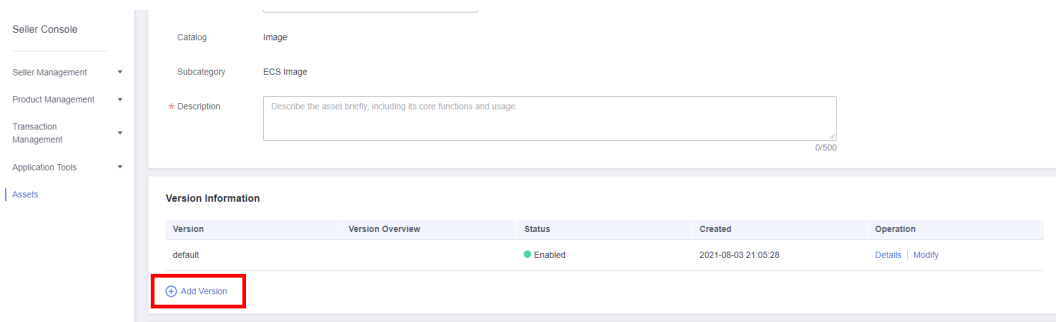
Step 1 On the **Assets > My Assets** tab, search for the target asset and click **Modify** in the **Operation** column.



Step 2 On the displayed page, add or update an asset version.

- Adding an asset version

In the **Version Information** area, click **Add Version**. In the **Add Version** dialog box, set parameters as required and click **OK**.



 **NOTE**

You can add image versions for your customers to select during image purchase. Customers can only renew the original image.

- Updating an asset version

In the **Version Information** area, click **Modify** in the **Operation** column of the target version. In the **Edit Version** dialog box, enable **Replace Image**, select the new image, and click **OK**.

Seller Console

Catalog Image

Subcategory ECS Image

* Description Describe the asset briefly, including its core functions and usage. 0/500

Version Information

Version	Version Overview	Status	Created	Operation
default		Enabled	2021-08-03 21:05:28	Details Modify

+ Add Version

Edit Version

Basic Information

* Version

default

Only uppercase letter V and digits are allowed, for example, V1.0 and V2.1.1. Do not use non-standard versions, such as v0.1 and First Version.

* Version Overview

Describe the version.

0/500

Image Information

* Replace Image ?



Enter an image name. Q C

Image Name

OS Type ▾

Architecture ▾

Created

NOTE

If no image is available after you enable **Replace Image**, create an image first. For details, see [3.5.2 Creating Images](#).

Image Information

* Replace Image ?



Enter an image name. Q C

Image Name

OS Type ▾

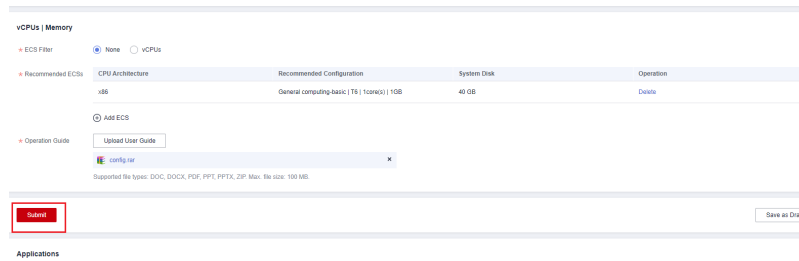
Architecture ▾

Created



No custom image available.
[create an image.](#)

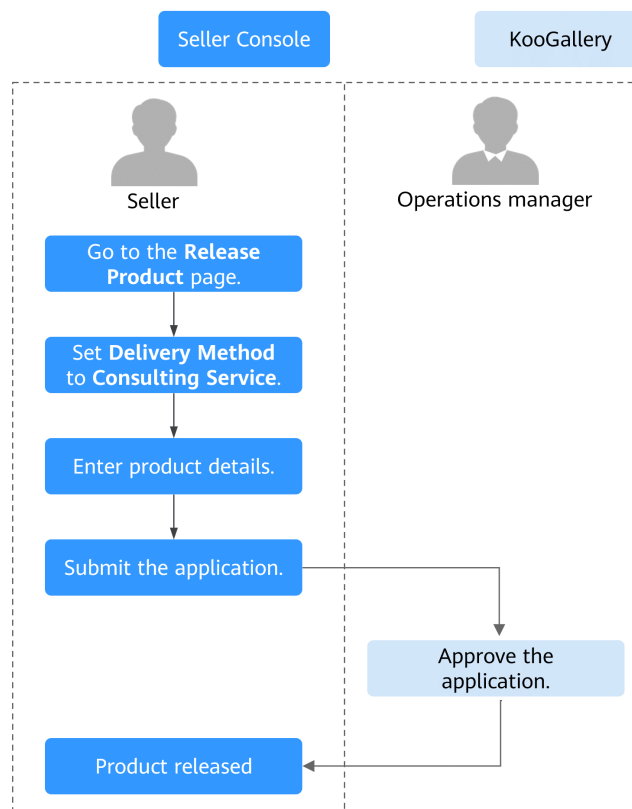
Step 3 Click **Submit** to submit the changes for review.



----End

3.6 Releasing Consulting Services

Release Flow



Prerequisites

- Consulting services are offered on KooGallery as products. This type of products is not traded on KooGallery. KooGallery only provides links to access the products on sellers' official websites.
- You have registered as a KooGallery seller. For details, see [Seller Registration](#).
- Before releasing a joint operations product, you have completed the joint operations certification. For details, see [Joint Operations Certification and Product Access](#).

Procedure

Step 1 Go to the [Seller Console](#).

Step 2 In the navigation pane, choose **Product Management > My Products**.

Step 3 Click **Release New Product** in the upper right corner of the page.

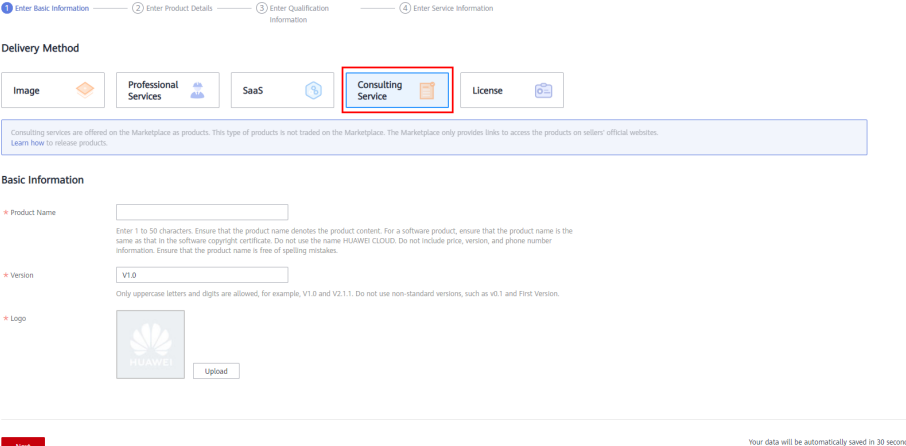
The **Product Release** page is displayed.

Step 4 In the **Delivery Method** area, select **Consulting Service**.

In the **Basic Information** area, set **Product Name** and **Version**, and upload a logo as instructed.

NOTE

For details about parameters, see [3.1 Product Release Description](#).

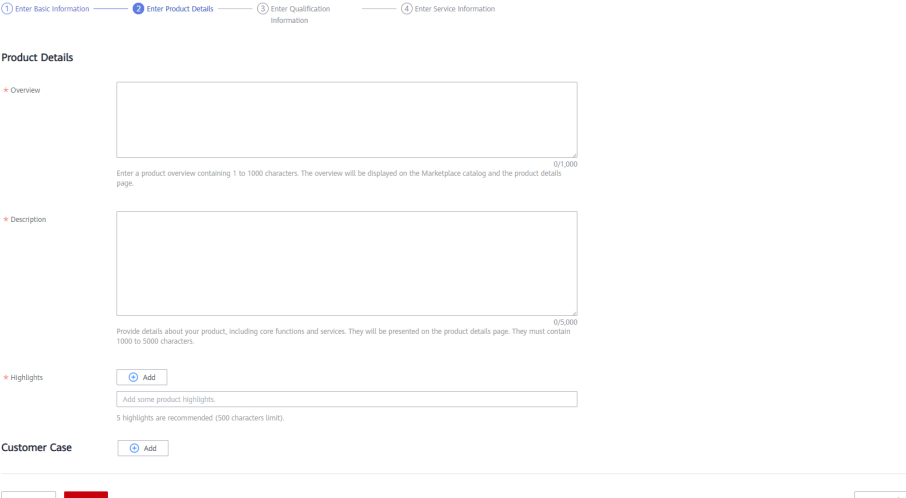


The screenshot shows the 'Product Release' page with a progress bar at the top indicating four steps: 1. Enter Basic Information, 2. Enter Product Details, 3. Enter Qualification Information, and 4. Enter Service Information. The 'Delivery Method' section has five options: Image, Professional Services, SaaS, Consulting Service (highlighted with a red box), and License. Below this is a note about consulting services. The 'Basic Information' section includes fields for Product Name (with a 50-character limit), Version (with a 10-character limit), and a Logo upload area (with a 100x100px limit). A 'Next' button is visible at the bottom left, and a 'Your data will be automatically saved in 30 seconds.' message is at the bottom right.

Step 5 Click **Next**.

The **Enter Product Details** page is displayed.

Step 6 Enter the product information (including **Overview**, **Description**, and **Highlights**) and customer cases as prompted.



The screenshot shows the 'Enter Product Details' page with the progress bar updated to step 2. The 'Product Details' section has three main areas: Overview (1000-character limit), Description (5000-character limit), and Highlights (5 recommended highlights, 500-character limit). The 'Customer Case' section has an 'Add' button. A 'Previous' button is on the bottom left, a 'Next' button is on the bottom right, and a 'Save Draft' button is at the bottom right. A 'Your data will be automatically saved in 12 seconds.' message is also present.

 NOTE

- Drag the lower right corner of the **Description** text box to resize it.
- Move the cursor to an added customer case to delete or edit it.

Step 7 Click **Next**.

The **Enter Qualification Information** page is displayed.

Step 8 Set **End User License Agreement, After-Sales Support, User Guide, Software Copyright Certificate, and Open-Source Software Notice** as instructed.

 NOTE

• **End User License Agreement**

The EULA is an online agreement entered into between you and customers. It takes effect when customers select it during order placement. It cannot contain any unfilled content and cannot be stamped. You can drag the lower right corner of the **End User License Agreement** text box to resize it.

• **After-Sales Support**

Add the time zone to the end of the service time, for example, **(GMT+08:00)**.

Ensure that your hotline and email address are reachable and you can provide after-sales services as required. If customers purchasing this product cannot contact your company or they do not receive any reply from you after sending emails for multiple times, KooGallery will remove the product from the catalog.

Ensure that you can provide after-sales hotline and email services in English.

• **Software Copyright Certificate**

Upload a software copyright certificate that matches your product. The uploaded certificate will be reviewed by Huawei Cloud KooGallery to confirm whether your product meets the release requirements. The certificate is only for review and will not be displayed on the product details page.

Step 9 Click **Next**.

The **Enter Service Information** page is displayed.

Step 10 Set **Service Information** and **SEO Information** as instructed.

My Products / Release Joint Operations Product

① Basic Information — ② Enter Product Details — ③ Enter Qualification Information — ④ Enter Service Information

Service Information

* Public Product Yes No
The product URL will be different if you select Yes or No for this parameter. If you select No to make this product available to specific customers, provide them with the URL on the product details page.
 Select Yes to allow users to purchase the product on the frontend page of the KooGallery. Select No to hide the product from the frontend page of the KooGallery and to allow users to purchase the product using the product URL you provide. You can click Details on the My Products page to view the URL of a product.
 Select No when releasing a SaaS product. After the product is released, the KooGallery will test the subscription process and use of the product. After the test is complete, the product will be sold publicly.

* Product Category

* Applicable OS

Business Letter
To request a non-standard revenue sharing ratio for the product, upload a business letter.KooGallery Standard Revenue Sharing Rule
 Supported file types: ZIP, DOC, DOCX, PDF, PPT, PPTX.Maximum file size: 20 MB

* Contract Name [Contract Details](#)

* Settlement Rules

* Min. Authorized Discount %
By default, Huawei uses the list price for sales. In some scenarios, Huawei will use a preferential price not lower than the base price multiplied by this discount, or a lower price negotiated with you. Enter a number with up to 2 decimal places.

SEO Information [Strictly follow the instructions for filling the SEO information.](#) [Instruction](#)

* Title -HUAWEI CLOUD KooGallery
Enter the product name and keywords (advantages or type). Max: 55 characters. The title will be automatically suffixed with -HUAWEI CLOUD KooGallery

* Keywords
Enter at least 3 keywords that make your product more visible in search results. (Max: 45 characters)

* Description
Describe the product functions, application scenarios, and highlights that address user needs. (Max: 300 characters)

Enter the SEO information to increase the exposure chance for your product.

NOTE

- If you set **Public Product** to **No**, the product will be hidden from KooGallery frontend page and search results. Customers can access and purchase the product only by using the product URL you provide. To obtain the URL of such a product, choose **Product Management > My Products**. In the same row of the product, click **Details** in the **Operation** column. The URL is displayed in the **Service Information** area on the product details page.
- Fill in the SEO information by referring to the [instructions](#) to facilitate entry addition of third-party search engines such as Google.

Step 11 Click **Preview**.

The product details page is displayed.

Step 12 Confirm the configuration and click **Submit**.

The message "Are you sure you want to submit the product information?" is displayed.

Step 13 Click **OK**.

The message "Product release information submitted successfully." is displayed.

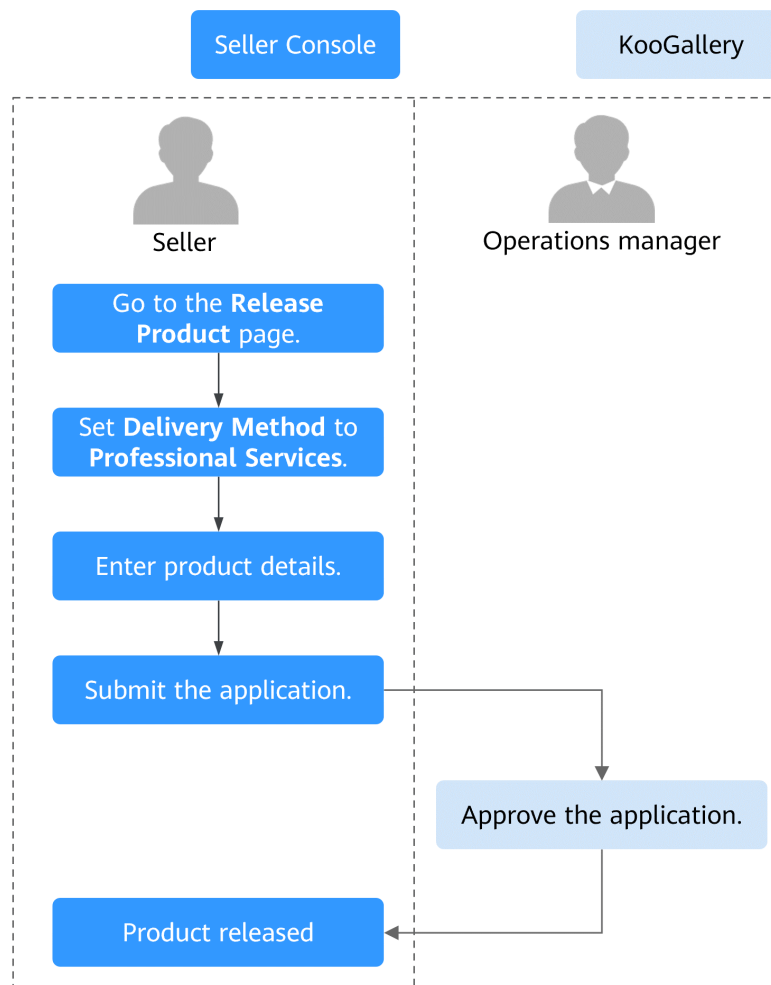
NOTE

- You can upload a maximum of 100 documents or software of 10 GB in total to the Seller Console in a single day.
- When releasing a product, you can click **Save Draft** to save the product information before submission. You can choose **Product Management > My Applications** or **Product Release > Drafts** to view the draft information.
- Huawei Cloud KooGallery will review the product information you submitted within three business days. The review result will be sent to the email address bound to your Huawei Cloud account. The product will be available on KooGallery upon approval from KooGallery.

----End

3.7 Releasing Professional Services

Release Flow



Prerequisites

- You have registered as a KooGallery seller. For details, see [Seller Registration](#).

- Before releasing a joint operations product, you have completed the joint operations certification. For details, see [Joint Operations Certification and Product Access](#).

Procedure

Step 1 Go to the [Seller Console](#).

Step 2 In the navigation pane, choose **Product Management > My Products**.

Step 3 Click **Release New Product** in the upper right corner of the page.

The **Product Release** page is displayed.

Step 4 In the **Delivery Method** area, select **Professional Services**. In the **Basic Information** area, set **Product Name** and **Version**, upload a logo, specify the **Service Flow** and **Delivery Period**, and set **Request Templates**.

The screenshot shows the 'Release Joint Operations Product' page in the Seller Console. The left sidebar contains navigation options like 'My Products', 'My Applications', 'Drafts', 'Product Attributes', 'Resale Discounts', 'Transaction Management', 'Application Tools', and 'Assets'. The main content area is titled 'My Products / Release Joint Operations Product' and features a progress bar with four steps: 1. Basic Information, 2. Enter Product Details, 3. Enter Qualification Information, and 4. Enter Service Information. Under the 'Delivery Method' section, there are five options: Image, Professional Services (highlighted with a red box), SaaS, Consulting Service, and License. Below this, a note states: 'Professional services are provided on the KooGallery. Such services include environment configuration, troubleshooting, data migration, consulting, and training.' The 'Basic Information' section contains several fields: 'Product Name' (with a note: 'Enter 1 to 50 characters. Ensure that the product name denotes the product content. For a software product, ensure that the product name is the same as that in the software copyright certificate. Do not use the name HUAWEI CLOUD. Do not include price, version, and phone number information. Ensure that the product name is free of spelling mistakes.'), 'Version' (set to 'V1.0', with a note: 'Only uppercase letters and digits are allowed, for example, V1.0 and V2.1.1. Do not use non-standard versions, such as v0.1 and First Version.'), 'Logo' (with a Huawei logo and an 'Upload' button), 'Service Flow' (with a 'Select' button and a note: 'Select a service delivery flow and deliver services with strict adherence to the service flow. The order will be settled after the service flow is completed. Pay-per-use products involving service supervision do not support milestone delivery.'), and 'Delivery Period' (with a 'calendar day' dropdown).

NOTE

- For details about parameters, see [3.1 Product Release Description](#).
- **Service Flow**
You must provision the product to customers by strictly following the service flow. The order of the product will be settled after the service flow is completed.
For details about service flows of professional services, see [5.3 Supervising Professional Service Products](#).
- **Delivery Period**
Enter a proper number of calendar days. If the delivery period is too long or too short, your product release application may be rejected, or you may receive customer complaints if you cannot deliver the product in the specified delivery period.
- **Request Templates**
Create templates that contain the information customers need to provide to you during service supervision, and upload the templates. When submitting requests, customers can download and fill in the templates.

Step 5 Click **Next**.

The **Enter Product Details** page is displayed.

Step 6 Enter the product information (including **Overview**, **Description**, and **Highlights**) and customer cases as prompted.

① Enter Basic Information — ② Enter Product Details — ③ Enter Qualification Information — ④ Enter Service Information

Product Details

* Overview 0/1,000
Enter a product overview containing 1 to 1000 characters. The overview will be displayed on the Marketplace catalog and the product details page.

* Description 0/5,000
Provide details about your product, including core functions and services. They will be presented on the product details page. They must contain 1000 to 5000 characters.

* Highlights
 Add some product highlights.
5 highlights are recommended (500 characters limit).

Customer Case

Your data will be automatically saved in 12 seconds.

NOTE

- Drag the lower right corner of the **Description** text box to resize it.
- Move the cursor to an added customer case to delete or edit it.

Step 7 Click **Next**.

The **Enter Qualification Information** page is displayed.

Step 8 Set **End User License Agreement**, **After-Sales Support**, **User Guide**, **Software Copyright Certificate**, and **Open-Source Software Notice** as instructed.

① Enter Basic Information — ② Enter Product Details — ③ Enter Qualification Information — ④ Enter Service Information

Qualification Information

* End User License Agreement 0/200,000

End User License Agreement (EULA) is an agreement signed between you and your marketplace end user. To better serve your marketplace end users and avoid legal disputes, you are advised to specify, in the EULA, your services and commitments, SLA, conditions of use, after-sales services and support, consumer rights protection, personal information and data protection, and your legal obligations (200,000 characters limit).

* After-Sales Support 105/300

Example:
Time: 5 x 8 hours (GMT+08:00)
Services: xxxxyz
Hotline: +852-00000000
Email Address: xx@yyy.com

Describe the after-sales services that you provide (300 characters limit).
Specify the service time, service content, hotline, and email address, and ensure that you can provide timely after-sales support within the specified service time.

* User Guide

Maximum file size: 20 MB
Supported file types: RAR, ZIP, DOC, DOCX, PDF, PPT, PPTX
Describe how to log in to the product management platform and use your product in the user guide. For an image product, specify the ports to open and describe how to log in to the ECS on which the image is deployed and use the image.

* Software Copyright Certificate Available None

Upload the software copyright certificate or any other sales qualification certificates.
Supported file size: 20 MB
Supported file types: RAR, ZIP, DOC, DOCX, PDF, PPT, PPTX
For a product involving software, upload the software copyright certificate that matches the product name. For a Kunpeng product, upload the Kunpeng compatibility certificate of the product.

* Open-Source Software Notice Available N/A

Declare the open-source software usage of the product in the Open-Source Software Notice. If no open-source software is used, select N/A. For terms related to open-source software, see [HUAWAI CLOUD Marketplace Seller Agreement](#). [Download Template](#)
Supported file size: 20 MB
Supported file types: RAR, ZIP, DOC, DOCX, PDF, PPT, PPTX

Your data will be automatically saved in 10 seconds.

NOTE

- **End User License Agreement**

The EULA is an online agreement entered into between you and customers. It takes effect when customers select it during order placement. It cannot contain any unfilled content and cannot be stamped. You can drag the lower right corner of the **End User License Agreement** text box to resize it.

- **After-Sales Support**

Add the time zone to the end of the service time, for example, **(GMT+08:00)**.

Ensure that your hotline and email address are reachable and you can provide after-sales services as required. If customers purchasing this product cannot contact your company or they do not receive any reply from you after sending emails for multiple times, KooGallery will remove the product from the catalog.

Ensure that you can provide after-sales hotline and email services in English.

- **Software Copyright Certificate**

Upload a software copyright certificate that matches your product. The uploaded certificate will be reviewed by Huawei Cloud KooGallery to confirm whether your product meets the release requirements. The certificate is only for review and will not be displayed on the product details page.

Step 9 Click **Next**.

The **Enter Service Information** page is displayed.

Step 10 Set **Service Information**, **Product Specifications**, and **SEO Information** as instructed.

① Basic Information — ② Enter Product Details — ③ Enter Qualification Information — ④ Enter Service Information

Service Information

- * Public Product Yes No
The product URL will be different if you select Yes or No for this parameter. If you select No to make this product available to specific customers, provide them with the URL on the product details page.
 Select Yes to allow users to purchase the product on the frontend page of the KooGallery. Select No to hide the product from the frontend page of the KooGallery and to allow users to purchase the product using the product URL you provide. You can click Details on the My Products page to view the URL of a product.
 Select No when releasing a SaaS product. After the product is released, the KooGallery will test the subscription process and use of the product. After the test is complete, the product will be sold publicly.
- * Product Category
- * Applicable OS
- Business Letter [Business Letter Template](#)
To request a non-standard revenue sharing ratio for the product, upload a business letter/KooGallery Standard Revenue Sharing Rule. Supported file types: ZIP, DOC, DOCX, PDF, PPT, PPTX. Maximum file size: 20 MB
- * Contract Name [Contract Details](#)
- * Settlement Rules

Product Specifications

You can release a maximum of 30 specifications. To release a product with a large number of specifications, set Pricing Template to Custom template, add specifications with multiple SKUs, and set different pricing plans for each SKU. [Learn more](#)

▼ Specification 1

⊕ Add

SEO Information

Strictly follow the instructions for filling the SEO information. [Instruction](#)

- * Title -HUAWEI CLOUD KooGallery
Enter the product name and keywords (advantages or type). Max. 55 characters. The title will be automatically suffixed with -HUAWEI CLOUD KooGallery.
- * Keywords
Enter at least 3 keywords that make your product more visible in search results. (Max. 45 characters)
- * Description 23/300
Describe the product functions, application scenarios, and highlights that address user needs. (Max. 300 characters)

Figure 3-3 Product specifications

Product Specifications

⊕ Add ⊞ Manage Product Attribute

You can release a maximum of 30 specifications. To release a product with a large number of specifications, set Pricing Template to Custom template, add specifications with multiple SKUs, and set different pricing plans for each SKU. [Learn more](#)

^ Specification 1

Specification Number
The specification number determines the order in which this specification will be displayed on the product details page. Enter 1 to display this specification as the first one.

* Specification Name
Enter a maximum of 50 characters. Specification names are visible to users on the product details and expenditure details pages.

* Pricing Template ⓘ

* Billing Mode
 Monthly USD/month
 Yearly USD/year
 One-time USD/one-time

 NOTE

- If you set **Public Product** to **No**, the product will be hidden from KooGallery frontend page and search results. Customers can access and purchase the product only by using the product URL you provide. To obtain the URL of such a product, choose **Product Management > My Products**. In the same row of the product, click **Details** in the **Operation** column. The URL is displayed in the **Service Information** area on the product details page.
- If you want to set a fixed price for product specifications in yearly/monthly or one-time payment billing mode, select a simple pricing template.
- If you want to set a separate price in each SKU for product specifications in yearly/monthly or one-time payment billing mode, select a custom pricing template. If an SKU contains attributes of the quantity type, you can also use linear or tiered pricing for the attributes. For details about how to release a product specification that contains multiple SKU attributes, see [3.8 Releasing Multi-SKU Product Specifications](#).
- Fill in the SEO information by referring to the [instructions](#) to facilitate entry addition of third-party search engines such as Google.

Step 11 Click **Preview**.

The product details page is displayed.

Step 12 Confirm the configuration and click **Submit**.

The message "Are you sure you want to submit the product information?" is displayed.

Step 13 Click **OK**.

The message "Product release information submitted successfully." is displayed.

 NOTE

- You can upload a maximum of 100 documents or software of 10 GB in total to the Seller Console in a single day.
- When releasing a product, you can click **Save Draft** to save the product information before submission. You can choose **Product Management > My Applications** or **Product Release > Drafts** to view the draft information.
- Huawei Cloud KooGallery will review the product information you submitted within three business days. The review result will be sent to the email address bound to your Huawei Cloud account. The product will be available on KooGallery upon approval from KooGallery.

----End

3.8 Releasing Multi-SKU Product Specifications

Multi-SKU product specifications are priced based on two or more dimensions, including the subscription time, quantity, and other custom dimensions. For example, a specification can be priced based on subscription time and version, or based on version, user quantity, and subscription time.

Licenses and **professional services** support multi-SKU pricing.

Examples

- Example 1: A software product is priced by software version and subscription time. The software version is an enumeration attribute and the subscription

time is the billing mode, such as yearly or monthly. You need to add an enumeration attribute named **Software Version** on the **Product Attributes** page. When releasing a specification, select the attribute, set the enumerated values of the attribute to **Basic**, **Enterprise**, and **Professional**, and then generate the SKUs.

- Example 2: A software product is priced by software version, user quantity, and subscription time. The software version is an enumeration attribute, the user quantity is a quantity attribute, and the subscription time is the billing mode, such as yearly/monthly. You need to add an enumeration attribute named **Software Version** and a quantity attribute named **Users** on the **Product Attributes** page. When releasing a specification, select the two attributes, set the value range and step of the attribute **Users**, set the enumerated values of the attribute **Software Version** to **Basic**, **Enterprise**, and **Professional**, and then generate the SKUs.
- Example 3: A professional service is priced by service item and person-day quantity. The service item is an enumeration attribute and the person-day quantity is a quantity attribute. You need to add an enumeration attribute named **Service Item** and a quantity attribute named **Person-Days** on the **Product Attributes** page. When releasing a specification, set the billing mode to **One-time**, select the two attributes, set the value range and step of the attribute **Person-Days**, set the enumerated values of the attribute **Service Item** to **O&M Service** and **Installation Service**, and then generate the SKUs.

Prerequisites

You have created product attributes for multi-SKU pricing. For details, see [4.8 Managing Product Attributes](#).

The following uses a license specification that supports multi-SKU pricing as an example.

Procedure

Step 1 When adding a product specification, set **Pricing Template** to **Custom template**.

Step 2 Enter the name of your product specifications.

The screenshot shows a configuration form for a product specification. At the top, there is a header 'Specification 1' with a collapse icon. Below it, there are several fields and options:

- Specification Number:** A text input field containing the number '1'. Below it, a note states: 'The specification number determines the order in which this specification will be displayed on the product details page. Enter 1 to display this specification as the first one.'
- * Specification Name:** A text input field. Below it, a note states: 'Enter a maximum of 50 characters. Specification names are visible to users on the product details and expenditure details pages.'
- * Pricing Template:** A dropdown menu currently set to 'Custom template' with an information icon to its right.
- * Billing Mode:** Three radio button options: 'Monthly', 'Yearly', and 'One-time'. The 'One-time' option is selected.
- Select Product Attribute:** A button with the text 'Select Product Attribute'.

At the bottom of the form, there is a note: 'Released product specifications based on attribute definitions cannot be modified or deleted.'

Step 3 Select product attributes to generate SKUs.

1. Click **Select Product Attribute**. In the displayed **Generate Product Attribute-based SKUs** dialog box, select the product attributes to be used for product pricing.

Attributes of the **quantity** type are optional. You can select only one quantity attribute.

Attributes of the **enumeration** type are mandatory. You can select 1 to 5 enumeration attributes.

You cannot add, modify, or delete the attributes of a released product. If no attribute is available, create one by following the instructions in [4.8 Managing Product Attributes](#).

✕

Generate Product Attribute-based SKUs

① Select Attribute ——— ② Set Attribute ——— ③ Generate SKU

Select billing items. You can select only 1 billing item of the quantity type and no more than 5 of the enumeration type. A maximum of 100 SKUs can be generated by default, and the product of the number of enumerated values for each attribute cannot exceed 100. The product pricing attributes cannot be modified or deleted after the product is released to the Marketplace.

Attribute Name	Type	Attribute Code	Unit	Updated
<input type="checkbox"/> meiju2	Enumeration	meiju	--	2019-12-17 19:41:57
<input type="checkbox"/> 1TB	Quantity	amount	--	2019-10-31 09:58:53
<input type="checkbox"/> 5GB	Enumeration	c	--	2019-10-31 09:58:48

10 Total Records: 3 < 1 >

Next
Cancel

2. Click **Next**.
3. Set **Min.**, **Max.**, and **Step** of the selected quantity attribute.
4. Enter the enumerated values of the selected enumeration attributes. You can add up to 10 enumerated values for each enumeration attribute.

By default, a maximum of 100 SKUs can be generated (the product of the number of enumerated values for each attribute cannot exceed 100). If the maximum limit is exceeded, delete unnecessary enumerated values.

NOTE

- The maximum value and minimum value of a quantity attribute are the maximum and minimum quantities that can be purchased by customers. For example, if the number of users that can be purchased by customers ranges from 5 to 1000, set the maximum value of the attribute **Users** to **1000** and the minimum value to **5**.
- The step of a quantity attribute is the increment between two adjacent quantity units. For example, if you set **Min.** of the quantity attribute **Users** to **5**, **Max.** to **1000**, and **Step** to **5**, customers can set the required number of users to 5, 10, 15, 20, and so on during subscription.
- Enumerated values of an enumeration attribute are billing items of the attribute. For example, if a software product is sold by version, you can set the enumerated values of the attribute **Software Version** to **Basic**, **Professional**, and **Premium**.

Generate Product Attribute-based SKUs

×

① Select Attribute — ② Set Attribute — ③ Generate SKU

You can add up to 10 enumerated values for each attribute. A maximum of 100 SKUs can be generated by default, and the product of the number of enumerated values for each attribute cannot exceed 100.

1TB

Min.

Max.

Step

meiju2

Enumerated Value 1

+ Add

5GB

Enumerated Value 1

+ Add

- Click **Next** and confirm the SKU information. Then, click **Generate SKU**. SKUs are generated based on enumerated values. They are visible to customers on the expenditure details page but not displayed on the product details page.

Generate Product Attribute-based SKUs

×

① Select Attribute — ② Set Attribute — ③ Generate SKU

SKUs are generated based on enumerated values. They are visible to users on the expenditure details page but not displayed on the product details page.

No.	meiju2	5GB	SKU Name
1	blue	basic	blue basic
2	blue	Ultimate	blue Ultimate
3	red	basic	red basic
4	red	Ultimate	red Ultimate

10 Total Records: 4 < 1 >

- Select a billing mode and the target SKUs, and then set the price.

NOTE

- On the product details page, customers can only subscribe to SKUs that you have selected and set prices in this step.
- If you select an attribute of the quantity type, you must select a pricing method, linear pricing or tiered pricing, before you set the price for an SKU.
 - Linear pricing: Product price = Subscription quantity x Unit price

Figure 3-4 Linear pricing

* Billing Mode Monthly Yearly One-time

Select Product Attribute

Released product specifications based on attribute definitions cannot be modified or deleted.

Linear pricing Tiered pricing

Billing: Product price = Subscription quantity x Unit price.

SKU Name	1TB(unit)	Price
<input type="checkbox"/> red basic	1-999	USD/unit/month USD/unit/year USD/unit/one-time
<input type="checkbox"/> red Ultimate	1-999	USD/unit/month USD/unit/year USD/unit/one-time

- Tiered pricing: You can set quantity tiers for each SKU and set the price for each tier separately. Product price = Subscription quantity x Unit price for the tier to which the subscription quantity belongs

Figure 3-5 Tiered pricing

* Billing Mode Monthly Yearly One-time

Select Product Attribute

Released product specifications based on attribute definitions cannot be modified or deleted.

Linear pricing Tiered pricing

Billing: Product price = Subscription quantity x Unit price of the tier to which the subscription quantity belongs. Set different prices for different tiers. Otherwise, select the linear pricing mode.

SKU Name	1TB(unit)	Price
<input type="checkbox"/> red basic	From <input type="text"/> to <input type="text"/> Greater Than <input type="text"/>	USD/unit/month USD/unit/year USD/unit/one-time USD/unit/month USD/unit/year USD/unit/one-time

+ Add Tier

test

Specification Number: 1

The specification number determines the order in which this specification will be displayed on the product details page. Enter 1 to display this specification as the first one.

* Specification Name: test

Enter a maximum of 50 characters. Specification names are visible to users on the product details and expenditure details pages.

* Pricing Template: Custom template

* Billing Mode: Monthly Yearly One-time

Select Product Attribute

Released product specifications based on attribute definitions cannot be modified or deleted.

Linear pricing Tiered pricing

Billing: Product price = Subscription quantity x Unit price.

SKU Name	1TB(unit)	Price
<input type="checkbox"/> red basic	1-999	USD/unit/month USD/unit/year USD/unit/one-time
<input type="checkbox"/> red Ultimate	1-999	USD/unit/month USD/unit/year USD/unit/one-time
<input type="checkbox"/> blue basic	1-999	USD/unit/month USD/unit/year USD/unit/one-time
<input type="checkbox"/> blue Ultimate	1-999	USD/unit/month USD/unit/year USD/unit/one-time

Total Records: 4 < 1/1 >

Trial Trial Days: day

Enter 3 to 180 days. The value will take effect for all SKUs using this specification. Exercise caution when specifying this value.

7. Select **Trial** and set **Trial Days** to a value from 3 to 180. The value will take effect for all SKUs using this specification. Exercise caution when specifying this value.

 **NOTE**

License products and professional service products do not support trial specifications.
You can skip this step.

----End

4 Product Management

- [4.1 Releasing Products](#)
- [4.2 Modifying Products](#)
- [4.3 Upgrade and Billing Rules](#)
- [4.4 Hiding a Product or Specification](#)
- [4.5 Removing Products](#)
- [4.6 Viewing Product Applications](#)
- [4.7 Authorizing Resale Discounts](#)
- [4.8 Managing Product Attributes](#)

4.1 Releasing Products

After the information of a product to be released is submitted, the operations manager will review the information. The product will be available on KooGallery after the information is approved.

NOTE

- To view the review result, you can choose [Product Management > My Applications](#) on the Seller Console.
- After the product information is approved, you can view the released product on the [Product Management > My Products](#) page on the Seller Console.

4.2 Modifying Products

You can modify details of products that fail the review on the [My Applications](#) page or update details of released products on the [My Products](#) page. The modification takes effect after being approved.

 **NOTE**

- You can try again if products failed to be submitted for release or have been modified after release.
- **Specifications of released products cannot be deleted. You can remove them from the catalog on the My Products page. For details, see 4.5 Removing Products.**
- If you want to add and remove specifications for a product, add specifications first, and then remove specifications that are not required.
- You cannot add or modify specifications for products of which all specifications have been removed from the catalog.

Procedure

Step 1 Go to the [Seller Console](#).

Step 2 In the navigation pane, choose **Product Management > My Products**.

The **My Products** page is displayed.

 **NOTE**

To modify the information of products that fail the review or are in the **Draft** state, choose **Product Management > My Applications** in the navigation pane.

Step 3 Set search criteria to search for the product to be modified. Locate the target product in the list, and click **Modify** in the **Operation** column.

Product Name	Delivery Method	Product Type	Released	Status	Operation
▼ [Redacted]	License	Common product	Sep 16, 2020 09:35:48 GMT+08:00	Listed	Details Modify Remove
▼ [Redacted]	Image	Common product	Mar 13, 2020 19:54:34 GMT+08:00	Listed	Details Modify Remove
▼ [Redacted]	Image	Common product	Mar 13, 2020 19:53:17 GMT+08:00	Listed	Details Modify Remove

Step 4 Modify the product information.

- You can modify the delivery method, basic information, search engine optimization (SEO) information, and non-price service information as required.
- You can change the value of **Public Sales** to hide or display the product on the KooGallery frontend page. If you set **Public Product** to **No**, the product will be hidden from KooGallery frontend page and search results. Customers can access and purchase the product only by using the product URL you provide. To obtain the URL of such a product, choose **Product Management > My Products**. In the same row of the product, click **Details** in the **Operation** column. The URL is displayed in the **Service Information** area on the product details page.
- In the **Product Specifications** area, you can change the name and prices of a released specification and add a billing mode for the specification. (You can only add the monthly billing mode to a yearly billing specification or add the yearly billing mode to a monthly billing specification.)

Step 5 Modify the product information and click **Submit**.

 NOTE

- When modifying the information of a product, you can click **Save Draft** to save the product information before submission. You can choose **Product Management > My Applications** or **Product Release > Drafts** to view the draft information.
- The modification takes effect after being approved. To view the information of products under review, choose **Product Management > My Applications** in the navigation pane.

----End

4.3 Upgrade and Billing Rules

You can set rules for upgrading released SaaS products on the **Product Management > My Products** page. Before upgrading products, set parameters on the **Application Access Debugging** page, generate a link address, and invoke and debug the interface. Ensure that the debugging is successful and save the case.

Specification Upgrade Rules

1. Currently, only yearly/monthly SKUs of SaaS products can be upgraded. They can be upgraded to other yearly/monthly SKUs under the same specification.
2. Specification upgrade is not supported for products removed from the catalog. If a specification is removed, its upgrade rule automatically becomes invalid.
3. If the original or target specification is changed to a billing mode other than yearly/monthly, its upgrade rule becomes invalid.
4. When the price of a specification changes and causes a price conflict, its upgrade rule automatically becomes invalid.

Product Change Fee

1. **Upgrade fee = Price of new configuration x Remaining days x Discount – Price of original configuration x Remaining days x Discount**

1) Price of new configuration: price of the new product calculated on the basis of the remaining duration.

2) Price of original configuration: price of the original product calculated on the basis of the purchased duration.

2. Capacity expansion fee

Original billing rule (before June 12, 2023):

Linear pricing, tiered pricing, and volume pricing: Capacity expansion fee = Unit price of the volume to which the total number of users belongs after expansion x Total number of users after expansion x Remaining period x Discount – Original price before expansion x Remaining period x Discount

New billing rule (after June 12, 2023):

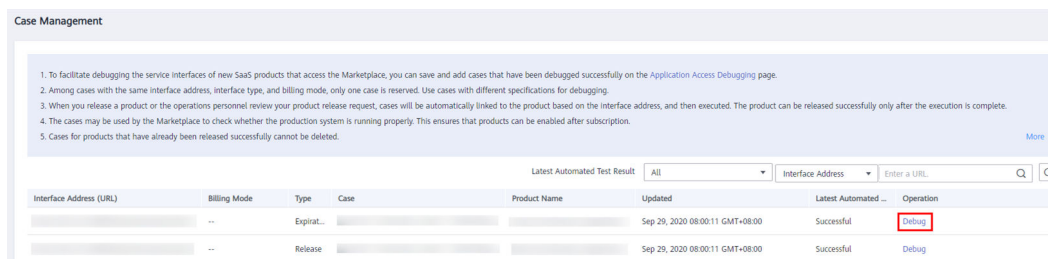
1) Linear pricing and tiered pricing: Capacity expansion fee = Unit price of the volume to which the total number of users belongs after expansion x Total number of users after expansion x Remaining period x Discount – Original price before expansion x Remaining period x Discount

2) Volume pricing: Capacity expansion fee = Unit price of the volume to which the total number of users belongs after expansion x Number of added users x Remaining days x Discount

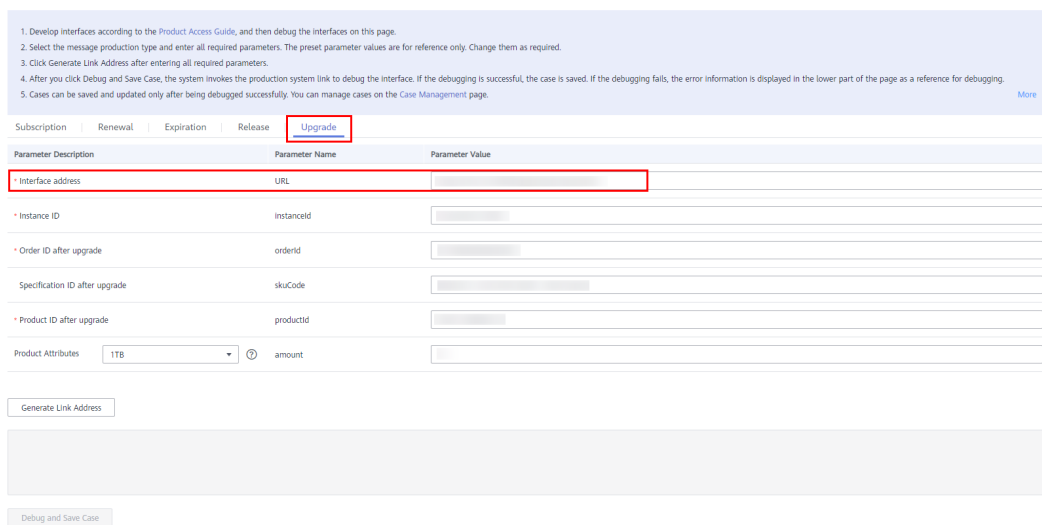
Debugging Application Access

Step 1 Go to the [Seller Console](#).

Step 2 In the navigation pane, choose [Application Tools > Case Management](#). Locate the interface address of the product to be upgraded, and click **Debug** in the **Operation** column.



Step 3 On the [Application Access Debugging](#) page, click the **Upgrade** tab, set the parameters, click **Generate Link Address**, and click **Debug and Save Case**.



NOTE

Ensure that the upgrade interface is debugged successfully and save the case. Otherwise, the product upgrade cannot be performed.

----End

Setting a Specification Upgrade Rule

After the upgrade interface is debugged successfully, you can set upgrade rules for products.

Step 1 Go to the [Seller Console](#).

Step 2 In the navigation pane, choose **Product Management > My Products**. On the displayed page, locate the target product and choose **More > Set Upgrade Rule** in the **Operation** column.

Product Name	Delivery Method	Product Type	Released	Status	Operation
▼	SaaS	Common product	Dec 17, 2019 20:20:49 GMT+08:00	Discontinued	Details
▼	SaaS	Common product	Dec 17, 2019 16:20:01 GMT+08:00	Listed	Details Modify More
▼	SaaS	Common product	Nov 20, 2019 15:24:00 GMT+08:00	Listed	Details Set Upgrade Rule Remove
▼	SaaS	Common product	Nov 19, 2019 23:30:00 GMT+08:00	Discontinued	Details

Step 3 Click **Create Upgrade Rule** and select the source and target specifications in the displayed dialog box.

Figure 4-1 Setting upgrade rules

Currently, upgrades are only applicable to yearly/monthly SaaS products. Note the following points before you perform upgrades:

- You can only set same-specification upgrade rules for attributes of products that are priced using a custom template. By default, you can perform capacity expansion on attributes of the quantity type, and you can upgrade only one product attribute of the enumeration type.
- You can change the specifications of a product only from low to high. Avoid any price conflicts, which will cause user-initiated or settlement refund.

Ensure that the list price of a product with a high specification is higher than the list price of that product with a low specification.

The price difference is verified when you are creating upgrade rules and users are subscribing to a product. If the product price is negative, the transaction will be terminated.

More

Set Upgrade Rule **Create Upgrade Rule**


Specification Name	Target Specifications	Status	Operation
 Create an upgrade rule.			

Figure 4-2 Creating a rule

✕

Create Upgrade Rule

Source Specification:

Target Specifications: xianxingdingjia
 Specifications that are priced using a custom template support only same-specification upgrades and capacity expansion.

Capacity Expansion Step: Original step (2) x
 The capacity expansion step must be a multiple of the original step.

 **NOTE**

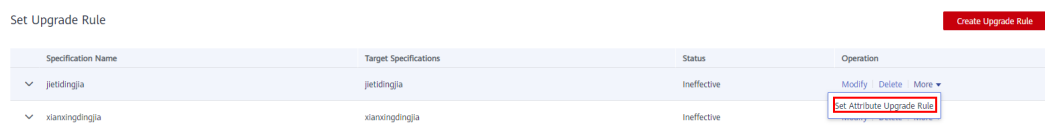
- No upgrade rules are configured by default. You can add upgrade rules as required.
- When creating a rule, the available target specifications are displayed only after you select the source specification.
- When upgrading a specification that is priced using a custom template, the specification is selected as the target specification by default.
- If the selected specification that is priced using a custom template contains quantity attributes, the **Capacity Expansion Step** parameter is displayed. The capacity expansion step must be a multiple of the original step. A maximum of five times of the original step can be set.
- Only one upgrade rule can be created for a source specification. You can modify the upgrade rule, or delete it and create a new one.
- An upgrade rule takes effect only when the price of the target specification is higher than that of the source specification.

Step 4 Click **OK**.

Step 5 For a specification that is priced using a custom template, you need to set attribute upgrade rules under the specification. Otherwise, the specification supports only quantity increases and does not support the upgrade between enumeration attributes.

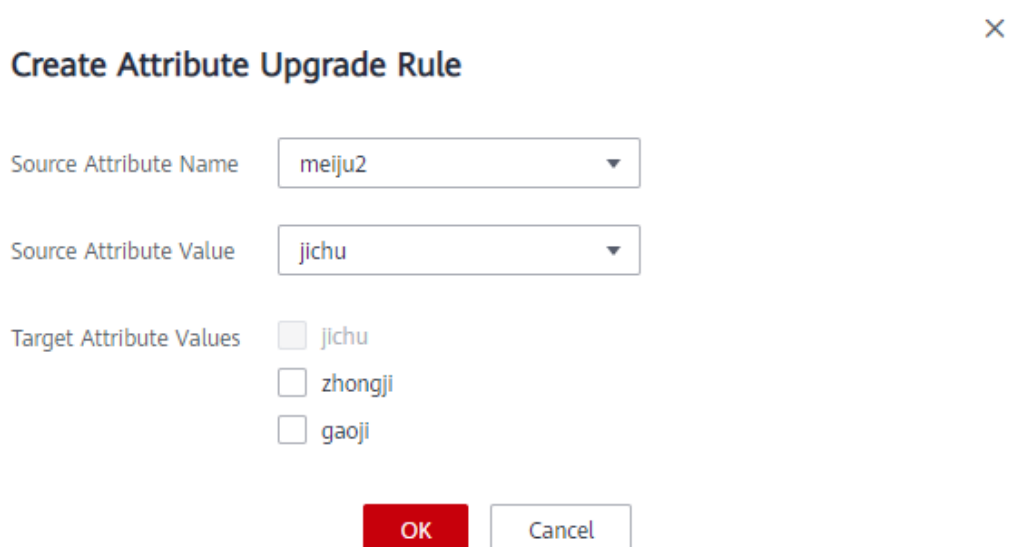
Locate the target upgrade rule and choose **More > Set Attribute Upgrade Rule** in the **Operation** column. In the displayed dialog box, select the source attribute name and value, and the target attribute values.

Figure 4-3 Setting an upgrade rule



Specification Name	Target Specifications	Status	Operation
jetidingjia	jetidingjia	ineffective	Modify Delete More
xianxingdingjia	xianxingdingjia	ineffective	Set Attribute Upgrade Rule

Figure 4-4 Creating an attribute upgrade rule



✕

Create Attribute Upgrade Rule

Source Attribute Name:

Source Attribute Value:

Target Attribute Values:

- jichu
- zhongji
- gaoji

 **NOTE**

Select the source attribute name, then select the source attribute value, and then select the target attribute values.

Step 6 For a specification that is priced using a custom template, you can locate a specification upgrade rule and click the arrow on the left to view all attribute upgrade rules of the specification. You can set, modify, and delete attribute upgrade rules.

Set Upgrade Rule Create Upgrade Rule

Specification Name	Target Specifications	Status	Operation															
 jietidingjia	jietidingjia	Ineffective	Modify Delete More ▾															
<table border="1"> <thead> <tr> <th>Attribute Name</th> <th>Attribute Value</th> <th>Target Values</th> <th>Status</th> <th>Operation</th> </tr> </thead> <tbody> <tr> <td>meiju2</td> <td>gaoji</td> <td>jichu</td> <td>Ineffective</td> <td>Modify Delete</td> </tr> <tr> <td>meiju2</td> <td>jichu</td> <td>gaoji</td> <td>Ineffective</td> <td>Modify Delete</td> </tr> </tbody> </table>				Attribute Name	Attribute Value	Target Values	Status	Operation	meiju2	gaoji	jichu	Ineffective	Modify Delete	meiju2	jichu	gaoji	Ineffective	Modify Delete
Attribute Name	Attribute Value	Target Values	Status	Operation														
meiju2	gaoji	jichu	Ineffective	Modify Delete														
meiju2	jichu	gaoji	Ineffective	Modify Delete														
▾ xianxingdingjia	xianxingdingjia	Ineffective	Modify Delete More ▾															

 **NOTE**

- No attribute upgrade rules are configured by default. You can add attribute upgrade rules as required.
- Upgrade rules of only one source attribute can be created for a specification that is priced using a custom template. If upgrade rules of an attribute have been created but you want to create upgrade rules for another attribute of the same specification, you need to delete all existing attribute upgrade rules and create upgrade rules for the desired attribute.
- Only one attribute upgrade rule can be created for a source attribute value. You can modify the existing upgrade rule or delete it and create a new one.
- An attribute upgrade rule takes effect only when the price of the specification with the target attribute value is higher than that of the specification with the source attribute value.

----End

Verifying New Product Prices

If the prices of the source and target specifications are not properly set during product modification, the price of the target specifications may be lower than that of the source specifications. After modifying the price of a product, you can verify whether the upgrade rules still take effect. Click **Verify Upgrade Rule** or **Submit** to verify the upgrade rules.

Product Specifications Verify Upgrade Rule

⊕ Add

- ▼ jiangangmoban
- ▼ xianxingdingjia
- ▼ jietidingjia

SEO Information

* Title
Enter the product name and type. (Max. 50 characters)

* Keywords
Keywords that increase the chances of your product appearing in search results. (Max. 30 characters)

* Description
Product highlights, functions, and application scenarios that address user needs. (Max. 240 characters)
Enter the SEO information to increase the exposure chance for your product.

Preview Submit Your data will be automatically saved in 6 seconds. Save Draft

If the verification fails, delete the upgrade rules or change the price.

✕

Information

The following upgrade rules will no longer be effective:
Are you sure you want to delete the following upgrade rules? Or you can change the product price to meet the upgrade requirements. View [upgrade requirements](#).

Specification Name	Target Specifications	Operation
^		Delete

Attribute Name	Attribute Value	Target Values	Operation
			Delete

OK

If the verification is successful, click **OK** to submit the modification application.

✕

Information

All upgrade rules have taken effect.

OK

4.4 Hiding a Product or Specification

When releasing a new product or modifying a released product, you can hide the product or its specifications from customers.

Precautions for Hiding a Product

- Hidden products will not be displayed on KooGallery frontend page or in the search results after being released to KooGallery. They can be accessed or purchased only through the product URL.
- To obtain the URL of such a product, locate the product on the **Product Management > My Products** page, and click **Details** in the **Operation** column. The URL is displayed in the **Service Information** area on the product details page.

Procedure for Hiding a Product

The process of hiding a released product is used as an example.

Step 1 Go to the [Seller Console](#).

Step 2 In the navigation pane, choose **Product Management > My Products**.

The **My Products** page is displayed.

Step 3 Locate the product to be hidden and click **Modify** in the **Operation** column.

Product Name	Delivery Method	Product Type	Released	Status	Operation
▼ [Product Name]	License	Common product	Sep 16, 2020 09:35:48 GMT+08:00	Listed	Details Modify Remove
▼ [Product Name]	Image	Common product	Mar 13, 2020 19:54:34 GMT+08:00	Listed	Details Modify Remove
▼ [Product Name]	Image	Common product	Mar 13, 2020 19:53:17 GMT+08:00	Listed	Details Modify Remove

Step 4 In the **Service Information** area, set the value of **Public Product** to **No**.

Service Information

Public Product Yes No

Select Yes to allow users to purchase the product on the frontend page of the Marketplace. Select No to hide the product from the frontend page of the Marketplace and to allow users to purchase the product using the product URL you provide. You can click Details on the My Products page to view the URL of a product.

Select No when releasing a SaaS product. After the product is released, the Marketplace will test the subscription process and use of the product. After the test is complete, the product will be sold publicly.

* Category

NOTE

To change a product from hidden to public state, set the value of **Public Product** to **Yes**.

Step 5 Click **Submit**.

NOTE

The product hiding takes effect after being approved. To view the review status, choose **Product Management > My Applications** in the navigation pane.

----End

Precautions for Hiding a Specification

- Hidden specifications will not be displayed on KooGallery frontend page or in the search results. They can be accessed or purchased only through the specification URL.
- To obtain the URL of such a specification, locate the product on the **Product Management > My Products** page, and click **Details** in the **Operation** column. Locate the target specification in the **Product Specifications** area and click **Copy Purchase URL**.

Product Specifications

▼		
▼		
▼		
▼		
▼		

- If the sales status of a product is changed from hidden to public, all its specifications will also be available to all customers. You can hide specific specifications from customers again.

Procedure for Hiding a Specification


The process of hiding a released specification is used as an example.

Step 1 Go to the [Seller Console](#).

Step 2 In the navigation pane, choose **Product Management > My Products**.

Step 3 Locate the product whose specification is to be hidden and click **Modify** in the **Operation** column.

Product Name	Delivery Method	Product Type	Released	Product Status	Operation
▼ s		Common product	Jul 14, 2023 14:04:52 GMT+08:00	Listed(Some Limited)	Details Modify More
▼ li		Common product	Jul 11, 2023 17:29:52 GMT+08:00	Listed	Details Modify More
▼ S		Common product	Jul 11, 2023 17:03:55 GMT+08:00	Listed(Some Limited)	Details Modify More
▼ p	services	Common product	Jul 11, 2023 16:48:37 GMT+08:00	Listed	Details Modify More

Step 4 In the **Product Specifications** area, click  next to the specification.

Product Specifications

You can release a maximum of 30 specifications. To release a product with a large number of specifications, set Pricing Template to Custom template, add specifications with multiple SKUs, and set plans for each SKU. [Learn more](#)
When you release a new SaaS product, add a specification priced 0 for KooGallery testing. The test specification will be removed after the testing is complete.

aaa Visible to customer

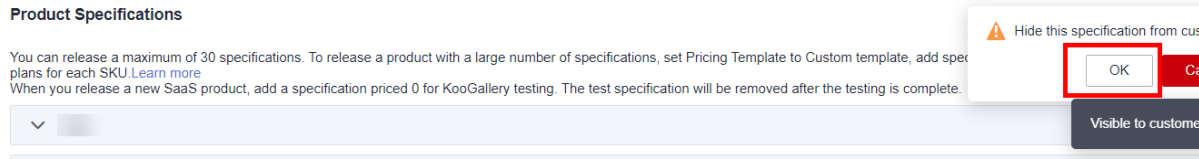
* Specification Name

Enter a maximum of 50 characters. Specification names are visible to users on the product details and expenditure details pages.

* Billing Mode Monthly Yearly One-time

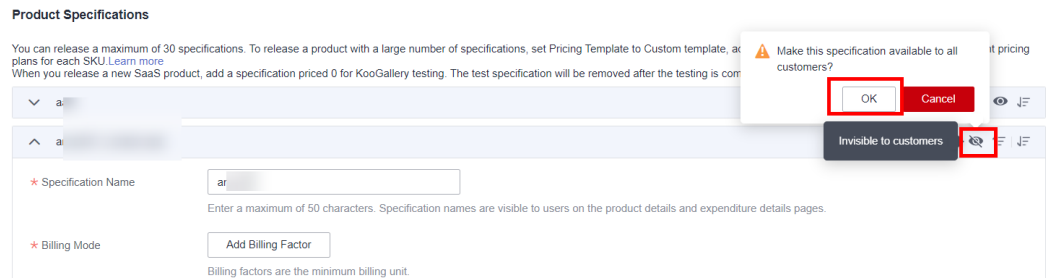
Billing Mode	Unit Price
Monthly	<input type="text"/> USD/month

Step 5 In the displayed dialog box, click **OK**.



NOTE

You can click  to make this specification available to all customers.



Step 6 Click **Submit** at the bottom of the page. After the modification is approved, the specification is hidden.



----End

4.5 Removing Products

You can remove a specification of a released product (see [Step 3](#)), or remove the entire product (see [Step 4](#)). After being removed, a specification enters the discontinued state. Other specifications can be subscribed to normally. After being removed, a product and all its specifications enter the discontinued state. No operations can be performed on the product.

Removed products cannot be restored. To sell the removed products on KooGallery again, release them as new products. Therefore, exercise caution when removing products.


Procedure

Step 1 Go to the [Seller Console](#).

Step 2 In the navigation pane, choose **Product Management > My Products**.




The **My Products** page is displayed.

Step 3 **Remove a product specification.**

1. Click  in a row containing the product of which a specification is to be removed.

The product specification list is displayed.




2. In the product specification list, click **Remove** in the **Operation** column of the row containing the specification to remove.

Product Name	Delivery Method	Product Type	Released	Status	Operation
	License	Common product	Sep 16, 2020 09:35:48 GMT+08:00	Listed	Details Modify Remove
Specification Name		Billing Mode and Price		Status	Operation
		Monthly : Linear pricing ; Yearly : Linear pricing		Listed	Remove
		Monthly : Linear pricing ; Yearly : Linear pricing		Listed	Remove

3. Click **Yes** in the warning dialog box.

Step 4 **Remove an entire product.** (If you want to remove only a product specification, go to [Step 3](#).)

1. Click **Remove** in the **Operation** column of the row containing the product to remove.

Product Name	Delivery Method	Product Type	Released	Status	Operation
	License	Common product	Sep 16, 2020 09:35:48 GMT+08:00	Listed	Details Modify Remove
	Image	Common product	Mar 13, 2020 19:54:34 GMT+08:00	Listed	Details Modify Remove
	Image	Common product	Mar 13, 2020 19:53:17 GMT+08:00	Listed	Details Modify Remove

2. Click **Yes** in the warning dialog box.

 **NOTE**

To view products that have been removed from the catalog, choose **Product Management > My Products** in the navigation pane.

----End

4.6 Viewing Product Applications

You can view the information about product release applications, modification applications, and review statuses, modify the information of the last application that has failed the review and submit the application again, or withdraw applications pending approval.

 **NOTE**

- Currently, only applications for licenses, consulting services, and professional services can be withdrawn.
- You can use either of the following methods to withdraw a product application on the **My Applications** page:
 - Locate a product pending approval and click **Withdraw** in the **Operation** column.
 - Locate a product pending approval and click **Details** in the **Operation** column to access the product details page. In the **Applications** area at the bottom of the page, locate the application to withdraw, and click **Withdraw** in the **Operation** column.

Procedure

Step 1 Go to the [Seller Console](#).

Step 2 In the navigation pane, choose **Product Management > My Applications**.

The **My Applications** page is displayed.

Step 3 Set search criteria to filter products, and then view the application records of the products.

Product Name	Delivery Method	Product Type	Application Type	Applied	Status	Operation
	License	Common product	Release	Oct 09, 2019 10:11:30 GMT+08:00	Pending approval	Details Withdraw
	Consulting service	Common product	Release	Oct 08, 2019 10:18:34 GMT+08:00	Draft	Modify Delete
	SaaS	Common product	Release	Sep 30, 2019 18:16:50 GMT+08:00	Approved	Details
	SaaS	Common product	Release	Sep 20, 2019 11:06:31 GMT+08:00	Rejected	Details Modify Delete

According to the product status, you can perform the following operations:

- **Draft:** modifying and deleting applications

NOTE

When releasing a new product or updating the information about a released product, you can save the entered information as a draft, and modify the draft or submit a product release application later.

- **Rejected:** viewing product information and review details, and modifying and deleting applications
- **Approved:** viewing product information and review details
- **Pending approval:** viewing product information and withdrawing applications

----End

4.7 Authorizing Resale Discounts

After you configure a resale discount for a product, resellers can resell the product at the discounted price.

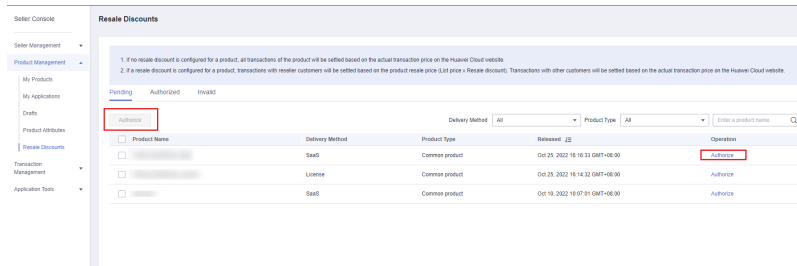
Procedure

Step 1 Go to the [Seller Console](#).

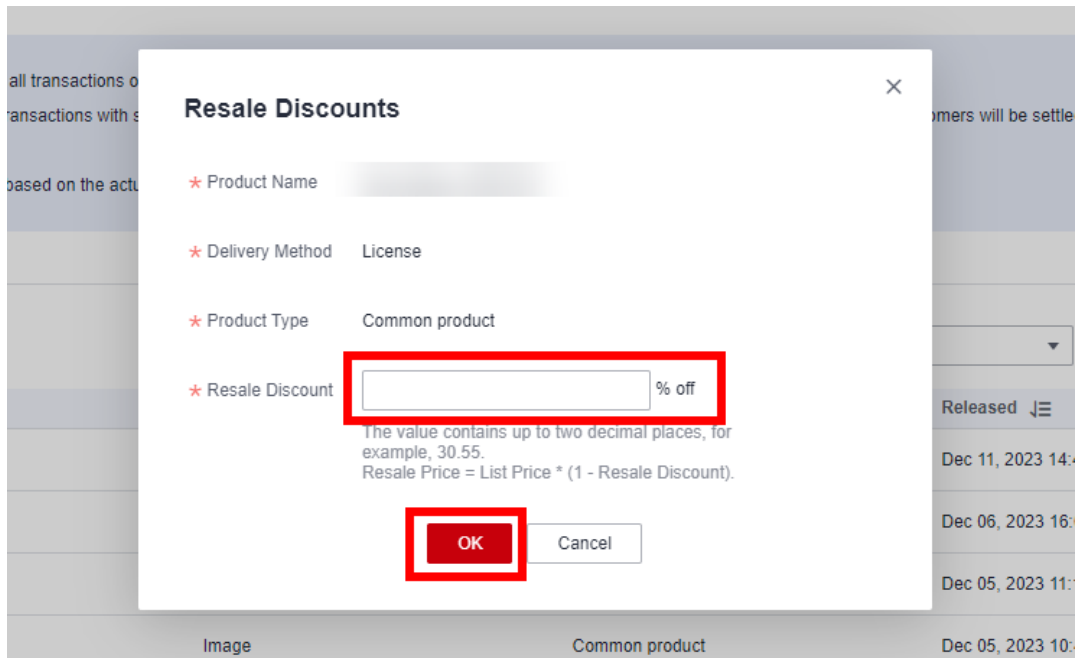
Step 2 In the navigation pane, choose **Product Management > Resale Discounts**.

Product Name	Delivery Method	Product Type	Released	Operation
	SaaS	Common product	Oct 25, 2022 16:10:33 GMT+08:00	Authorize
	License	Common product	Oct 25, 2022 16:14:32 GMT+08:00	Authorize
	SaaS	Common product	Oct 10, 2022 10:07:01 GMT+08:00	Authorize

Step 3 Click **Authorize** next to the target product. To authorize discounts for multiple products, select the products and click **Authorize**.



Step 4 In the displayed dialog box, enter a discount.



Step 5 Click **OK**.

NOTE

A resale discount configured for the first time takes effect in the current month. Reseller orders generated in the current month before the discount is set will be settled based on prices after resale discount.

If a resale discount is modified, the original discount will be used for settlement in the current month after the modification. The new discount will take effect in the next month.

----End

4.8 Managing Product Attributes

When releasing products, you can use product attributes to generate SKUs for product specifications. Attribute names are visible to users on the product details and in the bills.

There are two types of product attributes: preset and custom.

- Preset attributes are used by KooGallery and cannot be modified or used by sellers. Custom attributes are defined based on product specifications before product release and can be modified by sellers.

- Names of custom attributes must be different from those of preset attributes, including **appName**, **version**, **os**, and **mode**.

Querying Product Attributes

You can query product attributes by type (quantity or enumeration) or by name (fuzzy match).

 **NOTE**

Attributes of the enumeration type: custom attributes

Adding Product Attributes

- Step 1** Go to the [Seller Console](#).
- Step 2** In the navigation pane, choose **Product Management** > **Product Attributes**.
- Step 3** Click **Add**.
- Step 4** In the displayed **Add Product Attribute** dialog box, enter the attribute type, attribute code, attribute name, and attribute description. Then, click **OK**.

Add Product Attribute ✕

* Type	<input type="text" value="Quantity"/>
* Attribute Code ?	<input type="text" value="amount"/>
* Attribute Name ?	<input type="text"/>
Unit	unit
* Description ?	<div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div> 0/100
<input type="button" value="OK"/> <input type="button" value="Cancel"/>	

----End

Editing Product Attributes

Custom attributes can be modified, but preset attributes cannot. To modify a custom attribute, locate the attribute on the product attribute list and click **Edit** in the **Operation** column. If products that have been released are priced using a

custom template, their product attributes are included in the product information. If you modify the product attributes, the products will not be affected.

Deleting Product Attributes

Custom attributes can be deleted, but preset attributes cannot. To delete a custom attribute, locate the attribute on the product attribute list and click **Delete** in the **Operation** column. If products that have been released are priced using a custom template, their product attributes are included in the product information. If you delete the product attributes, the products will not be affected.

5 Service Supervision

- [5.1 Supervising License Products](#)
- [5.2 Supervising SaaS Products](#)
- [5.3 Supervising Professional Service Products](#)

5.1 Supervising License Products

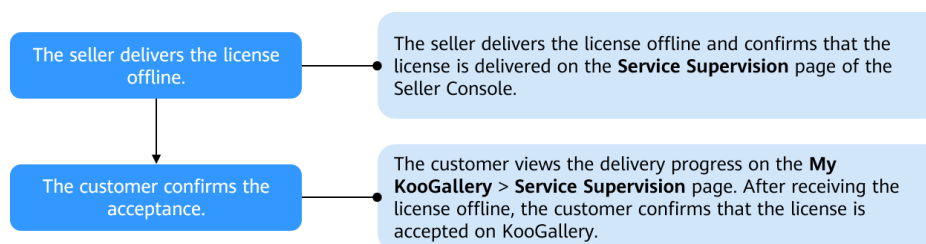
After a license product is sold, you can view the order details on the **Transaction Management > Service Supervision** page in the Seller Console, deliver the license offline, and update the service flow status in the Seller Console.

Precautions

- If the service supervision process of an order is not complete, the order is in the **Processing** state. The order status will change to **Completed** 3 hours after the customer confirms to accept the product.
- The bill for a license product transaction is generated based on the service flow status. If the service flow of a transaction is completed, the bill for the transaction will be automatically generated in the next billing cycle.
- If a customer purchases a yearly/monthly license product that involves service supervision, the start time of product usage is the time when the customer accepts the product.

For example, if a customer purchased a yearly product for one year, paid the order on January 1, 2020, and accepted the product on March 1, 2020, the start time of product usage is March 1, 2020, and the validity period is one year.

Overall Process



Procedure

Step 1 Go to the [Seller Console](#).

Step 2 In the navigation pane, choose **Transaction Management > Service Supervision**.

Step 3 Set search criteria, and click **License delivered offline** in the **Operation** column of the row containing the target transaction record.

Order No.	Username	Product Name	Specification Name	Delivery Met...	Service Status	Created	Completed	Operation
				License	Seller delivers license ...	2020-12-26 16:06:31	--	License delivered offline Contact User
				License	Seller delivers license ...	2020-12-26 10:11:20	--	License delivered offline Contact User

Step 4 After the product is delivered, update the service flow status.

1. On the page displayed, enter the service result, upload the deliverables, and click **Deliver service**.

1 Seller Delivers License Offline — Customer Accepts License

Service Information

Product Name: [Redacted]

Specification Name: [Redacted]

Order No.: [Redacted] [Click this number to view the order details.](#)

Service Status: Seller delivers license offline

* Service Result Description: Enter a service result description with a maximum of 1,000 characters. [Text Area] 0/1,000

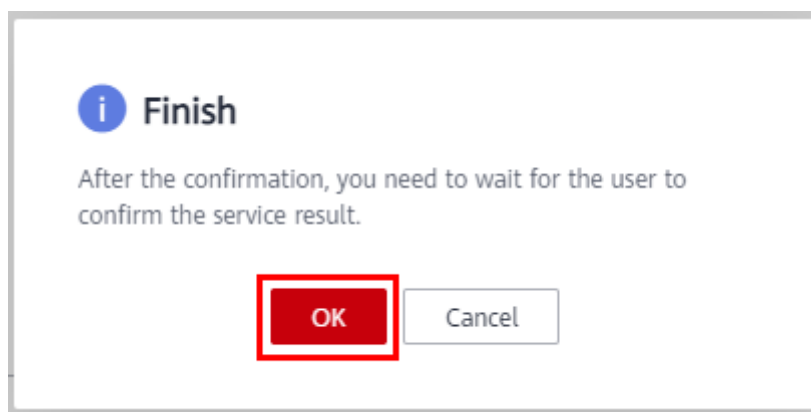
* Deliverable: [Upload](#)
Supported formats: BMP, JPG, JPEG, PNG, GIF, DOC, DOCX, XLS, XLSX, PPT, PPTX, RAR, ZIP, and PDF. Max. file size: 50.0 MB.
Please upload the delivery note or user acceptance documents, including but not limited to the service delivery list, user acceptance files, etc.
Reminder! 1. Inappropriate acceptance may cause unnecessary after-sales disputes and legal risks!
2. For information security, do not include sensitive information such as personal details, accounts, and passwords in the description and attachment.

[Deliver service](#)

History

Time	Operation	Operator Role	Operator	Message	Attachment
No data available.					

2. In the displayed dialog box, click **OK**.



NOTE

- After the customer accepts the product, the transaction is completed.
- If the customer renews an order that involves service supervision, there will be no service flow generated.

----End

5.2 Supervising SaaS Products

After a SaaS product that involves service supervision is sold, you can view the service flow details and operation records of the transaction, deliver and provision the product, and update the service flow status in the Seller Console.

Precautions

- If the service supervision process of an order is not complete, the order is in the **Processing** state. The order status will change to **Completed** 3 hours after the customer confirms to accept the product.
- The bill for a SaaS product transaction is generated based on the service flow status. If the service flow of a transaction is completed, the bill for the transaction will be automatically generated in the next billing cycle.
- If a customer purchases a yearly/monthly SaaS product that involves service supervision, the start time of product usage is the time when the customer accepts the product.

For example, if a customer purchased a yearly product for one year, paid the order on January 1, 2023, and accepted the product on March 1, 2023, the start time of product usage is March 1, 2023, and the validity period is one year.

Overall Process



You can perform the following operations:

1. After receiving a request from a customer, view the request details in the Seller Console and accept or reject the request.
2. Deliver and provision the product after accepting the request.
3. Update the service flow status after the product is delivered.

NOTE

If the customer has not updated the service flow status for more than five days or has rejected the product you deliver three times, you can initiate an appeal. For details, see [Appeal](#).

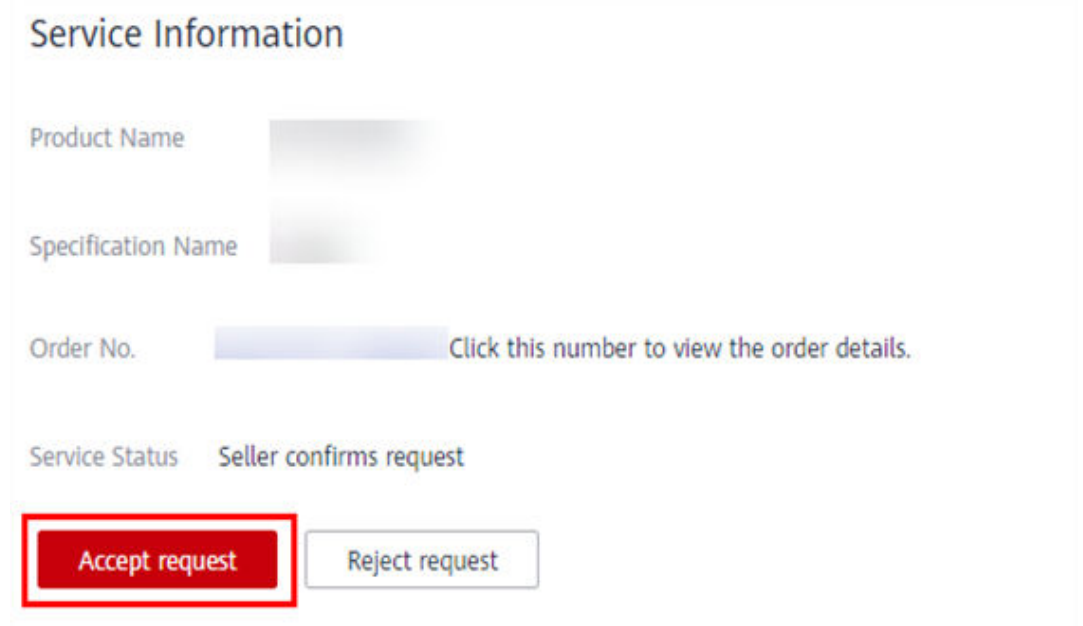
Procedure

- Step 1** Go to the [Seller Console](#).
- Step 2** In the navigation pane, choose [Transaction Management > Service Supervision](#).
- Step 3** Set search criteria, and click **Confirm the request** in the **Operation** column of the row containing the target transaction record.

Order No.	Username	Product Name	Specification Name	Delivery Met...	Service Status	Created	Completed	Operation
				SaaS	Service completed	2021-04-06 17:21:49	2021-04-06 18:04:27	Details Contact User
				SaaS	Seller confirms request	2021-04-06 11:38:41	--	Confirm the request Contact User

Step 4 Accept the request of the customer.

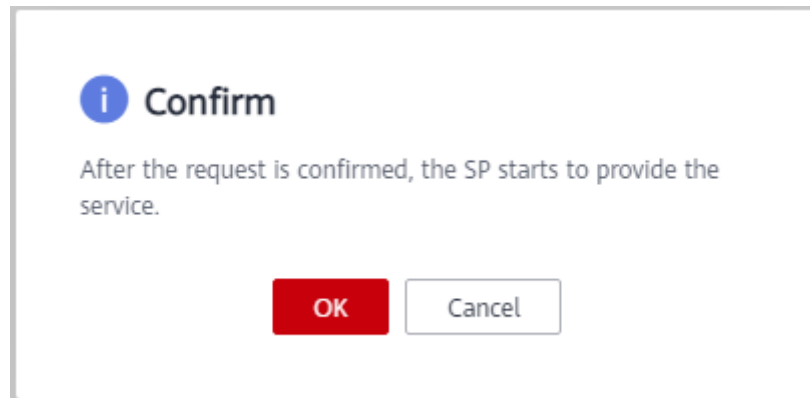
1. View the request details. If the request is reasonable, click **Accept request**.



 **NOTE**

If the request is not reasonable, you can reject it to the customer for modification.

2. In the displayed dialog box, click **OK**.



Step 5 Deliver and provision the product, update the service flow status, and wait for the customer to accept the product.

1. On the page for delivering and provisioning the product, enter the service result, upload the deliverables, and click **Deliver service**.

Service Information

Product Name

Specification Name

Order No. Click this number to view the order details.

Service Status **Seller delivers service**

* Service Result Description
Enter a service result description with a maximum of 1,000 characters.
0/1,000

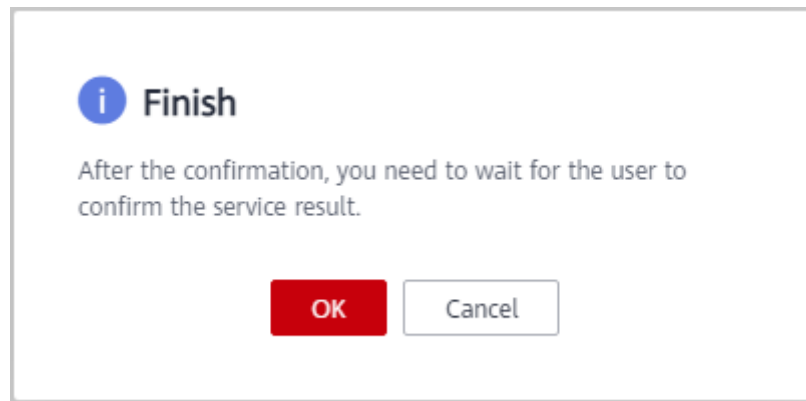
Deliverable

Supported formats: BMP, JPG, JPEG, PNG, GIF, DOC, DOCX, XLS, XLSX, PPT, PPTX, RAR, ZIP, and PDF. Max. file size: 50.0 MB

Please upload the delivery note or user acceptance documents, including but not limited to the service delivery list, user acceptance files, etc.

Reminder: 1. Inappropriate acceptance may cause unnecessary after-sales disputes and legal risks!
2. For information security, do not include sensitive information such as personal details, accounts, and passwords in the description and attachment.

2. In the displayed dialog box, click **OK**.



NOTE

After the customer accepts the product, the transaction is completed.

----End

Appeal

- During service supervision, if a customer has not updated the service flow status for more than five days, you can initiate an appeal.
- If you have rejected customer requests three times, or a customer has rejected a product you deliver three times, you can initiate an appeal.
- During service supervision, if an appeal is initiated by you or a customer, the service flow will be frozen and the operations manager will handle the appeal. You and the customer cannot perform any operations until the appeal is handled.
- You cannot initiate appeals within 15 days before the service flow is completed.

5.3 Supervising Professional Service Products

After a professional service product is sold, you can view the service flow details and operation records of the transaction, deliver and provision the product, and update the service flow status on the **Transaction Management > Service Supervision** page in the Seller Console.

Precautions

- If the service supervision process of an order is not complete, the order is in the **Processing** state. The order status will change to **Completed** 3 hours after the customer confirms to accept the product.
- Bills for professional service products are generated based on the service flow status. If the service flow of a transaction is completed, the bill for the transaction will be automatically generated in the next billing cycle.
- If a customer purchases a yearly/monthly professional service product that involves service supervision, the start time of product usage is the time when the customer accepts the product.

For example, if a customer purchased a yearly product for one year, paid the order on January 1, 2020, and accepted the product on March 1, 2020, the start time of product usage is March 1, 2020, and the validity period is one year.

Overall Process



You can perform the following operations:

1. After receiving a request from a customer, view the request details in the Seller Console and accept or reject the request.
2. Provision the product after accepting the request.
3. Update the service flow status after the product is delivered.

NOTE

If the customer has not updated the service flow status for more than five days, the customer has rejected the product you deliver three times, or you have rejected customer requests three times, you can initiate an appeal. For details, see [Appeal](#).

Procedure

- Step 1** Go to the [Seller Console](#).
- Step 2** In the navigation pane, choose **Transaction Management > Service Supervision**.
- Step 3** Set search criteria, and click **Confirm the request** in the **Operation** column of the row containing the target transaction record.

Order No.	Username	Product Name	Specification Name	Delivery Met...	Service Status	Created	Completed	Operation
				Professional ...	Customer submits req...	2021-04-16 16:09:14	--	Details Contact User
				Professional ...	Seller confirms request	2021-04-16 16:07:19	--	Confirm the request Contact User

Step 4 Accept the request of the customer.

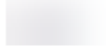
1. View the request details. If the request is reasonable, click **Accept request**.

Service Information

Product Name



Specification Name



Order No.



Click this number to view the order details.

Service Status

Seller confirms request

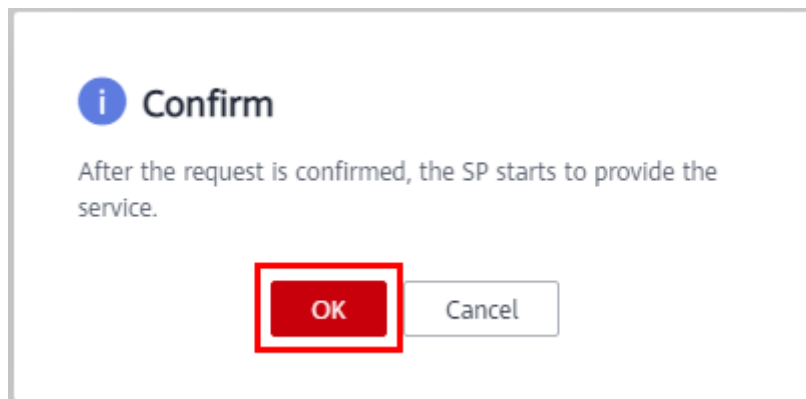
Accept request

Reject request

 **NOTE**

If the request is not reasonable, you can reject it to the customer for modification.

2. In the displayed dialog box, click **OK**.



Step 5 After the product is delivered, update the service flow status.

1. On the page displayed, enter the service result, upload the deliverables, and click **Deliver service**.

Service Information

Product Name

Specification Name

Order No. Click this number to view the order details.

Service Status Seller provides service

* Service Result Description

Enter a service result description with a maximum of 1,000 characters.

0/1,000

Deliverable

Upload

Supported formats: BMP, JPG, JPEG, PNG, GIF, DOC, DOCX, XLS, XLSX, PPT, PPTX, RAR, ZIP, and PDF Max. file size: 50.0 MB

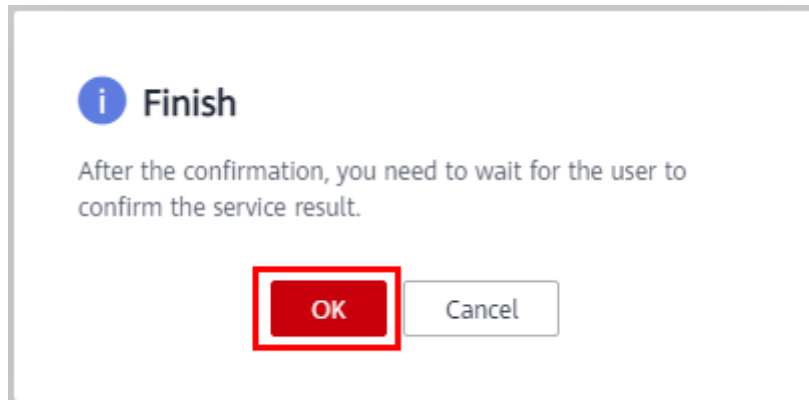
Please upload the delivery note or user acceptance documents, including but not limited to the service delivery list, user acceptance files, etc.

Reminder:1. Inappropriate acceptance may cause unnecessary after-sales disputes and legal risks!

2. For information security, do not include sensitive information such as personal details, accounts, and passwords in the description and attachment.

Deliver service

2. In the displayed dialog box, click **OK**.



NOTE

- After the customer accepts the product, the transaction is completed.
- If the customer renews an order that involves service supervision, there will be no service flow generated.

----End

Appeal

- If a customer has not updated the service flow status for more than five days, you can initiate an appeal.
- If you have rejected customer requests three times, or a customer has rejected a product you deliver three times, you can initiate an appeal.
- During service supervision, if an appeal is initiated by you or a customer, the service flow will be frozen and the operations manager will handle the appeal. You and the customer cannot perform any operations until the appeal is handled.
- You cannot initiate appeals within 15 days before the service flow is completed.

6 Transaction Management

6.1 Querying Orders

6.2 Transaction Details Management

6.1 Querying Orders

You can view transaction details of your products in yearly/monthly and one-time billing modes.

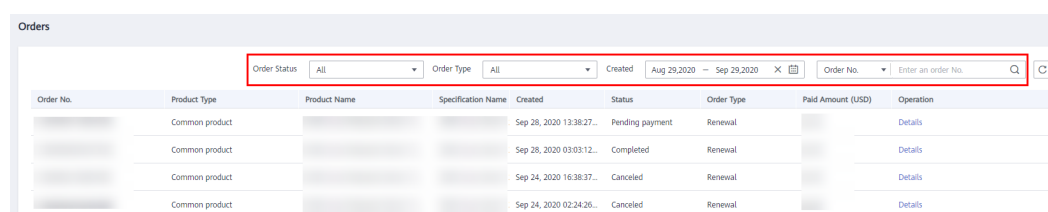
Procedure

Step 1 Go to the [Seller Console](#).

Step 2 In the navigation pane, choose **Transaction Management > Orders**.

Step 3 Set search criteria, and click **Search**.

You can search the transaction records to be viewed.



The screenshot shows the 'Orders' management interface. At the top, there are search filters: 'Order Status' (All), 'Order Type' (All), 'Created' (Aug 29, 2020 - Sep 29, 2020), and 'Order No.' (Enter an order No.). Below the filters is a table with the following columns: Order No., Product Type, Product Name, Specification Name, Created, Status, Order Type, Paid Amount (USD), and Operation. The table contains four rows of data, each with a 'Details' link in the Operation column.

Order No.	Product Type	Product Name	Specification Name	Created	Status	Order Type	Paid Amount (USD)	Operation
	Common product			Sep 28, 2020 13:38:27...	Pending payment	Renewal		Details
	Common product			Sep 28, 2020 03:03:12...	Completed	Renewal		Details
	Common product			Sep 24, 2020 16:38:37...	Cancelled	Renewal		Details
	Common product			Sep 24, 2020 02:24:26...	Cancelled	Renewal		Details

Step 4 Locate a transaction record, and click **Details** in the **Operation** column to view details about a single transaction, including product, order, and customer details.

Product Information

Product Type	Common product	Specification	
Name		Version	V1.0
Delivery Method	Image	Product Subcategory	Running Environment
Product Category	Infrastructure Software	Released	Apr 08, 2020 14:32:06 GMT+08:00
Published	Apr 08, 2020 14:29:07 GMT+08:00	Product Status	Listed

Order Information

Order No.		Status	Completed
Created	Sep 18, 2020 16:01:46 GMT+08:00	Paid	Sep 18, 2020 16:03:44 GMT+08:00
Order Type	Subscription	Billing Mode	Monthly
Validity Duration	4 months	Paid Amount (USD)	

Customer Information

Username		Full Name	
Mobile Number		Email Address	
Distributor ID		Distributor Name	

----End

Order Status

Order Status	Description
Processing	Resources in an order are not successfully provisioned or services in the order are not delivered after successful payment. Orders in this state include orders of licenses and professional services that are still under service supervision.
Canceled	An unpaid order is automatically canceled by the system or is canceled by the customer.
Completed	The entire process of an order, covering subscription, upgrade (change), renewal, and unsubscription, is complete.
Pending payment	A placed order has not been paid.

6.2 Transaction Details Management

6.2.1 Querying Transaction Details

You can view the transaction details of the last month after the seventh day of each month.

Prerequisites

You have completed the business information certification. For details, see [1.2.6 Certifying Business Information](#).

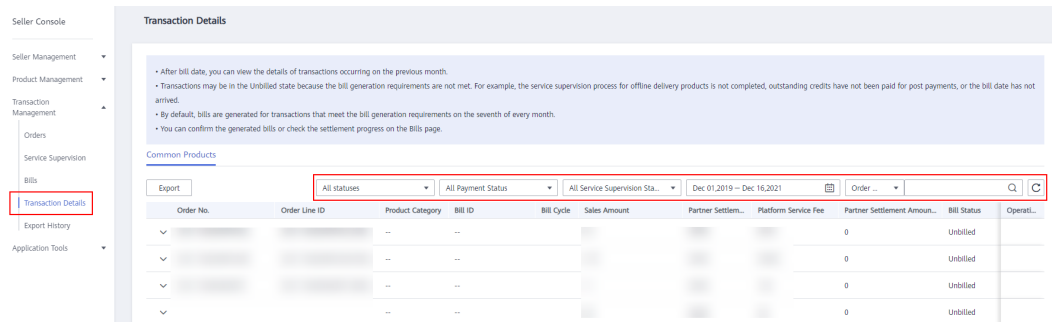
Procedure


Step 1 Go to the [Seller Console](#).

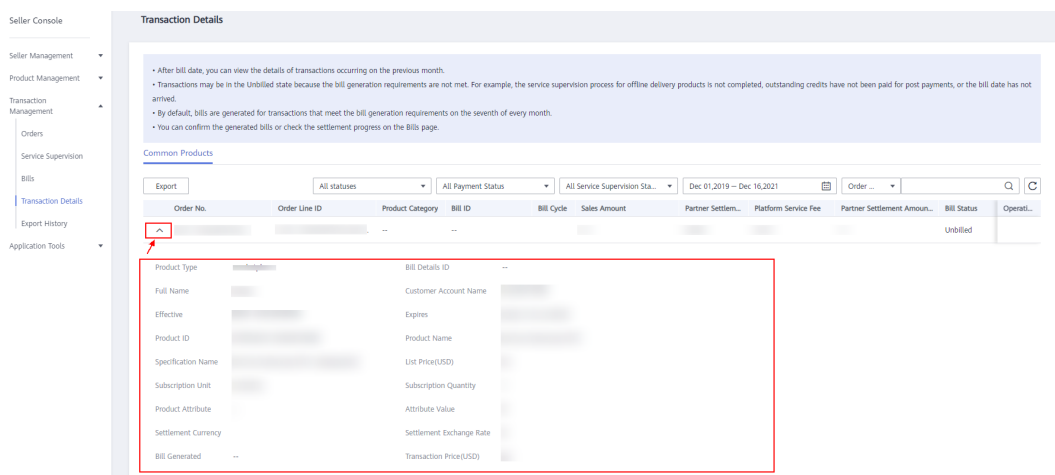
Step 2 Choose **Transaction Management > Transaction Details** in the navigation pane.

The **Transaction Details** page is displayed.

Step 3 Set the search criteria to search for the target order.



Step 4 Click  on the left of the target order to view its bill details.



Step 5 Click **View Bill** in the **Operation** column. The bill details page is displayed.

Category	Bill ID	Bill Cycle	Sales Amount	Partner Settlement	Platform Service Fee	Partner Settlement Amount	Bill Status	Transaction Date	Payment Status	Service Sup	Operation
									--	--	View Bill
									--	--	View Bill
									--	--	View Bill

----End

NOTE

- By default, the system generates bills on the seventh day of each month for transactions that meet bill generation requirements.
- You can view the transaction details of the last month after bills for the transactions are generated.
- The bill status **Billed** indicates that a bill has been generated for an order. You can check the bill details or settlement progress on the **Bills** page.

Order No.	Order Line	Order Line ID	Bill ID	Bill Cycle	Sales Amount	Partner Settlement	Platform Service Fee	Partner Settlement Amount	Bill Status	Operat...
									Billed Unbilled	

- The bill status **Unbilled** indicates that no bill has been generated for an order because the order does not meet bill generation requirements. For example, the order is delivered offline and its service supervision process is not completed, the customer has not paid the used credit, or the bill generation date has not arrived.

6.2.2 Exporting Transaction Details

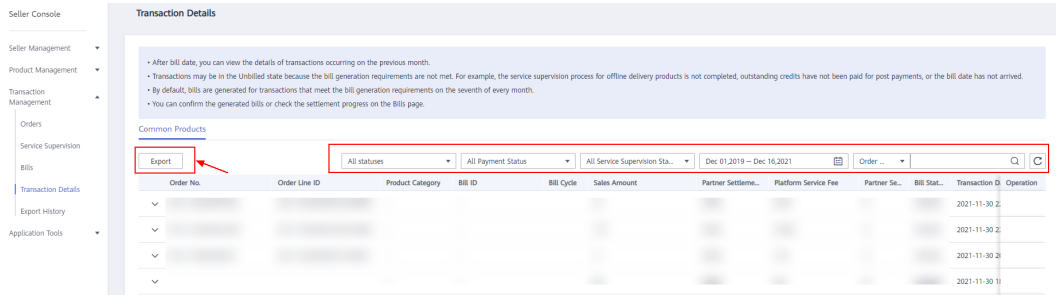
You can export and download transaction details.

Prerequisites

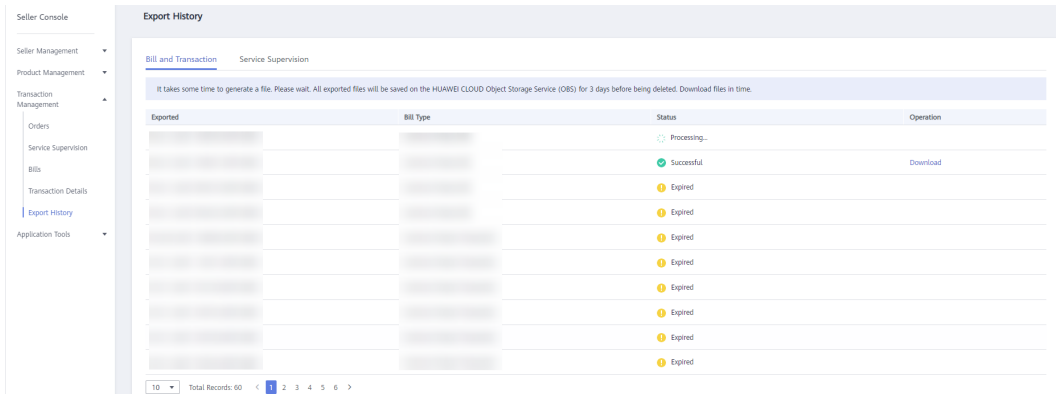
You have completed the business information certification. For details, see [Certifying Business Information](#).

Procedure

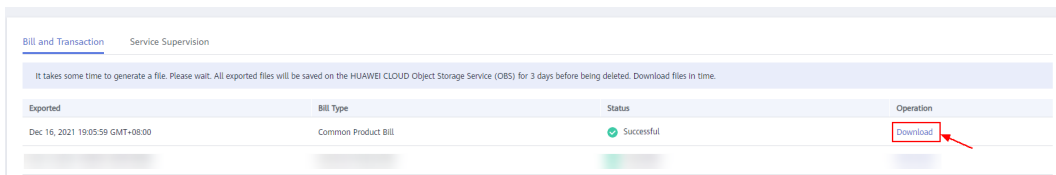
- Step 1** Go to the [Seller Console](#).
- Step 2** Choose **Transaction Management > Transaction Details** in the navigation pane.
The **Transaction Details** page is displayed.
- Step 3** Set the search criteria to search for the target orders.
- Step 4** Click **Export** on the left of the page.



Step 5 The **Export History** page is displayed, and the bill is automatically generated.



Step 6 After the bill is generated, click **Download** in the **Operation** column to download it.



----End

NOTE

- It takes some time to generate bills. Wait for a while and refresh the **Export History** page.
- You can also choose **Transaction Management > Export History** in the navigation pane and download the exported bills on the displayed page.
- The exported bills will be retained for three days. Download the bills as soon as possible.

7 Settlement Management

[7.1 Purpose](#)

[7.2 Description](#)

[7.3 Settlement Procedure](#)

[7.4 Settlement Rules](#)

[7.5 Platform Fee Rules](#)

[7.6 Order and Transaction Settlement Mechanism](#)

7.1 Purpose

This document is formulated to further standardize the settlement procedure involved with Huawei Cloud KooGallery and its sellers to avoid settlement risks and improve customer experience and operations efficiency. This chapter applies to sellers who sign contracts with Sparkoo Technologies Ireland Co., Limited.

7.2 Description

Huawei Cloud KooGallery provides a joint e-commerce service platform for sellers and charges fees for their use of this platform. Huawei Cloud users can purchase products released by sellers and make payments to Huawei Cloud. Huawei Cloud deducts the joint e-commerce fees from the payments and settles with the sellers.

This section describes the settlement rules between Huawei Cloud KooGallery and sellers and the restrictions on each phase of the settlement.

7.3 Settlement Procedure

No.	Phase	Perfor med By	Duration	Description
1	Generating historical transaction bills	Huawei Cloud	1 business day	On the seventh day of each month (If there is a holiday, the bill will be postponed to the next business day following the holiday.)
2	Reviewing and sending bills to the sellers	Huawei Cloud	5 business days	The notification for bill review is sent to the email address bound to the Huawei Cloud account of the sellers.
3	Confirming bills	Sellers	/	The sellers confirm bills in the Seller Console of Huawei Cloud KooGallery. Settlement for bills confirmed after the twentieth calendar day of a given month will be postponed to the next month.
4	Initiating payment	Huawei Cloud	6 business days	/
5	Requesting invoice issuance	Huawei Cloud	1 business day	The system sends an email notification to the sellers.
6	Issuing invoices and mailing them to Huawei Cloud	Sellers	/	The sellers issue the invoices with the corresponding tax rate according to the local tax law and send the invoices to the specified address.
7	Making payment	Huawei Cloud	7 business days	Huawei Cloud receives and verifies invoices. If the invoices are correct, Huawei Cloud completes internal accounting and settles with the sellers immediately.

 NOTE

On the seventh day of each month, bills of the previous calendar month are generated. If a transaction involves service supervision and the service flow of the transaction is completed, the bill for the transaction will be automatically generated in the next billing cycle.

7.4 Settlement Rules

Prerequisites

Provide your tax and bank details for settlement, including the bank account and tax code. Transactions on KooGallery will be settled to the provided bank account. If the information is missing or inaccurate, Huawei Cloud cannot generate bills for settlement.

Settlement Cycle

- **Frequency:** Once a month. The system generates bills for the most recent calendar month for settlement.
- **Settlement scope:** Orders or transactions that are generated and effective within the most recent calendar month, and orders that have been settled partially or have never been settled in the previous months. The billing cycle of a renewal order is determined by the effective time of the order.
- **Example:** On February 7, 2022, bills for January 2022 were generated, including orders and transactions from January 1, 2022 to January 31, 2022. The billing cycle ID is 202201. The settlement amount is subject to the actual order and transaction data.

 NOTE

1. Bills for licenses, SaaS products that involve service supervision, and professional services are generated based on the service flow status. If the service flow of a transaction is completed, the bill for the transaction will be automatically generated in the next billing cycle. Example: For an order that is successfully paid on October 3, 2022, if the service flow of the transaction is completed on November 15, 2022, the transaction is settled in the bill whose ID is 202211.
2. A bill is not generated for an unpaid order of a postpaid customer.
3. A bill is generated for a renewal order in the next month when the order actually takes effect. For example, if an order is placed on January 31 but takes effect from February 1, the bill of this order will be generated in March.

Settlement Method

One-time, pay-per-use, and yearly/monthly orders are settled at one go.

 NOTE

- Pay-per-use packages are settled at one go and refund demands are not allowed.
- The transaction amount and amount to be settled must be provided in the bill details for orders billed on a yearly/monthly basis.

Settlement Amount

Your products released in KooGallery must be priced in USD, with taxes not included. When a Huawei Cloud user purchases your product, Huawei issues an

invoice including a value-added tax (VAT) or similar taxes based on requirements of local indirect taxes. Huawei Cloud settles with you based on the selling price that does not include VAT. The current formula for calculating the settlement amount is as follows:

1. If the invoice you issue to Huawei Cloud involves VAT and Huawei Cloud can deduct VAT:

Settlement amount = $(\sum_{i=1}^n (\text{Selling price of product } N \text{ (excluding VAT)} - \text{Customer WHT}) \times (1 - \text{Revenue sharing ratio of Huawei Cloud}) \times (1 + \text{VAT rate in the invoice issued by the seller}) - \text{Taxes involved in Huawei's settlement to the seller (such as WHT and DST)})$

Example:

Selling price (excluding VAT) = \$1,000 USD

Customer withholding tax (WHT) = \$200 USD; WHT involved in Huawei's settlement to the seller = \$100 USD; Digital services tax (DST) = \$50 USD

Revenue sharing ratio of Huawei Cloud = 15%

VAT rate in the voices issued by the seller = 20%

Settlement amount = $(1,000 - 200) \times (1 - 15\%) \times (1 + 20\%) - 100 - 50 = \666 USD

 **CAUTION**

You should reach an agreement with Huawei Cloud in advance on the VAT rate in your invoices issued to Huawei Cloud. During settlement, issue compliant invoices to Huawei Cloud, specifying whether the settlement amount includes VAT.

2. If the invoice you issue to Huawei Cloud involves VAT but Huawei Cloud cannot deduct VAT, or the invoice does not involve VAT:

Settlement amount = $(\sum_{i=1}^n (\text{Selling price of product } N \text{ (excluding VAT)} - \text{Customer WHT}) \times (1 - \text{Revenue sharing ratio of Huawei Cloud}) - \text{Taxes involved in Huawei's settlement to the seller (such as WHT and DST)})$

Example:

Selling price (excluding VAT) = \$1,000 USD

Customer WHT = \$200 USD; WHT involved in Huawei's settlement to the seller = \$100 USD; DST = \$50 USD

Revenue sharing ratio of Huawei Cloud = 15%

Settlement amount = $(1,000 - 200) \times (1 - 15\%) - 100 - 50 = \530 USD

Settlement

Calculation of Settlement to You		Note
KooGallery Service Fees	The Fees paid by KooGallery End User, VAT Exclusive	
Less Deductions	(i) Refunds to KooGallery End Users	Subject to the terms and conditions as described in Clause 5.5 of <i>Seller Agreement</i>
	(ii) withholding tax, or any similar or analogous tax deducted by KooGallery End Users	/
= Revenue Share Reference Amount (RSRA)	Balance available for sharing between sellers and Huawei after Deductions	/
Less Huawei Share ("Platform Service Fees")	Percentage of the RSRA to be retained by Huawei	The revenue share percentage (15%) is expressly provided in related agreements concluded between sellers and Huawei.
RSRA Balance or Seller Share	Balance of the RSRA remaining after deduction of the Huawei Share, available to be paid to sellers	/
Less Taxes	Any applicable VAT, WHT, or DST or any similar or analogous tax on the payment to sellers will be deducted from the RSRA Balance.	Subject to the terms and conditions as described in Clause 5.4.3 of <i>Seller Agreement</i>
= Remittance Value		

Payment

If a product contains services delivered offline or other services that need to be confirmed by a user, Huawei Cloud settles with the seller according to the following rules:

- If the services are delivered multiple times, the seller can set a proportion of the services in every delivery and acceptance.

- Huawei Cloud calculates the settlement amount based on the acceptance details of the user, using the previously provided settlement formula, and settles with the seller in the following calendar month.

Invoice Issuance Regulations

A seller shall issue VAT invoices to Huawei Cloud based on the monthly settlement amount and send them to the specified address within a month of receiving the invoice request. The invoiced tax items and tax rate are subject to the local tax laws of the seller. If an invoice is incorrect, the seller shall reissue it.

7.5 Platform Fee Rules

Flexible Platform Fee Proportion

To request a platform fee proportion for a product, you can negotiate with your Huawei ecosystem manager and upload a negotiation business letter when releasing the product. For details, see [3.1 Product Release Description](#). If the platform fee proportion baseline is used, negotiation is not required.

Platform Fee Proportion Baseline

Default platform fee proportions of newly released products in KooGallery are as follows.

Delivery Method	Seller	Huawei
SaaS	87%	13%
License	87%	13%
Professional service	97.5%	2.5%
Image	80%	20%

7.6 Order and Transaction Settlement Mechanism

Settlement Bill Cycle

- For a purchase order of a yearly or monthly product, the settlement bill cycle starts when the instance or the service in the order is enabled.
- For a renewal order of a yearly or monthly product, the settlement bill cycle starts when the product or the service in the order is enabled.
- For the transactions of a pay-per-use product, the settlement bill cycle is determined by the actual consumption time of the product.

Settlement Rule for Unsubscriptions

When a Huawei Cloud user applies for a refund after unsubscription and Huawei Cloud confirms that the refund application meets required standards, Huawei

Cloud will send a refund notification to the seller and user. If the product payment has been settled with the seller, Huawei Cloud will deduct the refund amount from the seller's settlement amount in the current month or the following month after refunding the user's money. If the settlement amount is insufficient for the refund, Huawei Cloud will deduct the refund amount from the deposit of the seller (if any). If the amount is still insufficient, the seller shall pay the amount to Huawei Cloud in other ways.

8 Bill Management

- [8.1 Bill Description](#)
- [8.2 Reconciliation Process](#)
- [8.3 Confirming Bills](#)
- [8.4 Exporting Bills](#)
- [8.5 Exporting Bill Details](#)

8.1 Bill Description

Table 8-1 describes the bills of common products on Huawei Cloud KooGallery.

Table 8-1 Description of a common product bill

Billing Item	Description
Sales amount	Amount of money from sales (excluding taxes)
Settlement amount	For details, see 7.4 Settlement Rules . $\text{Settlement amount} = \sum_{i=1}^n (\text{Selling price of product } N \text{ (excluding VAT)} - \text{Customer WHT}) \times (1 - \text{Proportion of platform fees}) - \text{Seller taxes (such as WHT and DST)}$

8.2 Reconciliation Process

Huawei Cloud KooGallery generates a bill of the previous calendar month on **the seventh day of each month**. After you confirm that the bill is correct, Huawei Cloud sends you a notification email to request you to issue an invoice and deliver the invoice to the specified address. After receiving and verifying the invoice you send, Huawei Cloud initiates the payment process to pay you based on the invoice amount. For details, see [7.3 Settlement Procedure](#).

 NOTE

Bills for licenses and professional services are generated based on the service flow status. If the service flow of a transaction is completed, the bill for the transaction will be automatically generated in the next billing cycle.

8.3 Confirming Bills

After you confirm a bill of the previous calendar month, Huawei Cloud KooGallery will send you an invoicing notification email and initiate payment process.

Prerequisites

Your business information has been certified. For details, see [1.2.6 Certifying Business Information](#).

Procedure

Step 1 Go to the [Seller Console](#).

Step 2 In the navigation pane, choose **Transaction Management > Bills**.

The **Bills** page is displayed.

 NOTE

If the *Huawei Cloud KooGallery Seller Agreement* has been updated, select **I agree with the Huawei Cloud KooGallery Seller Agreement** and click **Submit**. After signing the agreement, you can go to the **Bills** page for bill query.

Step 3 Locate a bill and click **Confirm** in the **Operation** column.

The bill details page is displayed.

Step 4 Confirm that all the bill information is correct and click **Confirm**.

Step 5 In the displayed dialog box, click **Yes**.

----End

8.4 Exporting Bills

You can export bills and download them on the **Export History** page.

Prerequisites

Your business information has been certified. For details, see [1.2.6 Certifying Business Information](#).

Procedure

Step 1 Go to the [Seller Console](#).

Step 2 In the navigation pane, choose **Transaction Management > Bills**.

 NOTE

If the *Huawei Cloud KooGallery Seller Agreement* has been updated, select **I agree with the Huawei Cloud KooGallery Seller Agreement** and click **Submit**. After signing the agreement, you can go to the **Bills** page for bill query.

Step 3 Click **Export** on the left of the page to access the **Export History** page.

Step 4 After the bills are generated, click **Download** in the **Operation** column, select a path to save the bills, and click **Save**.

 NOTE

- It takes some time to generate bills. Wait for a while and refresh the **Export History** page, and then the export record is displayed.
- The exported bills will be retained for three days. Download the bills as soon as possible.

----End

8.5 Exporting Bill Details

You can export bill details and download them on the **Export History** page.

Prerequisites

Your business information has been certified. For details, see [1.2.6 Certifying Business Information](#).

Procedure

Step 1 Go to the [Seller Console](#).

Step 2 In the navigation pane, choose **Transaction Management > Bills**.

 NOTE

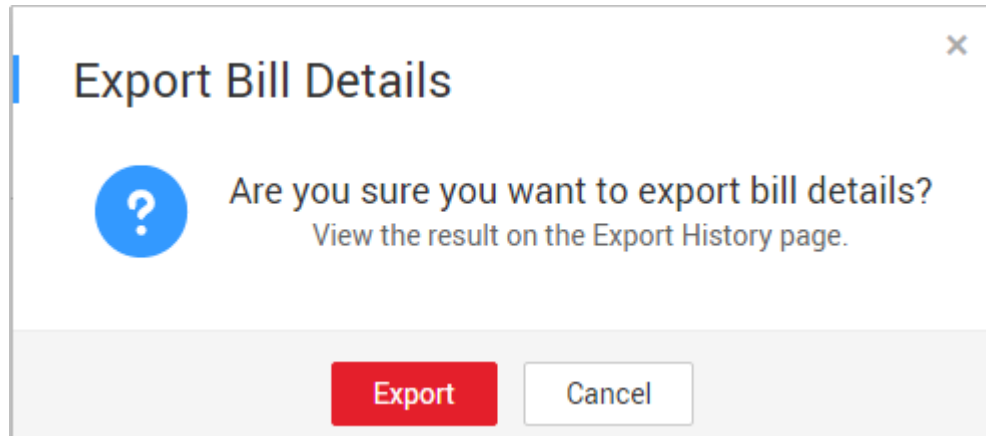
If the *HUAWEI CLOUD KooGallery Seller Agreement* has been updated, select **I agree with the HUAWEI CLOUD KooGallery Seller Agreement** and click **Submit**. After signing the agreement, you can go to the **Bills** page for bill query.

Step 3 Locate a bill to be viewed and click **Details** in the **Operation** column.

Step 4 Click **Export** on the left of the page.

The **Export Bill Details** dialog box is displayed.

Step 5 Click **Export** to access the **Export History** page.



Step 6 After the bill details are generated, click **Download** in the **Operation** column, select a path to save the bill details, and click **Save**.

 **NOTE**

- It takes some time to generate bill details. Wait for a while and refresh the **Export History** page, and then the export record is displayed.
- The exported bill details will be saved for three days. Download the bill details as soon as possible.

----End

9 Invoice Management

After confirming the bills and receiving an invoicing notification email, print the invoicing list and issue the invoice on the amount specified in the email, and send the invoice to the address specified in the email.

Background

After a customer purchases a product that you release on Huawei Cloud KooGallery, Huawei Cloud issues an invoice to the customer. Huawei Cloud KooGallery offers you a bill containing the product sales amount excluding the platform fee. You need to issue an invoice to Huawei Cloud KooGallery based on the confirmed bill amount.

Precautions

When an invoice is to be issued for a bill, click **Invoicing List** in the **Operation** column on the **Bills** page to go to the **Invoicing List** page. Print the invoice list and issue an invoice.

Procedure

- Step 1** Click the link in the invoicing notification email, or click **Invoicing List** in the **Operation** column on the **Bills** page. The **Invoicing List** page is displayed.
- Step 2** Print the invoicing list and fill in it according to [Table 9-1](#).

NOTE

The invoice must be signed with the official signature or stamped with the official seal of your company.

Table 9-1 Invoice description

Item	Description
Company Name	Enter your company name.
Partner VAT No.	Enter the value-added tax (VAT) number.
Bank Account No.	Enter the bank account number.

Item	Description
Bank Account Beneficiary	Enter the bank account beneficiary.
Bank Name	Enter the bank name.
Bank Address	Enter the bank address.
Swift Code	Enter the Society for Worldwide Interbank Financial Telecommunication (SWIFT) code.
Invoice No.	Enter the invoice number.
Invoice Date	Enter the invoice issuing date.
Invoice Currency	Enter the invoice currency unit.
Bill To	Enter Sparkoo Technologies Ireland Co., Limited .
Huawei VAT No.	Enter the tax registration number of Huawei. For details, see Huawei Tax ID .
Payment Requisition Form No.	Enter the InTouch No. value in the invoicing list.
Service Item	Enter KooGallery Service .
Settlement Period	Enter the settlement period in the invoicing notification email.
INVOICE AMOUNT	Enter the invoicing amount in the invoicing notification email.
Remarks	Optional.

Step 3 Send the printed invoicing list and invoice in PDF format to the address specified in the email.

----End

Huawei Tax ID

You must specify **Huawei VAT No.** when issuing invoices. Otherwise, leave it blank. If the Huawei contracting party and Huawei tax ID are incorrect, your invoices may be rejected.

Country/Region	Huawei Contracting Party and Address	Huawei Tax ID
Belgium	Sparkoo Technologies Ireland Co., Limited Email Address: invoicehwie@huawei.com	VAT number: IE3921024FH
Finland		
Ireland		
Italy		

Country/Region	Huawei Contracting Party and Address	Huawei Tax ID
Portugal		
Serbia		
Spain		
Sweden		
Switzerland		
Czech Republic		
Hungary		
Poland		
Austria		

10 FAQs

[10.1 Seller Registration](#)

[10.2 Product Release](#)

[10.3 Billing and Settlement](#)

[10.4 Others](#)

10.1 Seller Registration

10.1.1 What Are the Conditions for Registering with Huawei Cloud KooGallery?

To become a seller on Huawei Cloud KooGallery, your company must meet the following requirements:

1. Your company has been established for at least one year, complies with relevant laws and regulations, and has formal corporate qualifications.
2. Your company can provide professional technical services, after-sales support, and at least 5 x 8 hours of online customer service (based on the time zone of the product service area).
3. Your company has at least two salespersons, one for pre-sales and the other after-sales services.
4. Your company has valid software copyright certificates or sales license certificates.
5. Your company deploys products and processes user-related information within the European Union (EU).
6. Your company accepts and signs the *Huawei Cloud KooGallery Joint Operation Third Party Vendor Agreement*, and carries out business cooperation according to the terms and conditions specified in the agreement.
7. Your company accepts other related protocols and management regulations of Huawei Cloud.

10.1.2 What Enterprise Certificates Are Needed for the Registration?

Enterprise business licenses, valid software copyright certificates, or sales license certificates.

10.1.3 Can an Individual User Become a Seller on KooGallery?

No. Only enterprise users can register with Huawei Cloud KooGallery and sign up as sellers.

10.1.4 What Benefits Can I Obtain After Registering with KooGallery?

You and Huawei Cloud jointly build a cloud service ecosystem, enabling consumers to use the required enterprise software more conveniently and cost-effectively. You can sell high-quality products and earn more on one platform and through multiple channels.

10.1.5 Do I Need to Pay Deposit If I Register with KooGallery?

No deposit is charged.

10.1.6 How Long Does It Take to Review the Registration Application?

Three working days. The review results will be sent to the email address and the mobile number (if any) bound to your Huawei Cloud account.

10.1.7 How Do I Change the Company Name?

You can change the company name in My Account. The company name must be the same as that in the business qualification.

10.2 Product Release

10.2.1 How Do I Release Products on KooGallery?

You can release your products in Seller Console after your registration application is approved by Huawei Cloud KooGallery and you become a seller.

1. Go to the [Seller Console](#).
2. In the navigation pane, choose **Product Management** > **My Products**.
3. Click **Release New Product** in the upper right corner of the page.
4. Select the delivery method of the product to be released and enter the product information.

NOTE

For details about the product release, see [3 Delivery Methods](#).

5. Click **Submit**.

The product will be available on KooGallery after the information is approved. You can view the released products on the **Product Management > My Products** page.

10.2.2 How Long Is the Validity Period of Products on KooGallery?

Products are always valid by default after being released to KooGallery.

If a released product violates KooGallery agreements and related management regulations, KooGallery staff have the right to remove the product from the catalog.

10.2.3 What Are the Requirements for a Product Name?

- The product name must accurately denote the product content. If software is involved, the software name must be the same as that in the software copyright certificate.
- The product must be named in compliance with standard naming conventions in the industry. Spelling mistakes are not allowed. For example, "wordpress" cannot be misspelled as "wordpess".
- The product name must not exaggerate functions or imply an extended scope of usage. Products cannot be directly used in the name of Huawei Cloud. For example, a name similar to **Huawei Cloud XXX Solution** is not allowed.
- The product name must not contain or convey product price, versions, phone numbers, or other descriptive information.
- To release a professional service relevant to the software, specify such relationship in the product name, for example, *xxxx Service*.
- To release a service as a SaaS product but this service has already been released as an image/license product, name the SaaS product as *xxx SaaS*.
- To release a service as a license product but this service has already been released as an image/SaaS product, name the license product as *xxx Independent Deployment*.
- Do not contain or convey any marketing-related words, such as **Promotion** and **Free**.
- A product can be released only once.

10.2.4 What Are the Requirements for a Product Logo?

- Logos must be PNG files, must be 120 x 120 pixels, and cannot exceed 5 MB.
- You are advised to upload a rectangle-shaped logo. If you want to use a square-shaped logo, ensure that the logo shape of your choice is perfectly fit into the box.
- A logo is properly designed. Do not use screenshots of product introduction as the logo.
- A logo is clearly visible. Any incomplete, deformed, or blurry image will not be approved.

- A logo with a transparent background is recommended. If your logo has a background, resize the canvas to 120 x 120 pixels and set 4-pixel rounded corners.
- Do not modify the extension of the logo file, for example, changing .png to .jpg. Otherwise, the logo file will fail to be uploaded.
- Do not use the Huawei logo or words such as Huawei.
- If the logo image is too large, you can compress it at tinypng.com.

10.2.5 What Are the Requirements for a Product Overview?

- A product overview is a brief introduction of your product. It is displayed on the KooGallery catalog and the product details page.
- The product name in the overview must be the same as the value of **Product Name**.
- Do not include redirection information such as phone numbers, activity details, and links of non-Huawei Cloud websites.

10.2.6 What Are the Requirements for a Product Introduction?

- Provide details about your product, including core functions and services.
- Enter at least 1000 characters. Ensure consistent usage of fonts, and keep the layout standardized, neat, and user-friendly.
- Do not include images and links redirecting to non-Huawei Cloud websites.
- Do not advise customers to obtain commercial information otherwise, for example, "To submit a commercial application or for pricing details, contact xxx."
- Do not use the information about competitors.
- If the uploaded information contains privacy data, such as the name, ID number, detailed address, phone number, bank account, and email address, pseudonymize or anonymize the data. Add mosaic effect to the personal image in the certificate information before upload.
- Do not include information related to Huawei or competitors.

10.2.7 What Are the Requirements for the End User License Agreement?

- Upload a complete End User License Agreement (EULA). The EULA is an agreement entered into between you and customers and must contain the privacy data statement. It takes effect when customers select it during order placement.
- The name, definition, billing, and other details of the product defined in the EULA must be consistent with the product details.
- The EULA is an online agreement that takes effect since customers select it when placing an order. It cannot contain any content that needs to be filled in or stamped.
- The EULA must be within the validity period and not conflict with other agreements with Huawei Cloud.
- Do not include payment accounts or description about offline payment.

10.2.8 What Are the Requirements for After-Sales Support?

List the content your service offers according to the example in this chapter, including at least the service time, type, and email address. Provide services in English or local languages of the service regions during the service time. Set your service time for at least 8 hours a day and 5 days a week in the service regions.

- Time: Add the time zone to the end of the service time, for example, (GMT +08:00).
- Services: Describe the after-sales services that your company provides.
- Hotline: Provide a valid hotline number.
- Email address: Enter an email address that can receive emails and reply to customers in a timely manner.

Example

Time: 08:00–17:00 (GMT+01:00)

Services: *****

Hotline: 00**_*****

Email address: ****@***

NOTICE

Ensure that your hotline and email address can be contacted and you can provide after-sales services as soon as possible. If customers purchasing a product complain that the hotline cannot be connected or they do not receive any reply after sending emails for multiple times, KooGallery will remove the product from the catalog.

10.2.9 What Are the Requirements for the User Guide?

- Provide operation guidance and other product manuals.
- Describe how to log in to the management platform and use the product.
- Do not include links of servers that are not deployed in the Huawei Cloud infrastructure, such as addresses for login and management of products.
- Ensure consistent usage of fonts, and keep the layout standardized, neat, and user-friendly.
- For an image product, specify the ports to be opened and how to log in to the management platform and use the image after customers purchase this product and deploy it on a Huawei Cloud ECS.
- A user guide must be a .rar, .zip, .doc, .docx, .pdf, .ppt, or .pptx file no larger than 20 MB. If the user guide is a .rar or .zip file, files in the package must be in .doc, .docx, .pdf, .ppt, or .pptx format.
- For a professional service product, describe how to use it after it is purchased, for example, specify the service content and process.

10.2.10 What Are the Requirements for a Business Letter?

A business letter is required when you request a flexible platform fee proportion for a product. When you release a product, download the business letter template, fill in the template, and upload it back.

NOTE

For a released product, modify the product details and upload the business letter on the Seller Console.

10.2.11 What Are the Requirements for a Software Copyright Certificate?

- Upload your software copyright certificate or other qualification certificate (if available). The operations team will review the certificate to confirm whether the product meets the product release requirements. The uploaded qualification certificate is not displayed on the product details page.
- Upload a .rar, .zip, .doc, .docx, .pdf, .ppt, or .pptx file no larger than 20 MB.

10.3 Billing and Settlement

10.3.1 Why Is the Bill for a Transaction Conducted in This Month Not Generated in the Next Month?

- The order of the transaction is a renewal order. Bills are generated based on the effective time of the order. For example, if an order takes effect in January 2020, the bill is generated in the next month, that is, February 2020.
- The transaction involves a license or professional service, and the service flow is not completed.

NOTE

Service flows of licenses and professional services are supervised by Huawei Cloud KooGallery. If the service flow of an order is not completed, Huawei Cloud will not generate a bill for you, and the payment of the order will not be settled to you. For a transaction whose service status is **Completed**, a bill will be generated for the transaction before the eighth day of the next month. If this day falls on a holiday, the bill generation will be postponed to the next business day after the holiday. After you confirm the bill, KooGallery will remit the payment to you.

10.4 Others

10.4.1 Is the Product Technical Support Provided by Sellers or Huawei Cloud?

The product technical support and after-sales support are provided by sellers.

If you have any questions during the product test, send an email to **partner@huaweicloud.com**.