Billing Center

User Guide

Issue 01

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1 Overview

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- 1.2 Resource Suspension and Release
- 1.3 How Can I Qualify for Post Payment?
- 1.4 Payment
- 1.5 Supported Postpayment Methods
- 1.6 Post Payment Terminology

1.1 Message Receiving and Management

Messages for Yearly/Monthly Resources

Table 1-1 Messages for yearly/monthly resources

| When to Notify | Notificatio n Type | Description |
|---|----------------------------------|---|
| Resources are about to expire. | Product resource to expire | You will be notified 30 days, 15 days, 7 days, 3 days, and 1 day before the expiration of yearly resources that are not enabled with autorenewal, change to pay-per-use upon expiration, or non-renewal upon expiration. You will be notified 15 days, 7 days, 3 days, and 1 day before the expiration of monthly resources that are not enabled with autorenewal, change to pay-per-use upon expiration, or non-renewal upon expiration. You will be notified three days before the expiration of yearly/monthly resources that are not enabled with non-renewal upon expiration. You will not be notified of the expiration of yearly/monthly resources that will be changed to pay-per-use upon expiration. You will be notified 15 days, 7 days, 3 days, and 1 day before the expiration of resource packages. You will be notified 15 days, 7 days, 3 days, and 1 day before the expiration of reserved instances. You will be notified 15 days, 7 days, 3 days, and 1 day before the expiration of Savings Plans. |
| Resources are about to be frozen. | To be frozen | You will be notified on the first day your resources expire and 3 days, and 1 day before your resources are frozen. |
| Resources are about to be released. | To be released | You will be notified on the first day your resources are frozen, and 14 days, 7 days, 3 days, and 1 day before your resources are deleted. |
| Auto- renewal is enabled. | Product auto- renewed | You will be notified of a successful auto-renewal. |

| When to Notify | Notificatio n Type | Description |
|--|---------------------------------|--|
| | Auto- renewal failure | Auto-renewal is initiated 7 days before the expiration date. If auto-renewal fails, you will be notified 5, and then 2 days before the expiration or freezing date, on the expiration or freezing date, 6, and then 2 days before the release date, and you will receive a final notification on the day the resources are released. |
| Resources have been released or unsubscribed from. | Product resource released | You will be notified when offline resources are unsubscribed from or released. |
| Resources are provisioned. | Created or enabled | You will be notified of the provisioning of offline resources within one hour. |

If your resources are about to expire, to be frozen, or to be released on the same day, you will be notified of renewals only once.

Messages for Pay-per-Use Resources

If your expenditure quota is reached and you do not submit payment in a timely manner, or contact your account manager to increase the quota, the resources under your account enter a grace period and then, after that, a retention period. During the period, you will receive notifications requesting payment. After the retention period ends, the resources will be released.

Table 1-2 Messages for pay-per-use resources

| Notification Type | Description |
|----------------------|--|
| Account balance | After your quota usage reaches 80%, you will be notified once every hour and three consecutive times at most. |
| To be frozen | After your quota is used up, the resources under your account enter the grace period. After the grace period ends, they will be frozen. You will be notified 15 days, 7 days, 3 days, and 1 day before your resources are frozen. |
| | Account balance |

| When to Notify | Notification Type | Description |
|-------------------------------------|----------------------|--|
| Resources are about to be released. | To be released | If you do not pay before the grace period ends, the resources under your account enter the retention period. After the retention period ends, they will be released. |
| | | You will be notified 15 days, 7 days, 3 days, and 1 day before your resources are released. |

Message Management Settings

- You can receive messages via SMS, email, in-app message, WeCom robot, DingTalk, and Lark. If necessary, you can log in to the Message Center to change how you receive messages. For details, see How Do I Manage Message Receiving?
- 2. If you want to receive fewer messages or do not want to receive any messages at all, you can also configure it in the Message Center. For details, see **How Can I Stop Receiving Messages?**

1.2 Resource Suspension and Release

If your yearly/monthly subscriptions have expired but not been renewed, or you are in arrears due to insufficient balance, your resources enter a grace period. If the renewal is still not completed or the outstanding amount is not paid off when the grace period ends, the resources enter a retention period, during which the resources will be suspended. If the renewal is still not completed or the outstanding amount is still not paid off when the retention period ends, the stored data will be deleted and the cloud service resources will be released.

- A grace period is the time for you to renew yearly/monthly subscriptions or for you to settle outstanding amount caused by insufficient balance. During this period, you cannot use some pay-per-use resources, and new services are blocked. The grace period for Huawei Cloud (Europe) is 15 days long.
- A retention period is the phase your resources will enter if your yearly/ monthly subscriptions remain unrenewed or any outstanding amounts for pay-per-use resources are still unpaid when the grace period ends. During this period, the resources cannot be used, but the resource data stored will be retained. The retention period for Huawei Cloud (Europe) is 15 days long.

□ NOTE

For certain payment methods, Huawei Cloud has the right to review and adjust the expenditure quota, grace period, and retention period based on your historical expenditures, and payment records. The grace period will be changed as needed. It may be changed to zero days, meaning no grace period will apply. For details about the expenditure quota, see Viewing the Expenditure Quota.

1.3 How Can I Qualify for Post Payment?

Huawei Cloud provides a postpayment option for all customers. Once you are approved for postpayment, you can use Huawei Cloud services first and pay later.

You can set it up online or off:

- Online: Create an account, add a mobile number, complete your account information, and add a payment method (adding a credit card) as prompted on the official website. The credit card added will be used for payment. For details, see Adding a Payment Method.
- Offline: Contact your account manager to apply for postpayment authorization. On the Payment Methods page in the Billing Center, add a credit card for automatic payment. Otherwise, you will have to pay your bills manually. For details about the payments, see How Does a Common Huawei Cloud Customer Pay (in Post Payment Mode)?.

1.4 Payment

Huawei Cloud collects payment from postpaid customers in two ways:

- Yearly/monthly subscriptions: When placing an order, you can choose Online
 Payment to pay for the order. If you have enabled monthly settlement, the
 Monthly Settlement option is also available, and if you choose this option,
 bills will be automatically paid from your added credit card after the bill is
 generated on the third day of the following month.
- Pay-per-use products: Bills are generated by month and expenditures are billed to the credit card you added. If we have reasonable grounds to suspect that your account is at risk of falling into arrears, we have the right to bill you based on expenses incurred, and to bill your added credit card as needed.

When paying your bills, you can select the following ways:

- Allow Huawei Cloud to automatically collect payments from the credit card you added.
- Choose a payment method on the **Overview** > **Pay** page.

1.5 Supported Postpayment Methods

| Custo mer Type | Pa ym en t Op tio n | Pos tpa ym ent Aut hor iza tio n | M on thl y Se ttl e m en t | Bill Payment | | | | ement | Auto-Renewal | | wal |
|---|---------------------------------------|--|----------------------------|-----------------------------------|------------------------------|---------------------------------|-----------------------------------|-------------------------------|---------------------------------|---------------------|-------------------------------|
| - | - | - | - | On lin e pa ym ent | Ba nk tra nsf er | Add ed credi t card | On lin e pay me nt | Month ly settle ment | Add ed cred it card | On lin e pa ym en t | Monthl y settlem ent |
| Direct custo mer | Po stp ay me nt | Onl ine | Ye s | √ | √ | √ | √ | - | √ | - | √ |
| | Po stp ay me nt | Offl ine | Ye s | √ | √ | √ | √ | √ | √ | - | ✓ |
| Reselle r custo mer | Po stp ay me nt | Offl ine | Ye s | - | - | - | - | √ | - | - | √ |
| Enterp rise master accou nt | Po stp ay me nt | Onl ine | Ye s | √ | √ | √ | √ | - | √ | - | √ |
| | Po stp ay me nt | Offl ine | Ye s | √ | √ | √ | √ | √ | √ | - | √ |

| Custo mer Type | Pa ym en t Op tio n | Pos tpa ym ent Aut hor iza tio n | M on thl y Se ttl e m en t | Bill Payr | nent | Order | Place | ement | Auto- | Rene | wal |
|---|---------------------------------------|--|----------------------------|--------------|------|-------|-------|-------|-------|------|-----|
| Enterp rise memb er accou nt (non-unified accou nting manag ement) | Po stp ay me nt | Offl ine | Ye s | 1 | 1 | - | 1 | ✓ | 1 | 1 | √ |
| Enterp rise memb er account (unifie d accounting manag ement; the master account pays the memb er account's expenditures) | Po stp ay me nt | - | | | 1 | | 1 | - | | | |

1.6 Post Payment Terminology

Billing cycle: A number of calendar months (one month by default). The bill for a month is generated on the third day of the next month.

Payment period: The period of time that Huawei Cloud gives customers to pay for their expenditures, starting from the bill date to the due date. Customers are required to pay off their bills before the repayment period ends. By default, the bill date is the due date.

Overdue: If a customer has not paid off a bill before 24:00 on the due date, such payment is overdue.

Grace period: When a customer's yearly/monthly subscription has expired or the customer account is in arrears due to an insufficient account balance, Huawei Cloud provides a period for the customer to renew the resources or pay off the outstanding amount. During this period, the customer can use some resources. The grace period for Huawei Cloud (Europe) is 15 days.

- If the customer account is in arrears due to an insufficient balance, the customer cannot subscribe to new services.
- If the customer's yearly/monthly subscriptions are not renewed and enter a grace period, the customer can continue to subscribe to new services.

If Huawei Cloud direct sales customers, referral customers, or enterprise customers with master accounts for unified accounting do not have credit cards added or expenditure quota given, they can use test coupons to experience cloud services for the first time. When the coupons are used up, expire, or cannot cover the expenditures, all pay-per-use resources of the accounts enter the retention period. Any yearly/monthly resources that have taken effect are not affected.

Retention period: After the grace period ends, if a customer's yearly/monthly subscriptions are not renewed or the outstanding amount for pay-per-use resources is still not paid off, the retention period starts. During this period, the resources cannot be used, but the resource data stored will be retained. The retention period for Huawei Cloud (Europe) is 15 days long.

Due date: The last day a customer can pay a bill and it not be considered a late payment. If there is no payment period, the due date is the bill date.

2 Orders

- 2.1 Unpaid Orders
- 2.2 Renewal Management
- 2.3 My Orders
- 2.4 Changing Resource Specifications and Billing Modes
- 2.5 Unsubscriptions

2.1 Unpaid Orders

2.1.1 Paying for Orders

You need to complete the payment before using the products in the order. You can view unpaid orders on the **Unpaid Orders** page.

Complete the payment for the order before its expiration time displayed on the page.

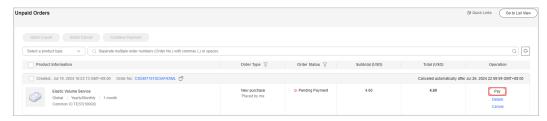
Procedure

- Step 1 Go to the Unpaid Orders page.
- **Step 2** Enter an order No. to search for orders to be paid, or filter these orders by service type, order type, or order status.

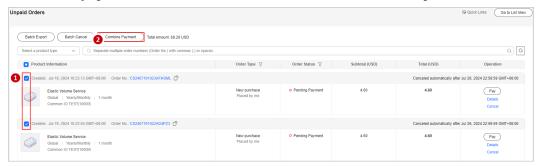


Step 3 Select to pay for a single order or multiple orders.

• Single payment: Click Pay for a desired order.



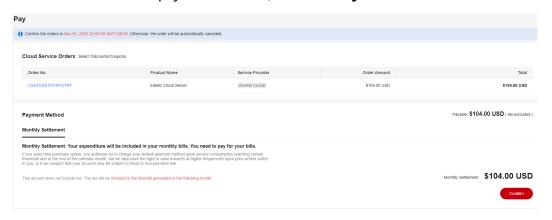
Combined payment: Select desired orders and click Combine Payment.



□ NOTE

- A maximum of 30 orders can be selected for a combined payment.
- If the status of any order changes during combined payment, the affected order cannot be paid.
- If orders are pending approval, payment can proceed only after they are approved.
- Orders generated for combined purchase must be paid together. If any of the orders are pending approval, payment can proceed only after they are approved.

Step 4 Select discounts and a payment method, and click **Pay**.



■ NOTE

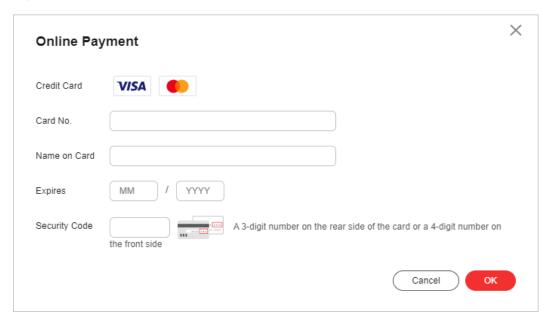
If you place an order in which the product overlaps with that in the standard sales contract, the following message will be displayed before you pay for the order: "Please verify that this order is independent of the contract. Otherwise, you cannot make the payment."

- Savings include discounts and coupons. For details about how to use discounts and coupons, see How Do I Use Discounts and Coupons When Paying for an Order?
- Payment methods include **Pay Online** and **Monthly Settlement**. You can click a specific tab to view details about each payment method.

----End

Online Payment

- **Step 1** Select **Payment Options** (a saved or new credit card) and click **Pay Now**.
- **Step 2** If you select a new credit card, enter the credit card information and click **OK**.



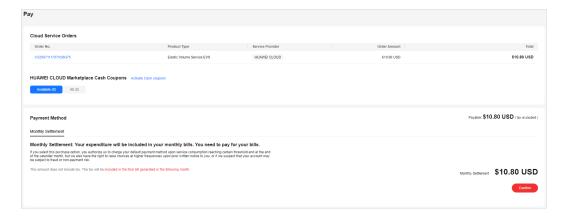


Only credit cards of the visa and types can be used for payment. Debit cards, prepaid cards, virtual cards, and gift cards are not supported.

----End

Monthly Settlement

Step 1 Select **Monthly Settlement**. The expenditures will be accumulated in your monthly bill. You need to pay off the expenditures after the bill is generated.



Ⅲ NOTE

- If you are a postpaid customer with monthly settlement enabled, you can select
 Monthly Settlement when placing an order. After the bill is generated on the third day
 of the following month, the payment will be automatically made from your credit card
 balance. For details about monthly settlement, see Monthly Settlement.
- With the post payment, you can use Huawei Cloud services first and pay for them later.
 For details about postpayment, see How Can I Qualify for Post Payment? and Payment.

----End

2.1.2 Canceling Orders

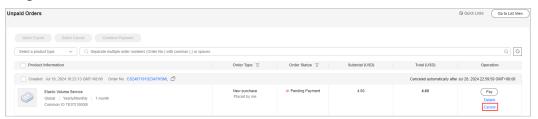
If you do not want to pay for an order after placing it, you can manually cancel it. If you do not manually cancel the order, it will be automatically canceled when expired.

Procedure

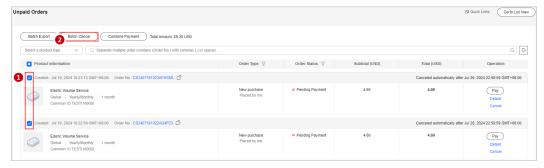
- **Step 1** Go to the **Unpaid Orders** page.
- **Step 2** You can enter an order No. to search for orders to be canceled, or filter these orders by service type, order type, or order status.



- **Step 3** Cancel a single order or multiple orders.
 - Single order cancellation: Click Cancel for a desired order.



• **Batch order cancellation**: Select the desired orders, and click **Batch Cancel** above the order list.



◯ NOTE

- The orders generated for combined purchase must be canceled together. If you cancel one of orders in a combined purchase, other orders for the combined purchase will be canceled together.
- When a combined order is canceled, all orders stated in the combined order are canceled together.

Step 4 Click OK.

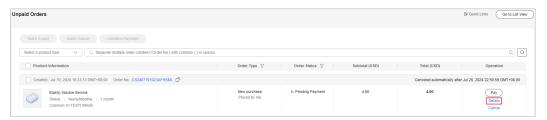
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2.1.3 Viewing Order Details

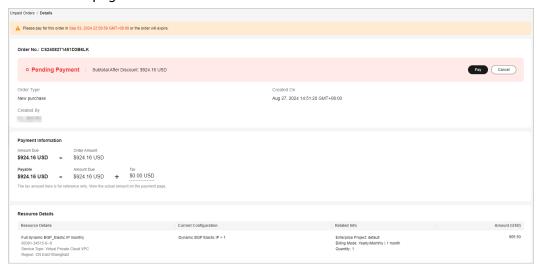
Order details include information about the order itself, ordered resources, and order amount.

Procedure

- **Step 1** Go to the **Unpaid Orders** page.
- **Step 2** Click **Details** in the **Operation** column of the target order, or click the order No. to go to the order details page.



• If an order is **Pending payment**, you can pay for or cancel the order on the order details page.



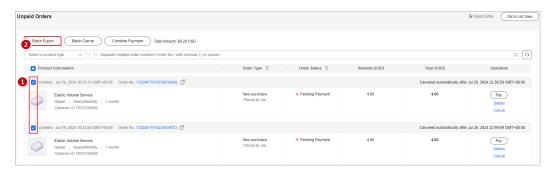
----End

2.1.4 Batch Export

You can export unpaid orders in a batch and use the exported content to request funds from your finance department.

Procedure

- **Step 1** Go to the **Unpaid Orders** page.
- **Step 2** Select the desired orders, and click **Batch Export** above the order list.



Step 3 After the export is complete, the **Export History** page is automatically displayed. After the file to be exported is ready, click **Download** in the **Operation** column to download the file.



□ NOTE

IAM users can only view and download its own exported files, but not the exported files of Huawei Cloud account or exported files of other IAM users under this account.

----End

2.2 Renewal Management

2.2.1 Resource Expiration Rules

Rules

• **Before a yearly/monthly resource expires**, you can choose to manually renew it, have it automatically renewed, not to renew it upon expiration, or change its billing mode to pay-per-use.

Table 2-1 Function descriptions

| Function | Scenario |
|--|---|
| Manual Renewal | Extend the validity period of resources. |
| Enabling Auto-Renewal | Avoid resources from being deleted after expiration. |
| From Yearly/Monthly to Pay-per- Use | Change the billing mode to Pay-per- Use based on service requirements. |

| Function | Scenario |
|-----------------------------|---|
| Non-Renewal upon Expiration | Stop using resources after they expire. |

- After a yearly/monthly resource expires, renew it in a timely manner if you want to continue using the resource.
 - a. When the resource enters the grace period, you can still use the resource.
 - b. When the grace period ends, the retention period starts. The resource is frozen and cannot be used, but your data stored in the resource is retained.
 - c. After the retention period ends, your resources are automatically deleted. In this case, the resources cannot be retrieved or renewed.

□ NOTE

If a yearly/monthly resource is renewed when it is in a **grace period or retention period**, the time spent in the period will be deducted from the renewal duration.

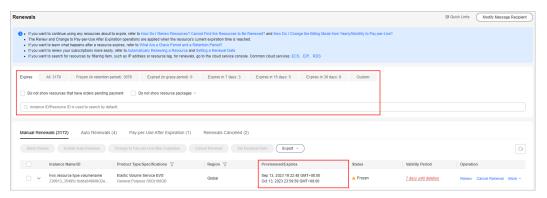
Example

You purchased a monthly EVS disk on March 31, 2024, and the resource would expire on April 30, 2024. The grace period and retention period of yearly/monthly resources on Huawei Cloud (European website) are both 15 days.

On May 18, 2024, the resource was in the grace period and renewed for one month. There are only 13 days remaining because the resource would expire on May 31, 2024.

Viewing Instance Expiration Time

On the **Renewals** page, you can filter the instances which will expire soon and view the expiration time of these instances.



□ NOTE

- 1. By **Expires**, you can quickly search for resources that are in the specified status or will expire in the specified period.
 - Expires in 7 days, 15 days, 30 days, or customized days: Resources that are about to expire in the specified time range can be renewed in advance.
 - Expired (in grace period): A resource will enter the grace period upon expiration. In the period, the resource can be used normally.
 - Frozen (in retention period): A resource will enter the retention period after the grace period ends. In the period, the resource cannot be used.
- The Do not show resource packages and Show resource packages only options are deselected by default. If you select them, all resources that meet the filter criteria are displayed.

2.2.2 Manual Renewal

2.2.2.1 Manual Renewal Rules

You can renew your yearly/monthly subscribed resources to prolong their validity periods. If a resource is renewed when it is in a grace period or retention period, the renewal for this resource starts from the time when the resource expires, instead of the time when the resource is renewed.

Rules

Renewal constraints

- 1. Reserved instances are not renewable.
- 2. Pay-per-use resources and spot instances are not renewable.
- 3. If an order is not completed, the resources cannot be renewed.
- 4. If an order for changing the specifications of a yearly/monthly resource has been submitted but has not been completed, such a resource is not renewable.
- 5. Yearly/monthly resources that have been changed or are being changed to pay-per-use billing mode are not renewable.
- 6. If a yearly/monthly resource has supplemented resources, the yearly/monthly resource is not renewable until the supplemented resources have been provisioned successfully, ensuring that the yearly/monthly resource and the supplemented resources expire at the same time.
- 7. If a partner's customer accounts in the reseller model is frozen by the partner, the renewals are not allowed for these accounts. Contact the partner to handle it.
- 8. Unsubscribed or released resources are not renewable.
- 9. Resources no longer available are not renewable.

Rules for a consolidated renewal

1. Associated resources must be renewed as a whole. Attached resources can be renewed as a whole or separately.

- Example: You subscribed to an ECS by month with a system disk bound and a VPC configured. When you renew the ECS, the bound system disk must be renewed together. The VPC can be renewed separately.
- 2. Solution product portfolios and DevCloud packages must be renewed as a whole and it is not allowed to renew only some resources in the portfolios or packages.
- 3. If there are applicable discounts for a combined purchase package renewal, you can only renew all resources in the package. If no discounts can be applied for the package renewal, you can renew specific resources in the package separately.
 - Example: You have purchased a promotional package of a monthly ECS (specifications: s6.small.1 ECS + VPC network). You must renew the whole package to use an applicable discount. Only when no discount can be applied for renewing the package, you can renew the monthly ECS and VPC separately.
- 4. For any other package, you can renew it as a whole or renew specific resources in the package. However, after you renew specific resources in a package, the package cannot be renewed as a whole any longer and discounts for a whole package renewal cannot be used.
- 5. The resources in a combined service need to be renewed as a whole, for example, the ECS.

Rules for a batch renewal

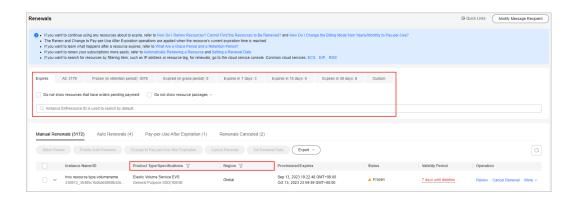
- 1. Resources in commercial use cannot be renewed together with those pending commercial use.
- 2. Offline Dedicated Cloud cannot be renewed in batches.
- 3. If an order is not completed, the resources cannot be renewed in batches.
- 4. Trial products cannot be renewed in batches.
- 5. Portfolio products cannot be renewed in batches.
- 6. Resources no longer available cannot be renewed in batches.

2.2.2.2 Manually Renewing Resources

After purchasing yearly/monthly resources, you can manually renew the resources to prolong the resource usage period.

Procedure

- **Step 1** Go to the **Renewals** page.
- **Step 2** Set the search criteria.

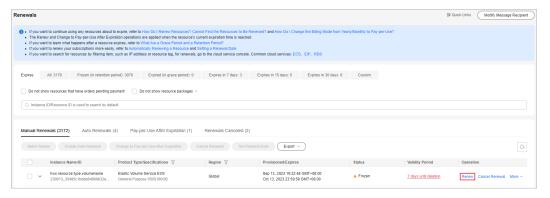


■ NOTE

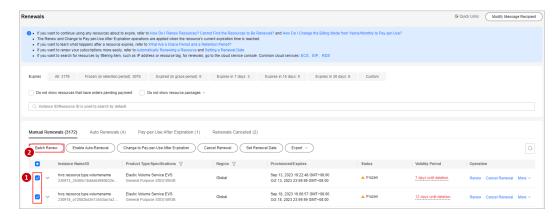
- You can filter instances by instance status, expiration time, instance ID, instance name, order ID, service type, region, or enterprise project (if you have enabled enterprise project management).
- You cannot perform any operations on instances that have orders pending payment. You
 can select the **Do not show resources that have orders pending payment** option to
 filter out such instances, and select the **Do not show resource packages** or **Show**resource packages only option to exclude or include resource packages.
- On the Manual Renewals, Auto Renewals, Pay-per-Use After Expiration, and Renewals Canceled pages, you can view all instances to be renewed and manually renew these instances.
- All instances that need to be renewed manually are displayed on the Manual Renewals tab. For details, see Enabling Manual Renewal.

Step 3 You can renew the resources one by one or in batches:

• **Individual renewal**: Click **Renew** in the **Operation** column for the desired instance.



• **Batch renewal**: Select the desired instances, and click **Renew** on top of the list.

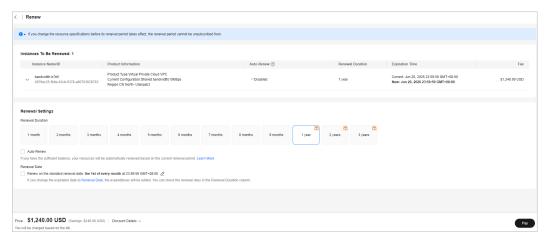


Ⅲ NOTE

Instances with pending payment orders can be renewed only after the orders are paid or canceled. You can click the order No. in the prompt message to go to the order details page. After you pay for or cancel the order, the instance becomes renewable.



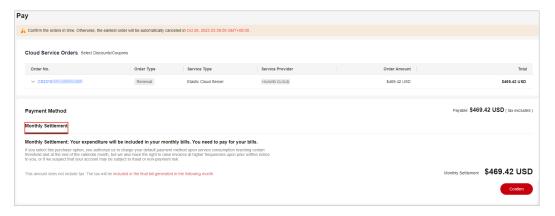
Step 4 Select a renewal duration and click **Pay**.



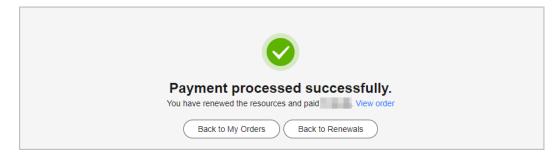
Ⅲ NOTE

- The renewal period varies in the following scenarios:
 - During a batch renewal, if the selected period is not available for certain instances, you can either choose another period or complete the current renewal and renew those instances later.
 - Monthly resource packages can only be renewed on a monthly basis, with a default period of one month. Yearly resource packages can only be renewed on a yearly basis, with a default period of one year. Only OBS resource packages can be purchased on a monthly basis but renewed on a yearly basis.
 - In KooGallery, monthly products can only be renewed on a monthly basis, with a
 default period of one month, and yearly resource packages can only be renewed
 on a yearly basis, with a default period of one year.
- The duration between when the renewal is made and when the instance will expire must be less than 10 years. For example, if you renew an instance on February 29, 2024, it can be renewed to February 28, 2034, 23:59:59 at most.
- When renewing an instance, you can set auto-renewal for it. The auto-renewal period is
 the same as the manual renewal period, and the number of auto-renewal times is not
 limited by default. For more details, see <u>Auto-Renewal Rules</u>.
 - If you manually renew the instance with auto-renewal already enabled, the auto-renewal period and number of auto-renewals remain unchanged.
 - Expired or frozen instances do not support auto-renewal. If an instance still expired after being renewed, it does not support auto-renewal.
 - If all instances do not support auto-renewal or auto-renewal has been enabled for all instances, the check box is not displayed by default.

Step 5 Select discounts and a payment option, and click **Pay**.



Step 6 Click **View order** to view the order details.



----End

2.2.2.3 Setting a Renewal Date

If you set a renewal date for a yearly/monthly subscription, the subscription will expire on the fixed date of a month.

Important Notes

- You can only set the renewal date to a day (from the 1st day to the 28th day of a month, or the last day of a month) but not to a specific date.
- When setting a renewal date, ensure that the renewal duration is longer than one month. After the instances are renewed to the renewal date, the renewal duration is accurate to day, and the renewal amount depends on the renewal duration. For details, see the renewal amount displayed on the page.

Example 1: Assume that you want to set **Renewal Date** to the last day of each month.

If the resource expires on March 25, 2024 and is renewed for one month, the resource will expire on April 30, 2024 after the renewal date is set. Actual renewal duration = Renewal duration + Duration to be supplemented (from April 26 to April 30, 2024) = 1 month + 5 days

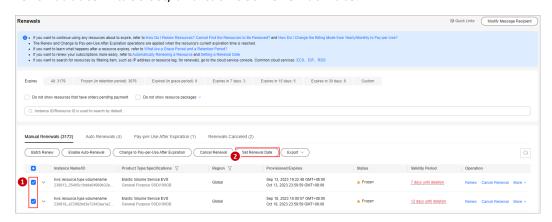
Example 2: Assume that you want to set **Renewal Date** to the first day of each month.

If a resource expired on March 25, 2024 and was renewed for one month, the resource would expire on May 01, 2024 after the renewal date was set. Actual renewal duration = Renewal duration + Duration to be supplemented (from April 26 to May 01, 2024) = 1 month + 6 days

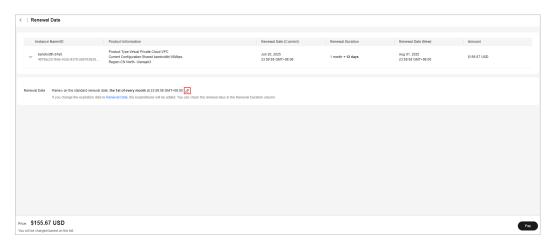
Resource packages do not support setting the same renewal date.

Setting a Renewal Date

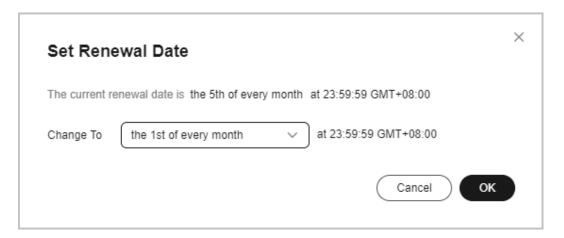
- **Step 1** Go to the **Renewals** page.
- **Step 2** On **Manual Renewals** or **Auto Renewals**, select the instances for which the renewal date will be set, and click **Set Renewal Date**.



Step 3 On the **Renewal Date** page, click \mathcal{Q} . The **Renewal Date** dialog box is displayed.



Step 4 Set the renewal date, and click **OK**. A prompt will be displayed indicating that the setting is successful.

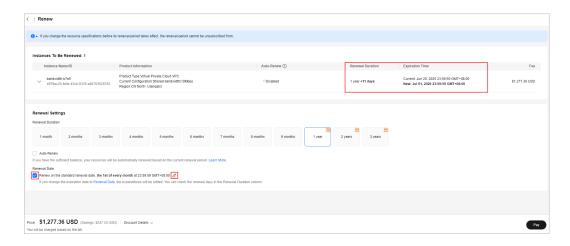


Step 5 Click **Pay**. After the payment is complete, the instances will be renewed to the specified renewal date.

----End

Renewing Resources to the Renewal Date

- **Step 1** Go to the **Renewals** page.
- **Step 2** Select the instance to be renewed.
 - **Individual renewal**: Click **Renew** in the **Operation** column for the desired instance.
 - **Batch renewal**: Select the desired instances, and click **Renew** on top of the list.
- **Step 3** Confirm the instance information, and set the renewal date.



■ NOTE

- ullet Click ${\mathcal Q}$ to change the renewal date.
- In the **Expiration Time** column, you can view the new expiration time after the instance is renewed to the renewal date.
- **Step 4** Click **Pay**. After the payment is complete, the instances will be renewed to the specified renewal date.

----End

2.2.2.4 Enabling Manual Renewal

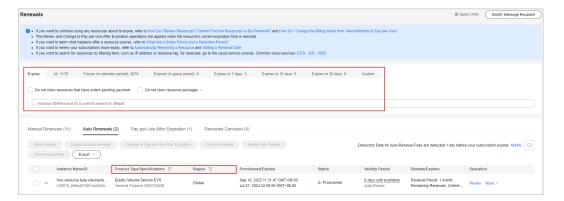
You can set the instances that have been set to be automatically renewed, changed to pay-per-use upon expiration, and not renewed upon expiration to manual renewal. All instances that are set to manual renewal will be moved to the **Manual Renewals** tab.

Important Notes

Products no longer available cannot be set to manual renewal.

Procedure

- **Step 1** Go to the **Renewals** page.
- **Step 2** Set the search criteria.

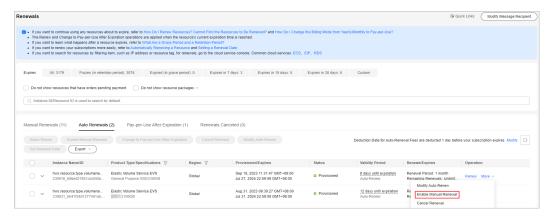


Ⅲ NOTE

- You can filter instances by instance status, expiration time, instance ID, instance name, order ID, service type, region, or enterprise project (if you have enabled enterprise project management).
- You cannot perform any operations on instances that have orders pending payment. You
 can select the Do not show resources that have orders pending payment option to
 filter out such instances, and select the Do not show resource packages or Show
 resource packages only option to exclude or include resource packages.

On the Auto Renewals, Pay-per-Use After Expiration, and Renewals Canceled pages, you can switch the instances to manual renewal.

Step 3 Locate the instances that you want to set to manual renewal on the list. Click **More** > **Enable Manual Renewal** in the **Operation** column.



Step 4 On the displayed page, click **OK**.



----End

2.2.3 Auto-renewal

2.2.3.1 Auto-Renewal Rules

To prevent resource data from being deleted when a resource expires, you can enable auto-renewal after subscribing to a yearly/monthly resource. With auto-renewal, your resources are automatically renewed before expiration.

Application Scope

Auto-renewal applies to yearly/monthly resources, but not to solution portfolio products.

For resources no longer available, you cannot enable or disable auto-renewal, or modify auto-renewal information. If auto-renewal has been enabled, the resources

can still be automatically renewed. However, if you have chosen not to renew a resource after it expires, you cannot automatically renew it anymore.

Table 2-2 Auto-renewable cloud services

| Category | Service | | | |
|----------------------------|---|-----------------------------------|------------------------------------|--|
| Compute | Elastic Cloud Server (ECS) | Bare Metal Server (BMS) | | |
| Storage | Object Storage Service (OBS) | Elastic Volume Service (EVS) | Cloud Backup and Recovery (CBR) | |
| | Scalable File Service (SFS) | | | |
| Networking | Virtual Private Cloud (VPC) | Elastic IP (EIP) | Direct Connect | |
| | Virtual Private Network (VPN) | | | |
| Containers | Cloud Container Engine (CCE) | | | |
| Databases | Relational Database Service (RDS) | Data Replication Service (DRS) | Document Database Service (DDS) | |
| | GaussDB (for MySQL) | | | |
| Security & Compliance | Web Application Firewall (WAF) | Cloud Firewall (CFW) | Cloud Bastion Host (CBH) | |
| | Cloud Certificate Manager (CCM) | Data Encryption Workshop (DEW) | Data Security Center (DSC) | |
| | SecMaster | Host Security Service (HSS) | | |
| Analytics | MapReduce Service (MRS) | Cloud Search Service (CSS) | DataArts Studio | |
| ІоТ | IoT Device Access (loTDA) | | | |
| Middleware | API gateways | | | |
| Developer Services | CodeArts | | | |
| Management & Governance | Application Orchestration Service (AOS) | | | |
| Migration | Cloud Data Migration (CDM) | | | |

| Category | Service | |
|------------|---|--|
| KooGallery | SaaS offerings and manual service offerings | |

Note: As for specifics, see the actual renewal page.

Payment Collection Sequence

Auto-renewals can be paid using your account balance (credit balance), cash coupons, bound credit card, and discounts. They are used in the following order of priority:

Discount (use one at a time) \rightarrow Cash coupon (use one at a time) \rightarrow Account balance (credit balance) or bound credit card (when the account balance is not enough)

If multiple discounts and coupons can be applied, the system uses them in the sequence described above.

For example, the amount for an auto-renewal is \$2,000 USD. The system can use commercial discount (10% off), coupon (\$100 USD), account balance (credit balance, \$1000 USD), and bound credit card to make the payment. Therefore, the actual amount due = $2000 \times 0.9 (10\% \text{ off discount}) - 100 (\text{coupon}) = 1000 (\text{account balance}) + 700 (\text{credit card}) = $1700 USD.$

Discount Usage Rule

The following rules apply only to valid discounts:

 The system selects the best discount from the applicable discounts (commercial discount, discount set by partner, and promotional discount). The promotional discount is used only in some scenarios.

∩ NOTE

Constraints on using promotional discounts: If a resource has a historical order (for example, new purchase order) and the promotional discount was used in the historical order, the system compares the promotional discount with the commercial discount, discount set by partner, and promotional discount. The system selects the promotional discount if it is the best one.

- If there are multiple promotional discounts in historical orders for the resource, the latest effective promotional discount is preferred.
- If multiple promotional discounts with the same effective time in historical orders, the promotional discount used most recently is preferred.

Example: You are eligible for a commercial discount (20%) and a discount set by partner (10%). In historical orders, a promotional discount of 30% (effective date: December 01, 2023) and a promotional discount of 25% (effective date: December 01, 2023) were applied. When your resources were automatically renewed on January 01, 2024, the system compared the most recent promotional discount (25%), the commercial discount (20%), and the discount set by partner (10%), and selected the optimal discount: the promotional discount (25%).

2. If there is no difference to use the commercial discount, discount set by partner, or promotional discount (used in a historical order), the commercial discount is used first, then the discount set by partner, and finally the promotional discount.

Cash Coupon Usage Rule

The following rules apply only to valid cash coupons:

- 1. Huawei Cloud searches all valid cash coupons of the account.
 - If the balance of multiple valid cash coupons can cover the payment,
 Huawei Cloud deducts the amount to be paid from the coupon with the maximum balance for the renewal.
 - If the balance of any valid cash coupon cannot cover the payment, Huawei Cloud selects the one with the maximum balance and will automatically deduct the remaining amount from the account balance (including the credit balance) or settled using the added credit cards.
- 2. If multiple cash coupons have the same balance, Huawei Cloud prefers the cash coupon that expires earliest.
- 3. After requesting the automatic payment for the renewal, Huawei Cloud locks the amount to be deducted from the selected cash coupon. After the payment is complete, the amount is deducted. If the payment fails or times out, the amount is unlocked.

Fee Deduction Time

- If you do not set the auto-renewal deduction date, Huawei Cloud will initiate a payment request at 03:00:00 (GMT+08:00) seven days before the resource expires by default. Once you set the fee deduction date, the system will initiate a payment request at 03:00:00 (GMT+08:00) on the specified date. Make sure you have sufficient account balance or credits in your added credit card. For details, see Setting an Auto-Renewal Fee Deduction Date.
- If the fee deduction for an auto renewal fails due to insufficient account balance or credits of your added credit card, the system will attempt to deduct fees at 03:00:00 (GMT+08:00) every day before the resource expires. Once the fee deduction is successful, the resource is renewed.
- If you enable auto-renewal for a resource about to expire and the resource will expire earlier than 03:00:00 (GMT+08:00) on the expiration date, the auto-renewal may fail. To avoid this situation, the auto-renewal fee is now deducted immediately after you enable auto-renewal.

Auto-Renewal and Manual Renewal

When auto-renewal is enabled, you can still perform a manual renewal. If you pay a renewal manually before the day when you will be automatically charged for the auto-renewal, the system will re-calculate the next auto-renewal day based on the expiration day of the manual renewal.

Rules for Setting Auto-Renewal When Automatically Renewing a Cloud Service

- Auto-renewal period: same as the manual renewal duration.
- Number of auto-renewals: unlimited.

Example: You purchased an ECS, and enabled auto-renewal when you manually renewed it. If you manually renew it for 8 months, the auto-renewal period is 8 months. If you manually renew it for 2 years, the auto-renewal period is 2 years.

Rules for Setting Auto-Renewal When Purchasing a Cloud Service

- Monthly: Your subscription will be automatically renewed each month.
- Yearly: Your subscription will be renewed each year.

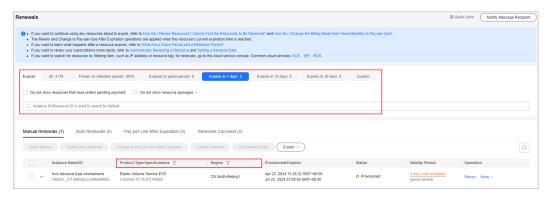
Example: You purchase an ECS and enable auto-renewal for it. If the ECS subscription term is 8 months, it will be automatically renewed each month. If the ECS subscription term is 2 years, it will be automatically renewed each year.

2.2.3.2 Enabling Auto-Renewal

To prevent a resource from being deleted upon expiration, you can enable autorenewal for yearly/monthly resources you frequently use. Note **Auto-Renewal Rules** when enabling auto-renewal.

Procedure

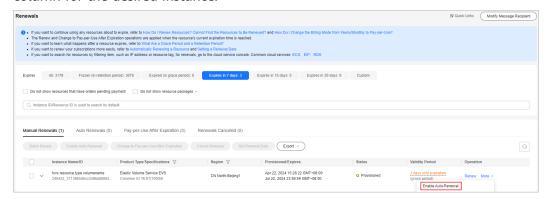
- **Step 1** Go to the **Renewals** page.
- **Step 2** Set the search criteria.



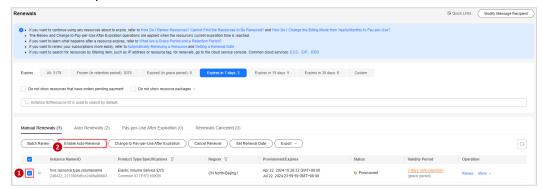
□ NOTE

- You can filter instances by instance status, expiration time, instance ID, instance name, order ID, service type, region, or enterprise project (if you have enabled enterprise project management).
- You cannot perform any operations on instances that have orders pending payment. You
 can select the **Do not show resources that have orders pending payment** option to
 filter out such instances, and select the **Do not show resource packages** or **Show**resource packages only option to exclude or include resource packages.
- On the **Auto Renewals** page, you can view the instances for which autorenewal has been enabled.

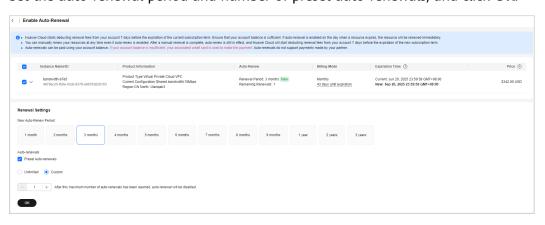
- You can enable auto-renewal for instances on the Manual Renewals, Payper-Use After Expiration, and Renewals Canceled pages.
- **Step 3** The resource can be automatically renewed one by one or in batches:
 - Individual auto-renewal: Click Enable Auto-Renew in the Operation column for the desired instance.



 Batch auto-renewal: Select the desired instances, and click Enable Auto-Renew on top of the list.



Step 4 Set the auto-renewal period and number of preset auto-renewals, and click **OK**.



Ⅲ NOTE

- New Auto-Renew Period: indicates how often an instance is automatically renewed.

 As shown in the preceding figure, if New Auto-Renew Period is changed to 3 months, the system automatically renews the subscription term every three months and charges the renewal fee for three months each time.
- Auto-renewals: By default, this option is not selected, indicating that the number of
 auto-renewals is not limited. You can select Reset Auto-renewals and set the autorenewals to a required value. After the number of auto-renewals reaches the preset
 value, the instance is automatically moved on the Manual Renewals tab, and you need
 to manually renew it.

----End

2.2.3.3 Modifying Auto-Renewal

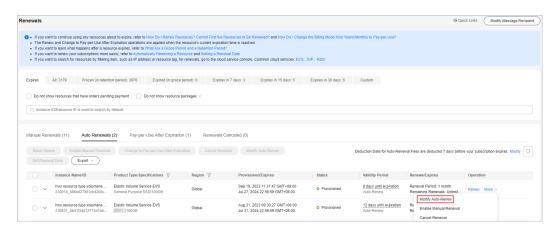
After enabling auto-renewal, you can change the renewal period and number of renewals.

Important Notes

Only auto-renewal information for instances available can be modified.

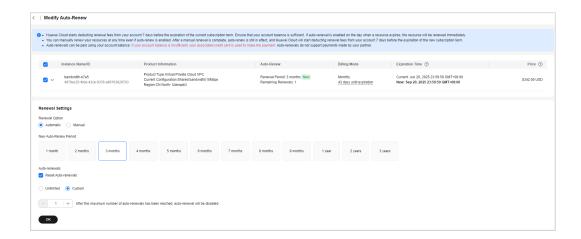
Procedure

- **Step 1** Go to the **Renewals** page.
- **Step 2** On the **Auto Renewals** page, click **Modify Auto-Renew** in the **Operation** column for the desired instance.



□ NOTE

- The instances for which auto-renewal has been enabled are moved to the Auto Renewals page. Modify auto-renewal for these instances on the Auto Renewals page.
- If the **Modify Auto-Renew** button is not displayed, click **More** and you can see the button.
- **Step 3 Renewal Option** is **Automatical** by default, indicating that the system will automatically renew your instances upon expiration. You can change the autorenewal period and number of auto-renewals.



Ⅲ NOTE

- **New Auto-Renew Period**: indicates how often an instance is automatically renewed.

 As shown in the preceding figure, if **New Auto-Renew Period** is changed to 3 months, the system automatically renews the subscription term every three months and charges the renewal fee for three months each time.
- Reset Auto-renewals: By default, this option is not selected. You can select this option, and set the number of auto-renewals to Unlimited or the required value.

Step 4 Click OK.

----End

2.2.3.4 Disabling Auto-Renewal

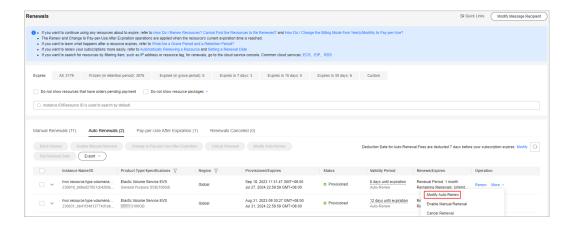
You can disable auto-renewal as needed. All resources that are restored to manual renewal will be moved to the **Manual Renewals** tab.

Important Notes

- If you do not set an auto-renewal fee deduction date, the system will deduct the renewal fee at 03:00:00 (GMT+08:00) seven days before the resource expires. You need to disable auto-renewal before the fee deduction date for the current period. Otherwise, the system will still collect the payment. If you disable auto-renewal after the fee deduction date, the auto-renewal will not work in the next period. If the renewal has not taken effect, you can unsubscribe from the renewal period.
- To disable auto-renewal for resources no longer available, click Cancel Renewal. They will not be renewed upon expiration. Do not click Modify Auto-Renew for such resources.

Procedure

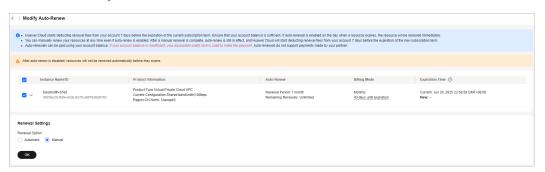
- **Step 1** Go to the **Renewals** page.
- **Step 2** On the **Auto Renewals** page, click **Modify Auto-Renew** in the **Operation** column for the desired instance.



∩ NOTE

- The instances for which auto-renewal has been enabled are moved to the **Auto Renewals** page. Modify auto-renewal for these instances on the **Auto Renewals** page.
- If the Modify Auto-Renew button is not displayed, click More and you can see the button.

Step 3 Set Renewal Option to Manual.



Step 4 Click OK.

----End

2.2.3.5 Setting an Auto-Renewal Fee Deduction Date

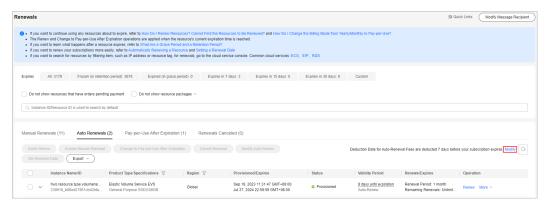
If you enable auto-renewal for resources but do not set a fee deduction date for auto-renewal, the system will deduct the renewal fee at 03:00:00 (GMT+08:00) seven days before the resources expire. If you set a fee deduction date for auto-renewal, the system will deduct the fee at 03:00:00 (GMT+08:00) on the specified date. Make sure you have sufficient account balance or credits in your added credit card. For more details, see **Auto-Renewal Rules**.

Important Notes

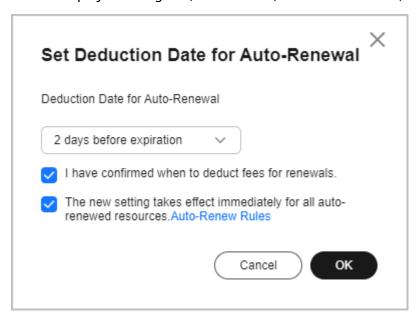
- You can set the auto-renewal date to any day from seven days before the resource expires to the expiration day.
- If you enable auto-renewal for a resource about to expire and the resource will expire earlier than 03:00:00 (GMT+08:00) on the expiration date, the auto-renewal may fail. To avoid this situation, the auto-renewal fee is deducted immediately after you enable auto-renewal on the day when a resource expires.

Procedure

- Step 1 Go to the Renewals page.
- **Step 2** In the upper right corner of the page, view the fee deduction time, and click **Modify**.



Step 3 On the displayed dialog box, set the date, check the hint box, and click **OK**.



----End

2.2.4 Renewing Resource Packages

2.2.4.1 Resource Package Usage Rules

A resource package is a resource quota you buy in advance. If the resource package is used up or expires, you will be billed based on the resource's pay-per-use price. You can view the pricing details on the **Price Calculator** page.



If you have purchased a resource package but still pay for resources at the payper-use price, the resource package may not match your pay-per-use resources. For details, see Why Was My Pay-per-Use Usage Not Deducted from My Resource Package?

Resource Package Types

Resource packages are classified into resettable and non-resettable resource packages.

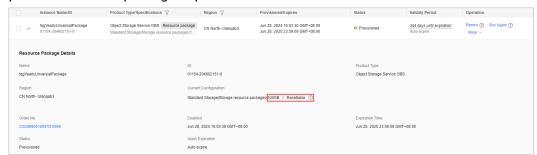
Table 2-3 Resource package types

| Туре | Description |
|-----------------------------------|---|
| Resettabl e package | Its capacity decreases linearly. The capacity is cleared at the end of each reset period and restored at the beginning of the next reset period until the package expires. |
| | For example, if a monthly resettable Cloud Container Instance (CCI) resource package (2,920 GB*hour/month) takes effect from July 01, 2019 00:00:00 to July 01, 2020 00:00:00, 2,920 GB*hour of memory can be deducted each month within the effective period. |
| Non- resettabl e package | Its capacity decreases linearly and is deducted continuously before it is used up. If the total capacity of a non-resettable Image Tagging resource package is 10,000 times and the package is valid from July 01, 2019 00:00:00 to July 01, 2020 00:00:00, 10,000 times can be deducted within the validity period. |

Scenarios

You can perform different operations on resource packages by their types.

- 1. Resource packages that are used up before expiration
 - For a resettable resource package, no operation is required. This is because the capacity will be restored at the beginning of the next reset period before the package expires.



As shown in the figure, a monthly resettable OBS resource package (100 GB for each month) is valid from June 28, 2024 to June 28, 2025. During

this period, you will receive 100 GB traffic every month, and any usage beyond that will be billed on a pay-per-use basis.

- After the package is used up in the current reset period, if you continue using
 the resource, the subsequent usage will be billed at the pay-per-use price. You
 can view the expenditures by choosing Bills > Bill Details after the settlement
 period.
- If the resource package is always used up in advance, you are advised to
 upgrade the specifications of the resource package or purchase more resource
 packages. The specification upgrade cannot take effect until the next reset
 period, while the newly-purchased resource package will take effect
 immediately.

Note: Currently, only some resettable resource packages support specification upgrade. For details, see the specific cloud service page.

 For a non-resettable resource package, you can buy another resource package on the cloud service console or on the Resource Packages page of the Billing Center. The newly-purchased resource package takes effect immediately.



As shown in the figure, a non-resettable CDN resource package (500 GB for six months) is valid from May 13, 2024 to November 13, 2024. During this period, you will receive 500 GB traffic in total. Before the package is used up, buy the resource package again in case of usage interruption.

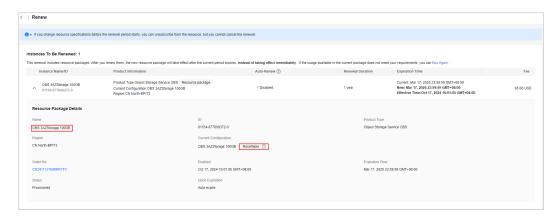
□ NOTE

If auto-renewal is not enabled for a resource package and the package is used up before its expiration, the package expires immediately and cannot be renewed. You can only purchase the package again on the Resource Packages page of the Billing Center or on the cloud service console. If you need to continue using the resources, you are advised to enable auto-renewal for the resource package or manually renew the resource package before it is used up.

2. Resource packages that are about to expire.

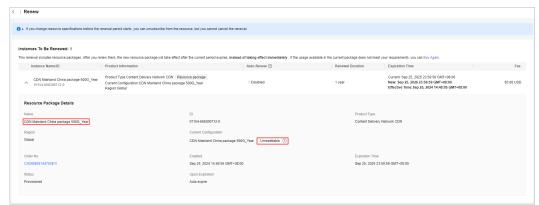
Both resettable and non-resettable resource packages can be renewed to prolong their effective periods.

 After a resettable package is renewed, you can obtain the capacity of the same specifications in each reset period.



As shown in the figure, a monthly resettable OBS resource package (100 GB for each month) is renewed for one year. During the renewal period, you will receive 100 GB traffic every month.

 After a non-resettable resource package is renewed, the displayed capacity is the total in the renewal period.



As shown in the figure, a non-resettable CDN resource package (500 GB for one year) is renewed for one year. During the renewal period, you will receive 500 GB traffic in total.

Ⅲ NOTE

- The Renewals page does not display expired resource packages or resource packages
 that have been used up (auto-renewal not enabled). To view and buy resource packages
 again, go to the Resource Packages page in the Billing Center.
- If you choose to buy a resource package again, the new resource package takes effect immediately. If you choose to renew a resource package, the renewal takes effect only when the original resource package expires. For details, see How Do I Choose Between Renew and Buy Again?

2.2.4.2 Buying Resource Packages Again

By clicking **Buy Again**, you can buy a resource package before it is used up. In addition, you can make the resource package take effect **immediately** or **on a specified time**, preventing any service interruptions.

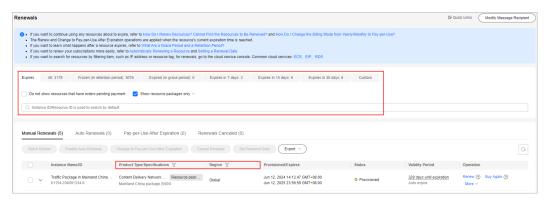
Note that the resource package renewal does not take effect immediately, which may cause usage interruptions. For details, see **How Do I Choose Between Renew and Buy Again?**

Important Notes

- Resource packages that are no longer available cannot be bought again.
- Only resource packages for atomic products can be bought again. Any atomic products in a combined service cannot be bought again.
- OBS 40 GB standard storage packages, OBS 50 GB outbound Internet traffic packages, and VBS 40 GB resource packages cannot be bought again, because special discounts have been given.

Procedure

- Step 1 Go to the Renewals page.
- **Step 2** Set the search criteria.

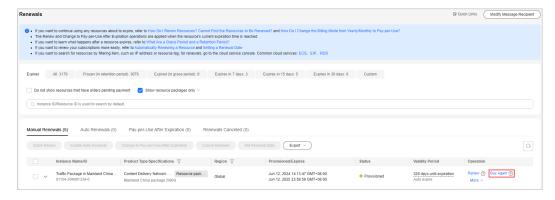


Ⅲ NOTE

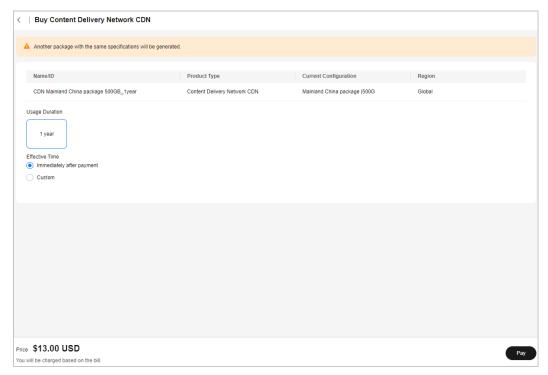
- The option **Show resource packages only** is deselected by default. You can select it to view resource packages only.
- You can filter resource packages by instance status, expiration time, instance ID, instance name, order ID, service type, region, or enterprise project (if you have enabled enterprise project management).
- You cannot perform any operations on resource packages that have orders pending payment. You can select the **Do not show resources that have orders pending** payment option to filter out such resource packages.

You can query all atomic products to be bought again on the **Manual Renewals**, **Auto Renewals**, **Renewals Canceled** pages.

Step 3 Identify the resource package you want to buy again on the **Renewals** page and click **Buy Again** in the **Operation** column.



Step 4 Confirm the package information, usage duration, and effective time, and click **Pay**.



□ NOTE

You can specify the effective time when buying a resource package again.

Step 5 Ensure that the payment is successful to complete the purchase.

----End

2.2.5 From Yearly/Monthly to Pay-per-Use Upon Expiration

You can change the billing mode of resources from yearly/monthly to pay-per-use upon expiration on the **Renewals** page of the Billing Center. The change will take effect after the yearly/monthly resources expire.

Example:

On January 01, 2024, you subscribed to an ECS for one month, and you changed the billing mode to pay-per-use on January 15, 2024. On February 01, 2024 23:59:59, the new billing mode took effect and the ECS started being billed by usage.

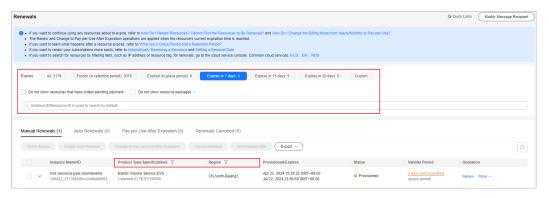
Important Notes

- Only resources in use can have their billing modes changed.
- The billing mode of the resources in the orders being processed cannot be changed to pay-per-use upon expiration.
- If your account is frozen for legal management, the billing mode of all your resources cannot be changed to pay-per-use upon expiration. If one of your resources is frozen for legal management, the billing mode of the resource cannot be changed to pay-per-use upon expiration.

- The billing mode of products no longer available cannot be changed to payper-use upon expiration.
- The billing mode of solution portfolio products cannot be changed to pay-peruse upon expiration.
- The billing mode of resource packages cannot be changed to pay-per-use upon expiration.
- Products participating in special reward activities cannot be changed to payper-use immediately. They can be changed to pay-per-use upon expiration.

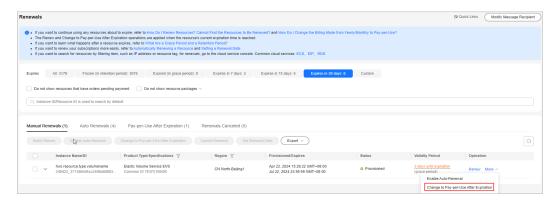
Procedure

- **Step 1** Go to the **Renewals** page.
- **Step 2** Set the search criteria.



□ NOTE

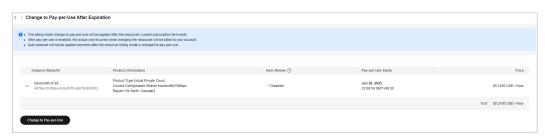
- You can filter instances by instance status, expiration time, instance ID, instance name, order ID, service type, region, or enterprise project (if you have enabled enterprise project management).
- You cannot perform any operations on instances that have orders pending payment. You
 can select the **Do not show resources that have orders pending payment** option to
 filter out such instances, and select the **Do not show resource packages** or **Show**resource packages only option to exclude or include resource packages.
- On the **Pay-per-Use After Expiration** page, you can view the instances whose billing mode will be changed to pay-per-use upon expiration.
- You can set instances on the Manual Renewals, Auto Renewals, and Renewals Canceled pages to be changed to pay-per-use upon expiration.
- **Step 3** The procedure for changing the billing mode of a single instance to pay-per-use upon expiration is different from that for multiple instances.
 - Single instance: Choose More > Change to Pay-per-Use After Expiration in the Operation column for the desired instance.



 Multiple resources: Select the check boxes for the desired instances, and click Change to Pay-per-Use After Expiration on top of the list.



Step 4 Confirm the billing details of the cloud service, such as the start time and price. Click **Change to Pay-per-Use**.



----End

2.2.6 Non-Renewal After Expiration

If you no longer use a resource after it expires, you can set it to be not renewed after expiration. The resource will be moved to the **Renewals Canceled** page.

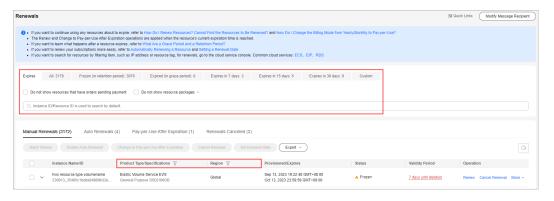
Important Notes

For resources on the **Renewals Canceled** page, you can choose to manually renew them, enable auto-renewal again, or restore to manually renewing them. However, these operations are not allowed for resources no longer available.

Procedure

Step 1 Go to the **Renewals** page.

Step 2 Set the search criteria.



∩ NOTE

- You can filter instances by instance status, expiration time, instance ID, instance name, order ID, service type, region, or enterprise project (if you have enabled enterprise project management).
- You cannot perform any operations on instances that have orders pending payment. You
 can select the **Do not show resources that have orders pending payment** option to
 filter out such instances, and select the **Do not show resource packages** or **Show**resource packages only option to exclude or include resource packages.
- On the **Renewals Canceled** page, you can query the instances that have been set to be not renewed upon expiration.
- You can set instances on the Manual Renewals, Auto Renewals, and Payper-Use After Expiration pages to be not renewed upon expiration.
- **Step 3** Click **Cancel Renewal** or choose **More** > **Cancel Renewal** in the **Operation** column for the desired instance.



Step 4 On the displayed page, click **OK**.



----End

2.2.7 Releasing Resources

You can release resources that are in the **Expired** or **Frozen** status if needed.

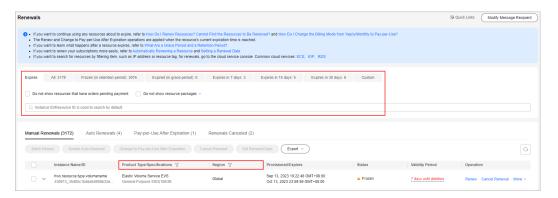
Important Notes

- The resources in the orders being processed cannot be released.
- The number of resource releases is not restricted.
- You can release resources by yourself and do not need to contact customer service.
- If your account is frozen due to arrears or violation, all your resources can still be released or deleted. If one of your resources is frozen due to arrears or violation, the resource can still be released or deleted.
 - If your account is frozen for legal management, all your resources cannot be released or deleted. If one of your resources is frozen for legal management, the resource cannot be released or deleted.
- Resources bound to a primary resource are released together with the primary resource. Resources attached to a primary resource are not released together with the primary resource and can still be used.

Example: You subscribed to an ECS by month with a system disk bound and a VPC configured. When you release the ECS, the system disk is also released, but the VPC can still be used.

Procedure

- **Step 1** Go to the **Renewals** page.
- **Step 2** Set the search criteria.



□ NOTE

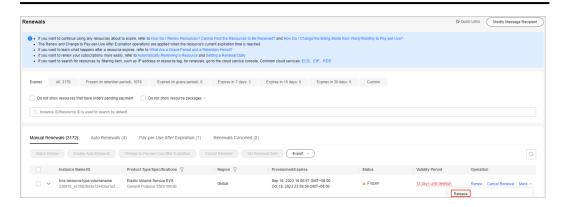
- You can select Frozen (in retention period) or Expired (in grace period) to quickly search for instances to be released.
- You can filter instances by instance ID, instance name, order ID, service type, region, or enterprise project (if you have enabled enterprise project management).

On the Manual Renewals, Auto Renewals, Pay-per-Use After Expiration, and Renewals Canceled pages, you can release expired or frozen instances.

Step 3 Click **More** > **Release** in the **Operation** column for the desired instance.



After an instance is released, the instance and its data cannot be restored. Exercise caution when performing this operation.



Step 4 Check the information of the instance to be released and click **Release**.



----End

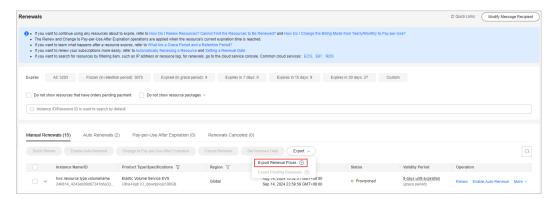
2.2.8 Exporting the Renewal Data

2.2.8.1 Exporting Renewal Prices

You can export the price of all instances to be renewed by one click. A maximum of 10,000 records can be exported at a time.

Procedure

- **Step 1** Go to the **Renewals** page.
- Step 2 Click Export, and select Export Renewal Prices.



Step 3 Go to the **Export History** page, click **Download** in the **Operation** column to download the file.



Ⅲ NOTE

IAM users can only view and download their own exported files, but cannot view or download other exported files of their account or exported files of other IAM users under their account.

----End

2.2.8.2 Exporting Pending Renewals

Before renewing an instance, you can export your renewal list to request funds from your finance department.

Procedure

- **Step 1** Go to the **Renewals** page.
- **Step 2** Set the search criteria.

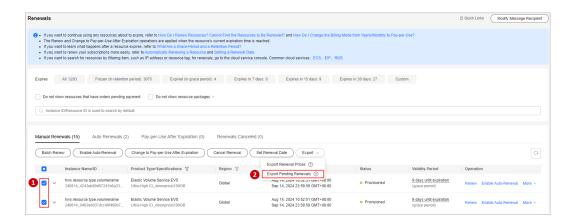


□ NOTE

- You can filter instances by instance status, expiration time, instance ID, instance name, order ID, service type, region, or enterprise project (if you have enabled enterprise project management).
- You cannot perform any operations on instances that have orders pending payment. You
 can select the **Do not show resources that have orders pending payment** option to
 filter out such instances, and select the **Do not show resource packages** or **Show**resource packages only option to exclude or include resource packages.

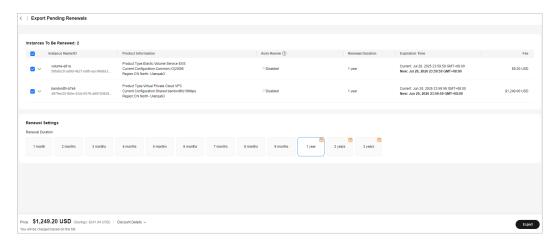
On the Manual Renewals, Auto Renewals, Pay-per-Use After Expiration, and Renewals Canceled pages, you can view instances to be renewed and manually renew these instances.

Step 3 Select the desired instance. Click **Export**, and select **Export Pending Renewals**.



□ NOTE

- Resources no longer available cannot be exported in batches.
- A maximum of 200 records can be exported at a time.
- **Step 4** Select the renewal duration, confirm the renewal price and discount details, and click **Export**.



Step 5 Go to the **Export History** page, click **Download** in the **Operation** column to download the file.



----End

2.2.9 Resource Statuses

Table 2-4 Resource statuses

| Resource Status | Description |
|-----------------|--|
| Provisioned | The yearly/monthly subscription or resource package is within the validity period. |

| Resource Status | Description |
|-----------------|---|
| Expired | The yearly/monthly subscription has expired but has not been renewed, and it is now in the grace period . |
| Frozen | The yearly/monthly subscription has expired but has still not been renewed when the grace period ends, and it is now in the retention period. |

2.3 My Orders

2.3.1 Paying for Orders

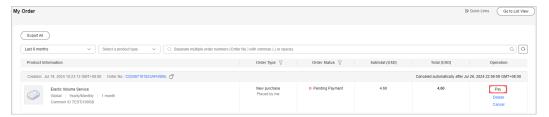
You can pay for an order on the My Orders page.

Procedure

- **Step 1** Go to the **My Orders** page.
- **Step 2** You can enter an order No. to search for orders to be paid, or filter these orders by creation time, service type, order type, or order status.



Step 3 Click Pay for a desired order.



Step 4 Select discounts and a payment method, and click **Pay**.

□ NOTE

You can also go to the **Unpaid Orders** page to pay for an order. For details, see **Paying for Orders**.

----End

2.3.2 Enabling Auto Payment

If you enable auto payment when purchasing a cloud service, the system automatically collects the payment based on the payment method you specified. You can view the order status on the **My Orders** page.

Table 2-5 Payment scenarios

| Scenario | Order Status | Action Required |
|--|-------------------------|------------------------|
| Auto payment not enabled | Pending payment | Make a manual payment. |
| Auto payment enabled (payment succeeded) | Processing or completed | None. |
| Auto payment enabled (payment failed) | Pending payment | Make a manual payment. |

Application Scenarios

Auto payment can be used for new resource purchases, manual renewals, resource specification upgrades, renewal changes, and changes from pay-per-use to yearly/monthly.

Auto Payment Rules

1. Payment Sequence

The system can automatically pay bills from your account balance (including credit balance) or (preferred) using monthly settlement. Discounts and cash coupons can also be used in the following sequence:

Discount (only one at a time) \rightarrow Cash coupon (only one at a time) \rightarrow Account balance (credit balance) or monthly settlement

If both discounts and cash coupons are applicable, the system uses them in sequence.

- 2. **Discounts in Auto Payment** (All mentioned discounts are valid here by default.)
 - a. The system selects the best discount from applicable discounts (commercial discounts, discounts set by partner, and promotional discounts). Promotional discounts are used only in certain scenarios.

Constraints on using promotional discounts:

- In manual renewals, specification upgrades, and renewals with specification changed scenarios, if a resource has a historical order (for example, a new purchase order) with a promotional discount applied, the system compares the promotional discount with the commercial discount, and the discount set by partner. The system then selects the promotional discount if it is the best one.
- In some scenarios, such as new purchase or changing from pay-per-use to yearly/monthly, promotional discounts cannot be used because there are no historical orders. You can use the promotional discounts on the promotion page. For details, see the specific rules on the promotion page.
- Historical orders refer to the orders that exist before the current order is created. For example, if you place a new purchase order and then initiate specification changes, resulting in a second order. In this case, the first order is considered as a historical order relative to the second one. If a promotional discount was applied in the first order, the system can apply this discount when the second order is automatically paid.

Example: Suppose you placed an order for a cloud service on November 20, 2024, with a promotional discount of 25% applied. On December 20, 2024, you wanted to change the cloud service, and you had the following applicable discounts: commercial discount (20%), discount set by partner (10%), promotional discount (25%), and promotional discount (30%). In this case, the system compares the promotional discount (25%) that had been applied in the historical order with the commercial discount (20%), and with the discount set by partner (10%). As the promotional discount (25%) is the best one, the system selects it when calculating the price of the order.

b. If the commercial discount, discount set by partner, and promotional discount offer equivalent benefits, the discounts will be applied in the following priority: commercial discount, followed by discount set by partner, and then promotional discount.

3. Coupon Usage

The following rules apply only to valid cash coupons:

- a. Huawei Cloud searches all valid cash coupons of the account.
 - If the balance of multiple valid cash coupons can cover the payment, Huawei Cloud deducts the amount to be paid from the coupon with the maximum balance for the payment.
 - If the balance of any valid cash coupon cannot cover the payment, Huawei Cloud selects the one with the maximum balance and will automatically deduct the remaining amount from the account balance (including the credit balance) or settle at the end of the month.
- b. If multiple cash coupons have the same balance, Huawei Cloud prefers the cash coupon that expires earliest.
- c. After requesting the automatic payment, Huawei Cloud locks the amount to be deducted from the selected cash coupon. After the payment is complete, the amount is deducted. If the payment fails or times out, the amount is unlocked.

2.3.3 Canceling Orders

You can cancel an order on the My Orders page.

Procedure

- **Step 1** Go to the **My Orders** page.
- **Step 2** You can enter an order No. to search for orders to be canceled, or filter these orders by creation time, service type, order type, or order status.



Step 3 Click Cancel in the Operation column of the order to be canceled.



■ NOTE

When a combined order is canceled, all orders stated in the combined order are canceled together.

Step 4 Click OK.

□ NOTE

- You can also go to the Unpaid Orders page to cancel an unpaid order. For details, see Canceling Orders.
- If the order cannot be paid, it will be automatically canceled. For details, see Why Is My Order Automatically Canceled?. You can click ② to check the cancellation reason.

----End

2.3.4 Viewing Order Details

Order details include information about the order itself, ordered resources, and order amount.

Procedure

- **Step 1** Go to the My Orders page.
- **Step 2** You can enter an order No. to search for orders, or filter orders by creation time, service type, order type, or order status.



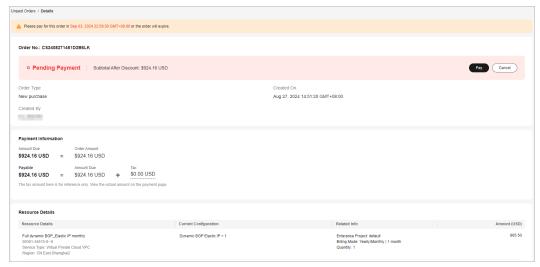
Step 3 Click **Details** in the **Operation** column of the target order, or click the order No. to go to the order details page.



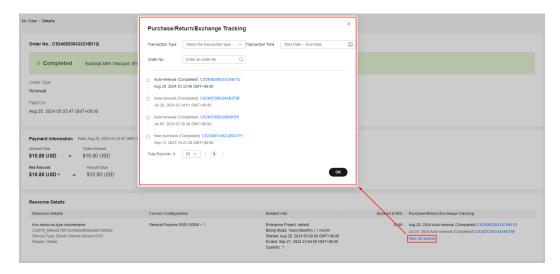
□ NOTE

If the order status is **Processing**, ② indicates that resources are being created and ③ indicates that the order contains a resource that failed to be created.

- Within 10 minutes generally, but it depends on the specific cloud service.
- If your cloud service order has any resources that fail to be provisioned, you will be automatically unsubscribed from the resources. You can view the refund details on the order details page.
- If an order is **Pending payment**, you can pay for or cancel the order on the order details page.



• If an order is **Completed**, you can view the resources on the order details page. If other transaction operations have been performed on the resources, you can view the transaction records.



MOTE

By default, three transaction records are displayed on the order details page. To view more records, click **View all records**. In the displayed dialog box, you can search for transaction records by transaction type, creation time, or order number.

----End

2.3.5 Exporting Orders

You can export all orders and download the order list.

Procedure

- **Step 1** Go to the **My Orders** page.
- **Step 2** Set search criteria and click **Export All** in the upper left corner of the order list.



Step 3 On the **Export History** page, locate the exported file and click **Download** in the **Operation** column.



□ NOTE

IAM users can only view and download its own exported files, but not the exported files of Huawei Cloud account or exported files of other IAM users under this account.

----End

2.3.6 Order Statuses

Table 2-6 Order statuses

| Order Status | Description |
|--------------------|--|
| Pending payment | The order has been submitted and is pending payment. |
| Pending approval | The purchase order has been submitted and is pending approval. The unsubscription request has been submitted and is pending approval. |
| Refund in progress | The unsubscription or return order has been submitted and the refund is in progress. |
| Processing | The order has been submitted and the resource is being provisioned. |
| Completed | The subscriptions, changes, renewals, or unsubscriptions have completed. |
| Canceled | The order has been canceled by the customer or the system. |
| Pending review | The order has been placed by an account manager on behalf of their customer and is pending review. |

2.4 Changing Resource Specifications and Billing Modes

2.4.1 Pricing of a Changed Specification

If the specifications of a yearly/monthly resource do not meet your service requirements, you can change them on the **cloud service console** and pay for the new specifications.

This section applies only to yearly/monthly subscriptions.

Billing

Specifications can be changed in the following ways:

- **Upgrades**: You change the current specification of a resource to a new, more expensive specification and then pay for the difference.
- **Downgrades**: You change the current specification of a resource to a new, less expensive specification and Huawei Cloud refunds the difference.
- **Capacity expansion** (EVS as an example): You expand the EVS disk capacity and pay for the price difference for the expansion.

NOTE

- 1. Due to the discount validity, the amount displayed on the operation page may be different from that in the order. For the actual amount, see your order.
- 2. The upgrade and capacity expansion fees will be charged through monthly bill settlement, credit card, or third-party online payment. The downgrade fees will be refunded to the original account. For details, see **Refunding**.
- 3. After you initiate a specification upgrade or capacity expansion, the Billing Center will generate an order for you. Before the order expires, the fees on the order remain unchanged although the remaining duration changes. If you do not pay on the day of a specification upgrade or capacity expansion, you can cancel the order and initiate a change again.
- 4. The examples in this document are for reference only. The calculation results in these examples contain only two decimal places. When calculating the price for specification changes and capacity expansion, you are advised to retain at least eight decimal places to ensure consistency between the results calculated and presented.

Specification Upgrades

1. Rules:

- Upgrade price (without any discount) = Price of the new specification x Remaining duration - Price of the original specification x Remaining duration
- Other scenarios:

Upgrade price **with a discount** = (Price of the new specification x Remaining duration - Price of the old specification x Remaining duration) x Discount

Upgrade price (with a fixed price) = (Price of the new specification x Remaining duration – Price of the old configuration x Remaining duration) x (Fixed price of the new configuration/List price for the subscription term)

Upgrade price (with an amount off) = Price of the new specification x Remaining duration - Price of the old specification x Remaining duration -Amount off

□ NOTE

- Discounts: You can check whether there are any discounts available for your account on the Discountspage in the Billing Center. For details, see How Do I Use Discounts and Coupons When Paying for an Order?
- Price of the new specification: It is calculated based on the billing mode (yearly
 or monthly) and the remaining duration of an unexpired order. The unexpired
 order can be either the valid order and the order about to take effect. The
 calculation works as follows:
 - The pricing depends on the billing mode (yearly or monthly) of the unexpired order. If the unexpired order contains a yearly subscription, the new price is matched to the yearly pricing; if it contains a monthly subscription, the new price is matched to the monthly pricing.
 - The remaining duration of the unexpired order is rounded up to the nearest integer.
 - The commercial/promotional discounts are matched to the subscription term.
 For 1-year subscription, the 1-year commercial/promotional discounts are used.

For example, a resource has the prices for the 1-year, 2-year, and 3-year subscriptions. You purchased the resource with a 3-year subscription term and upgraded the specifications after using it for 3 months. The remaining duration was two years and nine months. The system would round the remaining duration up to the nearest integer and find the price for the 3-year subscription.

- **Price of the original specifications**: It is calculated based on the purchased subscription term.
- Remaining duration (accurate to hour): If you initiate a specification upgrade on the day of purchasing the resource, the remaining duration is calculated from 00:00:00 on the next day. If you initiate a specification upgrade after the day of purchasing the resource, the remaining duration is calculated from the beginning of the next hour when the upgrade is initiated.

Example: You purchased a yearly ECS at 10:30:00 on January 01, 2024, and the ECS would expire at 23:59:59 on January 01, 2025. If you initiated a specification upgrade on January 01, 2024, the remaining duration is calculated starting from 00:00:00 on January 02, 2024. If you initiated a specification upgrade at 18:40:00 on January 02, 2024, the remaining duration is calculated starting from 19:00:00 on January 02, 2024.

- Remaining duration of a monthly resource = Remaining duration of each calendar month/Total duration of the calendar month
 - Example: You purchased a monthly ECS at 10:30:00 on June 15, 2024, and the subscription expires at 23:59:59 on July 15, 2024. At 18:40:00 on June 25, 2024, you initiated a specification upgrade. Remaining duration = Remaining duration of June/Total duration of June + Remaining duration of July/Total duration of July = 5 days and 5 hours/30 days + 15 days/31 days \approx 0.65 months
- Remaining days of a yearly subscription = Remaining days/365 (The remaining days do not include February 29 in the leap year.)
 - Example: You purchased a yearly ECS at 10:30:00 on June 15, 2024, and the subscription expires at 23:59:59 on June 15, 2025. You changed the ECS specification at 18:40:00 on December 1, 2024. Remaining duration = Remaining duration of 2024 + Remaining duration of 2025 = 30 days and 5 hours/365 days + 166 days/365 days \approx 0.53 years
- 2. Examples: (The following prices are for reference only. For the actual prices, see **Pricing Details**.)
 - Example 1: Specification upgrade without any discount

At 10:30:00 on November 01, 2023, you purchased a monthly ECS with specification A. The ECS would expire at 23:59:59 on December 01, 2023. The price of specification A was \$120 USD/month, the amount due was \$120.00 USD, and the paid amount was \$120.00 USD.

At 18:40:00 on November 05, 2023, you upgraded the ECS specifications from A to B. The price of specification B was \$150 USD/month. Remaining duration (excluding the hour when the change was initiated) = Remaining duration of November/Total duration of November + Remaining duration of December/Total duration of December = 25 days and 5 hours/30 days + 1 day/31 days ≈ 0.87 months

Upgrade price = Price of specification B x Remaining duration - Price of specification A x Remaining duration = 150 x 0.87 - 120 x 0.87 \approx \$26.17 USD

- Example 2: Specification upgrade with a discount

At 10:30:00 on November 01, 2023, you purchased a monthly ECS with specification A. The ECS would expire at 23:59:59 on December 01, 2023. The price of specification A was \$120 USD/month. You used the commercial discount (10%) and paid \$108.00 USD.

At 18:40:00 on November 05, 2023, you upgraded the ECS specifications from A to B. The price of specification B was \$150 USD/month, and the commercial discount (10%) was applicable. Remaining duration (excluding the hour when the change was initiated) = Remaining duration of November/Total duration of November + Remaining duration of December/Total duration of December = 25 days and 5 hours/30 days + 1 day/31 days \approx 0.87 months

Upgrade price = (Price of specification B x Remaining duration - Price of specification A x Remaining duration) x (1 - Discount) = (150 x $0.87 - 120 \times 0.87$) x (1 - 90%) $\approx 23.55 USD

Example 3: Specification upgrade with a fixed price

At 10:30:00 on November 01, 2023, you purchased a monthly ECS with specification A. The ECS would expire at 23:59:59 on December 01, 2023. The price of specification A was \$120 USD/month, the amount due was \$120.00 USD, and the paid amount was \$120.00 USD.

At 18:40:00 on November 05, 2023, you upgraded the ECS specifications from A to B. The list price of specification B was \$150 USD/month, and its fixed price was \$100 USD/month. Remaining duration (excluding the hour when the change was initiated) = Remaining duration of November/ Total duration of November + Remaining duration of December/Total duration of December = 25 days and 5 hours/30 days + 1 day/31 days \approx 0.87 months

Upgrade price = (List price of specification B x Remaining duration - Price of specification A x Remaining duration) x (Fixed price of specification B /List price of specification B) = $(150 \times 0.87 - 120 \times 0.87) \times (100/150) \approx 17.45 USD

Specification Downgrades

NOTICE

- The system calculates the refund based on your actually paid amount. If the resources were purchased using cash coupons, discount coupons, or promotional discounts, the refund for specification downgrade may be 0 or less. In this case, you will not get a refund.
- The specifications of resources involved in a reward-based promotion cannot be downgraded.

1. Rules:

Downgrade refund = Price of the remaining duration - Price of the new specifications x Remaining duration x Discount (The value for the remaining duration does not include the amount paid using cash coupons.)

- Price for the remaining duration = Paid amount/Order duration x Remaining duration (accurate to hour) For specification downgrade, the total duration and remaining duration of the order are rounded down by hour.
 - Order duration: calculated from the hour when the order takes effect. For example, if a resource is purchased at 10:30, the total order duration starts from 10:00.
 - Remaining duration: calculated from the hour when the specification downgrade is initiated. For example, if the resource specifications are downgraded at 18:40, the remaining duration is calculated from 18:00.
- **Price of the new specification**: It is calculated based on the remaining duration. The remaining duration is rounded down to the nearest integer to match the price and discount. The commercial/promotional discounts are matched to the subscription term. For example, if the subscription term is 1 year, the 1-year commercial/promotional discounts are used.
 - For example, a resource has the prices for the 1-year, 2-year, and 3-year subscriptions. You purchased the resource with a 3-year subscription term and downgraded the specifications after using it for 3 months. The remaining duration was two years and nine months. The system would round the remaining duration down to the nearest integer and find the price for the 2-year subscription.
- Remaining duration (accurate to hour): If you initiate a specification downgrade
 on the day of purchasing the resource, the remaining duration is calculated from
 00:00 on the next day. If you initiate a specification downgrade after the day of
 purchasing the resource, the remaining duration is calculated from the beginning
 of the next hour when the downgrade is initiated.
 - Example: You purchased a yearly ECS at 10:30:00 on January 01, 2024, and the ECS would expire at 23:59:59 on January 01, 2025. If you initiated a specification downgrade on January 01, 2024, the remaining duration is calculated starting from 00:00:00 on January 02, 2024. If you initiated a specification downgrade at 18:40:00 on January 02, 2024, the remaining duration is calculated starting from 18:00:00 on January 02, 2024.
 - Remaining duration of a monthly resource = Remaining duration of each calendar month/Total duration of the calendar month
 - Remaining days of a yearly subscription = Remaining days/365 (The remaining days do not include February 29 in the leap year.)
- 2. Cash coupons that have been used for the specifications will not be returned when the specifications are downgraded.

 Discounts applicable for the specification downgrade of yearly/monthly resources include commercial discounts, discounts set by partner, and promotional discounts. When you initiate a specification downgrade, the system will select the discounts for you according to relevant rules. You cannot select them by yourselves.

■ NOTE

The following rules apply only to valid discounts:

- 1. The system selects the best discount from the applicable discounts (commercial discount, discount set by partner, and promotional discount). **The promotional discount is used only in some scenarios.**
 - Constraints on using promotional discounts: If a resource has a historical order (for example, new purchase order) and the promotional discount was used in the historical order, the system compares the promotional discount with the commercial discount, discount set by partner, and promotional discount. The system selects the promotional discount if it is the best one.
- 2. If there are multiple promotional discounts in historical orders for the resource, the latest effective promotional discount is preferred.
- 3. If multiple promotional discounts with the same effective time in historical orders, the promotional discount used most recently is preferred.
- 4. If there is no difference to use the commercial discount, discount set by partner, or promotional discount (used in a historical order), the commercial discount is used first, then the discount set by partner, and finally the promotional discount.
- 4. Examples: (The following prices are for reference only. For the actual prices, see **Pricing Details**.)
 - Example 1: Specification downgrade without any discount

At 10:30:00 on November 01, 2023, you purchased a monthly ECS with specification A. The ECS would expire at 23:59:59 on December 01, 2023. The total order duration is 30 days and 14 hours (including the hour when the order takes effect). The price of specification A was \$120 USD/month, the amount due was \$120.00 USD, and the paid amount was \$120.00 USD.

At 18:40:00 on November 05, 2023, you downgraded the ECS specifications from A to B. The price of specification B was \$90 USD/month. The remaining duration is 26 days and 6 hours (including the hour when the downgrade is initiated). Remaining duration = Remaining duration of November/Total duration of November + Remaining duration of December/Total duration of December=25 days and 6 hours/30 days + 1 day/31 days ≈ 0.87 months

Price of the remaining duration = Paid amount/Order duration x Remaining duration = \$120 USD/30 days and 14 hours x 26 days and 6 hours $\approx 102.99 USD

Refund = Price of the remaining duration - Price of specification B x Remaining duration = $102.99 - 90 \times 0.87 \approx 24.34 USD

- Example 2: Specification downgrade with cash coupons used

At 10:30:00 on November 01, 2023, you purchased a monthly ECS with specification A. The ECS would expire at 23:59:59 on December 01, 2023. The total order duration is 30 days and 14 hours (including the hour when the order takes effect). The price of specification A was \$120 USD/month, and you used a cash coupon (\$60.00 USD) and actually paid \$60.00 USD.

At 18:40:00 on November 05, 2023, you downgraded the ECS specifications from A to B. The price of specification B was \$90 USD/month. The remaining duration is 26 days and 6 hours (including the hour when the downgrade is initiated). Remaining duration = Remaining duration of November/Total duration of November + Remaining duration of December/Total duration of December = 25 days and 6 hours/30 days + 1 day/31 days ≈ 0.87 months

Price of the remaining duration = Paid amount/Total duration x Remaining duration = \$60 USD/30 days and 14 hours x 26 days and 6 hours $\approx 51.49 USD (used cash coupons will not be returned)

Refund = Price of the remaining duration - Price of specification B x Remaining duration = 51.49 - 90 x 0.87 < 0

The refund amount is 0 by default. The downgrade is successful but no refund is returned.

- Example 3: Specification downgrade with a discount

At 10:30:00 on November 01, 2023, you purchased a monthly ECS with specification A. The ECS would expire at 23:59:59 on December 1, 2023. The total order duration is 30 days and 14 hours (including the hour when the order takes effect). The price of specification A was \$120 USD/month. You used the commercial discount (10%) and paid \$108.00 USD.

At 18:40:00 on November 05, 2023, you downgraded the ECS specifications from A to B. The price of specification B was \$90 USD/month, and the commercial discount (10%) was applicable. The remaining duration is 26 days and 6 hours (including the hour when the downgrade is initiated). Remaining duration = Remaining duration of November/Total duration of November + Remaining duration of December/Total duration of December=25 days and 6 hours/30 days + 1 day/31 days \approx 0.87 months

Price of the remaining duration = Paid amount/Order duration x Remaining duration = \$108 USD/30 days and 14 hours x 26 days and 6 hours \approx \$92.69 USD

Refund = Price of the remaining duration - Price for specification B x Remaining duration x discount = 92.69 - 90 x 0.87 x 90% = \$21.90 USD

Capacity expansion (using an EVS disk as an example)

NOTICE

The rules of calculating the specification upgrade price do not apply to the capacity expansion price.

1. Rules:

Capacity expansion price = Capacity after expansion x Remaining duration x Unit price of capacity - Capacity before expansion x Remaining duration x Unit price of capacity

• Capacity unit price is calculated based on the billing mode (yearly/monthly) and the remaining duration of an unexpired order.

For example, an EVS disk has the prices for 1-year, 2-year, and 3-year subscriptions. After purchasing the EVS disk for 1-year subscription, you renewed it for 8 months and then renewed it for one year again. After using it for 3 months, you expanded its capacity. The remaining duration was two years and five months. The system would round the remaining duration up to the nearest integer and find the price for the 3-year subscription.

- Remaining duration (accurate to hour): It is calculated in the same way as that in the specification upgrades.
 - Remaining duration of a monthly resource = Remaining duration of each calendar month/Total duration of the calendar month
 - Remaining days of a yearly subscription = Remaining days/365 (The remaining days do not include February 29 in the leap year.)
- 2. Examples: (The following prices are for reference only. For the actual prices, see **Pricing Details**.)

At 10:30:00 on November 01, 2023, you purchased a monthly 10 GB EVS. The subscription would expire at 23:59:59 on December 01, 2023. The unit price of the EVS was \$0.35/GB/month, the amount due was \$3.50 USD, and the paid amount was \$3.50 USD.

At 18:40:00 on November 5, 2023, you expanded the EVS from 10 GB to 60 GB. Remaining duration (excluding the hour when the expansion was performed) = Remaining duration of November/Total duration in November + Remaining duration of December/Total duration of December = 25 days and 5 hours/30 days + 1 day/31 days \approx 0.87 months

Capacity expansion price = Capacity after expansion x Remaining duration x Unit price of capacity - Capacity before expansion x Remaining duration x Unit price of capacity = $60 \times 0.87 \times 0.35 - 10 \times 0.87 \times 0.35 \approx 15.26 USD

2.4.2 Changing the Billing Mode

2.4.2.1 Overview of Billing Mode Changes

If the current billing mode of resources does not meet service requirements, you can change the billing mode to a more appropriate one.

Pay-per-use: Apply for resources first, and then pay only for the actual resource usage.

Yearly/Monthly: Subscribe to resources for 1 month, 1 year, multiple months, or multiple years and pay for them at a time. Once payment is completed, the resources are allocated to you. If not renewed upon expiration, they will be released.

| Change Type | Scenario | Effective Time | Price |
|--|---|--|---|
| From Pay-per- Use to Yearly/ Monthly | You have stable use scenarios, and you want to cut down costs by choosing a long-term subscription. | Immediately | Price of the yearly/monthly subscription |
| From Yearly/ Monthly to Pay- per-Use Upon Expiratio n | Your services may have great fluctuations upon expiration of yearly/monthly resources, and you want to choose a more flexible billing mode. | Upon expiration of yearly/ monthly resources | Price of resources on a pay-per-use basis (after the expiration of yearly/monthly resources) |
| From Yearly/ Monthly to Pay- per-Use Immedia tely | Your services are experiencing grate fluctuations, and you need to immediately change the billing mode to a more flexible one to reduce costs. | Immediately | Refund of the remaining fees of the yearly/ monthly subscription |

Table 2-7 Billing mode changes

□ NOTE

- The billing change from yearly/monthly to pay-per-use upon expiration does not take effect immediately, so you can cancel the change before the resources are billed on a pay-per-use basis. For details, see **Enabling Manual Renewal**.
- The billing change from yearly/monthly to pay-per-use immediately cannot be canceled.

2.4.2.2 From Pay-per-Use to Yearly/Monthly

You can change the billing mode of a resource from pay-per-use to yearly/monthly. Doing so will create an order. After you pay for the order, the yearly/monthly subscription takes effect immediately.

■ NOTE

To change the billing mode of a cloud service from pay-per-use to yearly/monthly, go to the cloud service console.

Important Notes

- Only resources in use can have their billing modes changed.
- The billing mode of resources no longer available cannot be changed from pay-per-use to yearly/monthly.
- The billing mode of solution portfolio products cannot be changed from payper-use to yearly/monthly.

- The billing mode of spot instances cannot be changed from pay-per-use to yearly/monthly.
- For cloud services changed from pay-per-use to yearly/monthly, if you select **Auto renew**, monthly subscriptions are renewed for 1 month and yearly subscriptions are renewed for 1 year.

Procedure

The following uses an EIP as an example to describe how to change its billing mode from pay-per-use to yearly/monthly.

- **Step 1** Log in to the management console. Choose **Networking** > **Elastic IP**.
- **Step 2** On the EIP list, select the target EIP. Choose **More > Change Billing Mode** in the **Operation** column.

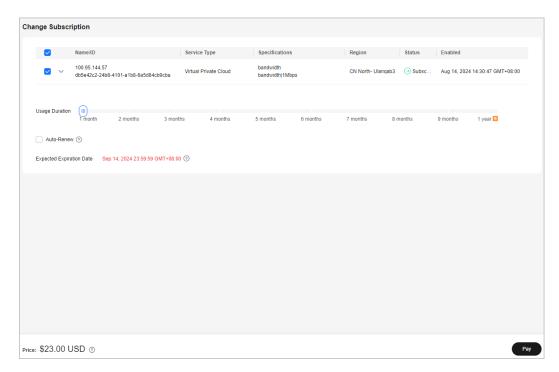


The billing mode of multiple EIPs can be changed in batches. To do so, perform the following operations:

- 1. Select the target EIPs.
- 2. Choose More > Change Billing Mode in the Operation column.
- **Step 3** On the displayed page, confirm the information and click **Change**.



Step 4 Select the usage duration, determine whether to enable auto-renewal, confirm the expected expiration date and price, and click **Pay**.



Step 5 Select discounts and a payment method, and make your payment. Once paid, the billing mode of that order changes from pay-per-use to yearly/monthly.

----End

2.4.2.3 From Yearly/Monthly to Pay-per-Use

You can change the billing mode from yearly/monthly to pay-per-use either upon expiration or immediately. The following describes how to change the billing mode from yearly/monthly to pay-per-use immediately. For details about changing the billing mode from yearly/monthly to pay-per-use upon expiration, see From Yearly/Monthly to Pay-per-Use Upon Expiration.

From Yearly/Monthly to Pay-per-Use Immediately

You can change the billing mode of your resources from yearly/monthly to payper-use immediately. Once the change order is complete, the remaining fees for the current subscription terms are refunded, and pay-per-use billing takes effect immediately.

- To immediately change the billing mode of a cloud service from yearly/monthly to payper-use, go to the **cloud service console**.
- Before changing the billing mode from yearly/monthly to pay-per-use, ensure that your
 account balance is sufficient. Otherwise, your account will go into arrears after the
 change. If the outstanding amount remains unpaid by the due date, resources will be
 frozen and become unavailable.

Important Notes

- Only resources in use can have their billing modes changed.
- The billing mode of resources with orders being processed cannot be changed to pay-per-use.

- If your account is frozen for legal management, the billing mode of all your resources cannot be changed to pay-per-use immediately. If one of your resources is frozen for legal management, the billing mode of that resource cannot be changed to pay-per-use immediately.
- The billing mode of resources that have expired (including those in the grace period and retention period) cannot be changed to pay-per-use immediately.
- The billing mode of discontinued products cannot be changed to pay-per-use immediately.
- The billing of products participating in special reward activities cannot be changed to pay-per-use immediately, but can be changed to pay-per-use upon expiration.
- The billing of yearly/monthly resources in trial use cannot be changed to payper-use immediately.
- The billing of solution portfolio products cannot be changed to pay-per-use immediately.
- The billing of resource packages cannot be changed to pay-per-use immediately.
- The billing mode of cloud services without pay-per-use billing mode cannot be changed to pay-per-use immediately.

Note: Only some cloud services support the immediate change to pay-per-use billing, as specified on the cloud service page.

Refund Rules

If you change the billing mode of resources from yearly/monthly to pay-per-use immediately, the remaining fees of the resources in the current subscription term will be refunded. The refund rules are as follows:

- 1. When you change the billing mode of resources from yearly/monthly to payper-use immediately, you will be charged for the consumed amount along with any applicable handling fees, and any applied cash coupons will not be returned.
- 2. The formula for calculating the refund amount is as follows:

Refund = Paid amount - Consumed amount - Handling fee (If the calculated refund is less than 0, there will be no refund.)

- Paid amount refers to the amount you actually paid, excluding any payment in cash coupons.
- Consumed amount = Paid amount x (Actual usage duration/Order duration) (The duration is accurate to hour.)
- Handling fee: The handling fee of the cash account is included. The handling fee depends on the actual usage duration and subscription term, as shown in the table below.

| Subscription Term | Actual Usage Duration ≤ 1 Year | 1 Year < Actual Usage Duration ≤ 2 Years | 2 Years < Actual Usage Duration ≤ 3 Years |
|------------------------|--|---|--|
| 3-year subscription | Handling fee = 15% of your paid amount | Handling fee = 10% of your paid amount | Handling fee = 5% of your paid amount |
| 2-year subscription | Handling fee = 15% of your paid amount | Handling fee = 10% of your paid amount | - |
| 1-year subscription | Handling fee = 10% of your paid amount | - | - |
| Monthly subscription | Handling fee = 10% of your paid amount | - | - |

Table 2-8 Calculation of the handling fee

Ⅲ NOTE

The refund rules for immediately changing the billing mode to pay-per-use are the same as those for unsubscriptions. For details, see **Unsubscribing from In-Use Resources**.

Procedure

The following takes EIP as an example to describe how to change the billing mode from yearly/monthly to pay-per-use immediately.

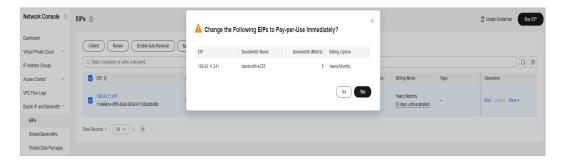
- **Step 1** Log in to the management console. Choose **Networking** > **Elastic IP**.
- Step 2 In the EIP list, select the target EIP, and choose More > Change to Pay-per-Use Immediately in the Operation column.



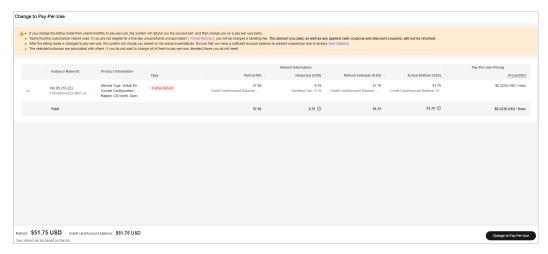
□ NOTE

You can perform the following operations to change the billing mode of multiple yearly/monthly EIPs to pay-per-use immediately at a time:

- 1. Select the EIPs whose billing mode you want to change to pay-per-use.
- 2. Choose More > Change to Pay-per-Use Immediately above the EIP list.
- **Step 3** On the displayed page, confirm the change details and click **Yes**.



Step 4 Confirm the refund and pay-per-use pricing. Then, click **Change to Pay-per-Use**.



Step 5 After the refund is complete, the change takes effect.

----End

2.5 Unsubscriptions

2.5.1 Overview of Unsubscription Rules

You can unsubscribe from in-use resources, inactive resources, renewal periods, and resources that failed to be created or changed. The table below lists whether handling fees are charged and whether coupons are refunded upon unsubscription.

Unsubscribing from in-use resources, inactive resources, and renewal periods may involve large-value unsubscriptions (over \$7,000 USD). For more information, see **Precautions for Large-Value Unsubscriptions**.

Table 2-9 Unsubscription rules

| Scenario | Consumed Amount Required | Handling Fee Required | Coupon Returned |
|---|--------------------------------|--------------------------|-----------------|
| Unsubscribing from In-use Resources | Yes | Yes | No |

| Scenario | Consumed Amount Required | Handling Fee Required | Coupon Returned |
|--|--------------------------------|--------------------------|-----------------|
| Unsubscribing from Inactive Resources | No | No | Yes |
| Unsubscribing from a Renewal Period | No | No | Yes |
| Unsubscribing from a Resource That Failed to Be Created or Changed | No | No | Yes |

Ⅲ NOTE

- 1. Unsubscription is available only for yearly/monthly resources. If you no longer need a yearly/monthly resource, you can unsubscribe from it. Your money will be refunded based on unsubscription rules.
- 2. As pay-per-use resources are postpaid, they cannot be unsubscribed from. If you no longer need the resources, simply delete them on the cloud service console.
- If an instance you want to unsubscribe from is associated with other resources, unsubscribe from or delete the associated resources if no longer needed to reduce your costs.
- 4. Unsubscriptions are not allowed for some services, such as HUAWEI CLOUD Meeting. For more information, see **Unsubscription Not Allowed**.
- 5. If cash coupons are no longer valid, they will not be returned during unsubscriptions.
- 6. For details about unsubscription operations and rules, see the links in Table 2-9.
- 7. After the unsubscription is successful, the refund will be returned to your payment account. For details, see **Refunding**.

2.5.2 Unsubscribing from In-Use Resources

2.5.2.1 Instructions

After you purchase a yearly/monthly subscription, you can unsubscribe from the in-use resources in the subscription. If you have renewed the subscription, you are also allowed to unsubscribe from the in-use resources in the subscription and the renewal period that has not taken effect. You can unsubscribe from resources on the **Unsubscriptions** page in the Billing Center.

Important Notes

- Solution product portfolios and smaller packages can only be unsubscribed from in their entirety.
- In any given order, bound resources must be unsubscribed from in their entirety, but attached resources can be unsubscribed from separately.

Example: You subscribed to an ECS by month with a system disk bound and a VPC configured. When you unsubscribed from the ECS, the system disk must also be unsubscribed from together, but the VPC can be unsubscribed from separately.

 The following services can be unsubscribed from in batches: Elastic Cloud Server (ECS), Elastic Volume Service (EVS), Relational Database Service (RDS), Virtual Private Cloud (VPC), and Cloud Container Engine (CCE).

A CAUTION

- Before an unsubscription, ensure that you have migrated or backed up any data saved on the resources that will be unsubscribed from. After an unsubscription is complete, the resources and any data they contain will be permanently deleted.
- Your request for unsubscribing from a large-value order (over \$7,000 USD)
 needs to be reviewed by your account manager. If your account manager does
 not review it within 24 hours, your request will be approved automatically. For
 more information, see Precautions for Large-Value Unsubscriptions.

2.5.2.2 Unsubscription Allowed

Unsubscription Rules

- 1. When you are unsubscribing from in-use resources, the refund is calculated based on the paid amount the order. The consumed amount will be excluded, an unsubscription handling fee will be charged, and any used cash coupons will not be returned.
- 2. If the calculated refund is less than 0, you will not be refunded.

Calculation of Refund

Refund = Paid amount - Consumed amount - Unsubscription handling fee

- **Paid amount** refers to the amount you actually paid, excluding any payment in cash coupons.
- Consumed amount = Paid amount x (Actual usage duration/Order duration) (The usage duration is accurate to hour. The actual usage period and subscription term are rounded down by hour.)

Table 2-10 Unsubscription parameters

| Parameter | Description |
|-------------------|---|
| Order duration | This is calculated from the hour when the order takes effect. For example, if a resource is purchased at 10:30, the order duration starts from 10:00. |

| Parameter | Description |
|-----------------------|--|
| Actual usage duration | This is calculated based on the hour when the unsubscription is performed. For example, if you unsubscribe from a resource at 18:40, the actual usage duration will be considered to have ended at 18:00. |
| | Example: If you purchased a monthly EVS disk at 10:30:00 on January 01, 2024, and it would expire at 23:59:59 on February 01, 2024. The order duration is 31 days and 14 hours (from 10:00:00 on January 01, 2024 to 00:00:00 on February 02, 2024). At 18:40:00 on January 15, 2024, you unsubscribed from the EVS disk. The actual usage duration was 14 days and 8 hours (from 10:00:00 on January 01, 2024 to 18:00:00 on January 15, 2024). |

• **Unsubscription handling fee**: There is a handling fee for unsubscription. The handling fee depends on the actual usage duration and subscription term, as illustrated in the following table.

Table 2-11 Unsubscription handling fee

| Subscription Term | Actual Usage Period ≤ 1 Year | 1 Year < Actual Usage Period ≤ 2 Years | 2 Years < Actual Usage Period ≤ 3 Years |
|-------------------------|--|--|---|
| 3-year subscription | Handling fee = 15% of your paid amount | Handling fee = 10% of your paid amount | Handling fee = 5% of your paid amount |
| 2-year subscription | Handling fee = 15% of your paid amount | Handling fee = 10% of your paid amount | - |
| 1-year subscription | Handling fee = 10% of your paid amount | - | - |
| Monthly subscription | Handling fee = 10% of your paid amount | - | - |

Billing Example

• Example 1: Unsubscribing from a resource that is not renewed

At 10:30:00 on January 01, 2024, you purchased a monthly EVS disk. The EVS would expire at 23:59:59 on February 01, 2024. The order duration is 31 days and 14 hours (including the hour when the order takes effect). The amount due was \$90.00 USD. You used a cash coupon of \$10.00 USD and paid \$80.00 USD.

At 18:40:00 on January 08, 2024, you unsubscribed from the EVS disk. The actual usage duration was 7 days and 8 hours (excluding the hour when the unsubscription was initiated).

Consumed amount = Actual usage duration/Order duration x Paid amount = 7 days and 8 hours/31 days and 14 hours x \$80 USD = \$18.57 USD

Handling fee = Paid amount x 10% = \$80 USD x 10% = \$8 USD

Actual refund = Paid amount - Consumed amount - Handling fee = \$80.00 USD - \$18.57 USD - \$8.00 USD = \$53.43 USD

Example 2: Unsubscribing from a resource that has been renewed

At 10:30:00 on March 01, 2024, you subscribed to an ECS for three months. The ECS would expire at 23:59:59 on June 01, 2024. The order duration is 92 days and 14 hours (including the hour when the order takes effect). The amount due is \$300.00 USD and the paid amount is \$300.00 USD.

On March 21, 2024, you renewed the ECS for one month at \$100.00 USD, and the ECS would expire at 23:59:59 on July 01, 2024. You actually paid \$100.00 USD.

At 18:40:00 on April 01, 2024, you unsubscribed from the ECS. The actual usage duration was 31 days and 8 hours (excluding the hour when the unsubscription was initiated).

Consumed amount = Actual usage duration/Order duration x Paid amount = 31 days and 8 hours/92 days and 14 hours x \$300 USD = \$101.53 USD

Handling fee = Paid amount x 10% = \$300 USD x 10% = \$30 USD

Actual refund = Paid amount for the purchase order - Consumed amount - Handling fee + Paid amount for the renewal order = \$300.00 USD - \$101.53 USD - \$30.00 USD + \$100.00 USD = \$268.47 USD

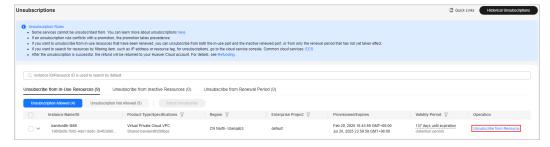
Procedure

- **Step 1** Enter the **Unsubscriptions** page.
- Step 2 Choose Unsubscribe from In-Use Resources > Unsubscription Allowed.
- **Step 3** Unsubscribe from a single instance or multiple instances in a batch based on the actual requirements.

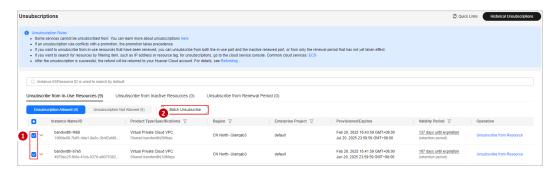
■ NOTE

You can search for instances by instance ID, instance name, order No., product type, region, or validity period. You can also filter instances by enterprise project if you have enabled enterprise project management.

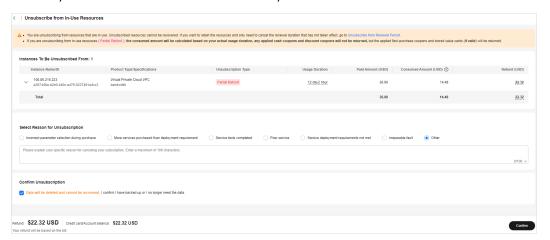
• **Single unsubscription**: Click **Unsubscribe from Resource** in the **Operation** column for the instance which you want to unsubscribe from.



• **Batch unsubscription**: Select the target instances and click **Batch Unsubscribe** on top of the list.



Step 4 View the unsubscription information and refunds. Select the unsubscription reasons, select the confirmation checkbox, and then click **Confirm**.



⚠ CAUTION

 Before unsubscription, ensure that data on the resources to be unsubscribed from has been backed up or migrated. After the unsubscription, the resources will be deleted, and the data on them cannot be restored. Exercise caution when performing this operation.

----End

2.5.2.3 Unsubscription Not Allowed

Unsubscriptions from resources are not allowed in any of the scenarios below. You can go to the **Orders** > **Unsubscriptions** page in the Billing Center, and choose **Unsubscribe from In-Use Resources** > **Unsubscription Not Allowed** to view the reason why these resources cannot be unsubscribed from.

Unsubscription Limitations

- 1. Common unsubscriptions not allowed
 - Free cloud services
 - Trial cloud services
 - One-off billed cloud services
 - Effective resource package (excluding cloud server backups and data warehouses)

- Products for which other transactions are in progress
- Expired cloud services
- Account frozen for legal management. If your account is frozen, all your resources cannot be unsubscribed from. If one of your resources is frozen, that resource cannot be unsubscribed from.
- KooGallery cloud service for which an invoice has been issued, or resources for which an invoice has been issued to a partner
- Orders associated with a standard sales contract
- Cloud services involved in a special reward activity, such as promotional packages, promotional coupons, promotional gift bundles, discount coupon plans, lucky draws, and referral incentives (cloud beans).
- DevCloud products

2. KooGallery products that you cannot unsubscribe from

You cannot unsubscribe from cloud services in KooGallery.

3. Other unsubscriptions not allowed

- Resources are unavailable.
- You have purchased a portfolio subscription.
- The subscription relationship records have been dumped.
- You have subscribed to a support plan and have already used some of the benefits it provides.
- A senior benefit has been used for trial.

4. Cloud services that you cannot unsubscribe from

Table 2-12 Cloud services that you cannot unsubscribe from

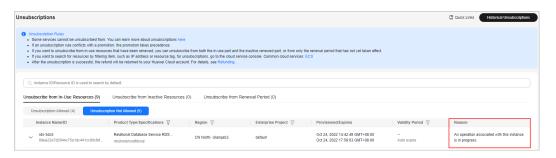
| No. | Cloud Service |
|-----|-----------------------------------|
| 1 | HUAWEI CLOUD Meeting |
| 2 | SSL Certificate Service |
| 3 | Dedicated Computing Cluster (DCC) |
| 4 | Anti-DDoS Service (AAD) |
| 5 | API gateways |
| 6 | Simple Message Notification (SMN) |
| 7 | IoT Device Access (IoTDA) |
| 8 | Direct Connect |
| 9 | Contact Center |
| 10 | Artificial Intelligence Service |
| 11 | Machine Learning Service |
| 12 | Elasticsearch Service |
| 13 | Dedicated Cloud Bare Metal Server |

| No. | Cloud Service |
|-----|-------------------------------|
| 14 | Dedicated Cloud Server Backup |
| 15 | Dedicated Cloud Storage |
| 16 | CCE Agile (HCS) |

- 5. The following types of resources are not displayed on the Orders > Unsubscriptions page in the Billing Center:
 - One-time use products, which become invalid immediately after purchase

Procedure

- Step 1 Go to the Orders > Unsubscriptions page, and choose Unsubscribe from In-Use Resources > Unsubscription Not Allowed.
- **Step 2** Locate the target instance and view the reason why it cannot be unsubscribed from.



----End

2.5.3 Unsubscribing from Inactive Resources

When purchasing a resource package, you can specify an effective time. You can unsubscribe from the resource packages that have not taken effect yet, also referred to as inactive resources.

Unsubscription Rules

- Your request for unsubscribing from a large-value order (over \$7,000 USD)
 needs to be reviewed by your account manager. If your account manager does
 not review it within 24 hours, your request will be approved automatically. For
 more information, see Precautions for Large-Value Unsubscriptions.
- 2. You cannot unsubscribe from inactive resources in any of the following scenarios:
 - Other transactions for the resource are in progress.
 - The subscription was part of any promotional events and invoices were issued (issued from KooGallery cloud services or issued to partners).
 - Your account or a specific resource was frozen for legal management.

Calculation of Refund

Actual Refund = Paid amount. In this case, all paid amount is refunded and the used cash coupons are returned.

Example:

On January 01, 2024, you purchased a monthly resource package and set its effective time to three days later. The amount due was \$100.00 USD. You used a cash coupon of \$20.00 USD and paid \$80.00 USD. On January 02, 2024, if you unsubscribed from the resource package, the paid amount (\$80.00 USD) will be refunded and the cash coupon of \$20.00 USD, which is still valid, will be returned.

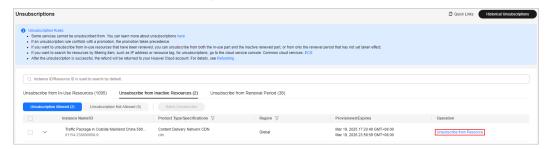
Procedure

- **Step 1** Enter the **Unsubscriptions** page.
- Step 2 Choose Unsubscribe from Inactive Resources > Unsubscription Allowed.
- **Step 3** Unsubscribe from a single inactive instance or instances in a batch based on the actual requirements.

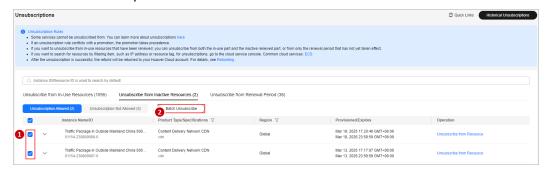
□ NOTE

You can search for instances by instance ID, instance name, order No., product type, or region. You can also filter instances by enterprise project if you have enabled enterprise project management.

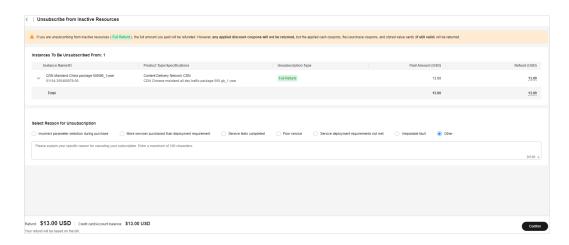
• **Single unsubscription**: Click **Unsubscribe from Resource** in the **Operation** column for the instance which you want to unsubscribe from.



• **Batch unsubscription**: Select the target instances and click **Batch Unsubscribe** on top of the list.



Step 4 View the unsubscription information and refunds. Select the unsubscription reason, and click **Confirm**.



----End

2.5.4 Unsubscribing from a Renewal Period

If a resource is already renewed, you can choose to unsubscribe from an inactive renewal period.

Unsubscription Rules

- Unsubscribing from a renewal period that has already taken effect is equivalent to unsubscribing from an in-use resource. For details, see Unsubscribing from In-Use Resources.
- 2. Your request for **unsubscribing from a large-value order** (over \$7,000 USD) needs to be reviewed by your account manager. If your account manager does not review it within 24 hours, your request will be approved automatically. For more information, see **Precautions for Large-Value Unsubscriptions**.
- 3. You cannot unsubscribe from an inactive renewal period in any of the following scenarios:
 - If another transaction is in progress for a resource, you cannot unsubscribe from the renewal period.
 - If you perform a change operation before a renewal period takes effect, you can only unsubscribe from the resource and cannot unsubscribe from the renewal period.
 - If you add a subsidiary resource after you have successfully renewed your yearly/monthly resources, you can only unsubscribe from the resources and cannot unsubscribe from the renewal period. If you add a subsidiary resource and then renew your yearly/monthly resources, you can unsubscribe from the renewal period.
 - If there is a bandwidth add-on package, you cannot unsubscribe from the renewal period. You must unsubscribe from the add-on package before unsubscribing from the renewal period.
 - If the renewal order was made during a promotional event or an invoice has been issued for the order (issued from KooGallery cloud services or issued to partners), you cannot unsubscribe from the renewal period.
 - You cannot unsubscribe from a renewal period of CloudSite.
 - Your account or a specific resource was frozen for legal management.

Calculation of Refund

Actual Refund = Paid amount. In this case, all paid amount is refunded and the used cash coupons are returned.

Example:

On January 01, 2024, you subscribed to a one-month ECS. On January 05, 2024, you renewed the ECS for one month at \$100.00 USD. You used a cash coupon of \$20.00 USD and paid \$80.00 USD. On January 10, 2024, if you unsubscribed from the inactive renewal period of the ECS, the paid amount (\$80.00 USD) will be refunded and the cash coupon of \$20.00 USD, which is still valid, will be returned.

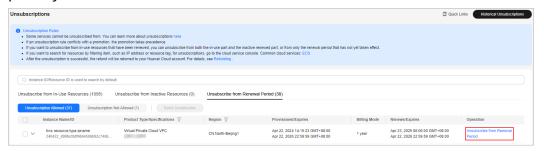
Procedure

- **Step 1** Enter the **Unsubscriptions** page.
- Step 2 Choose Unsubscribe from Renewal Period > Unsubscription Allowed.
- **Step 3** You can unsubscribe from the renewal period of a single instance or renewal periods of instances in a batch based on the actual requirements.

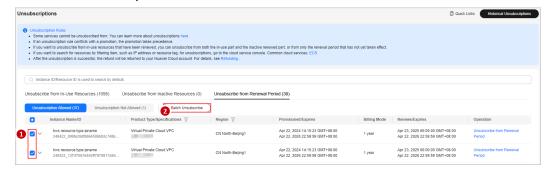
□ NOTE

You can search for instances by instance ID, instance name, order No., product type, or region. You can also filter instances by enterprise project if you have enabled enterprise project management.

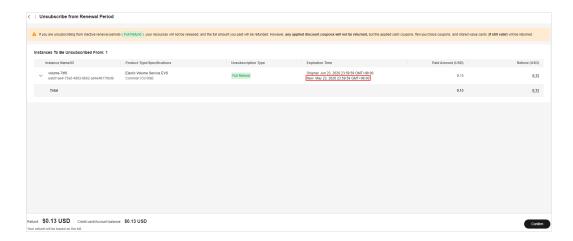
• Signal unsubscription from a renewal period: Click Unsubscribe from Renewal Period in the Operation column for the instance whose renewal period you want to unsubscribe from.



• Batch unsubscription from renewal periods: Select the target instances whose renewal periods you want to unsubscribe from and click Batch Unsubscribe on top of the list.



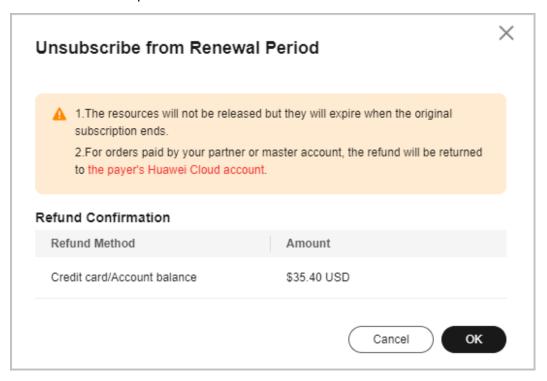
Step 4 Click **Expand** to view the unsubscription details. Select the new expiration time, view the refund details, and confirm the renewal period to be unsubscribed from. Then, click **Confirm**.



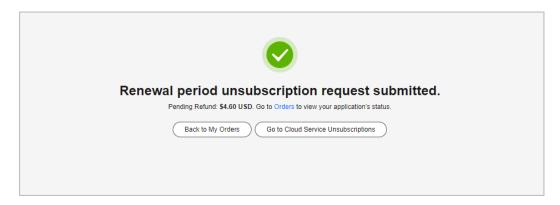
■ NOTE

When there are multiple inactive renewal periods, you can choose the resource's expiration time to unsubscribe from multiple renewal periods.

Step 5 Check the unsubscription information and click **Yes**.



Step 6 After the unsubscription request is submitted, you can view the unsubscription progress on the order details page.



----End

2.5.5 Unsubscribing from a Resource That Failed to Be Created or Changed

If your order has any resources that failed to be provisioned, these resources will be automatically unsubscribed from.

Unsubscription Rules

- Any resources that failed to be created or changed, or whose billing mode
 was changed from pay-per-use to yearly/monthly will be automatically
 unsubscribed from. To view the resource provisioning, see Viewing Order
 Details.
- If a portfolio product (such as solution portfolio and smaller package, excluding DevCloud packages) has resources that failed to be provisioned, you will be automatically unsubscribed from all the resources in the product.

Calculation of Refund

Actual Refund = Paid amount. In this case, all paid amount is refunded and the used cash coupons are returned.

Example:

On January 01, 2024, you subscribed to a one-month ECS at \$100.00 USD. You used a cash coupon of \$20.00 USD and paid \$80.00 USD. If the resource failed to be provisioned and was automatically unsubscribed from, the paid amount (\$80.00 USD) will be refunded and the cash coupon of \$20.00 USD, which is still valid, will be returned.

2.5.6 Refunding

After submitting an order for unsubscription, specification downgrade, or changing the billing mode immediately to Pay-per-Use, you can view the refund progress and the refunded amount on the order details page. If the order has been completed, you can choose **Billing** > **Bills** to view refund details. For more information, see **Viewing Bills**.

- 1. The refund process varies according to your payment option.
 - Online payment (using an added or new credit card): After the order processing is complete, the refund will be returned to your payment

- **card within 7 working days**. You can contact your bank to learn about the money arrival time.
- Monthly settlement: After the order processing is complete, the refund will be settled at the end of the month. The refund for unsubscription is included in the bill for the month when the unsubscription is successful.
- 2. If you paid using coupons, see refund details in Will Used Coupons Be Returned During My Resource Unsubscriptions?
- 3. If your unsubscription or specification downgrade order requires approvals, the refund will be returned only after the order is approved and in the **Completed** state. If you need an urgent approval, contact customer service or your account manager.

3 Resource Packages

You can view your subscribed pay-per-use resource packages on the **Resource Packages** page.

Background Information

A resource package is a resource quota you buy in advance. Huawei preferentially deducts the pay-per-use resource usage from the eligible resource package.

If the resource package is used up or expires, Huawei Cloud charges the resource based on its pay-per-use price. Click **Here** to view the price details.

For details about how your pay-per-use resource packages are used to pay for your cloud services, ee **How Will My Resource Packages Be Used To Pay for Cloud Services?**

Viewing the List of Resource Packages

- **Step 1** Go to the **Resource Packages** page.
- **Step 2** Click the **Resource Packages** tab to view the list of pay-per-use resource packages.



- Click a resource package name/ID to view its details.
 - Click Usage Statistics to view the deduction chart of the service.
 - Click Export Deduction Details to export the usage details.
 - Deduction mode: Resource packages can be resettable or unresettable.
 - Resettable resource package: Its capacity decreases linearly, and is cleared at the end of each reset period and restored at the beginning of the next reset period until the package expires.

For example, if the memory of a monthly resettable Cloud Container Instance resource package is 2,920 GB*hour/month and the package is valid from July 01, 2019 00:00:00 to July 01, 2020 00:00:00, 2,920

GB*hour of memory can be deducted each month within the validity period.

 Unresettable resource package: Its capacity decreases linearly and is deducted continuously.

For example, if the total capacity of an unresettable Image Tagging resource package is 10,000 times and the package is valid from July 01, 2019 00:00:00 to July 01, 2020 00:00:00, 10,000 times can be deducted within the validity period.

- Click the order No. to go to the Billing Center > My Orders page and view the order details.
- Click **Renew** or **Buy Again**. On the renewal page that is displayed, select a renewal duration and click **Pay**.

----End

Viewing Remaining Quotas

- **Step 1** Go to the **Resource Packages** page.
- **Step 2** Click the **Remaining Quotas** tab. The remaining usage of resource packages is displayed.

The usage of resource packages with the same specifications is displayed as a whole.

----End

Viewing Usage Details

- **Step 1** Go to the **Resource Packages** page.
- **Step 2** Click the **Usage Details** tab.
- **Step 3** View the usage of your resource packages over the last 18 months.

□ NOTE

You can view the usage details of your resource packages by **Started** within a time range of 90 days.

----End

Configuring Usage Alert

You can click **Usage Alert** in the upper right corner of the page to configure usage alerts for resource packages.

On the Usage Alert page, set the remaining usage threshold to either a
percentage or an absolute value. For detailed field description, see Table 1.
Once the threshold type is changed, the original settings will become invalid.

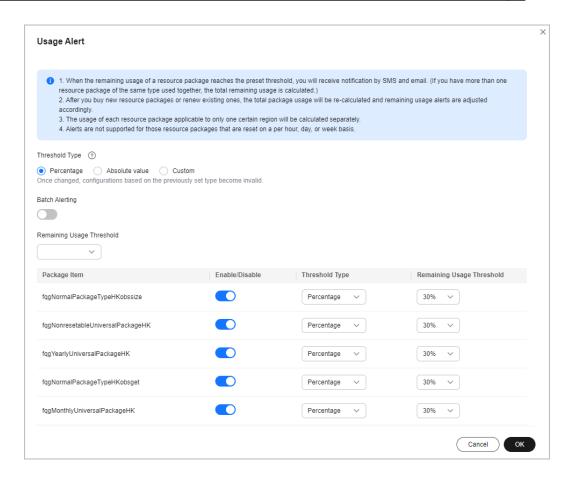


Table 3-1 Usage Alert fields

| Threshold Type | Description | Setting |
|-------------------|--|--|
| Percentage | Percentage of a resource package remaining | Separated settings Select one or more resource packages from the list, and set their thresholds one by one. |
| | | Batch settings Click Batch Alerting, and select a threshold from the Remaining Usage Threshold drop-down list to set one percentage threshold for all resource packages. |

| Threshold Type | Description | Setting |
|-------------------|---|---|
| Absolute value | Absolute amount of a resource package remaining | Separated settings Select one or more resource packages from the list, and set their thresholds one by one. |
| | | Batch settings Click Batch Alerting, and set one absolute-value threshold for all resource packages. |
| Custom | Combination of percentage or absolute value thresholds. | Select one or more resource packages from the list, and set their thresholds one by one. The threshold can be a percentage or an absolute value. |
| | | Batch Alerting is not available. |

- When the remaining usage of a resource package reaches the threshold, you will be notified via SMS or email.
- If a new resource package is purchased or an existing one is renewed, the total usage will change. In this case, the remaining usage will be evaluated again.
- The usage will be calculated separately for each region.
- When multiple resource packages are used at a time, the total remaining quota of these resource packages is counted.
- Usage alerting is not supported for resource packages that are reset by hour, day, or week.

Exporting a Resource Package

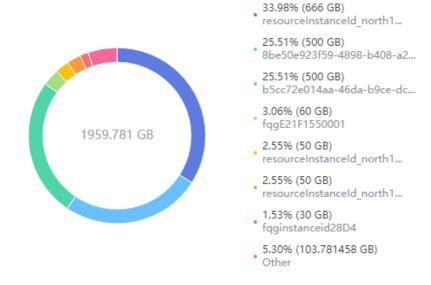
- **Step 1** Go to the **Resource Packages** page.
- Step 2 Click Resource Packages.
- **Step 3** Click **Export**, select what you want to export, and click **OK**.
- **Step 4** Go to **Billing** > **Export History** to access the exported file.
 - ----End

Viewing Instance Usage in Resource Package

- **Step 1** Go to the **Resource Packages** page.
- Step 2 Click Resource Packages.

- **Step 3** Click the name of the resource package you want to view. The resource package details page is displayed.
- **Step 4** Click **Usage Statistics** on the right to view the instances deducted from the resource package, as shown in **Figure 1**.

Figure 3-1 Usage of the instances deducted from the resource package **Deducted Instances**



□ NOTE

- The ring chart presents the total resource usage and the individual instance usage proportions in a statistical period. The detailed usage of each instance is displayed on the right.
- A maximum of eight records can be displayed in descending order by percentage. If there are more than eight instances, the eighth record represents the sum of percentages of the eighth instance and its subsequent instances.
- The usage percentage of each instance is rounded off to the 2nd decimal place. Due to rounding, the individual usage percentages may not always add up to 100%.
- By default, the statistics are collected for the instance usage in the current month. You can set the statistical period as needed.

----End

4 Funds Management

- 4.1 Payment Methods
- 4.2 Payment
- 4.3 Bank Transfer Claim
- 4.4 Expenditure Quota

4.1 Payment Methods

4.1.1 Adding a Payment Method

After you successfully register an account, you must add a mobile number, complete your account information, and then add a credit card to subscribe to and enable cloud services. Otherwise, you can only view service information.

Important Notes

When you add a credit card, Huawei Cloud makes an authorization charge of \$1 USD from your card to verify that the card is valid. This amount will be automatically refunded to your card shortly after your account is activated, but the time this takes depends on your card issuing bank.

Procedure

Step 1 Go to the **Payment Method** page.

If no payment method is added, after you log in to the Huawei Cloud International website, click **Associate now** in the prompt message to complete your account information.

Step 2 Click Add Card.

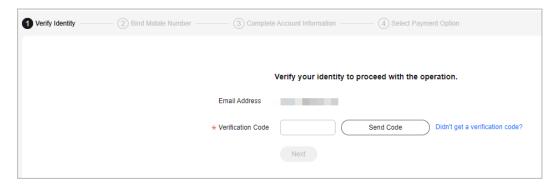
The **Complete Information** page is displayed.

□ NOTE

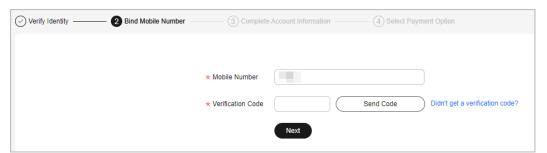
If you have registered within the last 10 minutes, go to **Step 5**.

If you have added your mobile number, go to Step 7.

If you have completed your account information, go to Step 9.

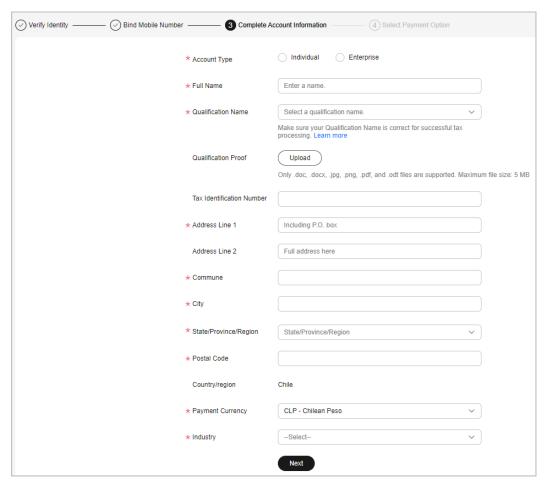


- **Step 3** Click **Send Code**, and enter the verification code received by your email.
- Step 4 Click Next.
- **Step 5** Enter a mobile number allocated in the region where your account is registered, click **Send Code**, and enter the SMS verification code in the text box.



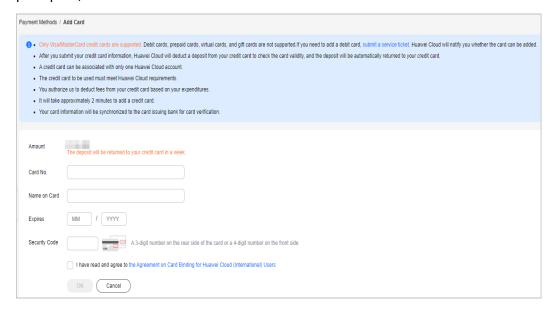
Step 6 Click Next.

- **Step 7** Select an account type (**Individual** or **Enterprise**), and enter the required information.
 - For an individual, select **Individual**, enter your name and address, and select an industry.
 - For an enterprise, select Enterprise, enter the enterprise's name and address
 as well as the contact's name and position, and select an industry and the
 currency.



Step 8 Click Next.

Step 9 Enter the card No., expiration date, security code, and card holder's name as prompted, and click **OK**.



When you add a card, Huawei Cloud makes a \$1 USD (or an equivalent amount in other currencies) charge to verify the card is valid. This charge will be refunded to your credit card later. The time it takes to refund the charge depends on your card issuing bank.

Step 10 On the displayed bank page, complete identity verification.

- After you successfully add the card, you get the postpayment qualification, which means that you can use first and then pay for your cloud services on Huawei Cloud.
 - Huawei Cloud will generate a bill on the third day of the following month and send it to you, and deducts the fee from your credit card.
 - If we have reasonable grounds to suspect that your account is at risk of falling into arrears, we have the right to immediately issue bills to you based on expenses incurred and deduct fees from your credit card.
- If the card fails to be added, the **Historical Cards** page is displayed, showing the reason in **Result**. You can choose to add the card again or submit a service ticket.

----End

Historical Cards

On the **Payment Methods** page, click **History** to view historical card adding records. If the card fails to be added, the reason for failure is shown in **Result**.

Order of Deductions for Credit Cards

In the credit card list, click **Set as Default** in the **Operation** column to set the credit card as the default credit card for payment.

- If you have added multiple credit cards, the system deducts fees from the default credit card first.
- When the balance of the default credit card is insufficient, the system will deduct fees from other valid credit cards in sequence until the payment is successful.

Changing the Validity Period of a Credit Card

In the credit card list, click **Edit** in the **Operation** column to set its validity period.

■ NOTE

When you change the validity period of your credit card, Huawei Cloud makes a \$1 USD (or an equivalent amount in other currencies) charge to verify the card is valid. This charge will be refunded to your credit card later. The time it takes to refund the charge depends on your card issuing bank.

Deleting a Credit Card

In the credit card list, click **Delete** in the Operation column to unbind the credit card

The default credit card for payment cannot be removed.

Setting a Currency

- Click the currency link to go to My Account > Preferences.
- 2. In the **Currency** area, select a currency and click **Save**.

4.1.2 Payment Limits

There are payment limits for a one-time payment, as listed in Table 4-1.

Table 4-1 Payment limits

| Currency | Upper Limit | Lower Limit |
|----------|-------------|-------------|
| CLP | 11,000,000 | 1 |
| USD | 20,000 | N/A |

4.2 Payment

4.2.1 Making Payments (Partner Customers)

When you want to associate with your partner, choose Resell model. In the reseller model, your account balance is allocated by your partner.

- Online top-up is not supported. Instead, you need to contact the partner to assign you a monthly budget.
- Online payment is not supported. Instead, you need to contact the partner for settlement.
- You can pay any arrears incurred before the association yourself. For details, see 4.2.2 Making Payments (Postpaid Direct Customers).

4.2.2 Making Payments (Postpaid Direct Customers)

You can choose the **Funds Management** > **Pay** page to pay for resources you have already used.

If you are using a member account for unified accounting management, you can pay only the outstanding bills incurred before your association with the master account.

You can:

- Pay historical bills. For details, see Paying Historical Bills.
- Pay estimated bills. For details, see Paying Estimated Bills.
- Pay milestone bills. For details, see Paying Milestone Bills.

Paying Historical Bills

On the third day of each month, Huawei Cloud generates bills for the expenditures in the previous month. You can view all your bills to be paid and pay them.

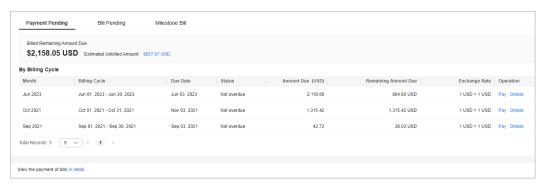
Step 1 Go to the Pay page.

Click **Payment History** in the upper right corner of the page. The **Payment History** page is displayed. You can view your payment records. For more information, see **Payment History**.

Step 2 On the **Payment Pending** page, view all bills to be paid.

◯ NOTE

- Billed Remaining Amount Due: Total amount in historical bills to be paid.
- **Estimated Unbilled Amount**: Amount estimated by Huawei Cloud as of the current time. You can click the specific **Estimated Unbilled Amount** to go to the **Bill Pending** page for details.
- If there are two or more billing cycles, you can select any billing cycle to pay.

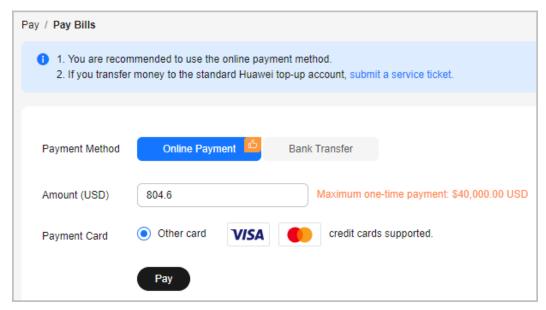


- Click in detail. Then, you can view the bills to be paid on the Bills page.
- Click **Details** in the **Operation** column. You can view the bills for the current billing cycle on the **Bills** page. For more information, see **Bills**.
- **Step 3** Select a billing cycle and click **Pay** in the **Operation** column.
- **Step 4** Select a payment method.
 - Online payment

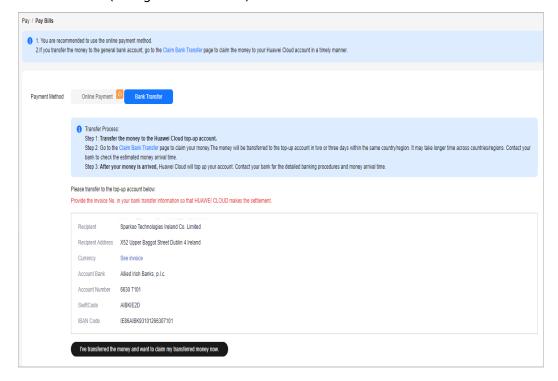
Enter the amount you want to pay, click **Pay**, and confirm the payment details. After the payment is complete, the system displays the payment result.

□ NOTE

By default, the system displays the remaining amount due in the current billing cycle. You can change this amount, but the new amount cannot exceed the default one.



• Bank transfer (to a general account)



□ NOTE

- You can view the bank transfer account details on the invoices issued to you or in the Billing Center. The Billing Center displays only the most current account details. The accounts on historical invoices may be different.
- To ensure timely and accurate payment confirmation, submit your payments based on the account and currency information on the invoice, and specify the invoice No.
- The money transferred within the same country/region typically arrives within two
 or three days. International transfers may require additional processing time,
 depending on the policies of your local bank. Contact your bank for details about
 the banking procedure and the money arrival time.

After you transfer the money, do as follows:

- On the bank transfer page, click I've transferred the money and want to claim my transferred money now. The Claim Bank Transfer page is displayed.
- b. Click **Submit Claim** and enter the bank transfer details.
- c. Upload the bank transfer certificate.

After the bank transfer is complete, Huawei Cloud will manually apply the money to your bills based on the bank transfer claim.

After the claim is confirmed, the money will be applied to the Huawei Cloud account you used to submit the claim. If there is any special requirement, submit a **service ticket**.

----End

Paying Estimated Bills

Huawei Cloud will estimate the bill amount based on your actual expenditures in the current billing cycle before the bills for the current billing cycle are generated. You can view the estimated bills in the current billing cycle and pay them in advance.

Step 1 Go to the Pay page.

Click **Payment History** in the upper right corner of the page. The **Payment History** page is displayed. You can view your payment records. For more information, see **Payment History**.

Step 2 On the **Bill Pending** page, view the estimated bills in the current billing cycle.



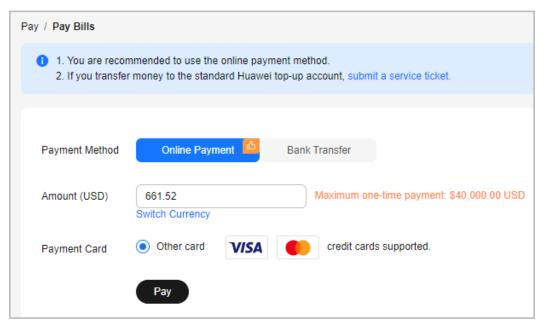
Click **Details** in the **Operation** column. You can view the bills for the current billing cycle on the **Bills** page. For more information, see **Bills**.

- **Step 3** Click **Pay** in the **Operation** column.
- **Step 4** Select a payment method.
 - Online payment

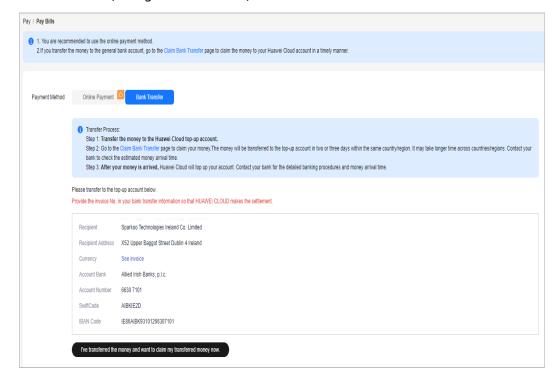
Enter the amount you want to pay, click **Pay**, and confirm the payment details. After the payment is complete, the system displays the payment result.

□ NOTE

- By default, the system displays the estimated amount of all expenditures to be billed. You can change this amount, but the new amount cannot exceed the default one.
- If you click Switch Currency, the Preferences page of My Account is displayed.
 Under Currency Settings, you can select a different payment currency, and click
 Save to save the change.



• Bank transfer (to a general account)



◯ NOTE

- You can view the bank transfer account details on the invoices issued to you or in the Billing Center. The Billing Center displays only the most current account details. The accounts on historical invoices may be different.
- To ensure timely and accurate payment confirmation, submit your payments based on the account and currency information on the invoice, and specify the invoice
- The money transferred within the same country/region typically arrives within two
 or three days. International transfers may require additional processing time,
 depending on the policies of your local bank. Contact your bank for details about
 the banking procedure and the money arrival time.

After you transfer the money, do as follows:

- On the bank transfer page, click I've transferred the money and want to claim my transferred money now. The Claim Bank Transfer page is displayed.
- b. Click **Submit Claim** and enter the bank transfer details.
- c. Upload the bank transfer certificate.

After the bank transfer is complete, Huawei Cloud will manually apply the money to your bills based on the bank transfer claim.

After the claim is confirmed, the money will be applied to the Huawei Cloud account you used to submit the claim. If there is any special requirement, submit a **service ticket**.

----End

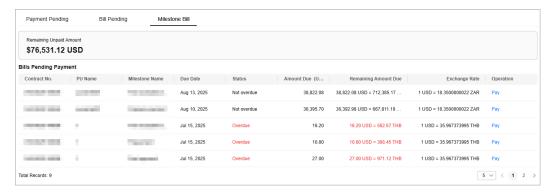
Paying Milestone Bills

A milestone bill is generated according to the payment schedule defined in the standard sales contract. You need to pay the bill within the redemption period. You can view unpaid milestone bills and pay them.

Step 1 Go to the Pay page.

Click **Payment History** in the upper right corner of the page. The **Payment History** page is displayed. You can view your payment records. For more information, see **Payment History**.

Step 2 On the **Milestone Bill** page, view the milestone bill to be paid.



Step 3 Click **Pay** in the **Operation** column.

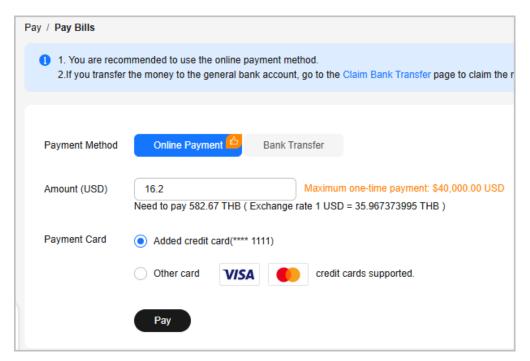
Step 4 Select a payment method.

Online payment

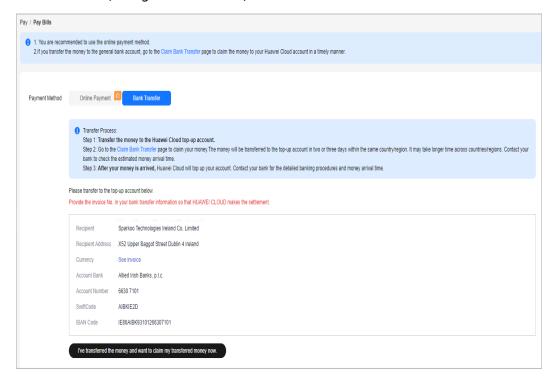
Enter the amount you want to pay, click **Pay**, and confirm the payment details. After the payment is complete, the system displays the payment result.

□ NOTE

By default, the system displays the remaining amount due in the current billing cycle. You can change this amount, but the new amount cannot exceed the default one.



• Bank transfer (to a general account)



□ NOTE

- You can view the bank transfer account details on the invoices issued to you or in the Billing Center. The Billing Center displays only the most current account details. The accounts on historical invoices may be different.
- To ensure timely and accurate payment confirmation, submit your payments based on the account and currency information on the invoice, and specify the invoice No.
- The money transferred within the same country/region typically arrives within two
 or three days. International transfers may require additional processing time,
 depending on the policies of your local bank. Contact your bank for details about
 the banking procedure and the money arrival time.

After you transfer the money, do as follows:

- On the bank transfer page, click I've transferred the money and want to claim my transferred money now. The Claim Bank Transfer page is displayed.
- b. Click **Submit Claim** and enter the bank transfer details.
- c. Upload the bank transfer certificate.

After the bank transfer is complete, Huawei Cloud will manually apply the money to your bills based on the bank transfer claim.

After the claim is confirmed, the money will be applied to the Huawei Cloud account you used to submit the claim. If there is any special requirement, submit a **service ticket**.

----End

4.3 Bank Transfer Claim

After transferring money to the general bank account of Huawei Cloud, you need to claim the transferred money. After the claim is confirmed, Huawei Cloud will apply the money to your account used to claim the money.

The money transferred within the same country/region typically arrives within two or three days. International transfers may require additional processing time, depending on the policies of your local bank. Contact your bank for details about the banking procedure and the money arrival time.

Important Notes

Ensure the details you specified match those on your bank transfer form. These details are for reference only.

Procedure

- **Step 1** Choose **Funds Management** > **Claim Bank Transfer** page.
- Step 2 Click Submit Claim.
- **Step 3** Enter the bank transfer information, including the transferred amount, currency, transfer date, sender, and sender's bank account (optional). Select the invoice to be applied, and upload the bank transfer certificate.



- Amount Transferred: actual amount transferred via the bank.
- **Currency**: currency of the money transferred.
- Transfer Date: date when the bank transfer is made.
- **Sender**: account name of the sender in the bank transfer.
- **Sender Bank Account**: bank account number of the sender in the bank transfer. Ensure that the account number is the same as that used for the bank transfer. It cannot contain special characters and spaces.
- **Invoices to Be Applied To**: Select the invoices that the transferred money will be applied to. These invoices will be preferred when the system applies the money to the invoices.
- **Upload Certificate**: Upload the certificate for the bank transfer. Ensure that the file format is correct.

Step 4 Click OK.

Step 5 You can view the approval status of the bank transfer claim application you submitted.

After the application is approved, those selected invoices will be preferred.

----End

4.4 Expenditure Quota

An expenditure quota is the maximum expenditure amount that a customer using monthly settlement can spend on Huawei Cloud. It is not a payment method. You cannot use this quota for payment or as a basis for reconciliation or payment.

Expenditure quotas are not available for customers associated with a partner in the reseller model or enterprise member accounts.

Impacts on Services After Your Expenditure Quota Is Exceeded

- If the usage of your expenditure quota reaches or exceeds 100% and you do not make payments in a timely manner, a grace period starts (15 days by default).
- During the grace period, your account is restricted, new cloud services are blocked, and even some provisioned cloud services cannot be used. If you do not submit payment before the grace period ends, a retention period starts (15 days by default).
- During the retention period, your pay-per-use resources (including spot instances) will be frozen, and RIs that were not fully pre-paid will be unsubscribed from (no handling fees apply). The use of RIs paid with all upfront, yearly/monthly resources, and resource packages will not be affected. After the retention period ends, all your pay-per-use resources (including spot instances) will be released.

Expenditure Quota Usage Notification

- If your expenditure quota usage reaches a certain threshold (80% by default, but this can be modified), Huawei Cloud will send you an SMS notification or email.
- If your expenditure quota usage still reaches 100% during the grace period, Huawei Cloud will send you SMS notifications and emails 15, 7, 3, and 1 days prior to the start of the retention period.
- If your expenditure quota usage still reaches 100% during the retention period, Huawei Cloud will send you SMS notifications and emails 15, 7, 3, and 1 days before releasing the resources.

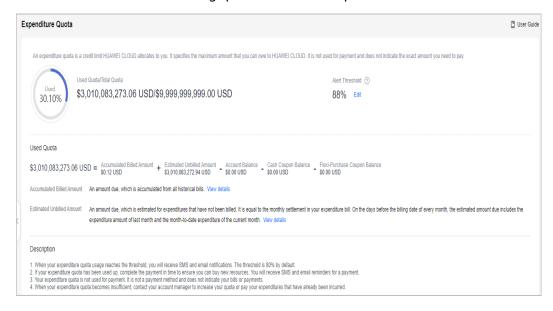
These are urgent notifications and cannot be disabled.

After receiving an expenditure quota notification, you can take the following measures to ensure that your services are not affected:

- Pay past due Huawei bills in order they were received.
- If you cannot submit payment in a timely manner, contact your account manager to increase the expenditure quota.

Viewing the Expenditure Quota

- **Step 1** Go to the **Expenditure Quota** page.
- **Step 2** View the ratio of the remaining quota to the total quota.

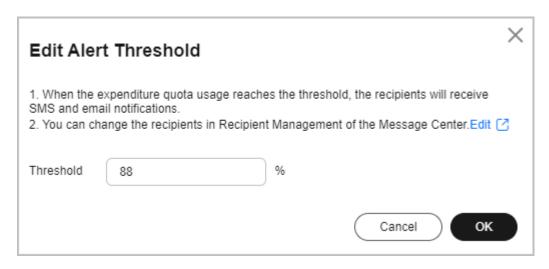


- Remaining Quota: the remaining expenditure quota available to the customer
- **Total Quota**: total expenditure quota that Huawei Cloud has granted to the customer
- **Used Quota** = Cumulative billed amount + Estimated unbilled amount Cash account balance Cash coupon balance Flexi-Purchase coupon balance.
 - Cumulative Billed Amount: the total amount payments due from all bills
 - Estimated Unbilled Amount: estimated unbilled amount pending payment, which will be the monthly settlement fee in the bill

◯ NOTE

- If the ratio of the used quota is 0%, the remaining quota is the same as the total quota.
- If the ratio of the used quota is 80%, your expenditure quota is about to be used up. To prevent services from being affected, submit payment in a timely manner.
- If the ratio of the used quota is 100% or more, that means the expenditure quota has been exhausted, and your added credit card will be automatically billed for any additional expenditures. After the payment is complete, your expenditure quota is restored.

Step 3 Click **Edit** to modify the alert threshold.



The threshold is 80% by default, but you can modify this threshold if required.

----End

5 Bill Management (Old Version)

5.1 Bills for Customers Using Monthly Settlement

5.1 Bills for Customers Using Monthly Settlement

5.1.1 Bills

On the **Bills** page, you can view your monthly expenditures generated since June, 2020

Important Notes

Bills for an enterprise master account contain the expenditure data of its member accounts.

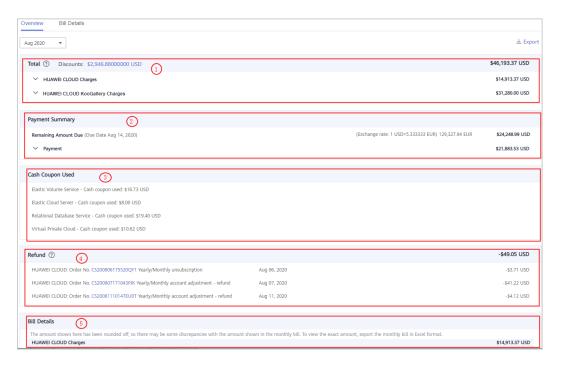
If the payment currency is not USD, the amounts are converted to USD based on the exchange rate, and then rounded off to the 2nd decimal place. When the currency is Japanese yen, the amounts are rounded off to an integer.

Viewing Summary Data

The summary data is rounded off to the 2nd decimal place. You can view the exact amounts (accurate to the 8th decimal place) in the exported summary bill in XLSX format.

- **Step 1** Go to the **Bills** page.
- Step 2 Click the Overview tab.
- **Step 3** View information like the total amount, payment summary, and bill details.

Generally, bills are paid by the account that uses the resources. If member accounts have been associated with the master account for unified accounting management, the master account will pay the bills generated after the association. You can use the accounts to filter the bills to be paid.



- ① **Total** presents the amount you paid, excluding used cash coupons. Before your bill is generated, this field is displayed as **Estimated Total**. After the bill is generated, the billed amount is displayed, which is the sum of your Huawei Cloud charges and Huawei Cloud KooGallery charges.
- HUAWEI CLOUD charges: expenditures of Huawei Cloud services, including the real-time payments and monthly payments
 - Real-time payments: total amount you have paid to purchase Huawei
 Cloud products, including the payments for yearly/monthly subscriptions.
 - Monthly payments: Huawei Cloud expenditures settled monthly.
 - If the payment currency is not USD, the amounts are converted to USD based on the exchange rate. Before your bill is generated, the monthly-settlement amounts are also converted to USD based on the live exchange rate but they are for reference only. The amount is subject to the actual bill run.
 - You can click the invoice number to download your invoice.
- HUAWEI CLOUD KooGallery charges: expenditures of KooGallery products, including real-time payments and monthly payments.
 - Real-time payments: total amount you have paid to purchase KooGallery products, including the payments for yearly/monthly subscriptions.
 - Monthly payments: KooGallery expenditures settled monthly
 - If the payment currency is not USD, the amounts are converted to USD based on the exchange rate. Before your bill is generated, the monthly-settlement amounts are also converted to USD based on the live exchange rate but they are for reference only. The amount is subject to the actual bill run.
 - You can click the invoice number to download your invoice.

- ② **Payment Summary** displays the top-up amount and cash expenditures, excluding cash coupons. The total amount due is the sum of the remaining amount due and amount paid.
- Remaining Amount Due (displayed after the bill is generated): Amount to be paid for the current billing cycle. If the payment currency is not USD, the amounts are converted to USD based on the exchange rate.
- **Due Date** (displayed after the bill is generated): The final date before which you must pay off the bill.
- Amount Paid: cash expenditures Cash expenditures include those for yearly/ monthly subscriptions and monthly settlement, excluding cash coupons. The date displayed is when fees are deducted from your account.
- Monthly settlement: Cash used for payment in the monthly settlement.
- Monthly settlement-Account credit for payment: Account credit (negative amount) used for payment in the monthly settlement. If within a billing cycle, the credit refund is greater than the credit payment, a negative amount is generated. The negative amount is then used to offset your monthly settlement fees.
- Invoice: Commercial invoices are issued for the billing cycle. If you have chosen the monthly settlement option, your invoices are issued after fees are deducted from your account.
- ③ Cash Coupon Used (if any) represents the sum of the cash coupons used to pay for each type of cloud service.
- **(4) Refund** (if any) represents the refunds for unsubscriptions, specification downgrades, and amount adjustments. The refund for amount adjustments is intended only for orders that are not settled monthly. All refunds are in cash and cash coupons are not returned.
- ⑤ Bill Details displays your expenditures summarized by service type or region.

□ NOTE

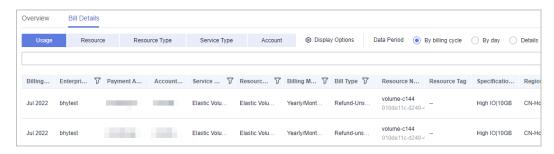
The amounts shown on the **Bill Details** page are rounded off, so there may be some discrepancies with the amounts shown in the monthly bill. To view the exact amounts, export the monthly bill in XLSX format.

----End

Viewing Bill Details

The bill details present the detailed bill information of your account.

- **Step 1** Go to the **Bills** page.
- **Step 2** Click the **Bill Details** tab.
- **Step 3** Set the search criteria for dimensions and select a billing period.



- Usage: how a pay-per-use cloud service is billed, such as by duration, capacity, or upstream traffic
- Resource: cloud resources, such as devices, IP addresses, and ports
- Resource Type: type of a cloud resource
- Service Type: type of a cloud service
- **Account**: created after registering with Huawei Cloud. The account has full access permissions for all the resources owned by itself.

□ NOTE

- When you view pay-per-use and yearly/monthly product bills by Usage with the period set to Details:
 - The **Discount Type** field is set to the actual discount type in the bills generated since 00:00:00 on November 15, 2020 and set to -- in the bills generated before that time.
 - The **Discount Subtype** field is set to the actual discount information in the bills generated since 00:00:00 on August 1, 2021 and set to -- in the bills generated before that time.
- When you view bills by **Usage** with the period set to **By billing cycle** or **By day**:
 - For yearly/monthly subscriptions, the **Discount Type** and **Discount Subtype** fields in the bills are set to the actual discount type and discount information, respectively.
 - For pay-per-use products, the **Discount Subtype** and **Discount Type** fields are set to the actual discount type and discount information in the bills generated since 00:00:00 on August 1, 2022 and set to -- in the bills generated before that time.
- Click on the right of the amount due to select whether to hide expenditures of \$0 USD.
- Pay-per-use pricing provides unit prices, and the bill amount is equal to the used number of units multiplied by the unit price. Other pricing modes, such as tiered pricing and small amount accumulation, do not provide unit prices.
- For a yearly/monthly product, if a customer updates the resource name and resource tag on the cloud service console, the new name and tag will not be updated to the resources which have expired in the bill.

Example:

- 1. On October 10, 2023, a customer subscribed to an EVS disk for one month. The Billing Center generated an order for the new purchase and the bill for the resource usage.
- 2. On November 8, 2023, the customer renewed the EVS disk for one month. The Billing Center generated another order for the renewal and the bill for the resource usage.
- 3. On November 20, 2023, the customer updated the resource name and resource tag on the EVS console.

Result:

- Because the resources in the new purchase order have expired, the resource name and tag will not be updated in the corresponding bill.
- However, the resources in the renewal order are still in use, the resource name and tag will be updated in the corresponding bill.

----End

Downloading Bills

- 1. Click **Export** on the right of the **Bills** page.
- 2. Select a bill type (summary bill or transaction bill), specify the file format and data time, and click **OK**.
 - The summary bill in PDF format for a specific month can be used for monthly invoice validations.
 - In the PDF summary bill, the amounts are rounded off to the 2nd decimal place.
 - Data in a monthly summary bill is delayed and not recommended for reconciliation.

 Exact amounts (accurate to the 8th decimal place) are displayed on the exported file in Excel or CSV format.

Bill Settings

You can click **Bill Settings** in the upper right corner of the page to enable the bill notification function. For details, see **5.1.3 Bill Settings**.

Bill Description

| Parameter Name | Description |
|-----------------------|---|
| Billing Cycle | Interval of time from the end of one billing statement date to the next billing statement date. It is determined by Huawei Cloud and is generally one natural month. When a billing cycle ends, the system calculates all the fees that a customer needs to pay during the billing cycle and generates a bill. |
| PayerAccount Name | Name of the paying account. Generally, this account is the one that uses the cloud resources. For an enterprise, if a member account is associated with a master account for unified accounting management, bills will be paid by the master account since the association. In this case, this account is the master account. |
| Date | Transaction date. |
| Enterprise Project | Name of the specified enterprise project. If no enterprise project is selected for the cloud service, default is displayed as the value of this field. |
| Account | Account name of the customer to which a bill belongs. |
| Service Type | Type of a cloud service. |
| Resource Type | Name of a cloud resource. |
| Specifications | A collection of attributes and their values used to describe the features of the resource that a cloud service needs. Specifications of resources of the same type have the same attributes but different attribute values. |
| Billing Mode | Billing mode. The options are as follows: • Monthly • Yearly • Daily • One-off • Pay-per-use |
| Expenditure Time | Time when the expenditure occurs. For yearly/monthly subscriptions, expenditure time is the time of payment, while for pay-per-use products, it is the cloud service validity period. |

| Parameter Name | Description |
|-------------------------------|--|
| Order No./ Transaction No. | Unique ID of a yearly/monthly order, or unique ID for a payper-use resource. |
| Bill Type | The bill types include: Expenditure-purchase: fees of purchased yearly/monthly subscriptions |
| | Expenditure-renewal: fees of yearly/monthly subscriptions that you manually renew |
| | Expenditure-use: fees of pay-per-use products |
| | Expenditure-auto-renewal: fees of yearly/monthly subscriptions that are automatically renewed |
| | Expenditure-unsubscription service charge: handling fees charged for unsubscriptions |
| | Expenditure-month-end deduction for support plan: fees charged for the support plan at the end of a month |
| | Expenditure-change: fees incurred due to changes in the specifications of yearly/monthly subscriptions |
| | Expenditure-tax: tax for yearly/monthly and pay-per-use products |
| | Expenditure-difference amount: fees that HCDP customers need to pay if their expenditures do not reach the guaranteed minimum payment amount. Difference amount = Guaranteed minimum payment amount - Expenditure amount |
| | Refund-unsubscription: fees of yearly/monthly products that are unsubscribed from |
| | Refund-change: fees of a yearly/monthly subscription for which the specification is downgraded |
| | NOTE The bill type of specification downgrade orders from Refundunsubscription to Refund-change since August 30, 2022 (GMT +08:00). |
| | Refund-tax: tax refunded when a yearly/monthly subscription is unsubscribed from or for which the specification is downgraded |
| | Adjustment-compensation: fees compensated by Huawei Cloud |
| | Adjustment-deduction: fees paid when Huawei Cloud makes an account adjustment. For example, when Huawei Cloud adjusts a specification downgrade order, the original refund amount is paid first. |
| | Adjustment-compensation tax: tax for Huawei Cloud compensations |
| | Adjustment-deduction tax: tax for Huawei Cloud account adjustments |

| Parameter Name | Description |
|---------------------------------|--|
| Transaction Time | Time when the fee is paid for an expenditure. |
| Region | Cloud service region that provides public cloud service resources independently and serves a large geographical area. |
| AZ | A physical zone where resources use independent power supply and networks. AZs are physically isolated. One region has multiple AZs. If one AZ becomes faulty, the other AZs in the same region can still provide services. AZs in the same region can access each other on an intranet. |
| Usage Type | How a cloud service is used within a period of time, such as by duration, capacity, count, or traffic. |
| Unit Price | Price of product usage. |
| Unit | Unit to measure the unit price, such as GB/hour, Mbps/hour, and GB. |
| Total Usage | To which extent a cloud service is used within a period of time, such as by duration, capacity, count, or traffic. |
| Total Usage (Pricing Unit) | Usage displayed in the unit used for pricing when the product is released. The value is truncated to a maximum of 10 decimal places. |
| | Total Usage (Pricing Unit) = Total Usage/Conversion Factor |
| | For example, 1 byte = 1/(1024 x 1024 x 1024) GB. The value is truncated to 10 decimal places and will be displayed as 0.0000000009 . |
| Usage Unit | Unit to measure the product usage. |
| Usage Unit (for Pricing) | Usage unit used for pricing a product when the product is released. |
| Conversion | Used to change Usage Unit to Usage Unit (for Pricing). |
| Factor | For example, the conversion factor between seconds and hours is 3600. |
| Package Usage | Usage of a product or resource included in a resource package within a period of time. If this usage does not exceed the package quota, no extra charges are incurred. |
| Package Usage (Pricing Unit) | Package usage displayed in the unit used for pricing when the product is released. The value is truncated to a maximum of 10 decimal places. |
| List Price | Price of the product for the specified period displayed on the Huawei Cloud official website. List price = Discounted amount + Truncated amount + Amount due. |

| Parameter Name | Description |
|-----------------------|--|
| Discounted amount | Discounts offered for cloud services, for example, commercial discounts, partner authorized discounts, and promotional discounts. It is the discounted amount based on the list price. |
| Truncated amount | In pay-per-use billing mode, prices are accurate to two decimal places, with the third and later decimal places directly ignored. |
| Amount due | Amount that should be paid for used cloud services after discounts are applied. The discounts include promotional discounts, discount coupons, commercial discounts, and partner authorized discounts. Amount due = Cash payments + Cash coupon used + Monthly settlement. |
| Cash Payment | Amount that is paid by cash. |
| Cash Coupon Used | Fees that are paid using cash coupons. |
| Monthly Settlement | Expenditure amount of each month paid in monthly settlement mode after the bill is generated on the third day of the following month. |
| Discount Type | Discount type used for the expenditure. Promotional discount Commercial contract discount Channel contract discount Featured product discount Partner authorized discount |
| Discount Subtype | Describes the details of the discounts applied. • % off • Fixed unit price • Amount off |
| Payment Status | The status of payment, including: Paid Unbilled Billed but not settled |
| Resource Name/ID | Name/unique ID of a cloud service resource. |
| Resource Tag | Tags are used to identify cloud resources, such as ECSs, images, and disks. If you have multiple types of cloud resources which are associated with each other, you can add tags to the resources to classify and manage them easily. |

| Parameter Name | Description |
|--------------------------------|---|
| Order Type | Type of a yearly/monthly subscription. New purchase Renewal Unsubscription Change: specification upgrade or downgrade Compensation: A free renewal of your order Yearly/monthly to pay-per-use Pay-per-use to yearly/monthly Trial use Put into commercial use Bill adjustments: additional charges and reversal Return Exchange |
| Quantity | Number of order items. |
| Number of Terms | For example, for an order valid for 3 months, 3 is the number of terms. |
| Term Unit | For example, for an order valid for 3 months, month is the term unit. |
| Unsubscription Reason | Reason for an unsubscription. |
| Unsubscription Handling Fee | Handling fees charged for unsubscriptions. |
| Original Order No. | Order No. for a resource before it is unsubscribed from. |
| Spot Instance | Whether the current instance is a spot instance. |

5.1.2 Viewing the Bills Held By the Original Business Entity

If you have switched your business entity to a new one, you can view the bills held by the original business entity following the procedure below.

Business Entity Switching

If your account is associated with a partner, your business entity is switched from HUAWEI CLOUD to your partner's business entity.

If your account is disassociated from the partner, your business entity is switched back to your original business entity (HUAWEI CLOUD).

If your account is disassociated from the partner and then associates with another partner, your business entity is accordingly switched to the new partner's business entity.

Viewing Payment History

- **Step 1** Go to the **Bills** page.
- Step 2 Click Historical Data.



Step 3 Select **Business Entity** in the upper right corner of the page to view the billing data held by different business entities.

For bill details, see Bills.



----End

5.1.3 Bill Settings

Under **Billing Settings**, you can choose to enable bill notification. If you enable bill notification, HUAWEI CLOUD will send bills to you via email or SMS message each month after these bills are generated.

Procedure

Step 1 Choose **Billing** > **Bills**, and click **Bill Settings** in the upper right corner of the page.

The **Bill Settings** page is displayed.

- Step 2 Turn on the Receive Bills toggle.
- **Step 3** Set the following parameters as needed, and click **Save**.



- Contact Person: Click Modify to modify the bill recipients on the SMS & Email Settings > Finance > Bill page in the Message Center.
- Language: Set the language of bill files.
- **Bill Amount**: If this option is selected, no bill notification is sent if no expenditures occur in a billing cycle.

----End

5.1.4 Payment History

You can view all payment records of your cash account and credit card in a specified period.

Important Notes

If you have chosen the monthly settlement option, your payment records are displayed only after fees are deducted from your account.

If the payment currency is not USD, the amounts are converted to USD and then rounded off to the 2nd decimal place. When the currency is Japanese yen, the amounts are rounded off to an integer.

Viewing Payment Records

- **Step 1** Go to **Payment History** page.
- **Step 2** Select a payment date to view all payment records in that period.



----End

Downloading Payment Records

Click **Export** in the upper left corner of the page. You can download the exported contents on the **Billing Center** > **Export History** page.

5.1.5 Usage Details

You can view or export the usage details of the 95th percentile bandwidth, 95th percentile bandwidth (enhanced), 95th percentile bandwidth (guaranteed), and daily peak bandwidth for CDN, VPC, CC, EIP, and OBS services. Billing Center prepares your usage details of the last 18 months.

Important Notes

To obtain complete usage details, query the data of a month after the third day of the following month.

Procedure

Step 1 Go to the **Usage Details** page.

Step 2 Set the service type, resource type, billing specification, and use time to export the usage details.

----End

5.1.6 Reconciliation Guidance

Downloading Bills

Summary Bill

- Description: You can view your expenditure summary by month. The summary bill is presented by product type, resource type, and billing mode (for example, pay-per-use and yearly/monthly). It includes data such as expenditures and refunds.
- Download: On the **Billing Center** > **Billing** > **Bills** > **Overview** page, click **Export**, select **Summary bill** and **Excel**, and then click **OK**.

Transaction Bill

- Description: You can view your transaction bill details by month.
- Download: On the **Billing Center** > **Billing** > **Bills** > **Overview** page, click **Export**, select **Transaction Bills**, and then click **OK**.

Accuracy of Fee Deduction

HUAWEI CLOUD bills a pay-per-use product with the fee accurate to the 8th decimal place (for example, \$10.12501236 USD).

The total amount in the monthly bill is rounded off to the 2nd decimal place. For example, \$100.13 USD is displayed in the monthly bill instead of \$100.12501236 USD.

Accumulated Amount in Bills

Prior to April 2020, pay-per-use products are settled by hour, day, or month. The settlement amount is accurate to the 2nd decimal place, while the third and later decimal places are directly truncated.

From April 2020 to May 2021, the bills for customers using monthly settlement are displayed in the following manner:

- For pay-per-use products and spot instance products, bills are summarized by specifications and usage type. The accumulated amount at the end of a month is truncated.
- For yearly/monthly subscriptions, bills are summarized by order.

From June 2021, the amounts before bill generation are no longer truncated. Only the total amount shown in the monthly bill is rounded off to the 2nd decimal place.

• On the **Billing** > **Bills** > **Overview** page of the Billing Center, the total amount in a monthly bill is slightly higher because the amounts are no longer truncated to the 2nd decimal place.

- On the Billing > Bills > Overview page of the Billing Center, the amounts shown in Details By Account are rounded off. Therefore, there may be some discrepancies with the amounts shown in the monthly bill. To view the exact amounts (accurate to the 8th decimal place), customers can export the monthly bill in XLSX or CSV format.
- The amounts displayed in the bill files that are subscribed to on the Billing >
 Data Storage page of the Billing Center are accurate to the 8th decimal place.
- During bill generation, cash coupons are applied and the amounts are kept accurate to the 8th decimal place.

Reconciliation Guidance

To check your expenditures on HUAWEI CLOUD, refer to the following steps.

■ NOTE

- Generally, the expenditure data of a month is summarized and the relevant bill is generated on the third day of the next month. In order to acquire complete bill data of a month, please perform the checking after the third day of the next month.
- Since the summary data of a month is always delayed, you are not advised to reconcile the expenditure data of the current month.

Step 1 Compare the total expenditure by cash and the actual total payment amount.

You can view the total cash expenditure (including the monthly settlement amount) in the monthly bill and the total payment amount on the **Billing Center** > **Billing** > **Diverview** page.

Order unsubscription fees are not included.

Both the total expenditure amount and total payment amount do not include fees paid using cash coupons.

Figure 5-1 Total



- Real-time settlement fees: Fees paid in cash, for example, through an online payment. The fees may be paid for purchases, renewals, or specification upgrades of yearly/monthly resources.
- Monthly settlement: Fees settled at the end of a month, such as the yearly/ monthly or pay-per-use expenditure amount that is settled at the end of a month.

Step 2 Compare the total cash expenditure in the monthly bill and the total cash expenditure in the transaction bill.

■ NOTE

The total amount in a monthly bill may differ from that in a transaction bill due to the precision difference

- The total amount in the monthly bill is rounded off to the 2nd decimal place.
- The total amount in the transaction bill is accurate to the 8th decimal place.
- You can view the total amount (including the monthly settlement amount) in the monthly bill on the **Billing Center** > **Billing** > **Overview** page.

Figure 5-2 Summarized total monthly expenditure by cash



You can export the transaction bill on the Billing Center > Billing > Bills >
 Overview page and view the total expenditure by cash in the transaction bill
 (the sum of cash payments and monthly settlement).

The bill types include:

- Expenditure-purchase: fees of yearly/monthly subscriptions
- Expenditure-renewal: fees of yearly/monthly subscriptions that you manually renew
- Expenditure-change: fees for changing the specifications of yearly/ monthly subscriptions
- Expenditure-use: fees of pay-per-use products
- Expenditure-auto-renewal: fees of yearly/monthly subscriptions that are automatically renewed
- Expenditure-month-end deduction for support plan: fees charged for the support plan at the end of a month
- Expenditure-tax: tax for yearly/monthly and pay-per-use products
- Adjustment-compensation: fees compensated by HUAWEI CLOUD
- Adjustment-compensation tax: tax for HUAWEI CLOUD compensations
- Adjustment-deduction: fees paid when Huawei Cloud makes an account adjustment. For example, when Huawei Cloud adjusts a specification downgrade order, the original refund amount is paid first.
- Adjustment-deduction tax: tax for HUAWEI CLOUD account adjustments
- Refund unsubscription: fees of yearly/monthly products that are unsubscribed from
- Refund-change: fees of a yearly/monthly subscription for which the specification is downgraded
- Refund-tax: tax refunded when a yearly/monthly subscription is unsubscribed from
- Expenditure-difference amount: fees that HCDP customers need to pay if their expenditures do not reach the guaranteed minimum payment amount. Difference amount = Guaranteed minimum payment amount -Expenditure amount

Step 3 (Optional) You can also compare the total cash expenditure in the monthly bill and the total payment in the bill filtered by a combination of Resource and By billing cycle, the total cash expenditure in the monthly bill and the total payment in the bill filtered by a combination of Usage Type and Details.

∩ NOTE

Due to the different precision methods used for amounts in the above three types of bills, you may find deviations during the two comparisons.

- The total amount in the monthly bill is rounded off to the 2nd decimal place.
- The exact amounts (accurate to the 8th decimal place) are included in bill details filtered by a combination of **Resource** and **By billing cycle** and those filtered by a combination of **Usage Type** and **Details**.
- Bill details filtered by a combination of Resource and By billing cycle: On the Billing Center > Billing > Bills > Bill Details page, select Resource for Data Type and By billing cycle for Data Period, and then click Export.
- Bill details filtered by a combination of Usage Type and Details: On the Billing Center > Billing > Bills > Bill Details page, select Usage Type for Data Type and Details for Data Period, and then click Export.

----End

6 Bill Management (New Version)

6.1 Monthly Settlement

6.2 Bills for Customers Using Monthly Settlement

6.1 Monthly Settlement

Monthly Bill Generation

- Recurring expenditure (for example, pay-per-use resources or spot instances):
 An expenditure estimate is provided in the middle of each month, and the final bill is generated on the third day of the following month. Applicable cash coupons are automatically used to pay for the bill.
- One-time expenditure (for example, yearly/monthly resources): When placing orders, you can use applicable discounts and cash coupons for payment. You can use either of the following payment methods:
 - Pay with an added credit card or pay online in real time.
 - Use monthly settlement and pay for your bill that will be generated on the third day of the following month.
- Since April 1, 2021, monthly settlement is used for newly registered customers by default.

Bill Precision

Prior to April 2020, recurring expenditures (for example, pay-per-use resources or spot instances) were settled by hour, day, or month. The settled amount was accurate to the 2nd decimal place, while the remaining decimal places were directly truncated.

From April 2020 to May 2021, recurring expenditures (for example, pay-per-use resources or spot instances) were summed up monthly by specifications and usage type. The accumulated amount were truncated to the 2nd decimal place.

From June 2021, the amounts before bill generation are no longer truncated. Only the total amount shown in the monthly bill is rounded off to the 2nd decimal place.

- On the **Billing** > **Bills** page of the Billing Center, the total amount in a monthly bill is slightly higher because the amounts are no longer truncated to the 2nd decimal place.
- On the Billing > Bills page of the Billing Center, the amounts shown in transactions are rounded off. Therefore, there may be some discrepancies with the amounts shown in the monthly bill. To view the exact amounts (accurate to the 8th decimal place), customers can export the monthly bill in XLSX or CSV format.
- The amounts displayed in the bill files that are subscribed to on the Billing >
 Data Storage page of the Billing Center are accurate to the 8th decimal place.
- During bill generation, cash coupons are applied and the amounts are kept accurate to the 8th decimal place.

6.2 Bills for Customers Using Monthly Settlement

6.2.1 Bills

Huawei Cloud provides bills in different types to reflect your monthly expenditures and resource usage.

Bill Generation Time

Huawei Cloud generates bills on the first to third day of each month. You can obtain the final bill of the current month after 10:00 on the fourth day of the next month. For products settled by month, such as CDN and VPC, you can view the bills of the current month on the third day of the next month. The specific bill generation time depends on the information displayed in the Billing Center. Before the final bill is generated, all bill data is for reference only.

Rules of Calculating the Billing Cycle

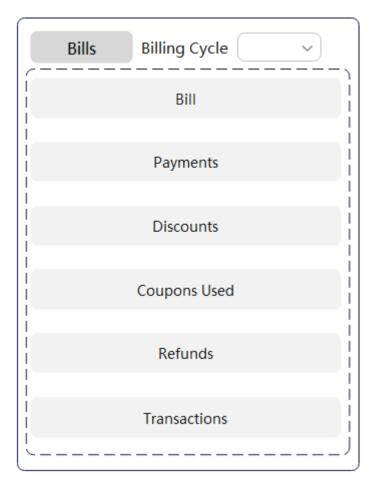
A billing cycle is the calendar month when a transaction occurs. Each transaction has its billing cycle. Huawei Cloud summarizes the transactions in a monthly bill based on the billing cycles of the transactions.

Huawei Cloud counts a transaction record in a billing cycle based on its **Expenditure time**. For details, see **How Does Huawei Cloud Calculate the Billing Cycle?**.

Bill Management

On the **Billing** pages, you can view the bill summary and details, export different types of bills, check historical payment records, and view usage details of some cloud services.

• Bills provides six cards to show your bill in the selected billing cycle.



- Bill: including the start and end dates of the selected billing cycle, bill status (billed or not), due date, and total actual expenditures (excluding the coupons used).
- Payments: mapping between invoices and actual payments (excluding payments using coupons). The total amount due is the sum of the remaining amount due and amount paid.
- **Discounts**: discount type and amount.
- Coupons Used: amount paid using coupons and displayed by service type.
- Refunds: refunds due to unsubscriptions, specification downgrade, and account adjustment.
- **Transactions**: expenditures displayed by account and product type. To view data in more dimensions, you can go to the Cost Center.
- **Bill Details** provides detailed bills in different dimensions and periods. You can view resource usage.
- Exporting Bills: you can export summary bills, transactions, and detailed bills.
- Payment History: payments made by your cash accounts and credit cards during a specified period.
- **Usage Details**: provides only the usage details of the 95th percentile bandwidth, 95th percentile bandwidth (enhanced), 95th percentile bandwidth (guaranteed), and daily peak bandwidth for CDN, VPC, CC, EIP, and OBS services.

• **Data Storage**: used to subscribe to bills. After the subscription is successful, you can download the resource details and their expenditures.

FAQs

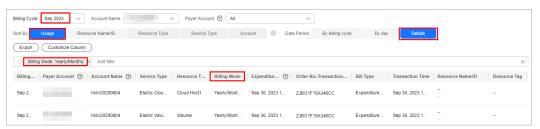
- How Does Huawei Cloud Calculate the Billing Cycle?
- Reconciliation
- Why Is the Last-Hour Expenditure Data Missing from the Bill Pushed to the OBS on the Last Day of the Last Month?
- More FAQs

6.2.2 Getting Started

6.2.2.1 Viewing Bill Details of Resources

You can view the usage details and expenditures on the **Bill Details** page. Take the bill details sorted by usage as an example:

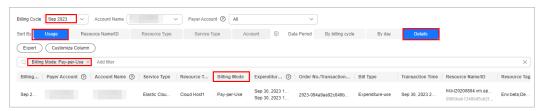
- **Step 1** Choose **Billing > Bill Details**.
- **Step 2** Select a billing cycle, select **Usage**, set **Data Period** to **Details**, and click Q to view the bill details.
 - Selecting Yearly/Monthly in Billing Mode, you can view the details of your yearly/monthly subscribed resources, including the expenditure time, resource name/ID, specifications, and amount due. Click Export to export the bill details.



 Selecting Pay-per-Use in Billing Mode, you can view the details of your payper-use resources, including the expenditure time, resource name/ID, specifications, unit price, usage, and amount due. Click Export to export the bill details.

By default, the bill details are sorted by transaction time in descending order so that you can view the latest record first.

You can also search for bill details by resource name or ID.



For pay-per-use resources, **Expenditure Time** indicates the start time and end time of using the resource in the current billing period, and **Transaction Time** indicates the time when the resource is actually billed. Huawei Cloud updates the bill details after the data period ends. For details, see **Bill Run for Pay-per-Use Resources**.

----End

6.2.2.2 Reconciliation

Bill Types and Downloading

Bill

- You can view your expenditure summary by month. The bills are summarized by product type, resource type, and billing mode (for example, pay-per-use and yearly/monthly). The data includes the expenditures and refunds.
- On the Billing Center, choose Billing > Bills, click Export. In the Export dialog box, select Summary bill and specify other fields. Then, click Export to download the bill summary.

Transactions

- You can view your transactions by month.
- On the Billing Center, choose Billing > Bills, click Export. In the Export dialog box, select Transaction Bills and specify other fields. Then, click Export to download the transactions.

Bill Details

- Bill details filtered by a combination of Resource Name/ID and Billing Cycle:
 On the Billing > Bill Details page, select Resource Name/ID and By billing
 cycle, and then click .
- Bill details filtered by a combination of **Usage** and **Details**: On the **Billing** > **Bill Details** page, select **Usage** and **Details**, and then click $\stackrel{\bot}{=}$.

Precision in Bills

Huawei Cloud bills a pay-per-use product with the fee accurate to the 8th decimal place (for example, \$10.12501236 USD).

The total amount in the monthly bill is rounded off to the 2nd decimal place. For example, \$100.13 USD is displayed in the monthly bill instead of \$100.12501236 USD.

Accumulated Amount in Bills

Prior to April 2020, pay-per-use products are settled by hour, day, or month. The settlement amount is accurate to the 2nd decimal place, while the third and later decimal places are directly truncated.

From April 2020 to May 2021, the bills for customers using monthly settlement are displayed in the following manner:

- For pay-per-use products and spot instance products, bills are summarized by specifications and usage type. The accumulated amount at the end of a month is truncated.
- For yearly/monthly subscriptions, bills are summarized by order.

From June 2021, the amounts before bill generation are no longer truncated. Only the total amount shown in the monthly bill is rounded off to the 2nd decimal place.

- On the Billing > Bills page, the total amount in a monthly bill is slightly higher because the amounts are no longer truncated to the 2nd decimal place.
- On the Billing > Bill Details page, the amounts are rounded off. Therefore, there may be some discrepancies with the amounts shown in the monthly bill.
 To view the exact amounts (accurate to the 8th decimal place), customers can export the monthly bill in XLSX or CSV format.
- The amounts displayed in the bill files that are subscribed to on the Billing >
 Data Storage page of the Billing Center are accurate to the 8th decimal place.
- During bill generation, cash coupons are applied and the amounts are kept accurate to the 8th decimal place.

Reconciliation

To check your expenditures on Huawei Cloud, refer to the following steps:

- Generally, the Billing Center summarizes your expenditures in a month and generates the monthly bill on the third day of the next month. Then, you can check your bill.
- Due to the delay in expenditure summary, you are not recommended to reconcile your expenditures in the current month.

Step 1 Compare the total cash expenditure and the total payment amount.

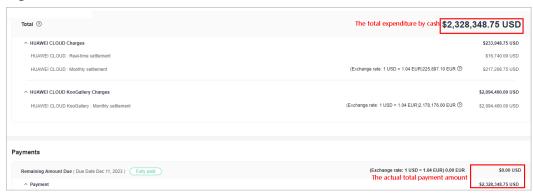
You can view the total cash expenditure (including the monthly settlement amount) in the monthly bill and the total payment amount on the **Billing** > **Bills** page.

□ NOTE

The refunds in unsubscriptions are not included.

Both the total cash expenditure and total payment amount do not include fees paid using cash coupons.

Figure 6-1 Total



- Real-time settlement fees: Fees paid in cash, for example, through an online payment. The fees may be paid for purchases, renewals, or specification upgrades of yearly/monthly resources.
- Monthly settlement: Fees settled at the end of a month, such as the yearly/monthly or pay-per-use expenditures.

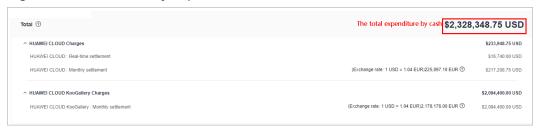
Step 2 Compare the total cash expenditure in the monthly bill and the total cash expenditure in the transaction bill.

□ NOTE

The total amount in a monthly bill may differ from that in a transaction bill due to the precision difference.

- The total amount in the monthly bill is rounded off to the 2nd decimal place.
- The total amount in the transaction bill is accurate to the 8th decimal place.
- You can view the total amount (including the monthly settlement amount) in the monthly bill on the **Billing** > **Bills** page.

Figure 6-2 Total monthly expenditure



 You can export the transaction bill on the Billing > Bills page and view the total expenditure by cash in the transaction bill (the sum of cash payments and monthly settlement).

The bill types include:

- Expenditure-purchase: fees of yearly/monthly subscriptions
- Expenditure-change: fees for changing the specifications of yearly/ monthly subscriptions
- Expenditure-renewal: fees of yearly/monthly subscriptions that you manually renew
- Expenditure-auto-renewal: fees of yearly/monthly subscriptions that are automatically renewed

- Expenditure-use: fees of pay-per-use products
- Expenditure-month-end deduction for support plan: fees charged for the support plan at the end of a month
- Expenditure-tax: tax for yearly/monthly and pay-per-use products
- Expenditure-difference amount: fees that HCDP customers need to pay if their expenditures do not reach the guaranteed minimum payment amount. Difference amount = Guaranteed minimum payment amount -Expenditure amount
- Expenditure-monthly payment: fees of a yearly/monthly subscription that is paid monthly
- Expenditure-savings plans used: actual hourly amount spent in the savings plan in the pay-per-use billing mode
- Refund unsubscription: fees of yearly/monthly products that are unsubscribed from
- Refund-tax: tax refunded when a yearly/monthly subscription is unsubscribed from
- Refund-change: fees of a yearly/monthly subscription for which the specification is downgraded
- Refund-change to pay-per-use: refunds generated when a yearly/monthly subscription is changed to pay-per-use billing
- Adjustment-compensation: fees compensated by Huawei Cloud
- Adjustment-deduction: fees paid when Huawei Cloud makes an account adjustment. For example, when Huawei Cloud adjusts a specification downgrade order, the original refund amount is paid first.
- Adjustment-compensation tax: tax for Huawei Cloud compensations
- Adjustment-deduction tax: tax for Huawei Cloud account adjustments

Step 3 (Optional) You can also compare the total cash expenditure in the monthly bill and the total payment in the bill filtered by a combination of Resource and By billing cycle, the total cash expenditure in the monthly bill and the total payment in the bill filtered by a combination of Usage Type and Details.

□ NOTE

Due to the different precision methods used for amounts in the above three types of bills, you may find deviations during the two comparisons.

- The total amount in the monthly bill is rounded off to the 2nd decimal place.
- The exact amounts (accurate to the 8th decimal place) are included in bill details filtered by a combination of **Resource Type** and **By billing cycle** and those filtered by a combination of **Usage** and **Details**.

----End

6.2.2.3 Fields

Table 6-1 Description of fields

| Parameter | Description |
|-----------|-------------|
| Α | |

| Parameter | Description |
|---|--|
| Actual Payment | Equal to the amount due minus the amount of used cash coupons. Actual Payment = Amount due - Cash coupon used. |
| Account Name | Account that is created upon successful registration with HUAWEI CLOUD. When your enterprise master account has been associated with multiple member accounts, you can view bill details by account. |
| Account Adjustment | Information of your account adjustments in a billing cycle, such as payment reversals and arrears write-offs. |
| Amount Deducted from Savings Plan | Actual hourly amount spent in the savings plan. |
| Amount Paid | Amount that has been paid by now in a billing cycle in the post payment mode, including payment for exceeded credit and advance payment. |
| Amortized Cash | Amortized cash amount in the current month. |
| Amortized Credit | Amortized credit amount in the current month. |
| Amortized Cash Coupon | Amortized cash coupon amount in the current month. |
| Amount | Amount that a customer should pay for used cloud services after discounts have been applied. The discounts include commercial discounts and promotions. |
| | • For non-monthly settlement, Amount due = Cash payments + Credit payments + Cash coupon used + Arrears. |
| | • For monthly settlement, Amount due = Cash payments + Cash coupon used + Monthly Settlement. |
| Amount Deducted from Savings Plan | Actual hourly amount spent in the savings plan. |
| Arrears | Amount to be deducted and paid, including uncleared amount and unsettled amount. |

| Parameter | Description |
|--|--|
| AZ | A physical region where resources use independent power supply and networks. AZs are physically isolated but interconnected through the internal network. One region has multiple AZs. If one AZ becomes faulty, the other AZs in the same region can still provide services. AZs in the same region can access each other through the intranet. |
| В | |
| Billing Mode | Billing modes include Yearly/Monthly, and Pay-per-Use. |
| Billing Cycle | Time frame between billings for an account. It is determined by HUAWEI CLOUD and is generally one natural month. When a billing cycle ends, the system calculates all the fees that a customer needs to pay during the billing cycle and generates a bill. |
| Bill | A bill is a manifestation of your service fees regularly provided by HUAWEI CLOUD. It describes the revenue and expenditures of various services and products owned and used by you. |
| Bill Type | Type of a bill, such as expenditure, refund, account adjustment, and others. |
| С | |
| Current Month Amortized | Amount amortized to the current month. |
| Cash Coupon Used | Fees that are paid using cash coupons. |
| Cash Coupon Amortized over Future Months | Cash coupon amount that has not been amortized after the current month. |
| Cash Coupon Amortized over Past Months | Cash coupon amount that has been amortized before the current month. |
| Cash Amortized over Past Months | Cash amount that has been amortized before the current month. |

| Parameter | Description |
|--|---|
| Cash Amortized over Future Months | Cash amount that has not been amortized after the current month. |
| Conversion Factor | Used to change Usage Unit to Usage Unit (for Pricing). For example, the conversion factor between seconds and hours is 3600. |
| Credit Amortized over Past Months | Credit amount that has been amortized before the current month. |
| Credit Amortized over Future Months | Credit amount that has not been amortized after the current month. |
| Credit Period | Time from the bill date to the due date. It is usually one calendar month. |
| Credit Payment | Amount that is paid by credit. After the bill is generated, credit payments are included in the amount due. |
| Cash Payment | Amount that is paid by cash. |
| D | |
| Due Date | The final date before which customers must pay off the bill. |
| Discount | Discounts offered to customers when they use cloud services, for example, commercial discounts and promotions. The value is the discount amount based on the list price. |
| Discount Type | Discount type used for the expenditure, for example, Commercial Discounts. |
| Discount Subtype | Describes the details of the discounts applied. For example, if the commercial discount is 20% off, the bill shows that Discount Type is Commercial Discounts and Discount Subtype is off: 20% discount . |
| E | |
| End Time | Time when billing for the corresponding cloud service ends. |
| Enterprise Project | The enterprise project to which the cloud resource belongs. If you have not set any enterprise projects when purchasing a cloud service resource, the default value is default . If a cloud service resource you have purchased does not support enterprise project management, it will be presented as Non-project . |

| Parameter | Description |
|--------------------------------|--|
| Expenditure s | Information of your expenditures in a billing cycle, such as purchase and pay-per-use. |
| Expenditure Time | Time when the expenditure occurs. For yearly/monthly products, it is the time of payment, while for pay-per-use products, it is the period from the effective time to the expiration time of the resource. |
| F | |
| Future Months Amortized | Amount that has not been amortized after the current month. |
| Н | |
| Hourly Commitme nt | Fixed hourly amount committed in the savings plan. |
| Huawei Arrears Write-Off | The part of amount that has been written off in arrears. It is the outstanding amount that HUAWEI CLOUD discharges according to the arrears write-off regulations, which customers do not need to repay. |
| ı | |
| Initial Amount Due | Amount payable in a billing cycle in the post payment mode. For non-monthly settlement, Initial amount due = Amount paid by the cash account in the billing cycle (including expenditures only) + Amount paid by the credit account in the billing cycle (including expenditures, refunds, and account adjustments) + Arrears in the billing cycle. For monthly settlement, Initial amount due = Amount paid in real time in the billing cycle (including expenditures only) + Amount settled monthly in the billing cycle (including expenditures, refunds, and account adjustments). |
| L | |
| List Price | The sale price of a product with no commercial discounts and promotion discounts applied on the HUAWEI CLOUD official website. List price = Discount amount + Truncated amount + Amount due. |
| М | |

| Parameter | Description |
|--------------------------------|--|
| Master Account | An enterprise master account is for customers who have enabled enterprise management. They can view expenditures of the member accounts, and can repay bills of the member accounts in post payment mode. |
| Member Account | An enterprise member account is for customers who have accepted the invitation from a master account. |
| Monthly settlement | When pay-per-use expenditures are settled by month, the bill will be generated on the third day of the next month. |
| Monthly Breakdown | Resource expenditures are amortized to each month based on resources, products, and usage types. |
| Month | The month to which the prepaid amount of a yearly/monthly resource is amortized based on the validity period of the order, or the month when the hourly billing of a pay-per-use resource occurs based on the accumulated usage (the same as the billing cycle). |
| N | |
| Negative Amount | There is a negative balance in the customer's credit card when the refund is greater than the amount paid from the card in a certain billing cycle. For example, when the refund to the credit card is \$10 USD and the amount paid from the credit card is \$5 USD, there is a negative balance of \$5 USD. The negative balance can be used to pay for the bills of the previous billing cycles or the next billing cycle. |
| 0 | |
| Original Order No. | Unique identifier of a yearly/monthly order from which a customer has unsubscribed. |
| Order ID/ Transaction ID | Order No. is a unique identifier of a yearly/monthly order. Transaction No. is a unique identifier of fee deduction for expenditures in the pay-per-use mode. |
| Overdue | The bill is still not paid off after the due date. |
| Overdue Amount | Remaining amount that should be paid off the moment when the due date arrives. |
| P | |
| Package Usage | Usage of a product or resource included in a resource package within a period of time. If this usage does not exceed the package quota, no extra charges are incurred. |

| Parameter | Description |
|---------------------------------------|---|
| Package Usage (Pricing Unit) | Package usage displayed in the unit used for pricing when the product is released. The value is truncated to a maximum of 10 decimal places. |
| Payment Option | Options selected when you placed an order in the billing mode such as Reserved Instance and Savings Plans. The options include all upfront, partial upfront, and no upfront. |
| Payment Status | The status of payment, including Paid, Unbilled (amount to be billed), and Partly Paid (amount that has been billed pending deduction and payment). |
| Past Months Amortized | Amount that has been amortized before the current month. |
| PayerAccou nt Name | Account that pays bills. Generally, bills are paid by the account that uses the resources. If an account is associated with an enterprise master for unified payment, bills will be paid by the enterprise master account from the time the association is completed. |
| R | |
| Region | Cloud service region that provides public cloud service resources independently and serves a large geographical area. |
| Resource | The specific object a customer uses via HUAWEI CLOUD, such as devices, IP addresses, and ports. |
| Resource ID | Unique ID of a cloud service resource. |
| Resource Name | User-defined name of a cloud service resource. |
| Resource Tag | User-defined tag of a cloud service resource. |
| Resource Type | Name of a cloud service. It indicates the category of the resource used for a cloud service. |
| Refunds | Information of your refunds in a billing cycle, such as unsubscriptions and specification downgrades. |
| Remaining Amount Due | Remaining amount payable by now in a billing cycle in the post payment mode. Remaining amount due = Initial amount due - Amount paid. |
| S | |
| Savings Plan | The savings plan which is used to cover the expenditures of the pay-per-use resource. |

| Parameter | Description |
|----------------------------------|---|
| Savings Plan Discount | Discount obtained when you commit to a savings plan depends on the hourly commitment. |
| Start Time | Time when billing for the corresponding cloud service starts. |
| Specificatio ns | A collection of attributes and their values used to describe the features of resources that a cloud service needs. Specifications of resources of the same type have the same attributes but different attribute values. |
| Service Type | Category of a cloud service. |
| Т | |
| Total Usage | To which extent a cloud service is used within a period of time, including the usage duration, used capacity, used times, and used traffic. |
| Total Usage (Pricing Unit) | Usage displayed in the unit used for pricing when the product is released. The value is truncated to a maximum of 10 decimal places. Total Usage (Pricing Unit) = Total Usage/Conversion Factor For example, 1 byte = 1/(1024 x 1024 x 1024) GB. The value is |
| | truncated to 10 decimal places and will be displayed as 0.0000000009 . |
| Total Credit Limit | Total amount granted to your credit account. It indicates the maximum credit amount offered to you within a certain period of time (generally one year) based on your payment capability. |
| Transaction Time | Time when the fee is deducted for an expenditure. |
| Transaction No. | Unique identifier of fee deduction for expenditures in the payper-use mode. |
| Truncated | In pay-per-use billing mode, amounts are accurate to two decimal places during settlement, with the third and later decimal places directly deleted. |
| U | |
| Usage Unit | Unit to measure the product usage. |
| Usage Unit (for Pricing) | Usage unit used for pricing a product when the product is released. |
| Usage Type | Usage type of pay-per-use cloud services to be billed, such as duration, capacity, upstream traffic, and more. |

| Parameter | Description |
|------------------|---|
| Unit Price | Price of product usage, such as ¥5. |
| Unit | Unit of product usage price, such as GB/hour, Mbps/hour, and GB. |
| Unbilled amount | The unprocessed amount of a bill to be generated. |
| Uncleared amount | Amount to be deducted and paid. |
| W | |
| | |
| Write-off | The outstanding amount that HUAWEI CLOUD discharges according to the arrears write-off regulations, which customers do not need to repay. |

6.2.3 Bills

6.2.3.1 Bill Summary

On the **Bills** page, you can view your monthly expenditures generated since June, 2020.

Important Notes

Bills for an enterprise master account contain the expenditure data of its member accounts.

If the payment currency is not USD, the amounts are converted to USD based on the exchange rate, and then rounded off to the 2nd decimal place. When the currency is Japanese yen, the amounts are rounded off to an integer.

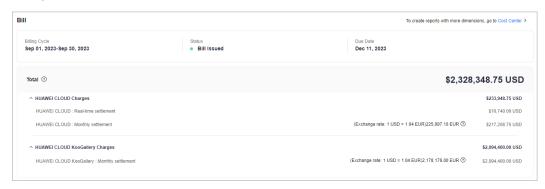
Viewing Summary Data

The summary data is rounded off to the 2nd decimal place. You can view the exact amounts (accurate to the 8th decimal place) in the exported summary bill in XLSX format.

- **Step 1** The **Bills** page is displayed.
- **Step 2** Select the billing cycle and transaction account.
- **Step 3** View the bill summary, payments, discounts, and transactions.

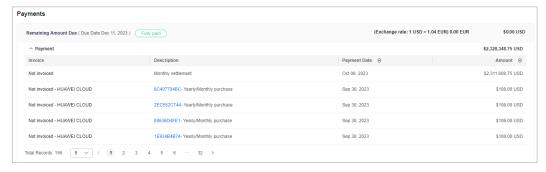
Generally, bills are paid by the account that uses the resources. If member accounts have been associated with the master account for unified accounting management, the master account will pay the bills generated after the association. You can use the accounts to filter the bills to be paid.

① **Bill**: including the start and end dates of the selected billing cycle, bill status (billed or not), due date, and total actual expenditures (excluding the coupons used).

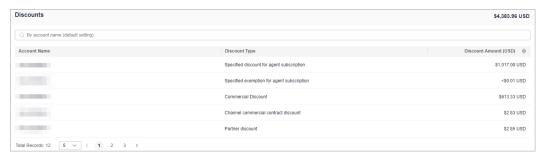


Before your bill is generated, this field is displayed as **Estimated Total**. After the bill is generated, the billed amount is displayed, which is the sum of your Huawei Cloud charges and Huawei Cloud KooGallery charges.

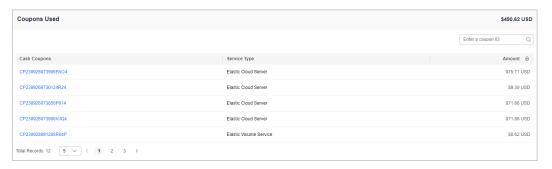
- Huawei Cloud charges: expenditures of Huawei Cloud services, including the real-time payments and monthly payments
 - Real-time payments: total amount you have paid to purchase Huawei Cloud products, including the payments for yearly/monthly subscriptions.
 - Monthly payments: Huawei Cloud expenditures settled monthly. If the payment currency is not USD, the amounts are converted to USD based on the exchange rate. Before your bill is generated, the monthly-settlement amounts are also converted to USD based on the live exchange rate but they are for reference only. The amount is subject to the actual bill run.
- Huawei Cloud KooGallery charges: expenditures of KooGallery products, including real-time payments and monthly payments.
 - Real-time payments: total amount you have paid to purchase KooGallery products, including the payments for yearly/monthly subscriptions.
 - Monthly payments: KooGallery expenditures settled monthly If the payment currency is not USD, the amounts are converted to USD based on the exchange rate. Before your bill is generated, the monthlysettlement amounts are also converted to USD based on the live exchange rate but they are for reference only. The amount is subject to the actual bill run.
- **② Payments**: mapping between invoices and actual payments (excluding payments using coupons). The total amount due is the sum of the remaining amount due and amount paid.



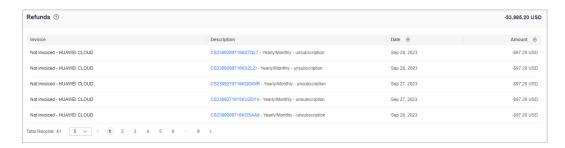
- Remaining Amount Due (displayed after the bill is generated): amount to be paid for the current billing cycle. If the payment currency is not USD, the amount is converted to USD based on the exchange rate.
- **Due Date** (displayed after the bill is generated): The final date before which you must pay off the bill.
- Amount Paid: cash expenditures. Cash expenditures include those for yearly/ monthly subscriptions and monthly settlement, excluding cash coupons. The date displayed is when fees are deducted from your account.
 - Monthly settlement: cash used for payment in the monthly settlement.
 - Monthly settlement-Account credit for payment: account credit (negative amount) used for payment in the monthly settlement. If within a billing cycle, the credit refund is greater than the credit payment, a negative amount is generated. The negative amount is then used to offset your monthly settlement fees.
- **Invoice**: Commercial invoices are issued for the billing cycle. If you have chosen the monthly settlement option, your invoices are issued after fees are deducted from your account.
- 3 **Discounts**: total discounted amount by discount type.



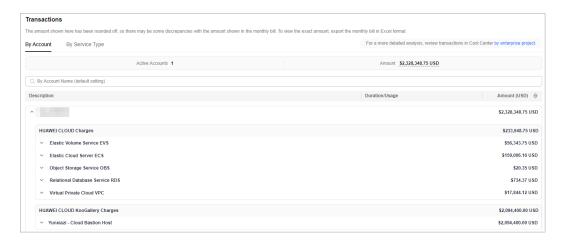
② Coupons Used: total amounts of coupons used by service type. You can filter coupons by coupon ID, and click a coupon to view its details.



© Refunds: amounts of unsubscriptions, specification downgrades, and account adjustments are included. The refund for amount adjustments is intended only for orders that are not settled monthly. All refunds are in cash and cash coupons are not returned. You can click the order number to view the order details.



⑥ Transactions: expenditures summarized by service type or region. You can view the transaction details by account or service type. For more dimensions, go to the Cost Center.



The amounts shown on the **Bill Details** page are rounded off, so there may be some discrepancies with the amounts shown in the monthly bill. To view the exact amounts, export the monthly bill in XLSX format.

- To use an API to guery bill summary, see Querying Bill Summary for details.
- For details about taxes, see Tax Help.

----End

6.2.3.2 Bill Settings

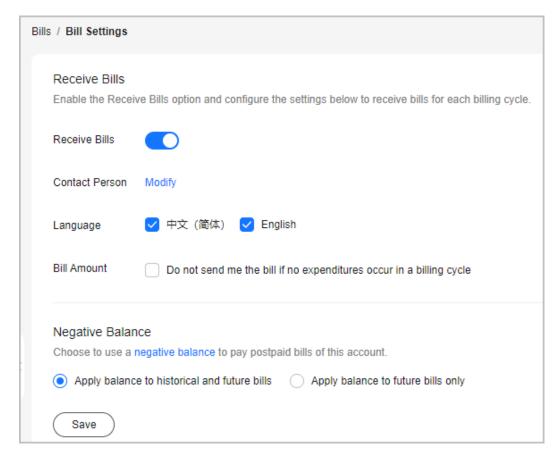
Under **Billing Settings**, you can choose to enable bill notification. If you enable bill notification, HUAWEI CLOUD will send bills to you via email or SMS message each month after these bills are generated.

Procedure

Step 1 Choose **Billing** > **Bills**, and click **Bill Settings** in the upper right corner of the page.

The Bill Settings page is displayed.

- Step 2 Turn on the Receive Bills toggle.
- **Step 3** Set the following parameters as needed, and click **Save**.



- Contact Person: Click Modify to modify the bill recipients on the SMS & Email Settings > Finance > Bill page in the Message Center.
- Language: Set the language of bill files.
- **Bill Amount**: If this option is selected, no bill notification is sent if no expenditures occur in a billing cycle.
- Negative Balance
 - You can set a negative balance to pay postpaid bills of this account. It is used to pay for the bills of the previous billing cycles or the next billing cycle by default.
 - When the master account allocates credits to its member accounts and makes payments for these member accounts, only the master account can set the negative balance, and its member accounts can view the settings.

----End

6.2.3.3 Editing Cards

You can personalize your bills by displaying or hiding the cards.

Procedure

Step 1 Choose Billing > Bills, and click Edit Cards in the upper right corner of the page.Edit Cards is displayed.

Edit Cards

You can choose to hide or show the following cards:

Bill

Payments

Discounts

Coupons Used

Refunds

Transactions

Step 2 Choose to hide or show the cards as required, and then click **OK**.

----End

6.2.3.4 Viewing the Bills Held By the Original Business Entity

View the bills generated during the association period if you have been associated with a partner.

Switching the Business Entity

If your account is associated with a partner, your business entity is switched from Huawei Cloud to your partner's business entity.

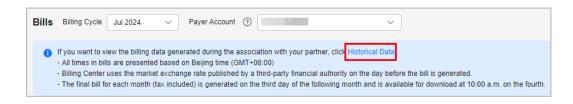
If your account is disassociated from the partner, your business entity is switched back to your original business entity (Huawei Cloud).

If your account is disassociated from the partner and then associates with another partner, your business entity is accordingly switched to the new partner's business entity.

Viewing Payment History

Step 1 The **Bills** page is displayed.

Step 2 Click Historical Data.



Step 3 Select **Business Entity** in the upper right corner of the page to view the billing data held by different business entities.

For bill details, see Bills.

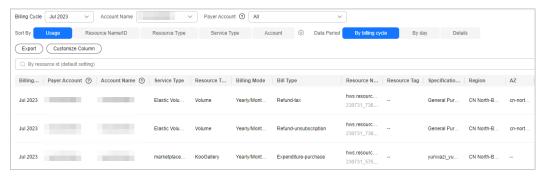


----End

6.2.4 Bill Details

You can view the bill details of the last 18 months on the page. To view the data of earlier months, export it and download the file.

- Step 1 Open the Bill Details page.
- **Step 2** Select a billing cycle. Set the data type and data period.



- **Usage**: how a pay-per-use cloud service is billed, such as by duration, capacity, or upstream traffic
- Resource: cloud resources, such as devices, IP addresses, and ports
- **Resource Type**: type of a cloud resource
- Service Type: type of a cloud service
- **Account**: created after registering with Huawei Cloud. The account has full access permissions for all the resources owned by itself.

□ NOTE

- When you view bills with data type set to Usage and data period set to Details:
 The following changes are made when you view bill details of pay-per-use and yearly/monthly products by Usage:
 - Before November 15, 2020, the **Discount Type** field is set to --. Since November 15, 2020, this field is set to the actual discount type you enjoy.
 - Before August 01, 2021, the **Discount Subtype** field is set to --. Since August 01, 2021, this field is set to the actual discount you enjoy.
- When you view bills by **Usage** with the period set to **By billing cycle** or **By day**:
 - For yearly/monthly subscriptions, the **Discount Type** and **Discount Subtype** fields in the bills are set to the actual discount type and discount information, respectively.
 - For pay-per-use products, the **Discount Type** and **Discount Subtype** fields are set to the actual discount type and discount information in the bills generated since 00:00:00 on August 1, 2022 and set to -- in the bills generated before that time.
- Click on the right of the amount due to select whether to hide expenditures of \$0 USD.
- In the Pay-per-Use billing mode, the unit price is provided, and the amount is equal to the usage multiplied by the unit price. In other billing modes, such as the tiered pricing and small amount accumulation, no unit price is provided.
- For a yearly/monthly product, if a customer updates the resource name and resource tag on the cloud service console, the new name and tag will not be updated to the resources which have expired in the bill.

Example

- 1. On October 10, 2023, a customer subscribed to an EVS disk for one month. The Billing Center generated an order for the new purchase and the bill for the resource usage
- 2. On November 8, 2023, the customer renewed the EVS disk for one month. The Billing Center generated another order for the renewal and the bill for the resource usage.
- 3. On November 20, 2023, the customer updated the resource name and resource tag on the EVS console.

Result:

- Because the resources in the new purchase order have expired, the resource name and tag will not be updated in the corresponding bill.
- However, the resources in the renewal order are still in use, the resource name and tag will be updated in the corresponding bill.

----End

6.2.5 Exporting Bills

Huawei Cloud generates the final bill for each month's expenditures on the third day of the following month. It is made available for viewing or export at 10:00 a.m. on the fourth of the following month.

You can select the type of bills to be exported as you required.

Table 6-2 Exported Files

| Bill Type | Function | File Forma t | Billing Period | Operations |
|---------------------|---|---------------------|--|--|
| Bill summa ry | Expenditure summary of the current month. The summary is not updated in real time and cannot be used for reconciliation. | • PDF • XLS X | By billing cycle | Choose Billing > Bills, and click Export. Select Summary bill. Set the time, file format, and data dimension. Click Export. |
| Transac tions | Transaction records, which can be used for reconciliation. | CSV | By billing cycle | Choose Bills > Bill Summary, and click Export. Select Transaction Bills, and set the time. Click Export. |
| Bill details | Usage and expenditure of each resource for the current account, which can be used to check commercial discounts. | CSV | By billin g cycle By day By detail s | Choose Billing > Bill Details. Select a billing cycle, set the dimension and data period. Click Export. |

□ NOTE

- In the PDF summary bill, the amounts are rounded off to the 2nd decimal place.
- Exact amounts (accurate to the 8th decimal place) are displayed on the exported file in Excel or CSV format.

6.2.6 Payment History

You can view all payment records of your cash account and credit card in a specified period.

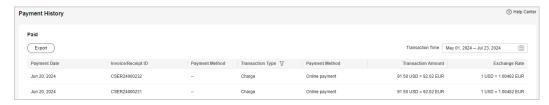
Important Notes

If you have chosen the monthly settlement option, your payment records are displayed only after fees are deducted from your account.

If the payment currency is not USD, the amount is converted to USD based on the exchange rate. and then rounded off to the 2nd decimal place. When the currency is Japanese yen, the amounts are rounded off to an integer.

Viewing Payment Records

- Step 1 Go to Payment History page.
- **Step 2** Select a payment date to view all payment records in that period.



----End

Downloading Payment Records

Click **Export** in the upper left corner of the page. You can download the exported contents on the **Billing Center** > **Export History** page.

6.2.7 Usage Details

You can view or export the usage details of the 95th percentile bandwidth, 95th percentile bandwidth (enhanced), 95th percentile bandwidth (guaranteed), and daily peak bandwidth for CDN, VPC, CC, EIP, and OBS services. Billing Center prepares your usage details of the last 18 months.

Important Notes

To obtain complete usage details, query the data of a month after the third day of the following month.

Procedure

- **Step 1** Go to the **Usage Details** page.
- **Step 2** Set the service type, resource type, and time to export usage details.

----End

6.2.8 Data Storage

6.2.8.1 Enabling Data Storage

You can enable expenditure data storage by creating a bucket on Object Storage Service (OBS). Huawei Cloud will synchronize your bills to the designated bucket on OBS.

□ NOTE

The bill data storage service is upgraded to provide more detailed bill data. If you
have enabled the old version of the bill data storage service, you can click the
button in the upper right corner of the page to experience the new version of the
service.

The new version of the bill data storage service does not affect the old version. If you want to switch to the new version, disable the old version.

• If you enabled the data storage service or update the push settings after 04:00, Huawei Cloud will not send your bills of the previous day.

For example, if you enabled the data storage service at 08:10 on February 10, 2024, you will not receive the bills of February 09, 2024.

• After you enable data storage or update the push settings, bill files will be pushed to you at 18:30 every day. Considering the time required for push processing, you are advised to obtain the data from the bucket after 20:00.

Enabling Bill Subscription

- **Step 1** Create a bucket on OBS. For details, see **Creating a Bucket**.
- **Step 2** Log in to the Billing Center.
- Step 3 Go to the Expenditure Data Storage page.
- **Step 4** Set the bucket name.

| 131() [| _ |
|----------------|---|

If the bucket becomes invalid, expenditure data storage is automatically disabled.

Step 5 Click Verify.

A message indicating that the verification is successful is displayed and all eligible bills are presented.

Step 6 Select the bills that you want to export and click **Enable**.

Once authorized and verified, the files for your selected bills will be synchronized to your bucket on OBS every day.

- Set Push
 - If you select the check box, the expenditure data updated upon bill adjustments will be synchronized to your bucket on OBS.
- Save Bills of Unified Accounting Members

This field is available only to the master account with unified accounting.

When this field is set to **Yes**, Huawei Cloud pushes bills of member accounts to the master account for unified accounting. If this field is set to **No**, Huawei Cloud does not push bills of member accounts to the master account.

- Step 7 Click Get Code.
- **Step 8** Enter the received SMS verification code and click **OK**.

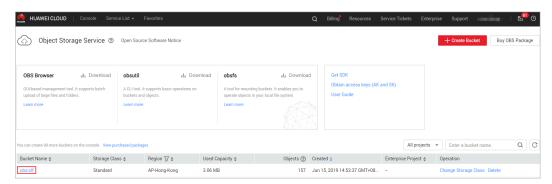
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|---------------|---------------|----|--------|---|---|
| | | NI | | | _ |
| | | IV | | | _ |

You can click **Disable** next to the object storage name to close expenditure data storage.

----End

Downloading Subscribed Bills

- **Step 1** Choose **Service List > Storage > Object Storage Service**.
- **Step 2** Click the bucket name.



Step 3 In the navigation bar on the left, click **Objects**. You can view all files of the subscribed bills that have been exported.

□ NOTE

- Bills of the same type are sorted in descending order.
- You can search for bills by bill name prefix. Example: Enter
 Spendings(ByResource)_201906 in the search box to view all resource bill files in June 2019.
- Data generated each day for customers in the monthly settlement mode is estimated. It is suggested that these customers obtain the full bill of a month on the fourth day of the next month.

After expenditure data storage is enabled, data listed in **Table 6-3** will be automatically exported based on your selection.

Table 6-3 Exported bills

| Bill | Billing Period | Data to Be Exported | Filename Identifier |
|---------------------------------------|-------------------------|--|---|
| Resource bill by billing cycle | Every day | Data of the month (prior to the day on which the data is exported) | %account name %_InstanceBillMonth_Y YYYMM |
| (applicable to the new version) | Third day of each month | Data of the last month | |
| Detail bill by usage type | Every day | Data of the previous day | %account name %_PriceFactorBillDe- tail_YYYYMMDD |
| (applicable to the new version) | Third day of each month | Data of the last month | %account name %_PriceFactorBillDe- tail_YYYYMMDD- YYYYMMDD |

| Bill | Billing Period | Data to Be Exported | Filename Identifier |
|--|-------------------------|---|--|
| Resource Expenditure | Every day | Resource expenditure data of the previous day | Resource_Expenditures_ YYYYMMDD |
| (applicable to the old version) | Third day of each month | Pay-per-use expenditure data of the last month (for example, data of CDN expenditure charged based on daily average peak bandwidth). NOTE Such data is not displayed if there is no monthly-settled pay-per-use products. | Resource_Expenditures(Pay-per- Use)_MonthlyBill_ <i>YYYY MM</i> |
| Spendings (By Resource) (applicable | Every day | Current month (excluding the day on which the data is exported) | Spendings (ByResource)_ <i>YYYYMM</i> <i>DD</i> |
| to the old version) | Third day of each month | Last month (YYYYMMDD in the file name indicates the last day of the last month) | Spendings (ByResource)_ <i>YYYYMM</i> <i>DD</i> |

Step 4 Select the bill you want to download and click **Download** in the **Operation** column.

----End

Further Description

If you want to download subscribed bills every day, run the following script to set it up. After the setup is completed, the subscribed bills will be automatically downloaded.

□ NOTE

The following code example is for reference only. You can make changes to it for development as needed.

```
#!/usr/bin/python
# -*- coding:utf-8 -*-
import string,os,sys,datetime
import commands
import json

#get date
date = datetime.date.today()-datetime.timedelta(1)
str_date = date.strftime("%Y%m%d")

AK = "
```

```
SK = "
server = "
bucketName = "
#prefix="Consumedetails_"+str_date
prefix="Resource_Expenditures_"+str_date
print prefix
from com.obs.client.obs client import ObsClient
# Constructs an obs client instance with your account for accessing OBS
obsClient = ObsClient(access_key_id=AK, secret_access_key=SK, server=server)
#find which billing
resp=obsClient.listObjects(bucketName,prefix)
#billing name
objectKey=resp.body.contents[0].key
localFileDir='/opt/huawei/zcm/data/+objectKey
# Download the object to a file
print('Downloading an object to dir:' + localFileDir + '\n')
obsClient.getObject(bucketName, objectKey, downloadPath=localFileDir)
```

Parameter description:

- AK: access key ID on OBS. One AK maps to only one user but one user can have multiple AKs. OBS identifies users via access key IDs. For details about how to obtain the AK and SK, see Obtaining Access Keys (AK and SK).
- SK: secret access key used to access OBS. Authentication information is generated based on SKs and request headers. Each AK maps onto a unique SK.
- server: domain name, representing the bucket's Internet address. It is used for direct access to buckets in cases like cloud application development and data sharing. You can obtain its value from the part marked with ① in Figure 6-3.
- bucketName: name of the bucket used for the subscribed bills. You can obtain its value from the part marked with ② in Figure 6-3.
- prefix: bills that need to be automatically downloaded.
 - "Resource_Expenditures_": resource expenditure records
 - "Spendings (ByResource)_": resource bill
- localFileDir: local directory for storing downloaded bill files.

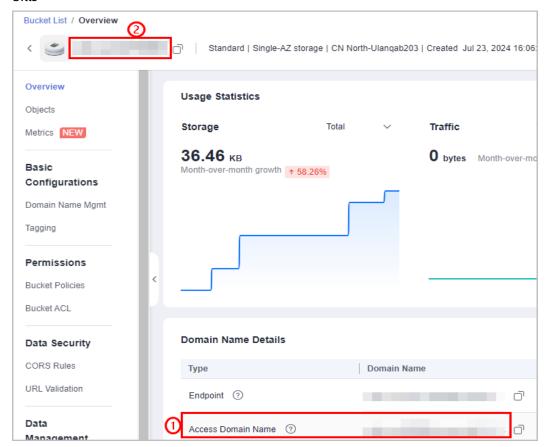


Figure 6-3 Obtaining parameters for automatically downloading subscribed bills

6.2.8.2 Format of Resource Bill by Billing Cycle (for New Version)

Bill Description

 After subscribing to resource bills by billing cycle on the Billing > Data Storage page of the Billing Center, you can download and view these bills from Service List > Storage > Object Storage Service.

For details about how to download the bills, see **Downloading Subscribed Bills**.

2. Select the folder named after a date as needed.



3. The date folder is opened. Download the resource bill file.



| Bill | Billing Period | Data to Be Exported | Filename Identifier |
|--------------------------------------|-------------------------|---|---|
| Resource bill by billing cycle | Every day | Data of the month (prior to the day on which the data is exported) | %account name %_InstanceBillMonth_Y YYYMM |
| | | For example, the file exported on April 10, 2021 contains bill details from April 1, 2021 to April 9, 2021. | |
| | | NOTE Due to the data report delay, the daily bills may not include all transaction data. You are not advised using the daily bills for reconciliation and monthly data analysis. | |
| | Third day of each month | Data of the last month (recommended for reconciliation) | |
| | | For example, the file exported on April 3, 2021 includes bill details of March 2021 (a billing cycle). | |

Table 6-4 Parameters in resource bill by billing cycle

| Field Nam e | Туре | Field Description | Example Value |
|----------------------|--------|--|------------------|
| Billin g Cycle | String | Interval of time from the end of one billing statement date to the next billing statement date. It is determined by Huawei Cloud and is generally one natural month. When a billing cycle ends, the system calculates all the fees that a customer needs to pay during the billing cycle and generates a bill. | 2020-08 |

| Field Nam e | Туре | Field Description | Example Value |
|----------------------------------|--------|---|--|
| Enter prise Proje ct | String | Name of the specified enterprise project. If no enterprise project is selected for the cloud service, default is displayed as the value of this field. | default |
| Enter prise Proje ct ID | String | ID of the specified enterprise project. If no enterprise project is selected when the customer purchases a product, the enterprise project ID is 0 . | 0 |
| Acco unt | String | Account name of the customer to which a bill belongs. | zhangsan |
| Servi ce Type Code | String | Code of a product type. | hws.service.t ype.ebs |
| Servi ce Type | String | Type of a cloud service. | Elastic Volume Service |
| Reso urce Type Code | String | Code of a product. | hws.resource. type.volume |
| Prod uct ID | String | ID of a product. | d5d5ba12f9e d4d0f997ab4 8464133d24 |
| Reso urce Type | String | Name of a cloud service. | Elastic Volume Service |
| Billin g Mod e | String | Billing mode. The options are as follows: • Yearly • Monthly • Daily • One-off • Pay-per-use • Reserved Instance • Savings Plans | Monthly |

| Field Nam e | Туре | Field Description | Example Value |
|-------------------|--------|---|--------------------------|
| Bill Type | String | Type of a billing item. • Expenditure-purchase: fees of purchased yearly/monthly subscriptions | Expenditure- purchase |
| | | Expenditure-renewal: fees of yearly/monthly subscriptions that you manually renew Expenditure-use: fees of pay-per-use products | |
| | | Expenditure-auto-renewal: fees of yearly/ monthly subscriptions that are automatically renewed | |
| | | Expenditure-hourly billing: fees for reserved instances and savings plans that are billed hourly. | |
| | | Expenditure-savings plans used: expenditures paid for using savings plans | |
| | | Expenditure-unsubscription service charge: handling fees charged for unsubscriptions | |
| | | Expenditure-month-end deduction for support plan: fees charged for the support plan at the end of a month | |
| | | Expenditure-change: fees incurred due to changes in the specifications of yearly/ monthly subscriptions | |
| | | Expenditure-monthly payment: fees of yearly/ monthly subscription that is paid monthly | |
| | | Refund-unsubscription: fees of yearly/monthly products that are unsubscribed from | |
| | | Refund-change: expenditures generated when a yearly/monthly resource is changed, for example, its specifications are downgraded | |
| | | NOTE The bill type of specification downgrade orders from Refund-unsubscription to Refund-change since August 25, 2022 (GMT+08:00). | |
| | | Refund-change to pay-per-use: fees for the refunds generated when a yearly/monthly subscription is changed to pay-per-use billing. | |
| | | Adjustment-compensation: fees compensated by Huawei Cloud | |
| | | Adjustment-deduction: fees paid when Huawei Cloud makes an account adjustment. For example, when Huawei Cloud adjusts a specification downgrade order, the original refund amount is paid first. | |

| Field Nam e | Туре | Field Description | Example Value |
|----------------------------------|--------|--|--|
| Reso urce ID | String | Unique ID of a cloud service resource. | e46a3ab3- d1ca-42e4-8 4d7- db19d17024 55 |
| Reso urce Nam e | String | Name of a cloud service resource. | volume-6d23 |
| Reso urce Tag | String | User-defined tag of a cloud service resource. | group |
| SKU Code | String | An SKU code is unique to a product. | SATA |
| Specif icati ons | String | A collection of attributes and their values used to describe the features of the resource that a cloud service needs. Specifications of resources of the same type have the same attributes but different attribute values. | Common I/O 10.0 GB |
| Pare nt Reso urce ID | String | ID of the parent resource to which a resource belongs. | - |
| Root Reso urce ID | String | ID of the root of a resource. Child resources belong to parent resources, and parent resources belong to root resources. | - |
| Regi on Code | String | Code of a region. | cn-north-1 |
| Regi on | String | Cloud service region that provides public cloud service resources independently and serves a large geographical area. | CN North- Beijing1 |
| AZ | String | A physical zone where resources use independent power supply and networks. AZs are physically isolated. One region has multiple AZs. If one AZ becomes faulty, the other AZs in the same region can still provide services. AZs in the same region can access each other on an intranet. | AZ1 |

| Field Nam e | Туре | Field Description | Example Value |
|--|----------------|--|------------------|
| List Price | BigDe cimal | Price of the product for the specified period displayed on the Huawei Cloud official website. | 3 |
| Disc ount | BigDe cimal | Discounts offered for cloud services, for example, commercial discounts and promotional discounts. It is the discounted amount based on the list price. | 0 |
| Amo unt | BigDe cimal | Amount that should be paid for used cloud services after discounts are applied. The discounts include promotional discounts, discount coupons, and commercial discounts. | 3 |
| Cash Pay ment | BigDe cimal | Amount that is paid by cash. | 3 |
| Credi t Pay ment | BigDe cimal | Amount that is paid by credit. After the bill is generated, credit payments are included in the amount due. | 0 |
| Cash Coup on Used | BigDe cimal | Amount paid using cash coupons. | 0 |
| Flexi - Purc hase Coup on Used | BigDe cimal | Amount paid using flexi-purchase coupons. | 0 |
| Store d Valu e Card Pay ment | BigDe cimal | Amount paid using stored value cards. | 0 |
| Mon thly Settl eme nt | BigDe cimal | Amount settled monthly. This parameter is displayed only for monthly-settled customers. | 0 |

| Field Nam e | Туре | Field Description | Example Value |
|--|----------------|--|-------------------------------------|
| Arre ars | BigDe cimal | Amount to be deducted and paid, including uncleared amount and unsettled amount. This parameter is displayed only for nonmonthly-settled customers. | 0 |
| Writt en Off | BigDe cimal | Part of amount in the arrears that is written off by Huawei and does not need to be paid. | 0 |
| Orde r No./ Trans actio n No. | String | Order No. is a unique identifier of a yearly/monthly order. Transaction No. is a unique identifier of payment for billing modes, such as pay-per-use. | CS21061515 539V0RHH6 |
| Start Time | String | Time when billing for a cloud service starts. | 2021-06-15 16:05:43 GMT+08:00 |
| End time | String | Time when billing for a cloud service ends. | 2021-07-15 23:59:59 GMT+08:00 |
| Spot Insta nce | String | Whether the current pay-per-use instance is using spot pricing. N Y This field takes effect from 00:00:00 on August 1, 2021. The related data can be viewed and exported. | N |
| Tradi ng Acco unt | String | Enterprise master account. This parameter is displayed only when you have enabled the Enterprise Center and the association model is Unified Accounting Management . | zhangtao |
| Asso ciati on Type | String | Association mode of the enterprise master account and its member accounts. This parameter is displayed only when you have enabled the Enterprise Center and the association model is Unified Accounting Management . | Unified accounting |

| Field Nam e | Туре | Field Description | Example Value |
|---|--------|--|---|
| Com bine d Orde r No. | String | Unique ID of a combined order. Huawei Cloud will combine multiple orders that need to be executed in a batch, such as operated in a batch and paid in a batch. You need to pay or cancel the orders together in a combined order. After a combined order is paid, each cloud service in the combined order can be managed separately. | CS24CSYZHD 0050016 |
| Sub- reso urce Nam e | String | Name of a child resource for a cloud service. A child resource takes the subordinate position among several associated resources, for example, an EVS system disk is a child resource of an ECS. | |
| Sub- reso urce ID | String | Unique ID of a child resource for a cloud service. | 230606_bca3 73129f0b436 4b45f83b686 89f1e1 |
| Sub- reso urce Prod uct Type | String | Service type of a child resource for a cloud service. | Elastic Volume Service |
| Sub- reso urce Prod uct | String | Service name of a child resource for a cloud service. | Elastic Volume Service |

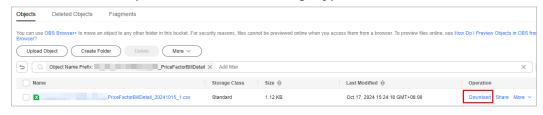
6.2.8.3 Format of Detail Bill by Usage Type (for New Version)

Bill Description

- After subscribing to detailed bills by usage type on the Billing > Data Storage page on the Billing Center, you can download and view these bills from Service List > Storage > Object Storage Service.
- 2. Select the folder named after a date as needed.



3. The date folder is opened. Download the usage type details bill file.



| Bill | Billing Period | Data to Be Exported | Filename Identifier |
|---------------------------------|-------------------------|---|---|
| Detail bill by usage type | Every day | Data of the previous day For example, the file exported on April 3, 2021 includes bill details on April 2, 2021. NOTE Due to the data report delay, the daily bills may not include all transaction data. You are not advised using the daily bills for reconciliation and monthly | %account name %_PriceFactorBillDe- tail_YYYYMMDD |
| | Third day of each month | data analysis. Data of the last month (recommended for reconciliation) For example, the file exported on April 3, 2021 includes bill details of March 2021 (a billing cycle). | %account name %_PriceFactorBillDe- tail_YYYYMMDD- YYYYMMDD |

Table 6-5 Parameters in detail bill by usage type

| Field Name | Туре | Field Description | Example Value |
|------------------|--------|--|------------------|
| Billing Cycle | String | Interval of time from the end of one billing statement date to the next billing statement date. It is determined by Huawei Cloud and is generally one natural month. When a billing cycle ends, the system calculates all the fees that a customer needs to pay during the billing cycle and generates a bill. | 2020-08 |

| Field Name | Туре | Field Description | Example Value |
|--------------------------|--------|--|--|
| Enterprise Project | String | Name of the specified enterprise project. If no enterprise project is selected for the cloud service, default is displayed as the value of this field. | default |
| Enterprise Project ID | String | ID of the specified enterprise project. If no enterprise project is selected when the customer purchases a product, the enterprise project ID is 0 . | 0 |
| Account | String | Account name of the customer to which a bill belongs. | zhangsan |
| Service Type Code | String | Code of a product type. | hws.service .type.aom |
| Service Type | String | Type of a cloud service. | Application Operations Manageme nt |
| Resource Type Code | String | Code of a product. | hws.resour ce.type.ao m.alarmrul eai |
| Product ID | String | ID of a product. | 00301-215 174-00 |
| Resource Type | String | Name of a cloud service. | AI AlarmRule Of AOM |
| Billing Mode | String | Billing mode. The options are as follows: • Yearly • Monthly • Daily • One-off • Pay-per-use • Reserved Instance • Savings Plans | Pay-per- use |
| Expenditur e Time | String | Time when the expenditure occurs. For yearly/monthly products, it is the time of payment, while for pay-per-use products, it is the period from the effective time to the expiration time of the resource reported in the SDR. | 2020-08-2 3 22:00:00 GMT +08:00-202 0-08-23 23:00:00 GMT +08:00 |

| Field Name | Туре | Field Description | Example Value |
|----------------------------------|--------|---|--|
| Start Time | String | Time when billing for a cloud service starts. | 2020-08-2 3 22:00:00 GMT +08:00 |
| End time | String | Time when billing for a cloud service ends. | 2020-08-2 3 23:00:00 GMT +08:00 |
| Order No./ Transaction No. | String | Order No. is a unique identifier of a yearly/monthly order. Transaction No. is a unique identifier of payment for billing modes, such as pay-per-use. | 450b5ab2- 5a4e-4c16- a8ea- bcd564d17 73f |
| Transaction Time | String | Time when the fee is paid for an expenditure. | 2020-08-2 3 23:41:33 GMT +08:00 |

| Field Name | Туре | Field Description | Example Value |
|---------------|--------|---|------------------|
| Bill Type | String | Type of a billing item. | Expenditur |
| | | Expenditure-purchase: fees of purchased yearly/monthly subscriptions | e-use |
| | | Expenditure-renewal: fees of yearly/ monthly subscriptions that you manually renew | |
| | | Expenditure-use: fees of pay-per-use products | |
| | | Expenditure-auto-renewal: fees of yearly/ monthly subscriptions that are automatically renewed | |
| | | Expenditure-hourly billing: fees for reserved instances and savings plans that are billed hourly. | |
| | | Expenditure-savings plans used: expenditures paid for using savings plans | |
| | | Expenditure-unsubscription service charge: handling fees charged for unsubscriptions | |
| | | Expenditure-month-end deduction for support plan: fees charged for the support plan at the end of a month | |
| | | Expenditure-change: fees incurred due to changes in the specifications of yearly/ monthly subscriptions | |
| | | Expenditure-monthly payment: fees of yearly/monthly subscription that is paid monthly | |
| | | Refund-unsubscription: fees of yearly/ monthly products that are unsubscribed from | |
| | | Refund-change: expenditures generated when a yearly/monthly resource is changed, for example, its specifications are downgraded | |
| | | NOTE The bill type of specification downgrade orders from Refund-unsubscription to Refund-change since August 25, 2022 (GMT +08:00). | |
| | | Refund-change to pay-per-use: fees for the refunds generated when a yearly/ monthly subscription is changed to pay- per-use billing. | |
| | | Adjustment-compensation: fees compensated by Huawei Cloud | |

| Field Name | Туре | Field Description | Example Value |
|--------------------|--------|--|--|
| | | Adjustment-deduction: fees paid when Huawei Cloud makes an account adjustment. For example, when Huawei Cloud adjusts a specification downgrade order, the original refund amount is paid first. | |
| Resource ID | String | Unique ID of a cloud service resource. | aombilling - alarmrulea i- a410b0d62 68a48e394 6a84c4a39 c8a00.0 |
| Resource Name | String | Name of a cloud service resource. | |
| Resource Tag | String | User-defined tag of a cloud service resource. | group |
| SKU Code | String | An SKU code is unique to a product. | aom.alarm rule.ai.base |
| Specificatio ns | String | A collection of attributes and their values used to describe the features of the resource that a cloud service needs. Specifications of resources of the same type have the same attributes but different attribute values. | Basic intelligent threshold rules AOS stack 4 |
| Region Code | String | Code of a region. | cn-north-1 |
| Region | String | Cloud service region that provides public cloud service resources independently and serves a large geographical area. | CN North- Beijing1 |
| AZ | String | A physical zone where resources use independent power supply and networks. AZs are physically isolated. One region has multiple AZs. If one AZ becomes faulty, the other AZs in the same region can still provide services. AZs in the same region can access each other on an intranet. | AZ1 |
| Usage Type Code | String | Code of a usage type. | aom.count |

| Field Name | Туре | Field Description | Example Value |
|--|----------------|---|---------------------------|
| Usage Type | String | How a pay-per-use cloud service is billed, such as by duration, capacity, or upstream traffic. | count |
| Unit Price | BigDe cimal | Price of product usage, such as \$5 USD. | 0.15 |
| Unit | String | Unit to measure the unit price, such as GB/hour, Mbps/hour, and GB. | USD/ 10,000 (times) |
| Usage Unit | String | Unit to measure the product usage. | Byte |
| Usage Unit (for Pricing) | String | Usage unit used for pricing a product when the product is released. | GB |
| Usage | BigDe cimal | How a cloud service is used within a period of time, such as by duration, capacity, count, or traffic. | 1 |
| Total Usage (Pricing Unit) | BigDe cimal | Usage displayed in the unit used for pricing when the product is released. The value is truncated to a maximum of 10 decimal places. Total Usage (Pricing Unit) = Total Usage/Conversion Factor For example, 1 byte = 1/(1024 x 1024 x 1024) GB. The value is truncated to 10 decimal places and will be displayed as 0.0000000009. | 0.0000000 |
| Package Usage | BigDe cimal | Usage of a product or resource included in a resource package within a period of time. If this usage does not exceed the package quota, no extra charges are incurred. | |
| Package Usage (Pricing Unit) | BigDe cimal | Package usage displayed in the unit used for pricing when the product is released. The value is truncated to a maximum of 10 decimal places. | |
| Usage in Reserved Instances | BigDe cimal | Usage of a product or resource included in a reserved instance within a period of time. If this usage does not exceed the package quota, no extra charges are incurred. | 0 |
| Usage in Reserved Instances (Pricing Unit) | BigDe cimal | Usage for a reserved instance, which is displayed in the unit used for pricing when the product is released. The value is truncated to a maximum of 10 decimal places. | 0 |

| Field Name | Туре | Field Description | Example Value |
|--------------------------------------|----------------|--|------------------|
| Conversion Factor | BigDe cimal | Used to change Usage Unit to Usage Unit (for Pricing). For example, the conversion factor between seconds and hours is 3600. | 3600 |
| List Price | BigDe cimal | Price of the product for the specified period displayed on the Huawei Cloud official website. | 0.15 |
| Discount | BigDe cimal | Discounts offered for cloud services, for example, commercial discounts and promotional discounts. It is the discounted amount based on the list price. | 0 |
| Amount | BigDe cimal | Amount that should be paid for used cloud services after discounts are applied. The discounts include promotional discounts, discount coupons, and commercial discounts. | 0.15 |
| Cash Payment | BigDe cimal | Amount that is paid by cash. | 0.15 |
| Credit Payment | BigDe cimal | Amount that is paid by credit. After the bill is generated, credit payments are included in the amount due. | 0 |
| Cash Coupon Used | BigDe cimal | Amount paid using cash coupons. | 0 |
| Flexi- Purchase Coupon Used | BigDe cimal | Amount paid using flexi-purchase coupons. | 0 |
| Stored Value Card Payment | BigDe cimal | Amount paid using stored value cards. | 0 |
| Monthly Settlement | BigDe cimal | Amount settled monthly. This parameter is displayed only for monthly-settled customers. | 0 |
| Arrears | BigDe cimal | Amount to be deducted and paid, including uncleared amount and unsettled amount. This parameter is displayed only for nonmonthly-settled customers. | 0 |
| Written Off | BigDe cimal | Part of amount in the arrears that is written off by Huawei and does not need to be paid. | 0 |

| Field Name | Туре | Field Description | Example Value |
|---------------------|--------|--|-------------------------------------|
| Discount Type | String | Discount type used for the expenditure. Promotional discount Commercial contract discount Channel contract discount Joint operations product discount This field takes effect from 00:00:00 on November 15, 2020. The related data can be viewed and exported. | Commercia l contract discount |
| Discount Subtype | String | Describes the details of the discounts applied. • % off • Fixed unit price • Amount off This field takes effect from 00:00:00 on August 1, 2021. The related data can be viewed and exported. | 70% |
| Order Type | String | Type of a product order: New purchase Renewal Unsubscription Change Compensation: implemented by renewing orders for customers. Yearly/monthly to pay-per-use Pay-per-use to yearly/monthly Trial use Commercial use Price adjustments: additional charges and reversal Return Exchange | New purchase |
| Quantity | String | Number of order items. | 2 |
| Number of Terms | String | Duration of an order period. For example, for an order valid for 3 months, 3 is the number of terms. | 1 |
| Term Unit | String | For example, for an order valid for 3 months, month is the term unit. | Year |

| Field Name | Туре | Field Description | Example Value |
|---|----------------|--|--|
| RI Hours Purchased | String | Number of hours that a reserved instance is purchased. This field takes effect from 00:00:00 on August 1, 2021. The related data can be viewed and exported. | 100 |
| Unsubscrip tion Reason | String | Reason for an unsubscription. This field takes effect from 00:00:00 on August 1, 2021. The related data can be viewed and exported. | |
| Unsubscrip tion Handling Fee | BigDe cimal | Handling fees for unsubscriptions. | 10.11 |
| Original Order No. | String | Order No. for a resource before it is unsubscribed from. | CS2007020 834553YB |
| Spot Instance | String | Whether the current pay-per-use instance is using spot pricing. N Y This field takes effect from 00:00:00 on August 1, 2021. The related data can be viewed and exported. | N |
| Amount Deducted from Savings Plan | BigDe cimal | Actual hourly amount spent in the savings plan in the pay-per-use billing mode. | 0.0720000 |
| Savings Plan | String | Savings plan which is used to cover the expenditures of the pay-per-use resource. | 1d67b4483 2cd4db8b5 d4a9c548e e1930 |
| Savings Plan Discount | String | Discount obtained when you commit to a savings plan depends on the hourly commitment. | 60% |
| Payment Option | String | Options selected when you placed an order in the billing mode such as Reserved Instance and Savings Plans. The options include all upfront, partial upfront, and no upfront. | Partial upfront |
| Hourly Commitme nt | BigDe cimal | Committed expenditure per hour in a savings plan. Different discounts are applied based on hourly commitment. | 1.00 |

| Field Name | Туре | Field Description | Example Value |
|-------------------------------------|--------|--|---|
| Sub- resource Name | String | Name of a child resource for a cloud service. A child resource takes the subordinate position among several associated resources, for example, an EVS system disk is a child resource of an ECS. | |
| Sub- resource ID | String | Unique ID of a child resource for a cloud service. | 230606_bc a373129f0 b4364b45f 83b68689f 1e1 |
| Sub- resource Product Type | String | Service type of a child resource for a cloud service. | Elastic Volume Service |
| Sub- resource Product | String | Service name of a child resource for a cloud service. | Elastic Volume Service |
| Combined Order No. | String | Unique ID of a combined order. Huawei Cloud will combine multiple orders that need to be executed in a batch, such as operated in a batch and paid in a batch. You need to pay or cancel the orders together in a combined order. After a combined order is paid, each cloud service in the combined order can be managed separately. | CS24CSYZ HD005001 6 |
| Trading Account | String | Enterprise master account. This parameter is displayed only when you have enabled the Enterprise Center and the association model is Unified Accounting Management . | zhangtao |
| Association Type | String | Association mode of the enterprise master account and its member accounts. This parameter is displayed only when you have enabled the Enterprise Center and the association model is Unified Accounting Management . | Unified accounting |
| Domain Id | String | Dedicated zone accounts bound to the current HUAWEI CLOUD account, such as the government cloud and financial zone accounts. | llf_domian _test |

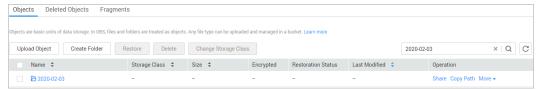
6.2.8.4 Format of Resource Expenditure Bill Files (for Old Version)

Bill Description

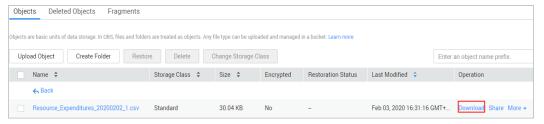
After subscribing to resource expenditure bills on the Billing > Data Storage
page of the Billing Center, you can download and view these bills from
Service List > Storage > Object Storage Service.

For details about how to download the bills, see **Downloading Subscribed Bills**.

2. Select the folder named after a date as needed.



3. Open the date folder. Download the resource expenditures file.



| Bill | Billing Period | Data to Be Exported | Filename Identifier |
|----------------------------------|-------------------------------|--|--|
| Resour ce Expen ditures | Every day | Resource expenditure data of the previous day NOTE Due to the data report delay, the daily bills may not include all transaction data. You are not advised using the daily bills for reconciliation and monthly data analysis. | Resource_Expenditure s_ <i>YYYYMMDD</i> |
| | Third day of each month | Pay-per-use expenditure data of the last month (for example, data of CDN expenditure charged based on daily average peak bandwidth). | Resource_Expenditure s(Pay-per- Use)_MonthlyBill_ <i>YYY</i> <i>YMM</i> |
| | | NOTE Such data is not displayed if there is no monthly-settled payper-use products. | |

Table 6-6 Fields

| Field Name | Field Description | |
|--------------------------------|--|--|
| Expenditure Time | Expenditure time of a product. If the billing mode is Yearly/Monthly or Savings Plan, this field indicates the payment time of the product. If the billing mode is Pay-per-use or Savings plans-hourly billing, this field specifies the validity period of the cloud service. | |
| Billing Cycle | Interval of time from the end of one billing statement date to the next billing statement date. It is determined by Huawei Cloud and is generally one natural month. When a billing cycle ends, the system calculates all the fees that a customer needs to pay during the billing cycle and generates a bill. | |
| Resource ID | Unique ID of a cloud service resource. | |
| Resource Name | Name of a cloud service resource. | |
| Resource Tag | User-defined tag of a cloud service resource. | |
| BE | Supplier of the product: • HUAWEI CLOUD • Reseller | |
| Billing Mode | Billing mode. The options are as follows: • Monthly • Yearly • Daily • One-off • Pay-per-use • Savings plans-upfront payment • Savings plans-hourly billing | |
| Service Type | Type of a cloud service. | |
| Resource Type | Type of a cloud service resource. | |
| Resource Type | Name of a cloud resource. | |
| Resource Specificatio ns | A collection of attributes and their values used to describe the features of the resource that a cloud service needs. Specifications of resources of the same type have the same attributes but different attribute values. | |

| Field Name | Field Description |
|---------------------------------|--|
| Region | Cloud service region that provides public cloud service resources independently and serves a large geographical area. |
| Enterprise Project ID | ID of the specified enterprise project. If no enterprise project is selected when the customer purchases a product, the enterprise project ID is 0 . |
| Enterprise Project Name | Name of the specified enterprise project. If no enterprise project is selected for the cloud service, default is displayed as the value of this field. |
| Usage Type | How a pay-per-use cloud service is billed, such as by duration, capacity, or upstream traffic. |
| Usage/ Commitmen t Period | How a cloud service is used within a period of time, such as by duration, capacity, count, or traffic. |
| Package Usage | Usage of a product or resource included in a resource package within a period of time. If this usage does not exceed the package quota, no extra charges are incurred. |
| Usage Unit | Unit to measure the product usage. |
| Total List Price | Price of the product for the specified period displayed on the Huawei Cloud official website. |
| Discount Amount | Discounts offered for cloud services, for example, commercial discounts, partner authorized discounts, and promotional discounts. It is the discounted amount based on the list price. |
| Amount | Amount that should be paid for used cloud services after discounts are applied. The discounts include promotional discounts, discount coupons, commercial discounts, and partner authorized discounts. |
| Order Type | Type of a product order: New purchase Renewal Unsubscription Change: specification upgrade or downgrade Generally, a positive amount indicates a specification upgrade and a negative amount indicates a specification downgrade. |
| Order No. | Unique ID of an order. |
| Transaction Time | Time when the fee is paid for an expenditure. |
| VAT | Tax amount. |

| Field Name | Field Description |
|-------------------------------------|--|
| Sub- resource Name | Name of a child resource for a cloud service. A child resource takes the subordinate position among several associated resources, for example, an EVS system disk is a child resource of an ECS. |
| Sub- resource ID | Unique ID of a child resource for a cloud service. |
| Sub- resource Product Type | Service type of a child resource for a cloud service. |
| Sub- resource Product | Service name of a child resource for a cloud service. |
| Combined Order No. | Unique ID of a combined order. Huawei Cloud will combine multiple orders that need to be executed in a batch, such as operated in a batch and paid in a batch. You need to pay or cancel the orders together in a combined order. After a combined order is paid, each cloud service in the combined order can be managed separately. |
| Account | Account of the customer to which the bill belongs. This parameter is displayed only when the master account with unified accounting sets Save Bills of Unified Accounting Members to Yes . |

6.2.8.5 Format of Detailed Resource Bill Files (for Old Version)

Bill Description

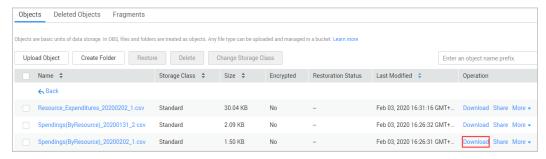
After subscribing to detailed resource bills on the Billing > Data Storage
page of the Billing Center, you can download and view these bills from
Service List > Storage > Object Storage Service.

For details about how to download the bills, see **Downloading Subscribed Bills**.

2. Select the folder named after a date as needed.



3. Open the date folder. Download the resource bill file.



| Bill | Billing Period | Data to Be Exported | Filename Identifier |
|-------------------------------|-------------------------------|---|--|
| Spendings (By Resource) | Every day | Current month (excluding the day on which the data is exported) | Spendings(ByResource)_ <i>YYYYMMDD</i> |
| | | NOTE Due to the data report delay, the daily bills may not include all transaction data. You are not advised using the daily bills for reconciliation and monthly data analysis. | |
| | Third day of each month | Last month (YYYYMMDD in the file name indicates the last day of the last month) | Spendings(ByResource)_ <i>YYYYMMDD</i> |

Table 6-7 Fields

| Field Name | Field Description |
|------------------|--|
| Billing Cycle | Interval of time from the end of one billing statement date to the next billing statement date. It is determined by Huawei Cloud and is generally one natural month. When a billing cycle ends, the system calculates all the fees that a customer needs to pay during the billing cycle and generates a bill. |
| Resource ID | Unique ID of a cloud service resource. |
| Resource Name | Name of a cloud service resource. |
| Resource Tag | User-defined tag of a cloud service resource. |

| Field Name | Field Description |
|-------------------------------|--|
| Region | Cloud service region that provides public cloud service resources independently and serves a large geographical area. |
| Service Type | Type of a cloud service. |
| Resource Type | Type of a cloud service resource. |
| Resource Type | Name of a cloud resource. |
| Enterprise Project ID | ID of the specified enterprise project. If no enterprise project is selected when the customer purchases a product, the enterprise project ID is 0 . |
| Enterprise Project Name | Name of the specified enterprise project. If no enterprise project is selected for the cloud service, default is displayed as the value of this field. |
| BE | Supplier of the product: |
| | HUAWEI CLOUD |
| | Reseller |
| Billing Mode | Billing mode. When the expenditure amount of a product is a negative value, the order type is unsubscription or specification downgrade. |
| | Yearly/monthly |
| | Pay-per-use |
| | Savings plans-upfront payment |
| | Savings plans-hourly billing |
| Total List Price | Price of the product for the specified period displayed on the Huawei Cloud official website. |
| Amount | Amount that should be paid for used cloud services after discounts are applied. The discounts include promotional discounts, discount coupons, commercial discounts, and partner authorized discounts. |
| Discount Amount | Discounts offered for cloud services, for example, commercial discounts, partner authorized discounts, and promotional discounts. It is the discounted amount based on the list price. |
| Remarks | Supplementary information. |
| VAT | Tax amount. |
| Sub- | Name of a child resource for a cloud service. |
| resource Name | A child resource takes the subordinate position among several associated resources, for example, an EVS system disk is a child resource of an ECS. |

| Field Name | Field Description |
|-------------------------------------|---|
| Sub- resource ID | Unique ID of a child resource for a cloud service. |
| Sub- resource Product Type | Service type of a child resource for a cloud service. |
| Sub- resource Product | Service name of a child resource for a cloud service. |
| Account | Account of the customer to which the bill belongs. This parameter is displayed only when the master account with unified accounting sets Save Bills of Unified Accounting Members to Yes. |

6.2.9 Bill Run for Pay-per-Use Resources

Important Notes

The amounts for pay-per-use resources of the current month are only estimate. The accurate amounts will be displayed in the bill generated on the 3rd of the following month.

Estimated Bill

Pay-per-use resources are billed by usage type, for example, cloud servers are billed by duration (hourly, daily, or monthly). The fees are updated after the billing cycle ends.

- Hourly: HUAWEI CLOUD calculates fees based on your hourly usage. For example, the fees incurred from 8:00 to 9:00 will be refreshed before 10:00.
- Daily: HUAWEI CLOUD calculates fees after 03:00 every day based on the usage for the previous day. For example, the fees incurred from 00:00:00 on May 11, 2021 to 00:00:00 on May 12, 2021 would be refreshed at around 03:00:00 on May 12, 2021.
- Monthly: HUAWEI CLOUD calculates fees at the beginning of each month based on the usage of the previous month. For example, the fees incurred from 00:00:00 on April 1, 2021 to 23:59:59 on April 30, 2021 would be refreshed at around 01:00:00 on May 1, 2021.

□ NOTE

The fees for resources billed by daily peak bandwidth are refreshed at about 16:00 every day based on the usage of the previous day. The fees for monthly-settled CDN services are refreshed at about 20:00 on the first day of the next month based on the usage for the previous month.

7 Tax Help

7.1 Tax Help

7.1 Tax Help

Ireland, Switzerland, Romania, Austria, Czech, Portugal, and France have the following requirements on filling in tax-related information:

Ireland

Sparkoo Technologies Ireland Co., Limited ("Ireland Sparkoo") is a VAT-registered company in Ireland. The VAT Registration Number and OSS Registration Number both are 3921024FH. Cloud services remotely provided by Ireland Sparkoo for all Irish customers will be subject to a 23% VAT. Cloud services for all the Member State's VAT registered customers will not be subject to any VAT, and cloud services for all the Member State's non-VAT registered customers will be subject to the corresponding countries' VAT from July 1, 2023. The table below shows the tax rate of each country (as some countries involve tax rate adjustment in 2024, the following tax rates are displayed as applicable from January 1, 2024). We will issue invoices that reflect these taxes to you, and the relevant tax amounts will also appear in your Billing Center. All VAT collected from the cloud services provided to the Member State's customers will distribute to the corresponding countries' tax authorities by the Irish tax authority, and all other VAT collected from customers will pay to the Irish tax authority. If you have registered a VAT number, please select VAT Register as the qualification name and upload a valid qualification certificate and Tax Identification Number in the account center on the Huawei Cloud management console. If you have not registered a VAT number, please select Non VAT Register as the qualification name in the account center on the Huawei Cloud management console. If you have not selected any qualification name, the system will recognize you as a Non VAT Register by default. This information is reflected in the invoice we issue to you.

| No. | Code | Country | Tax Rate |
|-----|------|---------|----------|
| 1 | AT | Austria | 20% |
| 2 | BE | Belgium | 21% |

| No. | Code | Country | Tax Rate |
|-----|------|----------------|----------|
| 3 | CZ | Czech Republic | 21% |
| 4 | ES | Spain | 21% |
| 5 | FI | Finland | 24% |
| 6 | HU | Hungary | 27% |
| 7 | IT | Italy | 22% |
| 8 | LU | Luxembourg | 17% |
| 9 | NL | Netherlands | 21% |
| 10 | PL | Poland | 23% |
| 11 | PT | Portugal | 23% |
| 12 | RO | Romania | 19% |
| 13 | SE | Sweden | 25% |

Switzerland

Sparkoo Technologies Ireland Co., Limited ("Ireland Sparkoo") is a VAT-registered company in Ireland. Ireland Sparkoo has a VAT number registered with Switzerland. The VAT Registration Number is CHE-313.153.488 MWST. As announced by the Federal Tax Administration (FTA), the VAT rates for Switzerland will be increased from 7.7% to 8.1% with effect from January 1, 2024. Based on the guidelines and transitional rules for increasing the tax rate published by the FTA, Ireland Sparkoo have prepared the following proposed approaches. From billing cycle January 2024, cloud services remotely provided by Ireland Sparkoo for all Switzerland customers will be subject to a 8.1% VAT. We will issue invoices that reflect these taxes to you, and the relevant tax amounts will also appear in your Billing Center. Ireland Sparkoo will pay all VAT collected from Switzerland Customer to the Switzerland Tax authorities. If you have registered a Switzerland VAT number, please select VAT Register as the qualification name and upload a valid qualification certificate and Tax Identification Number (a 12-digit number and character string, e.g. CHE-xxx.xxx.xxx) in the account center on the Huawei Cloud management console. This information is reflected in the invoice we issue to you.

Romania

If your signing entity is Sparkoo Technologies Ireland Co., Limited, as the Huawei Cloud entity ("Ireland Sparkoo") is an Ireland tax resident and has Tax Residency Certificate, you can apply for the preferential withholding tax rate (0%) per tax treaty between Romania and Ireland.

TRC link: Ireland-Services-TRC-Romania.pdf

Austria

If your signing entity is Sparkoo Technologies Ireland Co., Limited, as the Huawei Cloud entity ("Ireland Sparkoo") is an Ireland tax resident and has Tax Residency Certificate, you can apply for the preferential withholding tax rate (0%) per tax treaty between Austria and Ireland.

TRC link: Ireland-Services-TRC-Austria.pdf

Czech Republic

If your signing entity is Sparkoo Technologies Ireland Co., Limited, as the Huawei Cloud entity ("Ireland Sparkoo") is an Ireland tax resident and has Tax Residency Certificate, you can apply for the preferential withholding tax rate (0%) per tax treaty between Czech Republic and Ireland.

TRC link: Ireland-Services-TRC-Czech-Republic.pdf

Portugal

If your signing entity is Sparkoo Technologies Ireland Co., Limited, as the Huawei Cloud entity ("Ireland Sparkoo") is an Ireland tax resident, you can apply for the preferential withholding tax rate (0%) per tax treaty between Portugal and Ireland.

TRC link: Ireland-Services-TRC-Portugal.pdf

France

If your signing entity is Sparkoo Technologies Ireland Co., Limited, as the Huawei Cloud entity ("Ireland Sparkoo") is an Ireland tax resident and has Tax Residency Certificate, you can apply for the preferential withholding tax rate (0%) per tax treaty between France and Ireland.

TRC link: Ireland-Services-TRC-France.pdf

8 Coupons and Discounts

8.1 Cash Coupons

8.2 Commercial Discounts

8.1 Cash Coupons

8.1.1 Introduction to Cash Coupons

Huawei Cloud cash coupons are issued to customers and partners. Each cash coupon carries a designated face value. The coupon value can be deducted from the total cash payment due when purchasing Huawei Cloud services.

Cash coupons have some usage constraints. For details, see **Cash Coupon Usage Limits**.

8.1.2 Cash Coupon Usage Limits

In this section, you can learn about usage limits of cash coupons.

Usage Limits

- **Validity period**: A cash coupon has a validity period. Wait until a cash coupon takes effect and then you can use it. Expired cash coupons cannot be used.
- **Applicable product**: Cash coupons apply to a limited product scope (either the product type or product specifications).
- **Applicable regions**: A cash coupon may be used only for products in a certain cloud service region. For some partner nodes, you need to specify the regions where using a cash coupon.
- Billing mode: There is a restriction on the billing mode of cash coupons. Each cash coupon is marked with its applicable billing mode. For example, "monthly and pay-per-use" indicates the cash coupon can only be used to purchase monthly products and deduct pay-per-use product fees. You cannot use this cash coupon to buy products of other billing modes (such as 1-year, 2-year, and 3-year).

- Multiple deductions: After a cash coupon has been used to pay an order and still has a balance, the balance can be used for other payments within the validity period of the cash coupon.
- Write-off: Cash coupons cannot be applied to any generated bills.
- Other limits: Cash coupons cannot be used with discount coupons. Whether a cash coupon can be used with commercial discounts, partner authorized discounts, or promotional discounts depends on its specific usage limits.

Example

The following is an example to show you the usage limits of a cash coupon specifically.

□ NOTE

You can click the name of a cash coupon to view its detailed usage limits on the **Coupons** page in the Billing Center.



- 1. The validity period of the cash coupon is from July 26, 2022 15:05:53 to January 22, 2023 15:05:53.
- 2. This cash coupon can be used to purchase Huawei Cloud products except for hardware products.
- 3. This cash coupon is not limited in subscription type.
- 4. This cash coupon can be used only when you purchase products in specific regions such as Langfang IDC and CN East Shanghai2.
- 5. This cash coupon can be used to purchase yearly (1-, 2-, 3-, or 4-year subscription), monthly, pay-per-use, and one-off products.
- 6. This cash coupon cannot be used with discount coupons.

8.1.3 Activating Cash Coupons

You can use a 16-digit activation code that you get offline to activate cash coupons on the **Coupons** page in the Billing Center.

□ NOTE

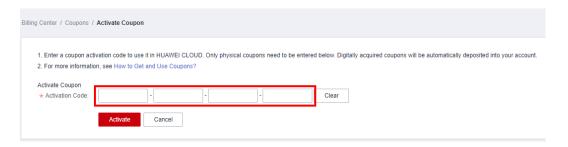
Only unused activation codes can be used to activate corresponding cash coupons. These codes are obtained from account managers or other channels offline.

Cash coupons that you get from the HUAWEI CLOUD official website online (including those issued automatically by the system) do not need to be activated.

Procedure

- **Step 1** Go to the **Coupons** page
- **Step 2** Click **Activate Coupon** in the upper right corner.

Step 3 Next to **Activation Code**, enter the activation code and then click **Activate**.



□ NOTE

You can view successfully activated cash coupons in the cash coupon list on the **Coupons** page.

----End

8.1.4 Viewing Cash Coupons

After getting a cash coupon, you can view its validity period, face value, usage limits, and usage record on the **Coupons** page in the Billing Center.

Procedure

- **Step 1** Go to the **Coupons** page
- **Step 2** In the cash coupon list, view the balance, validity period, and usage limits.

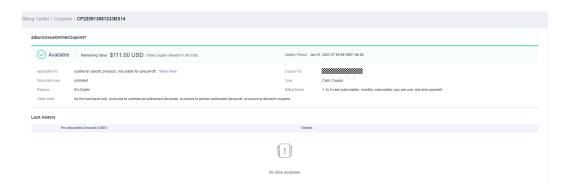


• In the button group above the list, select the status of cash coupons: **Available**, **Used**, or **Expired**.

◯ NOTE

Cash coupons with **Available** status are displayed by default. If you cannot see the cash coupon you want, it might be used or expired.

 Click the name of a cash coupon. On the cash coupon details page that is displayed, view the detailed information and usage records of the cash coupon.



----End

8.1.5 How Do I Get and Use Cash Coupons?

After getting a cash coupon, you can use it to pay for a cloud service as required.

Important Notes

- Cash coupons must be used within limits. You can go to the Coupons page in the Billing Center to view the usage limits of a cash coupon. For details about what these usage limits mean, see Cash Coupon Usage Limits.
- You cannot withdraw money from, transfer, or request invoices for cash coupons.
- You cannot use cash coupons to clear existing arrears.
- If both discounts and cash coupons are applicable, discounts are used first.
- Cash coupons will not be refunded in case of resource unsubscriptions or specification downgrades.

However, if you unsubscribe from resources that failed to be provisioned or from a renewal period that has not taken effect, cash coupons are refunded.

Getting Cash Coupons

Cash coupons can be obtained in either of the following ways:

- Online: Cash coupons obtained from the HUAWEI CLOUD official website, including those automatically issued to you by HUAWEI CLOUD and those you collect. When coupons are issued on the HUAWEI CLOUD official website, eligible customers can go to the promotional event page and obtain available coupons. Cash coupons obtained online can be used directly without being activated.
- Offline: Cash coupons (with a 16-digit activation code) obtained from the
 account manager or via other channels. You need to go to the Coupons and
 Discounts > Cash Coupons page of the Billing Center to activate these
 coupons before using them. For details about how to activate cash coupons,
 see 8.1.3 Activating Cash Coupons.

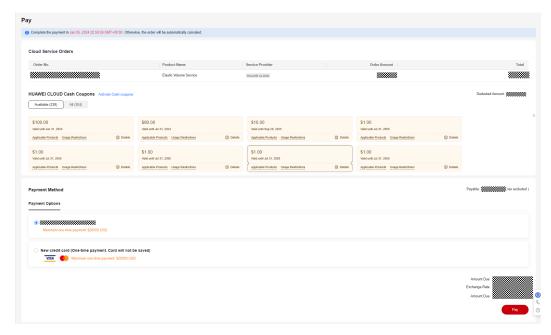
Using Cash Coupons

• **Purchasing prepaid products** (such as yearly/monthly/one-off products and the prepaid part of reserved instance products):

Select a cash coupon on the order payment page. (Only one cash coupon can be used.)

◯ NOTE

The system automatically presents all applicable cash coupons. If no cash coupons are presented on the order payment page, no cash coupons under your account can be used.



- Purchasing postpaid products (such as pay-per-use products and the postpaid part of reserved instance products):
 - For postpayment customers whose bills are settled monthly, coupons are automatically used when the bill of a month is generated on the third day of the following month.

If there are applicable valid cash coupons available for the month when a postpaid product is used, those coupons will be automatically applied to pay for the bill, and multiple cash coupons can be used in a single transaction.

 For prepayment customers, cash coupons are automatically used in nearly real time.

■ NOTE

If there are applicable valid cash coupons available for a pay-per-use product in use, those coupons will be automatically applied to pay for the bill.

8.2 Commercial Discounts

8.2.1 Viewing Commercial Discounts

A commercial discount can be used in a payment. You can view commercial discounts on the **Commercial Discounts** page.

Precautions

Commercial discounts cannot be used with any of partner authorized discounts, promotional discounts, discount coupons, special-offer contract discounts, and partner adjusted prices.

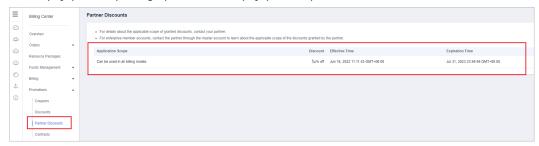
Procedure

Step 1 Go to the **Commercial Discounts** page.

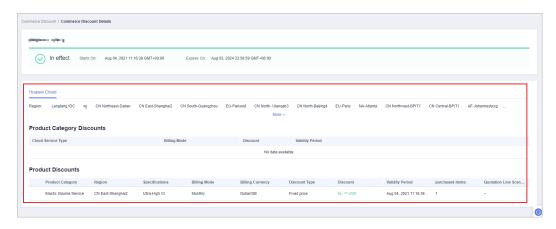


◯ NOTE

Referral customers can go to the **Discounts Granted by Partners** page to view the partner authorized discounts. Partner authorized discounts can be used for periodic products (excluding those billed on a 2-year or longer basis and part of those billed on a yearly basis), pay-per-use package products, and pay-per-use products.



Step 2 Click **Details** in the **Operation** column for a commercial discount to view its details.



----End

9 Invoices Management

- 9.1 Issuing an Invoice
- 9.2 Returning an Invoice
- 9.3 Setting Emails to Receive Invoices

9.1 Issuing an Invoice

Huawei Cloud automatically issues invoices for your expenditures.

Precautions

You do not need to request invoices. Huawei Cloud issues them automatically.

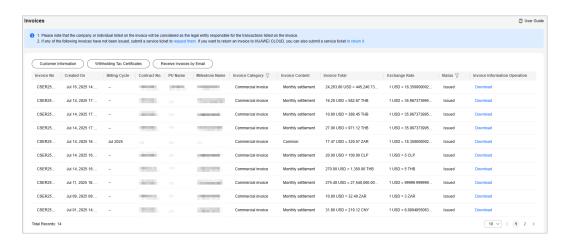
Invoices for postpaid customers are issued based on available bills (which are usually generated on the third day of each month).

Invoices for enterprise member accounts are issued by their master account, not Huawei Cloud.

Invoices for reseller customers cannot be issued automatically. You can contact your associated partner to request these invoices.

Procedure

- **Step 1** Go to the **Invoices** page.
- **Step 2** Click **Customer Information**.
- **Step 3** Add your customer information.
 - Click Add Customer Information.
 - 2. Add your email and address, and click **OK**.
- **Step 4** After you make a payment, Huawei Cloud automatically generates an invoice.



∩ NOTE

Invoice content can be one of the following:

- Subscriptions: After you pay for an order online, Huawei Cloud issues an invoice.
- Monthly settlement: After generating a bill on the third day of each month, Huawei Cloud issues an invoice. This transaction is applied when you use cloud services and then is billed on the third day of the following month. For details about monthly settlement, see Monthly Settlement.
- Common transactions: After you top up or withdrawal money from your account, Huawei Cloud issues an invoice (credit memos for withdrawals).

Step 5 Click **Download** in the **Operation** column to download an electronic copy.

----End

9.2 Returning an Invoice

You do not need to manually return an invoice. Instead, Huawei Cloud automatically issues a credit memo to you in the following scenarios:

- Unsubscriptions
- Money withdrawals

9.3 Setting Emails to Receive Invoices

You can enable the email notification for invoices if you want the system to send invoices by email when there are expenditures in a month. The function is disabled by default.

Procedure

- **Step 1** Go to the **Invoices** page.
- **Step 2** Click **Receive Invoices by Emails**. The Receive Invoices by Email dialog box is displayed.
- **Step 3** Click to enable the function.
- **Step 4** Click **Modify** to display the SMS & Email Settings page.

Step 5 In the **Invoice** row for financial messages, click **Modify** to set the recipient.

----End

10 Contracts

10.1 Viewing Offline Contracts

10.1 Viewing Offline Contracts

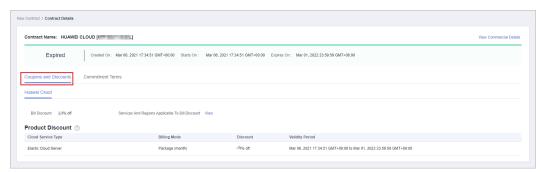
Currently, only Huawei Cloud Discount Program (HCDP) offline contracts applied for by account managers are supported. On the **Contracts** page of the Billing Center, you can view details of an offline contract, including coupons and discounts and commitment terms.

Procedure

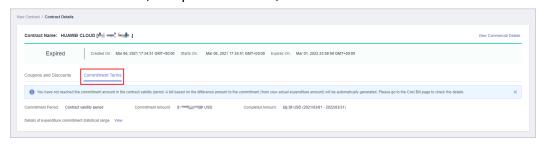
Step 1 Go to the **Contracts** page.



- **Step 2** Click **Details** in the **Operation** column of an offline contract to go to the contract details page. View coupons and discounts and commitment terms of the contract.
 - On the Coupons and Discounts page, you can check Bill Discount and Product Discount.



• On the **Commitment Terms** page, you can check the commitment period, commitment amount, completed amount, and so on.



----End

11 Auditing

- 11.1 Supported Billing Center Operations
- 11.2 Viewing Audit Logs

11.1 Supported Billing Center Operations

Scenario

Cloud Trace Service (CTS) is available on the cloud platform. You can record Billing Center operations for later query, auditing, and backtracking.

Prerequisites

CTS has been provisioned.

Key Billing Center Operations

Table 11-1 Billing Center operations that can be recorded by CTS

| Operation | Resource Type | Trace Name |
|--|---------------|--|
| Bill details - Exporting the transactions (.csv) | billDetail | exportNvlMonthlyBill |
| Bill details - Exporting the bill details by usage (.csv) | billDetail | exportNvlMonthlyBillPrice- FactorDetail |
| Bill details - Exporting the bill details by resource name or ID (.csv) | billDetail | exportNvlMonthlyBillRes- Detail |
| Bill details - Exporting the bill details by product type and product (.csv) | billDetail | exportNvlMonthlyBillPro- ductDetail |

| Operation | Resource Type | Trace Name |
|--|------------------|--|
| Bill details - Exporting the bill details by account (.csv) | billDetail | exportNvlMonthlyBillAc- countDetail |
| Exporting the usage details (.csv) | billDetail | exportStatUsage |
| Resource package- Exporting the usage details (.csv) | resourcePackages | exportFreeResDeduct |
| Setting the deduction date for auto-renewal | billingCenter | setRenewalDeductionDate |
| Topping up | balance | accountTopUp |
| Withdrawing money | balance | refundApply |
| Configuring the balance alert | balance | changeBalanceAlert |
| Requesting invoices | invoice | createInvoiceNew |
| Deleting invoice templates | invoice | deleteInvoiceTemplate |
| Creating invoice templates | invoice | saveOrUpdateInvoiceTem- plate |
| Exporting resource package information | resourcePackages | exportResourcePackages |
| Renewal | cloudresouce | renewResource |
| Payment | cloudresouce | payOrder |
| Unsubscription | cloudresouce | unsubscribeResource |
| Change | cloudresouce | changeResource |
| Changing the billing mode from pay-per-use to yearly/monthly | cloudresouce | changeBillingMode |
| Freezing resources | cloudresouce | freezeResource |
| Deleting resources | cloudresouce | deleteResource |

11.2 Viewing Audit Logs

After you enable Cloud Trace Service (CTS) and the management tracker is created, CTS starts recording operations in Billing Center. CTS retains operation records generated in the latest seven days.

For details, see **Querying Real-Time Traces**.