

Billing Center

User Guide

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Security Declaration

Vulnerability

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

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

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

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

Contents

1 Overview.....	1
1.1 Message Receiving and Management.....	1
1.2 Resource Suspension and Release.....	3
1.3 How Can I Qualify for Post Payment?.....	4
1.4 Payment.....	4
1.5 Supported Postpayment Methods.....	5
1.6 Post Payment Terminology.....	7
2 Orders.....	8
2.1 Unpaid Orders.....	8
2.1.1 Paying for Orders.....	8
2.1.2 Canceling Orders.....	11
2.1.3 Viewing Order Details.....	12
2.1.4 Batch Export.....	12
2.2 Renewal Management.....	13
2.2.1 Resource Expiration Rules.....	13
2.2.2 Manual Renewal.....	14
2.2.2.1 Renewal Rules.....	15
2.2.2.2 Manual Renewal.....	16
2.2.2.3 Renewal Date.....	19
2.2.2.4 Enabling Manual Renewal.....	22
2.2.3 Auto-renewal.....	23
2.2.3.1 Auto-Renewal Rules.....	23
2.2.3.2 Enabling Auto-Renewal.....	27
2.2.3.3 Modifying Auto-Renewal.....	29
2.2.3.4 Disabling Auto-Renewal.....	31
2.2.3.5 Deduction Date for Auto-Renewal.....	32
2.2.4 Renewing Resource Packages.....	33
2.2.4.1 Resource Package Usage Rules.....	33
2.2.4.2 Buying Resource Packages Again.....	36
2.2.5 Non-Renewal After Expiration.....	38
2.2.6 Changing the Billing Mode.....	39
2.2.6.1 Overview.....	39
2.2.6.2 From Pay-per-Use to Yearly/Monthly.....	40

2.2.6.3 From Yearly/Monthly to Pay-per-Use Upon Expiration.....	42
2.2.6.4 From Yearly/Monthly to Pay-per-Use Immediately.....	44
2.2.7 Pricing of a Changed Specification.....	47
2.2.8 Releasing Resources.....	53
2.2.9 Exporting the Renewal Data.....	55
2.2.9.1 Exporting Renewal Prices.....	55
2.2.9.2 Exporting Pending Renewals.....	55
2.2.10 Resource Statuses.....	57
2.3 My Orders.....	57
2.3.1 Paying for Orders.....	57
2.3.2 Automatic Payments.....	58
2.3.3 Canceling Orders.....	60
2.3.4 Viewing Order Details.....	61
2.3.5 Exporting Orders.....	63
2.3.6 Order Statuses.....	63
2.4 Unsubscriptions.....	64
2.4.1 Overview of Unsubscription Rules.....	64
2.4.2 Unsubscribing from In-Use Resources.....	65
2.4.2.1 Instructions.....	65
2.4.2.2 Unsubscription Allowed.....	66
2.4.2.3 Unsubscription Not Allowed.....	69
2.4.3 Unsubscribing from Inactive Resources.....	71
2.4.4 Unsubscribing from a Renewal Period.....	72
2.4.5 Unsubscribing from a Resource That Failed to Be Created or Changed.....	75
2.4.6 Refunding.....	76
2.4.7 Fields Involved in Unsubscription.....	76
3 Resource Packages.....	78
4 Funds Management.....	83
4.1 Payment Methods.....	83
4.1.1 Adding a Payment Method.....	83
4.1.2 Payment Limits.....	87
4.2 Payment.....	87
4.2.1 Making Payments (Partner Customers).....	87
4.2.2 Making Payments (Postpaid Direct Customers).....	87
4.3 Bank Transfer Claim.....	92
4.4 Expenditure Quota.....	94
5 Bill Management (Old Version).....	97
5.1 Bills for Customers Using Monthly Settlement.....	97
5.1.1 Bills.....	97
5.1.2 Viewing the Bills Held By the Original Business Entity.....	106
5.1.3 Bill Settings.....	107

5.1.4 Payment History.....	108
5.1.5 Usage Details.....	108
5.1.6 Reconciliation Guidance.....	109
6 Bill Management (New Version).....	113
6.1 Monthly Settlement.....	113
6.2 Bills for Customers Using Monthly Settlement.....	114
6.2.1 Bills.....	114
6.2.2 Getting Started.....	116
6.2.2.1 Viewing Bill Details of Resources.....	116
6.2.2.2 Reconciliation.....	117
6.2.2.3 Fields.....	120
6.2.3 Bills.....	128
6.2.3.1 Bill Summary.....	128
6.2.3.2 Bill Settings.....	131
6.2.3.3 Editing Cards.....	132
6.2.3.4 Viewing the Bills Held By the Original Business Entity.....	133
6.2.4 Bill Details.....	134
6.2.5 Exporting Bills.....	135
6.2.6 Payment History.....	136
6.2.7 Usage Details.....	137
6.2.8 Data Storage.....	137
6.2.8.1 Enabling Data Storage.....	137
6.2.8.2 Format of Resource Bill by Billing Cycle (for New Version).....	142
6.2.8.3 Format of Detail Bill by Usage Type (for New Version).....	149
6.2.8.4 Format of Resource Expenditure Bill Files (for Old Version).....	160
6.2.8.5 Format of Detailed Resource Bill Files (for Old Version).....	163
6.2.9 Bill Run for Pay-per-Use Resources.....	166
7 Tax Help.....	167
7.1 Tax Help.....	167
8 Coupons and Discounts.....	170
8.1 Cash Coupons.....	170
8.1.1 Introduction.....	170
8.1.2 Cash Coupon Usage Limits.....	170
8.1.3 Activating Cash Coupons.....	171
8.1.4 Viewing Cash Coupons.....	172
8.1.5 How Do I Get and Use Cash Coupons?.....	173
8.2 Commercial Discounts.....	174
8.2.1 Viewing Commercial Discounts.....	174
9 Invoices Management.....	176
9.1 Issuing an Invoice.....	176
9.2 Returning an Invoice.....	177

9.3 Setting Emails to Receive Invoices..... 177

10 Contracts..... 178

10.1 Viewing Offline Contracts..... 178

11 Cloud Trace Service..... 180

11.1 Supported Billing Center Operations..... 180

11.2 Viewing Audit Logs..... 181

1 Overview

[1.1 Message Receiving and Management](#)

[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	Type	Description
Resources are about to expire.	Product resource to expire	<ul style="list-style-type: none">For resources in Manual Renewals, you will be notified 15, 7, 3, and 1 days before the expiration date.For resources in Renewals Canceled, you will be notified 3 days before the expiration date.For resources in Auto-Renewals and Pay-per-Use After Expiration, you will not be notified.For resource packages, reserved instances (RIs), and savings plans, you will be notified 15, 7, 3, and 1 days before the expiration date.
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.

When to Notify	Type	Description
Resources are about to be released.	To be released	You will be notified on the first day your resources are frozen, and 14, 7, 3, and 1 days before your resources are deleted.
Auto-renewal is enabled.	Product auto-renewed	You will be notified of a successful auto-renewal.
	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

When to Notify	Type	Description
The expenditure quota is insufficient.	Account balance	After your quota usage reaches 80%, you will be notified once every hour and three consecutive times at most.

When to Notify	Type	Description
Resources are about to be frozen.	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, 7, 3, and 1 days before your resources are frozen.
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, 7, 3, and 1 days before your resources are released.

Message Management Settings

1. You can receive messages via SMS, email, in-app message, WeCom robot, DingTalk, and Feishu robot. 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 the resources if your yearly/monthly subscriptions have expired or for you to pay off the outstanding amount if you are in arrears due to 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 time your resources will enter if your yearly/monthly subscriptions are still not renewed or the outstanding amount for pay-per-use resources is still not paid off 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.

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

Customer Type	Payment Option	Postpayment Authorization	Monthly Settlement	Bill Payment		Order Placement			Auto-Renewal		
				Online payment	Bank transfer	Added credit card	Online payment	Monthly settlement	Added credit card	Online payment	Monthly settlement
-	-	-	-								
Direct customer	Postpayment	Online	Yes	√	√	√	√	-	√	-	√
	Postpayment	Offline	Yes	√	√	√	√	√	√	-	√
Reseller customer	Postpayment	Offline	Yes	-	-	-	-	√	-	-	√
Enterprise master account	Postpayment	Online	Yes	√	√	√	√	-	√	-	√
	Postpayment	Offline	Yes	√	√	√	√	√	√	-	√

Customer Type	Payment Option	Postpayment Authorization	Monthly Settlement	Bill Payment		Order Placement			Auto-Renewal		
Enterprise member account (non-unified accounting management)	Postpayment	Offline	Yes	-	-	-	-	√	-	-	√
Enterprise member account (unified accounting management; the master account pays the member account's expenditures)	Postpayment	-	-	-	-	-	-	-	-	-	-

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 Unsubscriptions](#)

2.1 Unpaid Orders

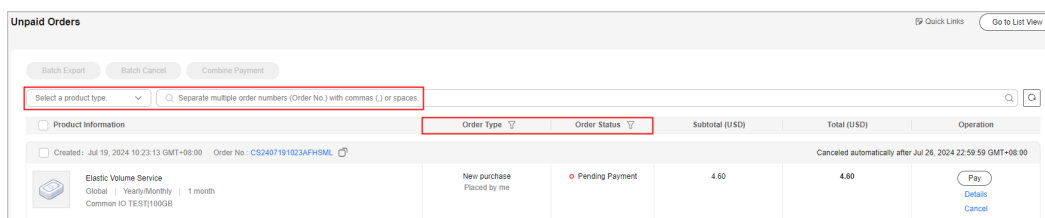
2.1.1 Paying for Orders

You need to complete the payment before using the products in the order. Unpaid orders are listed 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** You can 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.

Unpaid Orders

Quick LinksGo to List View

Batch ExportBatch CancelCombine Payment

Select a product type. Separate multiple order numbers (Order No.) with commas (,) or spaces.

Product Information	Order Type	Order Status	Subtotal (USD)	Total (USD)	Operation
Created: Jul 19, 2024 10:23:13 GMT+08:00 Order No.: CS2407191023AFHSMX Canceled automatically after Jul 26, 2024 22:59:59 GMT+08:00					
Elastic Volume Service Global Yearly/Monthly 1 month Common IO TEST100GB	New purchase Placed by me	Pending Payment	4.60	4.60	<div>Pay</div> <div>Details</div> <div>Cancel</div>

- **Combined payment:** Select desired orders and click **Combine Payments**.

Unpaid Orders

Quick LinksGo to List View

Batch ExportBatch CancelCombine PaymentTotal Amount: \$9.20 USD

Select a product type. Separate multiple order numbers (Order No.) with commas (,) or spaces.

Product Information	Order Type	Order Status	Subtotal (USD)	Total (USD)	Operation
Created: Jul 19, 2024 10:23:13 GMT+08:00 Order No.: CS2407191023AFHSMX Canceled automatically after Jul 26, 2024 22:59:59 GMT+08:00					
Elastic Volume Service Global Yearly/Monthly 1 month Common IO TEST100GB	New purchase Placed by me	Pending Payment	4.60	4.60	<div>Pay</div> <div>Details</div> <div>Cancel</div>
Created: Jul 19, 2024 10:22:54 GMT+08:00 Order No.: CS2407191022ADAP23 Canceled automatically after Jul 26, 2024 22:59:59 GMT+08:00					
Elastic Volume Service Global Yearly/Monthly 1 month Common IO TEST100GB	New purchase Placed by me	Pending Payment	4.60	4.60	<div>Pay</div> <div>Details</div> <div>Cancel</div>

NOTE

- A maximum of 30 orders can be selected for a combined payment.
- When making a combined payment, the system checks the order status and will not pay the orders whose status has changed.
- An order in the Pending approval state can be paid only after being approved. After the order is approved, the system will send a notification to the mobile number and email address bound to the account. After receiving the notification, the customer can continue to pay the order.
- The orders generated for combined purchase must be paid together. If the orders for the combined purchase need to be reviewed, the payments can be made only after all orders are approved.

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

Pay

Confirm the orders in Nov 01, 2023 23:59:59 GMT+08:00. Otherwise, the order will be automatically canceled.

Cloud Service Orders Select Discounts/Coupons

Order No.	Product Name	Service Provider	Order Amount	Total
CS2310251131NTO1RY	Elastic Cloud Server	HUAWEI CLOUD	\$104.00 USD	\$104.00 USD

Payment Method

Monthly Settlement

Monthly Settlement: Your expenditure will be included in your monthly bills. You need to pay for your bills.
If you select this purchase option, you authorize us to charge your default payment method upon service consumption reaching certain threshold and at the end of the calendar month, but we also have the right to raise invoices at higher frequencies upon prior written notice to you, or if we suspect that your account may be subject to fraud or non-payment risk.

This amount does not include tax. The tax will be included in the final bill generated in the following month.

Payable: \$104.00 USD (tax excluded)

Monthly Settlement \$104.00 USD

Confirm

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 the discounts and coupons, see [How Do I Use Discounts and Coupons When Paying for an Order?](#).

- Payment methods include **Pay online** and **Monthly Settlement**.
 - a. **Pay online:** Select **Pay online** and click **Go to Online Payment** to go to the checkout page. Enter the credit card information, and click **PAY NOW**.

Online Payment

Credit Card




Card No.

Card Holder's Name

Expiry Date

/

Security Code





A 3-digit number on the rear side of the card or a 4-digit number on the front side

Ok

Cancel

NOTE

Only credit cards of the  and  types can be used for payment. Debit cards, prepaid cards, virtual cards, and gift cards cannot be used.

- b. **Monthly Settlement:** If you select this method, the expenditures will be accumulated in the monthly bill. You need to pay for them after the bill is generated.

Pay

Confirm the orders in time. Otherwise, the earliest order will be automatically canceled in Oct 26, 2023 23:59:59 GMT+08:00.

Cloud Service Orders

Select Discounts/Coupons

Order No.	Order Type	Service Type	Service Provider	Order Amount	Total
CS23101000000000000000000000000000	Renewal	Elastic Cloud Server	HUAWEI CLOUD	\$469.42 USD	\$469.42 USD

Payment Method

Payable: \$469.42 USD (tax excluded)

Monthly Settlement

Monthly Settlement: Your expenditure will be included in your monthly bills. You need to pay for your bills.
If you select this purchase option, you authorize us to charge your default payment method upon service consumption reaching certain threshold and at the end of the calendar month, but we also have the right to raise invoices at higher frequencies upon prior written notice to you, or if we suspect that your account may be subject to fraud or non-payment risk.
This amount does not include tax. The tax will be included in the final bill generated in the following month.

Monthly Settlement \$469.42 USD

Confirm

 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 Do I Obtain the Qualification for Post Payment?](#) and [Payment and Repayment](#).

----End

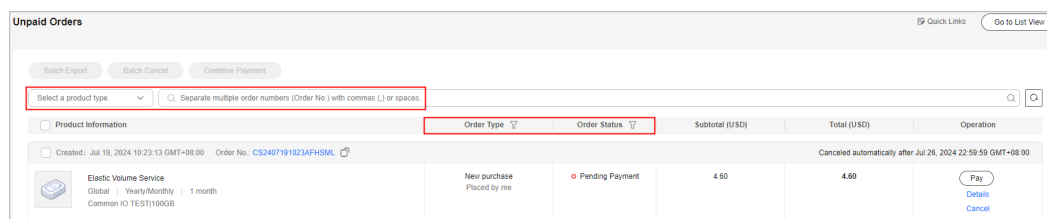
2.1.2 Canceling Orders

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

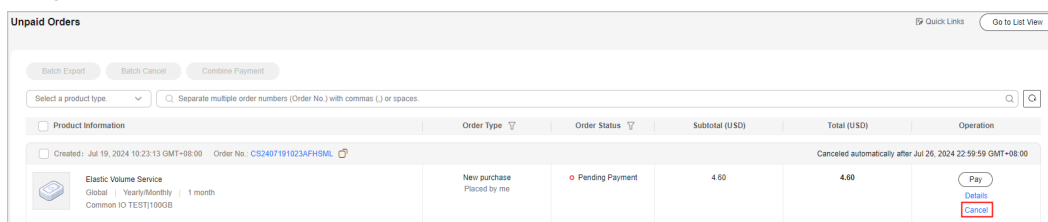
Step 1 Go to the [Unpaid Orders](#) page.

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.

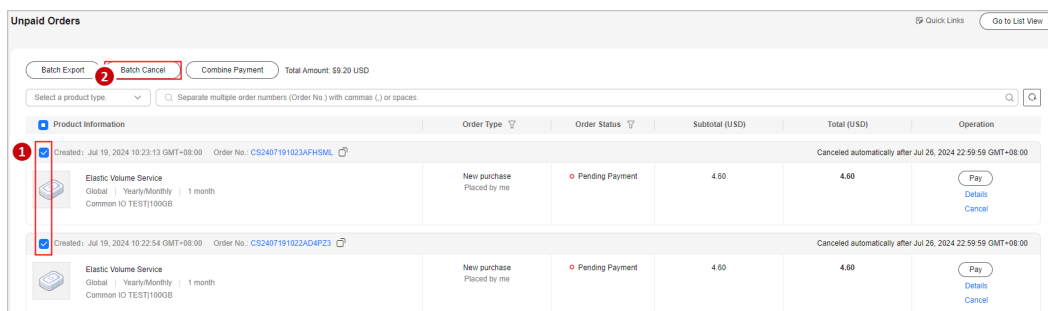


Step 3 Cancel a single order or multiple orders.

- **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**.

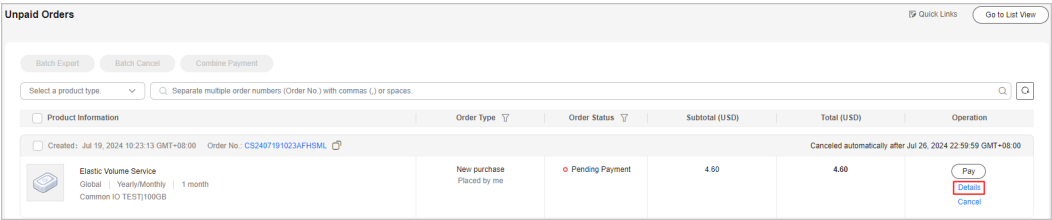
----End

2.1.3 Viewing Order Details

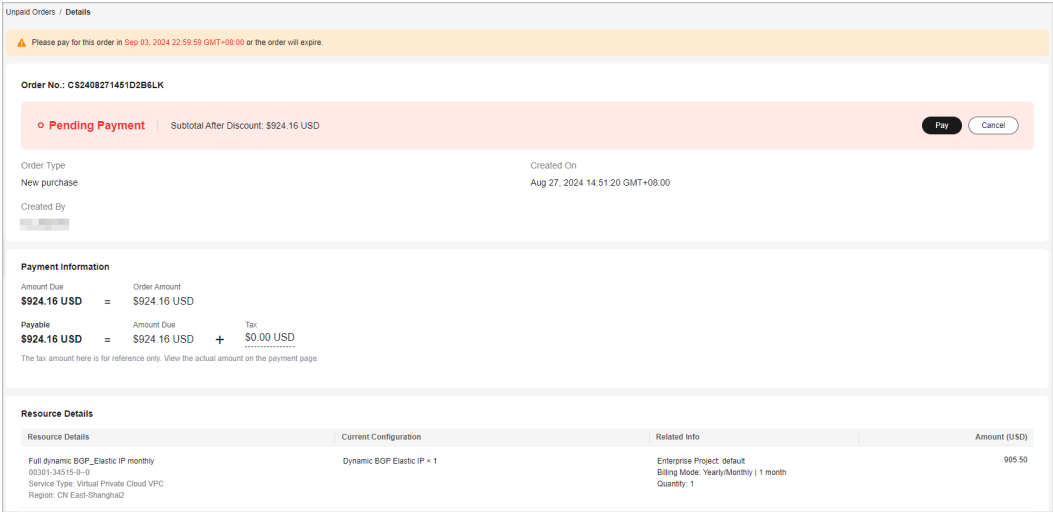
Order details include information about the order itself, ordered resources, and order amount.

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

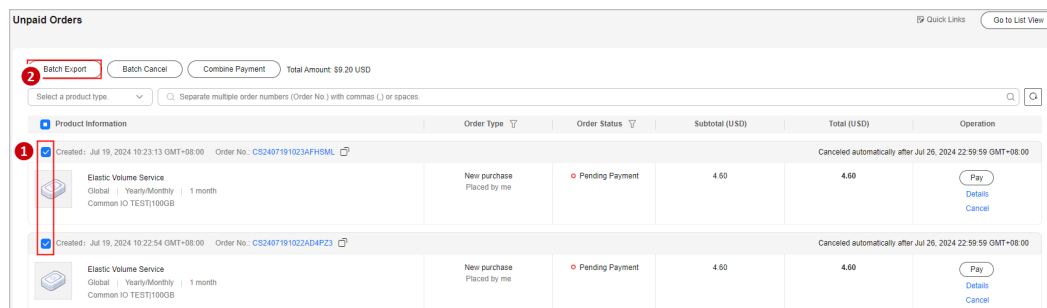
2.1.4 Batch Export

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 renew it, or change its billing mode to pay-per-use.

Functions	Scenarios
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.
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 in the grace period or retention period is renewed, the duration spent in the grace and retention periods will be deducted from the renewal period. For details, see [Resource Suspension and Release](#).

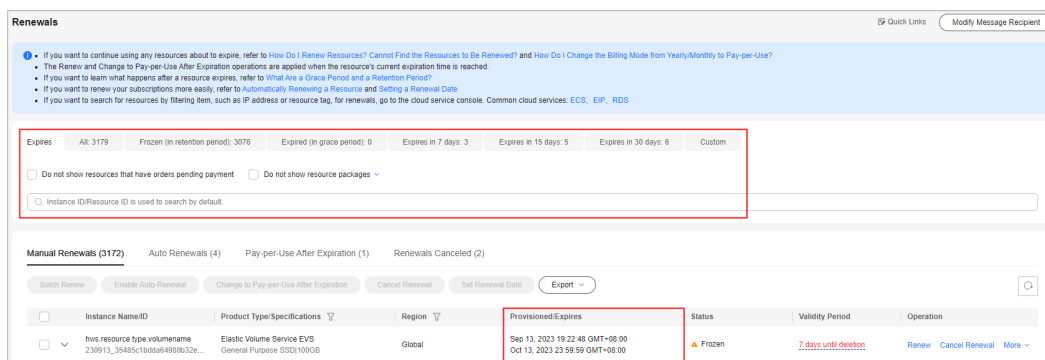
Example:

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) 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.



Renewals

Quick Links: [Modify Message Recipient](#)

• If you want to continue using any resources about to expire, refer to [How Do I Renew Resources? Cannot Find the Resources to Be Renewed?](#) and [How Do I Change the Billing Mode from Yearly/Monthly to Pay-per-Use?](#)

- The Renew and Change to Pay-per-Use After Expiration operations are applied when the resource's current expiration time is reached.
- If you want to learn what happens after a resource expires, refer to [What Are a Grace Period and a Retention Period?](#)
- If you want to renew your subscriptions more easily, refer to [Automatically Renewing a Resource and Setting a Renewal Date](#)
- If you want to search for resources by filtering item, such as IP address or resource tag, for renewals, go to the cloud service console. Common cloud services: ECS, EIP, RDS

Expires: All 3179 Frozen (in retention period): 3075 Expired (in grace period): 0 Expires in 7 days: 3 Expires in 15 days: 5 Expires in 30 days: 5 Custom

☐ Do not show resources that have orders pending payment ☐ Do not show resource packages

☐ Instance ID/Resource ID is used to search by default

Manual Renewals (3172) Auto Renewals (4) Pay-per-Use After Expiration (1) Renewals Canceled (2)

Batch Renew Enable Auto Renew Change to Pay-per-Use After Expiration Cancel Renewal Set Renewal Date Export

Instance Name/ID	Product Type/Specifications	Region	Provisioned/Expires	Status	Validity Period	Operation
hvs_resource_type_volumename 230913_35485c1b0d5d490b032e...	Elastic Volume Service EVS General Purpose SSD 100GB	Global	Sep 13, 2023 19:22:48 GMT+08:00 Oct 13, 2023 23:59:59 GMT+08:00	Frozen	7 days until deletion	Renew Cancel Renewal More

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.
2. 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 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 when the resource expired instead of the time when the renewal is operated.** .

Rules

Renewal restrictions

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 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 Manual Renewal

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.

Expires: All: 3179 Frozen (in retention period): 3076 Expired (in grace period): 0 Expires in 7 days: 3 Expires in 15 days: 5 Expires in 30 days: 6 Custom

☐ Do not show resources that have orders pending payment ☐ Do not show resource packages

☐ Instance ID/Resource ID is used to search by default.

Manual Renewals (3172) Auto Renewals (4) Pay-per-Use After Expiration (1) Renewals Canceled (2)

Batch Renew Enable Auto-Renewal Change to Pay-per-Use After Expiration Cancel Renewal Set Renewal Date Export

Instance Name/ID	Product Type/Specifications	Region	Provisioned/Expires	Status	Validity Period	Operation
hvs.resource.type.volumename 230913_35455c1b0da64980b32e...	Elastic Volume Service EVS General Purpose SSD 100GB	Global	Sep 13, 2023 19:22:48 GMT+08:00 Oct 13, 2023 23:59:59 GMT+08:00	Frozen	7 days until deletion	Renew Cancel Renewal More

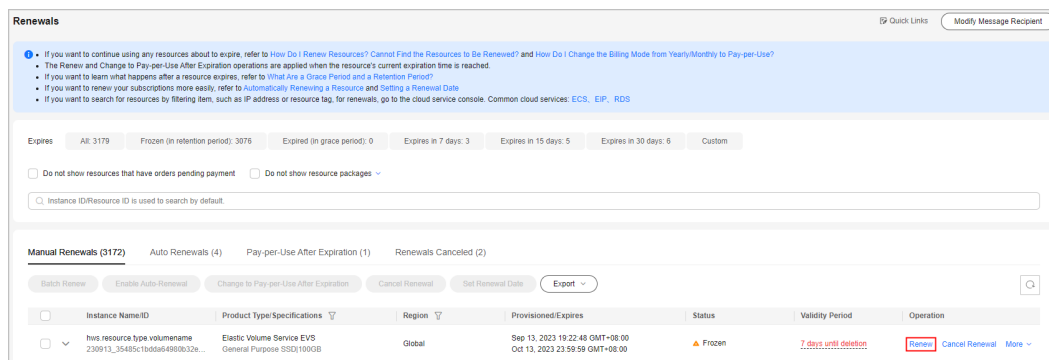
NOTE

- By **Expires**, you can quickly search for instances that are in the specified status or will expire in the specified period.
- You can search for instances by instance name, instance ID, or order number, or filter instances by product type or region. You can also filter instances by enterprise project if you have enabled the enterprise project management function.
- Resources with orders pending payment can be operated only after these orders are paid or canceled. The **Do not show resources that have orders pending payment** option is deselected by default. You can select it to hide resources with orders pending payment.
- The **Do not show resource packages** and **Show resource packages only** options are deselected by default. You can select them to hide or filter 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.

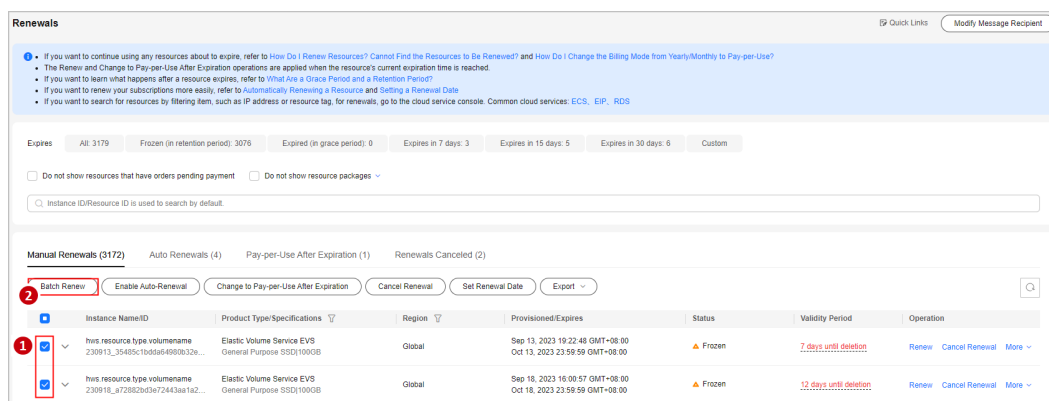
- All instances that need to be renewed manually are displayed on the **Manual Renewals** tab. For details, see [Enabling Manual Renewal](#).

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.

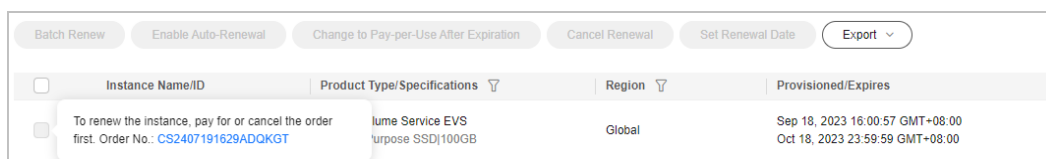


- **Batch renewal:** Select the desired instances, and click **Renew** on top of the list.



NOTE

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

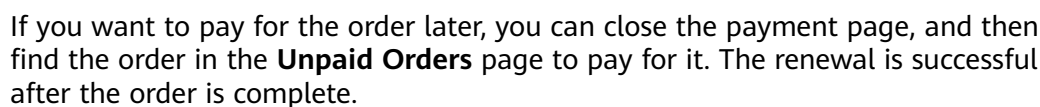


Step 4 Select a renewal duration and click **Pay**.

 NOTE

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

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



---End

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

- If you do not set a renewal date, the **current renewal date** is the first day of each month by default in the Set Renewal Date dialog box.
- 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.
- The interval between the renewal date and the due date of the current billing cycle cannot be less 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.

Your resource will expire on March 25, 2024, and the renewal duration is one month. After the renewal date is set to the last day of each month, the resource will expire on April 30, 2024. Actual renewal duration = Original renewal duration (1 month) + Duration from the original expiration date to the renewal date (5 days, from April 26, 2024 to April 30, 2024).

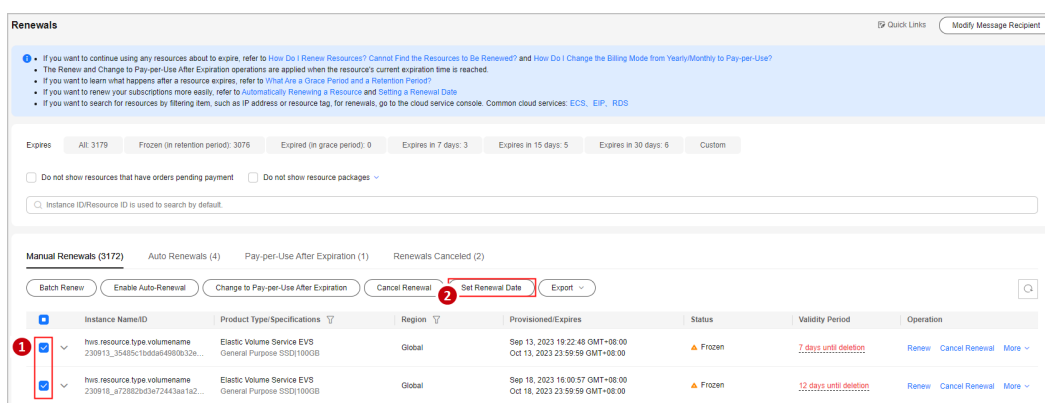
Example 2: Set Renewal Date to the 1st day of each month.

Your resource will expire on March 25, 2024, and the renewal duration is one month. After the renewal date is set to the 1st day of each month, the resource will expire on May 1, 2024. Actual renewal duration = Duration supplemented from the original expiration date in the billing cycle (6 days, from March 26 to March 31) + Original renewal duration (1 month) + Duration supplemented to the renewal date (1 day, May 1) = 1 month + 7 days

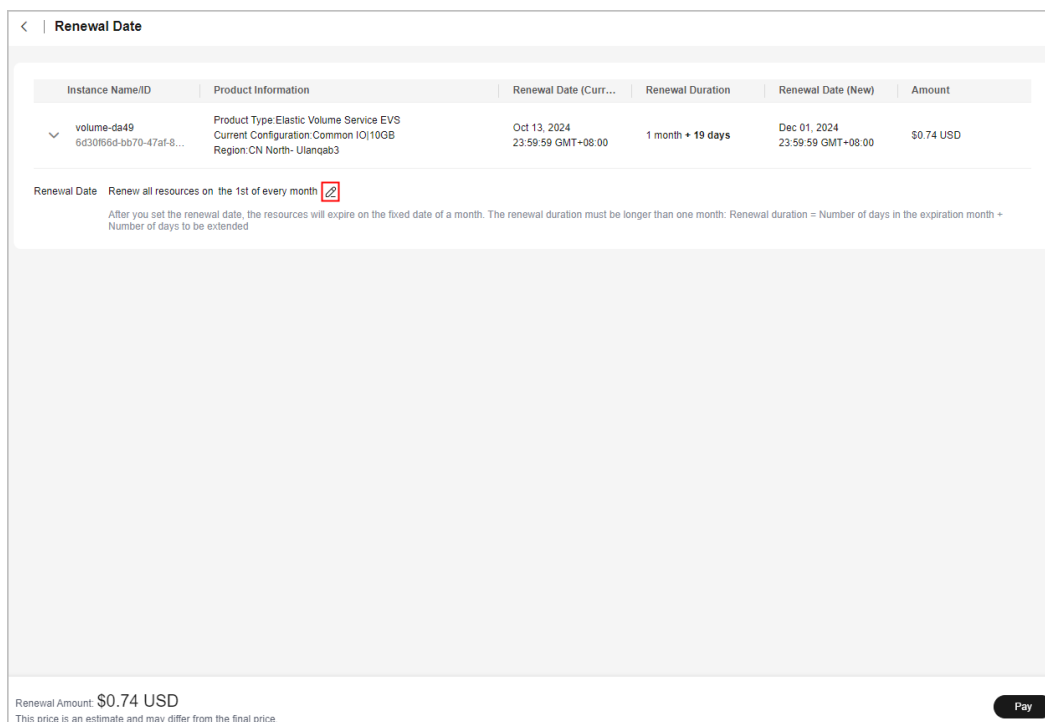
Setting a Renewal Date

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 . The setting dialog box is displayed.



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

Set Renewal Date

The current renewal date is the 5th of every month at 23:59:59 GMT+08:00

Change To the 1st of every month at 23:59:59 GMT+08:00

Cancel OK

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.

Renew

Instances To Be Renewed: 1

Instance NameID	Product Information	Auto-Renew	Renewal Duration	Expiration Time	Fee
volume-c1c5 3508054-054f-4d1e-94ac-1d01799c3540	Product Type Elastic Volume Service EVS Current Configuration Common IO1/IO2B Region CN North- Ulanqab3	Disabled	1 year +21 days	Current: Dec 11, 2024 23:59:59 GMT+08:00 New: Jan 01, 2026 23:59:59 GMT+08:00	\$4.86 USD

Renewal Settings

Renewal Duration

1 month 2 months 3 months 4 months 5 months 6 months 7 months 8 months 9 months 1 year

☐ Auto-Renew
If you have the sufficient balance, your resources will be automatically renewed based on the current renewal period. [Learn More](#)


☒ Renew on the standard renewal date, the 1st of every month at 23:59:59 GMT+08:00

If you change the expiration date to [Renewal Date](#), the expenditures will be added. You can check the renewal days in the Renewal Duration column.

Price: \$4.86 USD (Savings: \$0.87 USD) [Discount Details](#)

Pay

NOTE

- Click  to set 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.

Renewals

Expires: All 3179, Frozen (in retention period): 3076, Expired (in grace period): 0, Expires in 7 days: 3, Expires in 15 days: 5, Expires in 30 days: 6, Custom

☐ Do not show resources that have orders pending payment ☐ Do not show resource packages

☐ Instance ID/Resource ID is used to search by default.

Manual Renewals (11) **Auto Renewals (2)** Pay-per-Use After Expiration (1) Renewals Canceled (0)

Batch Renew Enable Manual Renewal Change to Pay-per-Use After Expiration Cancel Renewal Modify Auto Renewal

Deduction Date for Auto-Renewal Fees are deducted 1 day before your subscription expires. [Modify](#)

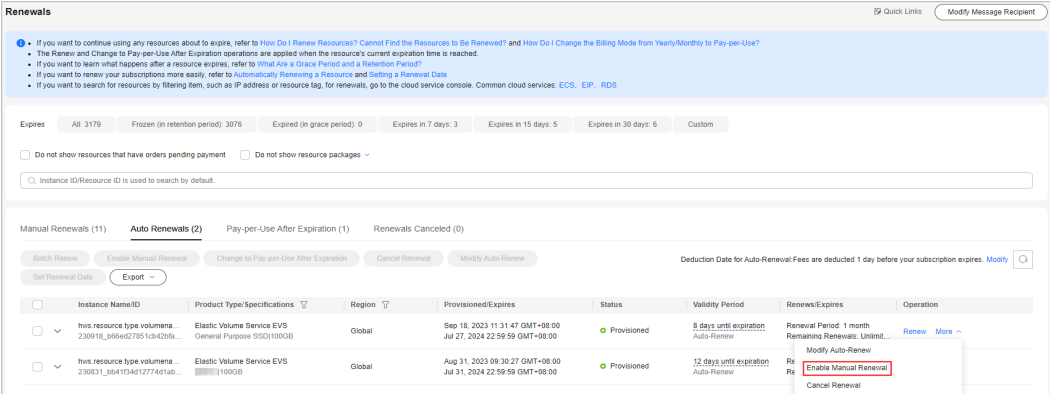
<input type="checkbox"/>	Instance Name/ID	Product Type/Specifications	Region	Provisioned/Expires	Status	Validity Period	Renewal/Expires	Operation
<input type="checkbox"/>	hws.resource.type.volumena.230918_b66ed27851cd426fa...	Elastic Volume Service EVS General Purpose SSD 100GB	Global	Sep 19, 2023 11:31:47 GMT+08:00 Jul 27, 2024 22:59:59 GMT+08:00	Provisioned	8 days until expiration Auto-Renewal	Renewal Period: 1 month Remaining Renewals: Unlimit	Renew More

NOTE

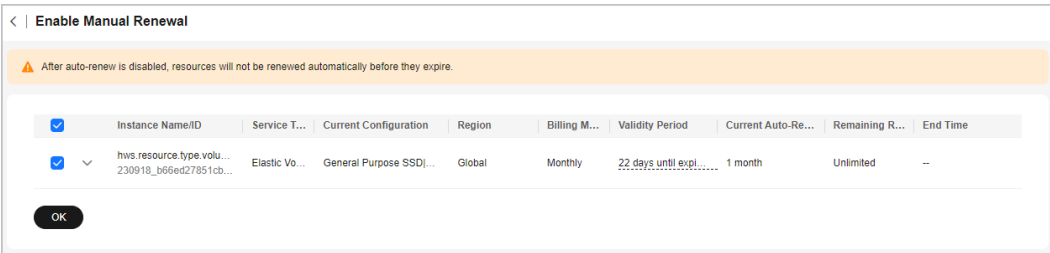
- By **Expires**, you can quickly search for instances that are in the specified status or will expire in the specified period.
- You can search for instances by instance name, instance ID, or order number, or filter instances by product type or region. You can also filter instances by enterprise project if you have enabled the enterprise project management function.
- Resources with orders pending payment can be operated only after these orders are paid or canceled. The **Do not show resources that have orders pending payment** option is deselected by default. You can select it to hide resources with orders pending payment.
- The **Do not show resource packages** and **Show resource packages only** options are deselected by default. You can select them to hide or filter 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.

The table below lists the cloud services which support auto-renewal.

Category	Product		
Compute	Elastic Cloud Server (ECS)	Bare Metal Server (BMS)	
Storage	Object Storage Service (OBS)	Elastic Volume Service (EVS)	Cloud Backup and Recovery (CBR)

Category	Product		
	Scalable File Service (SFS)		
Networking	Virtual Private Cloud (VPC)	Elastic IP (EIP)	Direct Connect
	Virtual Private Network (VPN)		
Container services	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
IoT	IoT Device Access (IoTDA)		
Middleware	API gateways		
Developer Services	CodeArts		
Management & Governance	Application Orchestration Service (AOS)		
Migration	Cloud Data Migration (CDM)		
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) → Cash coupon (use one at a time) → 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 = 2000×0.9 (10% off discount) – 100 (coupon) = 1000 (account balance) + 700 (credit card) = \$1700 USD.

Discount Usage Rule

The following rules apply only to valid discounts:

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

Restrictions: 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, partner authorized discount, and promotional discount. The system selects the promotional discount if it is the best one.

Example: You have a commercial discount (20%), a partner authorized discount (10%), and a promotional discount (30%) that was used in a historical order. When your resources were automatically renewed on January 01, 2024, the system selects the promotional discount (30%).

2. If there are multiple promotional discounts in historical orders for the resources, the promotional discount that takes effect most recently is selected.

Example: You have a commercial discount (20%) and a partner authorized discount (10%). In historical orders, a promotional discount of 30% (effective date: November 01, 2023) and a promotional discount of 25% (effective date: December 01, 2023) were used. When your resources were automatically renewed on January 01, 2024, the system compares the promotional discount (25%) that took effect most recently, the commercial discount (20%), and the partner authorized discount (10%), and selects the optimal discount, that is, the promotional discount (25%).

3. If multiple promotional discounts in historical orders took effect at the same time, the promotional discount used most recently is preferred.

Example: You have a commercial discount (20%) and a partner authorized discount (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 used. When your resources were automatically renewed on January 01, 2024, the system compares the promotional discount (25%) that took effect most recently, the commercial discount (20%), and the

partner authorized discount (10%), and selects the optimal discount, that is the promotional discount (25%).

4. If there is no difference to use the commercial discount, partner authorized discount, or promotional discount (used in a historical order), the commercial discount is used first, then the partner authorized discount, 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 (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 (GMT+08:00) on the specified date. Ensure that you have sufficient account balance or credits in your added credit card. For details about how to set the deduction date for auto-renewal, see [Setting Deduction Date for Auto-Renewal](#).

If the first fee deduction for auto-renewal fails due to insufficient account balance or credit balance of your added card, the system then will attempt to charge fees at 03:00 (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 on the expiration date and the resource will expire earlier than 03:00 (GMT+08:00) on that day, the auto-renewal may fail. To avoid this situation, the auto-renewal fee deduction can be triggered immediately in either of the following scenarios:

- You enable auto-renewal for a resource before 03:00 (GMT+08:00), and the resource will expire before 03:00 (GMT+08:00) on that day.
- You enable auto-renewal for a resource after 03:00 (GMT+08:00), and the resource will expire before 03:00 (GMT+08:00) the next day.

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 selected 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.

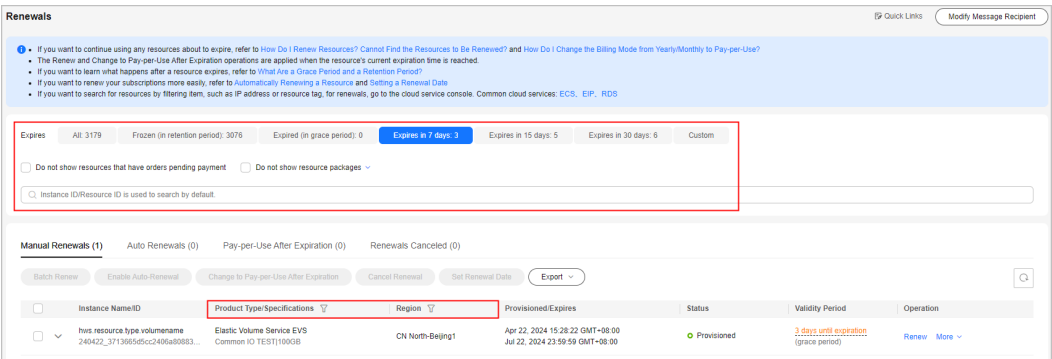
Example: You purchased an ECS and enables auto-renewal for it. If the ECS subscription term is 8 months, it will be automatically renewed each month. If the ECS subscription term is 2 years, it will be automatically renewed each year.

2.2.3.2 Enabling Auto-Renewal

To prevent a resource from being deleted upon expiration, you can enable auto-renewal 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.

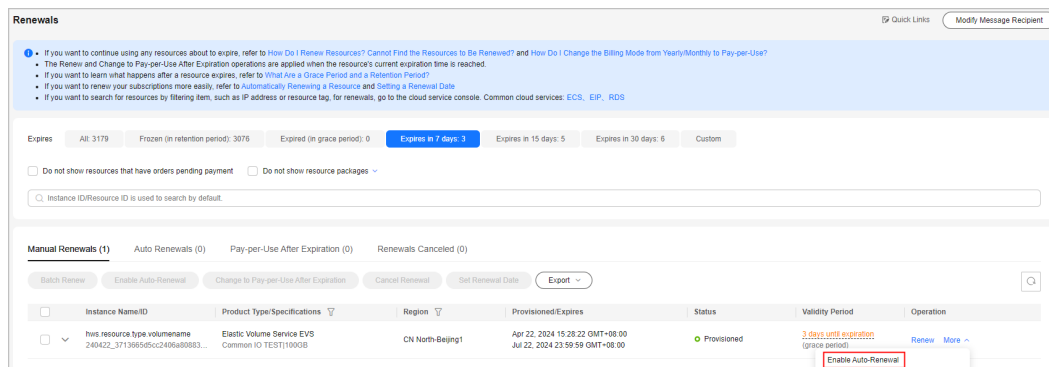


 NOTE

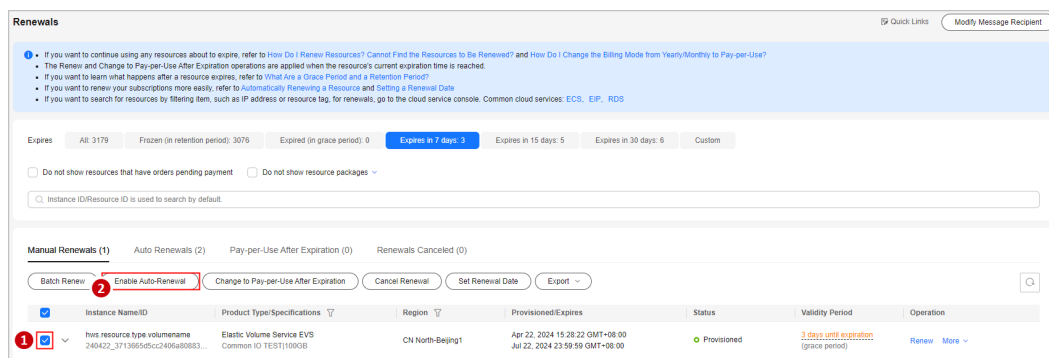
- By **Expires**, you can quickly search for instances that are in the specified status or will expire in the specified period.
- You can search for instances by instance name, instance ID, or order number, or filter instances by product type or region. You can also filter instances by enterprise project if you have enabled the enterprise project management function.
- Resources with orders pending payment can be operated only after these orders are paid or canceled. The **Do not show resources that have orders pending payment** option is deselected by default. You can select it to hide resources with orders pending payment.
- The **Do not show resource packages** and **Show resource packages only** options are deselected by default. You can select them to hide or filter resource packages.
- On the **Auto Renewals** page, you can view the instances for which auto-renewal has been enabled.
- You can enable auto-renewal for instances on the **Manual Renewals**, **Pay-per-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**.

< | Enable Auto-Renewal

• Huawei Cloud starts deducting renewal fees from your account before the expiration of the current subscription term. Ensure that your account balance is sufficient.

• You can manually renew your resources at any time even if auto-renew is enabled. After a manual renewal is complete, auto-renew is still in effect, and Huawei Cloud will start deducting renewal fees from your account before the expiration of the new subscription term.

• Auto-renewals can be paid using your account balance. If your account balance is insufficient, your associated credit card is used to make the payment. Auto-renewals do not support payments made by your partner.

<input checked="" type="checkbox"/>	Instance Name/ID	Service T...	Current Configuration	Region	Billing M...	Validity Period	Current Auto-Re...	Remaining R...	End Time
<input checked="" type="checkbox"/>	hws.resource.type.vol... 240422_3713665d5cc2...	Elastic Vo...	Common IO TEST 100GB	CN North-Beij...	Monthly	3 days until expir...	Disabled	1	Oct 22, 2024 23:5...

New Auto-Renew Period

1 month 2 months **3 months** 4 months 5 months 6 months 7 months 8 months 9 months 1 year

Auto-renewals ☒ Preset Auto-renewals

☐ Unlimited ☒ Custom

1 After this maximum number of auto-renewals has been reached, auto-renewal will be disabled.

OK

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 auto-renewals 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.
- For instances for which auto-renewal has been enabled, you can view the auto-renewal period and remaining auto-renewal times on the **Auto-Renewals** tab.
- If you manually renew the instance before the auto-renewal deduction date, the expiration date is updated, and the number of auto-renewals is not affected. The Billing Center will automatically renew the instance before the new expiration date.

----End

2.2.3.3 Modifying Auto-Renewal

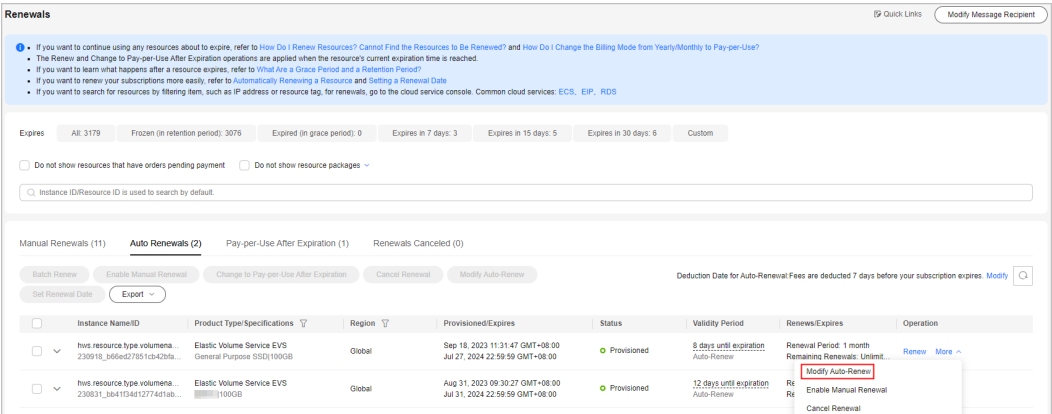
After enabling auto-renewal, you can change the renewal period and number of renewals.

Important Notes

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

Procedure

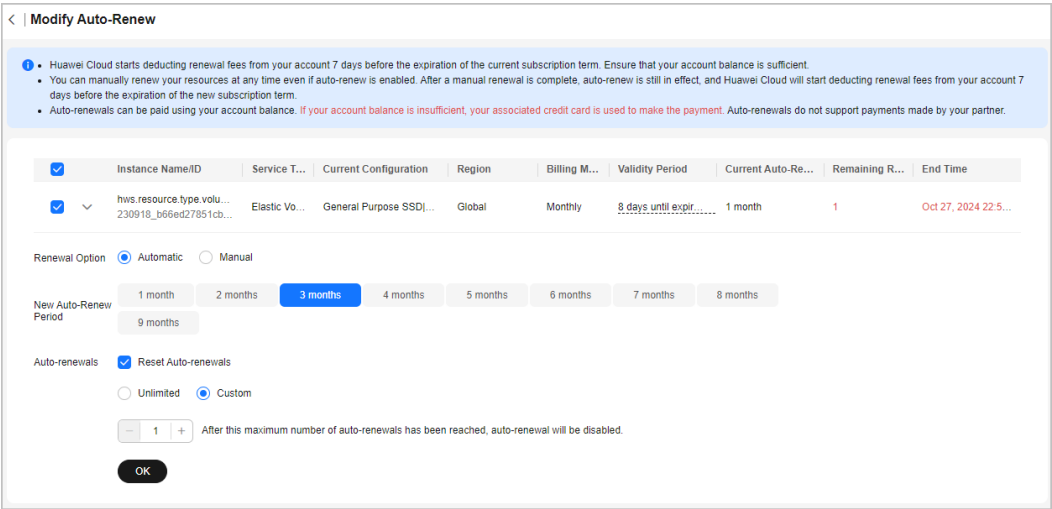
- Step 1** Go to the [Renewals](#) page.
- Step 2** On the **Auto Renewals** page, click **Modify Auto-Renew** in the **Operation** column for the desired instance.



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 **Automatic** by default, indicating that the system will automatically renew your instances upon expiration. You can change the auto-renewal period and number of auto-renewals.



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.
- For instances for which auto-renewal has been enabled, you can view the auto-renewal period and remaining auto-renewal times on the **Auto-Renewals** tab.

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.

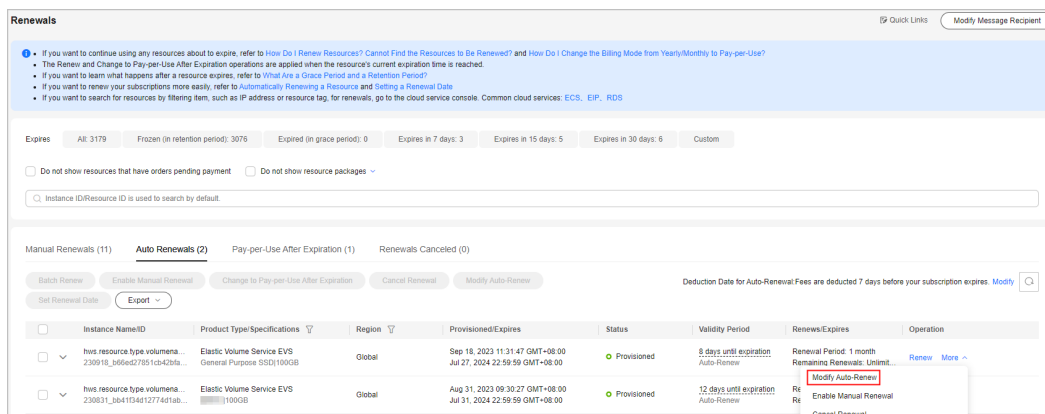
Important Notes

- If you do not set the auto-renewal deduction date, Huawei Cloud will initiate a payment request at 03:00 seven days before the resource expires by default. You need to disable auto-renewal before Huawei Cloud initiates the payment request for the current period. Otherwise, Huawei Cloud still collects the payment. If you disable auto-renewal after the payment request is initiated, 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 their expiration. Do not click **Modify Auto-Renew** for these resources.

Procedure

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

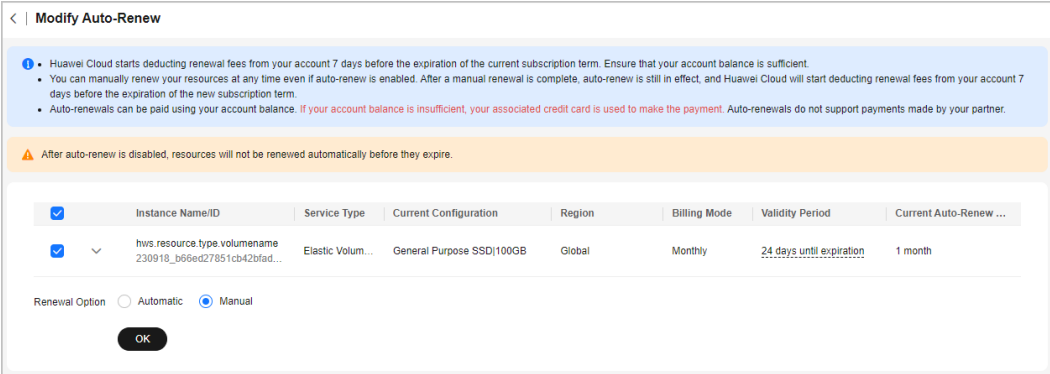
Step 2 On the **Auto Renewals** page, click **Modify Auto-Renew** in the **Operation** column for the desired instance.



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 Deduction Date for Auto-Renewal

If you enable auto-renewal for resources but do not set the deduction date for the auto-renewal, Huawei Cloud will initiate a payment request at 03:00 (GMT+08:00) seven days before the resources expire by default. If you set a deduction fee date for auto-renewal, the system will deduct the fee at 03:00 (GMT+08:00) on the specified date. Ensure that you have sufficient account balance or credits in your added credit card. For more details, see [Auto-Renewal Rules](#).

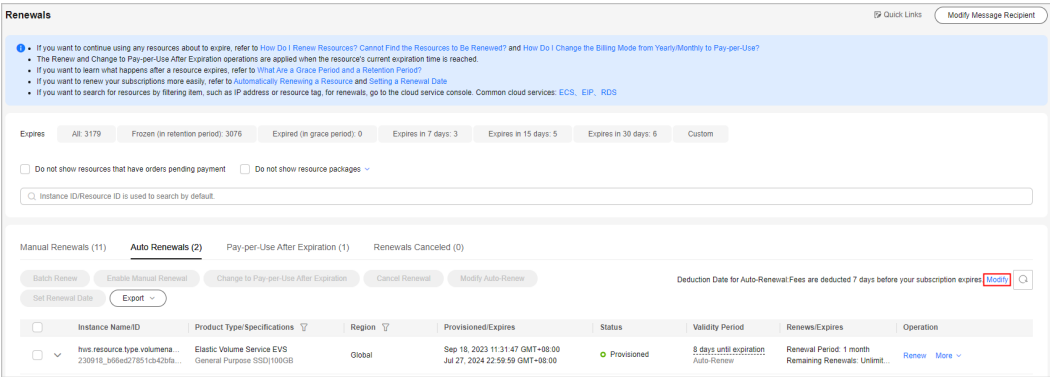
Important Notes

If you enable auto-renewal for a resource on the expiration date and the resource will expire earlier than 03:00 (GMT+08:00) on that day, the auto-renewal may fail. To avoid this situation, the auto-renewal fee deduction can be triggered immediately in either of the following scenarios:

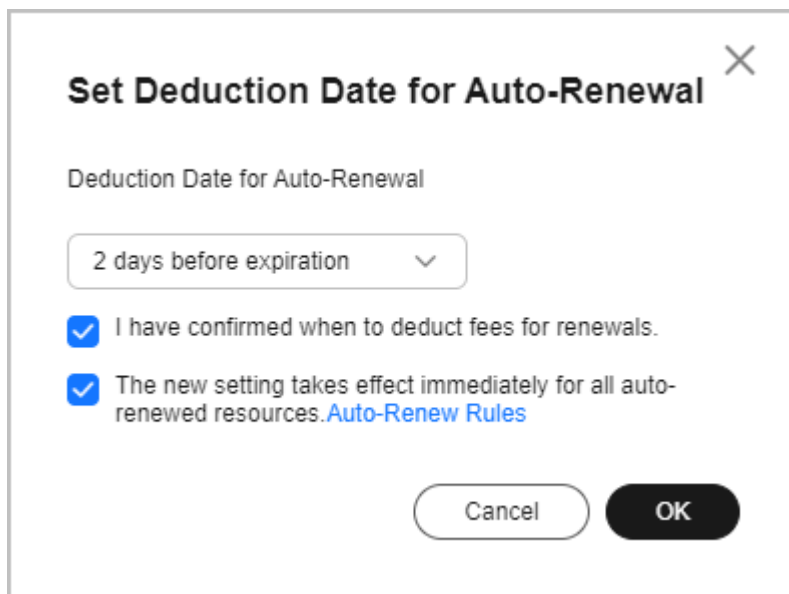
- You enable auto-renewal for a resource before 03:00 (GMT+08:00), and the resource will expire before 03:00 (GMT+08:00) on that day.
- You enable auto-renewal for a resource after 03:00 (GMT+08:00), and the resource will expire before 03:00 (GMT+08:00) the next day.

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**.

A dialog box titled "Set Deduction Date for Auto-Renewal" with a close button (X) in the top right corner. Below the title is the label "Deduction Date for Auto-Renewal". There is a dropdown menu showing "2 days before expiration" with a downward arrow. Below the dropdown are two checked checkboxes: "I have confirmed when to deduct fees for renewals." and "The new setting takes effect immediately for all auto-renewed resources." followed by a blue link "Auto-Renew Rules". At the bottom right are two buttons: "Cancel" and "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. [View the price details](#).

Resource Package Types and Usage

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

Type	Description
Resettable package	<p>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.</p> <p>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.</p>
Non-resettable package	<p>Its capacity decreases linearly and is deducted continuously before it is used up.</p> <p>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.</p>

Scenarios

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

1. The resource package is used up in advance.
- **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.

Example:

Instance Name/ID	Product Type/Specifications	Region	Provisioned/Expires	Status	Validity Period	Operation
<div><div>⊟</div><div>⌵</div><div>TopYearlyUniversalPackage 01154-204602151-0</div></div>	Object Storage Service OBS Resource package Standard Storage Storage resource packages 1...	CN North- Ulanqab3	Jun 28, 2024 16:03:30 GMT+08:00 Jun 28, 2025 23:59:59 GMT+08:00	Provisioned	344 days until expiration Auto expire	Renew ⓘ Buy Again ⓘ More ▾
<div>Resource Package Details</div> <div><div><div>Name</div><div>TopYearlyUniversalPackage</div></div><div><div>ID</div><div>01154-204602151-0</div></div><div><div>Product Type</div><div>Object Storage Service OBS</div></div><div><div>Region</div><div>CN North- Ulanqab3</div></div><div><div>Current Configuration</div><div>Standard Storage Storage resource packages 100GB Resettable ⓘ</div></div><div><div>Order No.</div><div>CS24050615047D1MAK</div></div><div><div>Enabled</div><div>Jun 28, 2024 16:03:30 GMT+08:00</div></div><div><div>Expiration Time</div><div>Jun 28, 2025 23:59:59 GMT+08:00</div></div><div><div>Status</div><div>Provisioned</div></div><div><div>Upon Expiration</div><div>Auto expire</div></div></div>						

A 100-GB OBS resource package takes effect from June 28, 2024 to June 28, 2025. During the period, you will obtain 100-GB traffic for each month, and the overage traffic will be billed on a pay-per-use basis.

NOTE

- 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.

Example:

Instance Name/ID	Product Type/Specifications	Region	Enterprise Project	Provisioned/Expires	Status	Validity Period	Operation
<div><div>⊟</div><div>⌵</div><div>CDN ⓘ 01154-637101369-0</div></div>	Content Delivery Ne... Resource pac... CDN Mainland China package 500GB_6...	Global	--	May 13, 2024 09:05:35 GMT+08:00 Nov 13, 2024 23:59:59 GMT+08:00	Provisioned	117 days until expiration Auto expire	Renew ⓘ More ▾
<div>Resource Package Details</div> <div><div><div>Name</div><div>CDN Mainland China package 500GB_6 months</div></div><div><div>ID</div><div>01154-637101369-0</div></div><div><div>Product Type</div><div>Content Delivery Network</div></div><div><div>Region</div><div>Global</div></div><div><div>Current Configuration</div><div>CDN Mainland China package 500GB_6 months Unresettable ⓘ</div></div><div><div>Order No.</div><div>CS2405130905CPB9W</div></div><div><div>Enabled</div><div>May 13, 2024 09:05:35 GMT+08:00</div></div><div><div>Expiration Time</div><div>Nov 13, 2024 23:59:59 GMT+08:00</div></div><div><div>Status</div><div>Provisioned</div></div><div><div>Upon Expiration</div><div>Auto expire</div></div></div>							

A 500-GB CDN resource package takes effect from May 13, 2024 to November 13, 2024. You will obtain 500-GB traffic in total during the period. 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. **The resource package is about to expire.**

Both resettable and non-resettable resource packages can be renewed to prolong the effective period.

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

Example:

Renew					
ⓘ If you change resource specifications before the renewal period starts, you can unsubscribe from the resource, but you cannot cancel the renewal.					
Instances To Be Renewed: 1 This renewal includes resource packages. After you renew them, the new resource package will take effect after the current period expires. Instead of taking effect immediately. If the usage available in the current package does not meet your requirements, you can Buy Again .					
Instance Name/ID	Product Information	Auto-Renew ⓘ	Renewal Duration	Expiration Time	Fee
^ OBS 3A2Storage 100GB 01154-677600372-0	Product Type Object Storage Service OBS / Resource package Current Configuration OBS 3A2Storage 100GB Region CN North-BPIT3	Disabled ⓘ	1 year	Current: Mar 17, 2025 23:59:59 GMT+08:00 Newer: Mar 17, 2026 23:59:59 GMT+08:00 Effective Time Oct 17, 2024 16:01:05 GMT+08:00	\$5.00 USD
Resource Package Details					
Name	ID	Product Type			
OBS 3A2Storage 100GB	01154-677600372-0	Object Storage Service OBS			
Region	Current Configuration				
CN North-BPIT3	OBS 3A2Storage 100GB	Renewable ⓘ			
Order No.	Enabled	Expiration Time			
CS241111608R9YFC	Oct 17, 2024 16:01:05 GMT+08:00	Mar 17, 2025 23:59:59 GMT+08:00			
Status	Upon Expiration				
Provisioned	Auto expire				

A 100-GB OBS resource package is renewed with the renewal period set to 1 year. You will obtain 100-GB traffic each month during the renewed period.

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

Example:

< | Renew

If you change resource specifications before the renewal period starts, you can unsubscribe from the resource, but you cannot cancel the renewal.

Instances To Be Renewed: 1

This renewal includes resource packages. After you renew them, the new resource package will take effect after the current period expires. **Instead of taking effect immediately**. If the usage available in the current package does not meet your requirements, you can [Buy Again](#).

Instance NameID	Product Information	Auto-Renew	Renewal Duration	Expiration Time	Fee
<div>CDN Mamtand China package 500G_Year 01154-668300712-0</div>	<div>Product Type:Content Delivery Network CDN Resource package: Current Configuration:CDN Mamtand China package 500G_Year Region:Global</div>	<div>Disabled</div>	1 year	<div>Current: Sep 25, 2025 23:59:59 GMT+08:00 New: Sep 25, 2026 23:59:59 GMT+08:00 Effective Time:Sep 25, 2024 14:48:05 GMT+08:00</div>	\$5.00 USD

Resource Package Details

Name	ID	Product Type
CDN Mamtand China package 500G_Year	01154-668300712-0	Content Delivery Network CDN
Region	Current Configuration	
Global	CDN Mamtand China package 500G_Year Unresettable 10	
Order No.	Enabled	Expiration Time
C5240925144753EYI	Sep 25, 2024 14:48:05 GMT+08:00	Sep 25, 2025 23:59:59 GMT+08:00
Status	Upon Expiration	
Provisioned	Auto expire	

A 500-GB CDN resource package is renewed with the renewal period set to 1 year. You will obtain 500-GB traffic in total during the renewed period.

 NOTE

- The **Renewals** page does not display the expired resource packages or resource packages that have been used up and auto-renewal is not enabled any longer. To view and purchase resource packages, go to the [Resource Packages](#) page in the Billing Center.
- If you choose to buy the resource package again, the new resource package takes effect immediately. If you choose to renew the 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 click **Buy Again**, you can buy the resource package in advance. In addition, you can make the resource package take effect immediately or specify its effective time as required, avoiding the service interruption.

Note that the resource package renewal does not take effect immediately, which may cause usage interruption. To learn more, see [How Do I Choose Between Renew and Buy Again?](#).

Important Notes

Resource packages that are no longer available cannot be bought again.

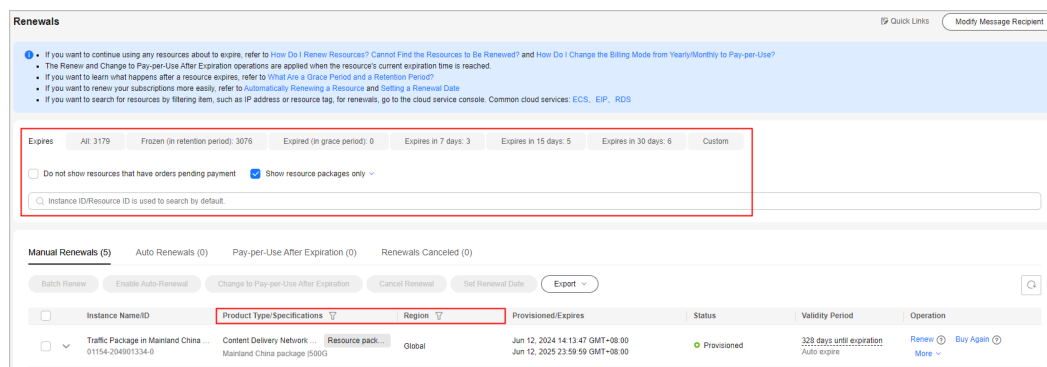
Only the resource packages for atomic products can be bought again. Any atomic product in a combined service cannot be bought again.

The OBS 40 GB standard storage package, OBS 50 GB outbound Internet traffic package, and VBS 40 GB resource package cannot be bought again, because special discounts have been given.

Procedure

Step 1 Go to the [Renewals](#) page.

Step 2 Set the search criteria.



The screenshot shows the 'Renewals' page with the following elements:

- Search Filters:** A red box highlights the 'Expires' filter section, which includes options like 'All: 3179', 'Frozen (in retention period): 3076', 'Expired (in grace period): 0', 'Expires in 7 days: 3', 'Expires in 15 days: 5', 'Expires in 30 days: 6', and 'Custom'. Below this are checkboxes for 'Do not show resources that have orders pending payment' and 'Show resource packages only'.
- Table Headers:** The table has columns for 'Instance Name/ID', 'Product Type/Specifications', 'Region', 'Provisioned/Expires', 'Status', 'Validity Period', and 'Operation'.
- Table Data:** The first row shows a 'Traffic Package in Mainland China' with a 'Content Delivery Network' resource package, 'Global' region, and a 'Provisioned' status. The 'Validity Period' column indicates '328 days until expiration' and 'Auto expire'. The 'Operation' column has 'Renew' and 'Buy Again' links.

 NOTE

- **Show resource packages only** is deselected by default. You can select it to view resource packages only.
- By **Expires**, you can quickly search for resource packages that are in the specified status or will expire in the specified period.
- You can search for resource packages by instance name, instance ID, or order number, or filter resource packages by product type or region. You can also filter resource packages by enterprise project if you have enabled the enterprise project management function.
- Resources with orders pending payment can be operated only after these orders are paid or canceled. The **Do not show resources that have orders pending payment** option is deselected by default. You can select it to hide resources with orders pending payment.

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.

Renewals

[Quick Links](#)
[Modify Message Recipient](#)

- If you want to continue using any resources about to expire, refer to [How Do I Renew Resources?](#) [Cannot Find the Resources to Be Renewed?](#) and [How Do I Change the Billing Mode from Yearly/Monthly to Pay-per-Use?](#)
- The [Renew and Change to Pay-per-Use After Expiration](#) operations are applied when the resource's current expiration time is reached.
- If you want to learn what happens after a resource expires, refer to [Virtual IPv4s Grace Period and a Retention Period?](#)
- If you want to renew your subscriptions more easily, refer to [Automatically Renewing a Resource and Setting a Renewal Date](#)
- If you want to search for resources by filtering item, such as IP address or resource tag, for renewals, go to the cloud service console. Common cloud services: [EC2](#), [EIP](#), [RDS](#)

Expires

All: 3179

Frozen (in retention period): 3076

Expired (in grace period): 0

Expires in 7 days: 3

Expires in 15 days: 5

Expires in 30 days: 6

Custom

☐ Do not show resources that have orders pending payment
 ☒ Show resource packages only

Manual Renewals (5)

Auto Renewals (0)

Pay-per-Use After Expiration (0)

Renewals Canceled (0)

[Batch Renew](#)
[Enable Auto-Renewal](#)
[Change to Pay-per-Use After Expiration](#)
[Cancel Renewal](#)
[Set Renewal Date](#)
[Export](#)

<input type="checkbox"/>	Instance Name/ID	Product Type/Specifications	Region	Provisioned/Expires	Status	Validity Period	Operation
<input type="checkbox"/>	Traffic Package in Mainland China ... 0154-246901334-0	Content Delivery Network ... Mainland China package 500G	Resource pack... Global	Jun 12, 2024 14:13:47 GMT+08:00 Jun 12, 2025 23:59:59 GMT+08:00	Provisioned	328 days until expiration Auto expire	Renew More > Buy Again

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

Buy Content Delivery Network ...

Another package with the same specifications will be generated.

Name/ID	Product Type	Current Configuration	Region
Traffic Package in Mainland China 500GB monthly	Content Delivery Network: CDN	Mainland China package 500G	Global

* Usage Duration

1 year

* Effective Time

☒ Immediately after payment

☐ Custom

Price

\$15.00 USD

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 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.

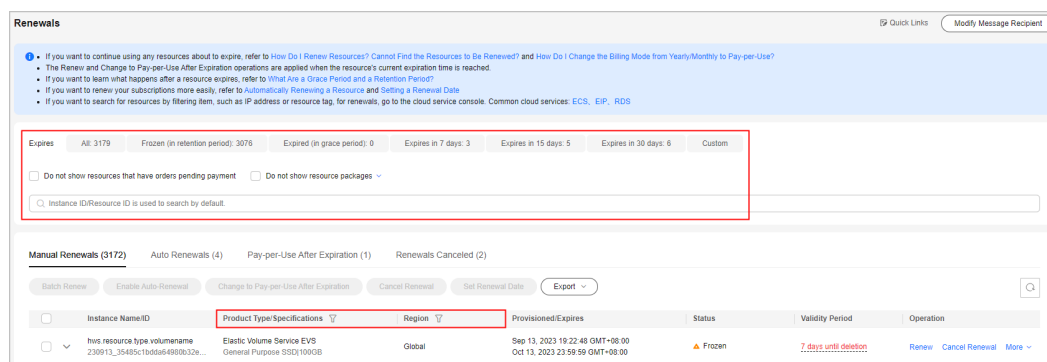
Important Notes

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, the preceding operations are not allowed for resources no longer available.

Procedure

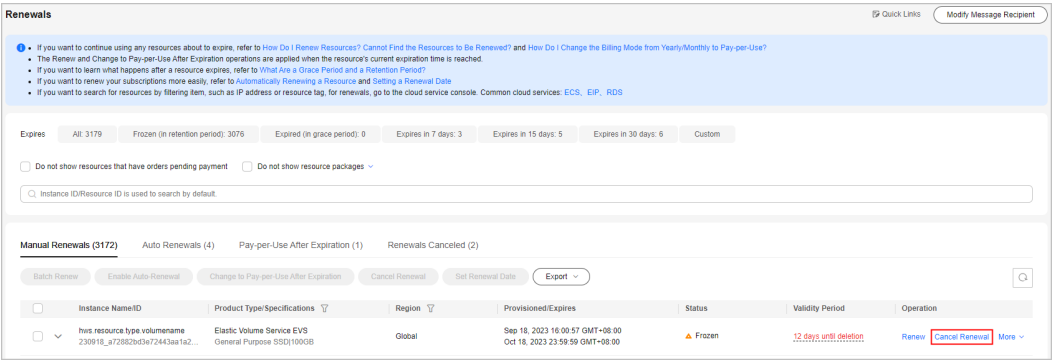
Step 1 Go to the **Renewals** page.

Step 2 Set the search criteria.

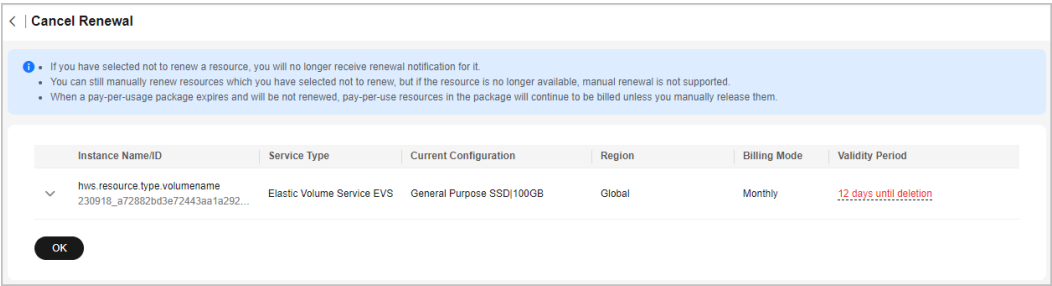
 NOTE

- By **Expires**, you can quickly search for instances that are in the specified status or will expire in the specified period.
- You can search for instances by instance name, instance ID, or order number, or filter instances by product type or region. You can also filter instances by enterprise project if you have enabled the enterprise project management function.
- Resources with orders pending payment can be operated only after these orders are paid or canceled. The **Do not show resources that have orders pending payment** option is deselected by default. You can select it to hide resources with orders pending payment.
- The **Do not show resource packages** and **Show resource packages only** options are deselected by default. You can select them to hide or filter 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 **Pay-per-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

2.2.6 Changing the Billing Mode

2.2.6.1 Overview

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: Pay only for the actual resource usage.

Yearly/Monthly: Subscribe to resources for 1 month, 1 year, multiple months, or multiple years. After the subscriptions are successful, resources are allocated to customers. If customers do not renew these resources before they expire, the resources will be released.

Change	From Pay-per-Use to Yearly/Monthly	From Yearly/Monthly to Pay-per-Use Upon Expiration	From Yearly/Monthly to Pay-per-Use Immediately
Scenario	Your resource usage becomes stable and will be stable for a long time. You want to spend less money on the resource usage.	After a monthly/monthly resource expires, you want to change the billing mode to pay-per-use to meet requirements on the flexible resource usage.	Before a monthly/monthly resource expires, you want to change the billing mode to pay-per-use immediately to meet requirements on the flexible resource usage.

When to Change	1. Immediately changed. 2. After the change takes effect, the resources are billed by subscription term.	1. Changed after the resources expire. 2. After the change takes effect, the resources are billed by usage.	1. Immediately changed. 2. After the change takes effect, the resources are billed by usage.
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 **NOTE**

- If you change the billing mode from yearly/monthly to pay-per-use upon expiration, it will not take effect immediately. You can cancel the change before the resource expires. For details, see [Restoring to Manual Renewal](#).
- If you change the billing mode from yearly/monthly to pay-per-use immediately, it cannot be canceled.

2.2.6.2 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 the order, the yearly/monthly subscription takes effect immediately.

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 pay-per-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.

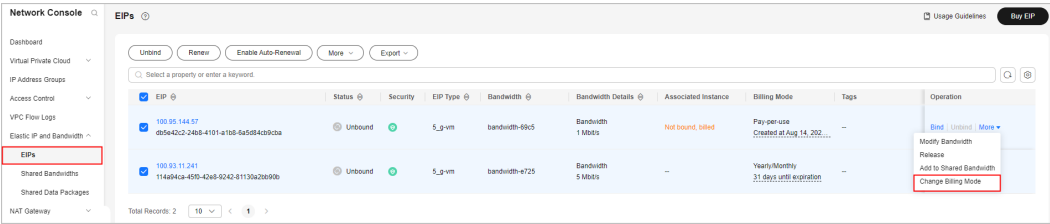
NOTICE

To change the billing mode of a cloud service from pay-per-use to yearly/monthly, go to the **cloud service console**. For details, see the user guide of the corresponding cloud service.

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.

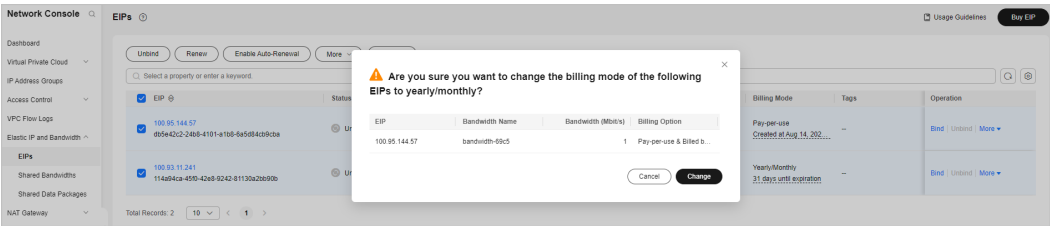


NOTE

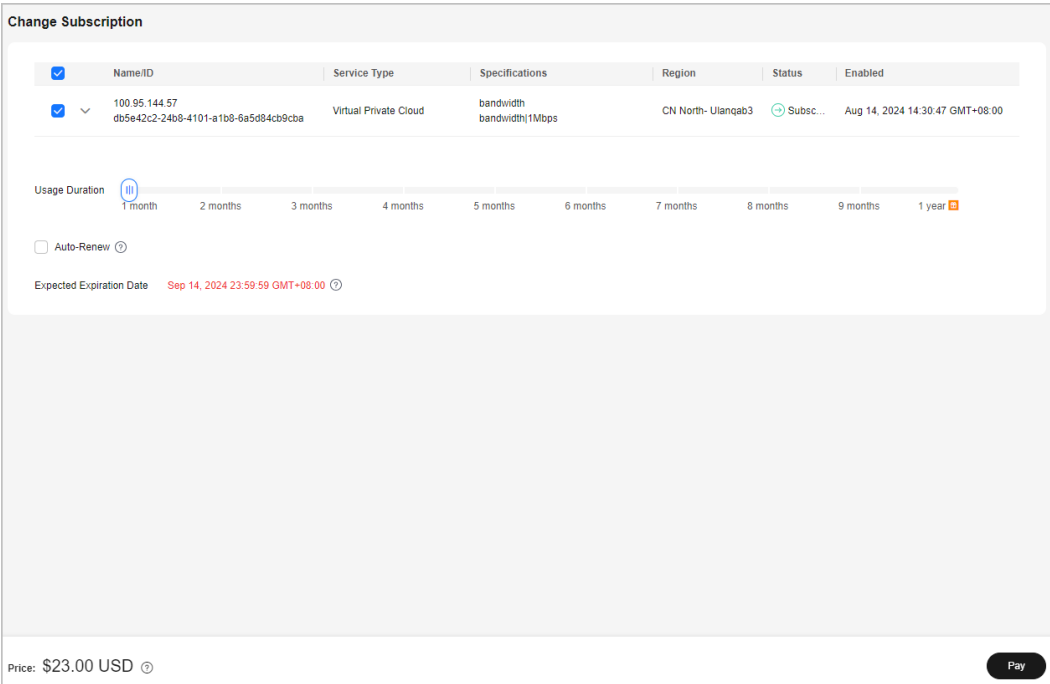
The billing mode of multiple EIPs can be changed in batches. To do so, perform the following operations:

- 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 becomes yearly/monthly.

----End

2.2.6.3 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 1, 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 1, 2024, 23:59:59, the new billing mode took effect and the ECS started being charged 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 pay-per-use upon expiration.
- The billing mode of solution portfolio products cannot be changed to pay-per-use 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 pay-per-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.

Renewals 19 Quick Links Modify Message Recipient

• If you want to continue using any resources about to expire, refer to [How Do I Renew Resources?](#) [Cannot Find the Resources to Be Renewed?](#) and [How Do I Change the Billing Mode from Yearly/Monthly to Pay-per-Use?](#)

- The Renew and Change to Pay-per-Use After Expiration operations are applied when the resource's current expiration time is reached.
- If you want to learn what happens after a resource expires, refer to [What Are a Grace Period and a Retention Period?](#)
- If you want to renew your subscriptions more easily, refer to [Automatically Renewing a Resource and Setting a Renewal Date](#).
- If you want to search for resources by filtering item, such as IP address or resource tag, for renewals, go to the cloud service console. Common cloud services: ECS, EIP, RDS.

Expires: All: 3179 Frozen (in retention period): 3075 Expired (in grace period): 0 **Expires in 7 days: 3** Expires in 15 days: 5 Expires in 30 days: 6 Custom

☐ Do not show resources that have orders pending payment ☐ Do not show resource packages

Instance ID/Resource ID is used to search by default.

Manual Renewals (1) Auto Renewals (0) Pay-per-Use After Expiration (0) Renewals Canceled (0)

Batch Renew Enable Auto-Renewal Change to Pay-per-Use After Expiration Cancel Renewal Set Renewal Date Export

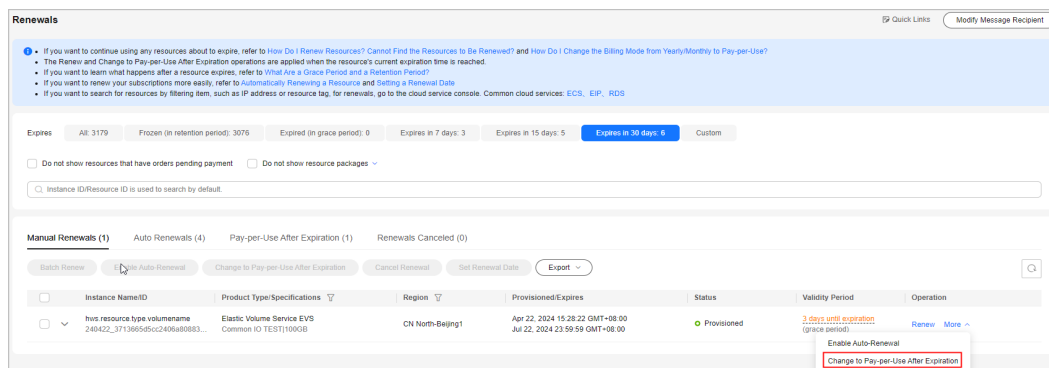
Instance Name/ID	Product Type/Specifications	Region	Provisioned/Expires	Status	Validity Period	Operation
hws.resource.type.volumename 240422_3713695d5cc249a89883...	Elastic Volume Service EVS Common IO TEST1100GB	CN North-Beijing1	Apr 22, 2024 15:28:22 GMT+08:00 Jul 22, 2024 23:59:59 GMT+08:00	Provisioned	3 days until expiration (grace period)	Renew More

 NOTE

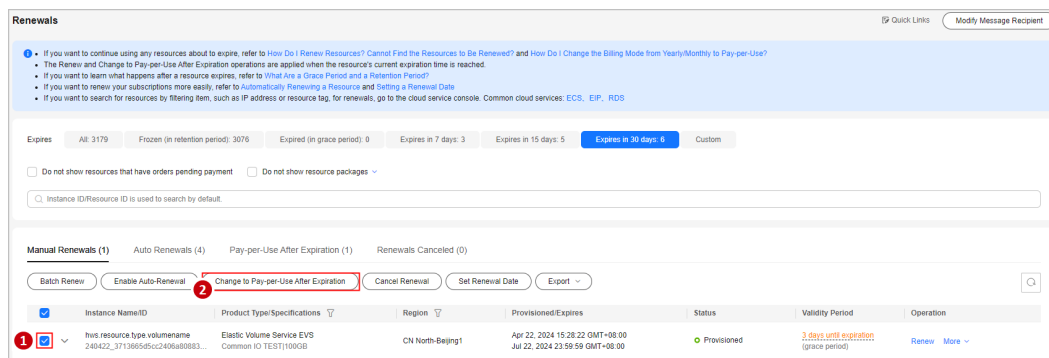
- By **Expires**, you can quickly search for instances that are in the specified status or will expire in the specified period.
- You can search for instances by instance name, instance ID, or order number, or filter instances by product type or region. You can also filter instances by enterprise project if you have enabled the enterprise project management function.
- Resources with orders pending payment can be operated only after these orders are paid or canceled. The **Do not show resources that have orders pending payment** option is deselected by default. You can select it to hide resources with orders pending payment.
- The **Do not show resource packages** and **Show resource packages only** options are deselected by default. You can select them to hide or filter 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.

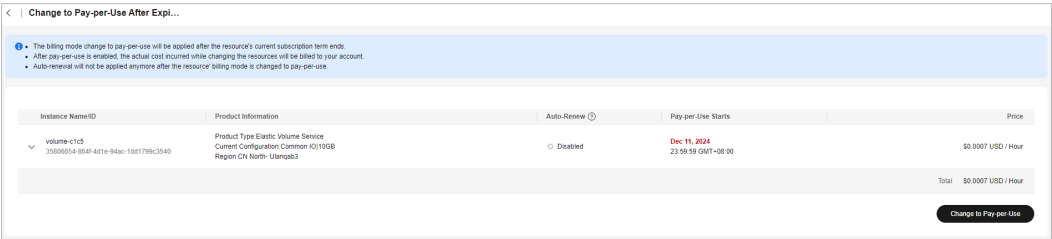
- **Single instance:** Choose **More > Change to Pay-per-Use After Expiration** in the **Operation** column for the desired instance.



- **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

2.2.6.4 From Yearly/Monthly to Pay-per-Use Immediately

You can change the billing mode of your resources from yearly/monthly to pay-per-use immediately. When the order for the change is complete, the pay-per-use billing will take effect immediately, and the remaining fees of the current period will be refunded.

NOTICE

Make sure you have a valid payment method configured before you change the billing mode. If your configured payment method is unable to pay for your bill, your account will be in arrears. Once you do not pay off the outstanding amount within the specified time, the resource will be frozen and cannot be used.

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 immediately.
- 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 the resource cannot be changed to pay-per-use immediately.
- The billing mode of resources in the grace period or retention period cannot be changed to pay-per-use immediately.
- The billing mode of products no longer available cannot be changed to pay-per-use immediately.
- Products participating in special reward activities cannot be changed to pay-per-use immediately. They can be changed to pay-per-use upon expiration.
- The billing mode of yearly/monthly resources in trial use cannot be changed to pay-per-use immediately.
- The billing mode of solution portfolio products cannot be changed to pay-per-use immediately.
- The billing mode of resource packages cannot be changed to pay-per-use immediately.
- The billing mode of the cloud services which do not support pay-per-use cannot be changed to pay-per-use immediately.

Note: Only some cloud services support such a billing mode change. For details, see the cloud service page.

Refund Rule

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 period will be refunded. The rules are as follows:

1. When unsubscribing from resource instances, you will be billed handling fees. If the instances are in use, the consumed amount will also be billed. The used 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 via the cash account, excluding any payment in cash coupons.
- **Consumed amount = Paid amount x (Actual usage duration/Order duration)** (The duration is accurate to hour.)
- **Handling fee:** There is a handling fee for the billing mode change. The handling fee depends on the actual usage duration and subscription term, as shown in the following table.

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	-	-

NOTE

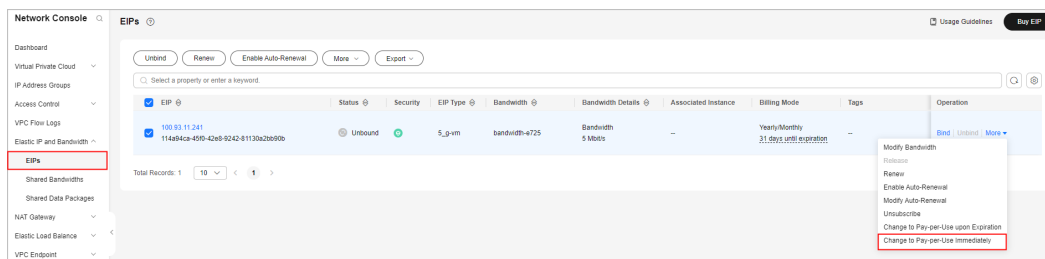
The refund rules for changing the billing mode to pay-per-use are the same as those for unsubscriptions. For details, see [Unsubscribing from In-Use Resources](#).

Procedure

Take an 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 On the EIP list, select the target EIP. Choose **More > Change to Pay-per-Use Immediately** in the **Operation** column.

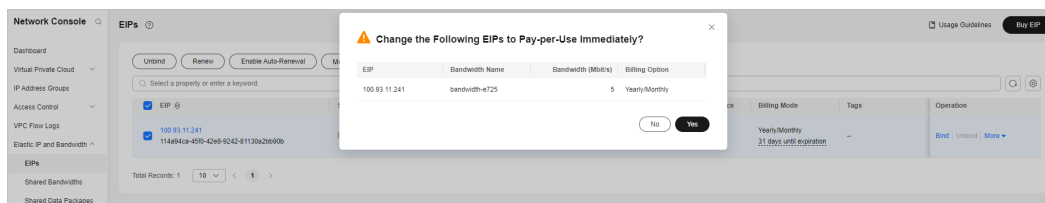


NOTE

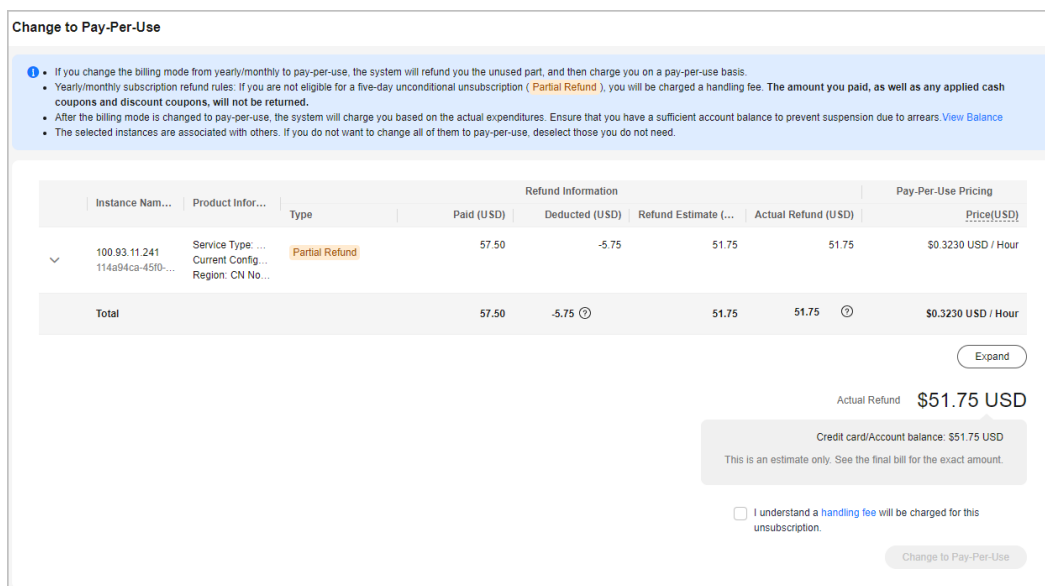
You can perform the following operations to change the billing mode of multiple yearly/monthly EIPs to pay-per-use immediately at a time:

1. Select the EIPs whose billing mode will be changed to pay-per-use.
2. Choose **More > Change to Pay-per-Use Immediately** in the **Operation** column.

Step 3 On the displayed page, confirm the resource information and click **Yes**.



Step 4 Confirm the refund and billing details. Then, click **Change to Pay-per-Use**.



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

----End

2.2.7 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 fee for specifications changes and capacity expansion, you are advised to retain at least eight decimal places, ensuring consistency between the results calculated and presented.

Specification Upgrades

1. Rules:

- Upgrade fee **(without any discount)** = Price of the new specification x Remaining duration - Price of the original specification x Remaining duration
- Other scenarios:
Upgrade fee **with a discount** = (Price of the new specification x Remaining duration - Price of the old specification x Remaining duration) x Discount
Upgrade fee **(with a fixed price)** = (Price of the new specification x Remaining duration - Price of the old configuration x Remaining duration) x (Fixed price in the commerce for the new configuration/List price with the corresponding subscription term)
Upgrade fee **(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 [Discounts](#) page 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 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 1, 2024, and the subscription expires at 23:59:59 on January 1, 2025. If you initiated a specification upgrade on January 1, 2024, the remaining duration is calculated starting from 00:00:00 on January 2, 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 1, 2023, you purchased a monthly ECS with specification A. The subscription would expire at 23:59:59 on December 1, 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 5, 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 \approx 0.87 months

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

– **Example 2: Specification upgrade with a discount**

At 10:30:00 on November 1, 2023, you purchased a monthly ECS with specification A. The subscription would expire at 23:59:59 on December 1, 2023. The price of specification A was \$120 USD/month. You used the commercial discount (10% off) and paid \$108.00 USD.

At 18:40:00 on November 5, 2023, you upgraded the ECS specifications from A to B. The price of specification B was \$150 USD/month, and the commercial discount (10% off) 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 fee = (Price of specification B x Remaining duration - Price of specification A x Remaining duration) x Commercial discount = $(150 \times 0.87 - 120 \times 0.87) \times 90\% \approx$ \$23.55 USD

– **Example 3: Specification upgrade with a fixed price**

At 10:30:00 on November 1, 2023, you purchased a monthly ECS with specification A. The subscription would expire at 23:59:59 on December 1, 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 5, 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 fee = (List price of specification B x Remaining duration - Price of specification A x Remaining duration) x (Fixed price 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.)

NOTE

- **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 1, 2024, and the subscription expires at 23:59:59 on January 1, 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.

3. Discounts applicable for the specification downgrade of yearly/monthly resources include commercial discounts, authorized discounts, and promotion 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, partner authorized discount, and promotional discount). **The promotional discount is used only in some scenarios.**
Restrictions: 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, partner authorized discount, 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 promotional discount that takes effect most recently is selected.
 3. If multiple promotional discounts in historical orders took effect at the same time, the promotional discount used most recently is selected.
 4. If there is no difference to use the commercial discount, partner authorized discount, or promotional discount (used in a historical order), the commercial discount is used first, then the partner authorized discount, 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 1, 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, the amount due was \$120.00 USD, and the paid amount was \$120.00 USD.

At 18:40:00 on November 5, 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 \approx 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 x 0.87 \approx \$24.34 USD
 - **Example 2: Specification downgrade with cash coupons used**

At 10:30:00 on November 1, 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, and you used a cash coupon (\$60.00 USD) and actually paid \$60.00 USD.

At 18:40:00 on November 5, 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 \approx 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 1, 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% off) and paid \$108.00 USD.

At 18:40:00 on November 5, 2023, you downgraded the ECS specifications from A to B. The price of specification B was \$90 USD/month, and the commercial discount (10% off) 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 fees do not apply to the capacity expansion fees.

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

 NOTE

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

For example, an EVS has the prices for 1-year, 2-year, and 3-year subscriptions. After purchasing the EVS 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 1, 2023, you purchased a monthly 10-GB EVS. The subscription would expire at 23:59:59 on December 1, 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 in November/Total duration in November + Remaining duration in December/Total duration in 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

2.2.8 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.

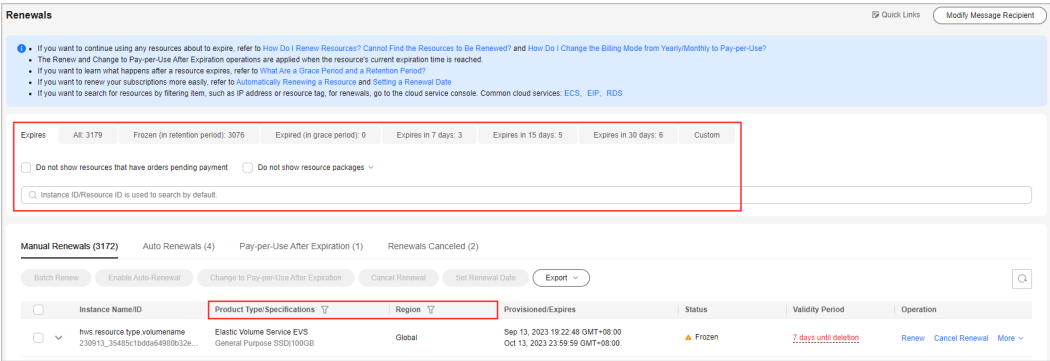
If your account is frozen for legal management, all your resources cannot be released or deleted. If one of your resources is frozen for legal management, the resource cannot be released or deleted.
- Resources bound to a primary resource are released together with the primary resource. Resources attached 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

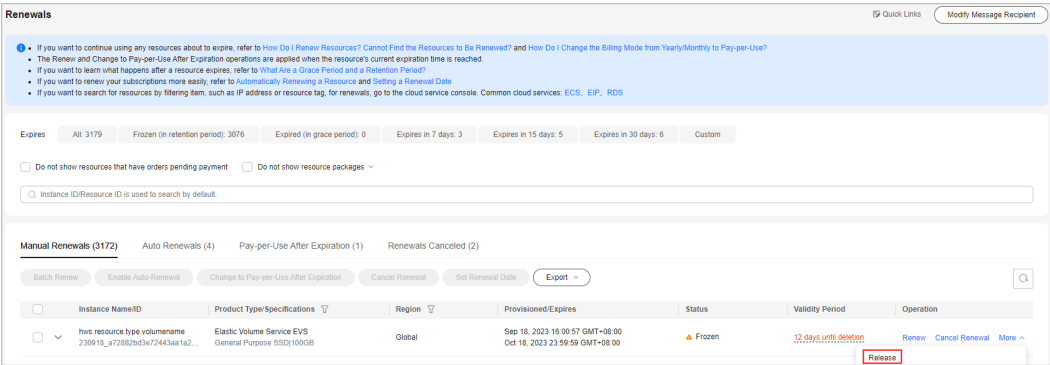
- Select **Frozen (in retention period)** or **Expired (in grace period)** to quickly search for instances to be released.
- You can search for instances by instance name, instance ID, or order number, or filter instances by product type or region. You can also filter instances by enterprise project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

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

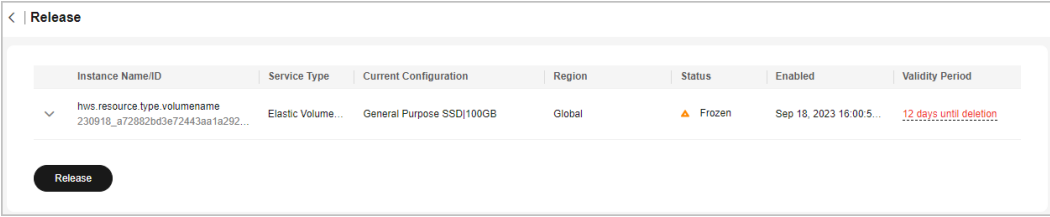
Step 3 Click **More > Release** in the **Operation** column for the desired instance.

NOTICE

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

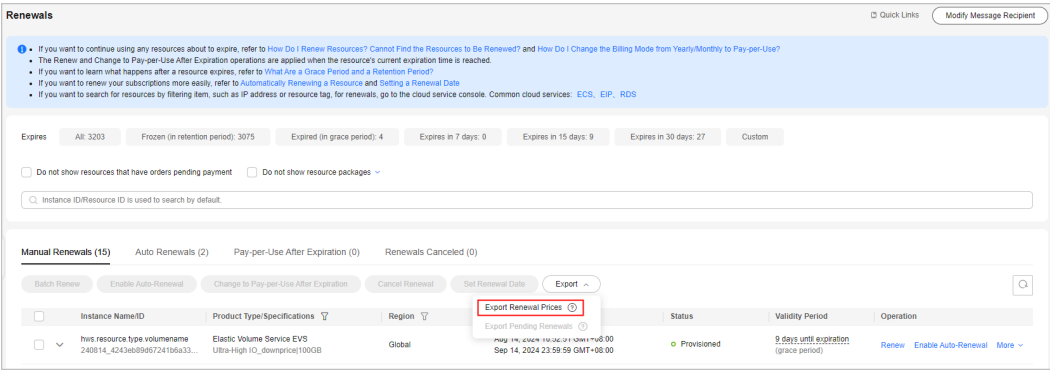
2.2.9 Exporting the Renewal Data

2.2.9.1 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.



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

2.2.9.2 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.

The screenshot shows the 'Renewals' page with various filters and a table of manual renewals. A red box highlights the search filters: 'Expires' (All: 3179, Frozen: 3076, Expired: 0, Expires in 7 days: 3, Expires in 15 days: 5, Expires in 30 days: 6, Custom), 'Do not show resources that have orders pending payment', 'Do not show resource packages', and 'Instance ID/Resource ID is used to search by default'. Below the filters, there are tabs for 'Manual Renewals (3172)', 'Auto Renewals (4)', 'Pay-per-Use After Expiration (1)', and 'Renewals Canceled (2)'. The 'Manual Renewals' tab is active, showing a table with columns: Instance Name/ID, Product Type/Specifications, Region, Provisioned/Expires, Status, Validity Period, and Operation. The first row shows a resource with status 'Frozen' and '7 days until deletion'.

NOTE

- By **Expires**, you can quickly search for instances that are in the specified status or will expire in the specified period.
- You can search for instances by instance name, instance ID, or order number, or filter instances by product type or region. You can also filter instances by enterprise project if you have enabled the enterprise project management function.
- Resources with orders pending payment can be operated only after these orders are paid or canceled. The **Do not show resources that have orders pending payment** option is deselected by default. You can select it to hide resources with orders pending payment.
- The **Do not show resource packages** and **Show resource packages only** options are deselected by default. You can select them to hide or filter 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.

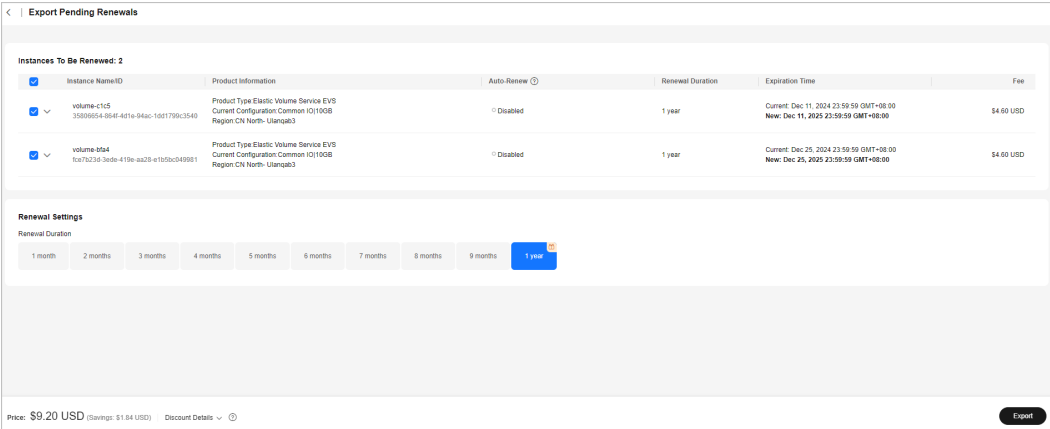
Step 3 Select the desired instance. Click **Export**, and select **Export Pending Renewals**.

The screenshot shows the 'Renewals' page with various filters and a table of manual renewals. A red box highlights the search filters: 'Expires' (All: 3203, Frozen: 3075, Expired: 4, Expires in 7 days: 0, Expires in 15 days: 9, Expires in 30 days: 27, Custom), 'Do not show resources that have orders pending payment', 'Do not show resource packages', and 'Instance ID/Resource ID is used to search by default'. Below the filters, there are tabs for 'Manual Renewals (15)', 'Auto Renewals (2)', 'Pay-per-Use After Expiration (0)', and 'Renewals Canceled (0)'. The 'Manual Renewals' tab is active, showing a table with columns: Instance Name/ID, Product Type/Specifications, Region, Provisioned/Expires, Status, Validity Period, and Operation. The first row shows a resource with status 'Provisioned' and '9 days until expiration'. A red box highlights the 'Export' button, and a red box highlights the 'Export Pending Renewals' option in the dropdown menu.

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 fee 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

2.2.10 Resource Statuses

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

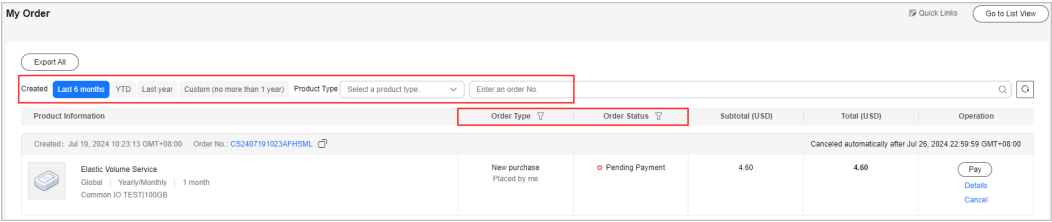
2.3.1 Paying for Orders

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

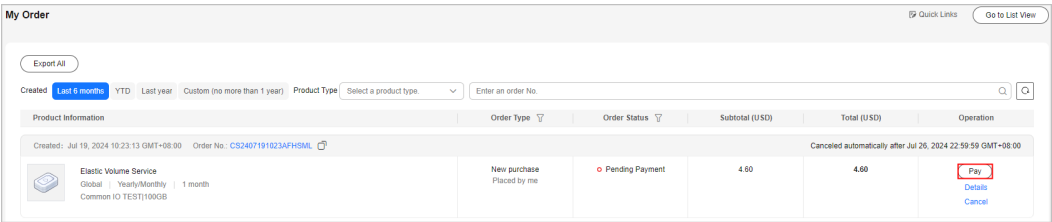
Procedure

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, **Unpaid Orders** > **Paying for Orders**.

----End

2.3.2 Automatic Payments

With automatic payments enabled, you will be automatically charged to your primary payment method after you place orders. You can view the order status on the **My Orders** page.

Table 2-1 Automatic payments

Scenario	Order Status	Action Required
Automatic payments disabled	Pending payment	Make a manual payment.
Automatic payments enabled (payment succeeded)	Processing or completed	None.
Automatic payments enabled (payment failed)	Pending payment	Make a manual payment.

Application Scenario

Automatic payments can be used for new purchase for resources such as manual renewal of subscriptions, resource specification upgrades, and changes to billing mode from pay-per-use to yearly/monthly.

Automatic 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) → Cash coupon (only one at a time) → Account balance (credit balance) or monthly settlement

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

2. Discounts in Automatic Payments (All mentioned discounts are valid here by default.)

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

NOTE

- **The promotional discount can be taken into account only when it was used in historical orders of a resource.**
 - Historical orders refer to those exist before the current order is created, for example, orders created for new purchase, renewals, and billing mode changes.
 - In manual renewals, specification upgrades, and renewals with specification changed scenarios, 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, partner authorized discount, and promotional discount. The system 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, the promotional discounts cannot be used because no historical orders exist. You can use the promotional discounts on the promotion page. For details, see the specific rules on the promotion page.
Assume that you placed order A for a service and then place order B to update the service's specifications. Order A is a historical order for order B. If a promotional discount was applied in order A, the system can apply this discount when it automatically pays for order B.
- If the same price is obtained after each discount is applied, the sequence of using the discounts: commercial discount > partner authorized discount > the promotional discount.
- The commercial discounts for yearly subscriptions are applied based on the pricing term, not the subscription term. For example, the 1-year commercial discounts can only be applied for 1-year subscription, no matter how many years the total subscription term covers.

Example 1

A customer had a commercial discount (20% off), partner authorized discount (10% off), and promotional discount (30% off) for the same service. The customer placed an order for the service on November 20, 2024. There was no historical order for which the promotional discount was applied, so the system selected the commercial discount (20% off) when calculating the price of the order.

Example 2

A customer placed an order with a commercial discount (20% off) applied on November 20, 2024. On December 20, 2024, the customer placed another

order for the same service. Although there are applicable commercial discounts (20% off), partner authorized discounts (10% off), and promotional discounts (30% off), the system selected the commercial discount (20% off) for the second order, considering that the promotional discount was not applied in the historical order.

Example 3

A customer placed an order with a promotional discount (25% off) applied on November 20, 2024. On December 20, 2024, the customer placed another order for the same service. The customer had a commercial discount (20% off), partner authorized discount (10% off), and promotional discounts (25% off and 30% off, respectively) for the service. The promotional discount (25% off) had been applied in the historical order and is the best among all discounts, so the system selected it when calculating the price of the order.

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.

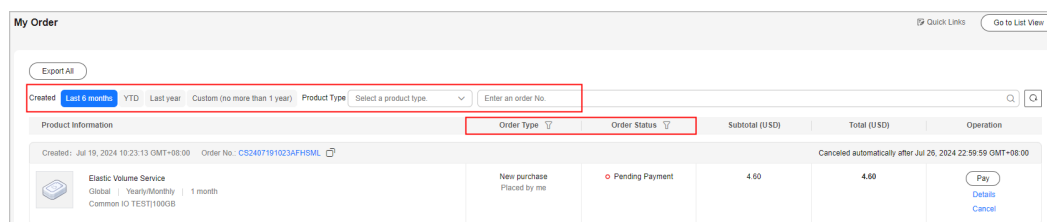
2.3.3 Canceling Orders

You can cancel an order on the [My Orders](#) page.

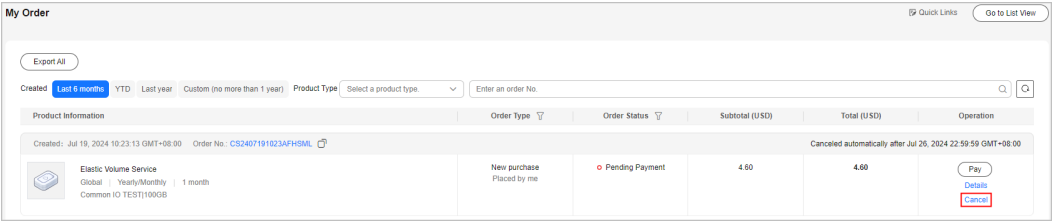
Procedure

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 **Unpaid Orders > 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 to check the cancellation reason.

----End

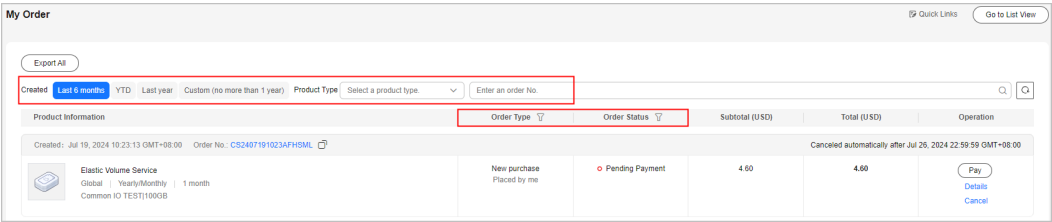
2.3.4 Viewing Order Details

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

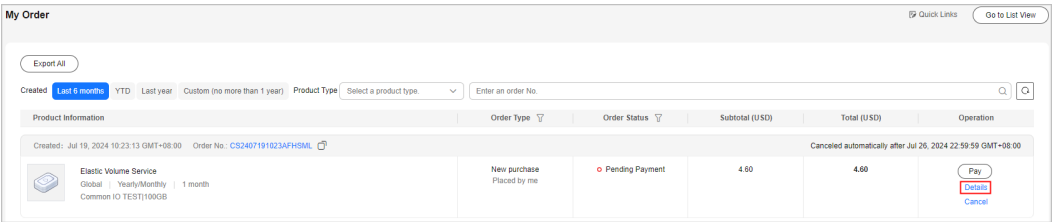
Procedure

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**,  indicates that resources are being created and 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.

Unpaid Orders / Details

Please pay for this order in Sep 03, 2024 22:59:59 GMT+08:00 or the order will expire.

Order No.: CS2408271451D2B6LK

Pending Payment

Subtotal After Discount: \$924.16 USD

PayCancel

Order Type

New purchase

Created By

Created On

Aug 27, 2024 14:51:20 GMT+08:00

Payment information

Amount Due

\$924.16 USD

=

Order Amount

\$924.16 USD

Payable

\$924.16 USD

=

Amount Due

\$924.16 USD

+

Tax

\$0.00 USD

The tax amount here is for reference only. View the actual amount on the payment page.

Resource Details

Resource Details	Current Configuration	Related Info	Amount (USD)
Full dynamic BGP_Elastic IP monthly 00301-34515-0-0 Service Type: Virtual Private Cloud VPC Region: CN East-Shanghai2	Dynamic BGP Elastic IP × 1	Enterprise Project: default Billing Mode: Yearly/Monthly 1 month Quantity: 1	995.50

- If an order is **Completed**, you can view the resources on the order details page. If a resource is renewed, changed, or unsubscribed from, you can view the transaction details.

My Order / Details

Order No.: CS2408200333CHE1Q

Completed

Subtotal After Discount: \$10.80 USD

Order Type

Renewal

Paid On

Aug 20, 2024 03:33:47 GMT+08:00

Payment information

Paid: Aug 20, 2024 03:33:47 GMT+08:00

Amount Due

\$10.80 USD

=

Order Amount

\$10.80 USD

Net Amount

\$10.80 USD

=

Amount Due

\$10.80 USD

Resource Details

Resource Details	Current Configuration	Related Info	Amount (USD)	Purchase/Return/Exchange Tracking
huws_resource_type: volumename 230018_366e27851cb42bda99aa4d874d99a2 Service Type: Elastic Volume Service EVS Region: Global	General Purpose SSD 100GB × 1	Enterprise Project: default Billing Mode: Yearly/Monthly 1 month Started: Aug 28, 2024 00:00:00 GMT+08:00 Ended: Sep 27, 2024 23:59:59 GMT+08:00 Quantity: 1	10.80	Aug 20, 2024 Auto-renewal (Completed): CS2408200333CHE1Q View all records

Purchase/Return/Exchange Tracking

Transaction Type: Select the transaction type. Transaction Time: Start Date — End Date

Order No.: Enter an order No.

Auto-renewal (Completed): CS2408200333CHE1Q
Aug 20, 2024 03:33:46 GMT+08:00

Auto-renewal (Completed): CS2407200334AE9TBF
Jul 20, 2024 03:34:01 GMT+08:00

Auto-renewal (Completed): CS2407050330BKK9R
Jul 05, 2024 03:30:48 GMT+08:00

New purchase (Completed): CS2309131022JBCU7Y
Sep 13, 2023 10:22:28 GMT+08:00

Total Records: 4 10 < 1 >

OK

NOTE

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

Issue 01 (2025-05-30)

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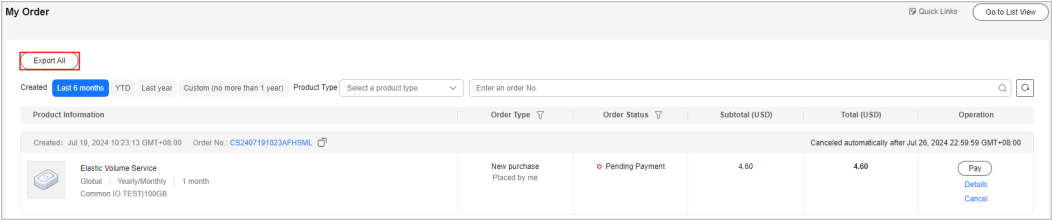
62

2.3.5 Exporting Orders

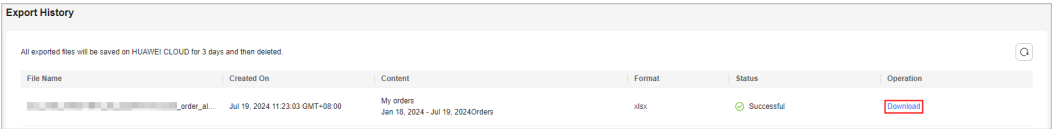
You can export all orders and download the order list.

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
- 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

2.3.6 Order Statuses

Table 2-2 Order statuses

Order Status	Description
Pending payment	The order has been submitted and is pending payment.
Pending approval	<ul style="list-style-type: none">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.

Order Status	Description
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 Unsubscriptions

2.4.1 Overview of Unsubscription Rules

You can unsubscribe from in-use resources, inactive resources, renewal periods, and resources that failed to be created or changed. Table 1 describes the unsubscription rules in different scenarios, including whether handling fees are charged and whether coupons can be returned.

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

Table 2-3 Unsubscription rules

Scenario	Consumed Amount Required	Handling Fee Required	Coupon Returned
Unsubscribing from Resources in Use	Yes	Yes	No
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

 NOTE

- If you do not need a yearly/monthly resource, you can unsubscribe from the resource based on the unsubscribe rules and obtain the refund. If you do not need a pay-per-use resource, you can delete it on the console, and no refund is involved.
- If the returned coupons expire or become invalid, the coupons cannot be used again.
- Unsubscriptions are not allowed for some services. For details, see [Unsubscription Not Allowed](#).
- You can view the help documents of specific unsubscribe scenarios for detailed rules and operations.
- After the unsubscribe is successful, the refund will be returned to your payment account. For details, see [Refunding](#).

2.4.2 Unsubscribing from In-Use Resources

2.4.2.1 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).

NOTICE

1. Before an unsubscribe, ensure that you have migrated or backed up any data saved on the resources that will be unsubscribed from. After an unsubscribe is complete, the resources and any data they contain will be permanently deleted.
 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](#).
-

2.4.2.2 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.)

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.
Actual usage duration	<p>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.</p> <p>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 1, 2024 to 2024 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).</p>

- **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.

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

Subscription Term	Actual Usage Period \leq 1 Year	1 Year < Actual Usage Period \leq 2 Years	2 Years < Actual Usage Period \leq 3 Years
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 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 (\$80.00 USD) – Consumed amount (\$18.57 USD) – Handling fee (\$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 (\$300 USD) – Consumed amount (\$101.53 USD) – Handling fee (\$30 USD) + Paid amount for the renewal (\$100 USD) = \$268.47 USD

Procedure

Step 1 Enter the **Unsubscriptions** page.

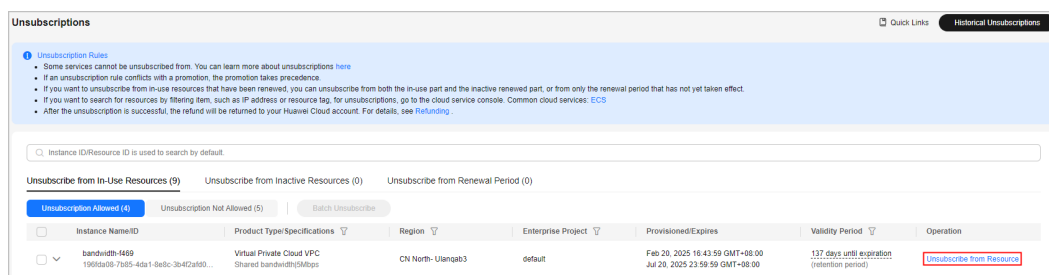
Step 2 Choose **Unsubscribe from In-Use Resources > Unsubscription Allowed**.

Step 3 Unsubscribe from a single instance or multiple instances in a batch based on the actual requirements.

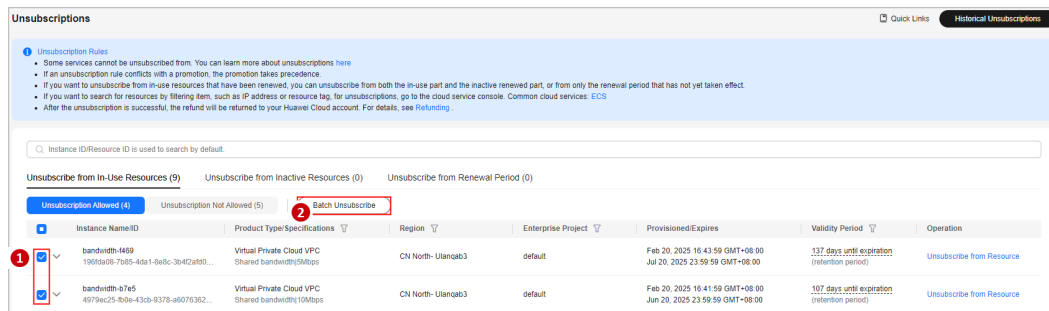
NOTE

You can search for instances by instance name, order number, or instance ID, or find instances by product type, region, or validity period. You can also filter instances by enterprise project if you have enabled the enterprise project management function.

- **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**.

Unsubscribe from In-Use Resources

⚠ You are unsubscribing from resources that are in use. Unsubscribed resources cannot be recovered. If you want to retain the resources and only need to cancel the renewal duration that has not taken effect, go to [Unsubscribe from Renewal Period](#).

• If you are not eligible for a free-day unconditional unsubscription (Partial Refund), you will be charged a handling fee. The amount you have consumed, as well as any applied cash coupons and discount coupons, will not be returned. Any applied flexi-purchase coupons and stored-value cards (if still valid) will be returned.

Instance Information	Unsubscription Type	Paid (USD)	Deducted (USD)	Refund Estimate (USD)	Actual Refund (USD)
bandwidth-469 1990da05-7d05-4d61-8e6c-3b42a950... Service Type: Virtual Private Cloud Region: CN North- Ulanqab3	Partial Refund	285.00 Flexi-Purchase Coupons: 285.00 Credit Card/Account Balance: 0.00	-25.00 Consumed: -25.00	260.00 Flexi-Purchase Coupons: 260.00 Credit Card/Account Balance: 0.00	260.00 Flexi-Purchase Coupon: 260.00 Credit Card/Account Balance: 0.00
Total		285.00	25.00	260.00	260.00

Select Reason for Unsubscription

☐ Incorrect parameter selection during purchase ☐ More services purchased than deployment requirement ☐ Service tests completed ☐ Poor service ☐ Service deployment requirements not met ☐ Irreparable fault ☒ Other

Please explain your specific reason for canceling your subscription. Enter a maximum of 100 characters.

Actual Refund **\$260.00 USD**

Flexi-Purchase Coupons Returned: \$260.00 USD
This is an estimate only. See the final bill for the exact amount.

☒ Data will be deleted and cannot be recovered. I confirm I have backed up or I no longer need the data.

Confirm

 NOTE

- 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.

-----End

2.4.2.3 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 that have participated in a special reward event, such as promotion packages, promotion coupons, promotion coupon gift packs, discount coupon plans, lucky draws, and recommendation for gift (cloud bean)
 - 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 do not support unsubscription**

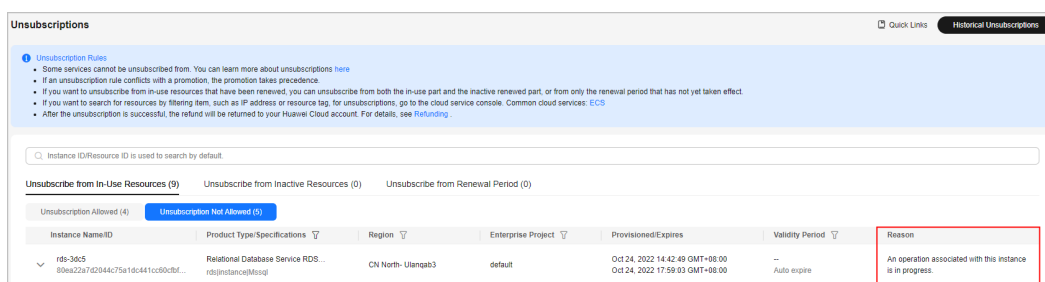
No.	Cloud Service
1	HUAWEI CLOUD Meeting
2	SSL Certificate Service
3	Dedicated Computing Cluster (DCC)
4	Anti-DDoS Service (AAD)
5	API gateways
6	Simple Message Notification (SMN)
7	IoT Device Access (IoTDA)
8	Direct Connect
9	Contact Center
10	Artificial Intelligence Service
11	Machine Learning Service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

2.4.3 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

1. 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.

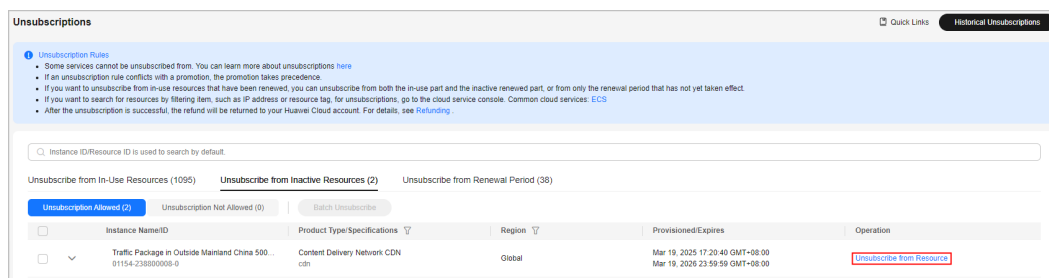
Step 2 Choose **Unsubscribe from Inactive Resources > Unsubscription Allowed**.

Step 3 Unsubscribe from a single inactive instance or instances in a batch based on the actual requirements.

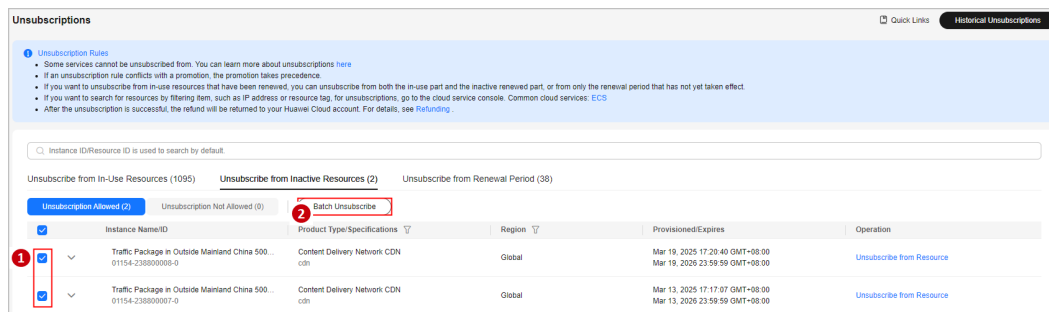
NOTE

You can search for instances by instance name, order number, or instance ID, or find instances by product type or region. You can also filter instances by enterprise project if you have enabled the enterprise project management function.

- **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**.

The screenshot shows the 'Unsubscribe from Inactive Resources' confirmation page. It includes a warning message about refunds. Below this is a table with columns: Instance Information, Unsubscription Type, Paid (USD), Refund Estimate (USD), and Actual Refund (USD). The table contains two rows of data for 'Traffic Package in Outside Mainland China 500...' and 'Content Delivery Network CDN'. The 'Actual Refund' column for the second row has a red box around the '\$57.00 USD' value. Below the table, there is a 'Select Reason for Unsubscription' section with radio buttons for various reasons. The 'Other' option is selected. Below this is a text area for 'Please explain your specific reason for canceling your subscription. Enter a maximum of 100 characters.' At the bottom right, there is a 'Confirm' button.

----End

2.4.4 Unsubscribing from a Renewal Period

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

Unsubscription Rules

1. 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.

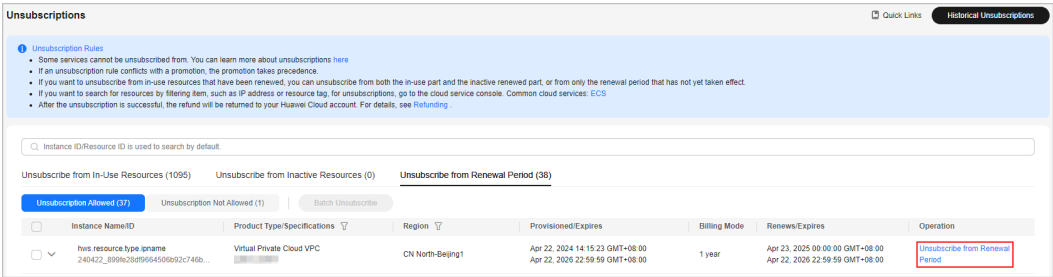
Step 2 Choose **Unsubscribe from Renewal Period > Unsubscription Allowed**.

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.

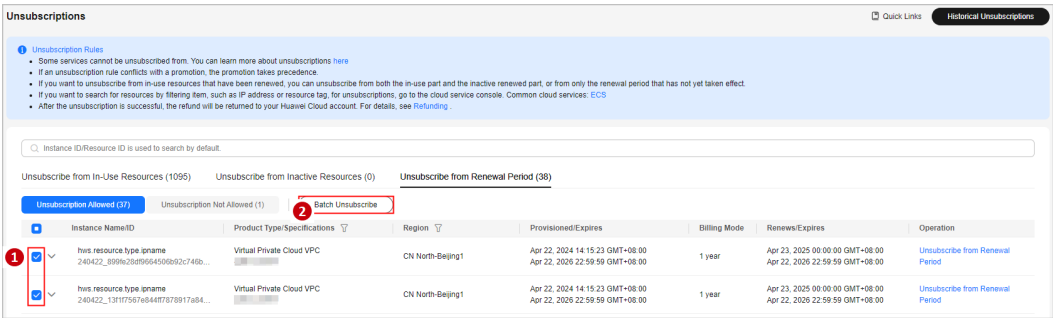
NOTE

You can search for instances by instance name, order number, or instance ID, or find instances by product type or region. You can also filter instances by enterprise project if you have enabled the enterprise project management function.

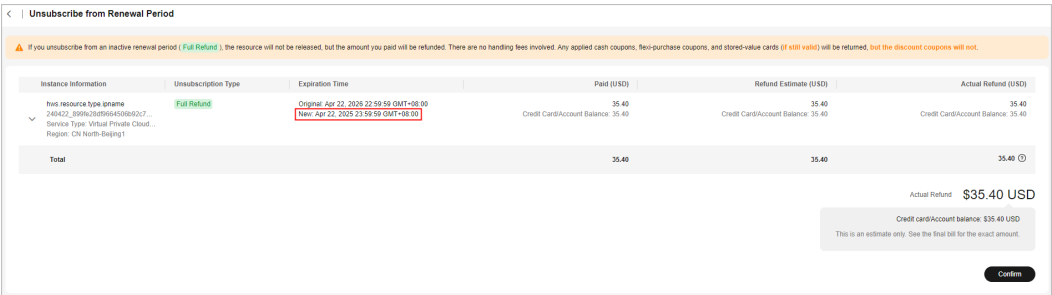
- **Signal unsubscription from a renewal period:** Click **Unsubscribe from Renewal Period** in the **Operation** column for the instance whose renewal period you want to unsubscribe from.



- **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**.

×

Unsubscribe from Renewal Period

⚠

1.The resources will not be released but they will expire when the original subscription ends.

2.For orders paid by your partner or master account, the refund will be returned to **the payer's Huawei Cloud account**.

Refund Confirmation

Refund Method	Amount
Credit card/Account balance	\$35.40 USD

Cancel

OK

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

✓

Renewal period unsubscription request submitted.

Pending Refund: \$4.60 USD. Go to [Orders](#) to view your application's status.

Back to My Orders

Go to Cloud Service Unsubscriptions

----End

2.4.5 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.

2.4.6 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.
 - **Paid using a third-party online payment (such as a credit card) or an added credit card:** After the order processing is complete, the refund will be returned to your payment account within 7 working days. You can contact your bank to learn about the detailed banking procedures and money arrival time.
 - **Paid using 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.

2.4.7 Fields Involved in Unsubscription

Field	Description
Consumed	Amount spent in the consumption duration when a customer unsubscribes from an in-use resource. Consumed amount = Paid amount x (Actual usage period/ Subscription term)
Handling fee	When a customer unsubscribes from an in-use resource, Huawei Cloud charges the customer a certain proportion of fees based on the subscription term and consumption duration. For details about the handling fees, see Unsubscribing from In-Use Resources .

Field	Description
Refund Estimate	Refunds, including the coupons, when a customer unsubscribes from a resource. Refund estimate = Amount due – Consumed amount – Handling fee
Actual Refund	Amount that Huawei Cloud actually returns to a customer when the customer unsubscribes from a resource. For details about the coupon rules in unsubscriptions, see Unsubscription Overview . Actual refund = Paid amount – Consumed amount – Handling fee

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.

See [Deduction Rules for Resource Packages](#) for information about how your pay-per-use resource packages will be used to pay for your 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.

Resource Packages

Remaining Quotas

Usage Details

Export

Package Name

Enter a package name.

Package Name/ID	Package Type	Region	Stat...	Remaining/Total	Cloud Service Type	Effective Time	Expiration Time...	Order No.	Operation
fggUniversalPackage 01154-197900415-0	fggUniversalPacka...	CN North- UI...	Not eff...	(6000SU / 6000SU)	hws.service.type.obs	Mar 12, 2025 23:0...	Mar 12, 2026 23:59:59	CS240312143608...	Renew

- 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 2019/07/01 00:00:00 to 2020/07/01 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 2019/07/01 00:00:00 to 2020/07/01 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.

Usage Alert

1. When the remaining usage of a resource package reaches the preset threshold, you will receive notification by SMS and email. (If you have more than one resource package of the same type used together, the total remaining usage is calculated.)

2. After you buy new resource packages or renew existing ones, the total package usage will be re-calculated and remaining usage alerts are adjusted accordingly.

3. The usage of each resource package applicable to only one certain region will be calculated separately.

4. Alerts are not supported for those resource packages that are reset on a per hour, day, or week basis.

Threshold Type

Percentage

Absolute value

Custom

Once changed, configurations based on the previously set type become invalid.

Batch Alerting

Remaining Usage Threshold

Package Item	Enable/Disable	Threshold Type	Remaining Usage Threshold
fqgNormalPackageTypeHKobssize	<div></div>	<div>Percentage</div>	<div>30%</div>
fqgNonresetableUniversalPackageHK	<div></div>	<div>Percentage</div>	<div>30%</div>
fqgYearlyUniversalPackageHK	<div></div>	<div>Percentage</div>	<div>30%</div>
fqgNormalPackageTypeHKobsget	<div></div>	<div>Percentage</div>	<div>30%</div>
fqgMonthlyUniversalPackageHK	<div></div>	<div>Percentage</div>	<div>30%</div>

Cancel

OK

Table 3-1 Usage Alert fields

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

Threshold Type	Description	Setting
Absolute value	Absolute amount of a resource package remaining	<ul style="list-style-type: none">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.	<ul style="list-style-type: none">Select one or more resource packages from the list, and set their thresholds one by one.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

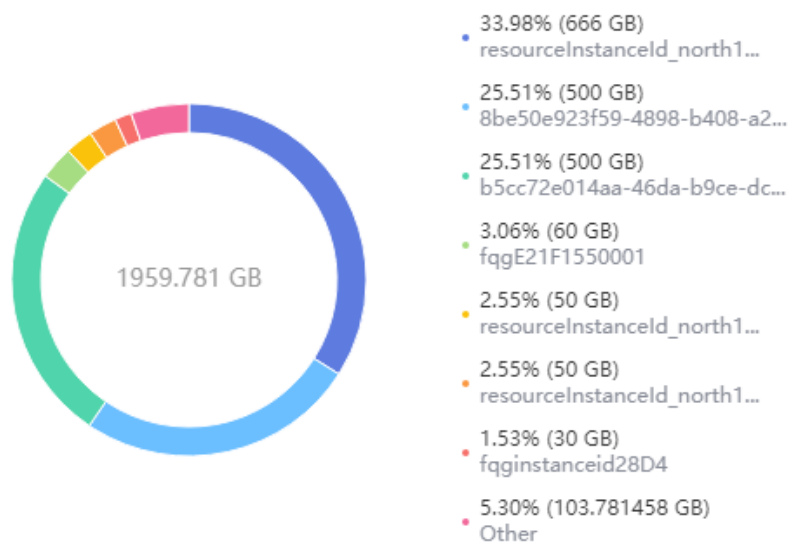
Viewing Instance Usage in Resource Package

- 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.

NOTE

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**.

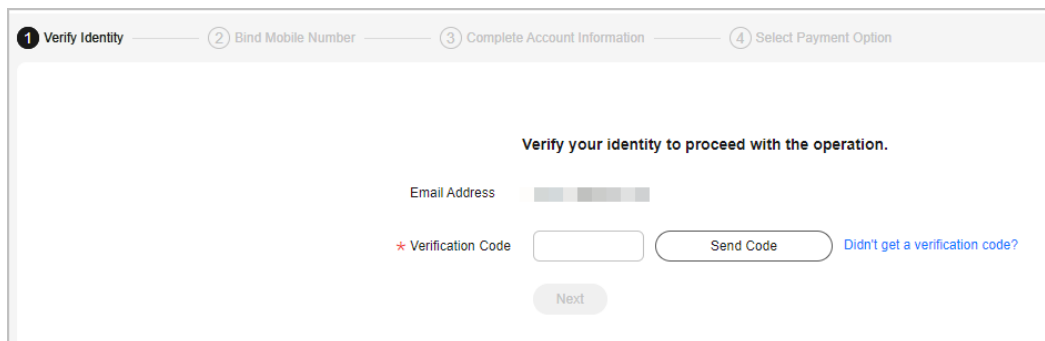
The **Complete Information** page is displayed.

 **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](#).

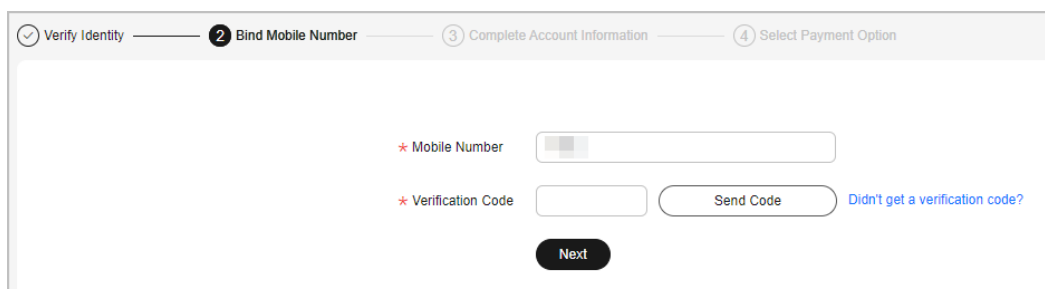


The screenshot shows the 'Verify Identity' step (Step 1) of a four-step process. The steps are: 1. Verify Identity, 2. Bind Mobile Number, 3. Complete Account Information, and 4. Select Payment Option. The main instruction is 'Verify your identity to proceed with the operation.' Below this, there is a text input field for 'Email Address'. Underneath, there is a red asterisk followed by 'Verification Code', a text input field, a 'Send Code' button, and a blue link 'Didn't get a verification code?'. At the bottom, there is a 'Next' button.

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.



The screenshot shows the 'Bind Mobile Number' step (Step 2) of a four-step process. The steps are: 1. Verify Identity, 2. Bind Mobile Number, 3. Complete Account Information, and 4. Select Payment Option. The main instruction is 'Verify your identity to proceed with the operation.' Below this, there is a red asterisk followed by 'Mobile Number', a text input field, a red asterisk followed by 'Verification Code', a text input field, a 'Send Code' button, and a blue link 'Didn't get a verification code?'. At the bottom, there is a 'Next' button.

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.

Verify Identity

Bind Mobile Number

3 Complete Account Information

Select Payment Option

* Account Type

☐ Individual ☐ Enterprise

* Full Name

Enter a name.

* Qualification Name

Select a qualification name.

Make sure your Qualification Name is correct for successful tax processing. [Learn more](#)

Qualification Proof

Upload

Only .doc, .docx, .jpg, .png, .pdf, and .odt files are supported. Maximum file size: 5 MB

Tax Identification Number

* Address Line 1

Including P.O. box

Address Line 2

Full address here

* Commune

* City

* State/Province/Region

State/Province/Region

* Postal Code

Country/region

Chile

* Payment Currency

CLP - Chilean Peso

* Industry

--Select--

Next

Step 8 Click **Next**.

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

Payment Methods / Add Card

Only Visa/MasterCard credit cards are supported. Debit cards, prepaid cards, virtual cards, and gift cards are not supported. If you need to add a debit card, [submit a service ticket](#). Huawei Cloud will notify you whether the card can be added.

After you submit your credit card information, Huawei Cloud will deduct a deposit from your credit card to check the card validity, and the deposit will be automatically returned to your credit card.

A credit card can be associated with only one Huawei Cloud account.

The credit card to be used must meet Huawei Cloud requirements.

You authorize us to deduct fees from your credit card based on your expenditures.

It will take approximately 2 minutes to add a credit card.

Your card information will be synchronized to the card issuing bank for card verification.

Amount

The deposit will be returned to your credit card in a week.

Card No.

Name on Card

Expires

MM

/

YYYY

Security Code

A 3-digit number on the rear side of the card or a 4-digit number on the front side

☐ I have read and agree to the [Agreement on Card Binding for Huawei Cloud \(International\) Users](#)

OK

Cancel

 **NOTE**

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.

 NOTE

The default credit card for payment cannot be removed.

Setting a Currency

1. 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 [Pay Historical Bills](#).
- Pay estimated bills. For details, see [Pay Estimated Bills](#).

Pay 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 Open the **Pay** page.

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

Step 2 Click the Payment Pending tab, and 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 tab page and view details.
- If there are two or more billing cycles, you can select any billing cycle to pay.

Payment Pending

Bill Pending

Billed Remaining Amount Due

\$2,158.05 USD

Estimated Unbilled Amount: \$657.67 USD

By Billing Cycle

Month	Billing Cycle	Due Date	Status	Amount Due (USD)	Remaining Amount Due	Exchange Rate	Operation
Jun 2023	Jun 01, 2023 - Jun 30, 2023	Jun 03, 2023	Not overdue	2,118.60	804.60 USD	1 USD = 1 USD	Pay Details
Oct 2021	Oct 01, 2021 - Oct 31, 2021	Nov 03, 2021	Not overdue	1,315.42	1,315.42 USD	1 USD = 1 USD	Pay Details
Sep 2021	Sep 01, 2021 - Sep 30, 2021	Sep 03, 2021	Not overdue	42.72	38.03 USD	1 USD = 1 USD	Pay Details

Total Records: 3

5

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1

>

View the payment of bills in detail.

- 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



The system displays the remaining amount due in the current billing cycle by default. You can change the amount, but the new value cannot be greater than the default one.

Pay / Pay Bills

1. You are recommended to use the online payment method.
2. If you transfer money to the standard Huawei top-up account, [submit a service ticket](#).

Payment Method ☒ Online Payment ☐ Bank Transfer

Amount (USD) Maximum one-time payment: \$40,000.00 USD

Payment Card ☒ Other card   credit cards supported.

Pay

- Bank Transfer (to a general account)

Pay / Pay Bills

1. You are recommended to use the online payment method.
2. If you transfer the money to the general bank account, go to the [Claim Bank Transfer](#) page to claim the money to your Huawei Cloud account in a timely manner.

Payment Method ☐ Online Payment ☒ Bank Transfer

Transfer Process:
Step 1: Transfer the money to the Huawei Cloud top-up account.
Step 2: Go to the [Claim Bank Transfer](#) page to claim your money. The money will be transferred to the top-up account in two or three days within the same country/region. It may take longer time across countries/regions. Contact your bank to check the estimated money arrival time.
Step 3: After your money is arrived, Huawei Cloud will top up your account. Contact your bank for the detailed banking procedures and money arrival time.

Please transfer to the top-up account below.
Provide the invoice No. in your bank transfer information so that HUAWEI CLOUD makes the settlement.

Recipient	Sparkoo Technologies Ireland Co. Limited
Recipient Address	X52 Upper Baggot Street Dublin 4 Ireland
Currency	See invoice
Account Bank	Allied Irish Banks, p.l.c.
Account Number	6630 7101
SwiftCode	AIBKIE2D
IBAN Code	IE86AIBK93101266307101

I've transferred the money and want to claim my transferred money now.

NOTE

- You can view the bank transfer account information on the invoices issued to you or on 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, please submit your payments based on the account and currency information on the invoice, and specify the invoice number.
- The money will arrive in the bank transfer account within the same country/region in two or three days. Cross-country or cross-regions transfers take longer. Contact your bank for details.

After you transfer the money, do as follows:

- a. On the Pay Bills 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 information.
- 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 claim information.

NOTE

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

Pay 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. A customer can view the the estimated bills in the current bill cycle and pay them in advance.

Step 1 Open the **Pay** page.

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

Step 2 Click the Bill Pending tab page to view the estimated bills in the current billing cycle.

Payment Pending

Bill Pending

Updated at Jul 22, 2024 14:14:33 GMT+08:00

Month	Billing Cycle	Due Date	Monthly Settlement A...	Exchange Rate	Operation
Jul 2024	Jul 01, 2024 - Jul 31, 2024	Aug 03, 2024	661.52	1 USD = 1 USD	Pay Details

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



- The system displays the estimated amount of all expenditures to be billed by default. You can change the amount, but the new value cannot be greater than the default one.
- If you click **Switch Currency**, the **Preferences** page of My Account is displayed. On this page, you can select a different payment currency, and click **Save** to save the change.

Pay / Pay Bills

1. You are recommended to use the online payment method.
2. If you transfer money to the standard Huawei top-up account, [submit a service ticket](#).

Payment Method ☒ Online Payment  ☐ Bank Transfer


Amount (USD) Maximum one-time payment: \$40,000.00 USD
[Switch Currency](#)

Payment Card ☒ Other card   credit cards supported.

- Bank Transfer (to a general account)

Pay / Pay Bills

1. You are recommended to use the online payment method.
2. If you transfer the money to the general bank account, go to the [Claim Bank Transfer](#) page to claim the money to your Huawei Cloud account in a timely manner.

Payment Method ☐ Online Payment  ☒ Bank Transfer

Transfer Process:
Step 1: Transfer the money to the Huawei Cloud top-up account.
Step 2: Go to the [Claim Bank Transfer](#) page to claim your money. The money will be transferred to the top-up account in two or three days within the same country/region. It may take longer time across countries/regions. Contact your bank to check the estimated money arrival time.
Step 3: After your money is arrived, Huawei Cloud will top up your account. Contact your bank for the detailed banking procedures and money arrival time.

Please transfer to the top-up account below.
Provide the invoice No. in your bank transfer information so that HUAWEI CLOUD makes the settlement.

Recipient	Sparkoo Technologies Ireland Co. Limited
Recipient Address	X52 Upper Baginbun Street Dublin 4 Ireland
Currency	See Invoice
Account Bank	Allied Irish Banks, p.l.c.
Account Number	6630 7101
Swift Code	AIBKIE2D
IBAN Code	IE86AIBK93101266307101

NOTE

- You can view the bank transfer account information on the invoices issued to you or on 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, please submit your payments based on the account and currency information on the invoice, and specify the invoice number.
- The money will arrive in the bank transfer account within the same country/region in two or three days. Cross-country or cross-regions transfers take longer. Contact your bank for details.

After you transfer the money, do as follows:

- a. On the Pay Bills 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 information.
- 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 claim information.

 **NOTE**

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 will arrive in the bank account within the same country/region in two or three days. Cross-country or cross-regions transfers take longer. Contact your bank for details. Contact your bank to learn more about the banking procedure and when the money will arrive.

Important Notes

Ensure that the information you specified here is consistent with the bank transfer form. The information are used 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.

Submit Claim

Claimed By

Amount Transferred

Currency

Transfer Date

Jan 14, 2025

Sender

(Optional) Sender Bank Account

Invoices to Be Applied To

Select a property or enter a keyword.

<input type="checkbox"/> Invoice No.	Invoice Amount	Billing Cycle
<input type="checkbox"/>	9,000.00	202409
<input type="checkbox"/>	7,000.00	202407
<input type="checkbox"/>	100.00	202412
<input type="checkbox"/>	100.00	202412

Total Records: 4 5 < 1 >

Attachment

Upload Certificate

Only one file less than 10 MB can be uploaded. Supported formats: JPG, JPEG, PNG, ZIP, DOCX, MSG, XLSX and PDF.

Ensure that the ZIP package contains only files in the preceding formats.

Cancel

OK

- **Amount Transferred:** actual amount transferred via the bank.
- **Currency:** currency of the money transferred.
- **Transfer Date:** actual date of the bank transfer.
- **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.

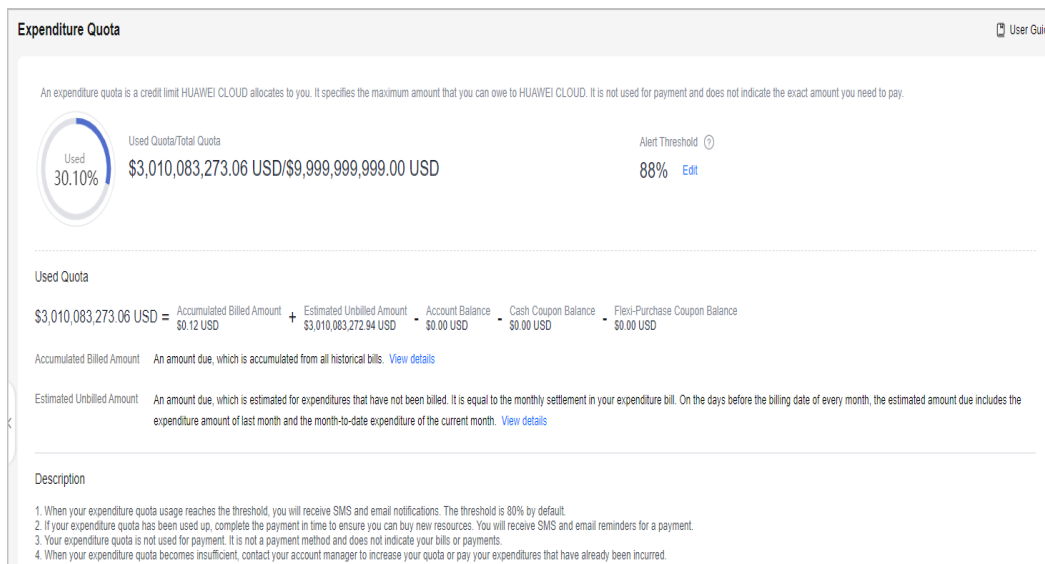
After receiving an expenditure quota notification, you can take the following measures to ensure that your services are not affected:

- 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.

×

Edit Alert Threshold

1. When the expenditure quota usage reaches the threshold, the recipients will receive SMS and email notifications.

2. You can change the recipients in Recipient Management of the Message Center.[Edit](#) 

Threshold

%

Cancel

OK

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.

Overview		Bill Details
Aug 2020		Export
Total ① Discounts: \$2,946.88000000 USD		\$46,193.37 USD
HUAWEI CLOUD Charges		\$14,913.37 USD
HUAWEI CLOUD KooGallery Charges		\$31,280.00 USD
Payment Summary ②		
Remaining Amount Due (Due Date Aug 14, 2020)		(Exchange rate: 1 USD=5.333333 EUR) 129,327.94 EUR \$24,248.99 USD
Payment		\$21,883.53 USD
Cash Coupon Used ③		
Elastic Volume Service - Cash coupon used: \$16.73 USD		
Elastic Cloud Server - Cash coupon used: \$8.00 USD		
Relational Database Service - Cash coupon used: \$19.40 USD		
Virtual Private Cloud - Cash coupon used: \$10.62 USD		
Refund ④		-\$49.05 USD
HUAWEI CLOUD: Order No. CS200806175520QY1 Yearly/Monthly unsubscription		Aug 06, 2020 -\$3.71 USD
HUAWEI CLOUD: Order No. CS200807171043PIK Yearly/Monthly account adjustment - refund		Aug 07, 2020 -\$41.22 USD
HUAWEI CLOUD: Order No. CS20081110147EU0T Yearly/Monthly account adjustment - refund		Aug 11, 2020 -\$4.12 USD
Bill Details ⑤		
The amount shown here has been rounded off, so there may be some discrepancies with the amount shown in the monthly bill. To view the exact amount, export the monthly bill in Excel format.		
HUAWEI CLOUD Charges		\$14,913.37 USD

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.

Overview

Bill Details

Usage

Resource

Resource Type

Service Type

Account

Display Options

Data Period

☒ By billing cycle


☐ By day

☐ Details

Billing...	Enterpri...	Payment A...	Account...	Service ...	Resourc...	Billing M...	Bill Type	Resource N...	Resource Tag	Specificatio...	Region
Jul 2022	bhytest			Elastic Volu...	Elastic Volu...	Yearly/Mont...	Refund-Uns...	volume-c144 010de11c-d240-4	--	High IO 10GB	CN-Hc
Jul 2022	bhytest			Elastic Volu...	Elastic Volu...	Yearly/Mont...	Refund-uns...	volume-c144 010de11c-d240-4	--	High IO 10GB	CN-Hc

- **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: <ul style="list-style-type: none">• 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 pay-per-use resource.
Bill Type	<p>The bill types include:</p> <ul style="list-style-type: none">• 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 HC DP 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 <p>NOTE The bill type of specification downgrade orders from Refund-unsubscription to Refund-change since August 30, 2022 (GMT +08:00).</p> <ul style="list-style-type: none">• 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 Factor	Used to change Usage Unit to Usage Unit (for Pricing). 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. <ul style="list-style-type: none">• Promotional discount• Commercial contract discount• Channel contract discount• Featured product discount• Partner authorized discount
Discount Subtype	Describes the details of the discounts applied. <ul style="list-style-type: none">• % off• Fixed unit price• Amount off
Payment Status	The status of payment, including: <ul style="list-style-type: none">• 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. <ul style="list-style-type: none">• 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.

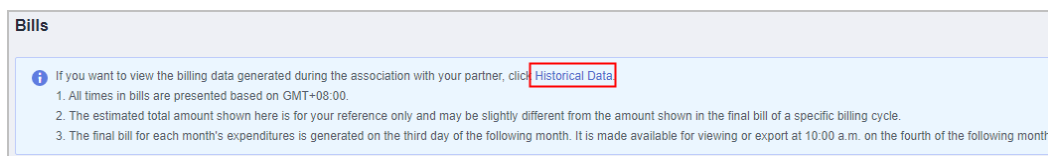
If your account is disassociated from the partner, your business entity is switched back to your original business entity (HUAWEI CLOUD).

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

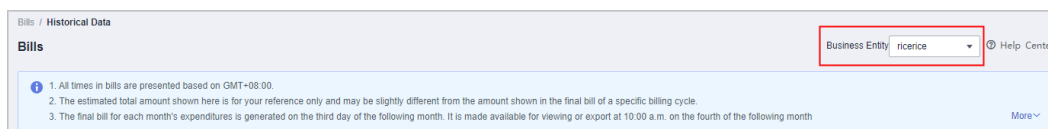
Step 1 Go to the [Bills](#) page.

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**.

A screenshot of the 'Receiving Bills' settings page. The title is 'Receiving Bills'. Below it, there's a subtitle: 'Enable the Receive Bills option and configure the settings below to receive bills for each billing cycle.' The settings include: 'Receive Bills' with a toggle switch turned on; 'Contact Person' with a 'Modify' link; 'Language' with two checkboxes, '中文 (简体)' and 'English', both of which are checked; and 'Bill Amount' with a checkbox 'Do not send me a bill if no expenditures occur in a billing cycle' which is unchecked. At the bottom, there is a red 'Save' button.

- **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.

Payment Date	Invoice/Receipt ID	Payment Instrument	Transaction Type	Payment Method	Transaction Amount (USD)	Exchange Rate
Nov 11, 2021	--	***	Charge	Credit card	100.23USD =777.21 HKD	1USD=7.75428 HKD

----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 > Bills > Overview** page.

NOTE

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

Aug 2020		The total expenditure by cash 	
Total	Discounts: \$2,946.88000000 USD		\$46,193.37 USD
HUAWEI CLOUD Charges			\$14,913.37 USD
HUAWEI CLOUD: Real-time settlement			\$6,651.53 USD
HUAWEI CLOUD: Monthly settlement			\$8,261.84 USD
HUAWEI CLOUD KooGallery Charges			\$31,280.00 USD
Payment Summary			
Remaining Amount Due (Due Date Aug 18, 2020)		(Exchange rate: 1 USD=5.333333 EUR) 129,327.94 EUR	\$24,309.84 USD
Payment		The actual total payment amount	\$21,883.53 USD

- 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 > Bills > Overview** page.

Figure 5-2 Summarized total monthly expenditure by cash

Total ⓘ	Discounts: \$2,946.88000000 USD		\$46,193.37 USD
^ HUAWEI CLOUD Charges		The total expenditure by cash	\$14,913.37 USD
HUAWEI CLOUD: Completed order payments			\$6,051.53 USD
HUAWEI CLOUD: Monthly settlement			\$8,261.84 USD
HUAWEI CLOUD KooGallery Charges			\$31,280.00 USD

- 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

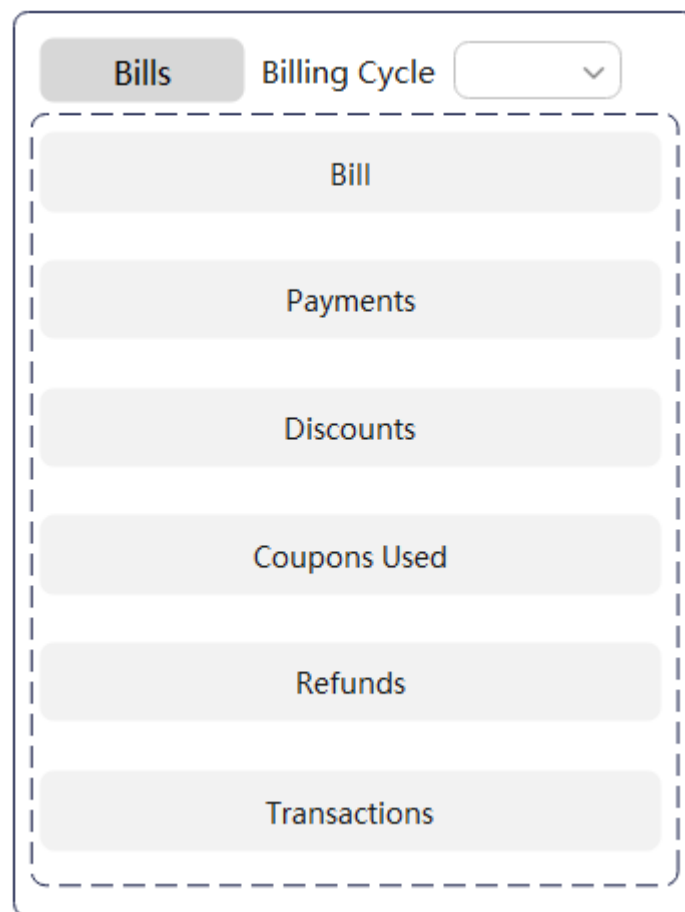
A billing cycle is the calendar month when a transaction occurs. Each transaction has its billing cycle. Huawei Cloud summarizes the transactions in a monthly bill based on the billing cycles of the transactions.

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

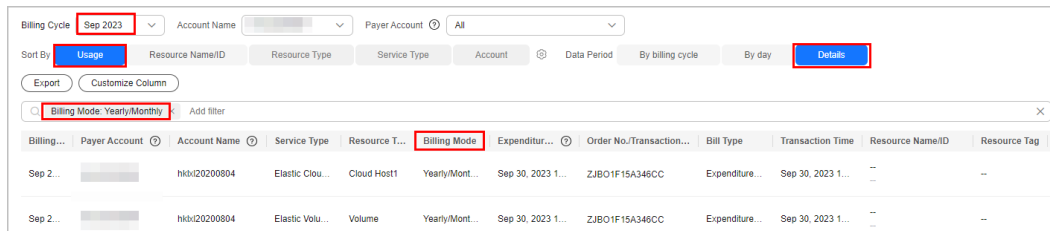
6.2.2.1 Viewing Bill Details of Resources

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  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.

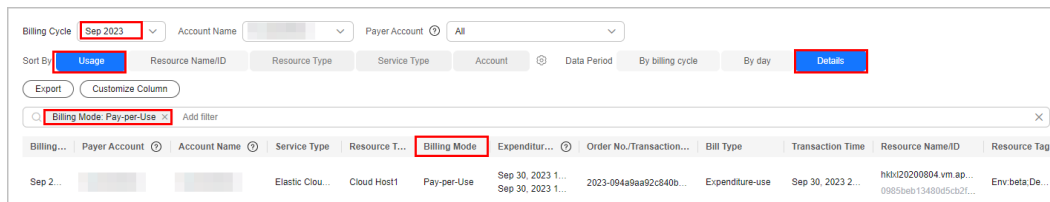


Billing...	Payer Account	Account Name	Service Type	Resource T...	Billing Mode	Expenditur...	Order No./Transaction...	Bill Type	Transaction Time	Resource Name/ID	Resource Tag
Sep 2...		hkh20200804	Elastic Clou...	Cloud Host1	Yearly/Mont...	Sep 30, 2023 1...	ZJBO1F15A346CC	Expenditure...	Sep 30, 2023 1...	--	--
Sep 2...		hkh20200804	Elastic Volu...	Volume	Yearly/Mont...	Sep 30, 2023 1...	ZJBO1F15A346CC	Expenditure...	Sep 30, 2023 1...	--	--

- Selecting **Pay-per-Use** in **Billing Mode**, you can view the details of your pay-per-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.



Billing...	Payer Account	Account Name	Service Type	Resource T...	Billing Mode	Expenditur...	Order No./Transaction...	Bill Type	Transaction Time	Resource Name/ID	Resource Tag
Sep 2...			Elastic Clou...	Cloud Host1	Pay-per-Use	Sep 30, 2023 1...	2023-094e9aa92c840b...	Expenditure-use	Sep 30, 2023 2...	hkh20200804 vm ap... 0905beb13480d5cb2f...	Env beta De...

 **NOTE**

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 .

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:

NOTE

- 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

Total ⓘ		The total expenditure by cash	\$2,328,348.75 USD
^ HUAWEI CLOUD Charges			\$233,948.75 USD
HUAWEI CLOUD : Real-time settlement			\$16,740.00 USD
HUAWEI CLOUD : Monthly settlement		(Exchange rate: 1 USD = 1.04 EUR)225.897.10 EUR ⓘ	\$217,208.75 USD
^ HUAWEI CLOUD KooGallery Charges			\$2,094,400.00 USD
HUAWEI CLOUD KooGallery : Monthly settlement		(Exchange rate: 1 USD = 1.04 EUR)2,178.176.00 EUR ⓘ	\$2,094,400.00 USD
Payments			
Remaining Amount Due (Due Date Dec 11, 2023)		(Exchange rate: 1 USD = 1.04 EUR) 0.00 EUR	\$0.00 USD
^ Payment		The actual total payment amount	\$2,328,348.75 USD

- 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

Total ⓘ		The total expenditure by cash	\$2,328,348.75 USD
^ HUAWEI CLOUD Charges			\$233,948.75 USD
HUAWEI CLOUD : Real-time settlement			\$16,740.00 USD
HUAWEI CLOUD : Monthly settlement		(Exchange rate: 1 USD = 1.04 EUR)225.897.10 EUR ⓘ	\$217,208.75 USD
^ HUAWEI CLOUD KooGallery Charges			\$2,094,400.00 USD
HUAWEI CLOUD KooGallery : Monthly settlement		(Exchange rate: 1 USD = 1.04 EUR)2,178.176.00 EUR ⓘ	\$2,094,400.00 USD

- 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
A	

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	<p>Amount that a customer should pay for used cloud services after discounts have been applied. The discounts include commercial discounts, and partner authorized discounts.</p> <ul style="list-style-type: none">• 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.
B	
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.
C	
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, partner authorized 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 contract discount .
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 contract discount and Discount Subtype is % off: 20% discount .
E	
End Time	Time when billing for the corresponding cloud service ends.

Parameter	Description
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 .
Expenditures	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.
H	
Hourly Commitment	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.
I	
Initial Amount Due	<p>Amount payable in a billing cycle in the post payment mode.</p> <ul style="list-style-type: none">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.

Parameter	Description
M	
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.
O	
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.
PayerAccount 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.
Specifications	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.
T	
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 pay-per-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).

Bill			To create reports with more dimensions, go to Cost Center >
Billing Cycle Sep 01, 2023-Sep 30, 2023	Status ● Bill Issued	Due Date Dec 11, 2023	
Total ⓘ			\$2,328,348.75 USD
^ HUAWEI CLOUD Charges			\$233,948.75 USD
HUAWEI CLOUD - Real-time settlement			\$16,740.00 USD
HUAWEI CLOUD - Monthly settlement			(Exchange rate: 1 USD = 1.04 EUR)225,897.10 EUR ⓘ \$217,208.75 USD
^ HUAWEI CLOUD KooGallery Charges			\$2,094,400.00 USD
HUAWEI CLOUD KooGallery - Monthly settlement			(Exchange rate: 1 USD = 1.04 EUR)2,178,176.00 EUR ⓘ \$2,094,400.00 USD

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 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.

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.

Payments			
Remaining Amount Due (Due Date Dec 11, 2023)		(Exchange rate: 1 USD = 1.04 EUR) 0.00 EUR	\$0.00 USD
^ Payment			\$2,328,348.75 USD
Invoice	Description	Payment Date ⓘ	Amount ⓘ
Not invoiced	Monthly settlement	Oct 09, 2023	\$2,311,608.75 USD
Not invoiced - HUAWEI CLOUD	8C407794BC- Yearly/Monthly purchase	Sep 30, 2023	\$108.00 USD
Not invoiced - HUAWEI CLOUD	2EC352C744- Yearly/Monthly purchase	Sep 30, 2023	\$108.00 USD
Not invoiced - HUAWEI CLOUD	88636D4FE1- Yearly/Monthly purchase	Sep 30, 2023	\$108.00 USD
Not invoiced - HUAWEI CLOUD	1E934B4B74- Yearly/Monthly purchase	Sep 30, 2023	\$108.00 USD
Total Records: 156 5 < 1 2 3 4 5 6 ... 32 >			

- **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.

Discounts			\$4,383.96 USD
<div><div></div>By account name (default setting)</div>			
Account Name	Discount Type	Discount Amount (USD)	
	Specified discount for agent subscription	\$1,017.00 USD	
	Specified exemption for agent subscription	<\$0.01 USD	
	Commercial Discount	\$613.33 USD	
	Channel commercial contract discount	\$2.83 USD	
	Partner discount	\$2.85 USD	
Total Records: 12 <div><div>5</div><div><</div><div>1</div><div>2</div><div>3</div><div>></div></div>			

④ **Coupons Used**: total amounts of coupons used by service type. You can use a coupon ID to filter coupons, and click the coupon to view its details.

Coupons Used\$490.62 USD

Enter a coupon ID.

Cash Coupons	Service Type	Amount
CP230926073906FA04	Elastic Cloud Server	\$75.71 USD
CP2309260730124R24	Elastic Cloud Server	\$9.30 USD
CP230926073850P614	Elastic Cloud Server	\$71.86 USD
CP230926073908VJQ4	Elastic Cloud Server	\$71.86 USD
CP230928091205R04P	Elastic Volume Service	\$0.62 USD

Total Records: 12

5

< 1 2 3 >

⑤ **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.

Refunds 				-\$3,985.20 USD	
Invoice	Description	Date		Amount	
Not invoiced - HUAWEI CLOUD	CS2309280716KX7QL7 - Yearly/Monthly - unsubscription	Sep 28, 2023		-\$97.20 USD	
Not invoiced - HUAWEI CLOUD	CS2309280716KXZLZ1 - Yearly/Monthly - unsubscription	Sep 28, 2023		-\$97.20 USD	
Not invoiced - HUAWEI CLOUD	CS2309270716KQ0XNR - Yearly/Monthly - unsubscription	Sep 27, 2023		-\$97.20 USD	
Not invoiced - HUAWEI CLOUD	CS2309271915KU2DY4 - Yearly/Monthly - unsubscription	Sep 27, 2023		-\$97.20 USD	
Not invoiced - HUAWEI CLOUD	CS2309260716KGSAA9 - Yearly/Monthly - unsubscription	Sep 26, 2023		-\$97.20 USD	
Total Records: 41 5 < 1 2 3 4 5 6 ... 9 >					

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.

Transactions		
The amount shown here has been rounded off, so there may be some discrepancies with the amount shown in the monthly bill. To view the exact amount, export the monthly bill in Excel format.		
By Account	By Service Type	For a more detailed analysis, review transactions in Cost Center by enterprise project
Active Accounts: 1		Amount: \$2,328,348.75 USD
Q. By Account Name (default setting)		
Description	Duration/Usage	Amount (USD)
HUAWEI CLOUD Charges		\$233,948.75 USD
Elastic Volume Service EVS		\$56,343.75 USD
Elastic Cloud Server ECS		\$159,006.16 USD
Object Storage Service OBS		\$20.35 USD
Relational Database Service RDS		\$734.37 USD
Virtual Private Cloud VPC		\$17,844.12 USD
HUAWEI CLOUD KooGallery Charges		\$2,094,400.00 USD
Yunxiazi - Cloud Bastion Host		\$2,094,400.00 USD

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 query summary bills, see [Querying Summary Bills](#) 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**.

Bills / Bill Settings

Receive Bills
Enable the Receive Bills option and configure the settings below to receive bills for each billing cycle.

Receive Bills ☒

Contact Person [Modify](#)

Language ☒ 中文 (简体) ☒ English

Bill Amount ☐ Do not send me the bill if no expenditures occur in a billing cycle

Negative Balance
Choose to use a [negative balance](#) to pay postpaid bills of this account.

☒ Apply balance to historical and future bills ☐ Apply balance to future bills only

[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

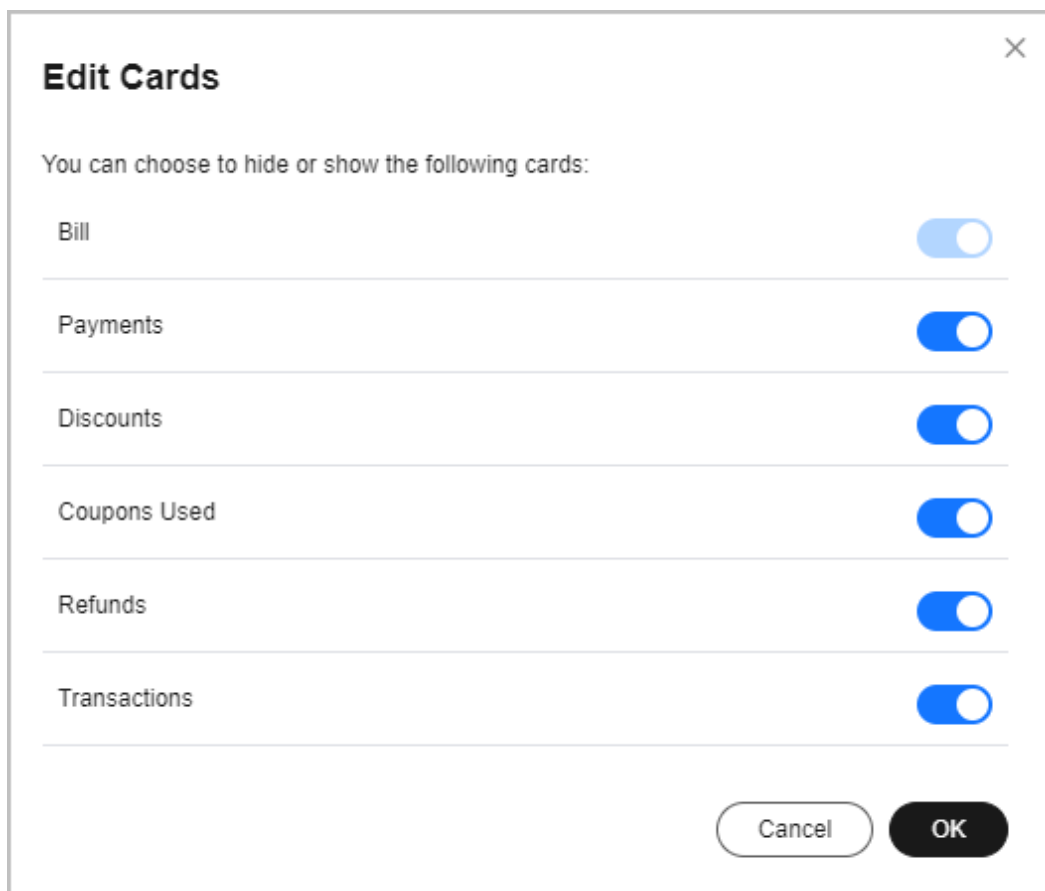
6.2.3.3 Editing Cards

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.

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.

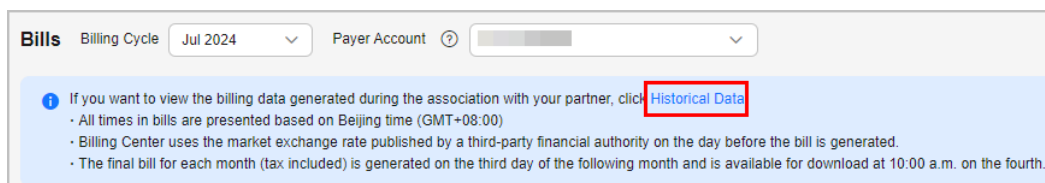
If your account is disassociated from the partner, your business entity is switched back to your original business entity (Huawei Cloud).

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

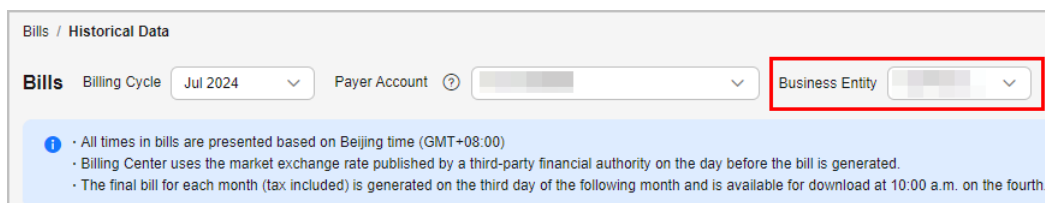
Step 1 The **Bills** page is displayed.

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.

Billing Cycle Jul 2023 Account Name [dropdown] Payer Account ? All [dropdown]

Sort By Usage Resource Name/ID Resource Type Service Type Account Data Period By billing cycle By day Details


Export Customize Column

By resource id (default setting)

Billing...	Payer Account	Account Name	Service Type	Resource T...	Billing Mode	Bill Type	Resource N...	Resource Tag	Specificatio...	Region	AZ
Jul 2023	[dropdown]	[dropdown]	Elastic Volu...	Volume	Yearly/Mont...	Refund-tax	hws.resourc... 230731_736...	--	General Pur...	CN North-B...	cn-nort...
Jul 2023	[dropdown]	[dropdown]	Elastic Volu...	Volume	Yearly/Mont...	Refund-unsubscription	hws.resourc... 230731_736...	--	General Pur...	CN North-B...	cn-nort...
Jul 2023	[dropdown]	[dropdown]	marketplace...	KooGallery	Yearly/Mont...	Expenditure-purchase	hws.resourc... 230731_575...	--	yunxiazhi_yu...	CN North-B...	--

- **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 Format	Billing Period	Operations
Bill summary	Expenditure summary of the current month. The summary is not updated in real time and cannot be used for reconciliation.	<ul style="list-style-type: none">• PDF• XLSX	By billing cycle	<ol style="list-style-type: none">1. Choose Billing > Bills, and click Export.2. Select Summary bill. Set the time, file format, and data dimension.3. Click Export.
Transactions	Transaction records, which can be used for reconciliation.	CSV	By billing cycle	<ol style="list-style-type: none">1. Choose Bills > Bill Summary, and click Export.2. Select Transaction Bills, and set the time.3. Click Export.
Bill details	Usage and expenditure of each resource for the current account, which can be used to check commercial discounts.	CSV	<ul style="list-style-type: none">• By billing cycle• By day• By details	<ol style="list-style-type: none">1. Choose Billing > Bill Details.2. 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.

Payment History Help Center

Paid

Export

Transaction Time May 01, 2024 – Jul 23, 2024

Payment Date	Invoice/Receipt ID	Payment Method	Transaction Type	Payment Method	Transaction Amount	Exchange Rate
Jun 20, 2024	CSER24000232	--	Charge	Online payment	91.58 USD = 92.02 EUR	1 USD = 1.00482 EUR
Jun 20, 2024	CSER24000231	--	Charge	Online payment	91.58 USD = 92.02 EUR	1 USD = 1.00482 EUR

----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.

Enabling Bill Subscription

Step 1 Create a bucket on OBS. For details about how to create a bucket, 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.

 NOTE

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**.

 NOTE

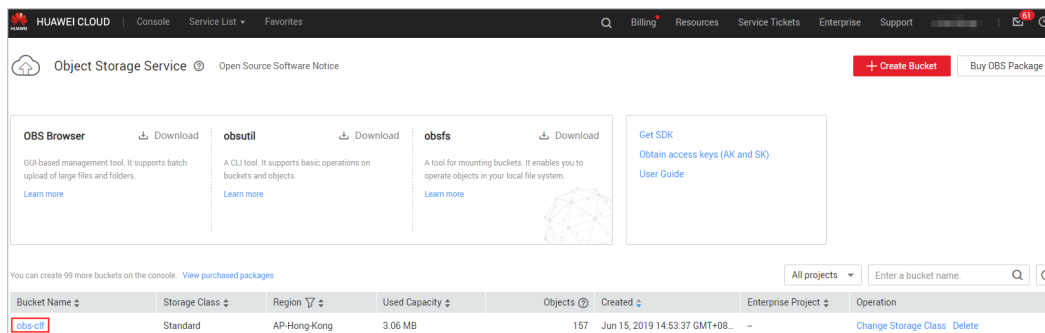
You can click **Disable** next to the object storage name to close expenditure data storage.

----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 (applicable to the new version)	Every day	Data of the month (prior to the day on which the data is exported)	%account name %_InstanceBillMonth_Y YYYYMM
	Third day of each month	Data of the last month	
Detail bill by usage type (applicable to the new version)	Every day	Data of the previous day	%account name %_PriceFactorBillDe- tail_YYYYMMDD
	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 Expenditures (applicable to the old version)	Every day	Resource expenditure data of the previous day	Resource_Expenditures_YYYYMMDD
	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_YYYYMM
Spendings (By Resource) (applicable to the old version)	Every day	Current month (excluding the day on which the data is exported)	Spendings (ByResource)_YYYYMMDD
	Third day of each month	Last month (YYYYMMDD in the file name indicates the last day of the last month)	Spendings (ByResource)_YYYYMMDD

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="Consumeddetails_"+str_date
prefix="Resource_Expenditures_"+str_date
print prefix

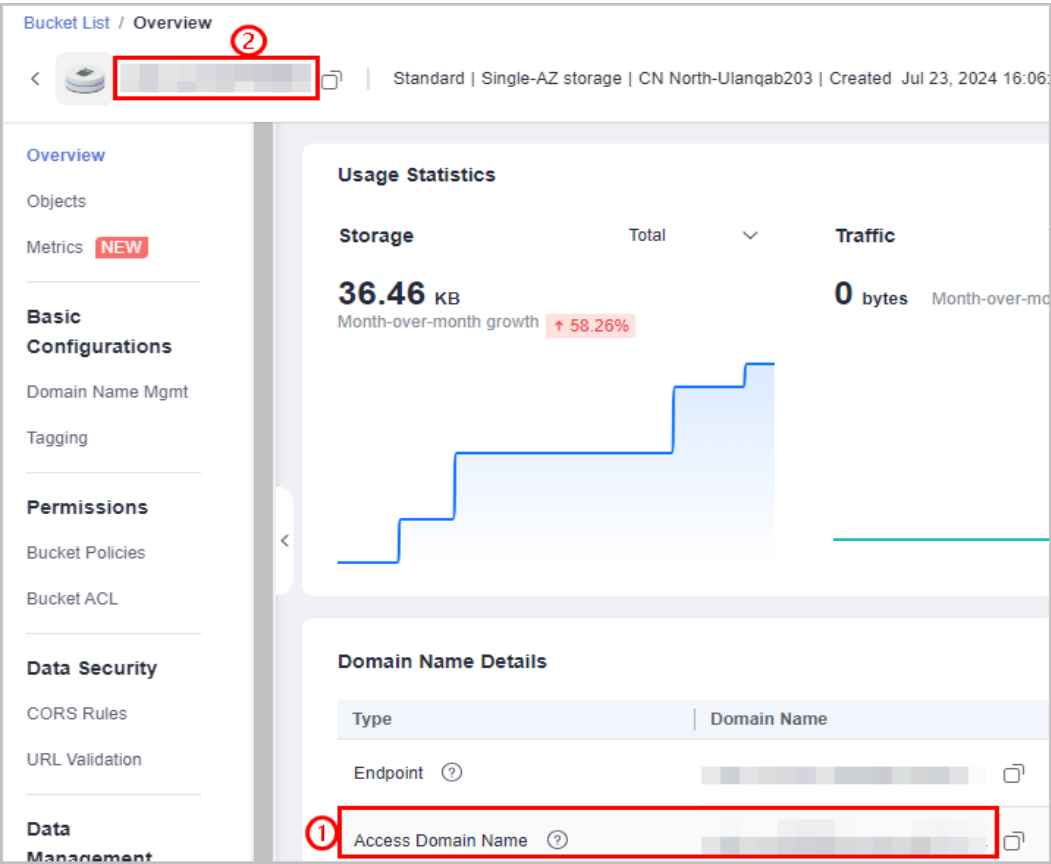
from com.obs.client.obs_client import ObsClient
# Constructs a obs client instance with your account for accessing OBS
obsClient = ObsClient(access_key_id=AK, secret_access_key=SK, server=server)

#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)
```

Description of parameters:

- AK: access key ID on OBS. One AK maps to only one user but one user can have multiple AKs. The OBS system recognizes the users who access the system by their access key IDs. For details about how to obtain the AK and SK, see [Obtaining Access Keys \(AK and SK\)](#).
- SK: secret access key on OBS. It is used to access OBS. Authentication information is generated for users based on their SKs and request header fields. An SK matches an AK.
- server: domain name, which is the address of the bucket on the Internet. It can be used for scenarios where the bucket is accessed directly through the domain name, such as cloud application development and data sharing. You can obtain its value from "1" in [Figure 6-3](#).
- bucketName: name of the bucket used for the subscribed bills. You can obtain its value from "2" in [Figure 6-3](#).
- prefix: bills that need to be automatically downloaded.
 - "Resource_Expenditures_": Indicates resource expenditure records.
 - "Spending (ByResource)": Indicates the resource bill.
- localFileDir: local directory for storing downloaded bill files.

Figure 6-3 Obtaining parameters for automatically downloading subscribed bills



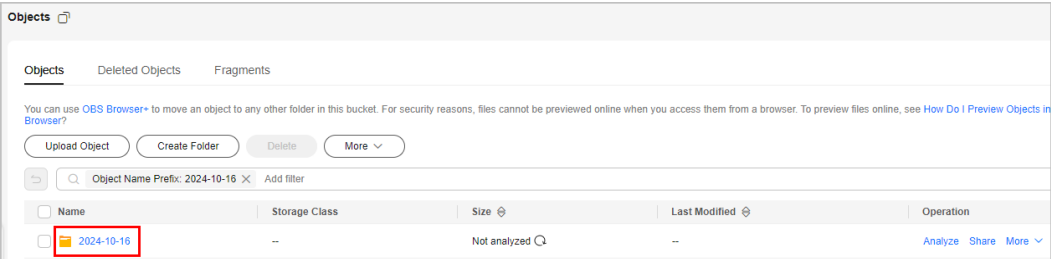
6.2.8.2 Format of Resource Bill by Billing Cycle (for New Version)

Bill Description

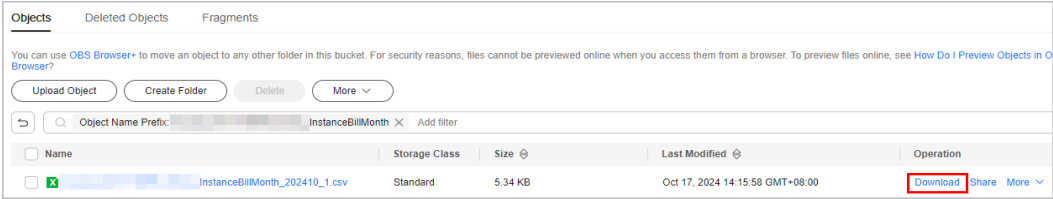
- 1. After subscribing to resource bills by billing cycle on the **Billing > Data Storage** page of the Billing Center, you can download and view these bills from **Service List > Storage > Object Storage Service**.

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	<p>Data of the month (prior to the day on which the data is exported)</p> <p>For example, the file exported on April 10, 2021 contains bill details from April 1, 2021 to April 9, 2021.</p> <p>NOTE</p> <p>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.</p>	%account name %_InstanceBillMonth_Y YYYYMM
	Third day of each month	<p>Data of the last month (recommended for reconciliation)</p> <p>For example, the file exported on April 3, 2021 includes bill details of March 2021 (a billing cycle).</p>	

Bill Content

Table 6-4 Parameters in resource bill by billing cycle

Field Name	Type	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	Type	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.ebs
Service Type	String	Type of a cloud service.	Elastic Volume Service
Resource Type Code	String	Code of a product.	hws.resource.type.volume
Product ID	String	ID of a product.	d5d5ba12f9ed4d0f997ab48464133d24
Resource Type	String	Name of a cloud service.	Elastic Volume Service
Billing Mode	String	Billing mode. The options are as follows: <ul style="list-style-type: none">• Yearly• Monthly• Daily• One-off• Pay-per-use• Reserved Instance• Savings Plans	Monthly

Field Name	Type	Field Description	Example Value
Bill Type	String	<p>Type of a billing item.</p> <ul style="list-style-type: none">• 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-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 <p>NOTE The bill type of specification downgrade orders from Refund-unsubscription to Refund-change since August 25, 2022 (GMT+08:00).</p> <ul style="list-style-type: none">• 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.	Expenditure-purchase

Field Name	Type	Field Description	Example Value
Resource ID	String	Unique ID of a cloud service resource.	e46a3ab3-d1ca-42e4-84d7-db19d1702455
Resource Name	String	Name of a cloud service resource.	volume-6d23
Resource Tag	String	User-defined tag of a cloud service resource.	group
SKU Code	String	An SKU code is unique to a product.	SATA
Specifications	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
Parent Resource ID	String	ID of the parent resource to which a resource belongs.	-
Root Resource ID	String	ID of the root of a resource. Child resources belong to parent resources, and parent resources belong to root resources.	-
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

Field Name	Type	Field Description	Example Value
List Price	BigDecimal	Price of the product for the specified period displayed on the Huawei Cloud official website.	3
Discount	BigDecimal	Discounts offered for cloud services, for example, commercial discounts and promotional discounts. It is the discounted amount based on the list price.	0
Amount	BigDecimal	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 Payment	BigDecimal	Amount that is paid by cash.	3
Credit Payment	BigDecimal	Amount that is paid by credit. After the bill is generated, credit payments are included in the amount due.	0
Cash Coupon Used	BigDecimal	Amount paid using cash coupons.	0
Flexi-Purchase Coupon Used	BigDecimal	Amount paid using flexi-purchase coupons.	0
Stored Value Card Payment	BigDecimal	Amount paid using stored value cards.	0
Monthly Settlement	BigDecimal	Amount settled monthly. This parameter is displayed only for monthly-settled customers.	0

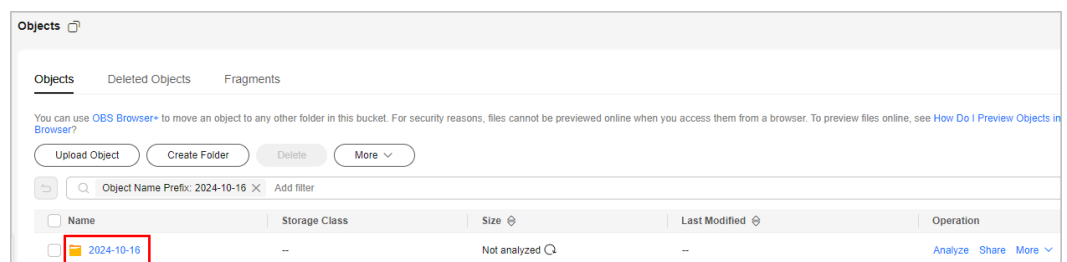
Field Name	Type	Field Description	Example Value
Arrears	BigDecimal	Amount to be deducted and paid, including uncleared amount and unsettled amount. This parameter is displayed only for non-monthly-settled customers.	0
Written Off	BigDecimal	Part of amount in the arrears that is written off by Huawei and does not need to be paid.	0
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.	CS21061515539V0RHH6
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 Instance	String	Whether the current pay-per-use instance is using spot pricing. <ul style="list-style-type: none">• N• Y This field takes effect from 00:00:00 on August 1, 2021. The related data can be viewed and exported.	N
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

Field Name	Type	Field Description	Example Value
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.	CS24CSYZHD0050016
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_bca373129f0b4364b45f83b68689f1e1
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

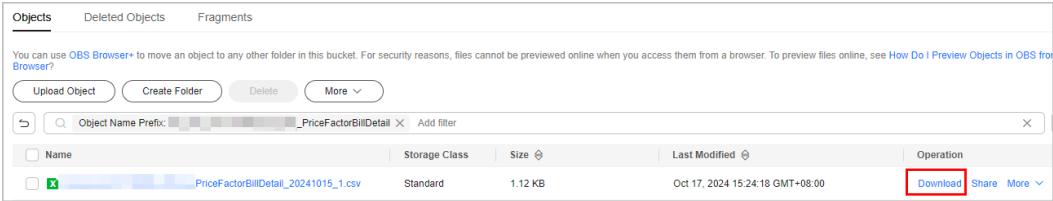
6.2.8.3 Format of Detail Bill by Usage Type (for New Version)

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**.
- 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 data analysis.	%account name %_PriceFactorBillDetail_YYYYMMDD
	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).	%account name %_PriceFactorBillDetail_YYYYMMDD-YYYYMMDD

Bill Content

Table 6-5 Parameters in detail bill by usage type

Field Name	Type	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	Type	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 Management
Resource Type Code	String	Code of a product.	hws.resource.type.aom.alarmruleai
Product ID	String	ID of a product.	00301-215174-0--0
Resource Type	String	Name of a cloud service.	AI AlarmRule Of AOM
Billing Mode	String	Billing mode. The options are as follows: <ul style="list-style-type: none">• Yearly• Monthly• Daily• One-off• Pay-per-use• Reserved Instance• Savings Plans	Pay-per-use
Expenditure 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.	2020-08-23 22:00:00 GMT +08:00-2020-08-23 23:00:00 GMT +08:00

Field Name	Type	Field Description	Example Value
Start Time	String	Time when billing for a cloud service starts.	2020-08-23 22:00:00 GMT +08:00
End time	String	Time when billing for a cloud service ends.	2020-08-23 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-bcd564d1773f
Transaction Time	String	Time when the fee is paid for an expenditure.	2020-08-23 23:41:33 GMT +08:00

Field Name	Type	Field Description	Example Value
Bill Type	String	<p>Type of a billing item.</p> <ul style="list-style-type: none">• 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-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 <p>NOTE The bill type of specification downgrade orders from Refund-unsubscription to Refund-change since August 25, 2022 (GMT +08:00).</p> <ul style="list-style-type: none">• 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	Expenditure-use

Field Name	Type	Field Description	Example Value
		<ul style="list-style-type: none">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
Specifications	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	Type	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	BigDecimal	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	BigDecimal	How a cloud service is used within a period of time, such as by duration, capacity, count, or traffic.	1
Total Usage (Pricing Unit)	BigDecimal	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 009
Package Usage	BigDecimal	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)	BigDecimal	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	BigDecimal	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)	BigDecimal	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	Type	Field Description	Example Value
Conversion Factor	BigDecimal	Used to change Usage Unit to Usage Unit (for Pricing) . For example, the conversion factor between seconds and hours is 3600.	3600
List Price	BigDecimal	Price of the product for the specified period displayed on the Huawei Cloud official website.	0.15
Discount	BigDecimal	Discounts offered for cloud services, for example, commercial discounts and promotional discounts. It is the discounted amount based on the list price.	0
Amount	BigDecimal	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	BigDecimal	Amount that is paid by cash.	0.15
Credit Payment	BigDecimal	Amount that is paid by credit. After the bill is generated, credit payments are included in the amount due.	0
Cash Coupon Used	BigDecimal	Amount paid using cash coupons.	0
Flexi-Purchase Coupon Used	BigDecimal	Amount paid using flexi-purchase coupons.	0
Stored Value Card Payment	BigDecimal	Amount paid using stored value cards.	0
Monthly Settlement	BigDecimal	Amount settled monthly. This parameter is displayed only for monthly-settled customers.	0
Arrears	BigDecimal	Amount to be deducted and paid, including uncleared amount and unsettled amount. This parameter is displayed only for non-monthly-settled customers.	0
Written Off	BigDecimal	Part of amount in the arrears that is written off by Huawei and does not need to be paid.	0

Field Name	Type	Field Description	Example Value
Discount Type	String	Discount type used for the expenditure. <ul style="list-style-type: none">• 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.	Commercial contract discount
Discount Subtype	String	Describes the details of the discounts applied. <ul style="list-style-type: none">• % 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: <ul style="list-style-type: none">• 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

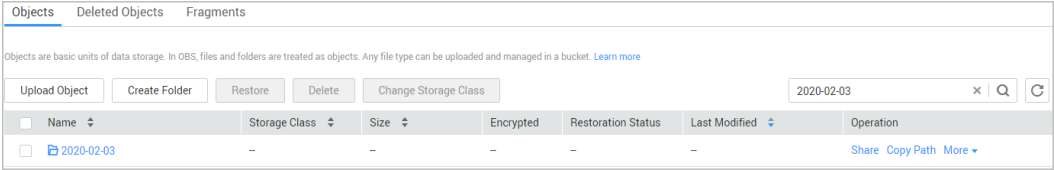
Field Name	Type	Field Description	Example Value
RI Hours Purchased	String	Number of hours that a reserved instance is purchased. This field takes effect from 00:00:00 on August 1, 2021. The related data can be viewed and exported.	100
Unsubscription Reason	String	Reason for an unsubscription. This field takes effect from 00:00:00 on August 1, 2021. The related data can be viewed and exported.	--
Unsubscription Handling Fee	BigDecimal	Handling fees for unsubscriptions.	10.11
Original Order No.	String	Order No. for a resource before it is unsubscribed from.	CS2007020834553YB
Spot Instance	String	Whether the current pay-per-use instance is using spot pricing. <ul style="list-style-type: none">• 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	BigDecimal	Actual hourly amount spent in the savings plan in the pay-per-use billing mode.	0.07200001
Savings Plan	String	Savings plan which is used to cover the expenditures of the pay-per-use resource.	1d67b44832cd4db8b5d4a9c548ee1930
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 Commitment	BigDecimal	Committed expenditure per hour in a savings plan. Different discounts are applied based on hourly commitment.	1.00

Field Name	Type	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

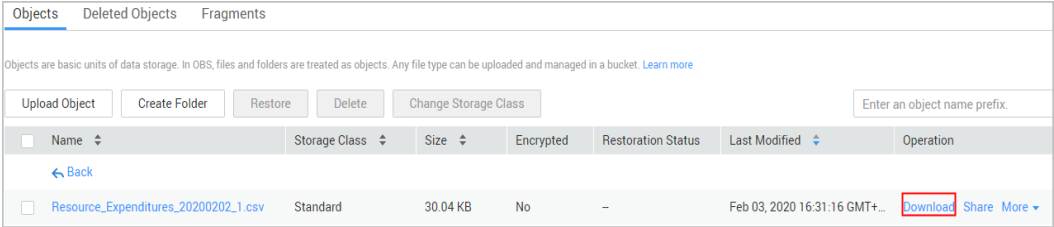
6.2.8.4 Format of Resource Expenditure Bill Files (for Old Version)

Bill Description

1. 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
Resource Expenditures	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_Expenditures_YYYYMMDD
	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_YYY YMM

Bill Content

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: <ul style="list-style-type: none">• HUAWEI CLOUD• Reseller
Billing Mode	Billing mode. The options are as follows: <ul style="list-style-type: none">• 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 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.

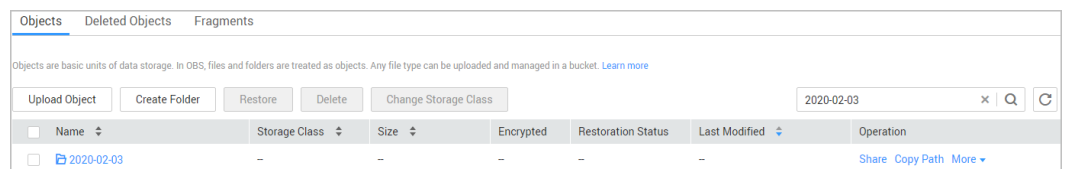
Field Name	Field Description
Region	Cloud service region that provides public cloud service resources independently and serves a large geographical area.
Enterprise Project ID	ID of the specified enterprise project. If no enterprise project is selected when the customer purchases a product, the enterprise 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/Commitment 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: <ul style="list-style-type: none">• 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](#).
- Select the folder named after a date as needed.



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

Objects Deleted Objects Fragments							
Objects are basic units of data storage. In OBS, files and folders are treated as objects. Any file type can be uploaded and managed in a bucket. Learn more							
<div>Upload Object Create Folder Restore Delete Change Storage Class</div> <div>Enter an object name prefix.</div>							
<input type="checkbox"/>	Name ▾	Storage Class ▾	Size ▾	Encrypted	Restoration Status	Last Modified ▾	Operation
← Back							
<input type="checkbox"/>	Resource_Expenditures_20200202_1.csv	Standard	30.04 KB	No	–	Feb 03, 2020 16:31:16 GMT+...	Download Share More ▾
<input type="checkbox"/>	Spending(BYResource)_20200131_2.csv	Standard	2.09 KB	No	–	Feb 03, 2020 16:26:32 GMT+...	Download Share More ▾
<input type="checkbox"/>	Spending(BYResource)_20200202_1.csv	Standard	1.50 KB	No	–	Feb 03, 2020 16:26:31 GMT+...	Download Share More ▾

Bill	Billing Period	Data to Be Exported	Filename Identifier
Spending(BY Resource)	Every day	Current month (excluding the day on which the data is exported) 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.	Spending(BYResource)_YYYYMMDD
	Third day of each month	Last month (YYYYMMDD in the file name indicates the last day of the last month)	Spending(BYResource)_YYYYMMDD

Bill Content

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: <ul style="list-style-type: none">• 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. <ul style="list-style-type: none">• 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-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.

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 relevant tax amount 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 are a customer who has registered a VAT number, please select VAT Register and update tax-related information and Tax Identification Number in the HUAWEI CLOUD Official Website > Console > Account Center. If you are a customer who has not registered a VAT number, please select Non VAT Register in the HUAWEI CLOUD Official Website > Console > Account Center. If you do not select any of the 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 relevant tax amount will also appear in your Billing Center. Ireland Sparkoo will pay all VAT collected from Switzerland Customer to the Switzerland Tax authorities. If you are a customer who has registered a Switzerland VAT number, please select VAT Register and update tax-related information and Tax Identification Number (a 12-digit number and character string e.g.CHE-xxx.xxx.xxx) in the HUAWEI CLOUD Official Website > Console > Account Center. 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

HUAWEI CLOUD cash coupons are provided for customers and partners. They have a certain face value, and can be used to deduct cash payments when purchasing HUAWEI CLOUD services.

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.

zzEuroIssueOnlineCoupon01	
Available	Remaining Value \$111.00 USD (Total Coupon Value\$111.00 USD)
1. Applicable To	usable for specific products; not usable for special-off. Show more
2. Subscription type	unlimited
3. Regions	EU Dublin
4. Other limits	for first purchase only; exclusive to commercial authorized discounts; exclusive to partner authorized discounts; exclusive to discount coupons
5. Validity Period	Jan 01, 2023 07:59:59 GMT+08:00
Coupon ID	CP220913081238514
Type	Cash Coupon
6. Billing Mode	1- to 5-year subscription; monthly subscription; pay-per-use; one-time payment

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

----End

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.

Step 1 Go to the **Coupons** page

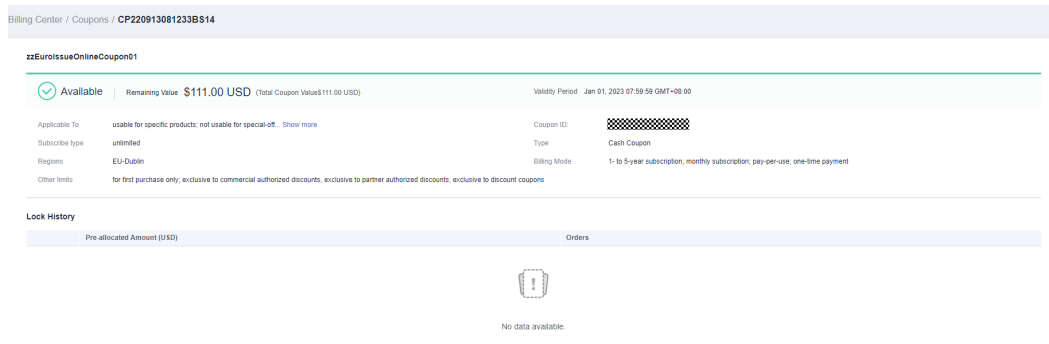
Step 2 In the cash coupon list, view the balance, validity period, and usage limits.

- 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.

NOTE

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](#).

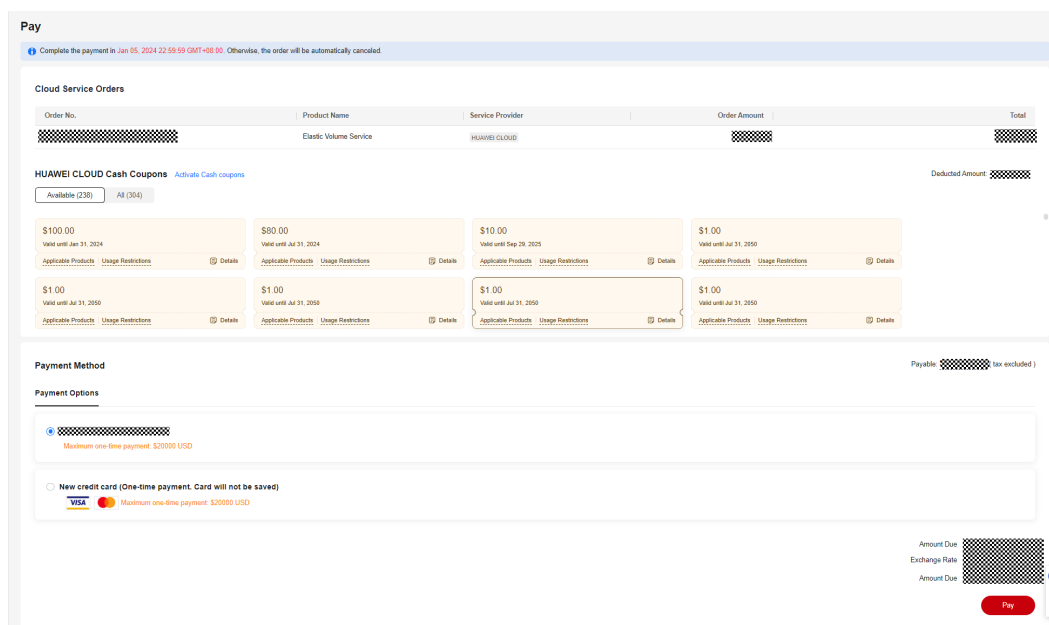
Using Cash Coupons

- **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.

NOTE

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

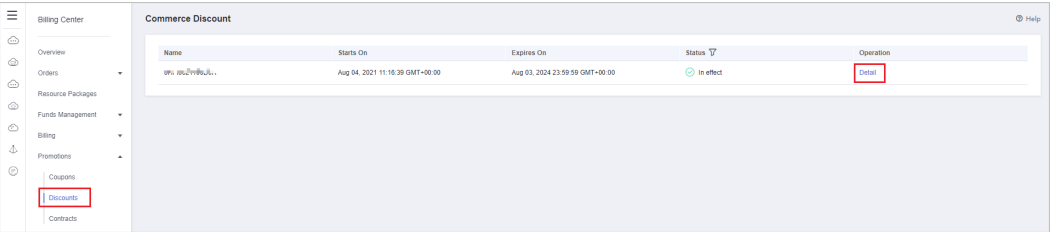
A commercial discount can be used in a payment. You can view commercial discounts on the [Commercial Discounts](#) page.

Precautions

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

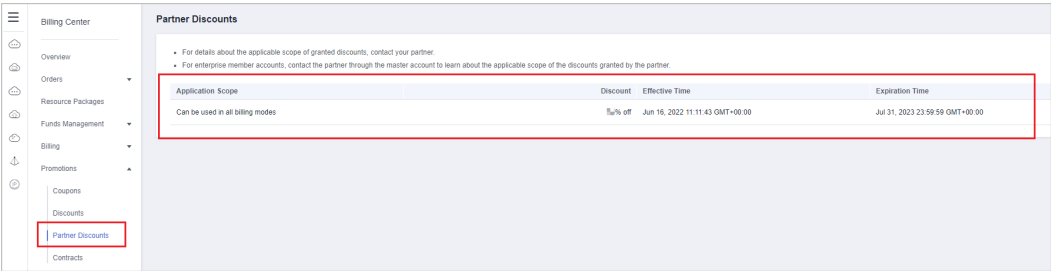
Procedure

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

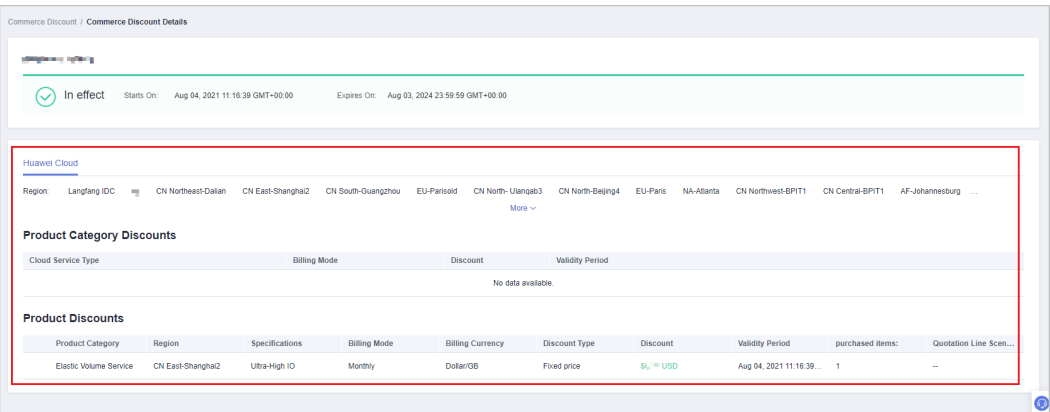


NOTE

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. Please contact your associated partner to request these invoices.

The invoice types are as follows:

- Subscriptions: After a customer pays 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 a customer uses Cloud services and then is billed at the end of the month. For details about monthly settlement, see [Monthly Settlement](#).
- Common transactions: After a customer tops up or withdraws money from a top-up account, Huawei Cloud issues an invoice (credit memos for withdrawals).

Procedure

- Step 1 Go to the [Invoices](#) page.
- Step 2 Click **Customer Information**.
- Step 3 Add your customer information.

1. 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.
You can click **Download** to download an electronic copy.

Customer Information								Receive Invoices by Email	
Invoice No	Created On	Billing...	Invoice Categ...	Invoice Content	Invoice Total	Exchange Rate	Status	Invoice Information Operation	
CHK240000...	May 09, 2024 19:37:40 GM...	Apr 2024	Commercial invoice	Monthly settlement	78.60 USD = 81.74 EUR	1 USD = 1.04 EUR	Issued	Download	
CHK240000...	Apr 29, 2024 20:00:16 GMT...	Apr 2024	Commercial invoice	Common	1,010.00 USD = 35,615.73 THB	1 USD = 35.2631 THB	Issued	Download	

-----End

9.2 Returning an Invoice

After you perform operations such as unsubscription and money withdrawal, you do not need to manually return your invoice. Instead, HUAWEI CLOUD will automatically issue you a credit memo.

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

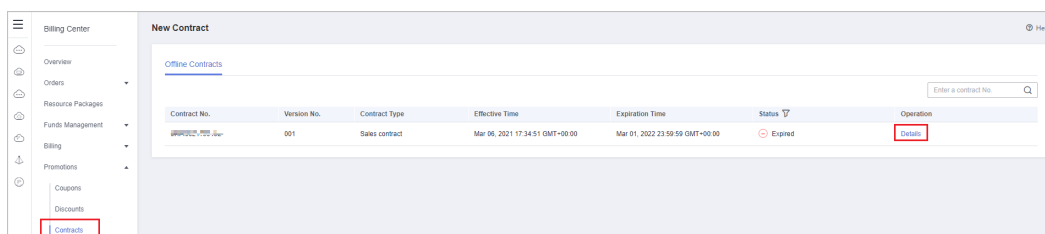
10.1 Viewing Offline Contracts

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.

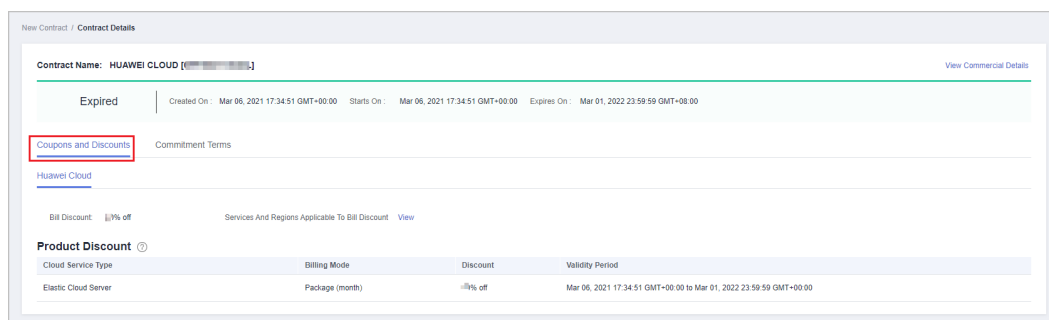
Procedure

Step 1 Go to the [Contracts](#) page.

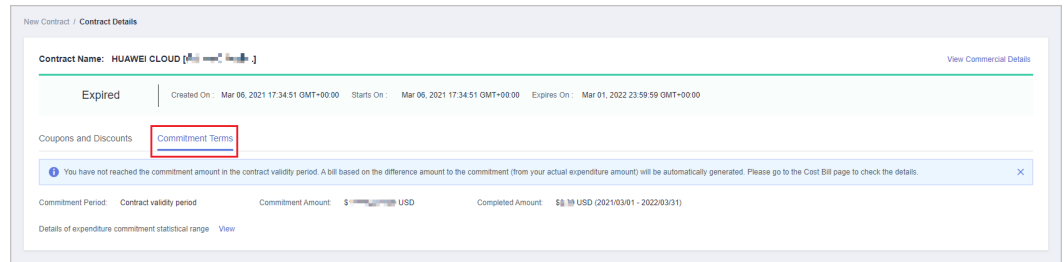


Step 2 Click **Details** in the **Operation** column of an offline contract to go to the contract details page. View coupons and discounts and commitment terms of the contract.

- 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 Cloud Trace Service

- 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	exportNvlMonthlyBillAccountDetail
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	saveOrUpdateInvoiceTemplate
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

For details, see [Querying Real-Time Traces \(for New Console\)](#).