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 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	- For resources in Manual Renewals, you will be notified 15, 7, 3, and 1 day 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 day before the expiration date.
Resources are about to be frozen.	To be frozen	You will be notified on the first day your resources enter the grace period 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 enter the retention period, and 14, 7, 3, and 1 day 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 failed, you will be notified 5 and 2 days before the expiration or freezing date, on the expiration or freezing date, 6 and 2 days before the release date, and on the release date.
Resources have been released or unsubscribed from.	Product resource released	You will be notified when the resources are unsubscribed from or released.
Resources are provisioned.	Created or enabled	You will be notified of resources provisioned 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

After the expenditure quota reaches the upper limit, if you do not make payments in a timely manner or contact your account manager to increase the quota, the resources under your account enter the grace period and retention period. During the period, you will be notified of payments. 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 day 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 day 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. Log in to the Message Center to configure the way you need to receive messages.

2. If you want to reduce messages or do not want to receive any messages, you can also configure it in the Message Center.

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 Do I Obtain the Qualification 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 for them later.

You can obtain the qualification in either of the following methods:

- Online: Register 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 repayment. Otherwise, you can only repay manually. For details about how to repay, see **How Does a Common HUAWEI CLOUD Customer Repay (in Post Payment Mode)?**.

1.4 Payment and Repayment

Payment methods for postpayment customers:

- Yearly/monthly subscriptions: When placing an order, you can select a credit card you added or 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, fees will be automatically deducted 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 fees will be paid by 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 deduct fees from your added credit card.

Repayment methods for postpaid customers:

- Fees are automatically deducted from the credit card you added.

- You 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: It is measured in calendar months, and is one month by default. The bill for a month is generated on the third day of the next month.

Repayment period: It is the period that Huawei Cloud gives customers for paying off 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 the bill before 24:00 of the due date, such payment is overdue.

Grace period: When a customer's yearly/monthly subscriptions have expired or the customer are in arrears due to insufficient 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 long.

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

If Huawei Cloud direct sales customers, customers in referral model, 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. The 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 on which the customer is allowed to pay off the bill. If there is no repayment period, the due date is the bill date.

2 Orders

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.
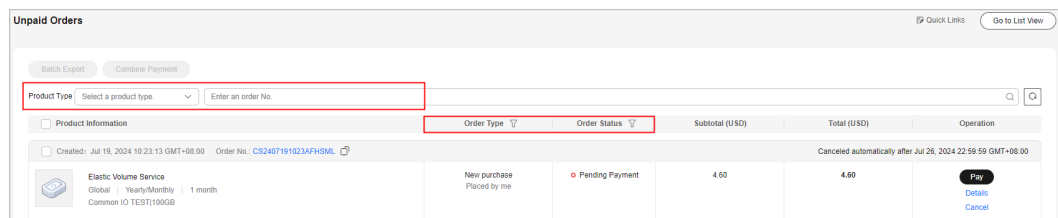
Step 3 Choose single payment or combined payment as needed.

- **Single payment**: Click **Pay** for a desired order.
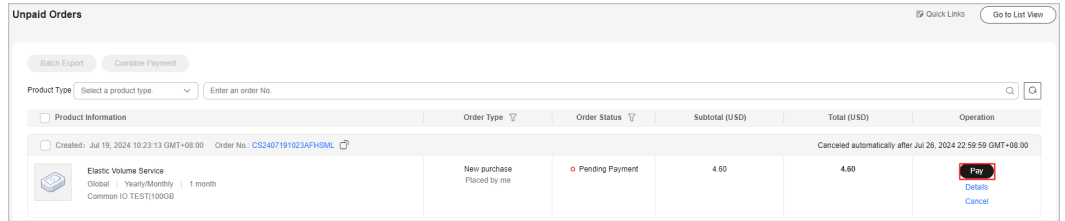
- **Combined payment**: Select desired orders and click **Combine Payments**.
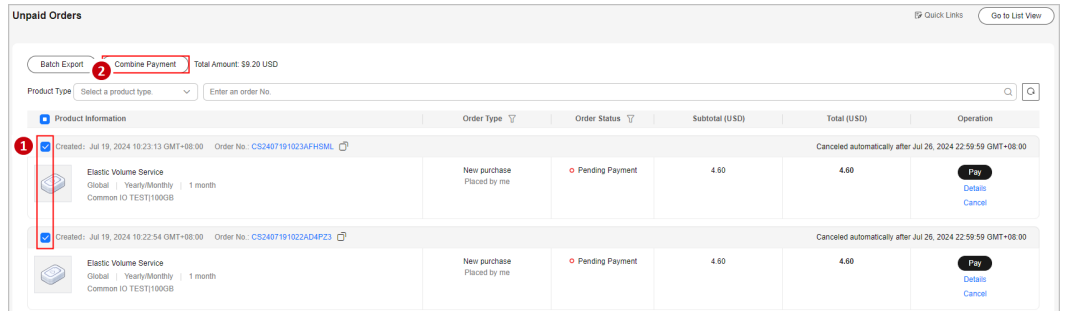
◻ **NOTE**

- – A maximum of 30 orders can be selected for a combined payment.

- – The orders generated for combined purchase must be paid at the same time. If the orders for the combined purchase need to be reviewed, the payments can be made only after all orders are approved.

- – When making a combined payment, the system checks the order status and will not pay the orders whose status has changed.

- – When some orders are **Pending approval**, the system prompts "Once the following orders are approved, a notification will be sent to the phone number and email specified for your account, and then you will be able to pay for your orders. " A list of the orders waiting for approval will be displayed.

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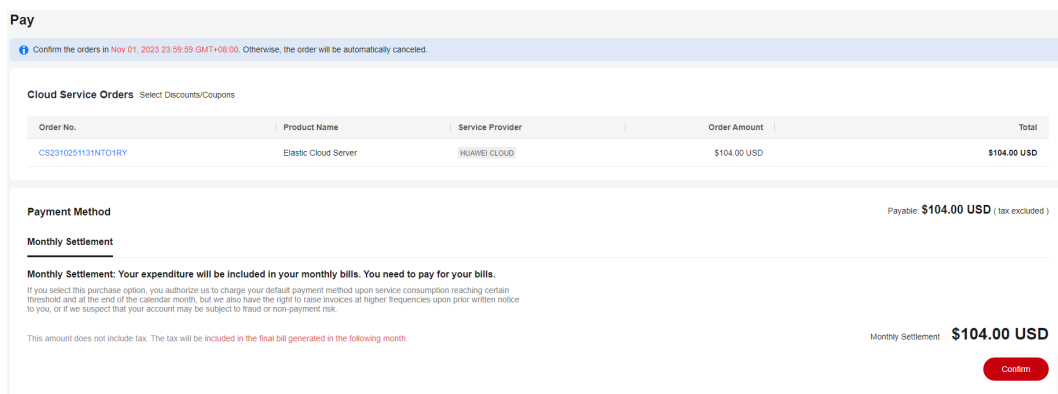
◻ **NOTE**

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

- Savings include discounts and coupons. For details about how to use 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**.

> 📖 NOTE
>
> Only credit cards of the VISA and mastercard 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.

📖 **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.
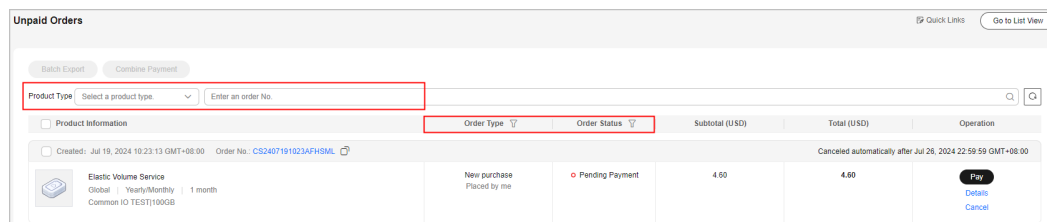
Step 3 Click **Cancel** for the target order.
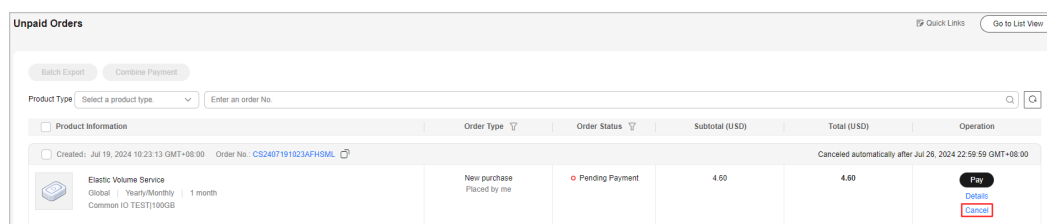
📖 **NOTE**

● You need to batch cancel multiple orders that are created for the combined products you have purchased. If you cancel one of the orders for the combined products you have purchased, a message saying "When you cancel the order, its associated orders will be canceled at the same time." will be displayed. Upon your confirmation, all associated orders are canceled.

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

Step 4 In the **Confirm** dialog box, 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.
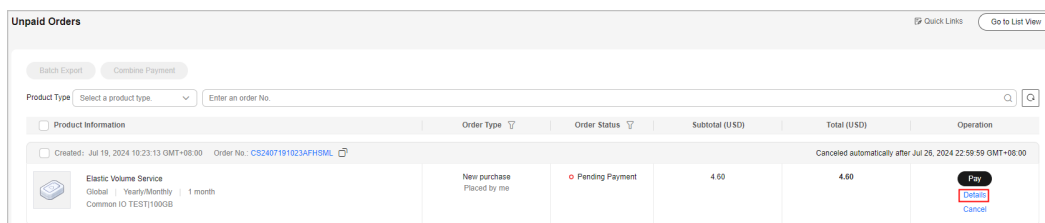
- If an order is **Pending payment**, you can pay for or cancel the order on the order details page.
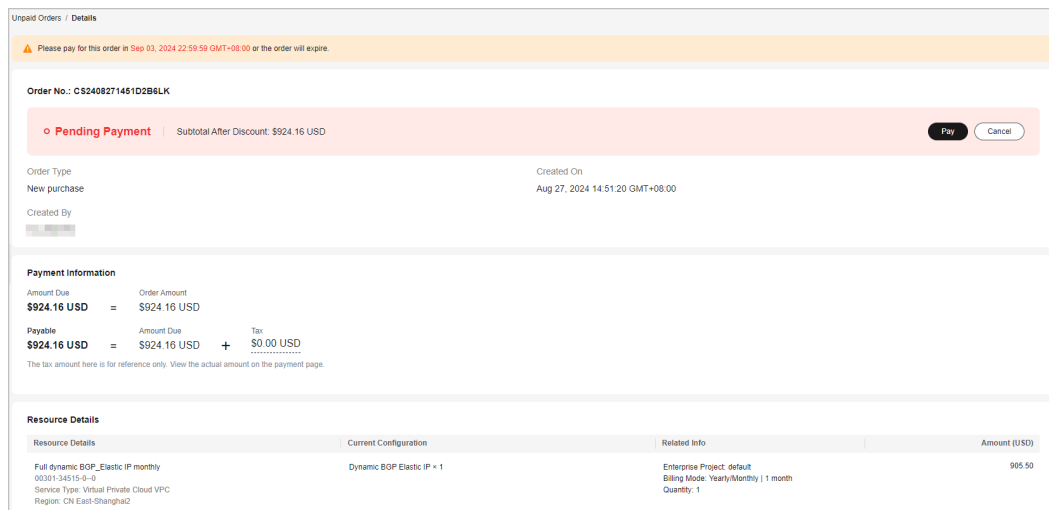
----End

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 orders to be exported and click **Batch Export** in the upper left corner of the page.
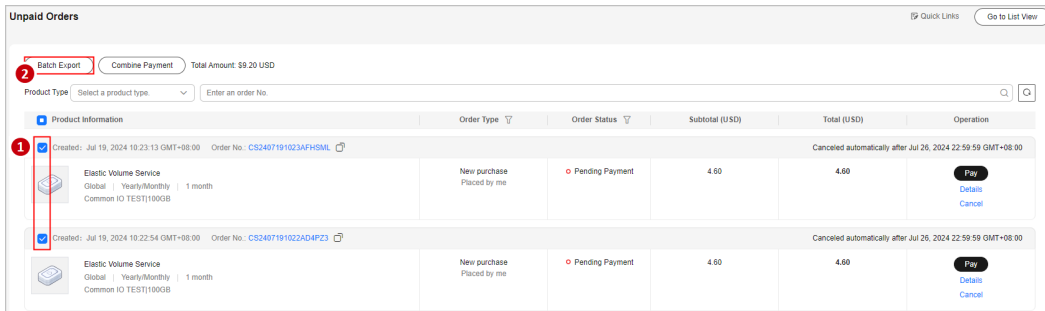
Step 3 After the export is complete, the **Export History** page is automatically displayed. After the file to be exported is ready, click **Download** in the **Operation** column to download the file.

📖 **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**.
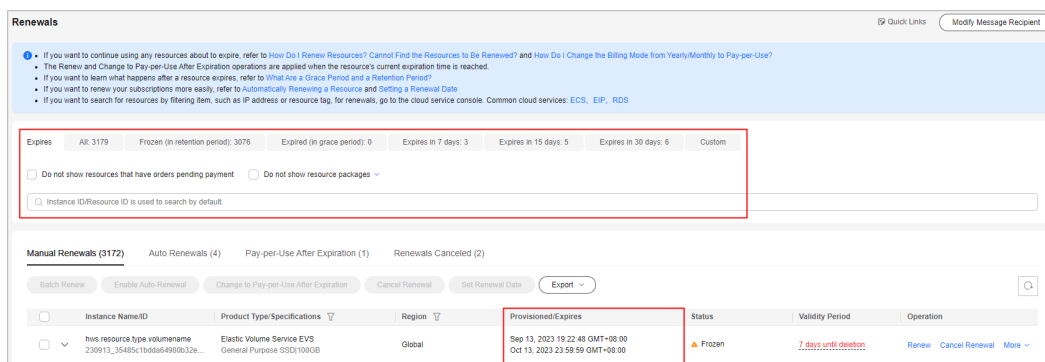
Example:

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.

☐ NOTE

1. By the **Expires** field, you can quickly filter the resources to be renewed and view the number of resources.

   - 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. Orders being processed are not renewable.

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:

   Suppose that you purchased a yearly/monthly ECS with the flavor s6.small.1 and with a VPC network configured, and a 40 GB general-purpose SSD was attached as the system disk. When renewing the ECS, you need to renew it together with the 40 GB general-purpose SSD. The VPC network 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:

   Assume that you have purchased a promotional package of a yearly/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 yearly/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. KooGallery resources managed by different sales persons cannot be renewed in batches.

4. Orders being processed cannot be renewed in batches.

5. Trial products cannot be renewed in batches.

6. Portfolio products cannot be renewed in batches.

7. 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.

◯◯ **NOTE**

- You can use the **Expires** field to quickly filter instances and view the instance quantity.
- You can search for instances by instance name, ID, or order number, or filter instances by product type, region, or enterprise project.
- Only when the enterprise project management function is enabled, you can filter instances by enterprise project.
- 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.

Step 3 All instances that need to be manually renewed can be moved to the **Manual Renewals** page. For details, see **Enabling to Manual Renewal**.

Step 4 Renew instances individually or in batches.

- **Individual renewal**: Click **Renew** in the **Operation** column for the desired instance.
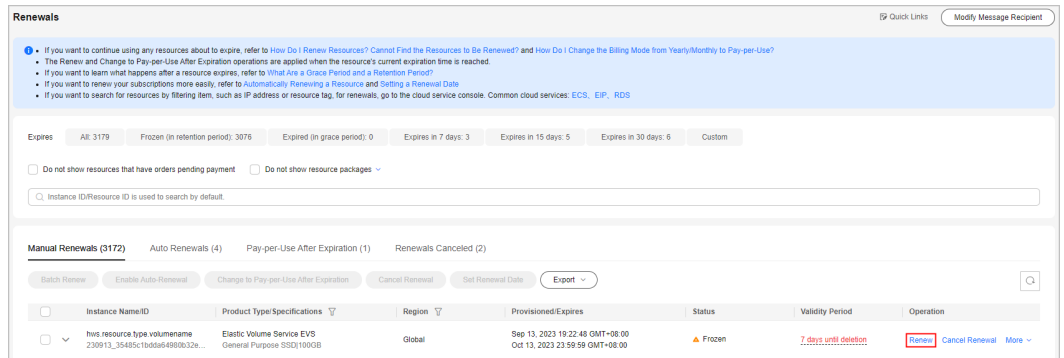
- **Batch renewal**: Select the check boxes for the desired instances, and click **Renew** on top of the list.
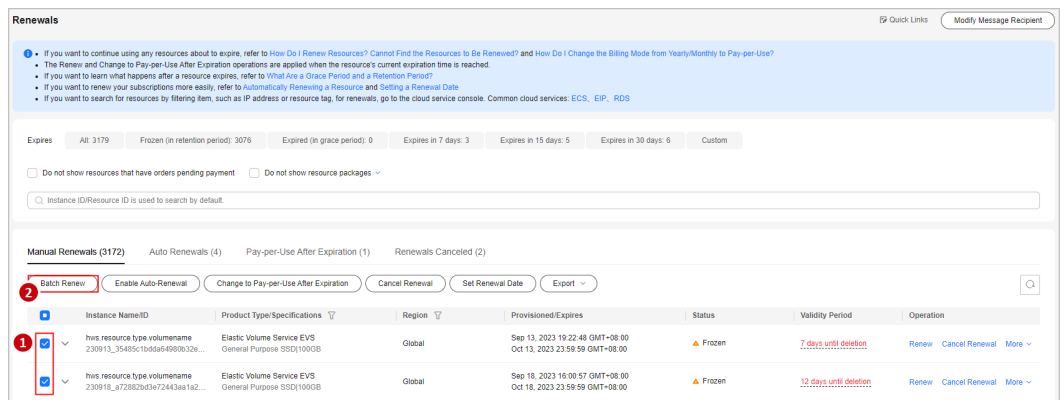
NOTE

- 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.

- If you renew multiple instances in a batch, a combined transaction order is generated. You need to pay or cancel the order together. On the combined order details page, click the order number of an instance to view the detailed renewal of the instance.

Step 5 Select a renewal duration and click **Pay**.

- The default renewal durations vary in the following scenarios:

  1. If an instance's renewal duration is less than one year, for example the renewal duration ranges from 1 to 9 months, the default renewal duration is 1 month.

  2. For an instance with 1-year subscription, the default renewal duration is 1 year. For a yearly resource with multiple renewal durations, the default renewal duration is the minimum value among them.

  3. If multiple instances are renewed together, the default renewal duration is the minimum value that can be applied for all these instances. If 1-year is also applicable for all these instances, 1-year is preferred.

  4. A monthly resource package can only be renewed on a monthly basis. If the renewal duration ranges from 1 to 9 months, the default renewal duration is 1 month. A yearly resource package can only be renewed on a yearly basis, and the default renewal duration is 1 year. Currently, only OBS resource packages can be purchased on a monthly basis and renewed on a yearly basis.

  5. Monthly products on the KooGallery can only be renewed on a monthly basis, and the default renewal duration is 1 month. Yearly products on the KooGallery can only be renewed on a yearly basis, and the default renewal duration is 1 year.

- The duration between when the renewal is made and when the instance will expire must be less than 10 years. For example, if you renew an instance on February 29, 2024, it can be renewed to February 28, 2034, 23:59:59 at most.

Step 6 Select discounts and a payment option, and click **Pay**.

Step 7 Click **View order** to view the order details.

If you want to pay for the order later, you can close the payment page, and then find the order in the **Unpaid Orders** page to pay for it. The renewal is successful after the order is complete.

----End

2.2.2.3 Renewal Date

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

Important Notes

- 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 month.

- 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.

  Example 1: Set **Renewal Date** to the last day of each month.

  Your resource will expire on March 25, 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. Actual renewal duration = Original renewal duration (1 month) + Duration from the original expiration date to the renewal date (5 days, from April 26 to April 30).

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

  Your resource will expire on March 25, 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. 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).

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.
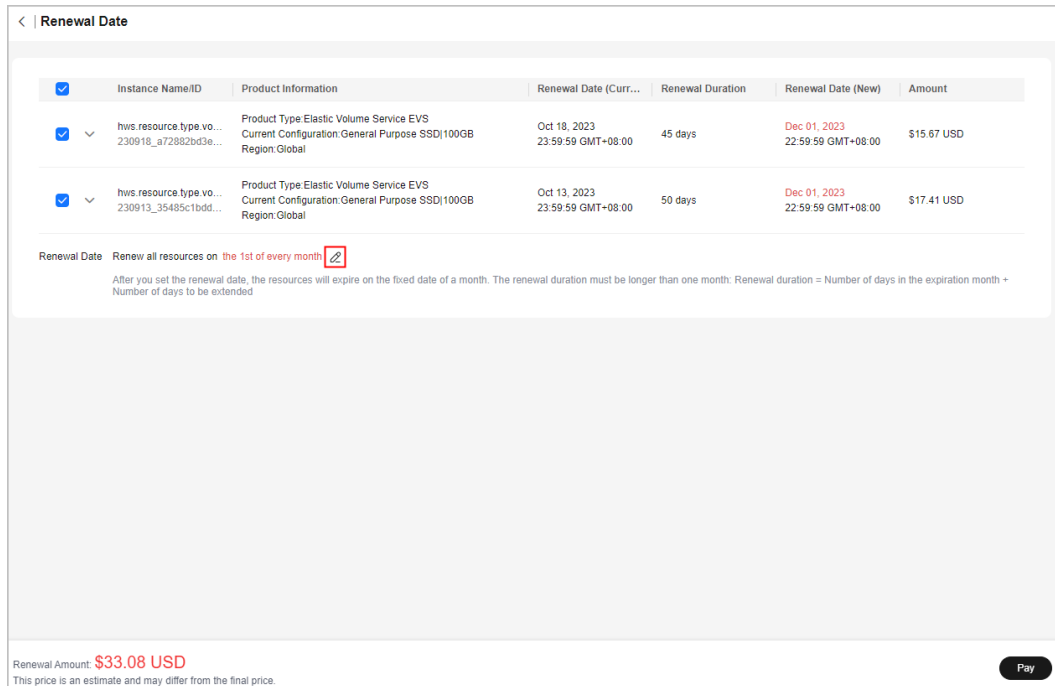
Step 4 Set the renewal date, and click **OK**. A prompt will be displayed indicating that the setting is successful.
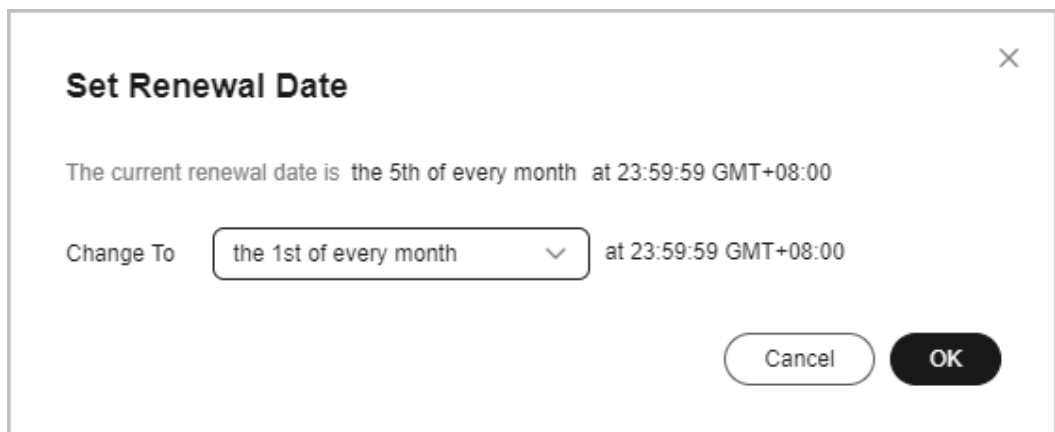
Step 5 Click **Pay**. After the payment is complete, the instances will be renewed to the renewal date.

----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 check boxes for the desired instances, and click **Renew** on top of the list.

Step 3 Confirm the instance information and set the renewal date.

📖 **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 switch the instances (excluding instances no longer available) that have been set to be automatically renewed, changed to pay-per-use after expiration, and not renewed after expiration to manual renewal. All instances that are set to manual renewal will be moved to the **Manual Renewals** page.

Procedure

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

Step 2 Set the search criteria.

📖 **NOTE**

- You can use the **Expires** field to quickly filter instances and view the instance quantity.
- You can search for instances by instance name, ID, or order number, or filter instances by product type, region, or enterprise project.
- Only when the enterprise project management function is enabled, you can filter instances by enterprise project.
- 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 and click **More** > **Enable Manual Renewal** in the **Operation** column.
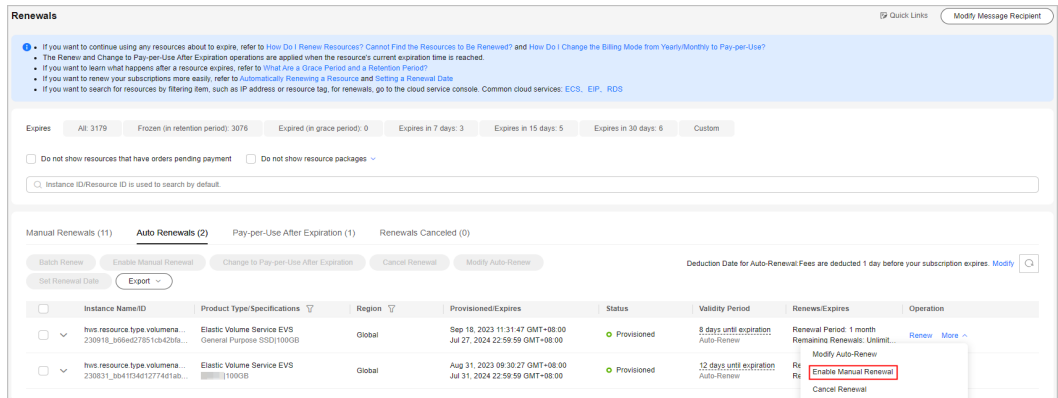
Step 4 On the displayed page, click **OK**.
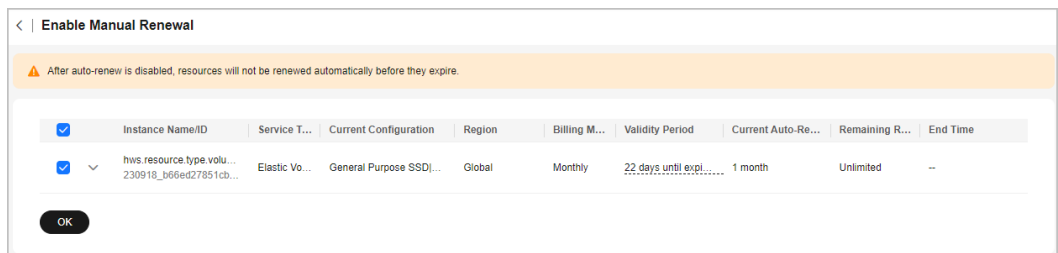
----**End**

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 perform any batch operations, enable or disable auto-renewal, or modify auto-renewal information. If you have enabled auto-renewal before your resources are no longer available, your resources can still be automatically renewed before they expire. However, if you have chosen not to renew a resource after it expires, you cannot automatically renew it anymore.

If a partner's customer accounts in the reseller model is frozen by the partner, auto-renewal cannot be enabled for these accounts. Contact the partner to handle it. Although the auto-renewal were already enabled, the resources of frozen accounts cannot be automatically renewed. In this case, the Billing Center will send an auto-renewal failure notification.

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)
	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)		

Category	Product		
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 (loTDA)		
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 x 0.9 (10% off discount) – 100 (coupon) = 1000 (account balance) + 700 (credit card) = $1700 USD.

Discount Usage Rule

1. The system selects the highest discount from the applicable discounts (commercial discounts, partner authorized discounts, and promotional discounts). A promotional discount is taken into account only when it was used in a historical order and is still valid.

   Example:

   A customer has a commercial discount (20% off), a partner authorized discount (10% off), and a promotional discount (30% off, which was used in a historical order and is still valid). When the customer's relevant resource is automatically renewed on November 27, 2020, the promotional discount (30% off) is used.

2. If multiple promotional discounts were used in historical orders and are still valid, the one that took effect most recently is taken into account.

   Example:

   A customer has a commercial discount (20% off) and a partner authorized discount (10% off). In historical orders, a promotional discount of 30% off (effective date: November 20, 2020) and a promotional discount of 25% off (effective date: November 25, 2020) were used. All promotional discounts are within the validity period. When the customer's relevant resource is automatically renewed on November 27, 2020, the system compares the promotional discount that has been used before and took effect most recently (25% off, effective date: November 25, 2020), the commercial discount (20% off) and the partner authorized discount (10% off), and selects the optimal discount: the promotional discount (25% off).

3. If multiple promotional discounts that took effect on the same day were used in historical orders and are still valid, the promotional discount that was used for the latest order takes precedence. The discount to be used is selected based on the above rules.

   Example:

   A customer has a commercial discount (20% off) and a partner authorized discount (10% off). In historical orders, a promotional discount of 30% off (effective date: November 20, 2020) and a promotional discount of 25% off (effective date: November 20, 2020) were used. All promotional discounts are within the validity period. When the customer's relevant resource was automatically renewed on November 27, 2020, the system compares the promotional discount of 25% off which was used for the most recently placed order with the commercial discount (20% off) and the partner authorized discount (10% off), and selects the optimal discount: the promotional discount (25% off).

4. If there is no difference to use the commercial discount, partner authorized discount, or promotional discount (used in a historical order and still valid), 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 have not set the fee deduction date for auto-renewal, fees will start to be deducted from your account from 03:00 seven days before the resource expires. Once the fee deduction date for auto-renewal is set, it takes effect immediately. Ensure that you have sufficient account balance or credits in your added credit card.

If the fee deduction for auto-renewal fails due to insufficient account balance or credit balance in your added card, the system will attempt to charge fees at 03:00 every day. If you change the deduction date for auto-renewal during this period, the ongoing fee deduction starting from the original date will be stopped and the fee will start to be charged from the new deduction date until the resources are released. Whenever the fee deduction is successful, the auto-renewal is successful. For details about how to set the deduction date for auto-renewal, see **Setting Deduction Date for Auto-Renewal**.

Example:

Customer A has purchased an ECS (**ECS 01**), which will expire on August 31, 2020 23:59:59. The auto-renewal period is one month. Both the grace period and retention period for the customer are 15 days. That means ECS 01 will be released after September 30, 2020 23:59:59.

If customer A has not set the deduction date for auto-renewal, the system will attempt to charge the auto-renewal fee on August 24, 2020 03:00, seven days before ECS 01 expires.

Since the customer's account balance or the credit balance on the added card is insufficient, the first attempt fails, and the system will attempt to charge the fee again on August 25, 2020 03:00. If customer A sets the auto-renewal deduction date to **3 days before expiration** before August 25, 2020 03:00, no fee will be charged on August 25, 2020 03:00, but the system will attempt to charge the fee on August 28, 2020 03:00 and then August 29, 2020 03:00, and so on till September 30, 2020 03:00. If the account balance or the credit balance on the added card is still insufficient, the fee deduction for auto-renewal fails.

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 Purchasing a Cloud Service

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

Example:

Customer A purchased an ECS (ECS 01) 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 the **Auto-Renewal Rules** when enabling auto-renewal.

Procedure

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

Step 2 Set the search criteria.

📖 **NOTE**

- You can use the **Expires** field to quickly filter instances and view the instance quantity.
- You can search for instances by instance name, ID, or order number, or filter instances by product type, region, or enterprise project.
- Only when the enterprise project management function is enabled, you can filter instances by enterprise project.
- 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 Set auto-renewal for individual instance or instances in batches.

- **Individual auto-renewal**: Click **Enable Auto-Renew** in the **Operation** column for the desired instance.
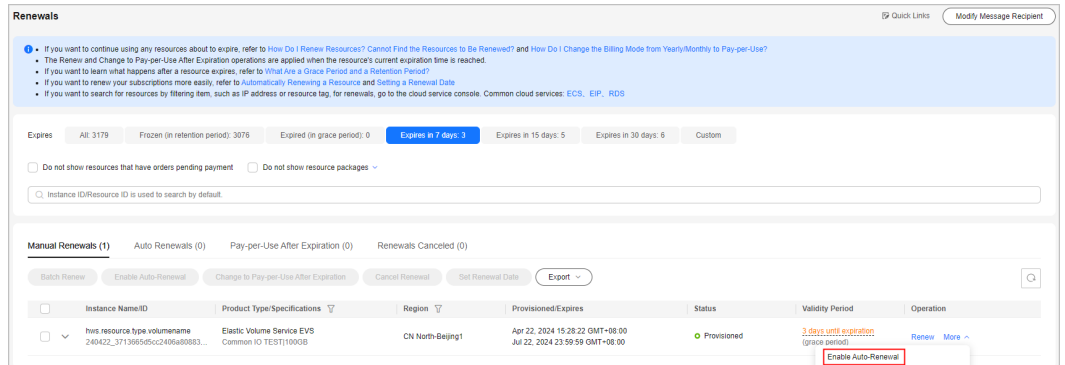
- **Batch auto-renewal**: Select the check boxes for the desired instances, and click **Enable Auto-Renew** on top of the list.
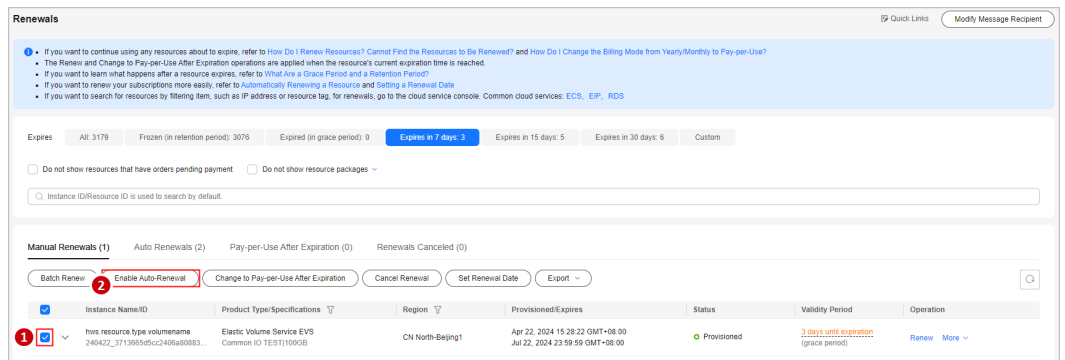
Step 4 Set the auto-renewal period and number of preset auto-renewals, and click **OK**.
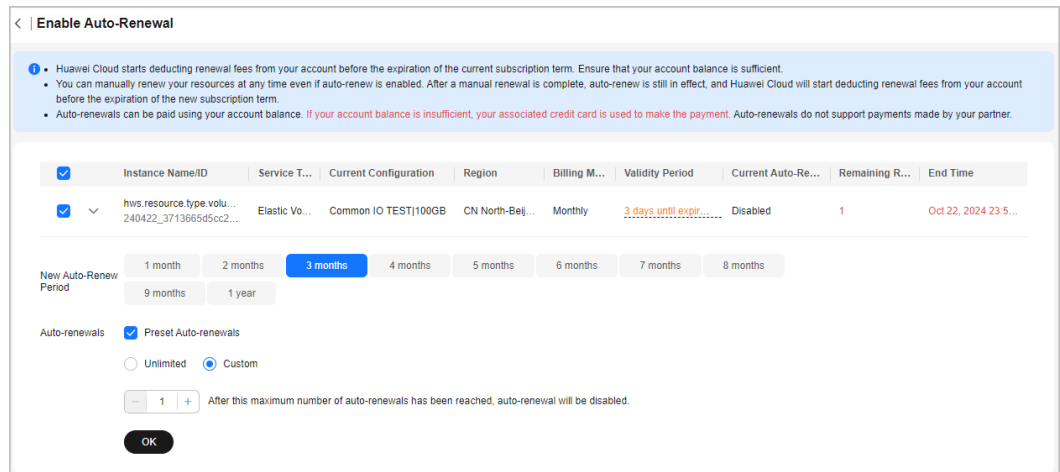
📖 NOTE

- **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
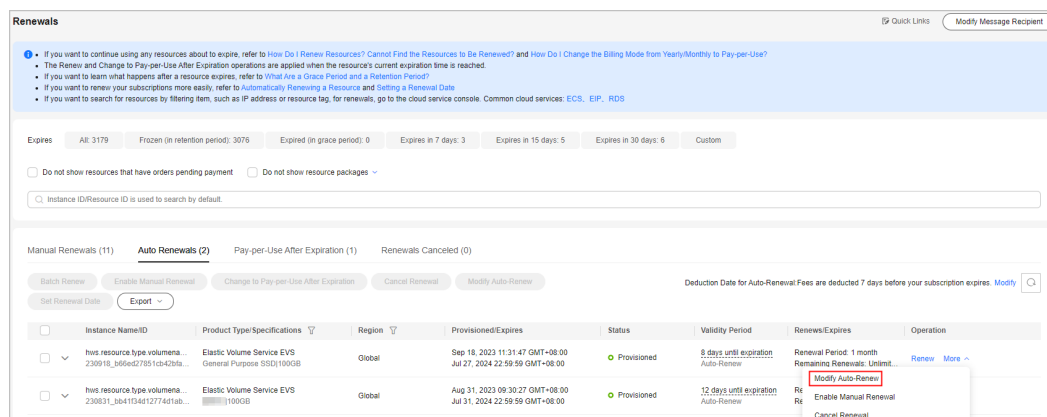
2.2.3.3 Modifying Auto-Renewal

After enabling auto-renewal, you can change the renewal period. However, you cannot modify auto-renewal information for instances no longer available.

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** > **Modify Auto-Renew** to display it.

Step 3 **Renewal Option** is **Automatical** 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.
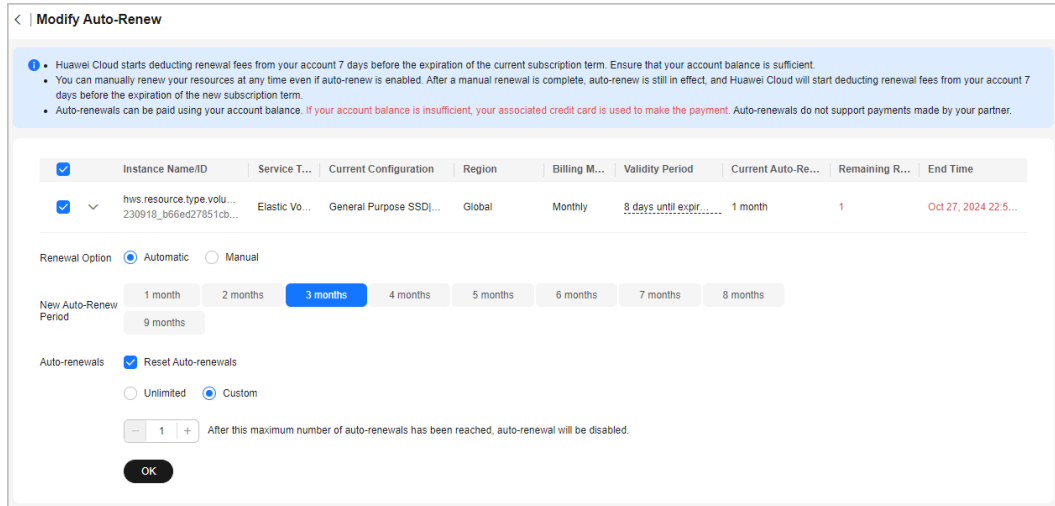
📖 **NOTE**

- **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. After disabling auto-renewal, you need to manually renew resources before they expire. You cannot click **Modify Auto-Renew** to disable auto-renewal for resources no longer available.

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.
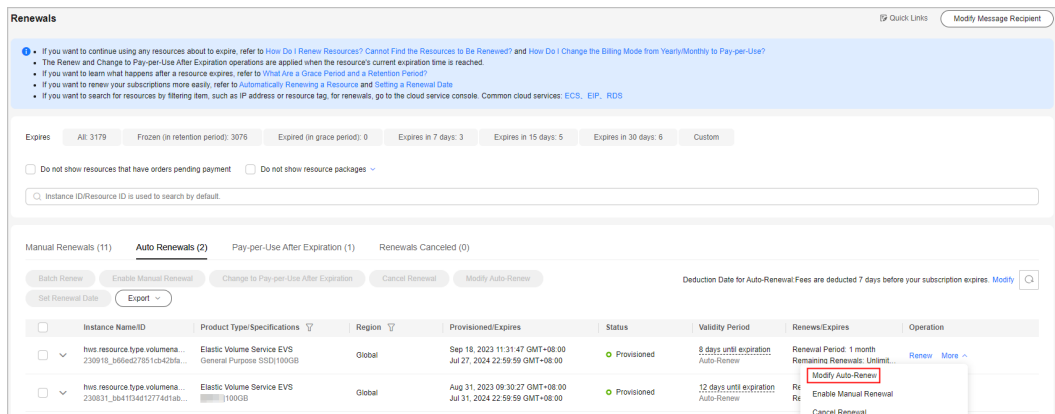
📖 NOTE

- 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** > **Modify Auto-Renew** to display it.

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, the Billing Center will charge these resources seven days before they expire by default. You can set the auto-renewal deduction date as needed. The setting takes effect immediately. Ensure that you have the sufficient balance. For more details about setting the deduction date for auto-renewal, see **Auto-Renewal Rules**.

Procedure

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

Step 2 In the upper right corner of the page, view the fee deduction time, and click **Modify**.

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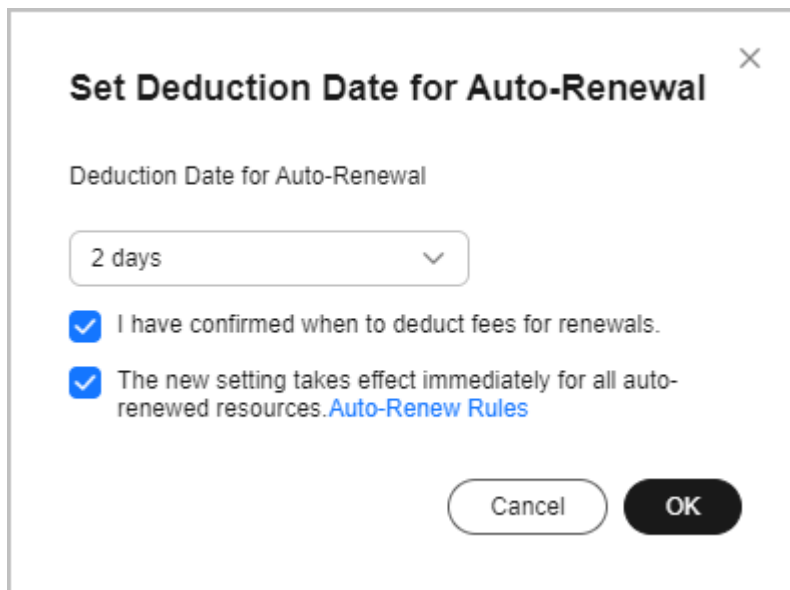
----End

2.2.4 Renewing Resource Packages

2.2.4.1 Resource Package Usage Rules

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

Resource Package Types and Usage

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

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

Scenarios

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

1. **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:

   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:

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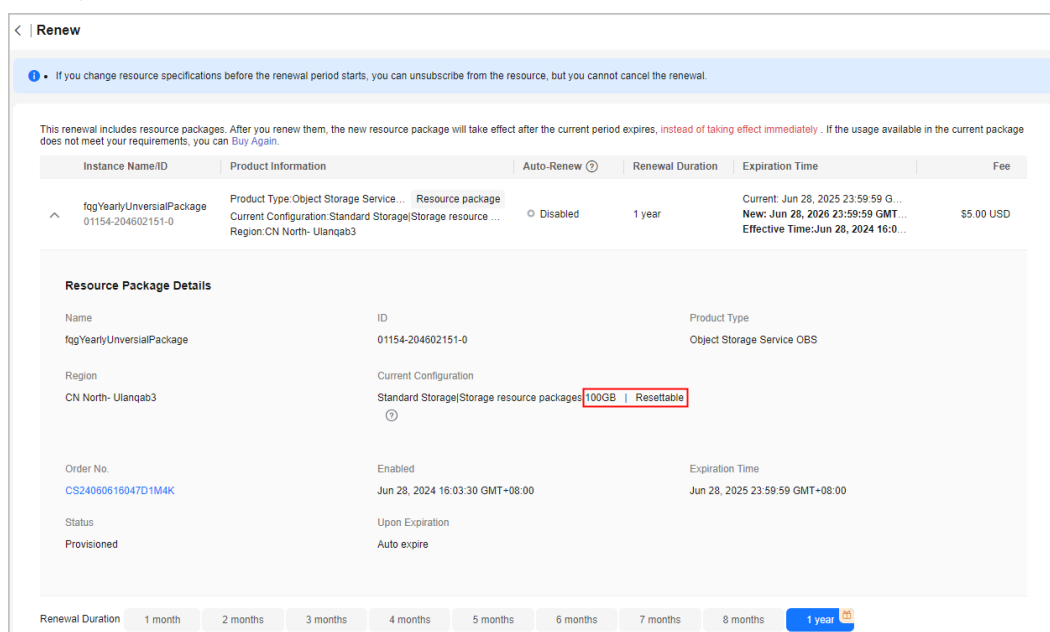
If auto-renewal is not enabled for a resource package and the package is used up before its expiration, the package expires immediately and cannot be renewed. You can only purchase the package again on the Resource Packages page of the Billing Center or on the cloud service console. If you need to continue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

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:

A 500-GB CDN resource package is renewed with the renewal period set to 6 months. 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

After a resource package is used up in advance, the renewal cannot take effect immediately, which causes the usage interruption. 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.

For details, see **How Do I Choose Between Renew and Buy Again?**.

Application Scope

This operation is only applicable for the resource package of atomic products. Any atomic products in a composite package cannot be bought again even if they are renewed in the same manner as purchased.

Procedure

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

Step 2 Set the search criteria.
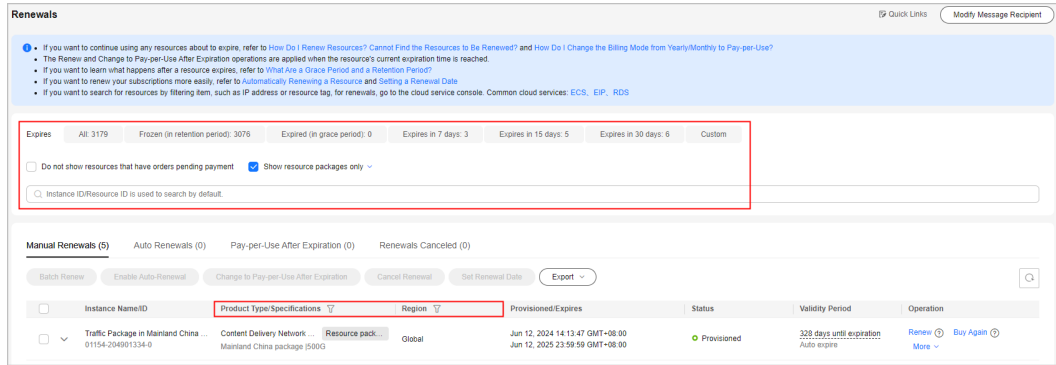
📖 NOTE

- **Show resource packages only** is deselected by default. You can select it to view resource packages only.
- You can use the **Expires** field to quickly filter resource packages and view the package quantity.
- You can search for resource packages by instance name, ID, or order number, or filter resource packages by product type, region, or enterprise project.
- Only when the enterprise project management function is enabled, you can filter resource packages by enterprise project.
- 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.
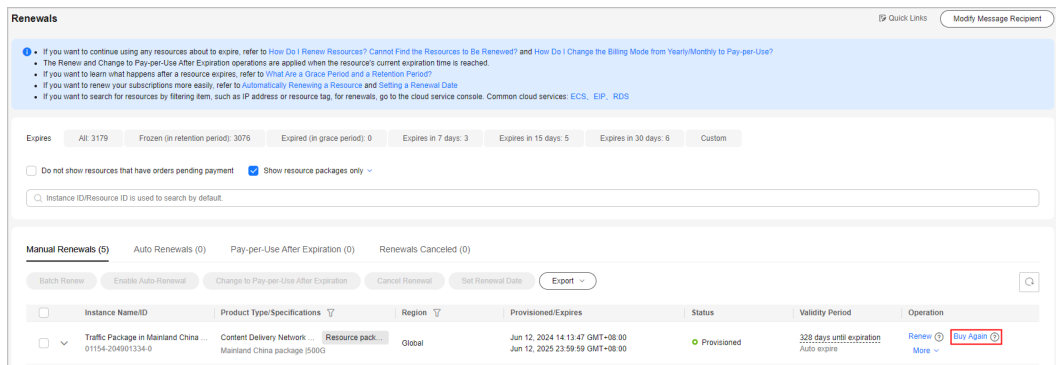
Step 4 Confirm the package information, usage duration, and effective time, and click **Pay**.

□ NOTE

- 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.
- Resource packages that are no longer available cannot be bought again.
- You can specify the effective time when buying a resource package again.

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

Step 6 Click **View order** to view the order details.
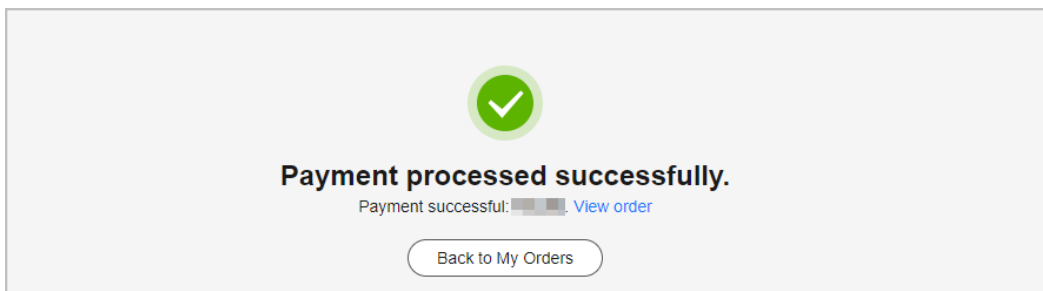
If you want to pay for the order later, you can close the payment page, and then find the order in the **Unpaid Orders** page to pay for it.

----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.

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**
>
> - You can use the **Expires** field to quickly filter instances and view the instance quantity.
> - You can search for instances by instance name, ID, or order number, or filter instances by product type, region, or enterprise project.
> - Only when the enterprise project management function is enabled, you can filter instances by enterprise project.
> - 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.
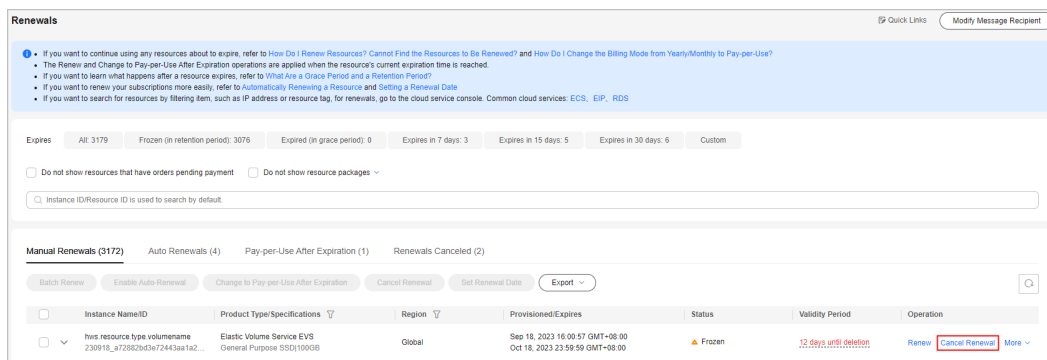
Step 4 On the displayed page, click **OK**.
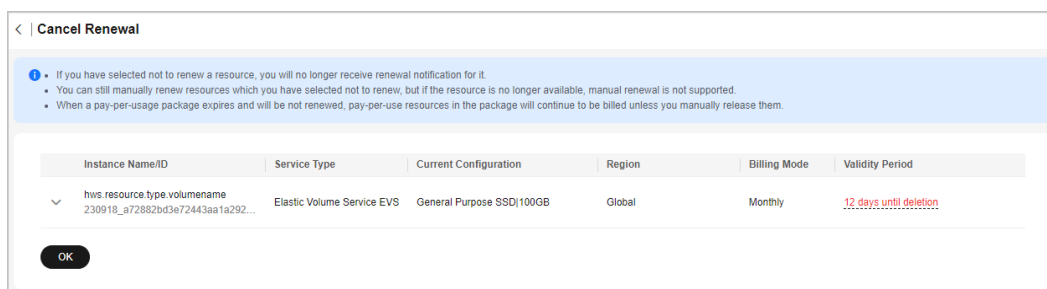
----End

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.

Chang e	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.

📖 **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.

Example:

Suppose that you purchased a pay-per-use ECS on September 21, 2018, 09:25:34, and you changed the ECS's billing mode to yearly/monthly on October 15, 2018, 10:30:34 (a change-to-yearly/monthly order generated). After you paid for the order, the ECS immediately entered the yearly/monthly billing mode.

Important Notes

- Only the billing mode of resources in the **Enabled** state can be 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 a one (1) month period and yearly subscriptions are renewed for a one (1) year period.

> **NOTICE**
>
> To enter the page for changing the billing mode of a cloud service product to yearly/monthly, go to the **Console**, locate the target cloud service product, and perform the change operations.
>
> For details about how to change the billing mode to yearly/monthly, see the user guide of the cloud service product. Below are the relevant links to some products changing from pay-per-use to yearly/monthly:
>
> - ECS: **Changing Pay-per-Use to Yearly/Monthly**
> - Cloud Container Engine: **How Do I Change the Billing Mode of a CCE Cluster from Pay-per-Use to Yearly/Monthly?**

Procedure

The following uses an ECS 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.

Step 2 Click [icon] in the upper left corner, and select the desired region and project.

> **NOTE**
>
> On the **My Resources** page, you can view the region to which your purchased product belongs.

Step 3 Under **Computing**, click **Elastic Cloud Server**.

Step 4 On the **Elastic Cloud Server** page, select the target ECS.

Step 5 Choose **More** > **Change Billing Mode** in the **Operation** column.
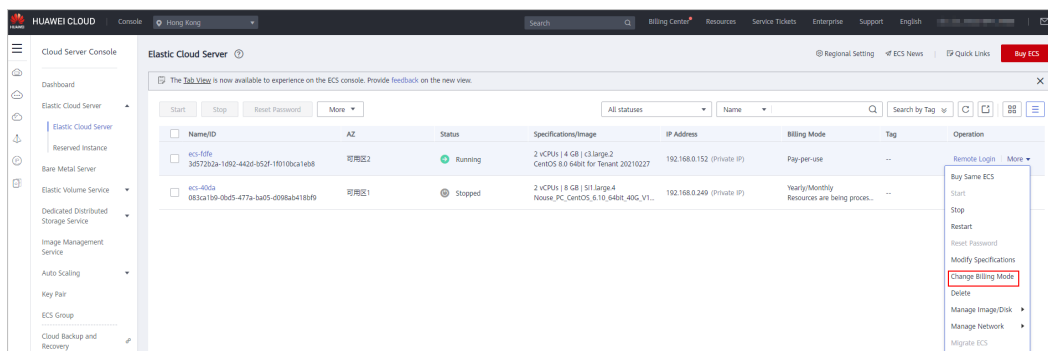
> **NOTE**
>
> The billing mode of multiple ECSs can be changed in batches. To do so, perform the following operations:
>
> 1. Select the target ECSs.
> 2. Choose **More** > **Change Billing Mode** in the **Operation** column.

Step 6 On the displayed page, confirm the information and click **Yes**.
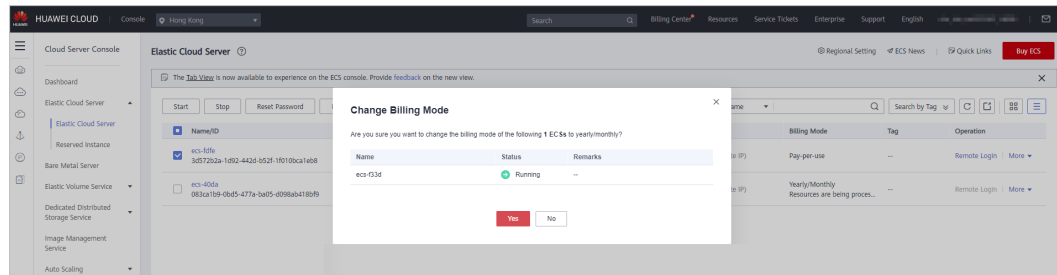
Step 7 Select the usage duration, determine whether to enable auto-renewal, confirm the expected expiration date and price, and click **Submit**.
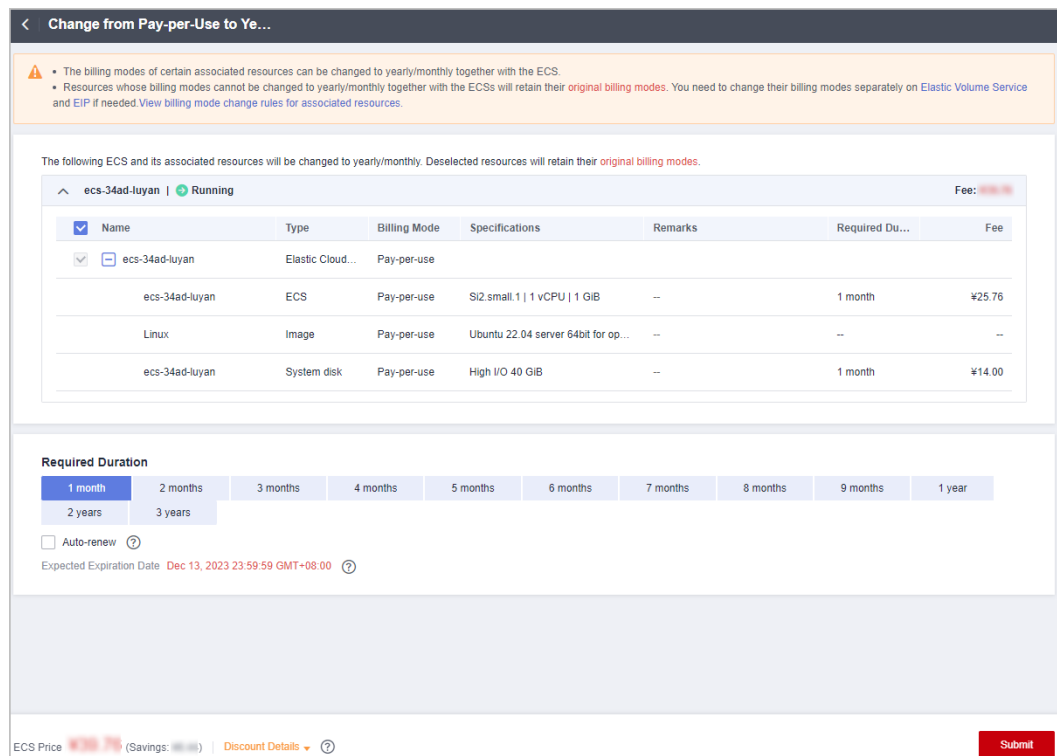
Step 8 Select discounts and a payment method, and make your payment. Once paid, the billing mode of that order becomes yearly/monthly.

----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:

Suppose that you purchased an ECS for the 1-year subscription on September 21, 2018, 09:25:34, and you changed the billing mode to pay-per-use on October 15, 2018, 10:30:34. On October 21, 2018, 23:59:59, the new billing mode took effect and the ECS started being charged by usage.

Important Notes

- Only the billing mode of resources in the **Enabled** state can be changed.

- The billing mode of 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.

- Before the yearly/monthly resources expire, their billing mode can be changed to pay-per-use upon the expiration. The change will not take effect until the subscription has expired.

- 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.

Procedure

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

Step 2 Set the search criteria.

☐ **NOTE**

- You can use the **Expires** field to quickly filter instances and view the instance quantity.

- You can search for instances by instance name, ID, or order number, or filter instances by product type, region, or enterprise project.

- Only when the enterprise project management function is enabled, you can filter instances by enterprise project.

- 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.
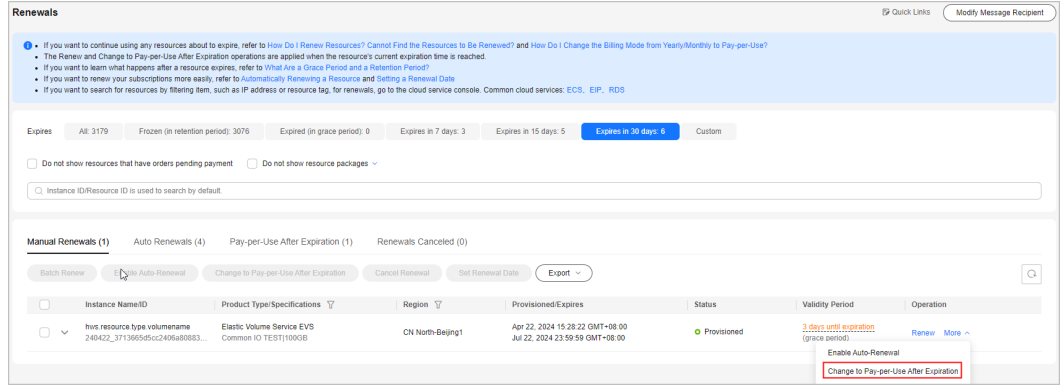
- **Multiple resources**: Select the check boxes for the desired instances, and click **Change to Pay-per-Use After Expiration** on top of the list.
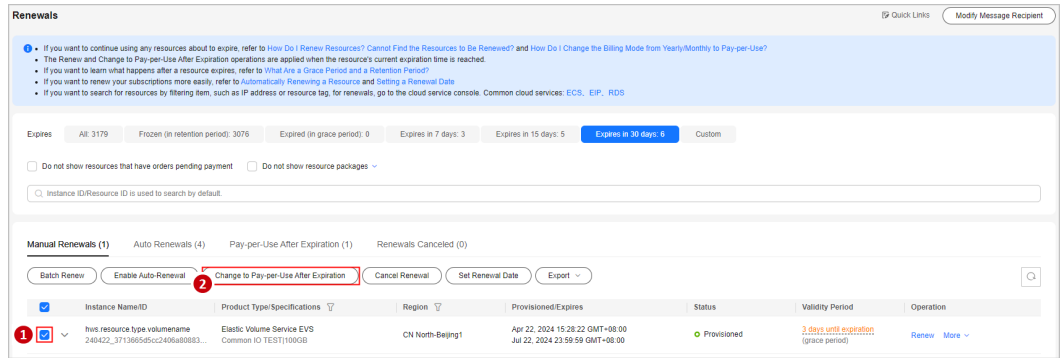
Step 4 Confirm the subscription change details, and click **Change to Pay-per-Use After Expiration**.
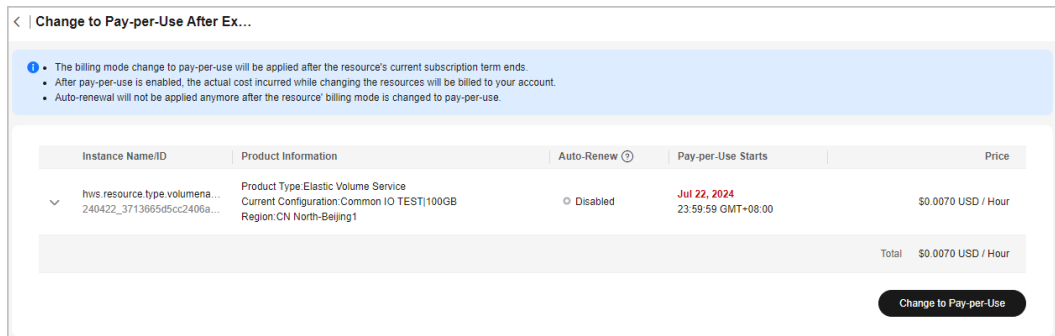
----**End**

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.

Prerequisites

You have passed real-name authentication.

Important Notes

- Only the billing mode of resources in the **Enabled** state can be changed.
- The billing mode of 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 yearly/monthly instances 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.
- 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.
- Cloud services which do not support pay-per-use cannot be changed to pay-per-use immediately.

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 consumption amount will also be billed. The used coupons will not be returned.

2. The formula for calculating the refund is for reference only. The actual amount depends on the bill and expenditure details.

- **Actual refund amount = Actual payment – Consumption amount – Handling fee** (If the calculated refund amount is less than 0, there will be no refund.)

- **Actual payment** refers to the payment, excluding any payment in cash coupons.

- **Consumption amount = Actual payment x (Actual usage duration/ Subscribed period)** (The actual usage duration is measured in days, and the day when the billing mode is changed to pay-per-use is exclusive.)

- **Handling fee**: There is a handling fee for the billing mode change. **Table 1** shows the handling fee details.

Table 2-1 Handling fee

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 actual payment	Handling fee = 10% of your actual payment	Handling fee = 5% of your actual payment
2-year subscription	Handling fee = 15% of your actual payment	Handling fee = 10% of your actual payment	-
1-year subscription	Handling fee = 10% of your actual payment	-	-
Monthly subscription	Handling fee = 10% of your actual payment	-	-

□ NOTE

For details about refund rules, see **Unsubscribing from In-Use Resources**.

Procedure

Take an Elastic Cloud Server (ECS) 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.

Step 2 Click ⊙ in the upper left corner, and select the desired region and project.

□ NOTE

On the **My Resources** page, you can view the region to which your purchased product belongs.

Step 3 Under **Computing**, click **Elastic Cloud Server**.

Step 4 On the **Elastic Cloud Server** page, select the target ECS.

Step 5 Choose **More** > **Change to Pay-per-Use Immediately** in the **Operation** column.
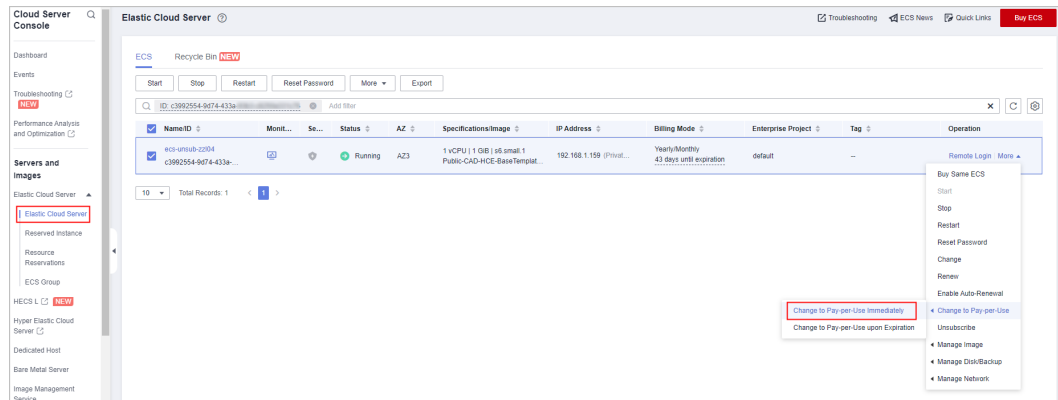
📖 **NOTE**

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

1. Select the target ECSs.
2. Choose **More** > **Change to Pay-per-Use Immediately** in the **Operation** column.

Step 6 On the displayed page, confirm the resource information and click **Yes**.
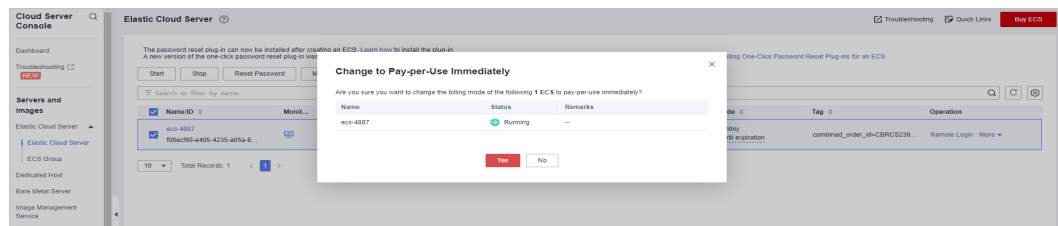
Step 7 Confirm the refund and billing details. Then, click **Change to Pay-per-Use**.
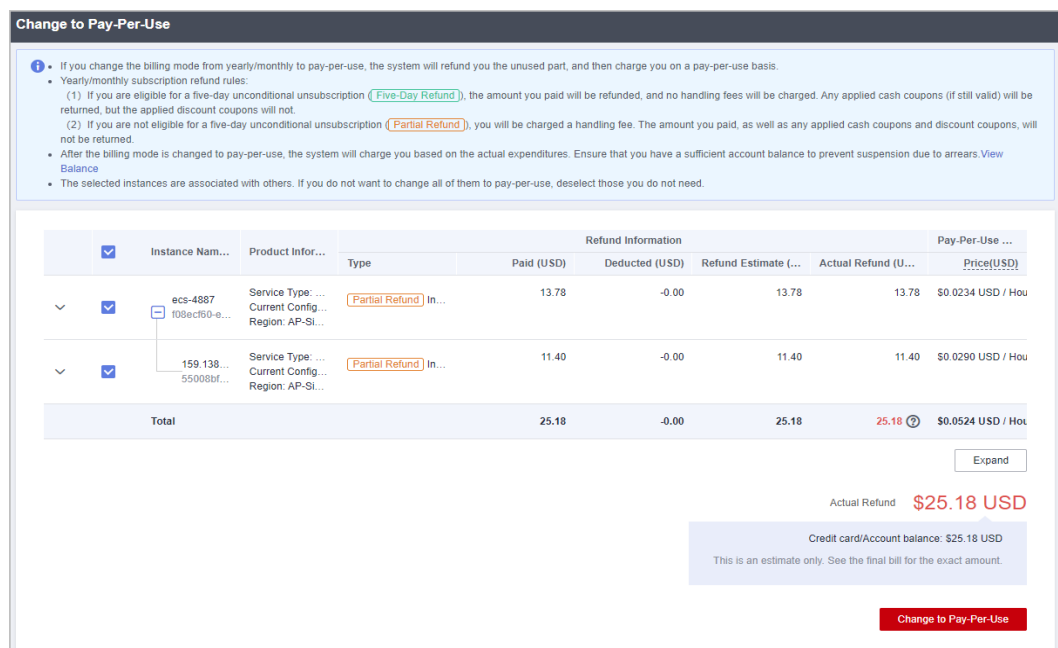
Step 8 After the order is complete, the change takes effect.

----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.

- **Disk capacity expansion**: You expand the disk capacity and then pay for it.

☐ 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. When you initiate a specification upgrade or capacity expansion, the Billing Center will generate an order for you. The fees on the order will not be changed, regardless of whether 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 original specification x Remaining duration) x Discount

     ▪ Upgrade fee **(with a fixed price)** = (Price of the new specification x Remaining duration – Price of the original configuration x Remaining duration) x (Fixed price in the commerce for the new specifications/ List price for the new specifications of 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 **Discounts** 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 currently valid order and the order about to take effect. The calculation works as follows:

   1. 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.

   2. The remaining duration of the unexpired order is rounded up to the nearest integer.

   3. 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 specification**: It is calculated based on the purchased subscription term.

- **Remaining duration:**

   - Remaining duration = Remaining days in the calendar month/Total days in the calendar month (The day on which the specification change is operated is exclusive.)

      For example, you purchased a monthly ECS on August 15, 2023 for one month, and the resource would expire on September 15, 2023. On August 24, 2023, you changed the ECS specifications. Remaining duration = Remaining days in August/Total days in August + Remaining days in September/Total days in September = 7/31 + 15/30 = 0.72 months

   - Remaining days of a yearly subscription = Remaining days/365 (The remaining days do not include February 29 in the leap year or the day when the specification change is operated.)

      For example, you purchased a monthly ECS on November 1, 2023 for one year, and the resource would expire on November 1, 2024. On December 1, 2023, you changed the ECS specifications. Remaining duration = Remaining duration in 2023 + Remaining duration in 2024 = 30/365 + 305/365 = 0.92 years

2. Examples:

       📖 **NOTE**

   The following prices are for reference only. For the actual prices, see **Product Pricing Details**.

   – **Example 1 Specification upgrade without any discount**

   On November 1, 2023, you purchased a monthly ECS of specification A for one month. The resource would expire on December 1, 2023. The price of specification A was $120 USD/month, the amount due was $120.00 USD, and the actual payment was $120.00 USD.

On November 5, 2023, you upgraded the ECS specifications from A to B. The price of specification B was $150 USD/month. Remaining duration (the day on which the change is operated is exclusive) = Remaining days in November/Total days in November + Remaining days in December/ Total days in December=25/30 + 1/31 ≈ 0.86 months

Upgrade fee = Price of specification B x Remaining duration - Price of specification A x Remaining duration = 150 x 0.86 - 120 x 0.86 ≈ $25.96 USD

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

On November 1, 2023, you purchased a monthly ECS of specification A for one month. The resource would expire 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.

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 (the day on which the change is operated is exclusive) = Remaining days in November/Total days in November + Remaining days in December/Total days in December=25/30 + 1/31 ≈ 0.86 months

Upgrade fee = (Price of specification B x Remaining duration - Price of specification A x Remaining duration) x Commercial discount = (150 x 0.86 - 120 x 0.86) x 90% ≈ $23.37 USD

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

On November 1, 2023, you purchased a monthly ECS of specification A for one month. The resource would expire on December 1, 2023. The price of specification A was $120 USD/month, the amount due was $120.00 USD, and the actual payment was $120.00 USD.

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 (the day on which the change is operated is exclusive) = Remaining days in November/Total days in November + Remaining days in December/Total days in December=25/30 + 1/31 ≈ 0.86 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 x 0.86 - 120 x 0.86) x (100/150) ≈ $17.31 USD

◻ NOTE

When resource specifications change, the amount due depends on the actual price and any applicable discounts at the moment you make the purchase. In some cases, you may neither need to make a payment nor be owed a refund, as illustrated in example 2.

Specification Downgrades

> **NOTICE**
>
> In specification downgrades, the refunds are calculated based on the actual payment. If you used cash coupons, discount coupons, or promotional price to purchase the resources, the refunds may be 0.

1. Rules:

   Downgrade fee = Price of the remaining duration – Price of the new specifications x Remaining duration x Discount (Cash coupons are exclusive, and the refund will not be returned if the result is less than or equal to 0)

   📖 **NOTE**

   - **Price of the remaining duration = Actual payment/Total days in the subscription term x Remaining days**

     For example, you purchased a monthly ECS for one month (30 days) and the actual payment was $100.00 USD. You downgraded the specifications after using the ECS for 10 days. Price of the remaining duration = 100/30 x 20 = $66.67 USD

   - **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**: It is calculated in the same way as that in the specification upgrades.
     - Remaining duration = Remaining days in the calendar month/Total days in the calendar month (The day on which the specification change is operated is exclusive.)
     - Remaining days of a yearly subscription = Remaining days/365. (The remaining days do not include February 29 in the leap year or the day when the specification change is operated.)

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 rules for using discounts in specification downgrades of yearly/monthly subscriptions are as follows:

1. The system selects the best discount from the applicable commercial discount, partner authorized discount, and promotional discount. A promotional discount is taken into account only when it was used in a historical order and is still valid.

2. If multiple promotional discounts were used in historical orders and are still valid, the one that took effect most recently is taken into account.

3. If multiple promotional discounts that took effect at the same time were used in historical orders and they all are still valid, the one that was used for the most recent order is taken into account.

4. If there is no difference to use the commercial discount, partner authorized discount, or promotional discount (used in a historical order and still valid), the commercial discount is used first, then the partner authorized discount, and finally the promotional discount.

4. Examples:

📖 **NOTE**

The following prices are for reference only. For the actual prices, see **Product Pricing Details**.

– **Example 1: Specification downgrade without any discount**

On November 1, 2023, you purchased a monthly ECS of specification A for one month. The resource would expire on December 1, 2023. The price of specification A was $120 USD/month, the amount due was $120.00 USD, and the actual payment was $120.00 USD.

On November 5, 2023, you downgraded the ECS specifications from A to B. The price of specification B was $90 USD/month. The remaining days are 27 days (including the day when the specification downgrade is performed). Remaining duration (the day on which the change is operated is exclusive) = Remaining days in November/Total days in November + Remaining days in December/Total days in December=25/30 + 1/31 ≈ 0.86 months

Price of the remaining duration= Actual payment/Days of the subscription term x Remaining duration = 120/30 x 27 = $108.00 USD

Refund = Price of the remaining duration - Price of specification B x Remaining duration = 108 - 90 x 0.86 ≈ $30.09 USD

– **Example 2: Specification downgrade with cash coupons used**

On November 1, 2023, you purchased a monthly ECS of specification A for one month. The resource would expire on December 1, 2023. The price of specification A was $120 USD/month, and you used a cash coupon ($60.00 USD) and actually paid $60.00 USD.

On November 5, 2023, you downgraded the ECS specifications from A to B. The price of specification B was $90 USD/month. The remaining days are 27 days (including the day when the specification downgrade is performed). Remaining duration (the day on which the change is operated is exclusive) = Remaining days in November/Total days in November + Remaining days in December/Total days in December=25/30 + 1/31 ≈ 0.86 months

Price of the remaining duration= Actual payment/Days of the subscription term x Remaining duration = 60/30 x 27 = $54.00 USD (The used cash coupons were not refunded.)

Refund = Price of the remaining duration - Price of specification B x Remaining duration = 54 - 90 x 0.86 < 0

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

– **Example 3: Specification downgrade with a discount**

On November 1, 2023, you purchased a monthly ECS of specification A for one month. The resource would expire 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.

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 days are 27 days (including the day when the specification downgrade is performed). Remaining duration (the day on which the change is operated is exclusive) = Remaining days in November/Total days in November + Remaining days in December/Total days in December=25/30 + 1/31 ≈ 0.86 months

Price of the remaining duration= Actual payment/Days of the subscription term x Remaining duration = 108/30 x 27 = $97.20 USD

Refund = Price of the remaining duration - Price for specification B x Remaining duration x discount = 97.20 - 90 x 0.86 x 90% = $27.08 USD

EVS Disk Capacity Expansion

> **NOTICE**
>
> The rules of calculating the specification upgrade fees do not apply to the EVS capacity expansion fees.
>
> The disk capacity can only be expanded, not reduced.

1. Rules:

   Capacity expansion fee = Expanded capacity x Remaining duration x Unit price of the capacity

📖 **NOTE**

- **Expanded capacity** = New capacity - Original capacity

  For example, if you purchased a 10-GB EVS and expanded it to 50 GB, the expanded capacity was 40 GB.

- **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:** It is calculated in the same way as that in the specification upgrades.

  - Remaining duration = Remaining days in the calendar month/Total days in the calendar month (The day on which the specification change is operated is exclusive.)

  - Remaining days of a yearly subscription = Remaining days/365 (The remaining days do not include February 29 in the leap year or the day when the specification change is operated.)

2. The following prices are for reference only. For the actual prices, see **Product Pricing Details**.

   On November 1, 2023, you purchased a monthly 10-GB EVS for one month. The resource would expire on December 1, 2023. The unit price of the EVS was $0.35/GB/month, the amount due was $3.50 USD, and the actual payment was $3.50 USD.

   On November 5, 2023, you expanded the EVS capacity to 60 GB. Remaining duration (excluding the day on which the capacity is expanded) = Remaining days in November/Total days in November + Remaining days in December/Total days in December= 25/30 + 1/31 ≈ 0.86 months

   Capacity expansion fee= Expanded capacity x Remaining duration x Unit price of the capacity = 50 x 0.86 x 0.35 ≈ $15.14 USD

2.2.8 Releasing Resources

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

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.

Important Notes

- The number of resource releases is not restricted.

- You can release resources by yourself and do not need to contact customer service.

- 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:

Suppose that you purchased a yearly/monthly ECS with the flavor s6.small.1 and with a VPC network configured, and a 40 GB general-purpose SSD was attached as the system disk. When you release the ECS, the 40 GB general-purpose SSD attached will also be released, but the VPC network can still be used.

Procedure

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

Step 2 Set the search criteria.

📖 **NOTE**

- If you select **Expired** or **Frozen**, you can search for the instances to be released.
- You can search for instances by instance name, ID, or order number, or filter instances by product type, region, or enterprise project.
- Only when the enterprise project management function is enabled, you can filter instances by enterprise project.

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.

Instances in the orders being processed cannot be released.

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

Instance Name/ID	Service Type	Current Configuration	Region	Status	Enabled	Validity Period
hws.resource.type.volumename 230918_a72882bd3e72443aa1a292...	Elastic Volume...	General Purpose SSD|100GB	Global	⚠ Frozen	Sep 18, 2023 16:00:5...	12 days until deletion

Release
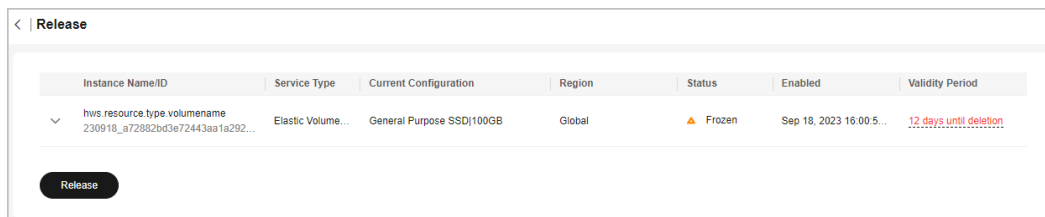
Step 5 Click **OK**.

----End

2.2.9 Exporting the Renewal List

2.2.9.1 Exporting Pending Renewals

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

Procedure

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

Step 2 Set the search criteria.

☐ **NOTE**

- You can use the **Expires** field to quickly filter instances and view the instance quantity.
- You can search for instances by instance name, ID, or order number, or filter instances by product type, region, or enterprise project.
- Only when the enterprise project management function is enabled, you can filter instances by enterprise project.
- 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.

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

📖 **NOTE**

- Resources no longer available cannot be exported in batches.
- The bills for at most 200 renewed resources can be exported at a time.

Step 4 On the displayed page, select the renewal duration, and click **Export**.

Step 5 Click **Download** in the **Operation** column to download the file on the **Export History** page.

----End

2.2.9.2 Exporting Renewal Prices

You can export the price list for all resources that are to be renewed. 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**.
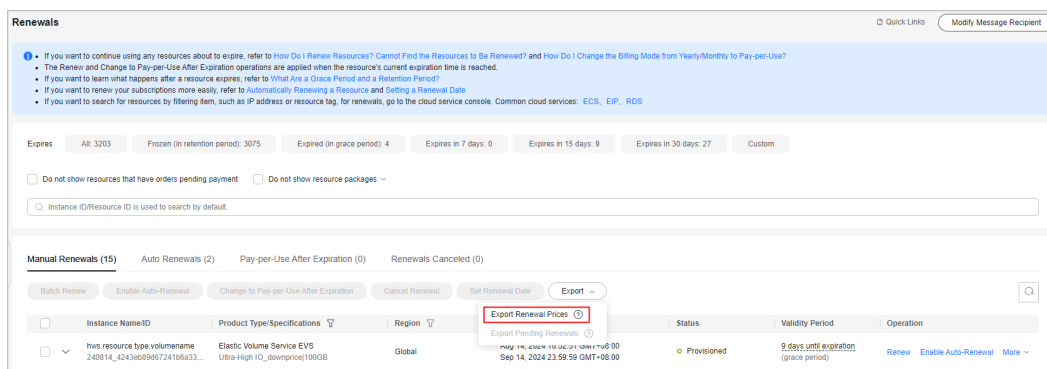
Step 3   Click **Download** in the **Operation** column to download the file on the **Export History** page.

📖 **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

2.2.10 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.
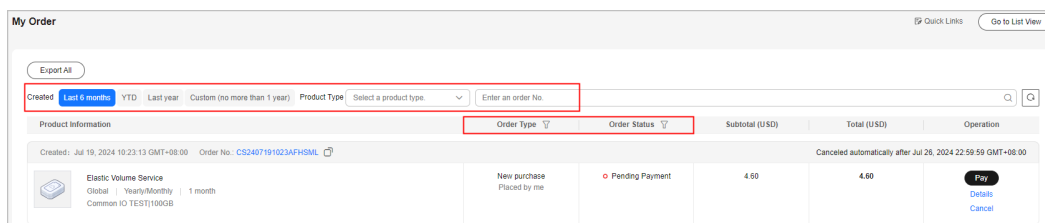
Step 3 Click **Pay** for the target order.
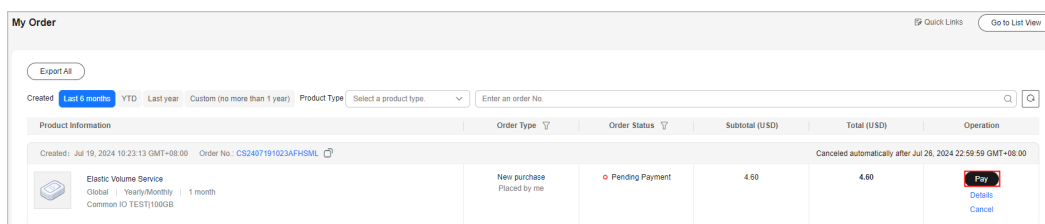
Step 4 Select discounts and a payment method, and click **Pay**.

> 📖 **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 2-2 Automatic payments

Scenario	Order Status	Action Required
Automatic payments disabled	Pending payment	Make a manual payment.

Scenario	Order Status	Action Required
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 (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 Usage**

   The system selects the highest discount from the applicable discounts (commercial discounts, partner authorized discounts, and promotional discounts). A promotional discount is taken into account only when it was used in a historical order and is still valid.

   📖 NOTE

   - A historical order is created when a subscription is renewed, changed, or placed again.

     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 and is still valid, 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, 2020. 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, 2020. On December 20, 2020, 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, 2020. On December 20, 2020, 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.
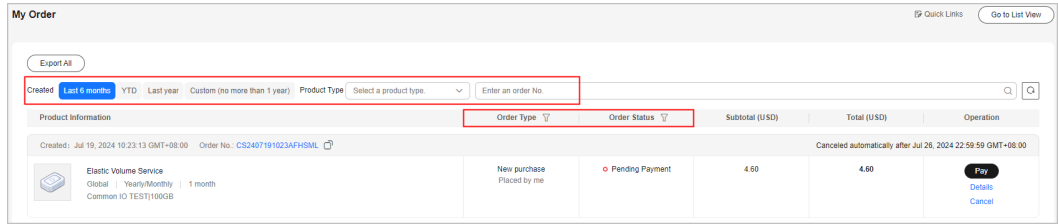
Step 3 Click **Cancel** for the target order.
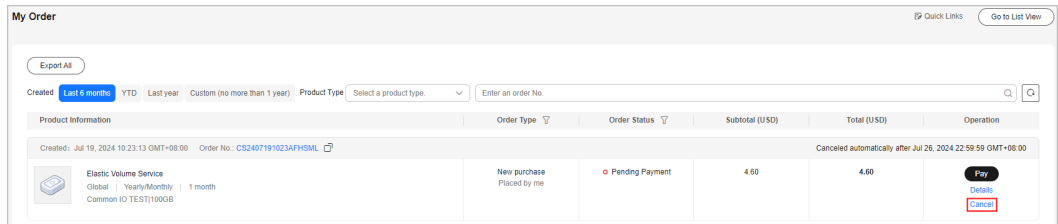
📖 **NOTE**

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

Step 4 In the displayed dialog box, click **Yes**.

📖 **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.
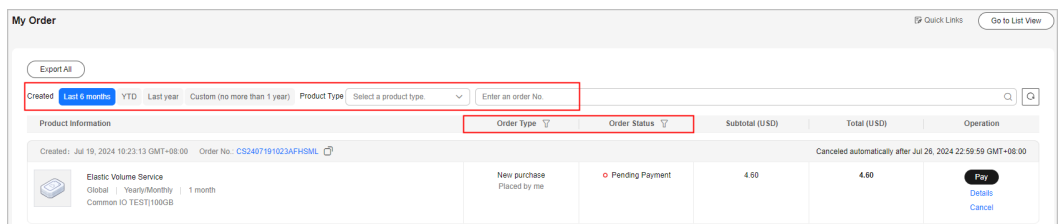
Step 3 Click **Details** for the target order.
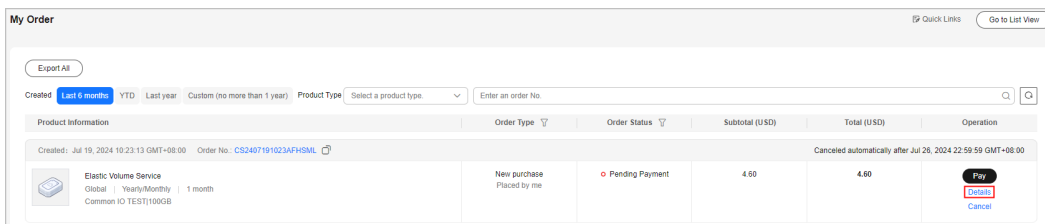
NOTE

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.

- The time it takes to process an order varies according to the specific cloud service product. Generally, it is within 10 minutes.

- 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 information on the order details page.

- If an order is **Pending payment**, you can pay for or cancel the order on the order details page.
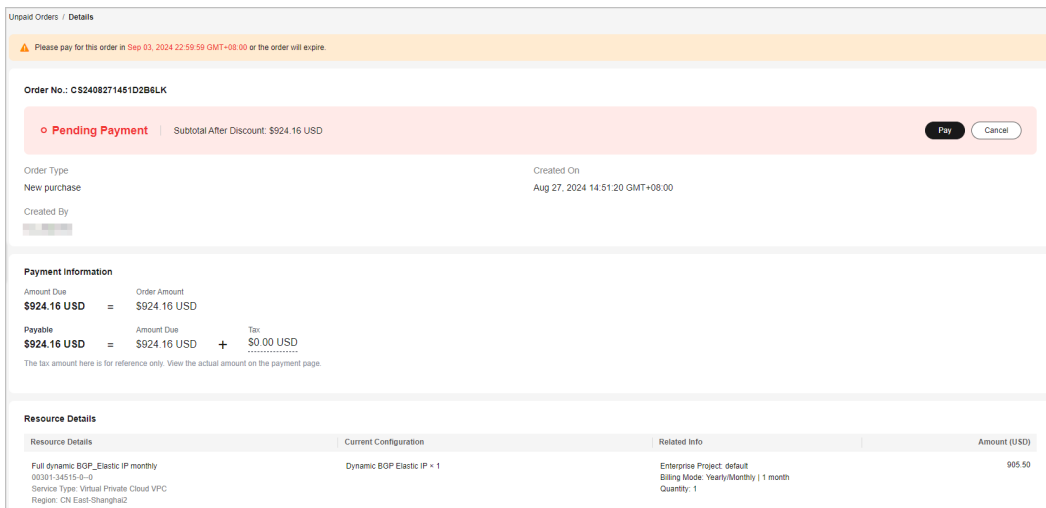
- If an order is **Completed**, you can view the resources on the order details page. If a resource is renewed, changed, or unsubscribed from, you can view the transaction details.
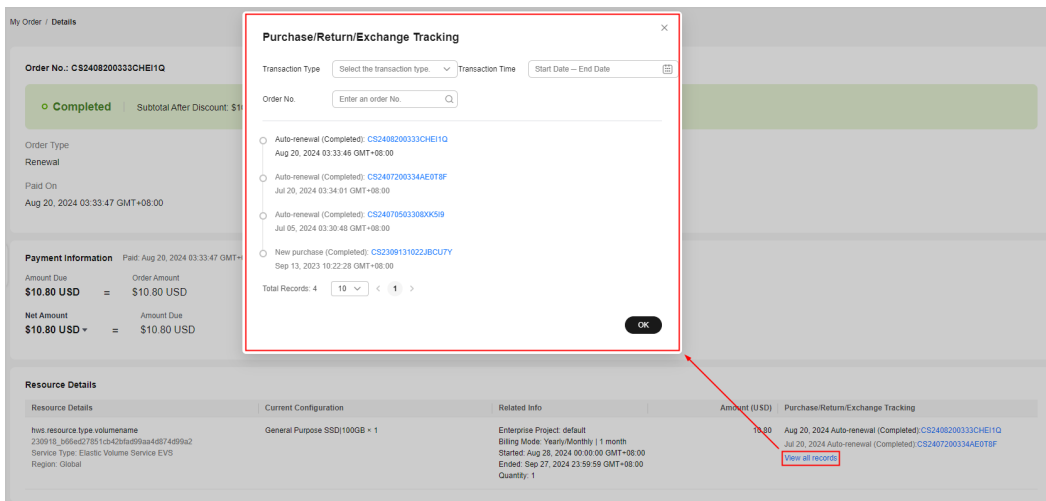
📖 **NOTE**

Three transaction records are displayed by default on the transaction details page. When there are more than three transaction records, **View all records** is displayed. You can click **View all records**. You can filter transaction records by transaction type, time, or order No.

----End

2.3.5 Exporting Orders

You can export all orders and download the order list.

Procedure

Step 1 Go to the **My Orders** page.

Step 2 Set search criteria and click **Export All** in the upper left corner of the order list.
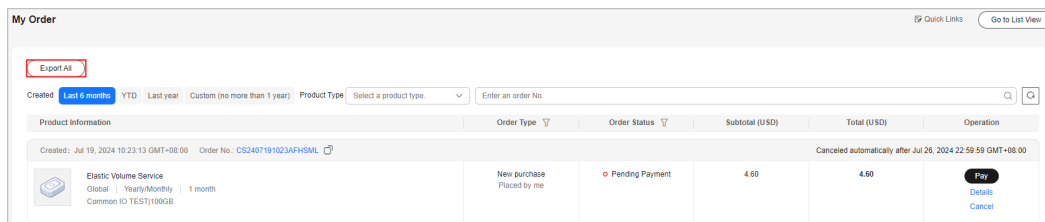
Step 3 After the export is complete, the **Export History** page is automatically displayed. After the file to be exported is ready, click **Download** in the **Operation** column to download the file.
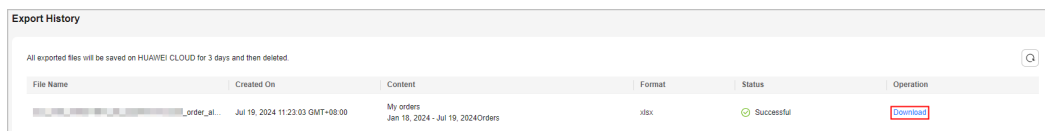
📖 **NOTE**

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 2-3 Order statuses

Order Status	Description
Pending payment	The order has been submitted and is pending payment.
Pending approval	• The purchase order has been submitted and is pending approval. • The unsubscription request has been submitted and is pending approval.

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

2.4 Unsubscriptions

2.4.1 Overview

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 large-amount unsubscriptions (over $1000 USD). For details, see **Precautions When You Unsubscribe from Resources Over $1000 USD**.

Table 2-4 Unsubscription rules

Scenario	Expenditure Involved	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 unsubscription 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 unsubscription scenarios for detailed rules and operations.
- After the unsubscription is successful, the refund will be returned to your Huawei Cloud account or 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: A customer has purchased a yearly/monthly ECS with a 40 GB general-purpose SSD bound as the system disk and with a VPC network configured. When unsubscribing from the ECS, the customer needs to unsubscribe from it together with the 40 GB general-purpose SSD, but the VPC network can be unsubscribed 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 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.
>
> 2. Your request for unsubscribing from an order of more than $1000 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. By default, the unsubscribed amount is included in the month when the order is successfully unsubscribed from. If your request is approved in the next month and the unsubscription is also completed in the next month, the unsubscribed amount will be counted into the next month. You can choose **Bills** > **Bill Details** to query the transactions. For details, see **Viewing Bill Details**.
>
>   Example:
>
>   You paid $2000 USD for ECSs on August 20, 2021, and requested to unsubscribe from them on September 30, 2021. Your account manager would review your request because its amount exceeded $1,000 USD.
>
>   - If the account manager approved the unsubscription request on September 30, 2021, the refunded amount was included in the bill for September and the transactions are included in billing cycle 2021/09.
>
>   - If the account manager approved the unsubscription request on October 01, 2021, the refunded amount was included in the bill for October and the transactions are included in billing cycle 2021/10.

2.4.2.2 Unsubscription Rules

Unsubscription Rules for Yearly/Monthly Subscriptions

1. When unsubscribing from resource instances, you will be billed handling fees. If the instances are in use, the consumption amount will also be billed. The used coupons will not be returned.

   - The consumption amount and unsubscription handling fee refer to the cash used.

2. The formula for calculating the unsubscription fee is for reference only. The actual amount depends on the bill and expenditure details.

   - **Actual refund amount = Actual payment – Consumption amount – Unsubscription handling fee** (If the calculated refund amount is less than 0, there will be no refund.)

   - **Actual payment**

     This is the actually paid amount excluding the applicable coupons.

   - **Consumption amount = Actual payment x (Actual usage duration/ Subscribed period)** (The actual usage duration is measured in days, and the unsubscription day is exclusive.)

     On June 14, 2024, you purchased a monthly EVS disk with the 31-day total duration (including the day you purchased it). The resource would expire on July 14, 2024. You unsubscribed from the disk on June 21, 2024, and the actual usage duration was 7 days (from June 14, 2024 to June 20, 2024, excluding the unsubscription day).

– **Handling fee**: There is a handling fee for unsubscription, unless the free handling fee is specified in the effective framework contract for the customer.

The handling fee depends on the actual usage duration and subscription term, as shown in **Table 1**.

Table 2-5 Unsubscription handling fee

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 actual payment	Handling fee = 10% of your actual payment	Handling fee = 5% of your actual payment
2-year subscription	Handling fee = 15% of your actual payment	Handling fee = 10% of your actual payment	-
1-year subscription	Handling fee = 10% of your actual payment	-	-
Monthly subscription	Handling fee = 10% of your actual payment	-	-

Example 1: Unsubscribing from a resource which is not renewed

You spent $90.00 USD on June 14, 2024 in purchasing a monthly EVS disk with the 31-day total duration (including the day you purchased it). The resource would expire on July 14, 2024. You used 10-USD cash coupons and actually paid $80.00 USD.

On June 21, 2024, you unsubscribed from the EVS disk after using it for 7 days. The refund is as follows:

Refund amount = Actual payment ($80.00 USD) – Amount due ($18.07 USD) – Handling fee ($8.00 USD) = $53.93 USD

In which:

■ Consumption amount = Actual payment x (Actual usage duration/ Subscribed period) = 80.00 x (7/31) = $18.07 USD

■ Handling fee = Actual payment x Ratio = 80.00 x 10% = $8.00 USD

■ The used cash coupons is not returned.

Example 2: Unsubscribing from a resource which has been renewed

You spent $300.00 USD on March 1, 2024 in purchasing a monthly ECS for three months. The total duration is 93 days (including the day you purchased it). The resource would expire on June 1, 2024. You actually paid $300.00 USD.

On March 21, 2024, you spent $100.00 USD in renewing the resource for one month, and the resource would expire on July 1, 2024. You actually paid $100.00 USD.

On April 1, 2024, you unsubscribed from the ECS. You had used it for 31 days. The refund is as follows:

Refund amount = Actual payment for the purchase ($300.00 USD) – Consumption amount ($100.00 USD) – Handling fee ($30.00 USD) + Actual payment for the renewal ($100.00 USD) = $270.00 USD

In which:

- Consumption amount = Actual payment x (Actual usage duration/ Subscribed period) = 300.00 x (31/93) = $100.00 USD

- Handling fee = Actual payment x Ratio = 300.00 x 10% = $30.00 USD

Procedure

Step 1 Go to the **Unsubscriptions** page in the Billing Center.

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**

1. You can search for instances by instance name, order number, or ID, or filter instances by product type, region, or enterprise project. Only when the enterprise project management function is enabled, you can filter instances by enterprise project.

2. If you unsubscribe from instances in a batch, a combined transaction order is generated. On the combined order details page, click the order number of an instance to view the detailed unsubscription and refund of the instance.

- **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 from the list 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**.

----**End**

2.4.2.3 Unsubscription Not Allowed

Any unsubscriptions from resources are not allowed in any of the following scenarios. 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 in use cannot be unsubscribed from.

1. **Common unsubscriptions not allowed**
   – Free cloud services
   – Trial cloud services
   – One-off billed cloud services
   – Resource package products (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 due to violation, all your resources cannot be unsubscribed from. If one of your resources is frozen due to violation, 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 KooGallery products.

3. **Other unsubscriptions not allowed**

   –   Resources are unavailable.

   –   You have purchased a portfolio subscription.

   –   The subscription relationship records have been dumped.

   –   You have subscribed to a support plan and have already used some of the benefits it provides.

   –   A senior benefit has been used for trial.

4. Cloud services that you cannot unsubscribe from:

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 (loTDA)
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 in the Billing Center, 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.
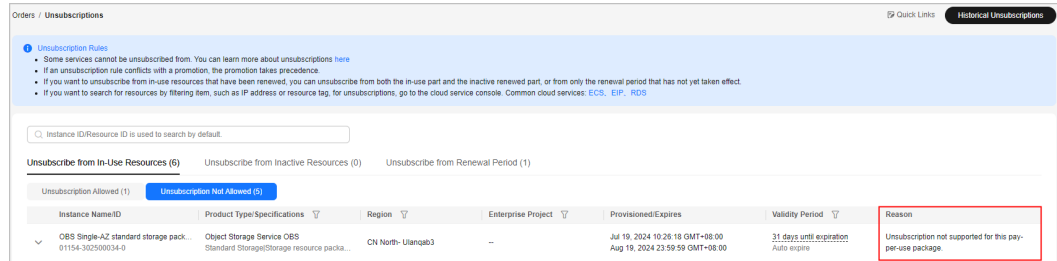
----End

2.4.3 Unsubscribing from Inactive Resources

Inactive resources are those in a resource package or add-on package you have purchased again, for which you have specified an effective time. In an unsubscription from an inactive resource, no handling fees are charged and the used cash coupons are returned.

📖 **NOTE**

Your request for unsubscribing from an order of more than $1000 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. By default, the unsubscribed amount is included in the month when the order is successfully unsubscribed from. If your request is approved in the next month and the unsubscription is also completed in the next month, the unsubscribed amount will be counted into the next month. You can choose **Bills** > **Bill Details** to query the transactions. For details, see **Viewing Bill Details**.

Example:

You paid $2000 USD for ECSs on August 20, 2021, and requested to unsubscribe from them on September 30, 2021. Your account manager would review your request because its amount exceeded $1,000 USD.

● If the account manager approved the unsubscription request on September 30, 2021, the refunded amount was included in the bill for September and the transactions are included in billing cycle 2021/9.

● If the account manager approved the unsubscription request on October 01, 2021, the refunded amount was included in the bill for October and the transactions are included in billing cycle 2021/10.

Scenarios When These Resources Cannot Be Unsubscribed From

You cannot unsubscribe from inactive resources when any of the following conditions exists.

● Other transactions for the resource are in progress.

● Special unsubscriptions from the resource are being requested.

● 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.

Procedure

Step 1 Go to the **Unsubscriptions** page in the Billing Center.

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

1. You can search for instances by instance name, order number, or ID, or filter instances by product type, region, or enterprise project. Only when the enterprise project management function is enabled, you can filter instances by enterprise project.

2. If you unsubscribe from inactive instances in a batch, a combined transaction order is generated. On the combined order details page, click the order number of an instance to view the detailed unsubscription and refund of the instance.

● **Single unsubscription**: Click **Unsubscribe from Resource** in the **Operation** column for the instance which you want to unsubscribe from.
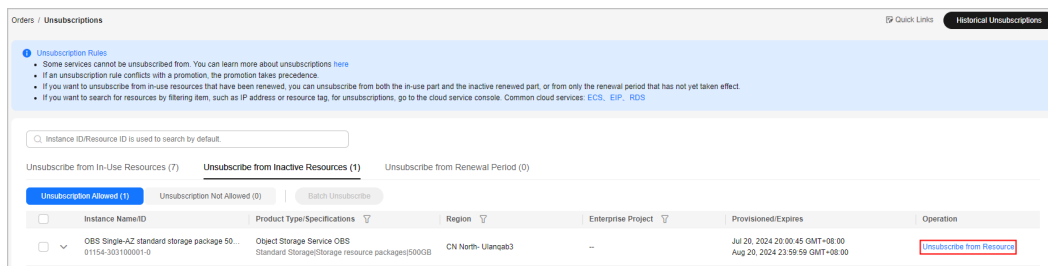
● **Batch unsubscription**: Select the target instances from the list and click **Batch Unsubscribe** on top of the list.

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

----End

2.4.4 Unsubscribing from a Renewal Period

If a resource is renewed, you can choose to unsubscribe from the renewal period. When you unsubscribe from a renewal period, you unsubscribe from only the renewal period that has not yet taken effect. You can continue to use the resource until it has expired.

In an unsubscription from a renewal period that has not yet taken effect, no handling fees are charged and the used cash coupons are returned. Unsubscribing from a renewal period that has already taken effect is equivalent to unsubscribing from a resource. For details, see **the rules of unsubscribing from in-use resources**.

When there is more than one renewal period that has not taken effect, you can choose the resource's expiration time to unsubscribe from multiple renewal periods.

📖 **NOTE**

> Your request for unsubscribing from an order of more than $1000 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. By default, the unsubscribed amount is included in the month when the order is successfully unsubscribed from. If your request is approved in the next month and the unsubscription is also completed in the next month, the unsubscribed amount will be counted into the next month. You can choose **Bills** > **Bill Details** to query the transactions. For details, see **Viewing Bill Details**.
>
> Example:
>
> You paid $2000 USD for ECSs on August 20, 2021, and requested to unsubscribe from them on September 30, 2021. Your account manager would review your request because its amount exceeded $1,000 USD.
>
> - If the account manager approved the unsubscription request on September 30, 2021, the refunded amount was included in the bill for September and the transactions are included in billing cycle 2021/9.
>
> - If the account manager approved the unsubscription request on October 01, 2021, the refunded amount was included in the bill for October and the transactions are included in billing cycle 2021/10.

Scenarios When a Renewal Period Cannot Be Unsubscribed From

You cannot unsubscribe from a renewal period in the following situations:

- 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.

Procedure

Step 1 Go to the **Unsubscriptions** page in the Billing Center.

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.

1. You can search for instances by instance name, order number, or ID, or filter instances by product type, region, or enterprise project. Only when the enterprise project management function is enabled, you can filter instances by enterprise project.

2. If you unsubscribe from the renewal periods in a batch, a combined transaction order is generated. On the combined order details page, click an order number to view the detailed unsubscription and refund.

- **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.
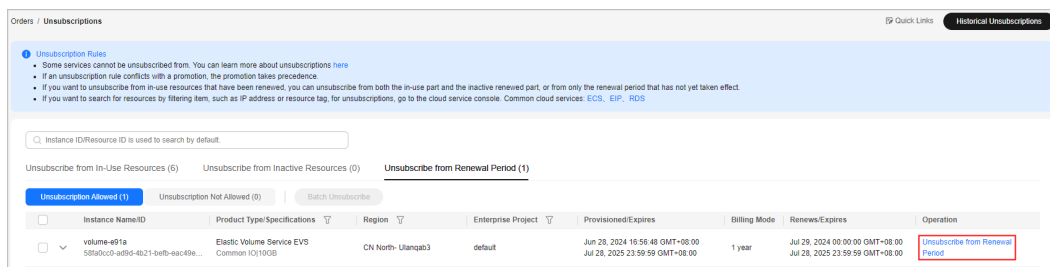
- **Batch unsubscription from renewal periods**: Select the target instances whose renewal periods you want to unsubscribe from and click **Batch Unsubscribe** on top of the list.
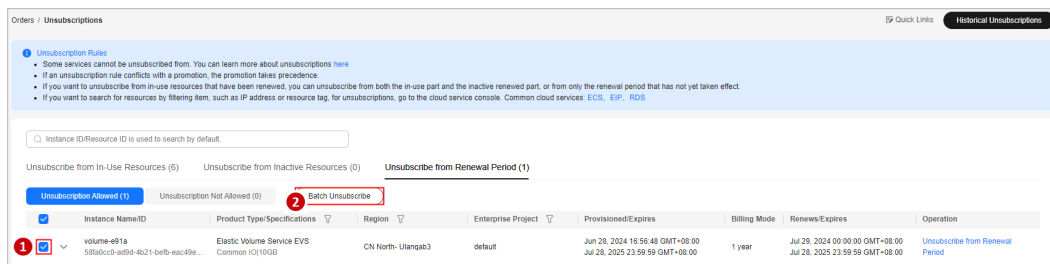
Step 4 Click **Expand** to view the unsubscription details. Select the new expiration time, view the refund details, and confirm the renewal period to be unsubscribed from. Then, click **Confirm**.
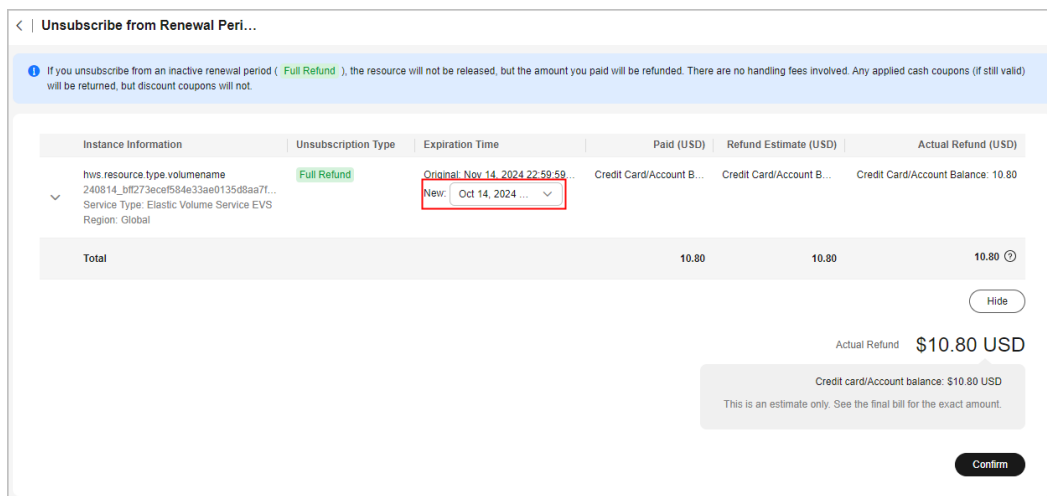
Step 5 Confirm the message displayed in the dialog box and click **Yes**.
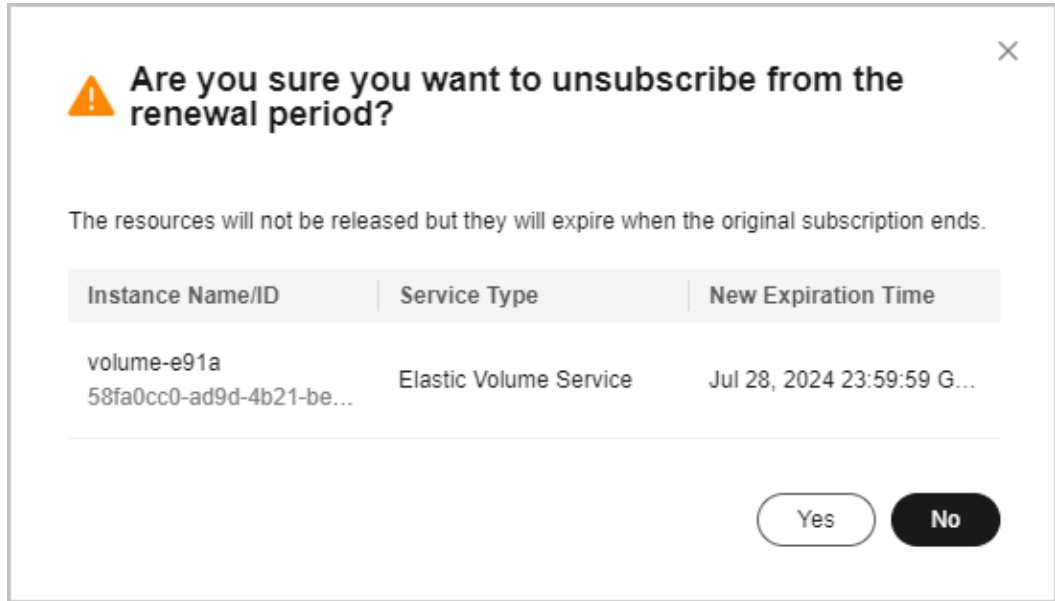
Step 6 After the unsubscription request is submitted, you can view the unsubscription progress on the order details page.
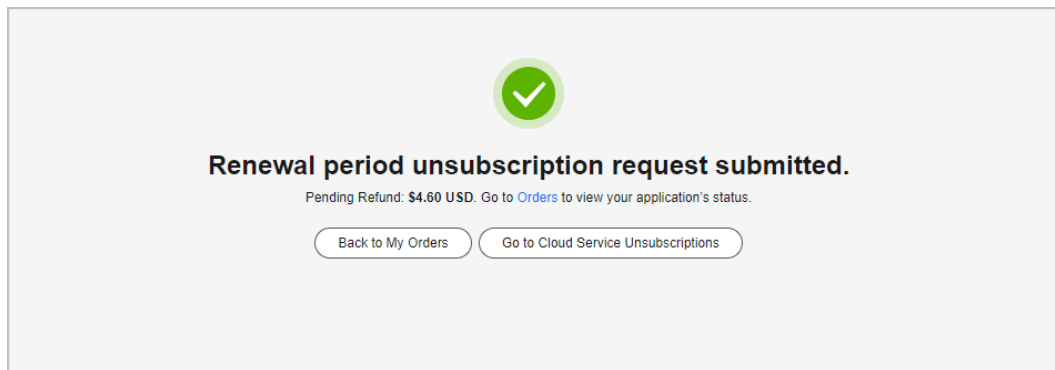
----End

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.

Important Notes

- When you unsubscribe from a resource that fails to be created or changed, no handling fees will be charged, the amount due will not be charged, and cash coupons will be returned.

- For details about the provisioning status of a resource in an order, 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.

- If the billing mode fails to be changed from pay-per-use to yearly/monthly, automatic unsubscription is allowed.

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.

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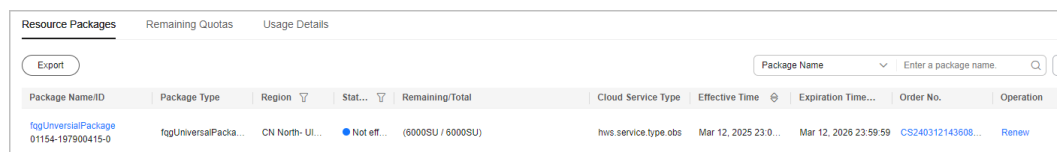
If the resource package is used up or expires, Huawei Cloud charges the resource based on its pay-per-use price. Click **Here** to view the price details.

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.

- 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.

Table 3-1 Usage Alert fields

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

Threshold Type	Description	Setting
Absolute value	Absolute amount of a resource package remaining	- Separated settings Select one or more resource packages from the list, and set their thresholds one by one. - Batch settings Click **Batch Alerting**, and set one absolute-value threshold for all resource packages.
Custom	Combination of percentage or absolute value thresholds.	- Select one or more resource packages from the list, and set their thresholds one by one. **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
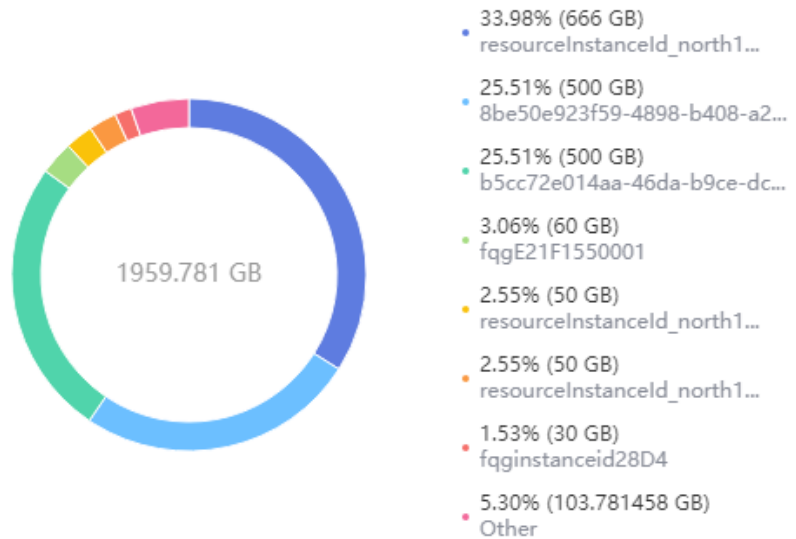
NOTE

- 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

4.1.1 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 site, click **Associate now** in the prompt message to complete your account information.

Step 2 Click **Add Card**.
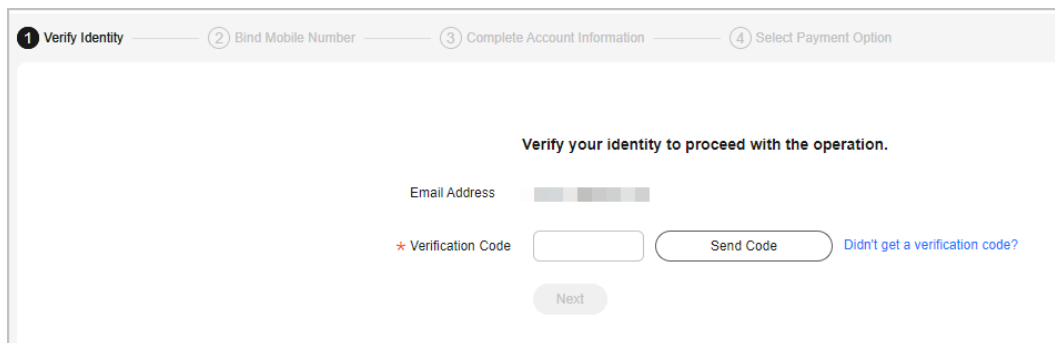
The **Complete Information** page is displayed.

📖 **NOTE**

> If you have registered within the last 10 minutes, go to **Step 5**.
>
> If you have added your mobile number, go to **Step 7**.
>
> If you have completed your account information, go to **Step 9**.
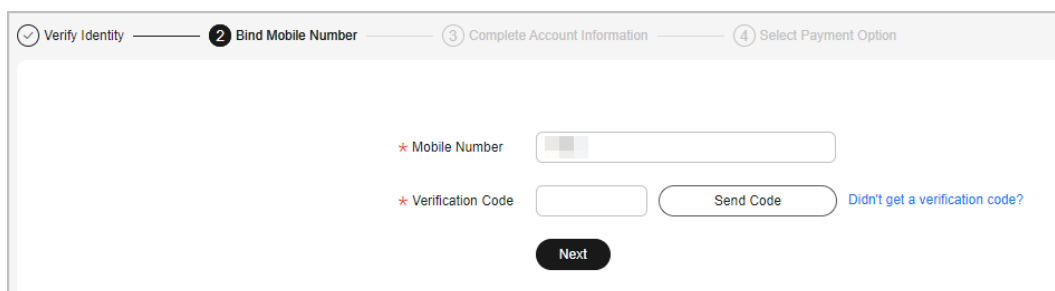
Step 3 Click **Send Code**, and enter the verification code received by your email.

Step 4 Click **Next**.

Step 5 Enter a mobile number allocated in the region where your account is registered, click **Send Code**, and enter the SMS verification code in the text box.

Step 6 Click **Next**.

Step 7 Select an account type (**Individual** or **Enterprise**), and enter the required information.

- For an individual, select **Individual**, enter your name and address, and select an industry.

- For an enterprise, select **Enterprise**, enter the enterprise's name and address as well as the contact's name and position, and select an industry and the currency.

Step 8 Click **Next**.

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

☐ 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 Repayment

4.2.1 Making Repayments (Partners' Customers)

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

- Online top-up is not supported. Instead, you need to contact the partner to set a monthly budget for you.

- Online repayment is not supported. Instead, you need to contact the partner to make settlement.

- You can repay the arrears incurred before the association by yourself. For details, see **4.2.2 Making Repayments (Postpaid Direct Customers)**.

4.2.2 Making Repayments (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. 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 ⌄ < **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.

- Bank Transfer (to a general account)

⌂ NOTE

- You can view the general account information on the invoices issued to you or on the **Billing Center**. The Billing Center displays only the most current account information. The accounts on the historical invoices may be different.

- To ensure timely and accurate payment confirmation, please make your payments based on the account and currency information on the invoice, and specify the invoice number.

- The money will be transferred to the general account in two or three days within the same country/region. Cross-country or cross-regions transfers take longer. Contact your bank to learn the details.

After you transfer the money to the general account, do as follows:

a. On the Bank Transfer page, click **Create Service Ticket**.

b. On the displayed page, enter the bank transfer information.

My Resource Information

★ Top-Up Time

Format: month/day/year

★ Topped-Up Amount

Format: $XX USD

★ Bank Account

Enter the bank account number used for top-up.

📖 **NOTE**

> The receipt will be recorded under the currently logged-in user by default. If there are any special circumstances, please specify them in **Problem Description**.

c. Upload the bank transfer certificate and submit the service ticket.

After the bank transfer is complete, Huawei Cloud will top up your account upon the request from the service ticket within three working days.

----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 off the bills 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. 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.
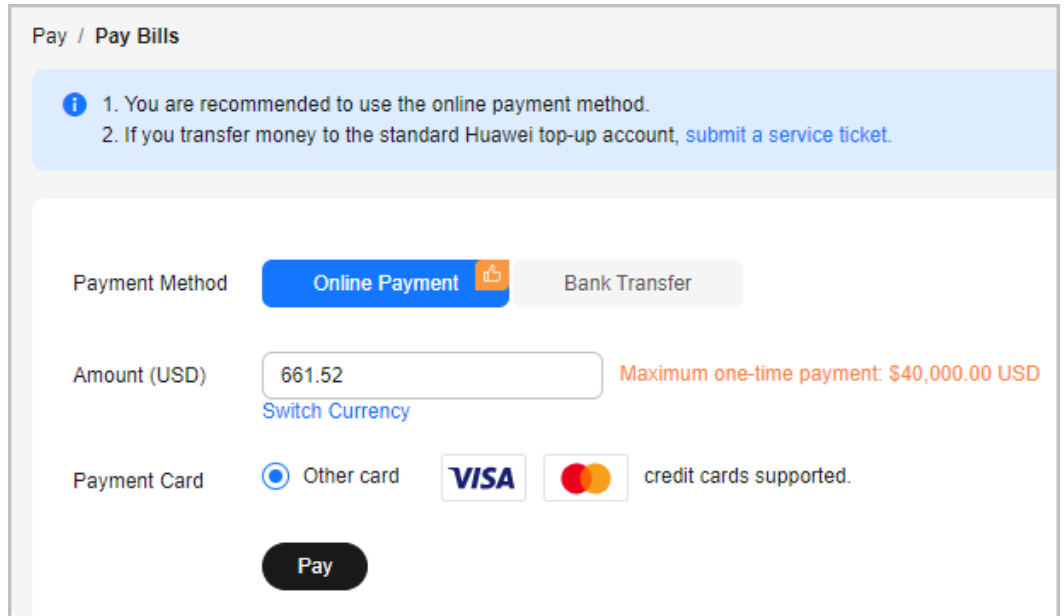
Step 4 Select a payment method.

● 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.

- Click **Switch Currency**. The **Preferences** page of My Account is displayed. Then, select the payment currency you want, and click **Save**.

Pay / Pay Bills

ℹ 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.
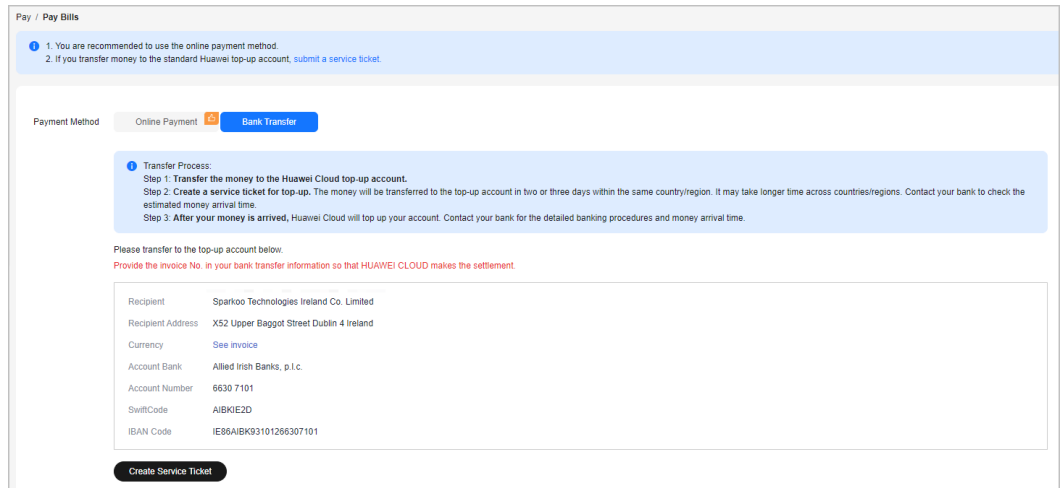
Payment Method	**Online Payment** 👍 Bank Transfer	
Amount (USD)	661.52	Maximum one-time payment: $40,000.00 USD
	Switch Currency	
Payment Card	⦿ Other card VISA 💳 credit cards supported.	
	Pay	

- Bank Transfer (to a general account)

Pay / Pay Bills

ℹ 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**

ℹ Transfer Process:
Step 1: **Transfer the money to the Huawei Cloud top-up account.**
Step 2: **Create a service ticket for top-up.** 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

Create Service Ticket

 NOTE

- You can view the general account information on the invoices issued to you or on the **Billing Center**. The Billing Center displays only the most current account information. The accounts on the historical invoices may be different.

- To ensure timely and accurate payment confirmation, please make your payments based on the account and currency information on the invoice, and specify the invoice number.

- The money will be transferred to the general account in two or three days within the same country/region. Cross-country or cross-regions transfers take longer. Contact your bank to learn the details.

After you transfer the money to the general account, do as follows:

a.   On the Bank Transfer page, click **Create Service Ticket**.

b.   On the displayed page, enter the bank transfer information.

My Resource Information

★ Top-Up Time	
	Format: month/day/year
★ Topped-Up Amount	
	Format: $XX USD
★ Bank Account	
	Enter the bank account number used for top-up.

📖 **NOTE**

The receipt will be recorded under the currently logged-in user by default. If there are any special circumstances, please specify them in **Problem Description**.

c.   Upload the bank transfer certificate and submit the service ticket.

After the bank transfer is complete, Huawei Cloud will top up your account upon the request from the service ticket within three working days.

----End

4.3 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 and repayment.

Expenditure quota is 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 reached or exceeded 100% and you did not make repayments in a timely manner, the grace period starts (15 days by default).

- During the period, your account is restricted, and new cloud services are blocked. Some cloud services that have been enabled cannot be used. If you do not make payments before the grace period ends, the retention period starts (15 days by default).

- During the retention period, your pay-per-use resources (including spot instances) will be frozen, and RIs paid with partial and no upfront will be unsubscribed from without handling fees. 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 exceeds 80%, you will receive SMS and email notifications.

- If your expenditure quota usage still exceeds 100% during the grace period, Huawei Cloud will send you SMS messages and emails 1, 3, 7, and 15 days prior to the start of the retention period.

- If your expenditure quota usage still exceeds 100% during the retention period, Huawei Cloud will send you SMS messages and emails 1, 3, 7, and 15 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:

- Make payments to Huawei in the sequence of the due date of the bills.

- If you cannot pay 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**: remaining expenditure quota available to a customer

- **Total Quota**: total expenditure quota that Huawei Cloud grants to a customer

- **Used Quota** = Cumulative billed amount + Estimated unbilled amount – Cash account balance – Cash coupon balance - Flexi-Purchase coupon balance.

  - **Cumulative Billed Amount**: total amount pending payment from all bills

  - **Estimated Unbilled Amount**: estimated unbilled amount pending payment, which will be the monthly settlement fee in the bill

□ NOTE

- When the ratio of the used quota is 0%, the remaining quota is equal to the total quota.
- When the ratio of the used quota is 80%, your expenditure quota is about to be used up. To prevent services from being affected, repay in a timely manner.
- When the ratio of the used quota is greater than or equal to 100%, the expenditure quota has been used up. Fees will be automatically deducted from your added credit card. After the payment is successful, your expenditure quota is restored.

----End

5 Bill Management (Old Version)

5.1 Bills for Customers Using Monthly Settlement

5.1.1 Bills

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

Important Notes

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

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

Viewing Summary Data

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

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

Step 2 Click the **Overview** tab.

Step 3 View information like the total amount, payment summary, and bill details.

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

① **Total** presents the amount you paid, excluding used cash coupons. Before your bill is generated, this field is displayed as **Estimated Total**. After the bill is generated, the billed amount is displayed, which is the sum of your Huawei Cloud charges and Huawei Cloud KooGallery charges.

- HUAWEI CLOUD charges: expenditures of Huawei Cloud services, including the real-time payments and monthly payments

    - Real-time payments: total amount you have paid to purchase Huawei Cloud products, including the payments for yearly/monthly subscriptions.

    - Monthly payments: Huawei Cloud expenditures settled monthly.

        - If the payment currency is not USD, the amounts are converted to USD based on the exchange rate. Before your bill is generated, the monthly-settlement amounts are also converted to USD based on the live exchange rate but they are for reference only. The amount is subject to the actual bill run.

        - You can click the invoice number to download your invoice.

- HUAWEI CLOUD KooGallery charges: expenditures of KooGallery products, including real-time payments and monthly payments.

    - Real-time payments: total amount you have paid to purchase KooGallery products, including the payments for yearly/monthly subscriptions.

    - Monthly payments: KooGallery expenditures settled monthly

        - If the payment currency is not USD, the amounts are converted to USD based on the exchange rate. Before your bill is generated, the monthly-settlement amounts are also converted to USD based on the live exchange rate but they are for reference only. The amount is subject to the actual bill run.

        - You can click the invoice number to download your invoice.

② **Payment Summary** displays the top-up amount and cash expenditures, excluding cash coupons. The total amount due is the sum of the remaining amount due and amount paid.

- **Remaining Amount Due** (displayed after the bill is generated): Amount to be paid for the current billing cycle. If the payment currency is not USD, the amounts are converted to USD based on the exchange rate.

- **Due Date** (displayed after the bill is generated): The final date before which you must pay off the bill.

- **Amount Paid**: cash expenditures Cash expenditures include those for yearly/ monthly subscriptions and monthly settlement, excluding cash coupons. The date displayed is when fees are deducted from your account.

- **Monthly settlement**: Cash used for payment in the monthly settlement.

- **Monthly settlement-Account credit for payment**: Account credit (negative amount) used for payment in the monthly settlement. If within a billing cycle, the credit refund is greater than the credit payment, a negative amount is generated. The negative amount is then used to offset your monthly settlement fees.

- Invoice: Commercial invoices are issued for the billing cycle. If you have chosen the monthly settlement option, your invoices are issued after fees are deducted from your account.

③ **Cash Coupon Used** (if any) represents the sum of the cash coupons used to pay for each type of cloud service.

④ **Refund** (if any) represents the refunds for unsubscriptions, specification downgrades, and amount adjustments. The refund for amount adjustments is intended only for orders that are not settled monthly. All refunds are in cash and cash coupons are not returned.

⑤ **Bill Details** displays your expenditures summarized by service type or region.

 NOTE

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

----End

Viewing Bill Details

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

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

Step 2 Click the **Bill Details** tab.

Step 3 Set the search criteria for dimensions and select a billing period.

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

📖 **NOTE**

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

  Example:

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

  Result:

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

  ----End

Downloading Bills

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

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

Bill Settings

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

Bill Description

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

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

Parameter Name	Description
Transaction Time	Time when the fee is paid for an expenditure.
Region	Cloud service region that provides public cloud service resources independently and serves a large geographical area.
AZ	A physical zone where resources use independent power supply and networks. AZs are physically isolated. One region has multiple AZs. If one AZ becomes faulty, the other AZs in the same region can still provide services. AZs in the same region can access each other on an intranet.
Usage Type	How a cloud service is used within a period of time, such as by duration, capacity, count, or traffic.
Unit Price	Price of product usage.
Unit	Unit to measure the unit price, such as GB/hour, Mbps/hour, and GB.
Total Usage	To which extent a cloud service is used within a period of time, such as by duration, capacity, count, or traffic.
Total Usage (Pricing Unit)	Usage displayed in the unit used for pricing when the product is released. The value is truncated to a maximum of 10 decimal places. Total Usage (Pricing Unit) = Total Usage/Conversion Factor For example, 1 byte = 1/(1024 x 1024 x 1024) GB. The value is truncated to 10 decimal places and will be displayed as **0.0000000009**.
Usage Unit	Unit to measure the product usage.
Usage Unit (for Pricing)	Usage unit used for pricing a product when the product is released.
Conversion 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. ● Promotional discount ● Commercial contract discount ● Channel contract discount ● Featured product discount ● Partner authorized discount
Discount Subtype	Describes the details of the discounts applied. ● % off ● Fixed unit price ● Amount off
Payment Status	The status of payment, including: ● Paid ● Unbilled ● Billed but not settled
Resource Name/ID	Name/unique ID of a cloud service resource.
Resource Tag	Tags are used to identify cloud resources, such as ECSs, images, and disks. If you have multiple types of cloud resources which are associated with each other, you can add tags to the resources to classify and manage them easily.

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

5.1.2 Viewing the Bills Held By the Original Business Entity

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

Business Entity Switching

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

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

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

Viewing Payment History

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

Step 2 Click **Historical Data**.
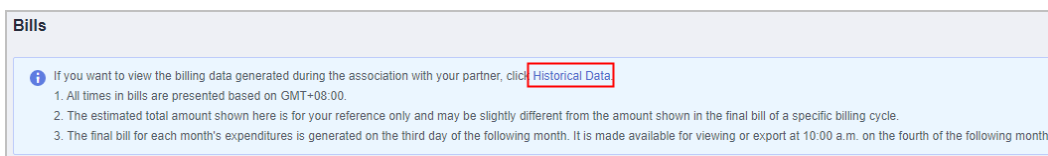
Step 3 Select **Business Entity** in the upper right corner of the page to view the billing data held by different business entities.

For bill details, see **Bills**.
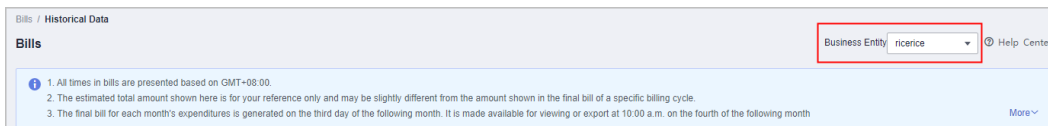
----End

5.1.3 Bill Settings

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

Procedure

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

The **Bill Settings** page is displayed.

Step 2 Turn on the **Receive Bills** toggle.

Step 3 Set the following parameters as needed, and click **Save**.

- **Contact Person**: Click **Modify** to modify the bill recipients on the **SMS & Email Settings** > **Finance** > **Bill** page in the Message Center.

- **Language**: Set the language of bill files.

- **Bill Amount**: If this option is selected, no bill notification is sent if no expenditures occur in a billing cycle.

  ----End

5.1.4 Payment History

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

Important Notes

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

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

Viewing Payment Records

Step 1 Go to **Payment History** page.

Step 2 Select a payment date to view all payment records in that period.

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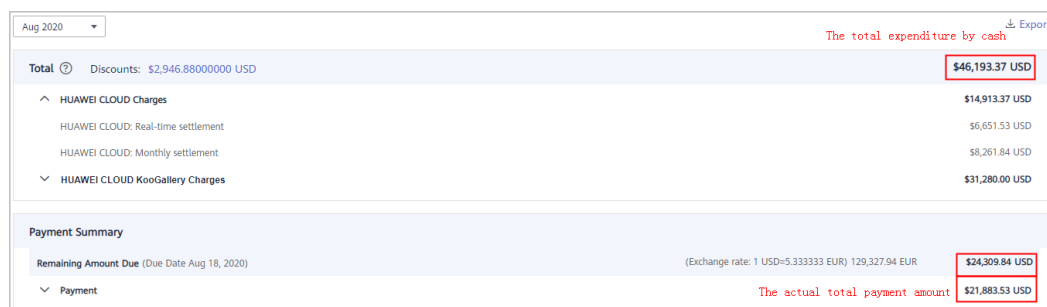
You can view the total cash expenditure (including the monthly settlement amount) in the monthly bill and the total payment amount on the **Billing Center** > **Billing** > **Bills** > **Overview** page.

☐ 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

- 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

- 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

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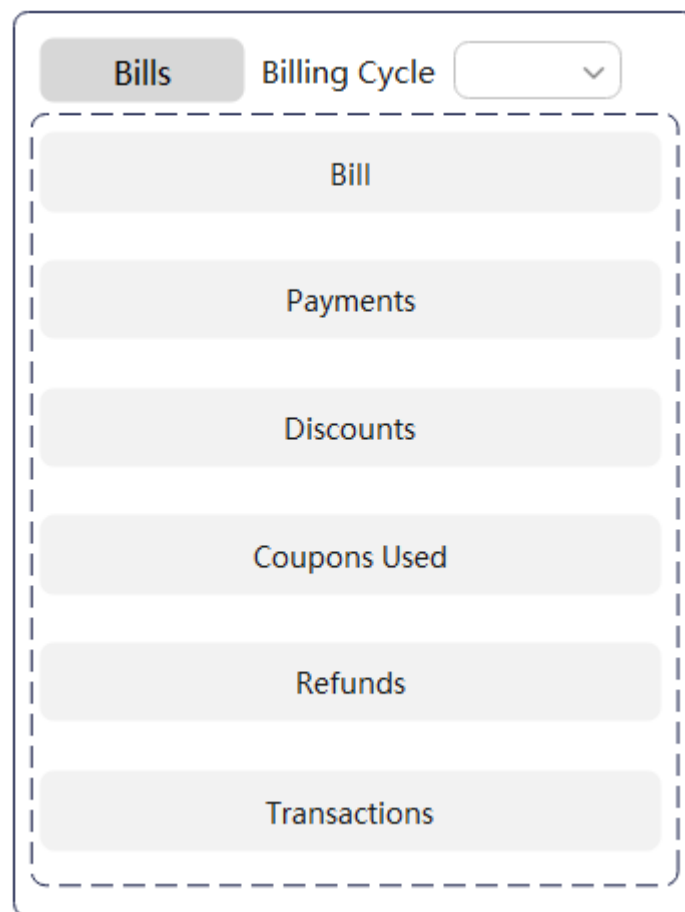
- **Bill**: including the start and end dates of the selected billing cycle, bill status (billed or not), due date, and total actual expenditures (excluding the coupons used).

- **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
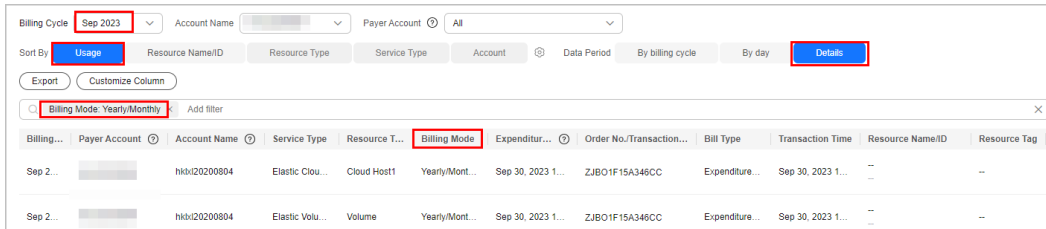
6.2.2.1 Viewing Bill Details of Resources

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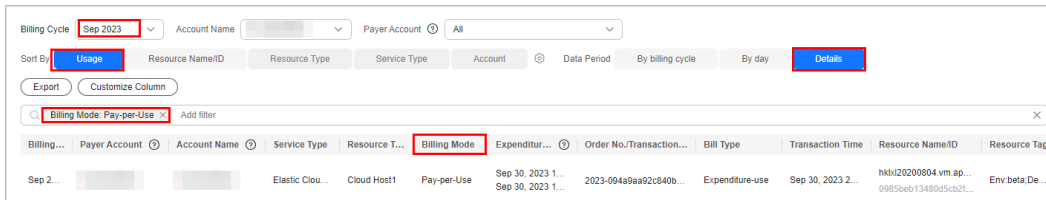
● Selecting **Pay-per-Use** in **Billing Mode**, you can view the details of your pay-per-use resources, including the expenditure time, resource name/ID, specifications, unit price, usage, and amount due. Click **Export** to export the bill details.

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.

📖 **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

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

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

📖 **NOTE**

The total amount in a monthly bill may differ from that in a transaction bill due to the precision difference.
- The total amount in the monthly bill is rounded off to the 2nd decimal place.
- The total amount in the transaction bill is accurate to the 8th decimal place.

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

Figure 6-2 Total monthly expenditure

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

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

- Expenditure-use: fees of pay-per-use products

- Expenditure-month-end deduction for support plan: fees charged for the support plan at the end of a month

- Expenditure-tax: tax for yearly/monthly and pay-per-use products

- Expenditure-difference amount: fees that HCDP customers need to pay if their expenditures do not reach the guaranteed minimum payment amount. Difference amount = Guaranteed minimum payment amount – Expenditure amount

- Expenditure-monthly payment: fees of a yearly/monthly subscription that is paid monthly

- Expenditure-savings plans used: actual hourly amount spent in the savings plan in the pay-per-use billing mode

- Refund - unsubscription: fees of yearly/monthly products that are unsubscribed from

- Refund-tax: tax refunded when a yearly/monthly subscription is unsubscribed from

- Refund-change: fees of a yearly/monthly subscription for which the specification is downgraded

- Refund-change to pay-per-use: refunds generated when a yearly/monthly subscription is changed to pay-per-use billing

- Adjustment-compensation: fees compensated by Huawei Cloud

- Adjustment-deduction: fees paid when Huawei Cloud makes an account adjustment. For example, when Huawei Cloud adjusts a specification downgrade order, the original refund amount is paid first.

- Adjustment-compensation tax: tax for Huawei Cloud compensations

- Adjustment-deduction tax: tax for Huawei Cloud account adjustments

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

 NOTE

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

- The total amount in the monthly bill is rounded off to the 2nd decimal place.

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

----End

6.2.2.3 Fields

Table 6-1 Description of fields

Parameter	Description
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	Amount that a customer should pay for used cloud services after discounts have been applied. The discounts include commercial discounts, and partner authorized discounts. ● 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	Amount payable in a billing cycle in the post payment mode. ● For non-monthly settlement, Initial amount due = Amount paid by the cash account in the billing cycle (including expenditures only) + Amount paid by the credit account in the billing cycle (including expenditures, refunds, and account adjustments) + Arrears in the billing cycle. ● For monthly settlement, Initial amount due = Amount paid in real time in the billing cycle (including expenditures only) + Amount settled monthly in the billing cycle (including expenditures, refunds, and account adjustments).

L	
List Price	The sale price of a product with no commercial discounts and promotion discounts applied on the HUAWEI CLOUD official website. List price = Discount amount + Truncated amount + Amount due.

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, Unsettled (amount to be billed), and Uncleared (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).

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.

- **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
Q By account name (default setting)		
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 5 ∨ < **1** 2 3 >		

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. Q
Cash Coupons	**Service Type**	**Amount** ⊜
CP230926073906PAO4	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.

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

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

● To use an API to 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**.

- **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**.
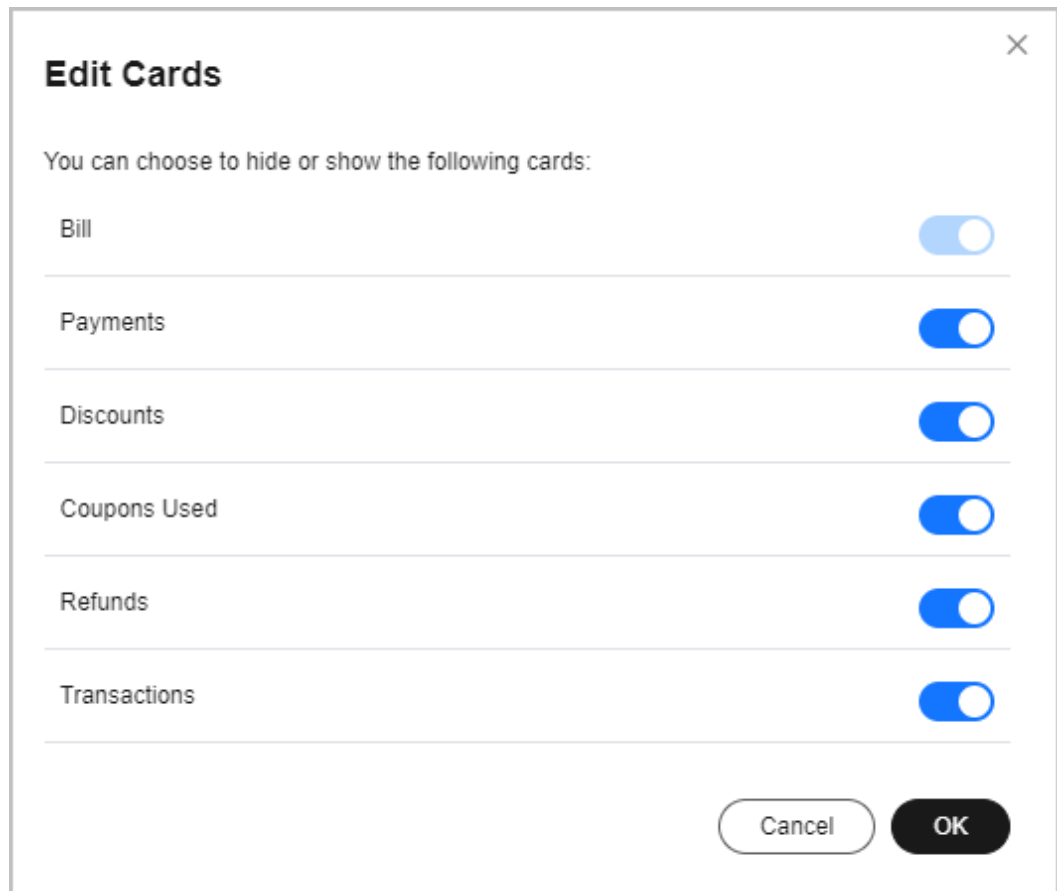
        ----End

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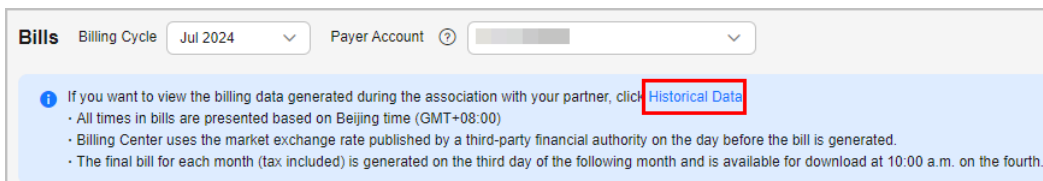
Step 3 Select **Business Entity** in the upper right corner of the page to view the billing data held by different business entities.

For bill details, see **Bills**.
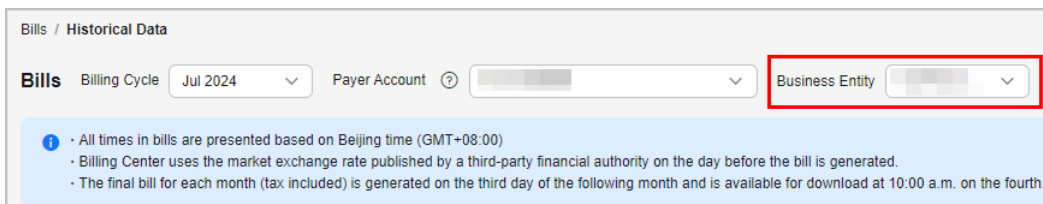
----**End**

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.

- **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.	● PDF ● XLSX	By billing cycle	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	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	● By billing cycle ● By day ● By details	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 data storage service takes effect the next day after you enable it.
>
> For example, if you enabled the data storage service on February 10, 2024, you will receive the bills of February 10, 2024 on the next day.

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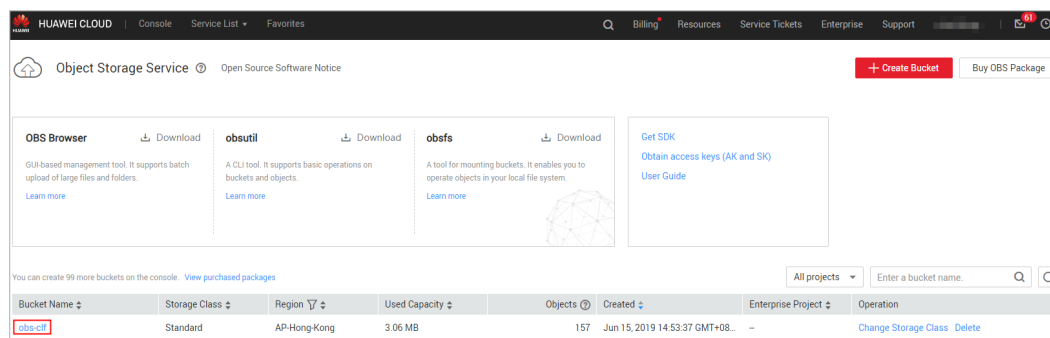
Step 3 In the navigation bar on the left, click **Objects**. You can view all files of the subscribed bills that have been exported.

📖 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 third 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 Expenditures	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*
Resource Bill	Every day	Current month (excluding the current day)	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.

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

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

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

AK = ''
SK = ''
server = ''
bucketName = ''
#prefix="Consumedetails_"+str_date
prefix="Resource_Expenditures_"+str_date
print prefix

from com.obs.client.obs_client import ObsClient
# Constructs 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.

  - "Spendings (ByResource)_": Indicates the resource bill.

- localFileDir: local directory for storing downloaded bill files.

Figure 6-3 Obtaining parameters for automatically downloading subscribed bills
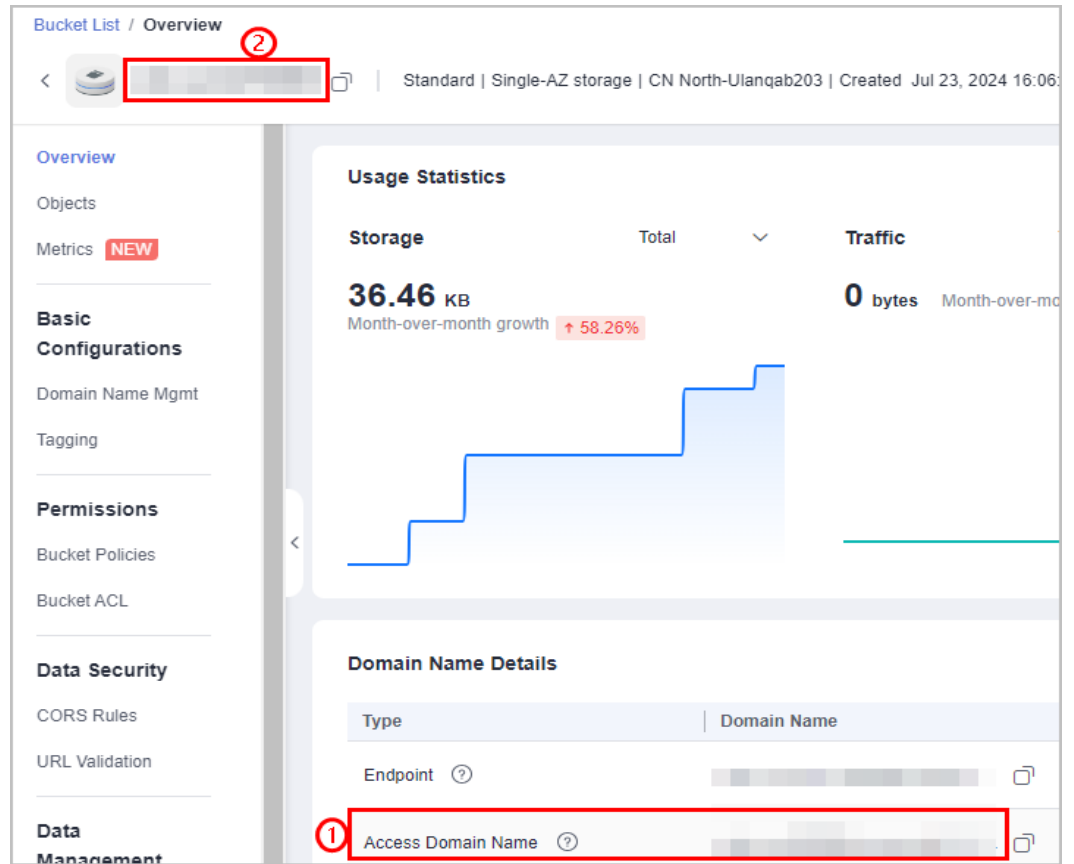
6.2.8.2 Resource Expenditures

Bill Description

1. After subscribing to bills on the **Billing Center** > **Billing** > **Data Storage** page, 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.

	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

Upload Object	Create Folder	Restore	Delete	Change Storage Class			Enter an object name prefix.

	Name ⇕	Storage Class ⇕	Size ⇕	Encrypted	Restoration Status	Last Modified ⇕	Operation
	↩ Back						
☐	Resource_Expenditures_20200202_1.csv	Standard	30.04 KB	No	–	Feb 03, 2020 16:31:16 GMT+…	Download Share More ▾

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 to use 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_*YYYYMM*

Bill Content

Table 6-4 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.

Field Name	Field Description
Resource Name	Name of a cloud service resource.
Resource Tag	User-defined tag of a cloud service resource.
BE	Supplier of the product: ● HUAWEI CLOUD ● Reseller
Billing Mode	Billing mode. The options are as follows: ● Monthly ● Yearly ● Daily ● One-off ● Pay-per-use ● Savings plans-upfront payment ● Savings plans-hourly billing
Service Type	Type of a cloud service.
Resource Type	Type of a cloud service resource.
Resource Type	Name of a cloud resource.
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.
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.
Total Usage	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.

Field Name	Field Description
Usage Unit	Unit to measure the product usage.
Total List Price	Price of the product for the specified period displayed on the Huawei Cloud official website.
Discount Amount	Discounts offered for cloud services, for example, commercial discounts, partner authorized discounts, and promotional discounts. It is the discounted amount based on the list price.
Amount	Amount that should be paid for used cloud services after discounts are applied. The discounts include promotional discounts, discount coupons, commercial discounts, and partner authorized discounts.
Order Type	Type of a product order: ● New purchase ● Renewal ● Unsubscription ● Change: specification upgrade or downgrade Generally, a positive amount indicates a specification upgrade and a negative amount indicates a specification downgrade.
Order No.	Unique ID of an order.
Transaction Time	Time when the fee is paid for an expenditure.
VAT	Tax amount.
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.

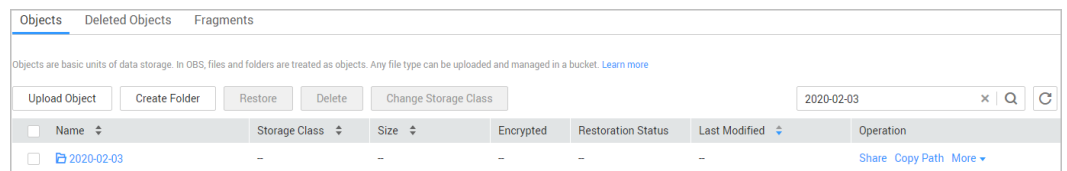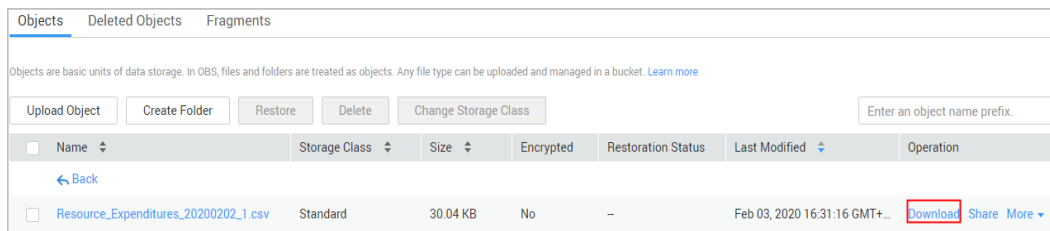| Field Name	Field Description
Account	Account name of the customer to which a bill belongs.

6.2.8.3 Resource Bill

Bill Description

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

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

2. Select the folder named after a date as needed.
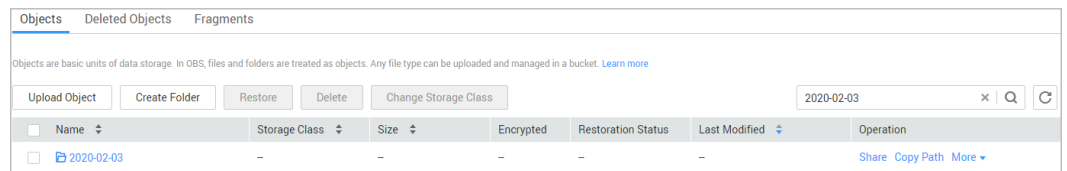
3. Open the date folder. Download the resource bill file.
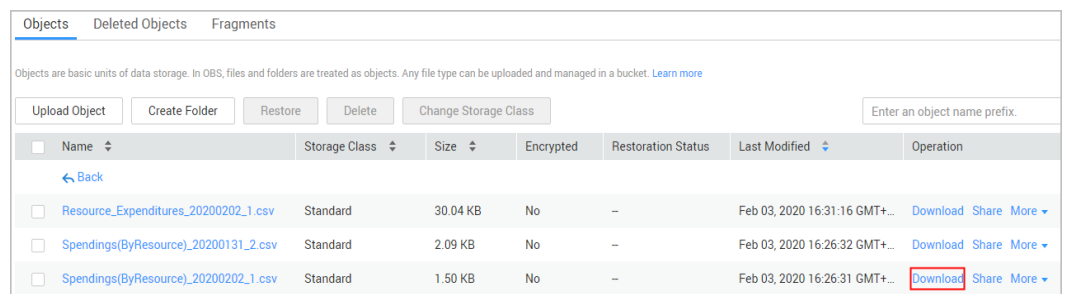
Bill	Billing Period	Data to Be Exported	Filename Identifier
Resource Bill	Every day	Current month (excluding the current day) **NOTE** Due to the data report delay, the daily bills may not include all transaction data. You are not advised to use the daily bills for reconciliation and monthly data analysis.	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*

Bill Content

Table 6-5 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.
Region	Cloud service region that provides public cloud service resources independently and serves a large geographical area.
Service Type	Type of a cloud service.
Resource Type	Type of a cloud service resource.
Resource Type	Name of a cloud resource.
Enterprise Project ID	ID of the specified enterprise project. If no enterprise project is selected when the customer purchases a product, the enterprise project ID is **0**.
Enterprise Project Name	Name of the specified enterprise project. If no enterprise project is selected for the cloud service, **default** is displayed as the value of this field.
BE	Supplier of the product: ● HUAWEI CLOUD ● Reseller
Billing Mode	Billing mode. When the expenditure amount of a product is a negative value, the order type is unsubscription or specification downgrade. ● Yearly/monthly ● Pay-per-use ● Savings plans-upfront payment ● Savings plans-hourly billing

Field Name	Field Description
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.
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 name of the customer to which a bill belongs.

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

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

8.1.1 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.
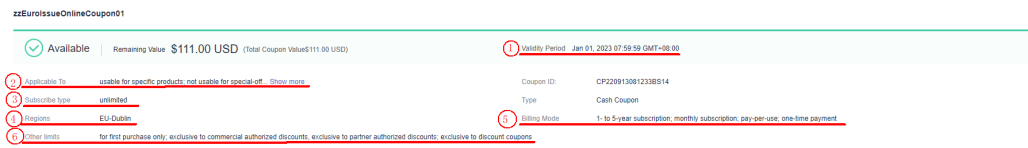
- **Write-off**: Cash coupons cannot be applied to any generated bills.

- **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.

1. The validity period of the cash coupon is from July 26, 2022 15:05:53 to January 22, 2023 15:05:53.

2. This cash coupon can be used to purchase Huawei Cloud products except for hardware products.

3. This cash coupon is not limited in subscription type.

4. This cash coupon can be used only when you purchase products in specific regions such as Langfang IDC and CN East Shanghai2.

5. This cash coupon can be used to purchase yearly (1-, 2-, 3-, or 4-year subscription), monthly, pay-per-use, and one-off products.

6. This cash coupon cannot be used with discount coupons.

8.1.3 Activating Cash Coupons

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

☐ NOTE

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

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

Procedure

Step 1 Go to the **Coupons** page

Step 2 Click **Activate Coupon** in the upper right corner.

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

NOTE

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

----End

8.1.4 Viewing Cash Coupons

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

Procedure

Step 1 Go to the **Coupons** page

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

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

  NOTE

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

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

----End

8.1.5 How Do I Get and Use Cash Coupons?

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

Important Notes

- Cash coupons must be used within limits. You can go to the **Coupons** page in the Billing Center to view the usage limits of a cash coupon. For details about what these usage limits mean, see **Cash Coupon Usage Limits**.

- You cannot withdraw money from, transfer, or request invoices for cash coupons.

- You cannot use cash coupons to clear existing arrears.

- If both discounts and cash coupons are applicable, discounts are used first.

- Cash coupons will not be refunded in case of resource unsubscriptions or specification downgrades.

  📖 **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.
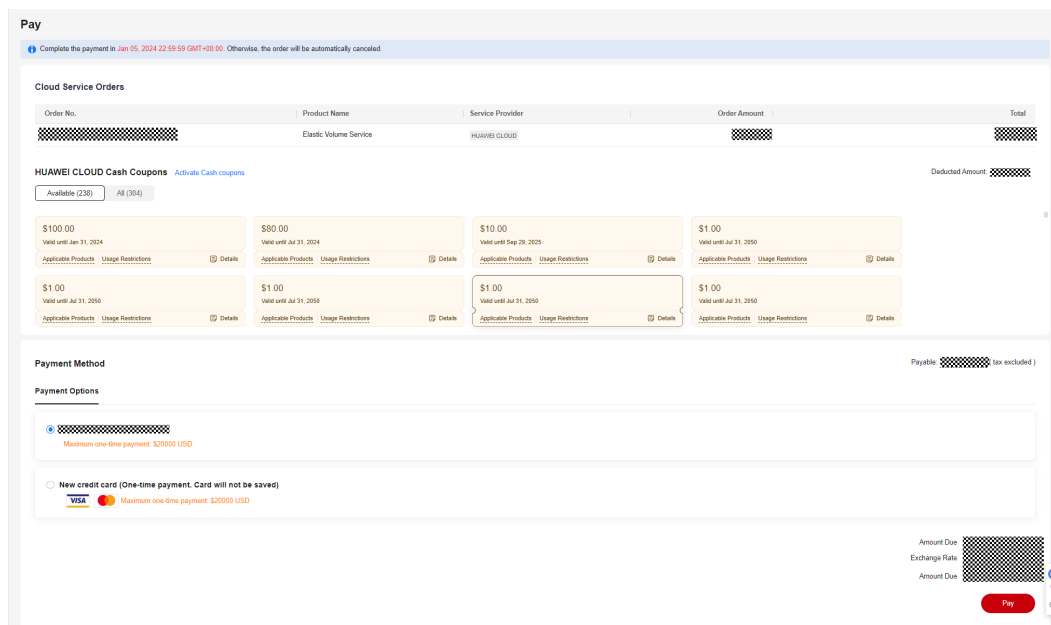
- **Purchasing postpaid products** (such as pay-per-use products and the postpaid part of reserved instance products):

  - 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.
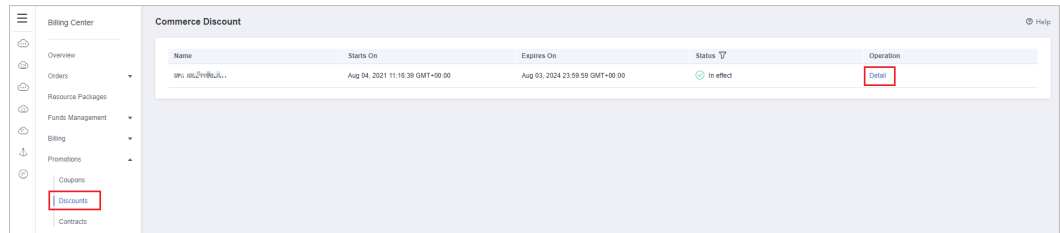
📖 **NOTE**

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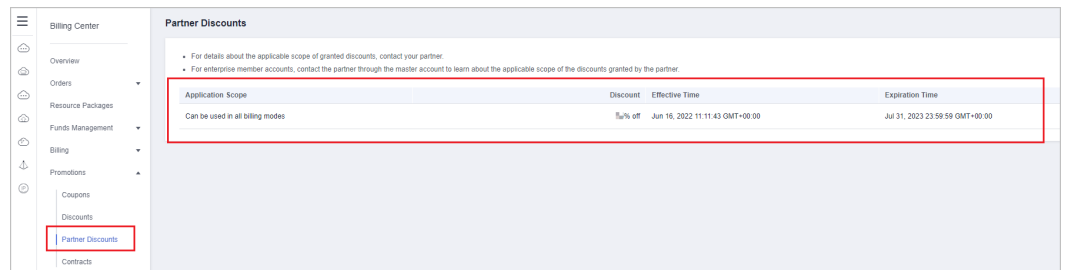
Step 2 Click **Details** in the **Operation** column for a commercial discount to view its details.
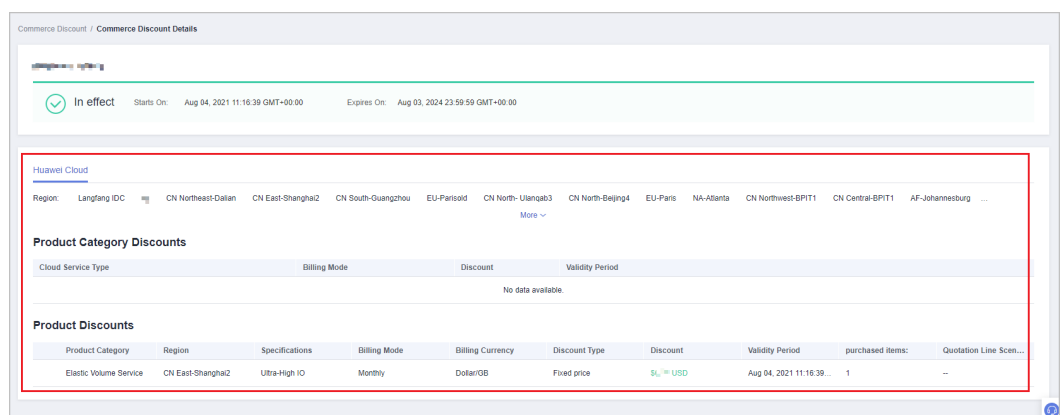
----End

9 Invoices Management

9.1 Issuing an Invoice

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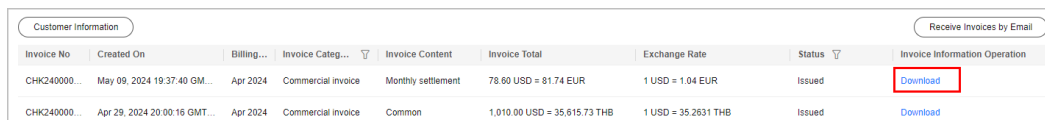
Invoices for reseller customers cannot be issued automatically. Please contact your associated partner to request these invoices.

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.
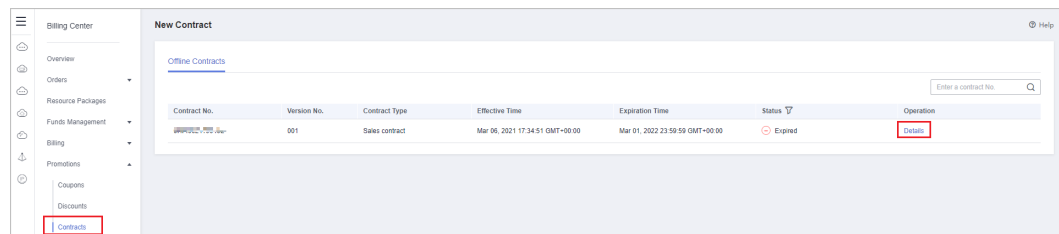
----End

10 Contracts

10.1 Viewing Offline Contracts

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.
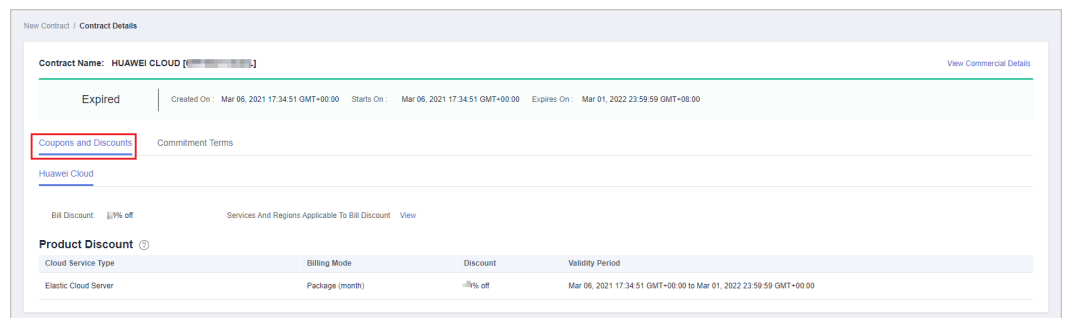
Procedure

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

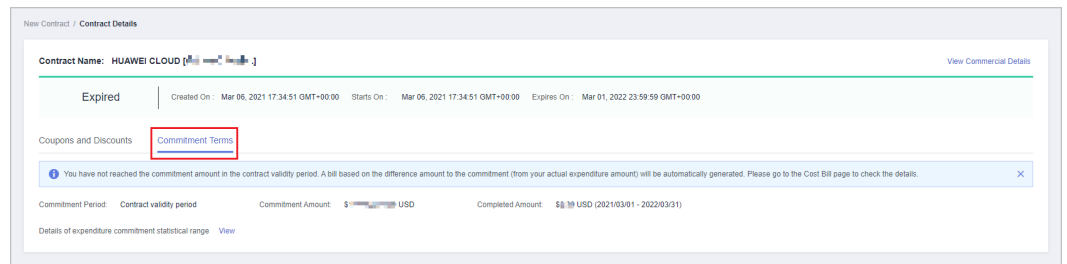**Step 2** Click **Details** in the **Operation** column of an offline contract to go to the contract details page. View coupons and discounts and commitment terms of the contract.

- 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

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)**.