Partner Center

User Guide

Issue 01

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Notice

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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

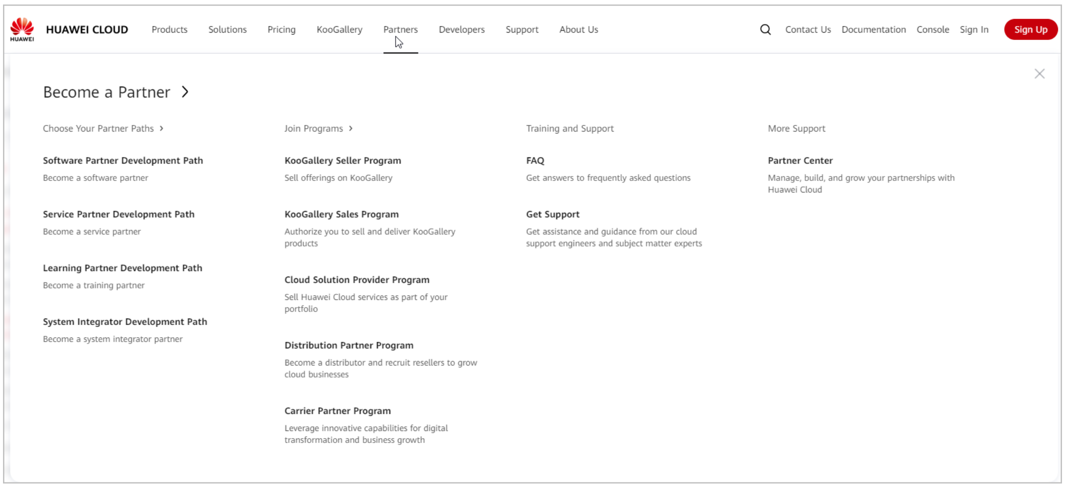
1 Becoming a Partner

1.1 Registering a HUAWEI ID and Enabling Huawei Cloud Services

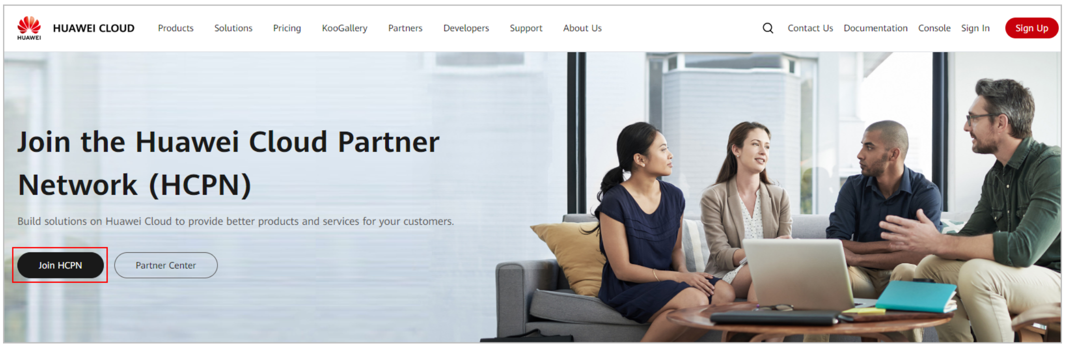
Procedure

Step 1 Go to the **Huawei Cloud official website**.

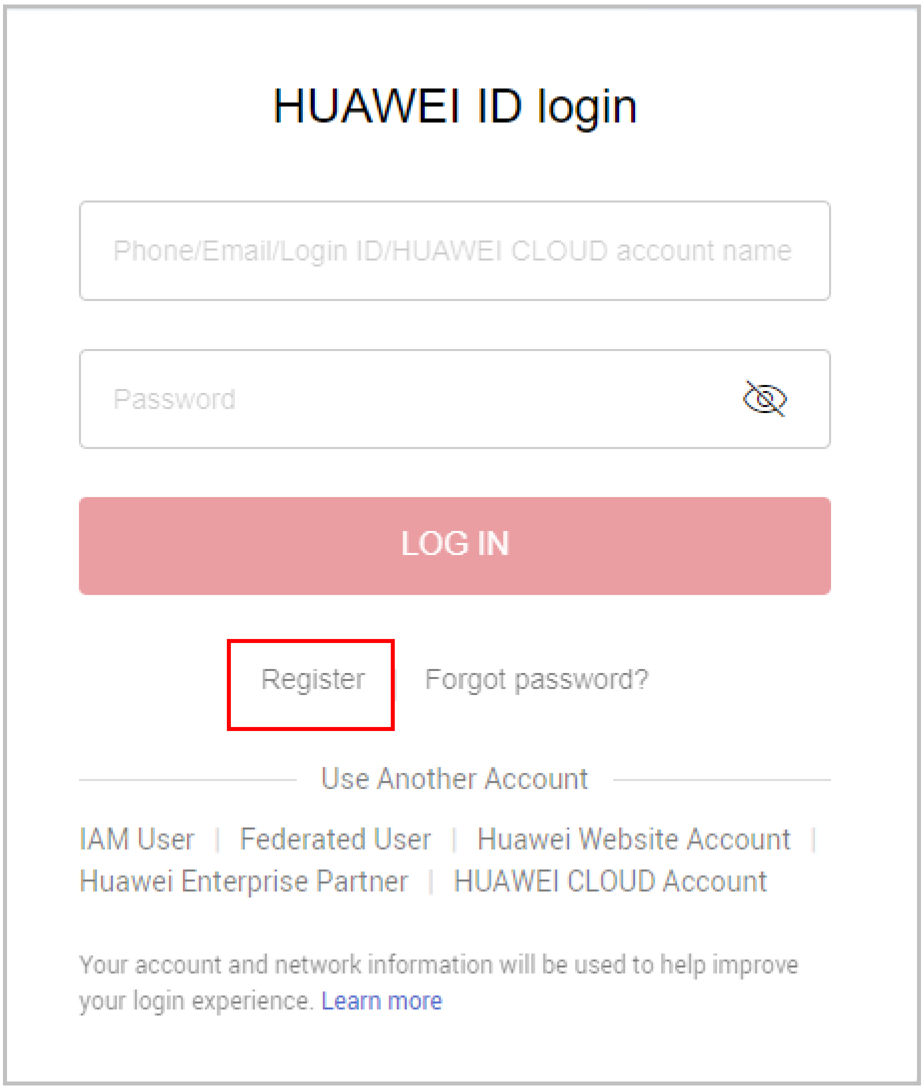
Step 2 Choose **Partners** > **Become a Partner** in the menu on the top.



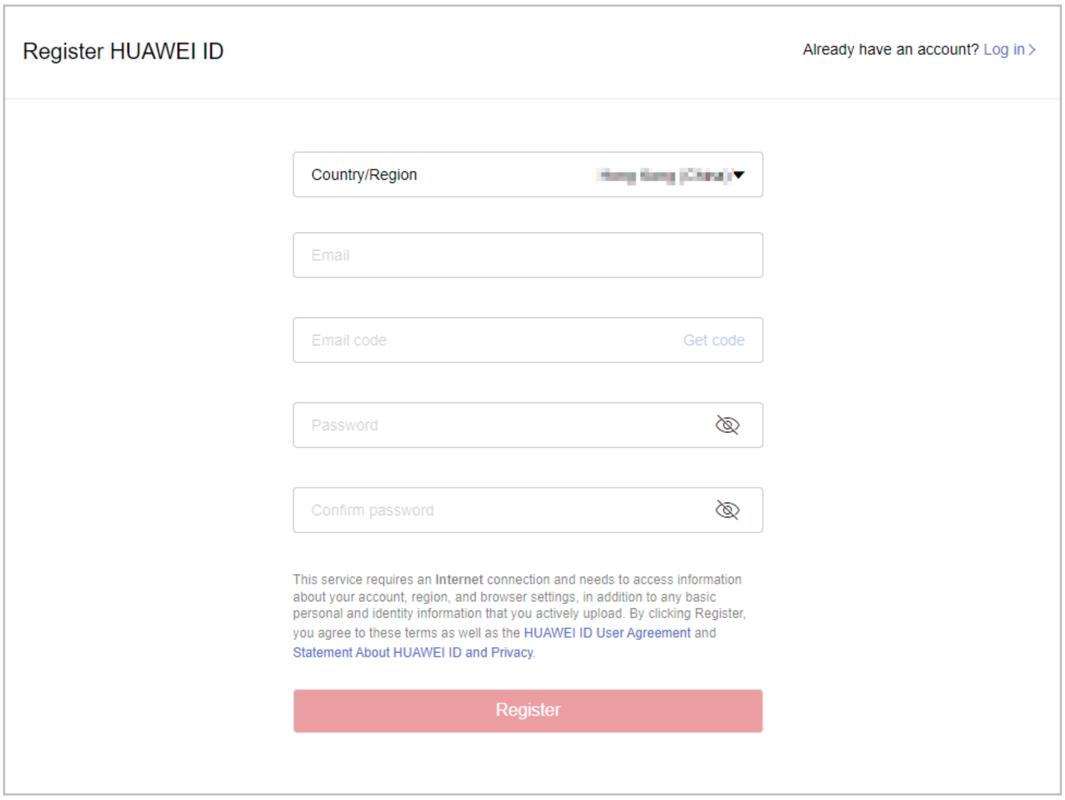
Step 3 Click **Join HCPN**.



Step 4 Click **Register** on the login page.



Step 5 Fill in the required information on the account registration page.



a. Select a country or region from the **Country/Region** drop-down list.

- If you register the HUAWEI ID for an individual, select the country or region where the individual is.
- If you register the HUAWEI ID for an enterprise, select the country or region where the enterprise was registered.

NOTE

- The country or region you select determines the applicable laws and tax rates. It cannot be changed after account registration.

b. Enter an email address.

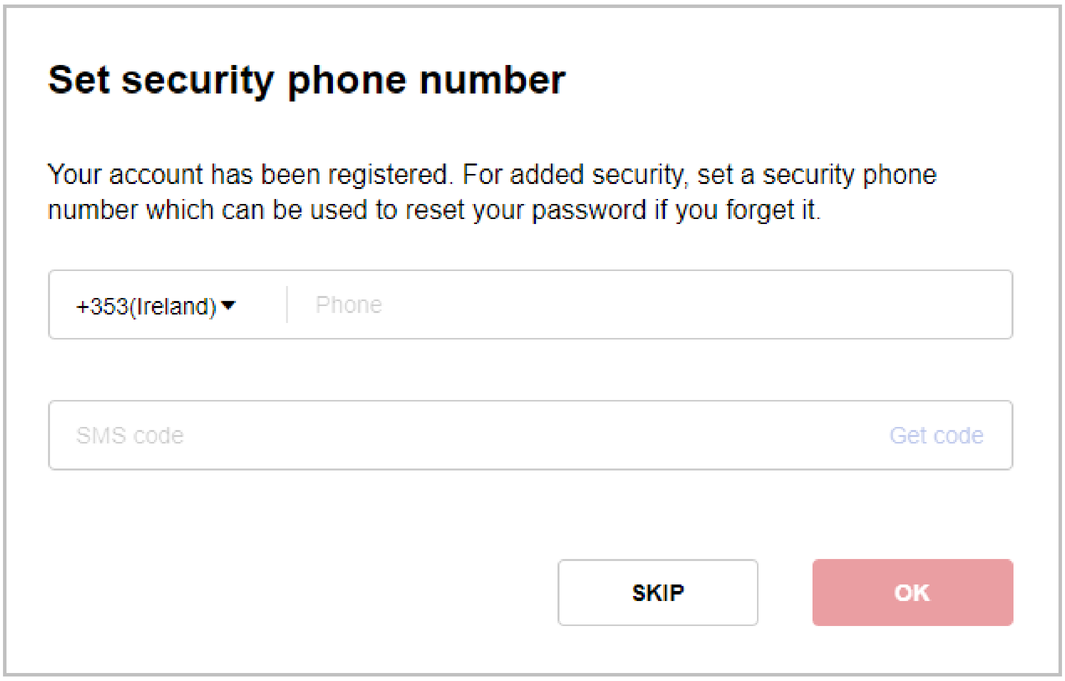
c. Enter the verification code received by email.

d. Set a password for your HUAWEI ID. It must meet the following requirements:

- Contains at least eight characters.
- Contains both letters and digits, and does not contain spaces.

e. Click **Register**.

Step 6 Set a security phone number which can be used to reset your password if you forget it. You can skip this setting.

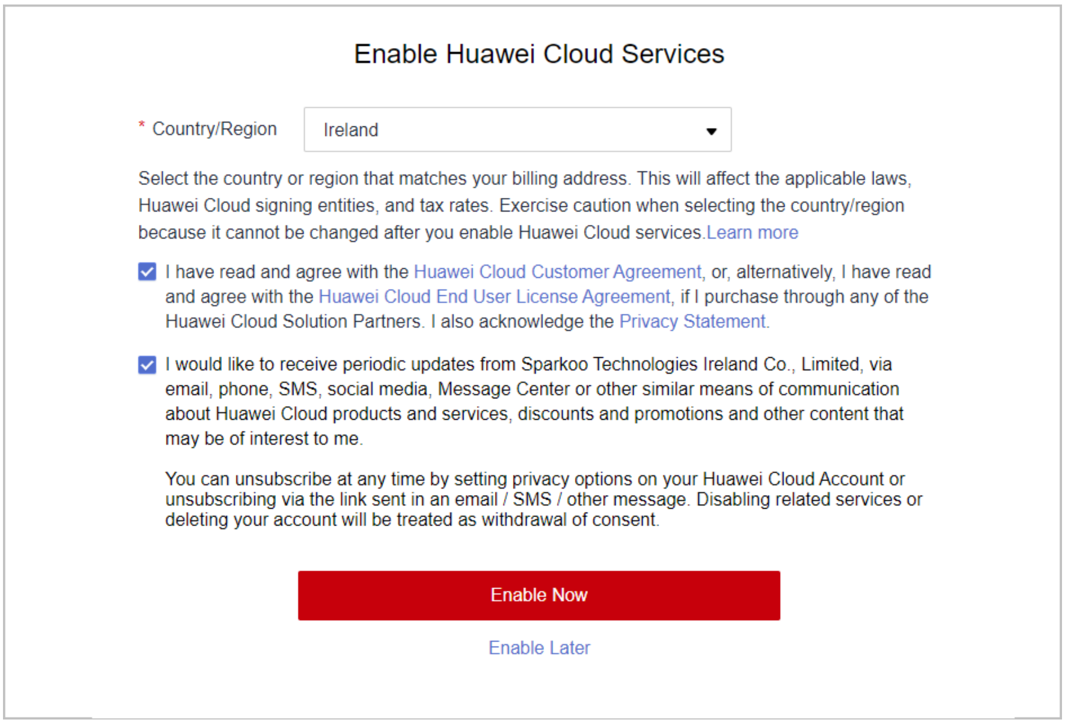


a. Select a country or region and enter a security mobile number.

b. Enter the verification code received by mobile phone.

c. Click **OK**.

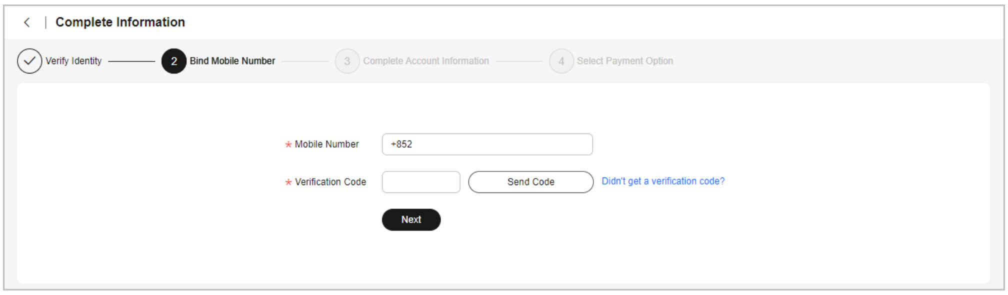
Step 7 Read and agree to the terms and enable Huawei Cloud services.



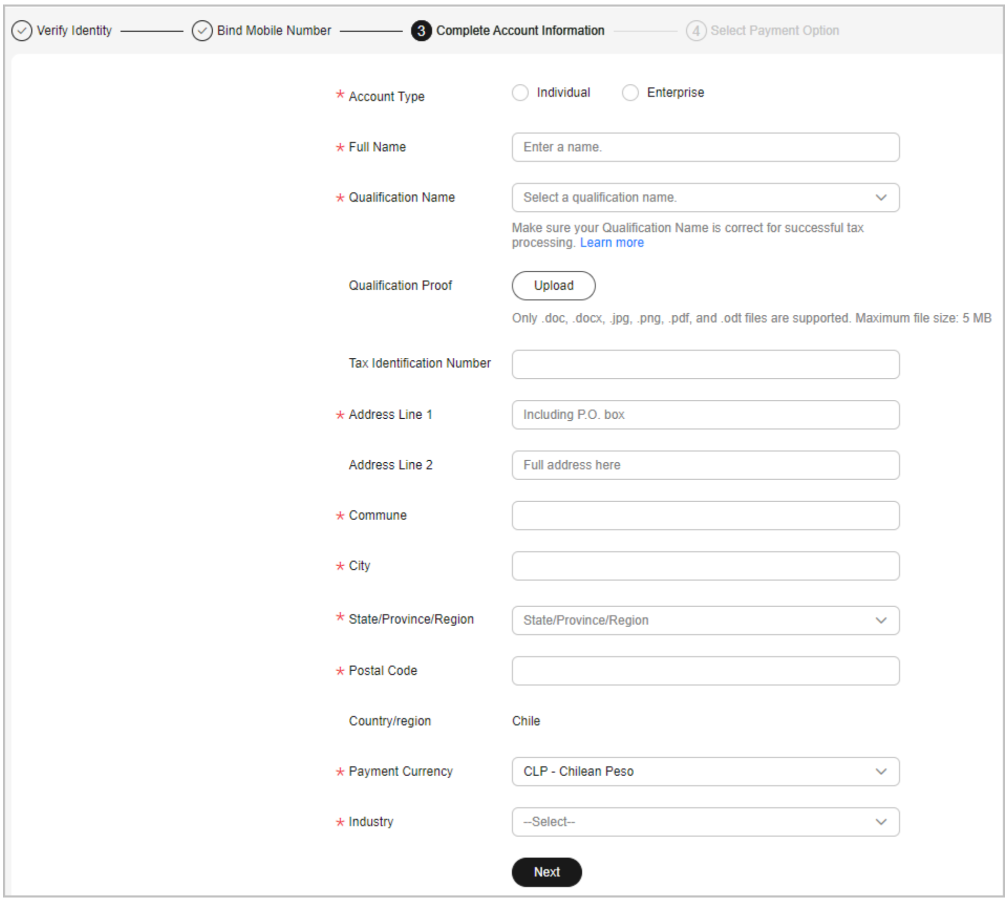
Step 8 Complete the information.

- Bind a mobile number and click **Next**.

You can use the mobile number only to receive Huawei Cloud news and promotion messages and perform identity authentication. You cannot use it for login.



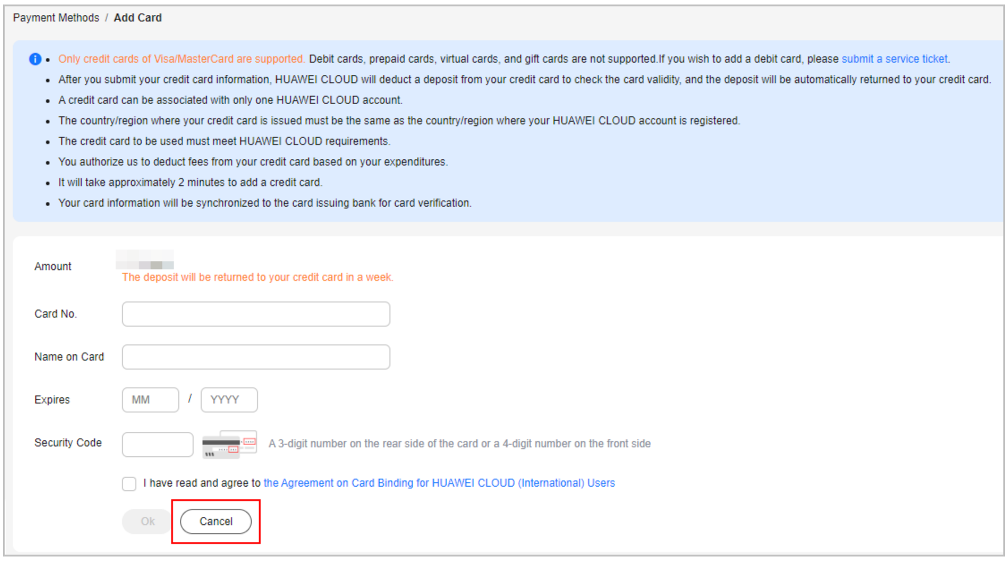
- Complete the account information and click **OK**.



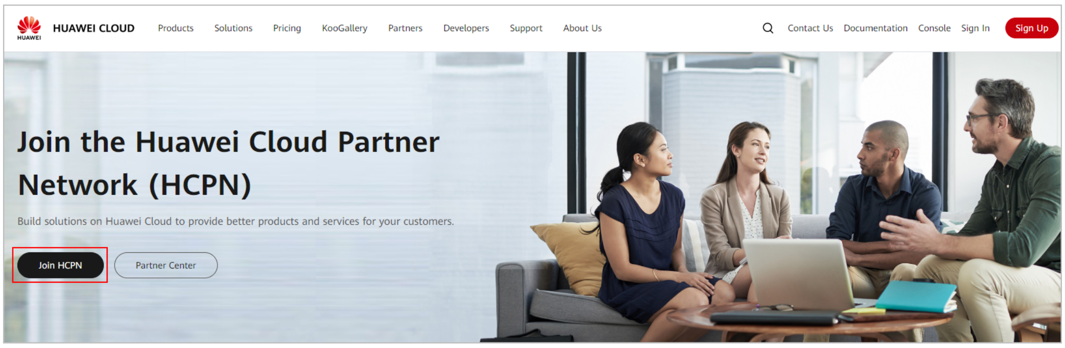
- Click **Cancel** when you enter the **Select Payment Option** page.

CAUTION

After completing the account information, **do not configure the payment option**. Otherwise, your applications for joining partner programs will be affected.



Step 9 Choose **Partners** > **Become a Partner** in the menu on the top and click **Join HCPN**.



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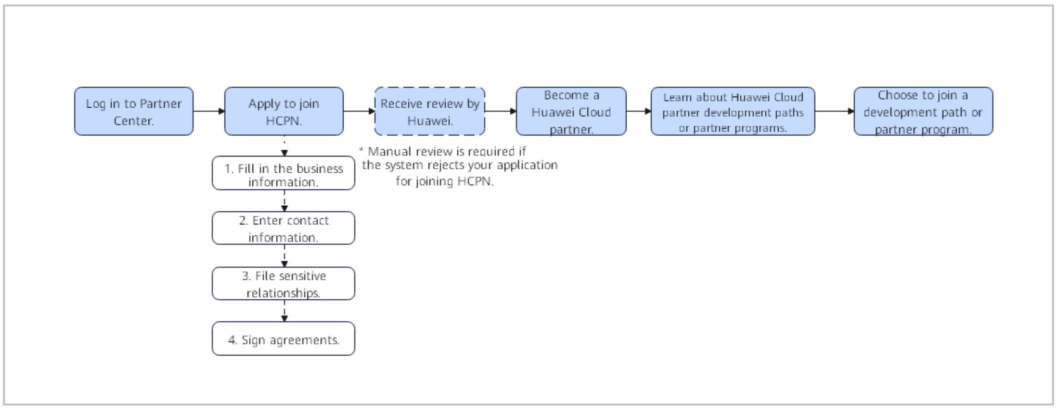
1.2 Joining HCPN

After **registering a Huawei Cloud account**, you can apply to join Huawei Cloud Partner Network (HCPN). By doing so, you will gain access to a wide selection of partner benefits and be able to conduct business as a Huawei Cloud partner.

The detailed process is as follows:



Prerequisites for Joining HCPN

Before applying to join HCPN, you need to prepare the information required for authentication.

- **Business Information**

  The business information mainly includes the basic information, registered address, and detailed information of your company.

  Please provide the following basic information based on your company's business license: company name, business registration number/license number, and tax identification number. Also, provide the registered address and detailed information of your company, including the state/province, city, detailed address, and company phone/email.

  Provide the English company name from the business license. If there is no English company name, fill in the company name in the local language. The company name must be the same as that used in the registration credential file (including special characters and letters).

- **Contact Information**

  Enter the name and contact information of the person who is engaged in Huawei Cloud businesses.

- **Sensitive Relationships**

  Please conduct a preliminary check to determine if any employees have any sensitive relationships with Huawei.

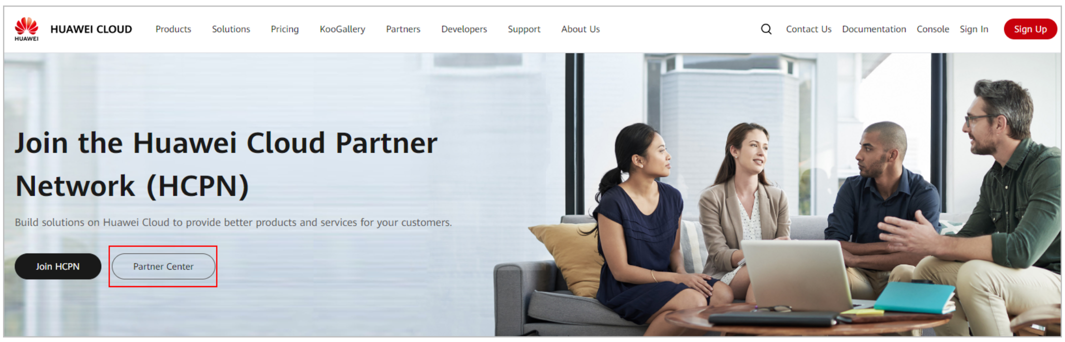
  Partners shall not allow those who currently work at Huawei or their family members to have a stake in their company. In the event that a Huawei employee or his/her immediate family member(s) works for a Partner, or acts as an employee, consultant, board member, executive, or shareholder of the Partner, the Partner shall report such situations to Huawei immediately.

Registering and Joining HCPN

Step 1 Go to the **Huawei Cloud official website**.

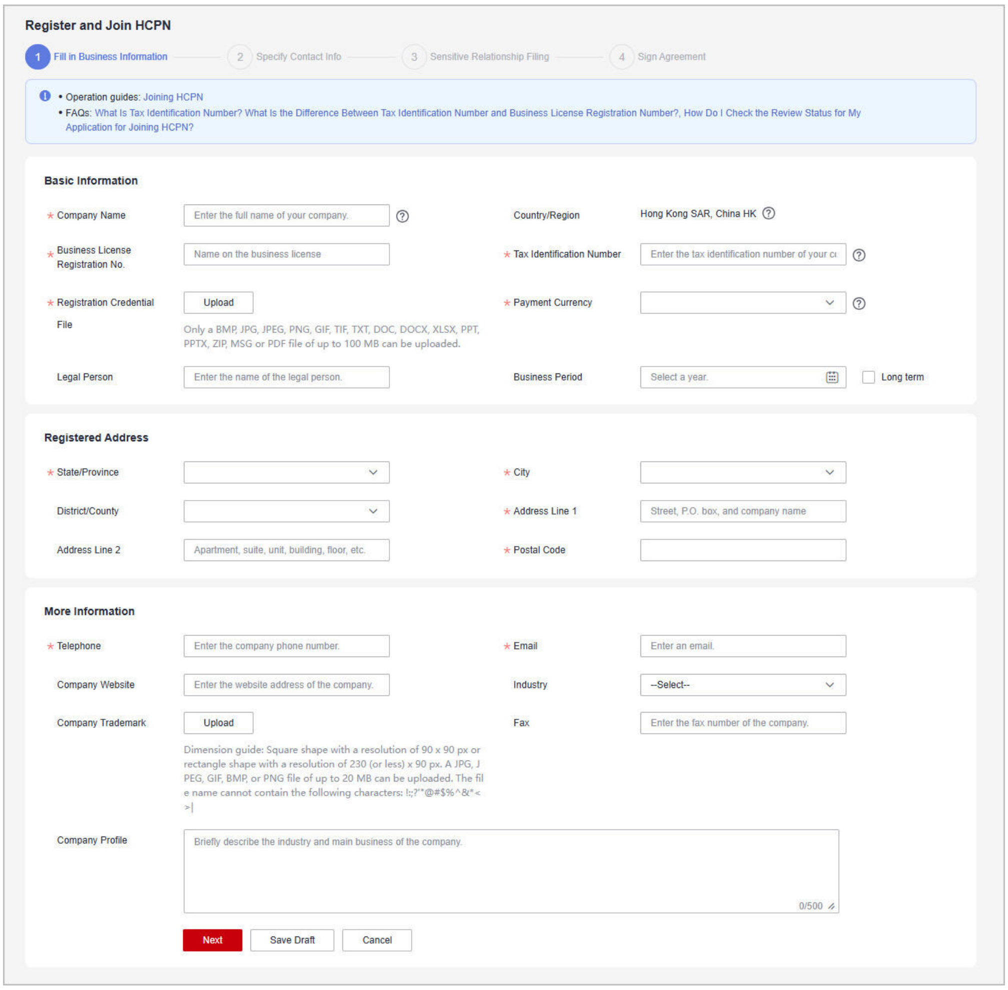
Step 2 Choose **Partners** > **Become a Partner** in the menu on the top.

Step 3 On the displayed page, click **Partner Center**.



Step 4 Use your partner account to log in to Partner Center.

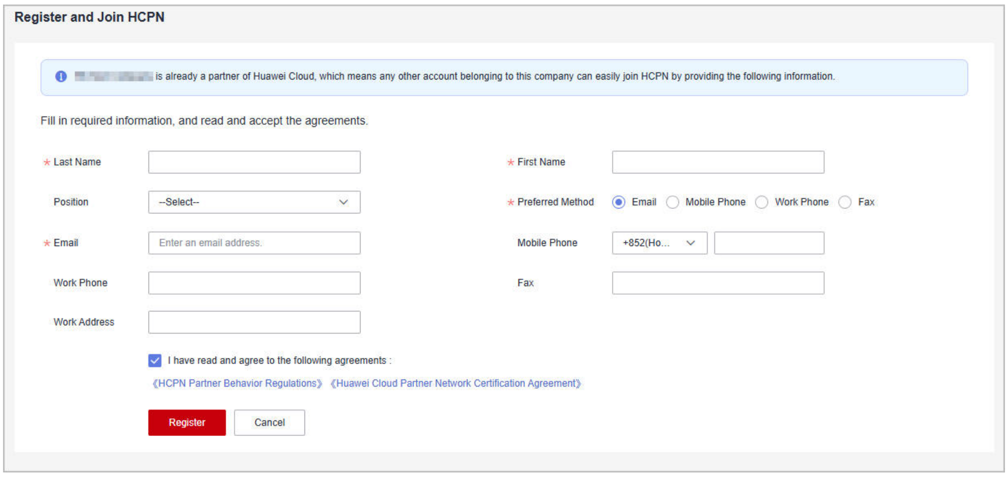
- Fill in the business information and click **Next** on the displayed page.



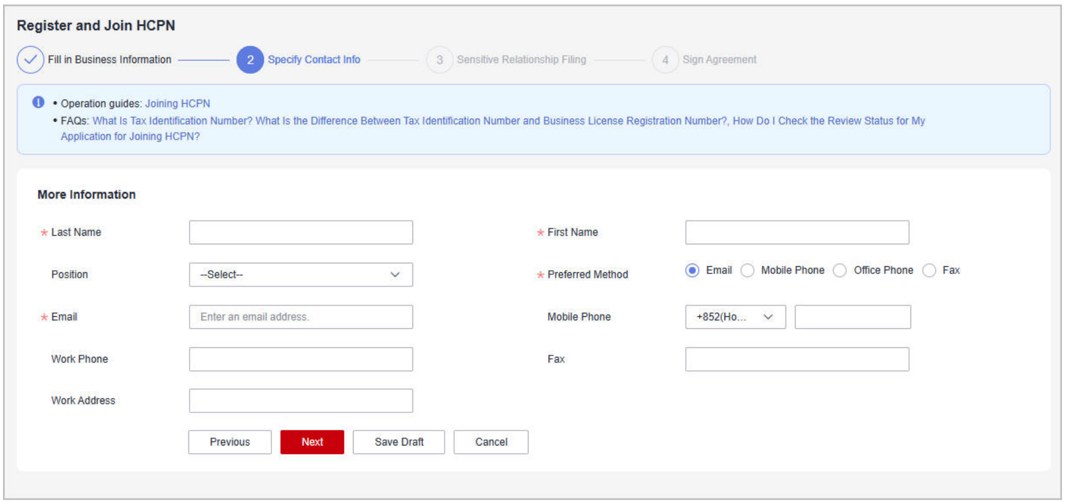
NOTE

- **Country/Region**: An incorrect registration country/region will affect tax calculation and invoice issuance for your later transactions and cannot be modified once this application is approved. Ensure the country/region specified here is correct. To correct your registration country/region, **submit a service ticket**.
- **Payment Currency**: The currency type you set will be used for settlement. To set the currency type, go to **Basic Information** > **Preferences**.

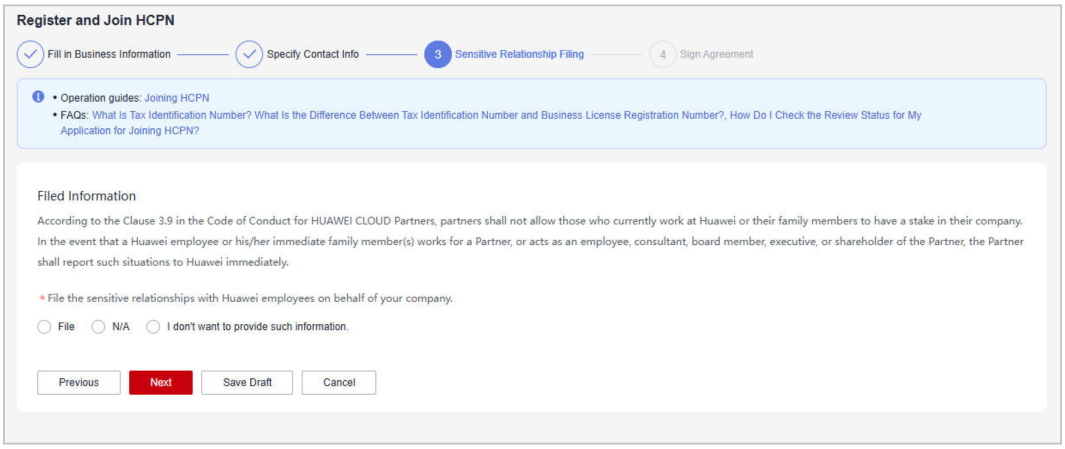
- If your company is already a Huawei Cloud partner, you do not need to apply to join HCPN. Instead, you can associate with the company to become a Huawei Cloud partner.



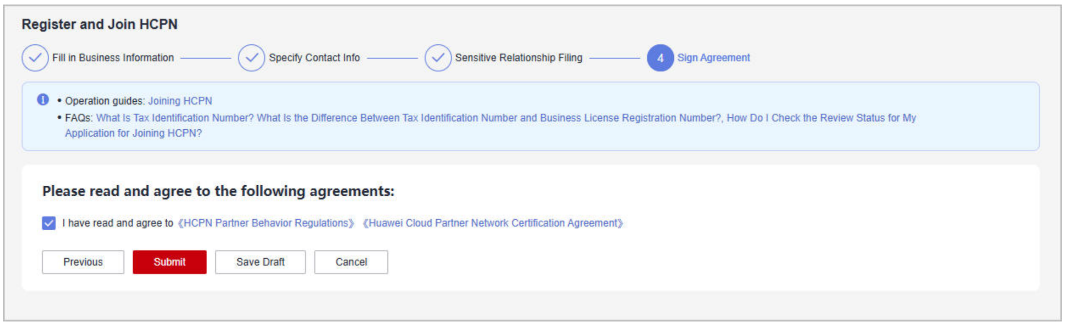
Step 5 Specify the contact information and click **Next**.



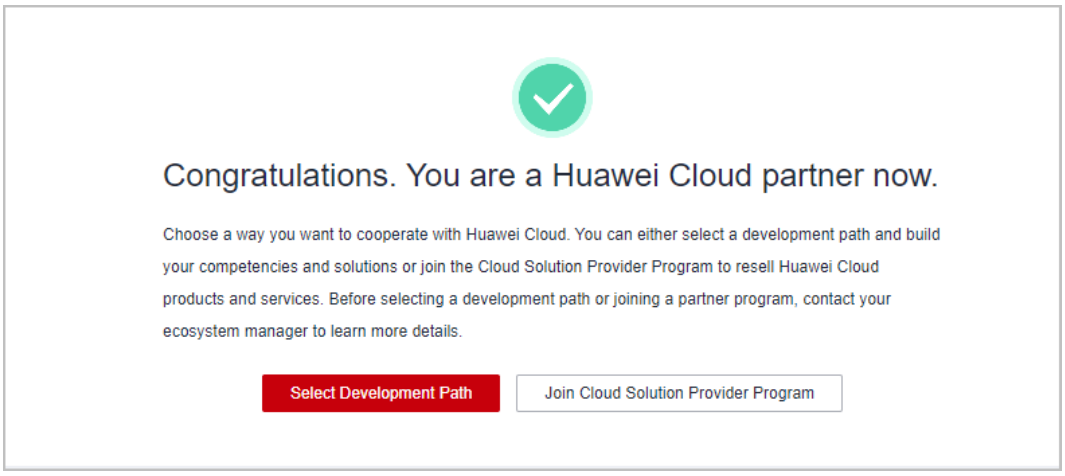
Step 6 File the sensitive relationship and click **Next**.



Step 7 Read and agree to the agreement and click **Submit**.



Step 8 Verify that a message is displayed indicating that you are a Huawei Cloud partner.



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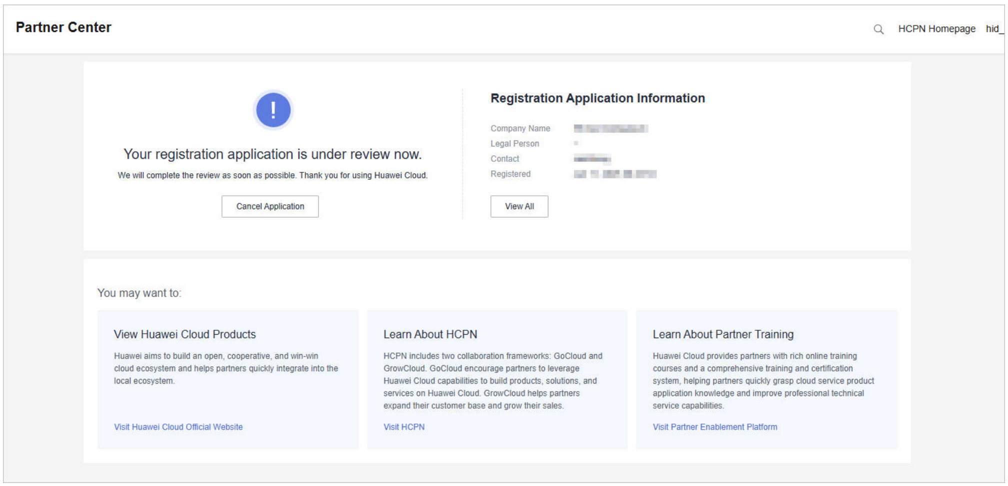
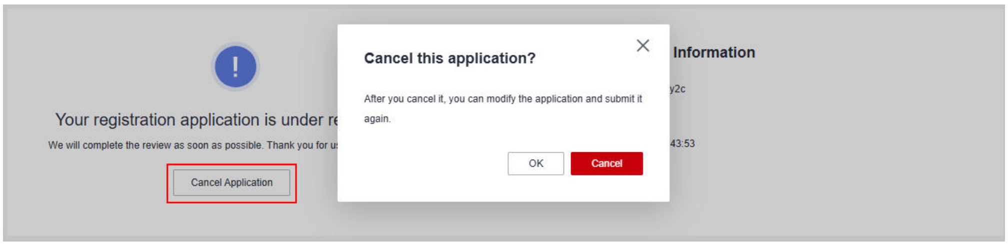
Reviewing Applications for Joining HCPN

- Manual review will be triggered if the system rejects your application for joining HCPN.



- Huawei Cloud will review your application as soon as possible. You can log in to the **Partner Center** to view the review progress.
- If you need to modify the information in a submitted application, cancel the application and modify it before Huawei rejects or approves the application.



- If your registration application is rejected, modify the application based on the rejection reason and then submit it again.
- **Once being enrolled in HCPN, you are not allowed to withdraw from HCPN.**

Learning About and Joining Huawei Cloud Partner Development Paths or Partner Programs

The partner development paths and partner programs are two distinct directions for cooperation. The development paths focus on building your solutions and capabilities, while the partner programs are designed to promote your products and services.

- Partner Development Paths
  - **Software Partner Development Path**
  - **Service Partner Development Path**
  - **System Integrator Development Path**
  - **Learning Partner Development Path**
  - **Distributor Development Path**
- Partner Programs
  - **Cloud Solution Provider Program**
  - **Distribution Partner Program (Distributor)**
  - **KooGallery Seller Program**
  - **KooGallery Sales Program**
  - **Partner Competency Program**

Before selecting a development path or joining a program based on your business development goals, it is essential to consult and confirm with your ecosystem manager.

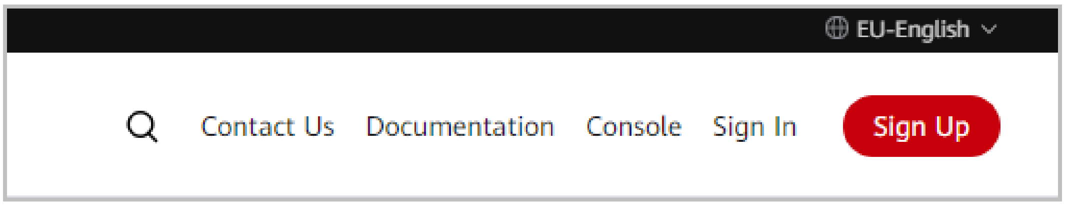
1.3 Logging In to the Partner Center

After registering a Huawei Cloud account and joining HCPN, you can log in to Partner Center using the Huawei Cloud account.

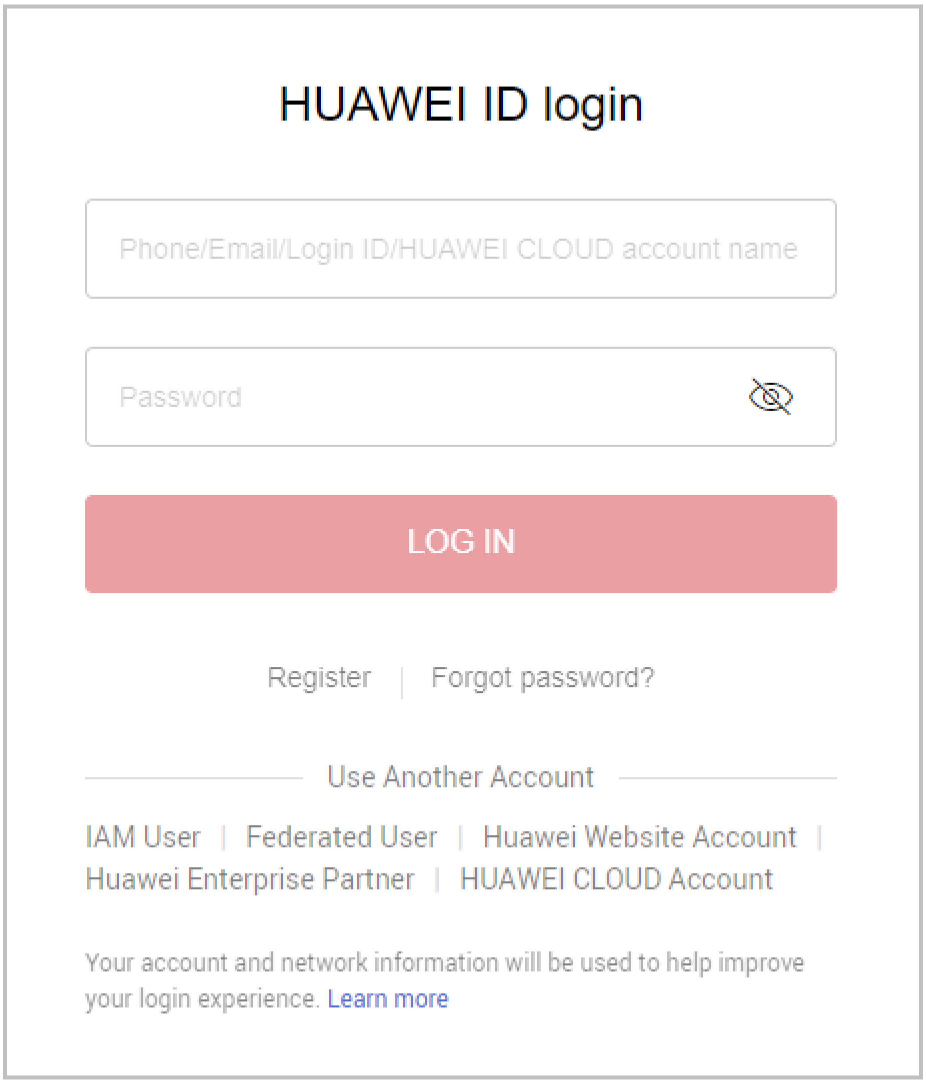
Procedure

Step 1 Go to the homepage of the **Huawei Cloud official website**.

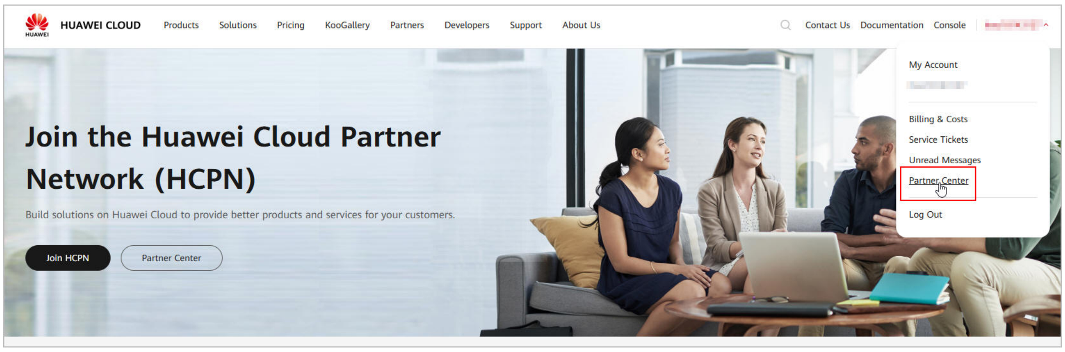
Step 2 Click **Sign In** to open the login page.



Step 3 Enter your account name and password and click **LOG IN**.



Step 4 Click **Partner Center** in the drop-down list of your account name in the upper right corner.


HUAWEI CLOUD
Products
Solutions
Pricing
KooGallery
Partners
Developers
Support
About Us
Contact Us
Documentation
Console
My Account
Billing & Costs
Service Tickets
Unread Messages
Partner Center
Log Out
Join the Huawei Cloud Partner Network (HCPN)
Build solutions on Huawei Cloud to provide better products and services for your customers.
Join HCPN
Partner Center

----End

2 Partner Development Paths

2.1 Partner Development Paths

Huawei Cloud provides you with a wide selection of development paths such as Software Partner, Service Partner, and Learning Partner. You can select one or multiple development paths based on your business needs and get started building out your competencies or solutions fast. With these competencies and solutions in hand, you can serve customers better.

Partner Development Paths

Huawei Cloud provides you with the Software Partner, Service Partner, Learning Partner, Distributor, and System Integrator (SI) development paths.

- Software Partner Development Path

  Software partners develop applications and optimize software solutions based on Huawei Cloud, migrate existing applications to Huawei Cloud, and conduct joint marketing with Huawei Cloud. In this way, customers can enjoy diverse digital scenario-specific applications and better cloud services, and partners can enjoy profitable and sustainable development.
- Service Partner Development Path

  Service partners are focused on the establishment of core service competencies on cloud, such as cloud migration planning, cloud migration implementation, application reconstruction, and service management. Huawei Cloud provides plenty of benefits, such as trainings, technical support, and incentives, for partners to help them quickly build core competencies on Huawei Cloud as well as the sustainable business models and achieve sustainable and high-speed development.

NOTE

You must be invited by Huawei Cloud to join the Learning Partner, Distributor, and SI development paths.

- Learning Partner Development Path

  The Learning Partner development path is focused on partners' core competencies such as training and course development. Huawei Cloud provides incentives and benefits for learning partners so that they can build profitable and sustainable business models and enable the Huawei Cloud ecosystem.

- Distributor Development Path

  Distributors are authorized by Huawei Cloud to sell and deliver Huawei Cloud products and services to end customers through Huawei Cloud resellers.

- System Integrator Development Path

  Digital transformation consulting and system integration partners (SIs) focus on core cloud capabilities such as digital transformation consulting, industry solution integration, and continuous customer operations. Huawei Cloud provides a wide selection of benefits for SIs to help them acquire new core competencies and build business models.

For more information about the partner development paths and the benefits you can obtain after joining a path, see **Partner Development Paths**.

2.2 Software Partner Development Path

Software partners develop applications and optimize software solutions based on Huawei Cloud, migrate existing applications to Huawei Cloud, and conduct joint marketing with Huawei Cloud. In this way, customers can enjoy diverse digital scenario-specific applications and better cloud services, and partners can enjoy profitable and sustainable development.

2.2.1 Role Selection

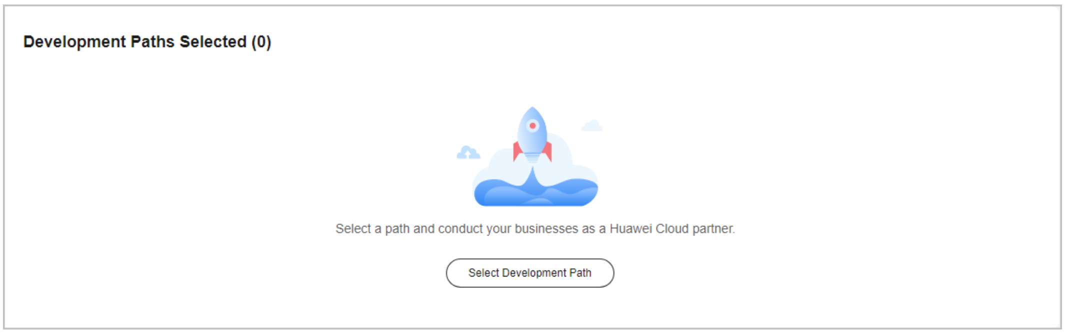
After joining HCPN, you can select a development path and obtain according benefits.

Procedure

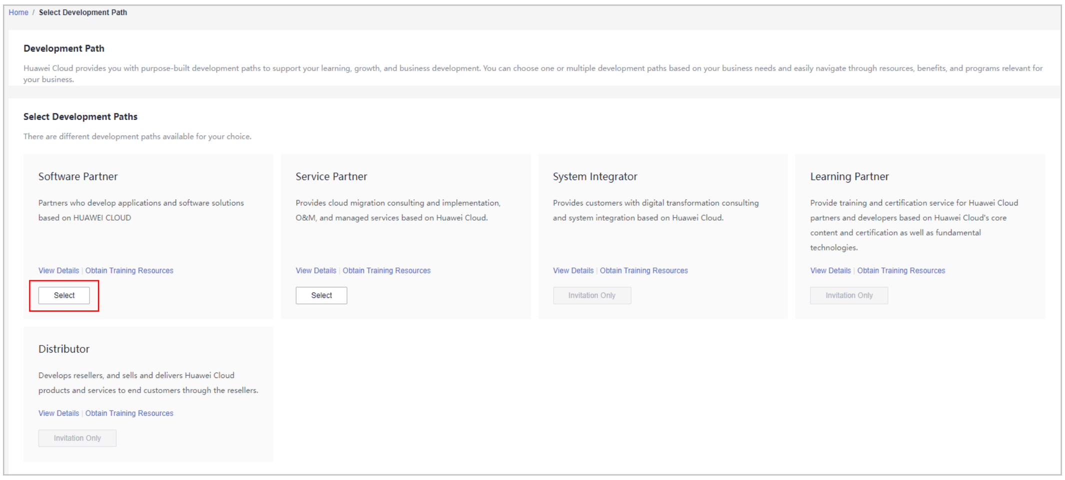
Step 1 Use your account to log in to **Huawei Cloud**.

Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 Click **Select Development Path** in the **Development Paths Selected** area on the **Home** page displayed by default.



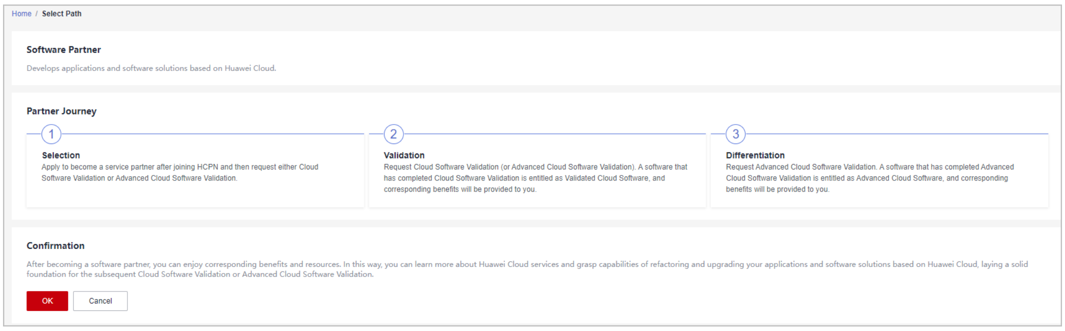
Step 4 Find **Software Partner** on the displayed page and click **Select**.



📖 **NOTE**

There are different development paths and corresponding cooperation programs available for your choice.

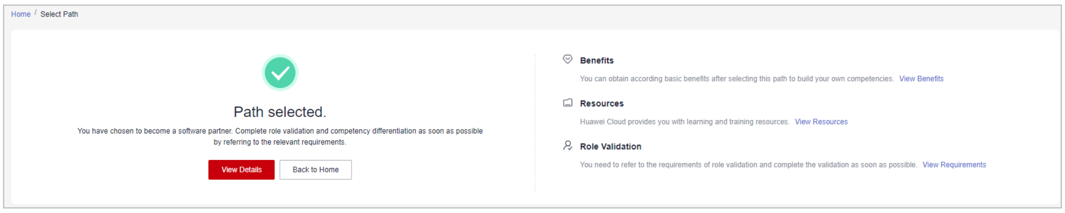
Step 5 Click **OK** on the displayed page.



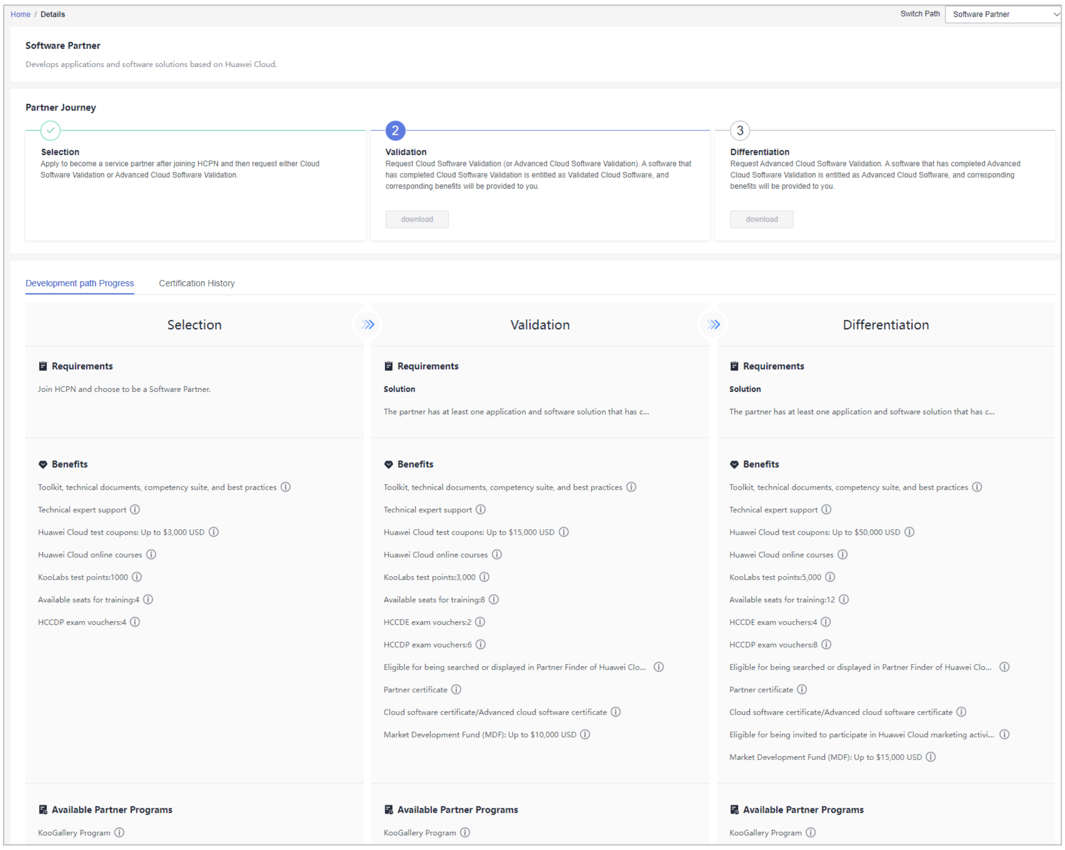
📖 **NOTE**

- If there is an account of your company that has already been used to join the software partner development path, other accounts who want to join this development path must obtain approval from the Huawei Cloud ecosystem manager.

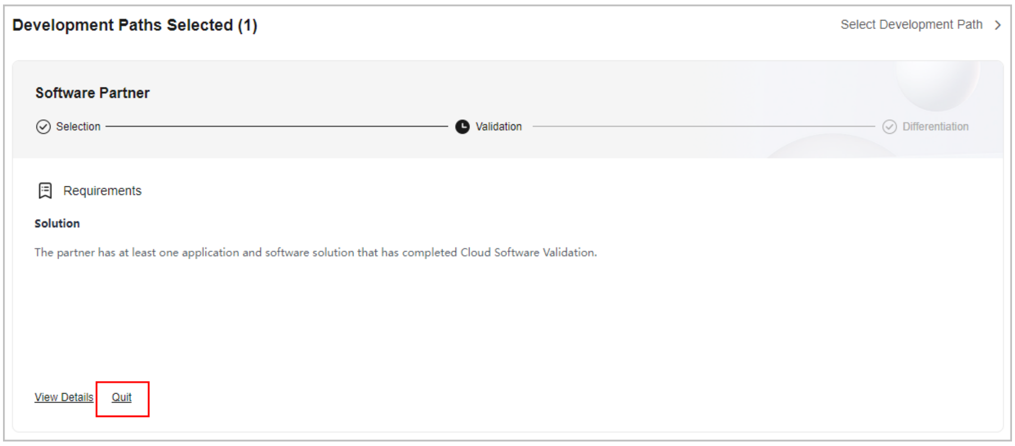
Step 6 Verify that a message, indicating that you have joined the software partner development path, is displayed. Then, click **View Details**, and choose to request role validation.



Step 7 View the stage you are at now during entire partner journey and check the minimum requirements for role validation.


Home / Details
Switch Path
Software Partner
Software Partner
Develops applications and software solutions based on Huawei Cloud.
Partner Journey
Selection
Apply to become a service partner after joining HCPN and then request either Cloud Software Validation or Advanced Cloud Software Validation.
2
Validation
Request Cloud Software Validation (or Advanced Cloud Software Validation). A software that has completed Cloud Software Validation is entitled as Validated Cloud Software, and corresponding benefits will be provided to you.
download
3
Differentiation
Request Advanced Cloud Software Validation. A software that has completed Advanced Cloud Software Validation is entitled as Advanced Cloud Software, and corresponding benefits will be provided to you.
download
Development path Progress
Certification History
Selection
Validation
Differentiation
Requirements
Join HCPN and choose to be a Software Partner.
Requirements
Solution
The partner has at least one application and software solution that has c...
Requirements
Solution
The partner has at least one application and software solution that has c...
Benefits
Toolkit, technical documents, competency suite, and best practices
Technical expert support
Huawei Cloud test coupons: Up to $3,000 USD
Huawei Cloud online courses
KooLabs test points:1000
Available seats for training:4
HCCDP exam vouchers:4
Benefits
Toolkit, technical documents, competency suite, and best practices
Technical expert support
Huawei Cloud test coupons: Up to $15,000 USD
Huawei Cloud online courses
KooLabs test points:3,000
Available seats for training:8
HCCDE exam vouchers:2
HCCDP exam vouchers:6
Eligible for being searched or displayed in Partner Finder of Huawei Clo...
Partner certificate
Cloud software certificate/Advanced cloud software certificate
Market Development Fund (MDF): Up to $10,000 USD
Benefits
Toolkit, technical documents, competency suite, and best practices
Technical expert support
Huawei Cloud test coupons: Up to $50,000 USD
Huawei Cloud online courses
KooLabs test points:5,000
Available seats for training:12
HCCDE exam vouchers:4
HCCDP exam vouchers:8
Eligible for being searched or displayed in Partner Finder of Huawei Clo...
Partner certificate
Cloud software certificate/Advanced cloud software certificate
Eligible for being invited to participate in Huawei Cloud marketing activi...
Market Development Fund (MDF): Up to $15,000 USD
Available Partner Programs
KooGallery Program
Available Partner Programs
KooGallery Program
Available Partner Programs
KooGallery Program

NOTE



- If you have joined the software partner development path by mistake, you can exit the path before role validation.
- You are not allowed to exit the development path if your current account:
  1. Has already joined a partner program.
  2. Has completed role validation.
  3. Has completed competency differentiation certification.
  4. Has requested certification for cloud software solutions.
  5. Has requested certification for advanced cloud software solutions.
  6. Has requested test coupons.
  7. Has requested exam vouchers.
  8. Has requested Market Development Fund (MDF).
  9. Has requested Funding Head (FH).

----End

2.2.2 Role Validation

After meeting the minimum requirements for role validation, you can request the role validation to obtain according business support and incentives.

Prerequisites

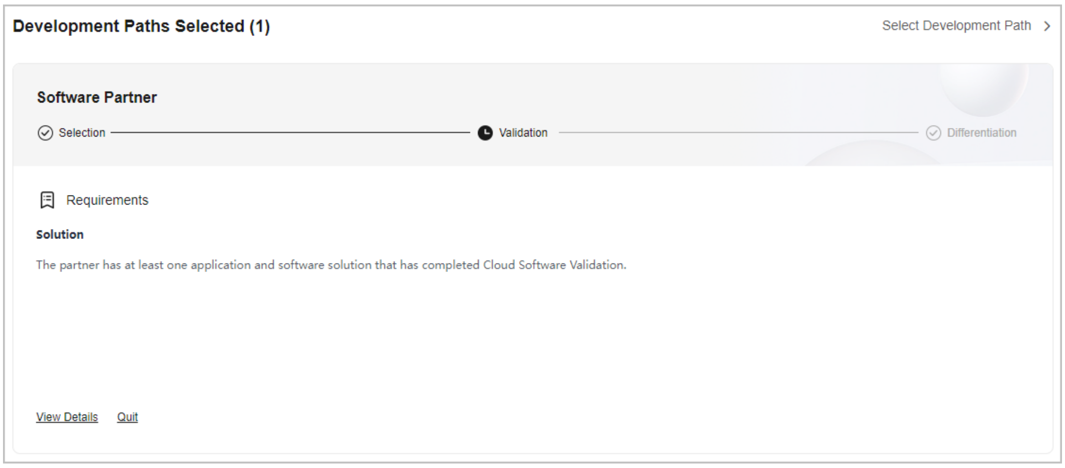
You have joined the software partner development path.

Procedure

Step 1 Use your account to log in to **Huawei Cloud**.

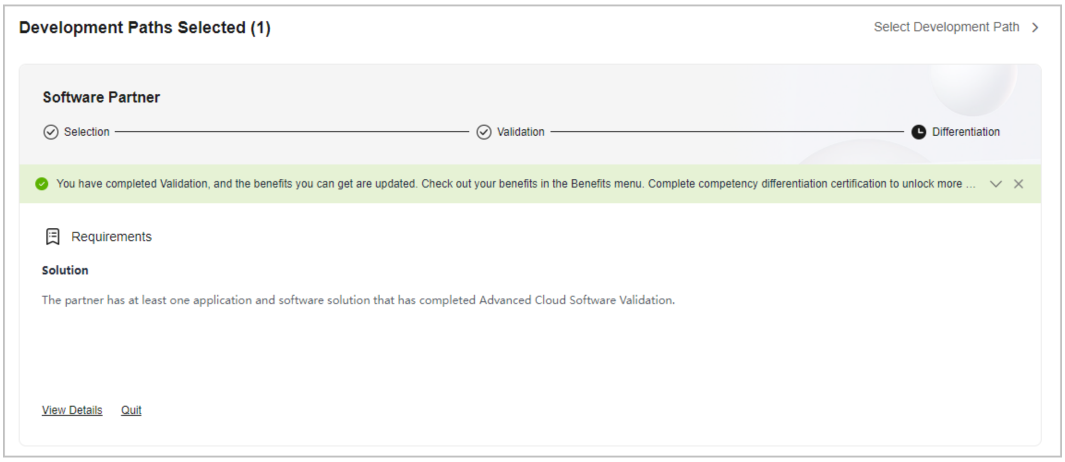
Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 View the requirements of role validation for software partners in the **Development Paths Selected** area on the **Home** page.



Step 4 Fulfill the requirement of the role validation phase.

- If you already have a validated cloud software solution, the system will automatically complete role validation.
- If you do not have a validated cloud software solution, click the requirement **The partner has at least one application and software solution that has completed Cloud Software Validation** to switch to the **Build** > **Cloud Software Solutions** page. **Create** and certify a cloud software solution. After the cloud software solution has been validated, the system will automatically complete role validation.



NOTE

- If other accounts of your company have any application and software solution that passed the Cloud Software Validation, the certification result can be used to meet the requirements of role validation.
- You can choose to **create an advanced cloud software solution**. If this software solution passes Advanced Cloud Software Validation, you can request certification for role validation and competency differentiation.
- After passing the role validation, you can download the certificate on the details page of the software partner development path.
- If you fail the role validation, modify and complete the information based on the failure cause and submit the application again.

----End

2.2.3 Competency Differentiation

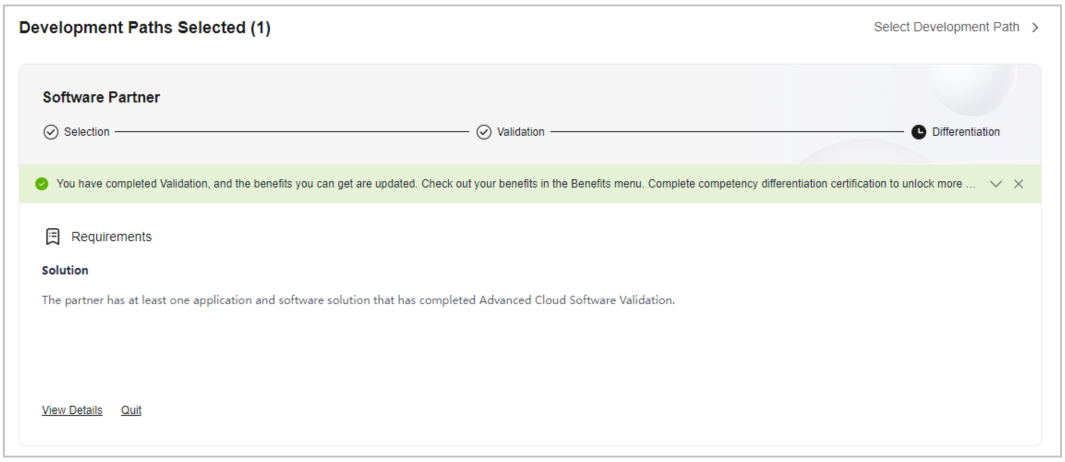
Competency differentiation enables you to explore more competencies differentiated from others and serve customers better so that you can earn customer trust and win more business opportunities.

Procedure

Step 1 Use your account to log in to **Huawei Cloud**.

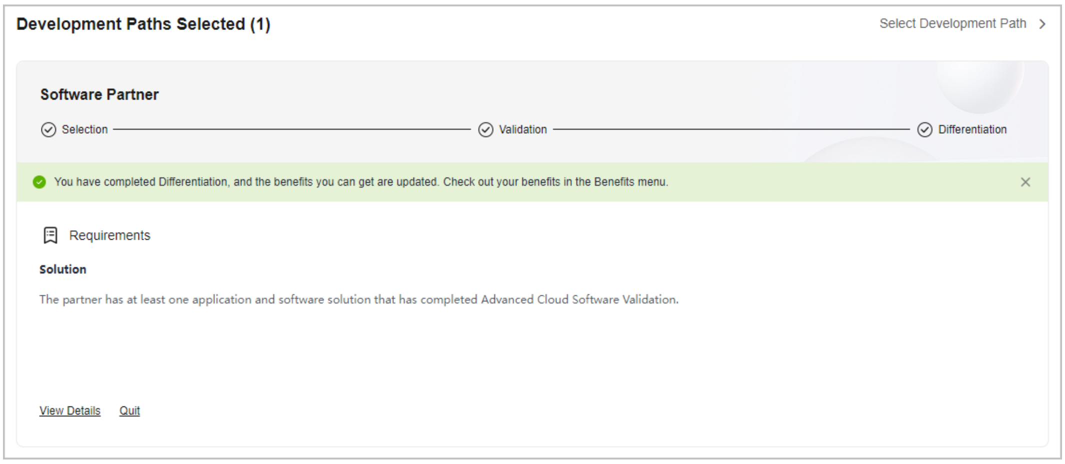
Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 View the requirements of competency differentiation for software partners in the **Development Paths Selected** area on the **Home** page.



Step 4 Fulfill the requirement of the competency differentiation phase.

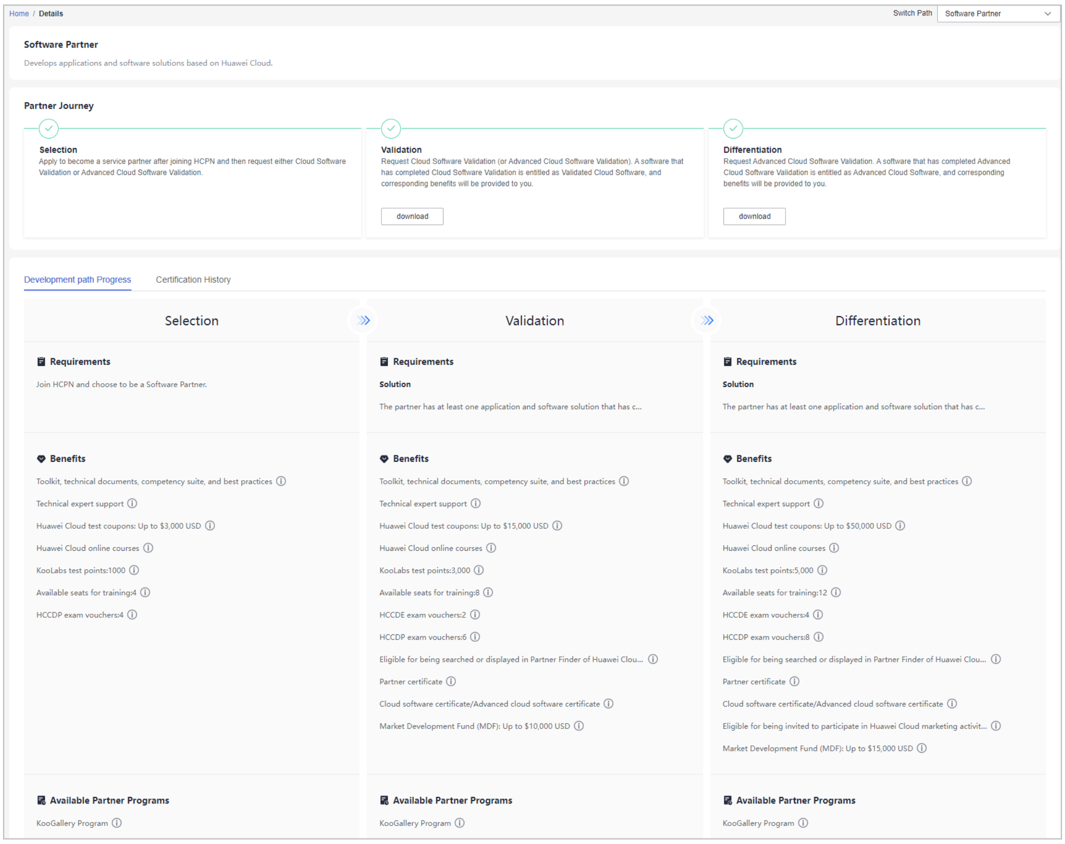
- If you already have a validated advanced cloud software solution, the system will automatically complete competency differentiation certification.
- If you do not have a validated advanced cloud software solution, click the requirement **The partner has at least one application and software solution that has completed Advanced Cloud Software Validation** to switch to the **Build** > **Advanced Cloud Software Solutions** page. **Create** and certify an advanced cloud software solution. After the advanced cloud software solution has been validated, the system will automatically complete competency differentiation certification.



NOTE

- If other accounts of your company have any application and software solution that passed the Advanced Cloud Software Validation, the certification result can be used to meet the requirements of competency differentiation.
- After the competency differentiation certification is complete, you can download the certificate on the details page of the software partner development path.
- If you fail the competency differentiation certification, modify and complete the information based on the failure cause and submit the application again.

Step 5 Click **View Details** to view the available benefits and partner programs for each stage of the entire partner journey.



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2.3 Service Partner Development Path

Service partners are focused on building core service competencies on cloud, such as cloud migration planning, cloud migration implementation, application refactoring, and managed services. Huawei Cloud provides a wealth of benefits, such as training, technical support, and incentives, to help partners acquire new core competencies on Huawei Cloud faster and ensure that development is fast and sustainable.

2.3.1 Role Selection

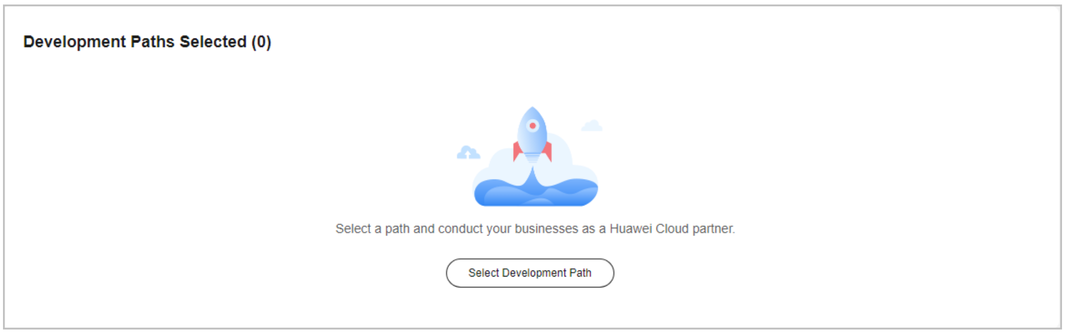
After joining HCPN, you can select a development path and obtain according benefits.

Procedure

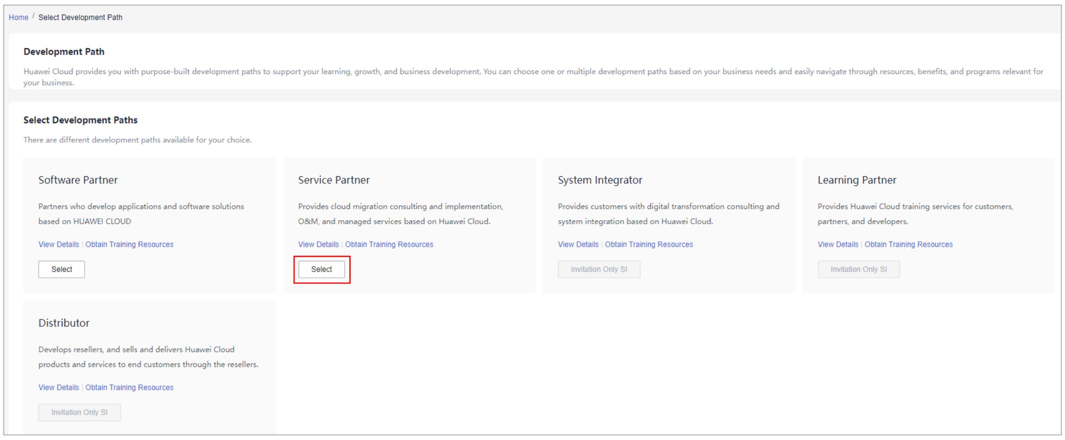
Step 1 Use your account to log in to **Huawei Cloud**.

Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 Click **Select Development Path** in the **Development Paths Selected** area on the **Home** page displayed by default.



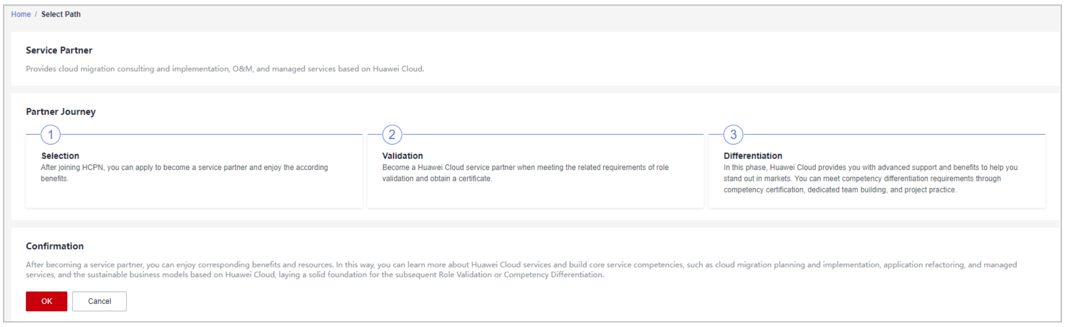
Step 4 Find **Service Partner** on the displayed page and click **Select**.



NOTE

There are different development paths and corresponding cooperation programs available for your choice.

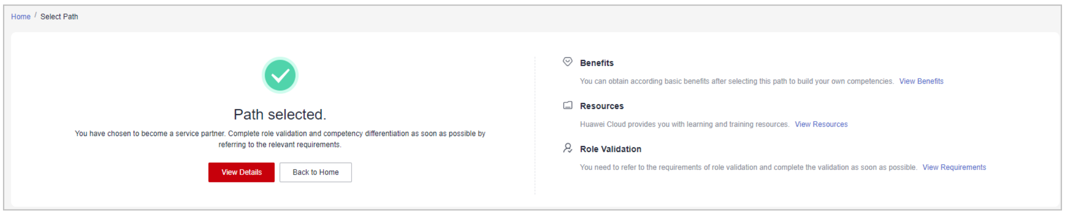
Step 5 Click **OK** on the displayed page.



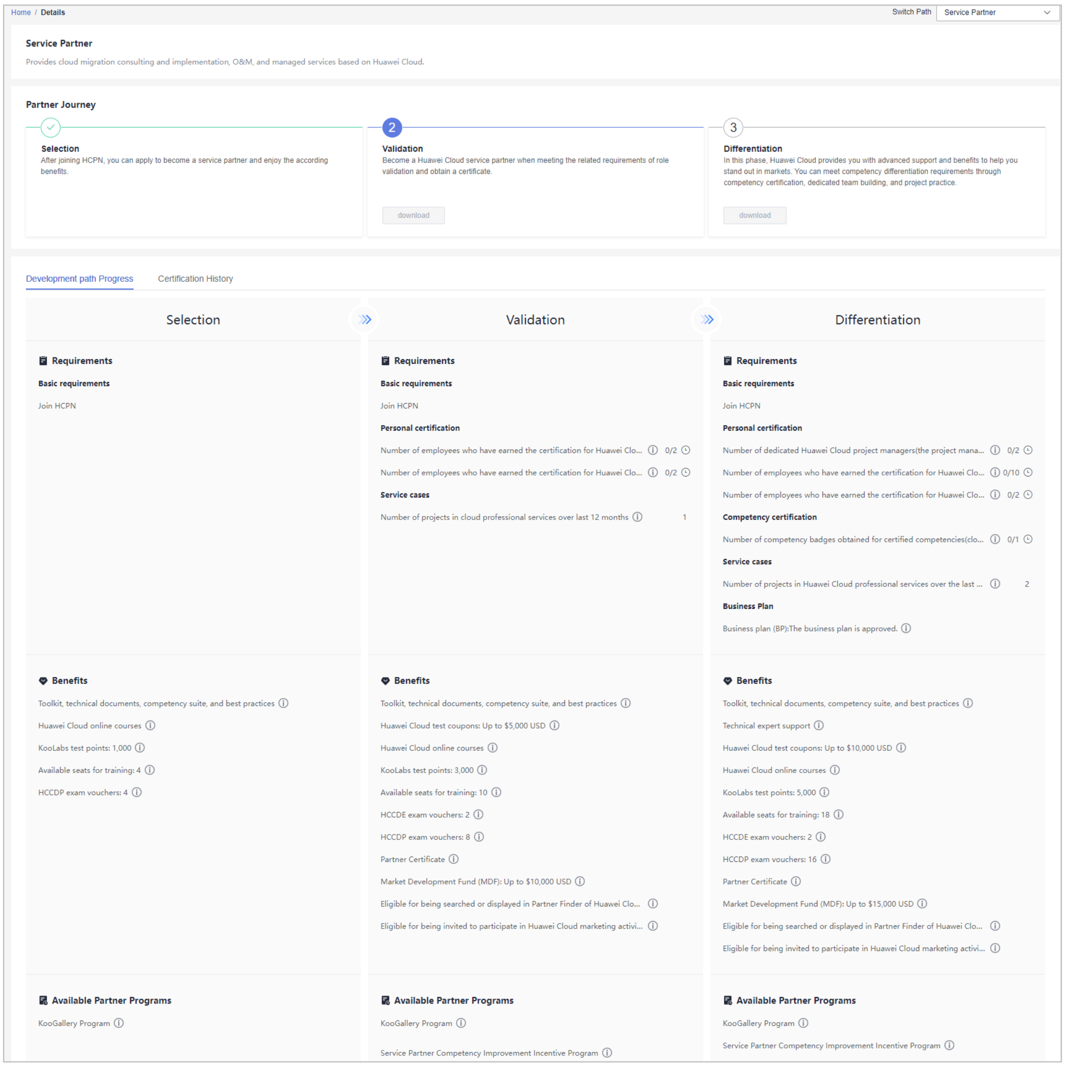
NOTE

- If there is an account of your company that has already been used to join the service partner development path, you cannot join this development path.
- You cannot join the Cloud Solution Provider Program after joining this development path. Register a new account to join the program.

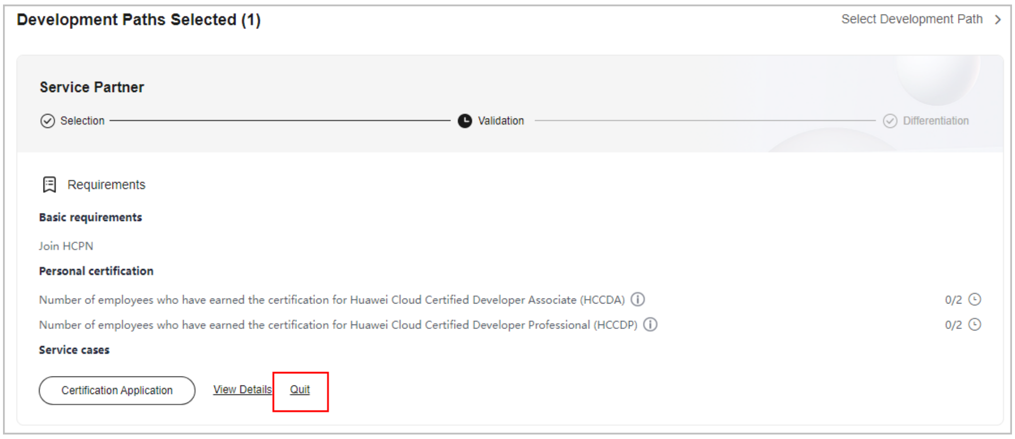
Step 6 Verify that a message, indicating that you have joined the service partner development path, is displayed. Then, click **View Details**, and choose to request role validation.



Step 7 View the stage you are at now during entire partner journey and check the minimum requirements for role validation.



NOTE



- If you have joined the service partner development path by mistake, you can exit the path before role validation.
- You are not allowed to exit the development path if your current account:
  1. Has already joined a partner program.
  2. Has completed role validation.
  3. Has completed competency differentiation certification.
  4. Has requested certification for cloud software solutions.
  5. Has requested certification for advanced cloud software solutions.
  6. Has requested test coupons.
  7. Has requested exam vouchers.
  8. Has requested MDF.
  9. Has requested FH.

----End

2.3.2 Role Validation

After meeting the minimum requirements for role validation, you can request the role validation to obtain according business support and incentives.

Prerequisites

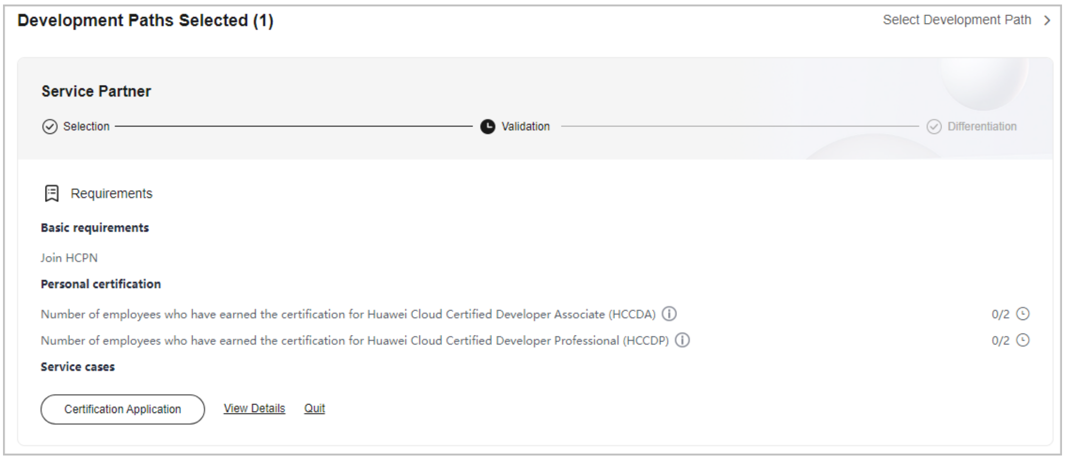
You have joined the service partner development path.

Procedure

Step 1 Use your account to log in to **Huawei Cloud**.

Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 View the requirements of role validation for service partners in the **Development Paths Selected** area on the **Home** page.

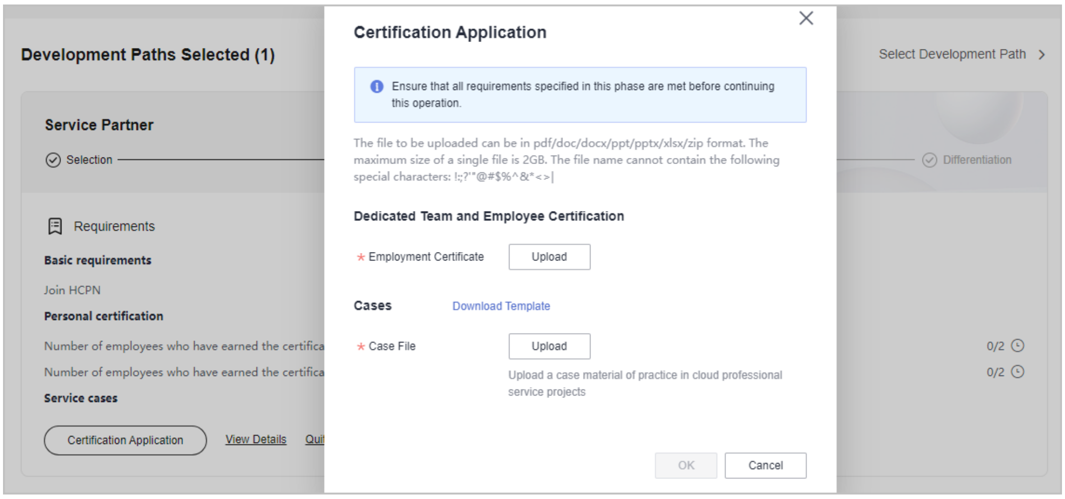


NOTE

1. Individual certification (HCCDA/HCCDP):
   - Each employee participating in the certification must earn at least one Huawei Cloud developer certification. Higher-level certifications can substitute lower-level ones. The certification criteria for HCCDA, HCCDP, HCCDE, and their sub-business directions are subject to the Huawei Cloud developer certification standards specific to each region.
   - HCCDA:
   - HCCDP: Collect the number of HCCDP and HCIP-Cloud Service Solutions Architect certificates.

     When counting the number of certified employees at the International/European website, the following certifications can be additionally included: HCIA-Cloud Service (counted towards HCCDA certification count), HCIP-Cloud Service Solutions Architect (counted towards HCCDP certification count), and HCIE-Cloud Service Solutions Architect (counted towards HCCDE certification count).
   - Certificates of a partner's employees can be shared with the partner only after the HUAWEI IDs of the employees have been associated with the partner administrator account. For details, see **How Do I Bind an Individual Certificate to a Partner Account?**

Step 4 Click **Certification Application** after meeting the role validation requirements. In the displayed dialog box, upload required materials and submit them.



NOTE

- After submitting the case materials, choose **Partner Information** > **Case Management** in the drop-down list of your account name to view the review status and case details.
- After passing the role validation, you can download the certificate on the details page of the service partner development path.
- If you fail the role validation, modify and complete the information based on the failure cause and submit the application again.

----End

2.3.3 Competency Differentiation

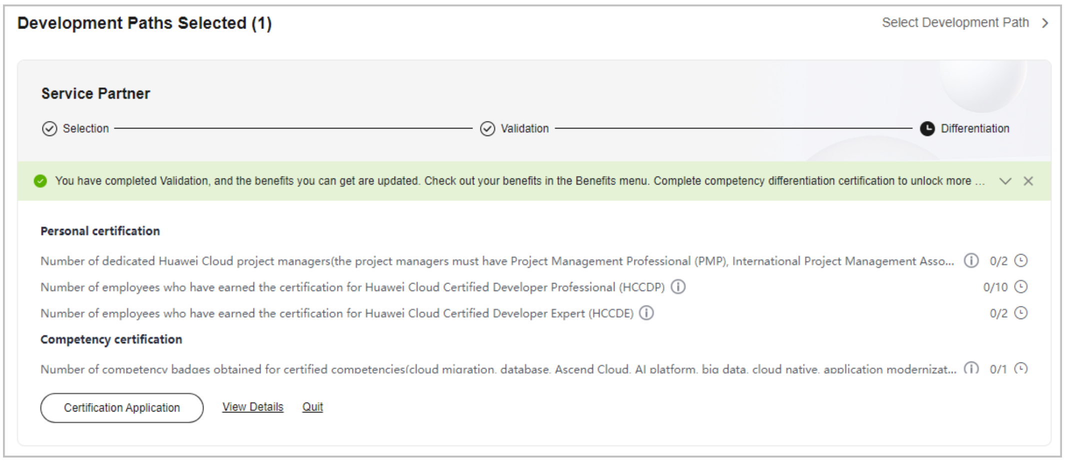
Competency differentiation enables you to explore more competencies differentiated from others and serve customers better so that you can earn customer trust and win more business opportunities.

Procedure

Step 1 Use your account to log in to **Huawei Cloud**.

Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 View the requirements of competency differentiation for service partners in the **Development Paths Selected** area on the **Home** page.



Step 4 Fulfill the requirements of the competency differentiation phase.

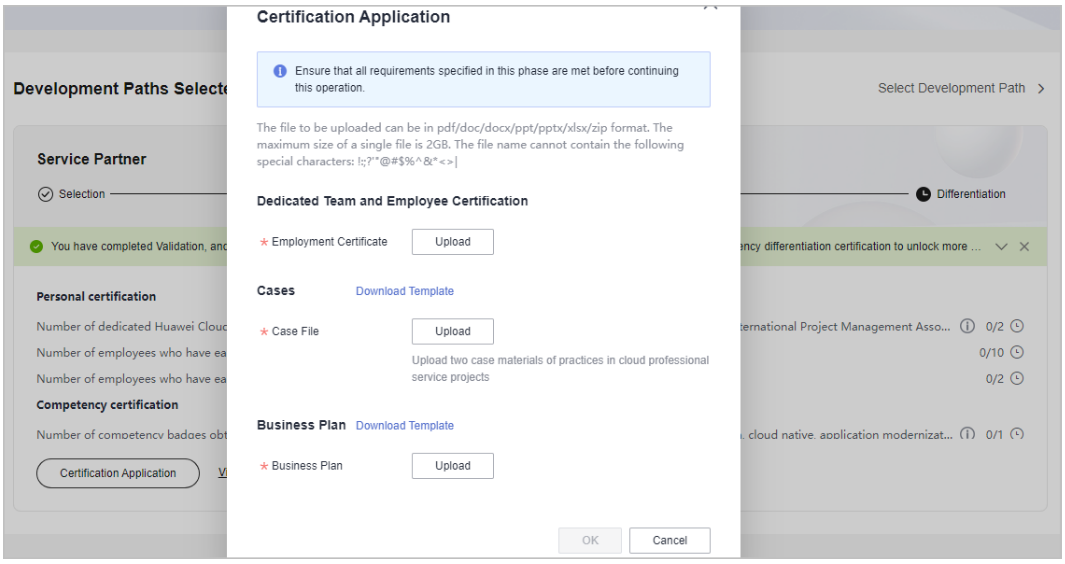
NOTE

1. Individual certifications
   – Number of dedicated Huawei Cloud project managers with Project Management Professional (PMP), International Project Management Association (IPMA) Level C, or Huawei Certified ICT Professional (HCIP) - Project Management certificate or any other equivalent or higher-level certificate. (The eligible certificate types include PMP, IPMA Levels A, B, and C, and HCIP-PM.)
   – HCCDP: Collect the number of HCCDP and HCIP-Cloud Service Solutions Architect certificates.
   – HCCDE: Collect the number of HCCDE and HCIE-Cloud Service Solutions Architect certificates.
   – Certificates of a partner's employees can be shared with the partner only after the HUAWEI IDs of the employees have been associated with the partner administrator account. For details, see **How Do I Bind an Individual Certificate to a Partner Account?**
2. Competency certification

   At least one of the following competencies is required: cloud migration, database, AI compute Service, AI platform, big data, cloud native, application modernization, and SAP. Other competencies that can be certified are subject to the valid competencies released by Huawei Cloud.

   For details, see **Requesting Competency Certification**.

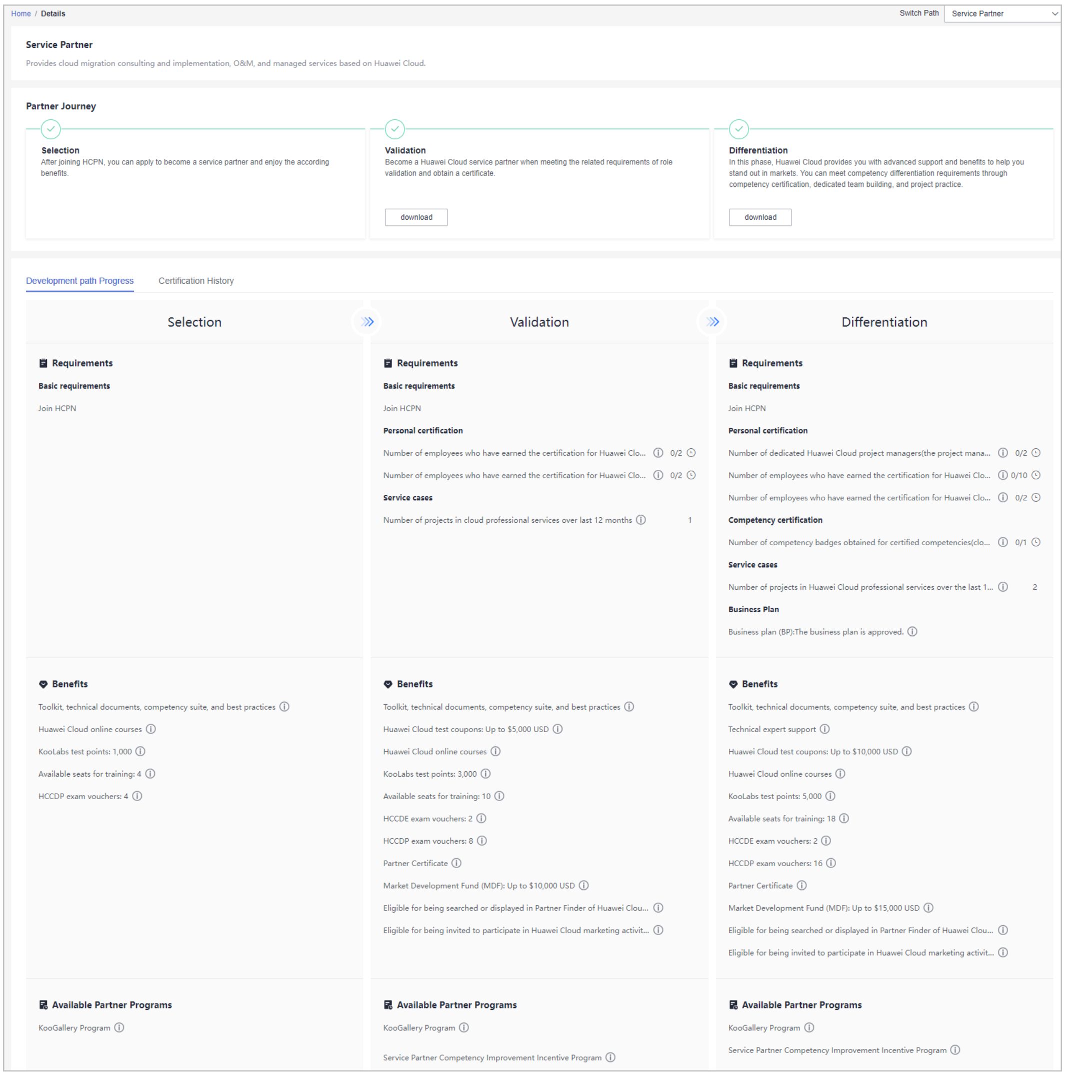
Step 5 Click **Certification Application** after meeting the competency differentiation requirements. In the displayed dialog box, upload required materials and submit them.



NOTE

- After submitting the case materials, choose **Partner Information** > **Case Management** in the drop-down list of your account name to view the review status and case details.
- After submitting the business plan, choose **Partner Information** > **Business Plan** in the drop-down list of your account name to view the review status and business plan details.
- After the competency differentiation certification is complete, you can download the certificate on the details page of the service partner development path.
- If you fail the competency differentiation certification, modify and complete the information based on the failure cause and submit the application again.

Step 6 Click **View Details** after the entire journey of the development path certification is complete to view the benefits and certificates available.



----End

2.4 System Integrator Development Path

Digital transformation consulting and system integration partners (SIs) focus on core cloud capabilities such as digital transformation consulting, industry solution integration, and continuous customer operations. Huawei Cloud provides a wide selection of benefits for SIs to help them acquire new core competencies and build business models.

2.4.1 Role Selection

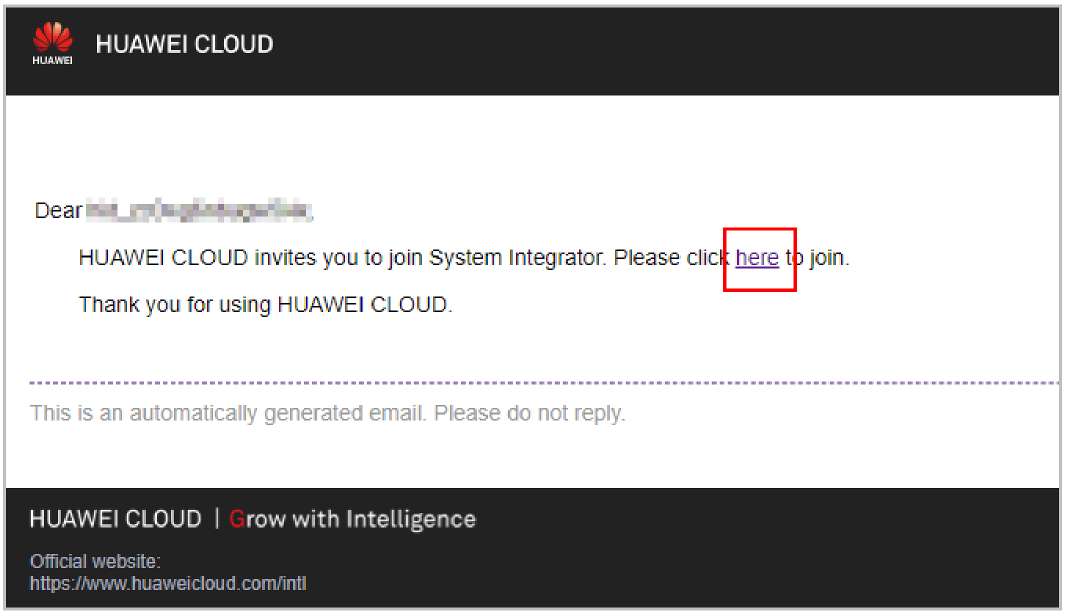
Prerequisites

- You have **joined HCPN**.
- You have been added to the whitelist by the PDM.

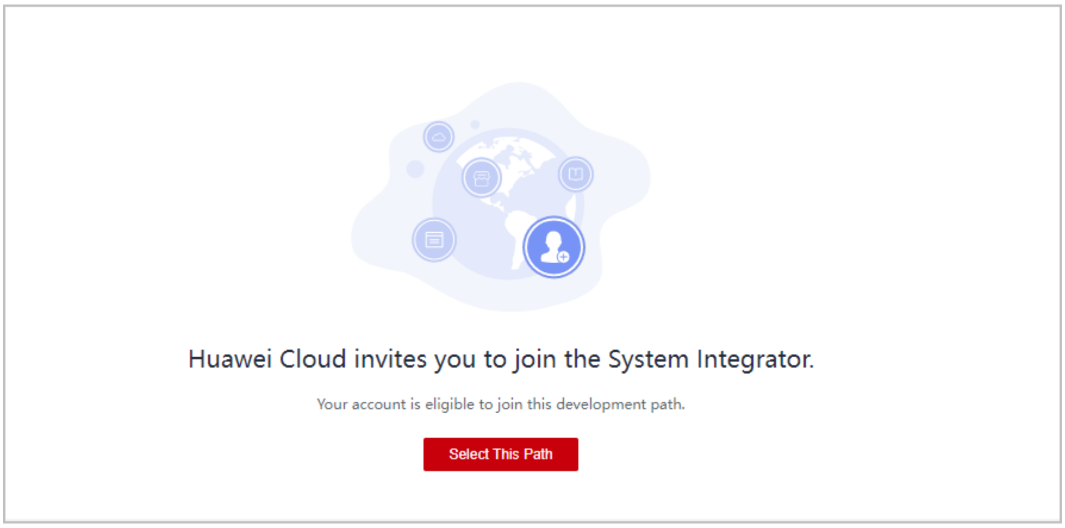
Procedure

Step 1 Find the email containing the invitation link sent from Huawei Cloud.

Step 2 Click **here** in the email to go to the login page. **Log in to Partner Center**.



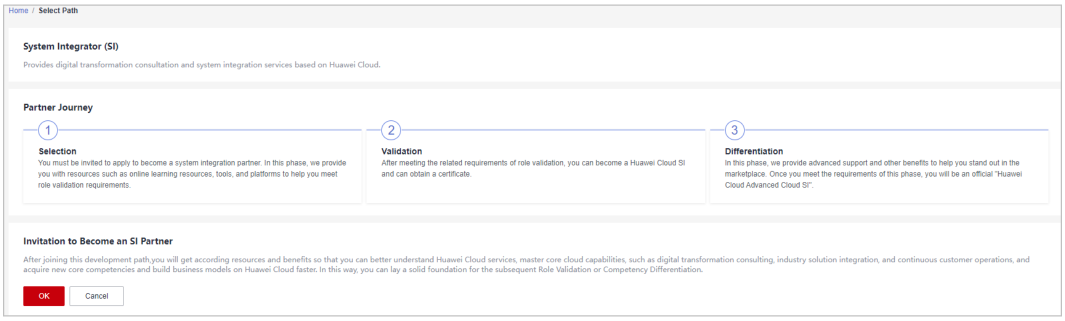
Step 3 Click **Select This Path** on the displayed page.



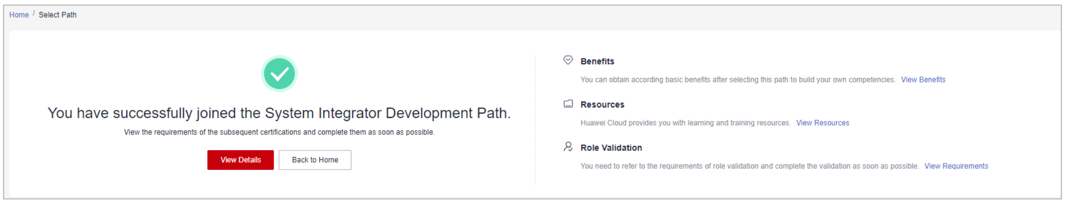
NOTE

Join HCPN before you select a development path.

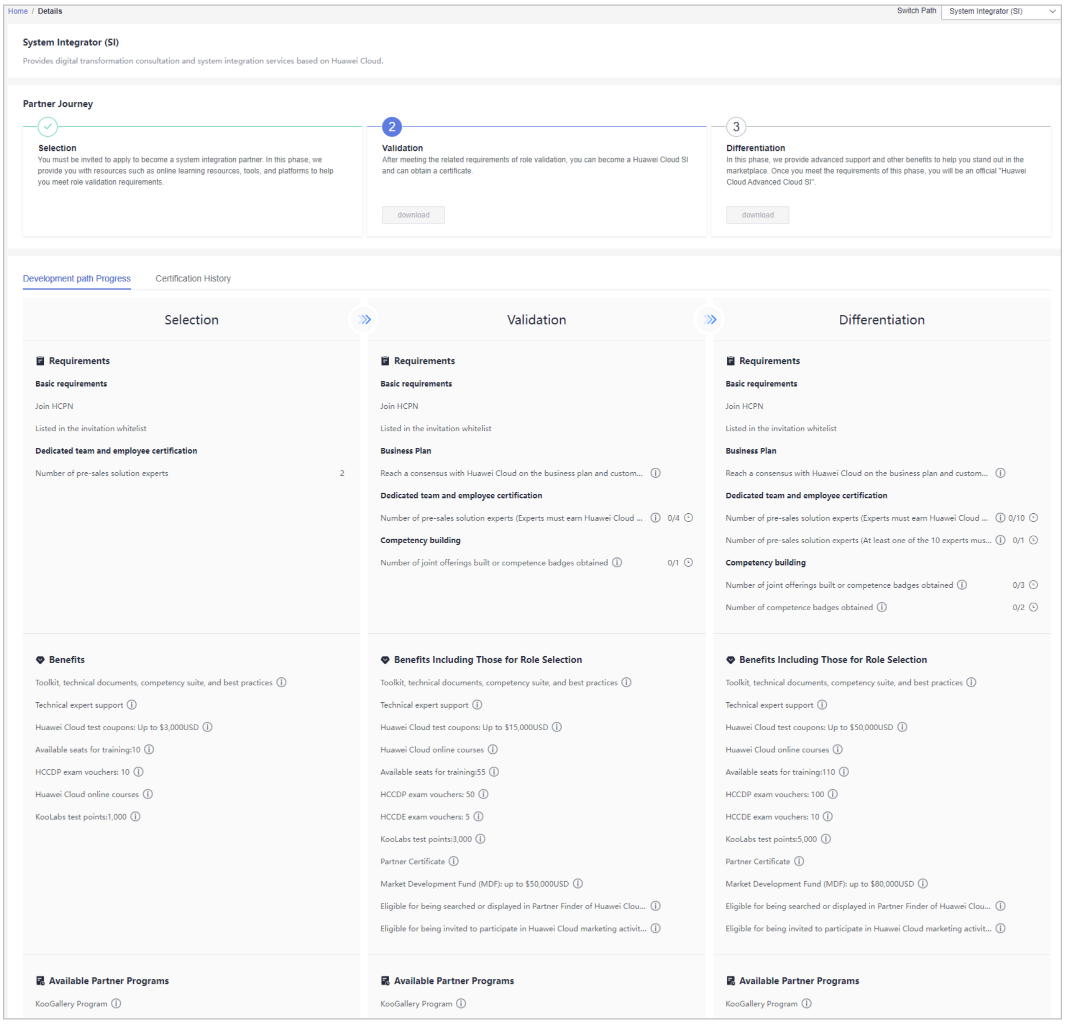
Step 4 Click **OK** on the displayed page.



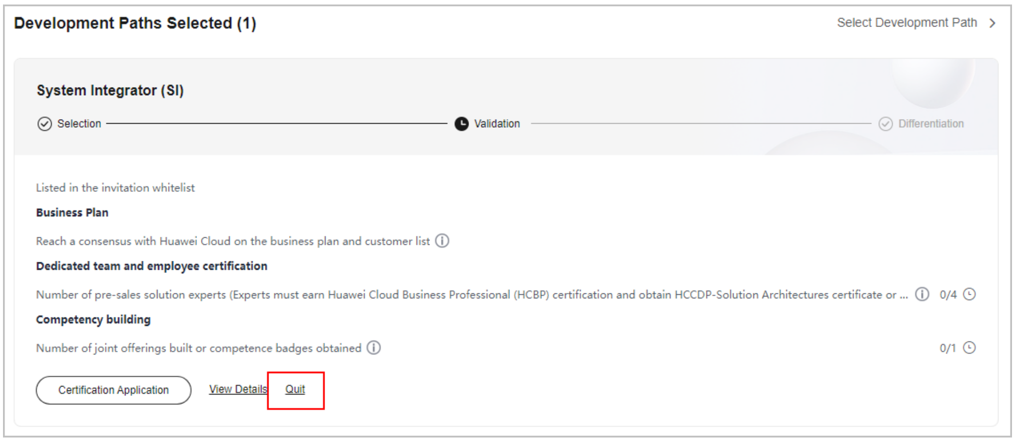
Step 5 A message is displayed indicating that you have successfully joined this path.



Step 6 Click **View Details** to view the minimum requirements for role validation and competency differentiation.



NOTE



- You can choose to exit the path before role validation.
- You are not allowed to exit the development path if your current account:
  1. Has already joined a partner program.
  2. Has completed role validation.
  3. Has completed competency differentiation certification.
  4. Has requested certification for cloud software solutions.
  5. Has requested certification for advanced cloud software solutions.
  6. Has requested test coupons.
  7. Has requested exam vouchers.
  8. Has requested MDF.
  9. Has requested FH.

----End

2.4.2 Role Validation

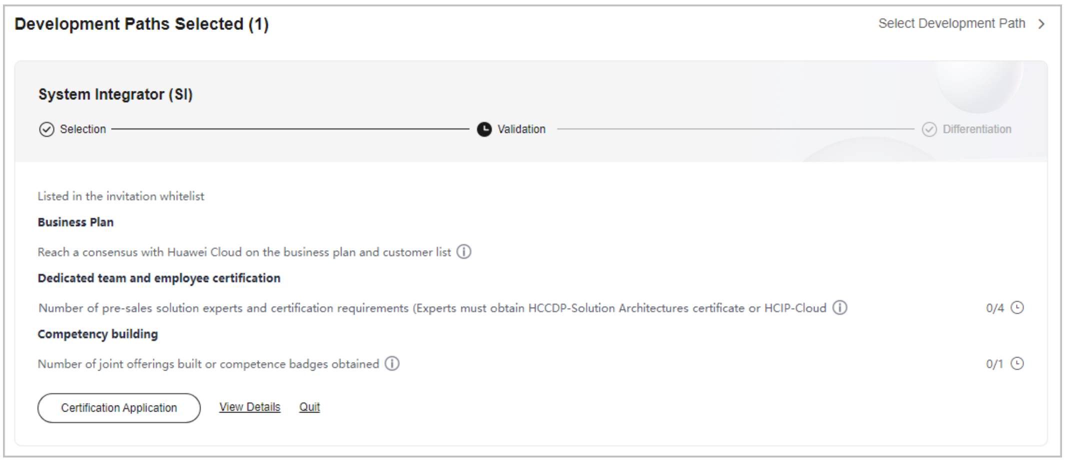
After meeting the minimum requirements for role validation, you can request the role validation to obtain according business support and incentives.

Procedure

Step 1 Use your account to log in to **Huawei Cloud**.

Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 View the requirements of role validation for SI partners in the **Development Paths Selected** area on the **Home** page.

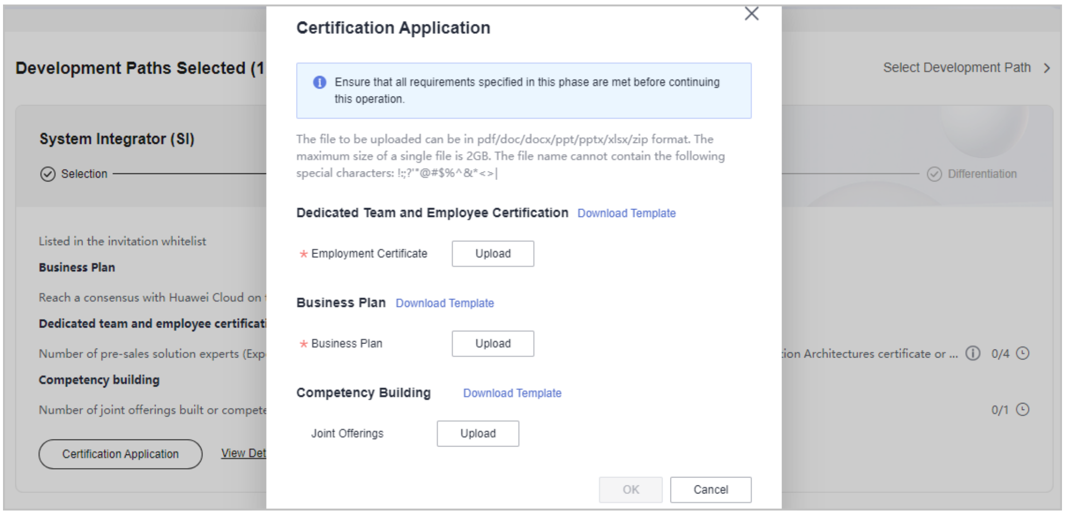


NOTE

1. Dedicated team and employee certification
   - Number of pre-sales solution experts (The experts must obtain the HCIP or HCCDP certificate.)

     The HCIP or HCCDP certificate refers to the HCIP-Cloud Service Solutions Architect or HCCDP-Solution Architectures certificate.
   - Certificates of a partner's employees can be shared with the partner only after the HUAWEI IDs of the employees have been associated with the partner administrator account. For details, see **How Do I Bind an Individual Certificate to a Partner Account?**
2. Competency building
   - The competency building includes joint offering building and competency certification. Partners can apply for role validation with either one joint offering or one competency badge.
   - Joint offering: Partners can request role validation once a Huawei Cloud baseline solution successfully completes the OBP project initiation or a joint operations product is approved through the product selection decision-making process. During identity verification, the baseline solution or joint operations product must have been released. The certification assessment can consider common products available on the International and European websites.
   - The preferred directions for SI partner competency certification include digital transformation consulting and planning, public cloud continuous operations, cloud migration planning and implementation, public cloud O&M, HCS O&M, data management and analysis, database, big data, and AI platform service.

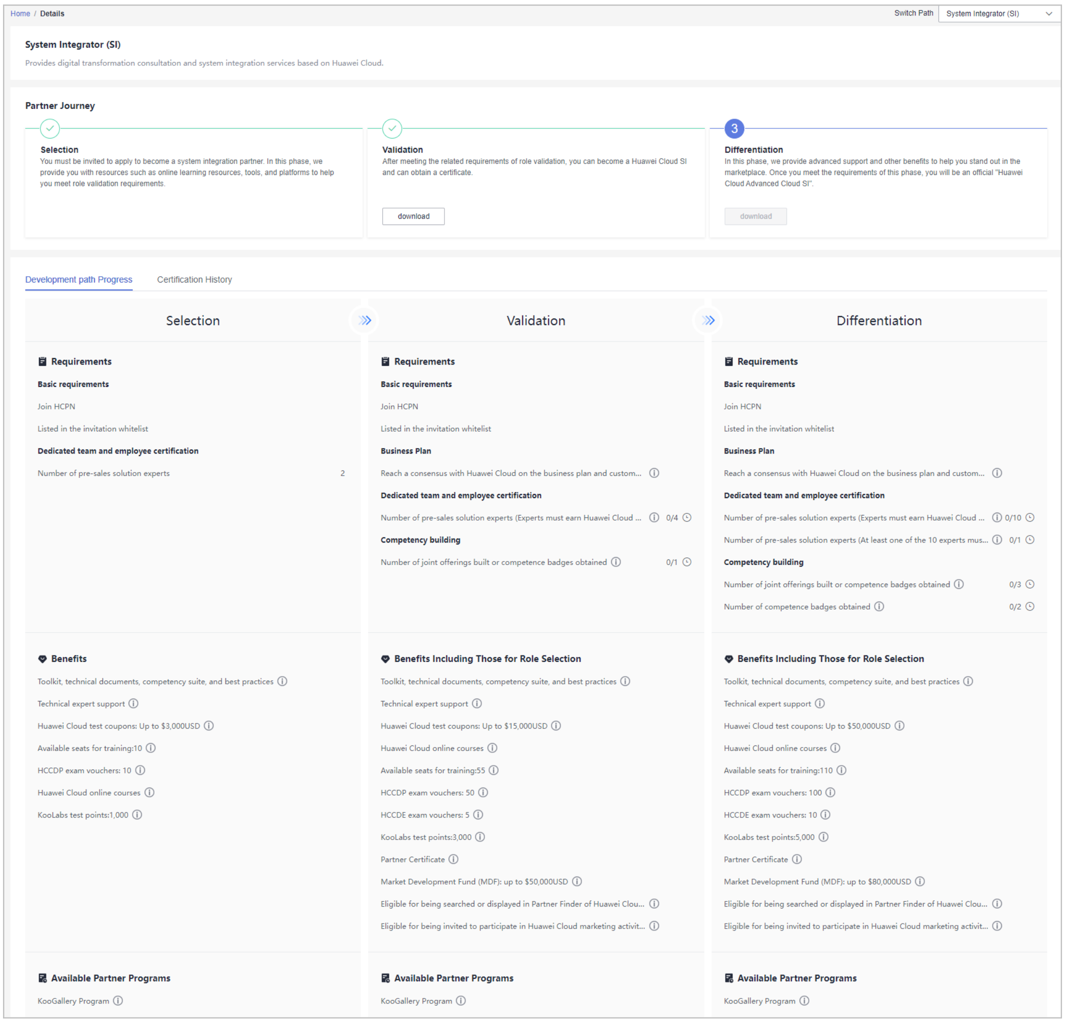
Step 4 Click **Certification Application** after meeting the role validation requirements. In the displayed dialog box, upload required materials and submit them.



NOTE

- After submitting the business plan, choose **Partner Information** > **Business Plan** in the drop-down list of your account name to view the review status and business plan details.
- Ensure that all requirements listed are met before requesting the validation.
- After passing the role validation, you can download the certificate on the details page of the SI development path.
- If you fail the role validation, modify and complete the information based on the failure cause and submit the application again.

Step 5 After role validation is completed, click **View Details** to view the available benefits and the certificate on the path details page.



----End

2.4.3 Competency Differentiation

Competency differentiation enables you to explore more competencies differentiated from others and serve customers better so that you can earn customer trust and win more business opportunities.

Prerequisites

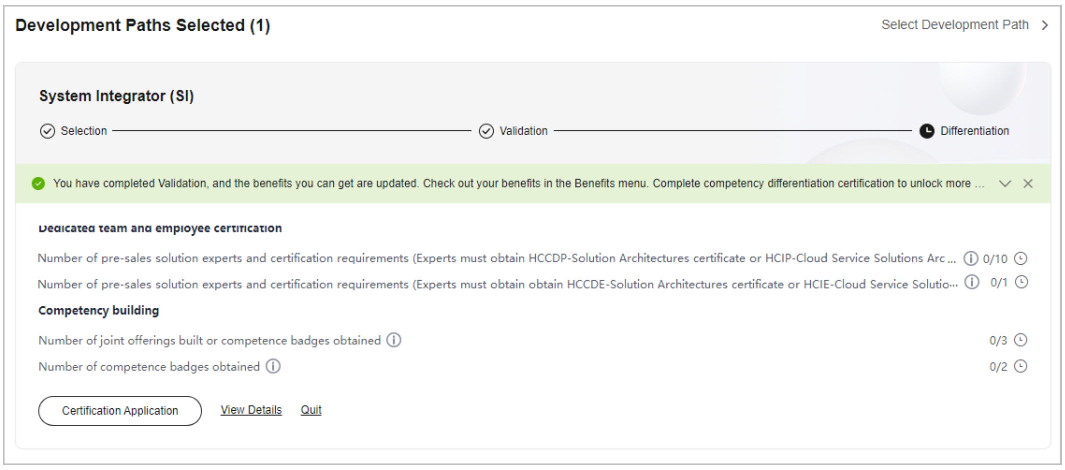
You have been added to the competency differentiation whitelist by the PDM.

Procedure

Step 1 Use your account to log in to **Huawei Cloud**.

Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 View the requirements of competency differentiation for SI partners in the **Development Paths Selected** area on the **Home** page.



NOTE

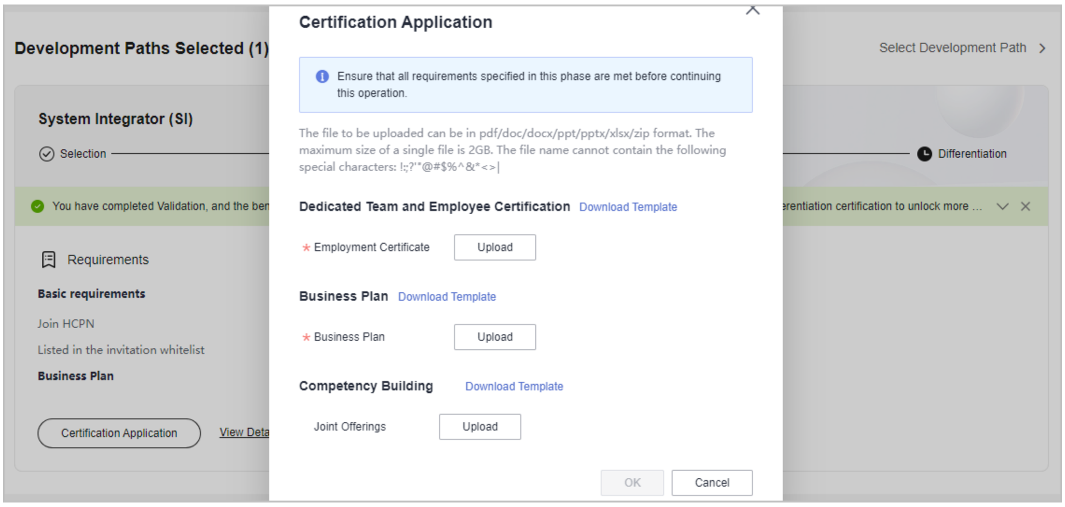
1. Dedicated team and employee certification
   - Number of pre-sales solution experts

     The experts must obtain the HCIP or HCCDP certificate. At least one of them must have the HCIE or HCCDE certificate.

     The HCIP or HCCDP certificate refers to the HCIP-Cloud Service Solutions Architect or HCCDP-Solution Architectures certificate.

     The HCIE or HCCDE certificate refers to the HCIE-Cloud Service Solutions Architect or HCCDE-Solution Architectures certificate.
   - Certificates of a partner's employees can be shared with the partner only after the HUAWEI IDs of the employees have been associated with the partner administrator account. For details, see **How Do I Bind an Individual Certificate to a Partner Account?**
2. Competency building
   - The competency building includes joint offering building and competency certification. In the competency differentiation phase, partners are required to obtain at least two competency badges.
   - Joint offering: Partners can request role validation once a Huawei Cloud baseline solution successfully completes the OBP project initiation or a joint operations product is approved through the product selection decision-making process. During identity verification, the baseline solution or joint operations product must have been released. The certification assessment can consider common products available on the International and European websites.
   - The preferred directions for SI partner competency certification include digital transformation consulting and planning, public cloud continuous operations, cloud migration planning and implementation, public cloud O&M, HCS O&M, data management and analysis, database, big data, and AI platform service.

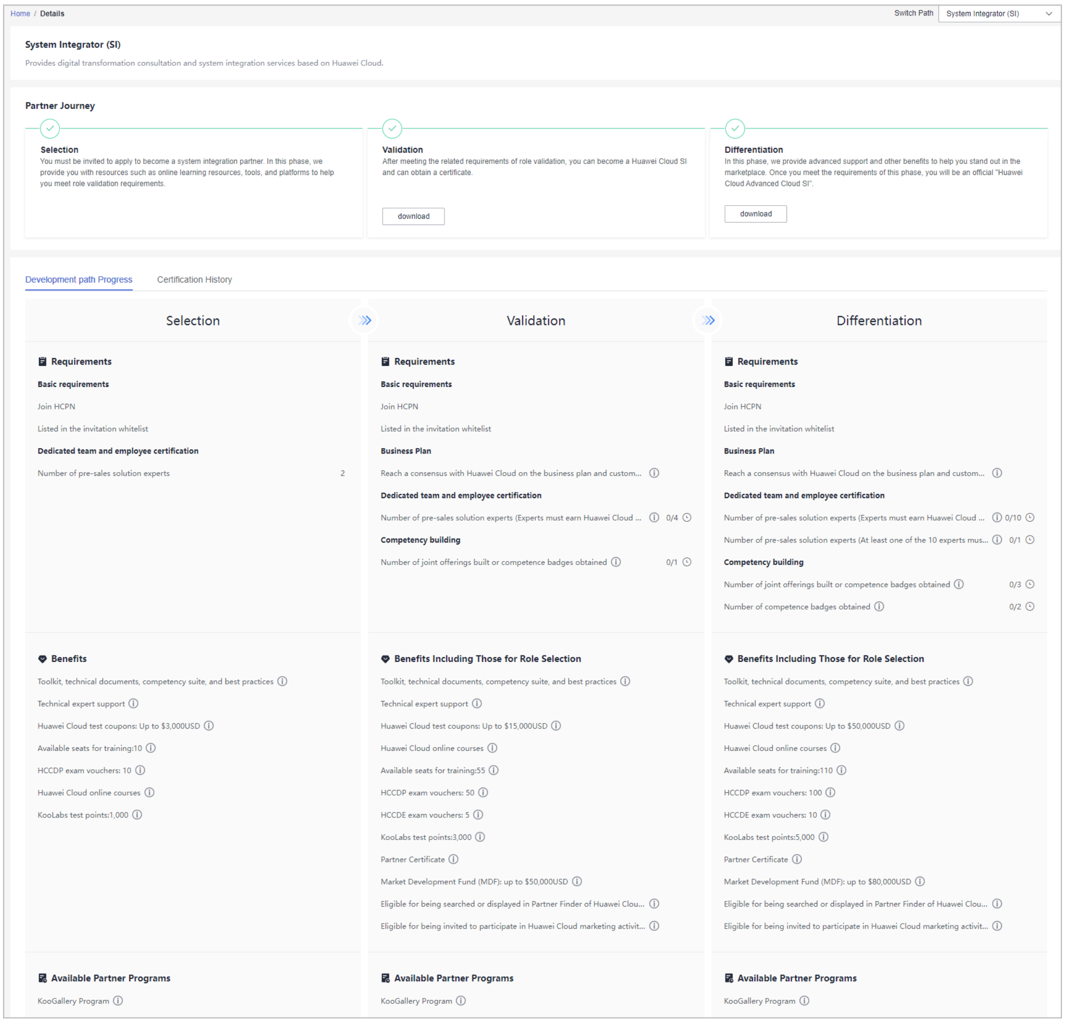
Step 4 Click **Certification Application** after meeting the competency differentiation requirements. In the displayed dialog box, upload required materials and submit them.



NOTE

- After submitting the business plan, choose **Partner Information** > **Business Plan** in the drop-down list of your account name to view the review status and business plan details.
- After the competency differentiation certification is complete, you can download the certificate on the details page of the SI development path.
- If you fail the competency differentiation certification, modify and complete the information based on the failure cause and submit the application again.

Step 5 Click **View Details** after the entire journey of the development path certification is complete to view the benefits and certificates available.



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2.5 Learning Partner Development Path

The Learning Partner development path is focused on partners' core competencies such as training and course development. Huawei Cloud provides incentives and benefits for learning partners so that they can build profitable and sustainable business models and enable the Huawei Cloud ecosystem.

2.5.1 Role Selection

After joining HCPN, you can select a development path and obtain according benefits.

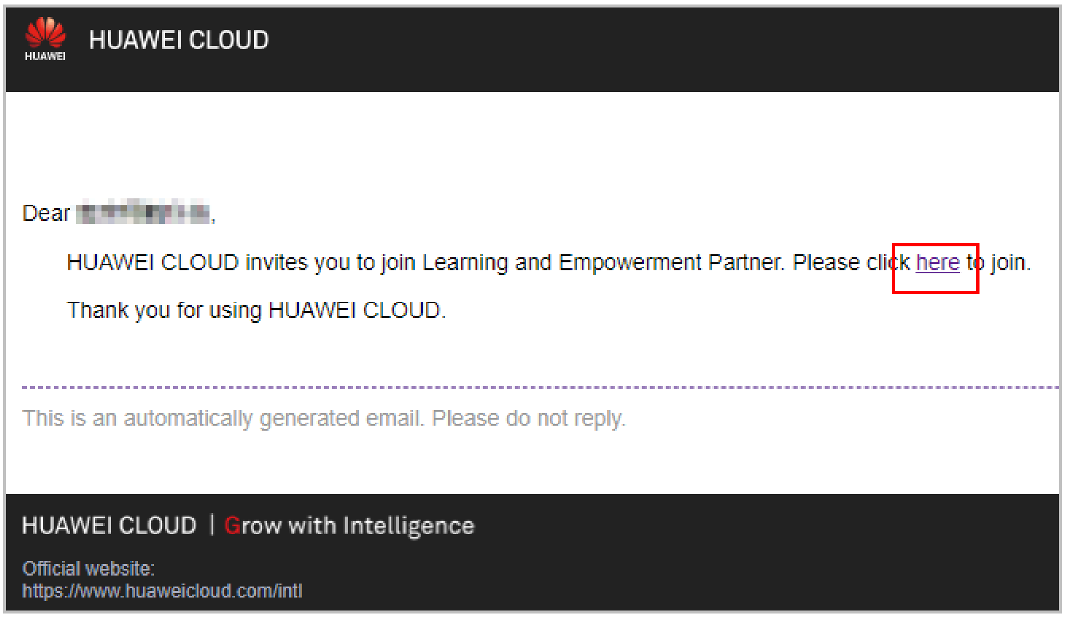
Prerequisites

You have registered a Huawei Cloud account and received an invitation from Huawei Cloud for joining the learning partner development path.

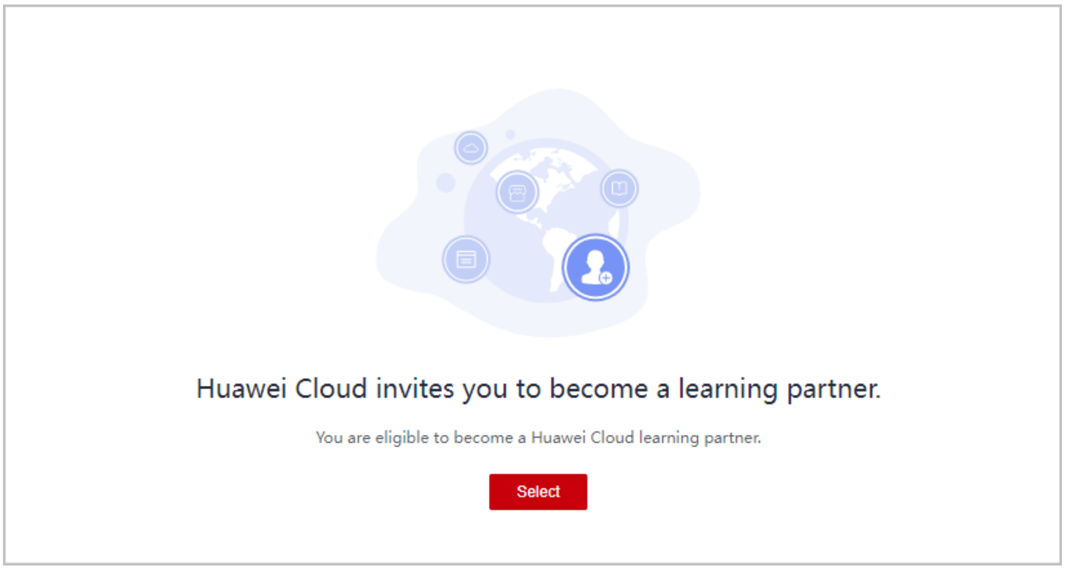
Procedure

Step 1 Find the email containing the invitation link sent from Huawei Cloud.

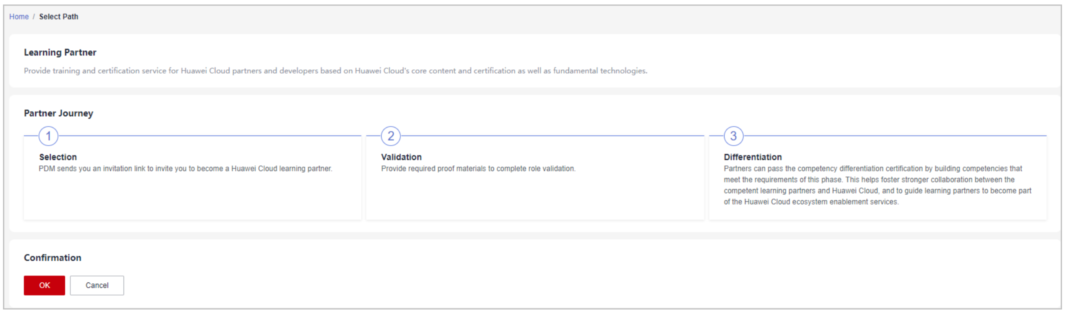
Step 2 Click **here** in the email to go to the login page. **Log in to Partner Center**.



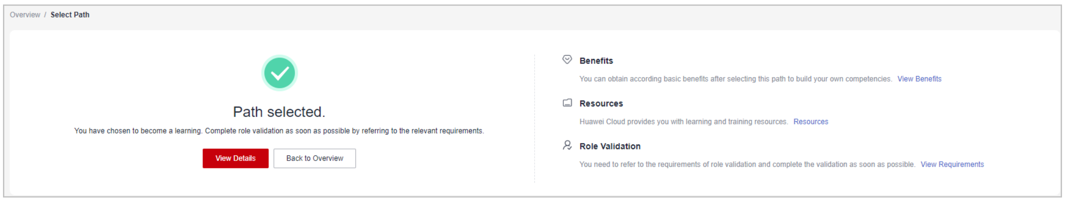
Step 3 Click **Select** on the displayed page.



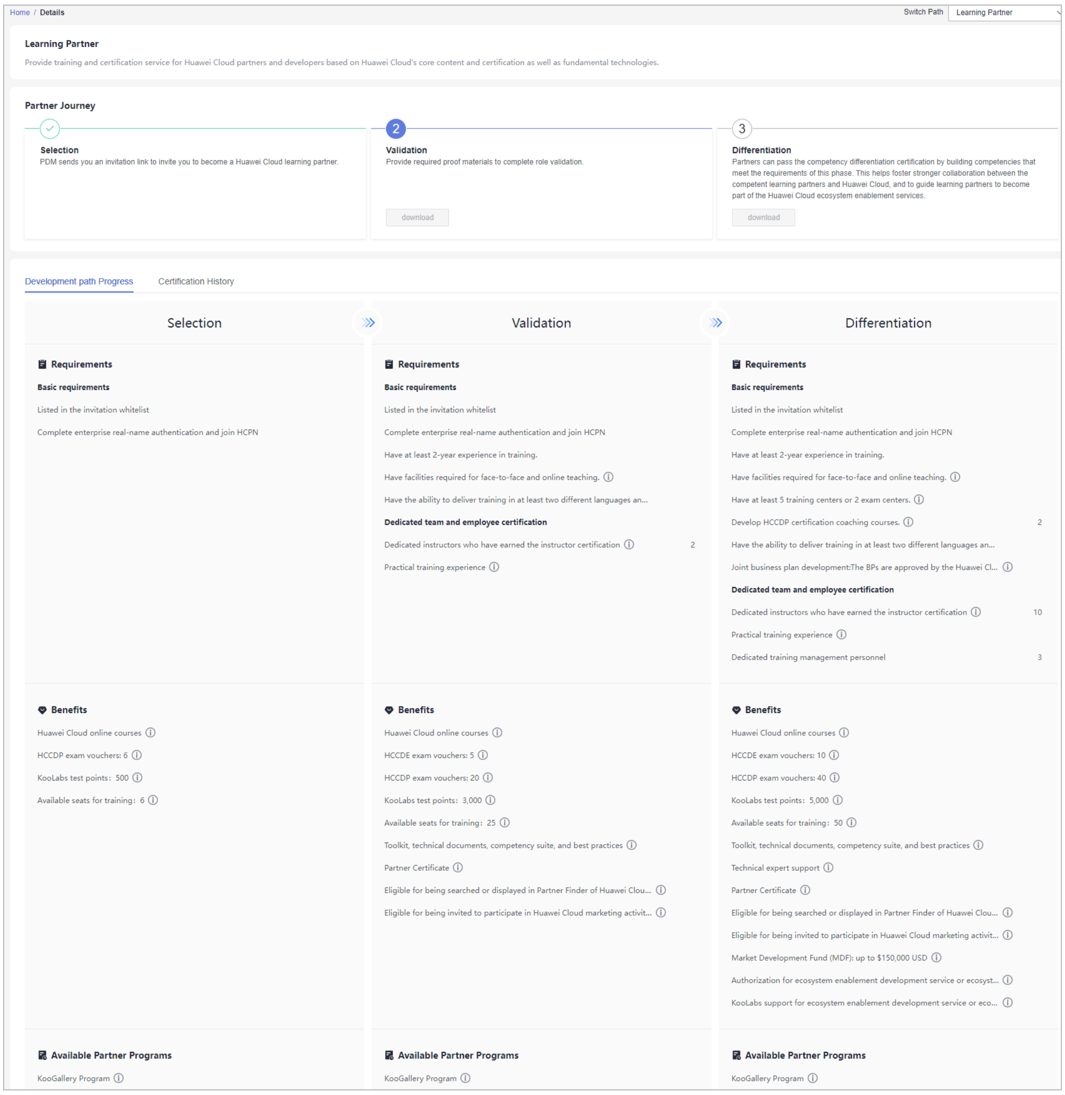
Step 4 Click **OK** on the displayed page.



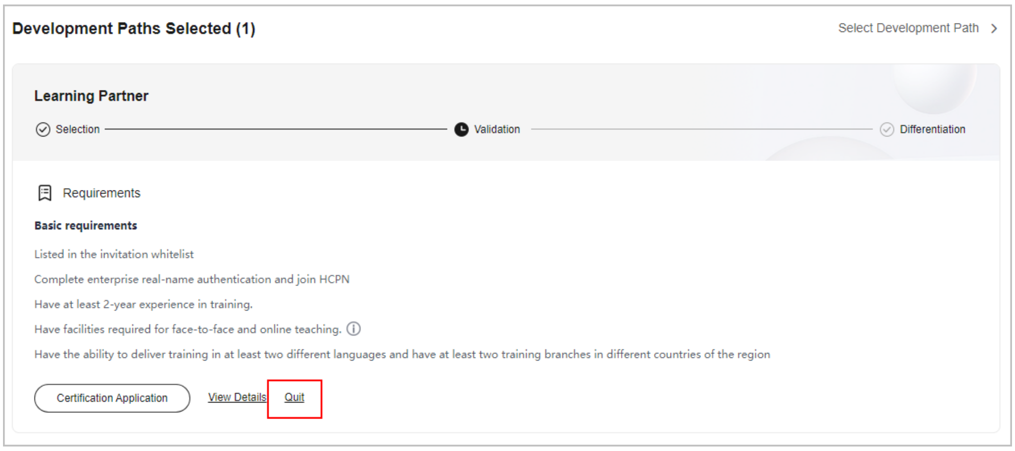
Step 5 Verify that a message, indicating that you have selected the learning partner development path, is displayed.



Step 6 Click **View Details** to check the minimum requirements for role validation.



NOTE



- You can choose to exit this path before role validation.
- You are not allowed to exit the development path if your current account:
  1. Has already joined a partner program.
  2. Has completed role validation.
  3. Has completed competency differentiation certification.
  4. Has requested certification for cloud software solutions.
  5. Has requested certification for advanced cloud software solutions.
  6. Has requested test coupons.
  7. Has requested exam vouchers.
  8. Has requested MDF.
  9. Has requested FH.

----End

2.5.2 Role Validation

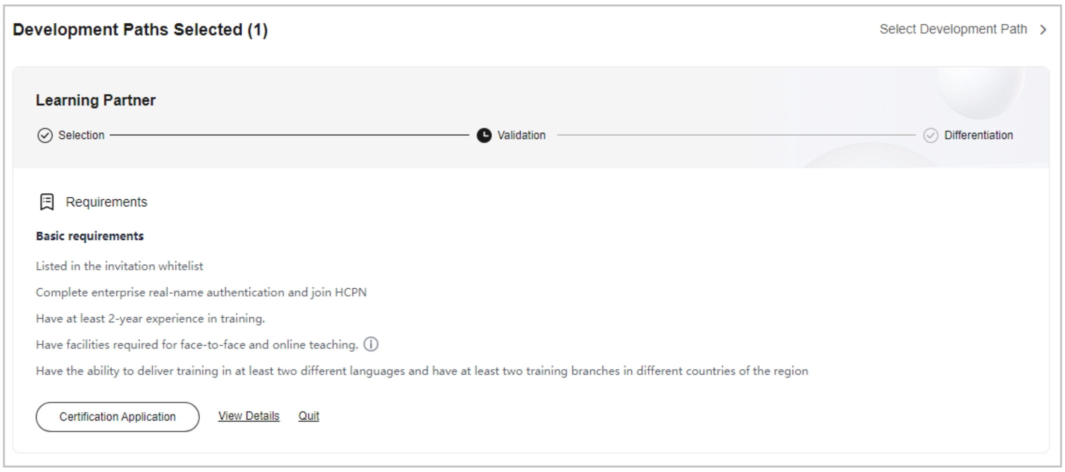
After meeting the minimum requirements for role validation, you can request the role validation to obtain according business support and incentives.

Procedure

Step 1 Use your account to log in to **Huawei Cloud**.

Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

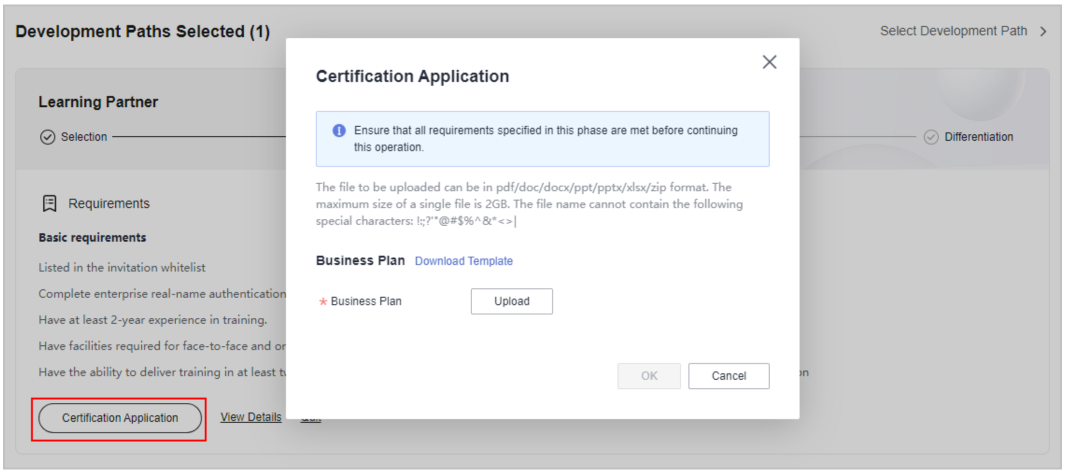
Step 3 View the requirements of role validation for learning partners in the **Development Paths Selected** area on the **Home** page.



NOTE

1. Basic requirements:
   - Having facilities required for face-to-face and online teaching. (Each authorized training site must have at least one classroom that can accommodate 20 or more trainees.)
   - Having the ability to deliver training in at least two different languages and having at least two training branches in different countries of the region.
2. Dedicated team and employee certification
   - Practical training experience: Instructors participating in certification must have experience in explaining project cases in the corresponding technical domain. During the trial training, instructors must explain and analyze project cases in depth.

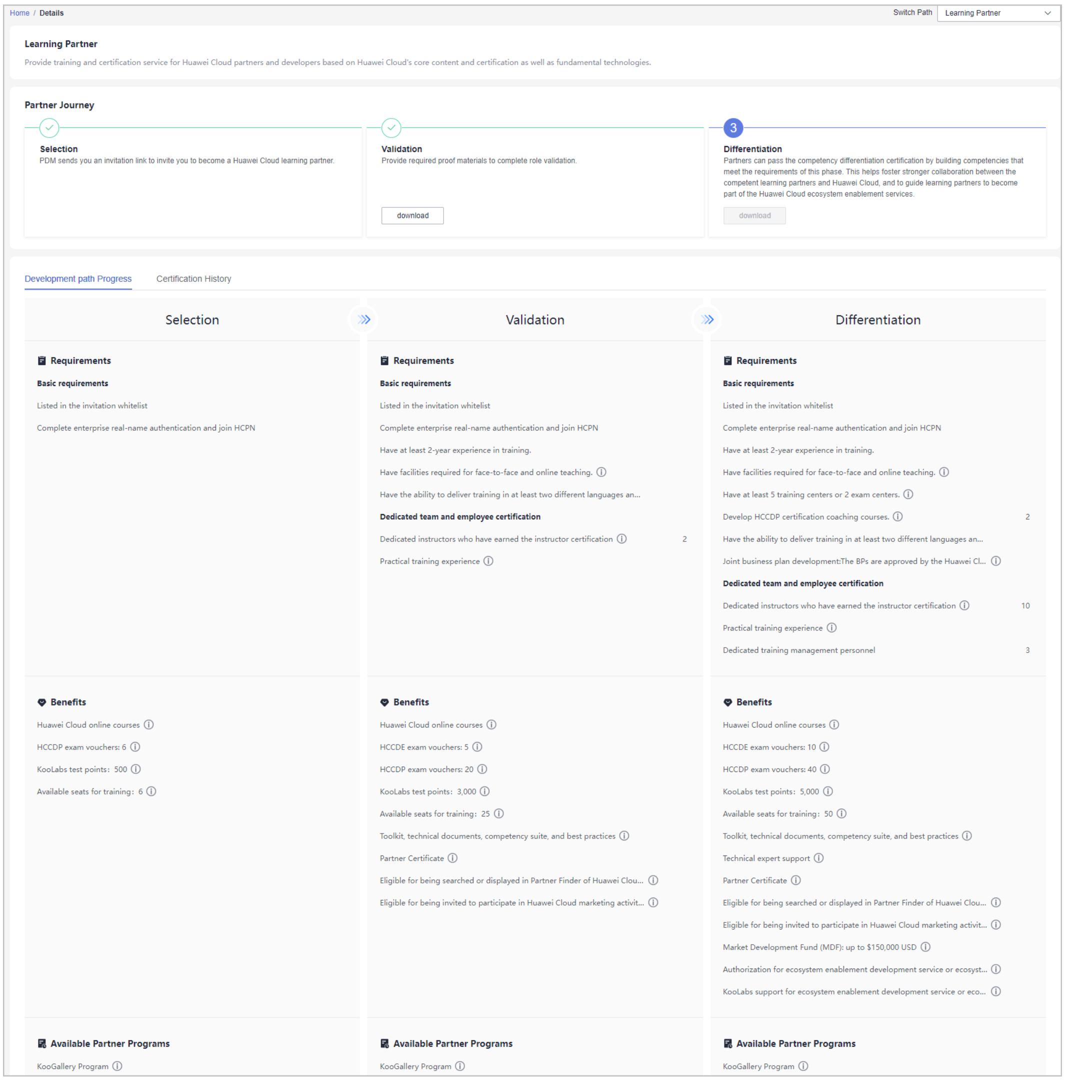
Step 4 Click **Certification Application** after meeting the role validation requirements. In the displayed dialog box, upload required materials and submit them.



NOTE

- After submitting the business plan, choose **Partner Information** > **Business Plan** in the drop-down list of your account name to view the review status and business plan details.
- Ensure that all requirements listed are met before requesting the validation.
- After passing the role validation, you can download the certificate on the details page of the learning partner development path.
- If you fail the role validation, modify and complete the information based on the failure cause and submit the application again.

Step 5 After role validation is completed, click **View Details** to view the available benefits and the certificate on the path details page.



----End

2.5.3 Competency Differentiation

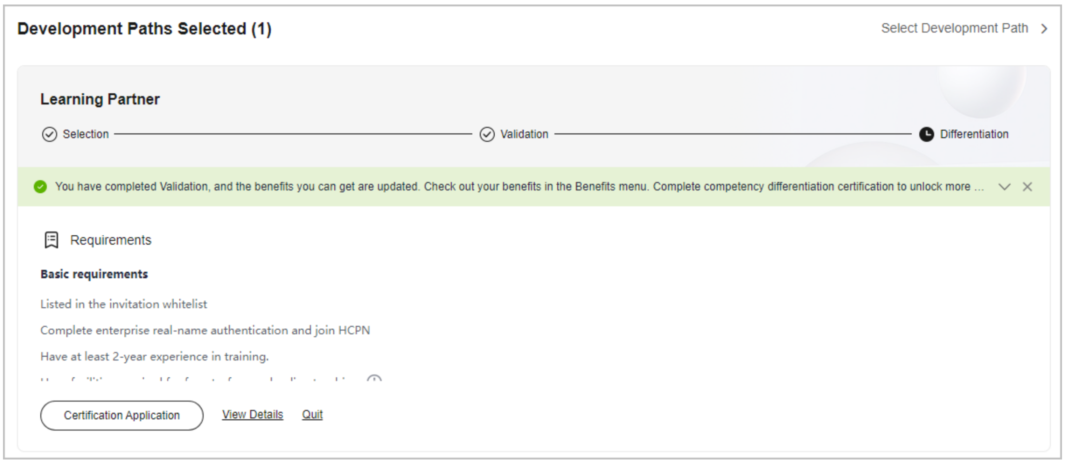
Build competencies that meet the requirements of this phase to complete competency differentiation certification and become part of Huawei Cloud ecosystem enablement services.

Procedure

Step 1 Use your account to log in to **Huawei Cloud**.

Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 View the requirements of competency differentiation for learning partners in the **Development Paths Selected** area on the **Home** page.



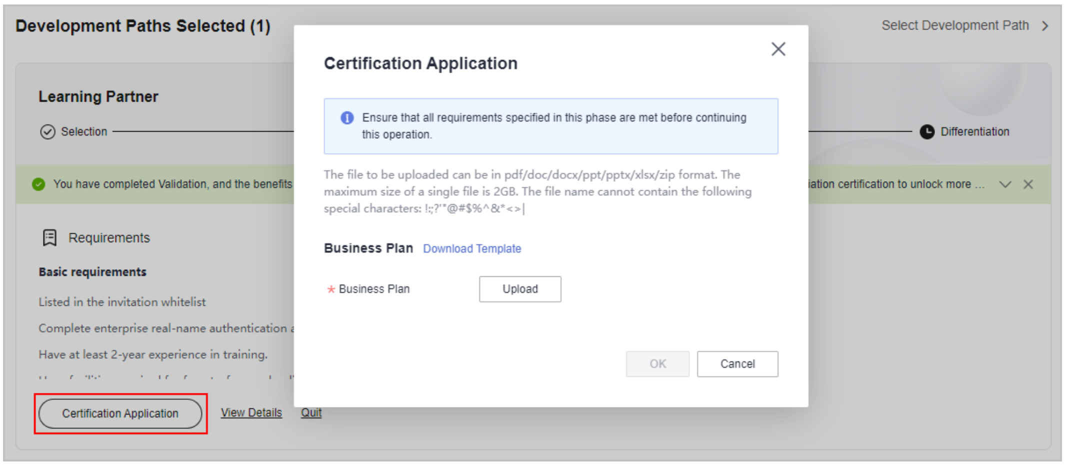
NOTE

1. Basic requirements:
   - Having facilities required for face-to-face and online teaching. (Each authorized training site must have at least one classroom that can accommodate 20 or more trainees.)
   - Having at least 5 training centers or 2 exam centers: Training centers or exam centers must have industry-recognized qualifications (such as VUE exam centers or vendor-authorized training sites) to support capability development and certification of Huawei Cloud partners and developers. In addition, partners must reach a consensus with Huawei Cloud on business plans. The exam center must have at least one exam certification IT platform and at least one exam delivery team to provide exam services related to Huawei Cloud certifications, including ecosystem exam center construction, platform interconnection, exam position management, exam invigilation service, and certificate management.
   - Developing HCCDP certification coaching courses: The course development must comply with *Huawei Cloud Developer Cooperation Content Development Process* and get approval from Huawei Cloud.
   - Having the ability to deliver training in at least two different languages and having at least two training branches in different countries of the region.
2. Dedicated team and employee certification
   - Joint business plan development The business plan content includes but is not limited to the following:

     (1) Vision and three-year business objective of cooperation with Huawei Cloud

     (2) Offering roadmap planning based on Huawei Cloud ecosystem enablement and certification development services
   - Practical training experience: Instructors participating in certification must have experience in explaining project cases in the corresponding technical domain. During the trial training, instructors must explain and analyze project cases in depth.

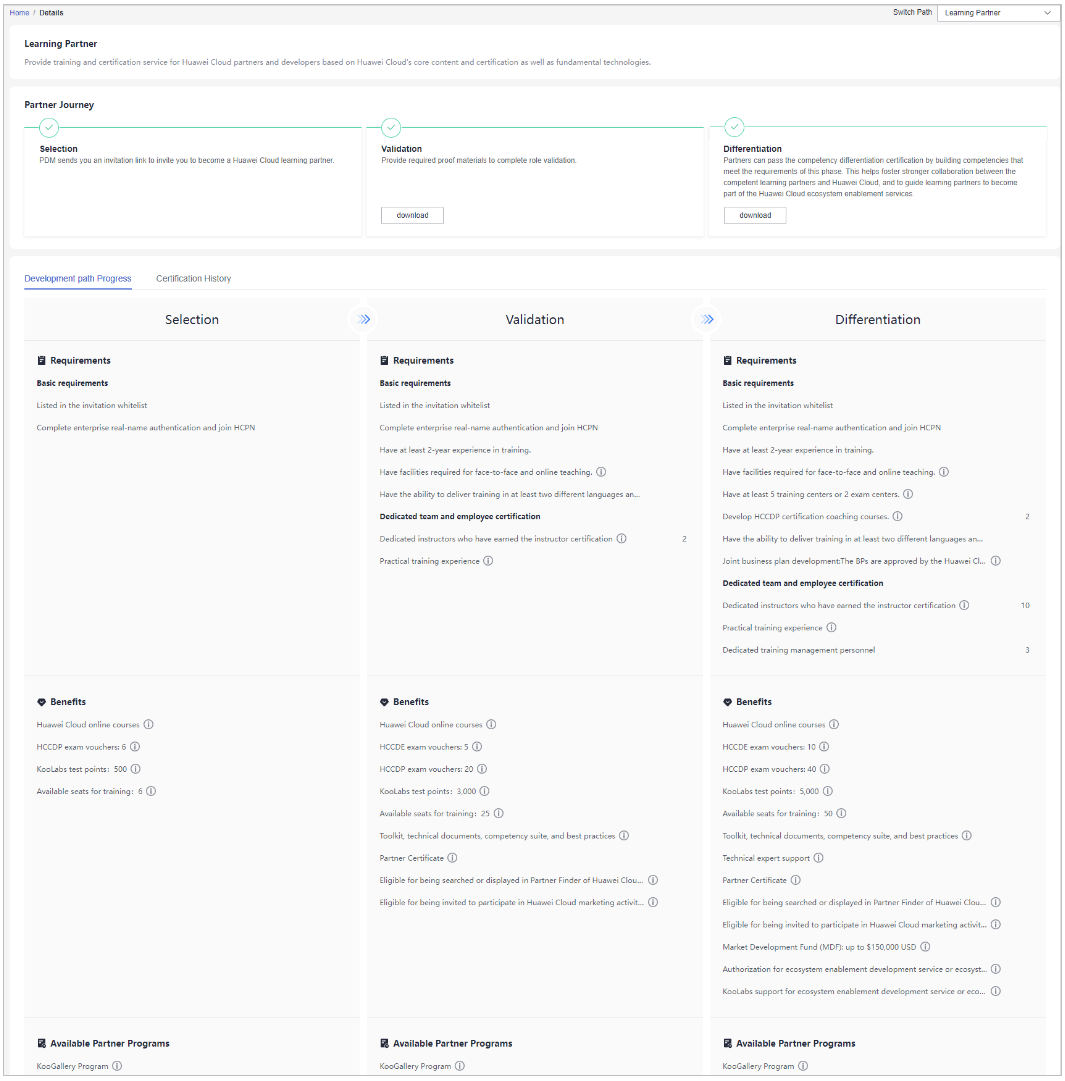
Step 4 Click **Certification Application** after meeting the competency differentiation requirements. In the displayed dialog box, upload required materials and submit them.



NOTE

- After submitting the business plan, choose **Partner Information** > **Business Plan** in the drop-down list of your account name to view the review status and business plan details.
- After the competency differentiation certification is complete, you can download the certificate on the details page of this path.
- If you fail the competency differentiation certification, modify and complete the information based on the failure cause and submit the application again.

Step 5 Click **View Details** after the entire journey of the development path certification is complete to view the benefits and certificates available.



----End

2.6 Distributor Development Path

After joining HCPN, you can select a development path and obtain according benefits.

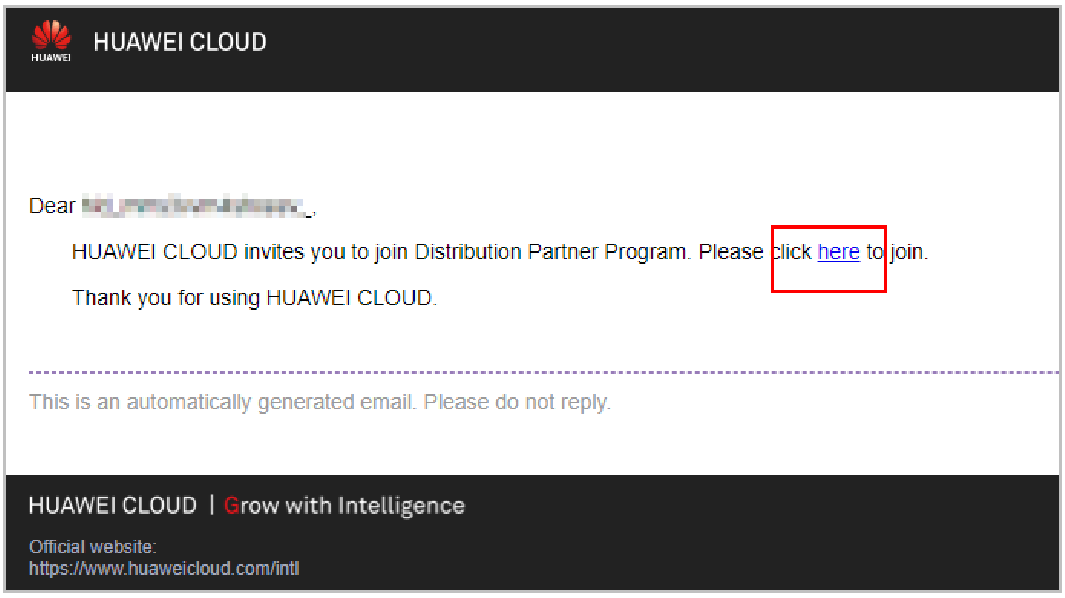
Prerequisites

You have joined HCPN and received the invitation from Huawei Cloud for joining the Distributor Development Path.

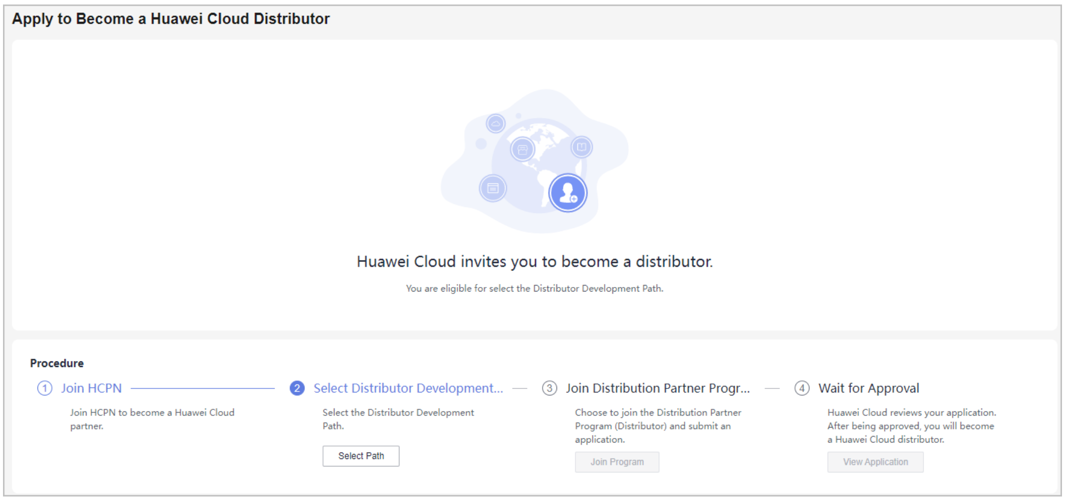
Procedure

Step 1 Find the email containing the invitation link sent from Huawei Cloud.

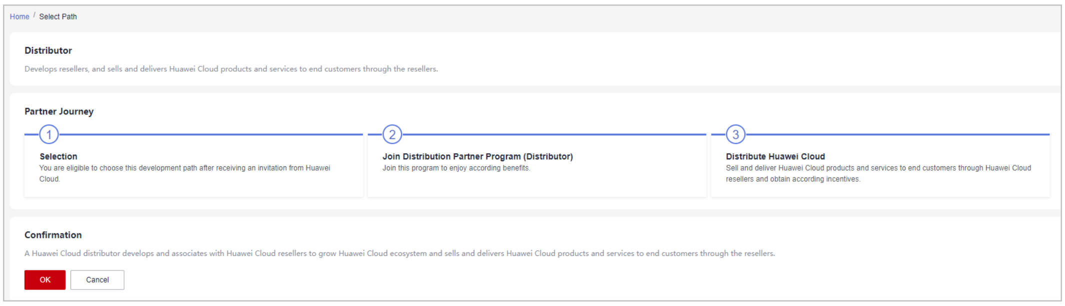
Step 2 Click **here** in the email to go to the login page. **Log in to Partner Center**.



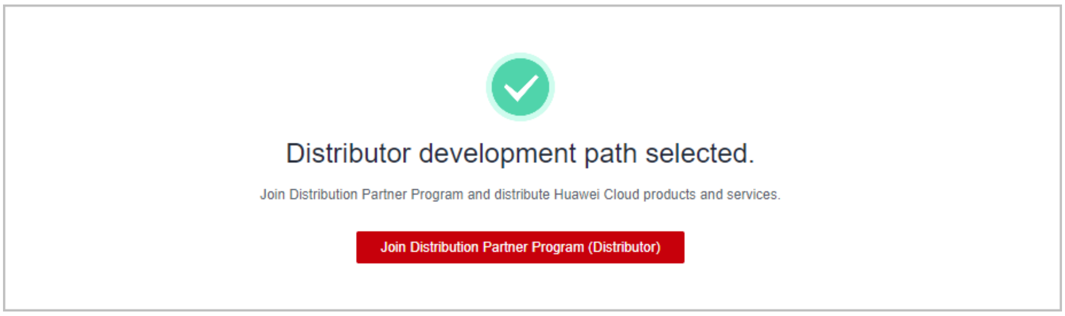
Step 3 Click **Select Path** in the **Select Distributor Development Path** area on the displayed page.



Step 4 Click **OK** on the displayed page.



Step 5 A message indicating that you have selected the Distributor Development Path is displayed. Click **Join Distribution Partner Program (Distributor)**.



NOTE

You must link your email address before joining the program.

Step 6 After joining the partner program, you will become a Huawei Cloud distributor and can get started to sell and deliver Huawei Cloud products and services through resellers.

----End

2.7 Requesting Annual Review for Partner Development Path Certification

After the launch of the annual review for partner development path certification in 2024, you must submit your request before the specified date in Partner Center.

NOTE

The annual review will be initiated for the following development paths in 2024:

- Service partner development path: partners who have completed role validation and competency differentiation certification
- Learning partner development path: partners who have completed role validation
- System integrator development path: partners who have completed role validation and competency differentiation certification

Procedure

Step 1 Use your account to log in to **Huawei Cloud**.

Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 In the **Development Paths Selected** area on the **Home** page, for the development paths which the annual review has been initiated for, click **Request Annual Review** after confirming that all requirements specified are met.

Step 4 In the dialog box that is displayed, upload required materials and click **OK**.

Step 5 The status changes to **In progress** after the annual review request has been submitted.

NOTE

The review result will be released around the end of January 2025.

If you need to make any changes to your certification materials during the review process, please click **Modify Materials**. The deadline for modifying the materials is subject to the time specified in Partner Center.

Step 6 Click **View Details** for the development path which you have submitted an annual review request for.

Step 7 Check the review progress and the uploaded materials on the **Certification History** tab page of the development path details.

----End

Modifying Materials

During the annual review, Huawei will provide feedback on the modifications required for the review materials via email, in-app messages, or SMS messages. Please make the necessary changes to the annual review materials based on the feedback and resubmit the review request.

Step 1 After receiving the modification notification, click **View Feedback** in the corresponding development path area.

Step 2 In the dialog box that is displayed, check the modification comments provided by Huawei and modify the review materials before the deadline.

Step 3 Click **Modify Materials**, supplement the required review materials, and submit them for review.

----End

Checking the Annual Review Result

Around the end of January 2025, Huawei will notify you of the review result through in-app messages, emails, or SMS messages. You can check the annual review result in **Certification History**.

Step 1 In the **Development Paths Selected** area on the **Home** page, for the development paths which the annual review has been completed for, click **View Details**.

Step 2 Check the annual review result in **Certification History** of the development path details.

- If you pass the annual review, the certification phase of the corresponding development path remains unchanged.

- If you have failed to pass the annual review, Huawei will provide review comments, and the certification phase of the corresponding development path will be rolled back to role validation or role selection.

----End

3 Partner Programs

3.1 Partner Programs

Huawei Cloud partner programs help you build Huawei Cloud-based business, market and sell your offerings.

Types

Huawei Cloud provides partners with the following partner programs: Partner Competency Program, Cloud Solution Provider Program, Distribution Partner Program (Distributor), Distribution Partner Program (Reseller), Carrier Partner Program, KooGallery Sales Program, and KooGallery Seller Program.

- Partner Competency Program

  Huawei Cloud Partner Competency Program is intended for global partners, aiming to build a competency certification system for partners and ensure that partners can obtain corresponding returns on their investment in competency development.
- Cloud Solution Provider Program

  A cloud solution provider is capable of selling and delivering Huawei Cloud services and solutions to customers and helps Huawei Cloud expand sales by providing value-added and promotion services.
- Distribution Partner Program (Distributor)

  Distributors are authorized by Huawei Cloud to sell and deliver Huawei Cloud products and services to end customers through Huawei Cloud resellers. This program is an invitation only program.
- Distribution Partner Program (Reseller)

  A Huawei Cloud reseller refers to a partner developed, supported, and managed by a Huawei Cloud distributor and has the pre-sales consulting, sales, and service capabilities. Resellers work with Huawei Cloud to expand the cloud service market and sell Huawei Cloud products and services to end customers.
- Carrier Partner Program

  Carrier Partner Program is designed to leverage the strengths of leading global and regional carriers and provide them with a comprehensive and in-depth cooperation plan based on Huawei's innovative capabilities in cloud, AI, and 5G. This program helps carriers accelerate their digital transformation and B2B business growth.

- KooGallery Seller Program

  KooGallery is an online transaction platform established and operated by Huawei Cloud. This program is designed to promote the joint efforts between sellers and Huawei Cloud to provide abundant, high-quality software and services for Huawei Cloud customers.

- KooGallery Sales Program

  The Huawei Cloud KooGallery Sales Program allows partners to sell products to end customers and provide them with high-quality pre-sales consulting, sales development, delivery support, and after-sales support.

For details about the partner programs and the benefits that you can obtain after joining the programs, see **Huawei Cloud Partner Programs**.

3.2 Partner Competency Program

Huawei Cloud Partner Competency Program is intended for global partners, aiming to build a competency certification system for partners and ensure that partners can obtain corresponding returns on their investment in competency development.

For details about how to join this program, see **Requesting Competency Certification**.

3.3 Cloud Solution Provider Program

This program aims to help partners resell and deliver Huawei Cloud products and services as part of their overall solutions to end customers.

After the identity of a cloud solution provider expires, they can **switch to another account or register a new account and apply to join Distribution Partner Program and become a Huawei Cloud reseller**.

3.3.1 Applying to Join the Cloud Solution Provider Program

After becoming an HCPN partner, Huawei Cloud enterprise customers can apply to join the Cloud Solution Provider Program in the Partner Center.

Once a partner has joined Cloud Solution Provider Program and become a cloud solution provider of Huawei Cloud, this partner cannot use their account to purchase cloud services.

Important Notes

Enterprise customers cannot apply to join the Cloud Solution Provider Program if their Huawei Cloud accounts are in one of the following situations:

- The company does not fulfill the requirement of being established for more than 3 years.

- There is already an account in the same business area specified that has joined Cloud Solution Provider Program.
- The account has already joined a development path.
- The account has joined Distribution Partner Program.
- Resources are provisioned for the account.
- The account is in arrears.
- The account has consumption records.
- The account has been associated with another partner.
- The account is an enterprise master account or member account.
- The account is being used for or has passed real-name authentication.
- The account has been preregistered by a Huawei BD.
- The account cannot purchase or provision cloud services or resources during the application for joining Cloud Solution Provider Program or after the application is approved.
- If the account has already enabled pay-per-use resources, go to the console and release the resources or register a new account before submitting your application to become a cloud solution provider.

Procedure

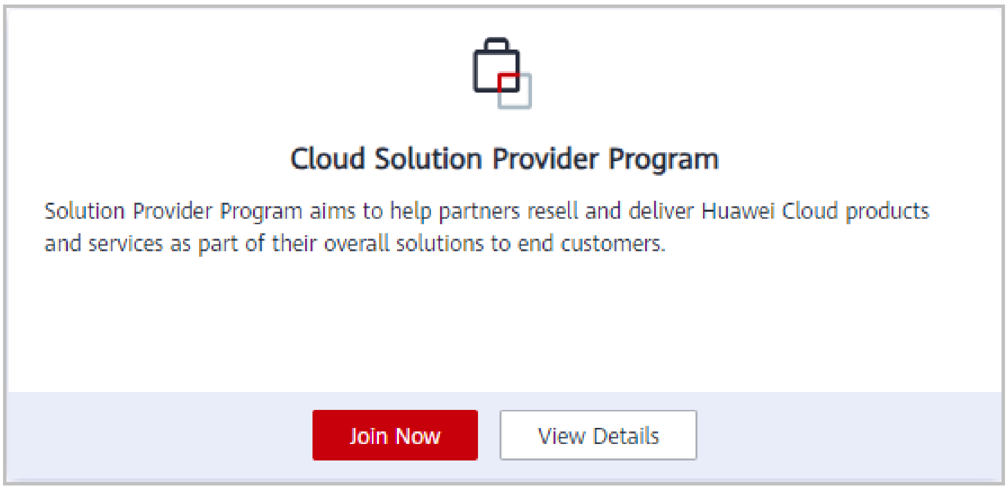
Step 1 Use your partner account to log in to **Huawei Cloud**.

Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

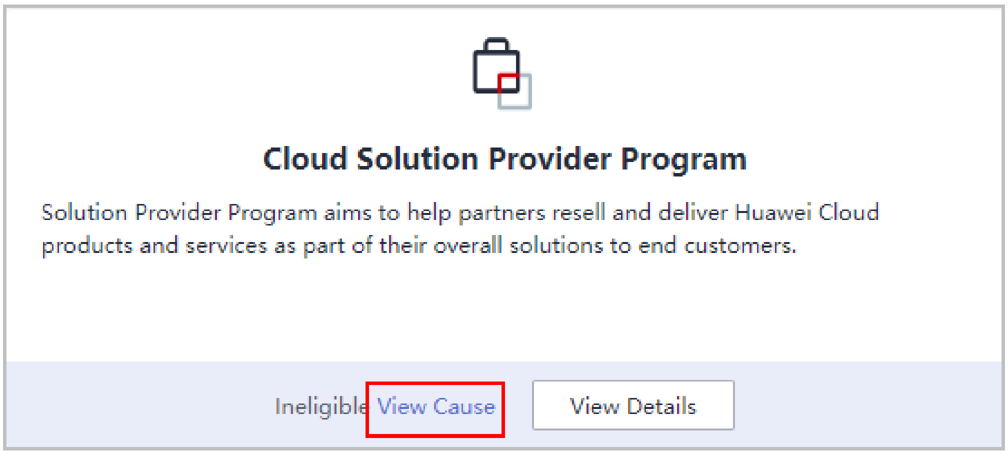
Step 3 Choose **Partner Programs** > **Huawei Cloud Partner Programs** in the menu on the top.

Step 4 Apply to join a partner program.

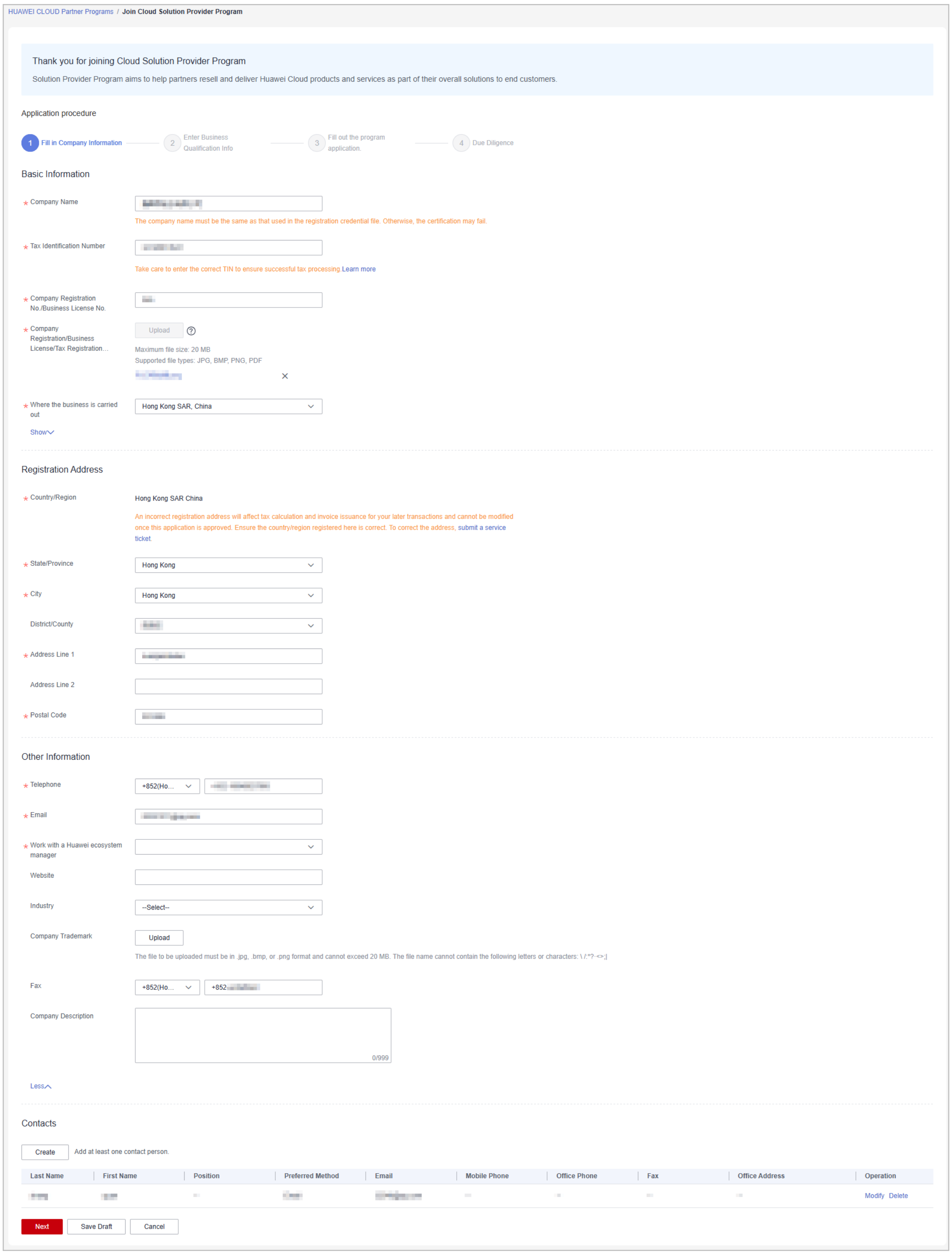
- Select **Cloud Solution Provider Program** and click **Join Now**.



- If your current account has joined a partner development path, you cannot join this program. In this case, you can **register a new account and then apply to join the program**.



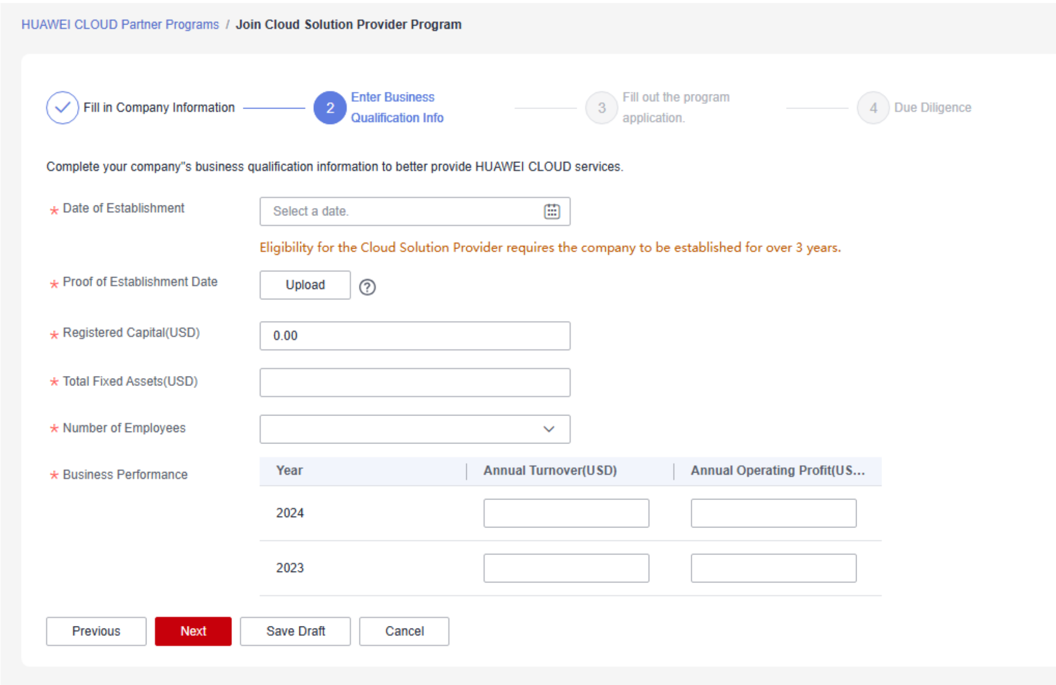
Step 5 Specify required company information, read and agree the agreement below, and click **Next**.


HUAWEI CLOUD Partner Programs / Join Cloud Solution Provider Program
Thank you for joining Cloud Solution Provider Program
Solution Provider Program aims to help partners resell and deliver Huawei Cloud products and services as part of their overall solutions to end customers.
Application procedure
1 Fill in Company Information
2 Enter Business Qualification Info
3 Fill out the program application.
4 Due Diligence
Basic Information
* Company Name
The company name must be the same as that used in the registration credential file. Otherwise, the certification may fail.
* Tax Identification Number
Take care to enter the correct TIN to ensure successful tax processing Learn more
* Company Registration No./Business License No.
* Company Registration/Business License/Tax Registration...
Upload
Maximum file size: 20 MB
Supported file types: JPG, BMP, PNG, PDF
* Where the business is carried out
Hong Kong SAR, China
Show
Registration Address
* Country/Region
Hong Kong SAR China
An incorrect registration address will affect tax calculation and invoice issuance for your later transactions and cannot be modified once this application is approved. Ensure the country/region registered here is correct. To correct the address, submit a service ticket
* State/Province
Hong Kong
* City
Hong Kong
District/County
* Address Line 1
Address Line 2
* Postal Code
Other Information
* Telephone
+852(Ho...
* Email
* Work with a Huawei ecosystem manager
Website
Industry
--Select--
Company Trademark
Upload
The file to be uploaded must be in .jpg, .bmp, or .png format and cannot exceed 20 MB. The file name cannot contain the following letters or characters: \ / :*? <> |
Fax
+852(Ho...
+852
Company Description
0/999
Less
Contacts
Create
Add at least one contact person.
Last Name
First Name
Position
Preferred Method
Email
Mobile Phone
Office Phone
Fax
Office Address
Operation
Modify
Delete
Next
Save Draft
Cancel

NOTE

- **Company Name**: The company name must be the same as that used in the file related to company registration, business license, or tax registration (including special characters and letters).
- **Tax Identification Number**: Make sure your tax identification number is correct for successful tax processing.
- **Company Registration/Business License/Tax Registration related Files**: The uploaded file must contain the company registration number, business license number, or tax registration number.
- **Where the business is carried out**: By default, the business area is the registered country or region of an account. You can modify the business area when you fill in information required for joining the program. After joining the program, you are not allowed to modify the business area. You can view the business area of your account on the **Partner Programs** > **Huawei Cloud Partner Programs** > **Partner Programs Enrolled** page.
- You can have only one account for each business area.
- **Country/Region**: An incorrect registration country/region will affect tax calculation and invoice issuance for your later transactions and cannot be modified once this application is approved. To correct your registration country/region, **submit a service ticket**.

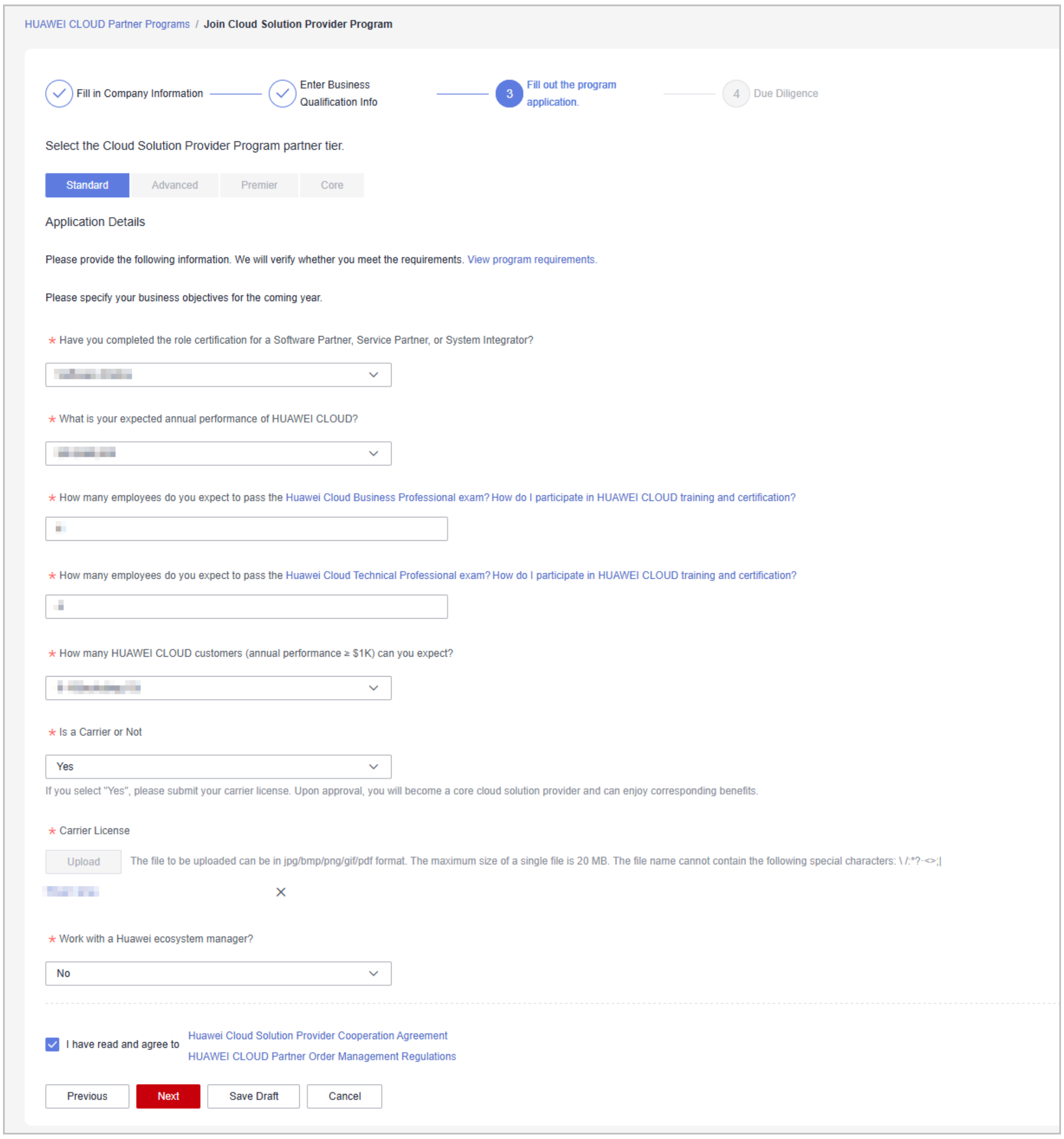
Step 6 Enter business qualification information and click **Next**.



NOTE

Your company must have been established for more than three years. You must upload the file related to company registration, business license, or tax registration.

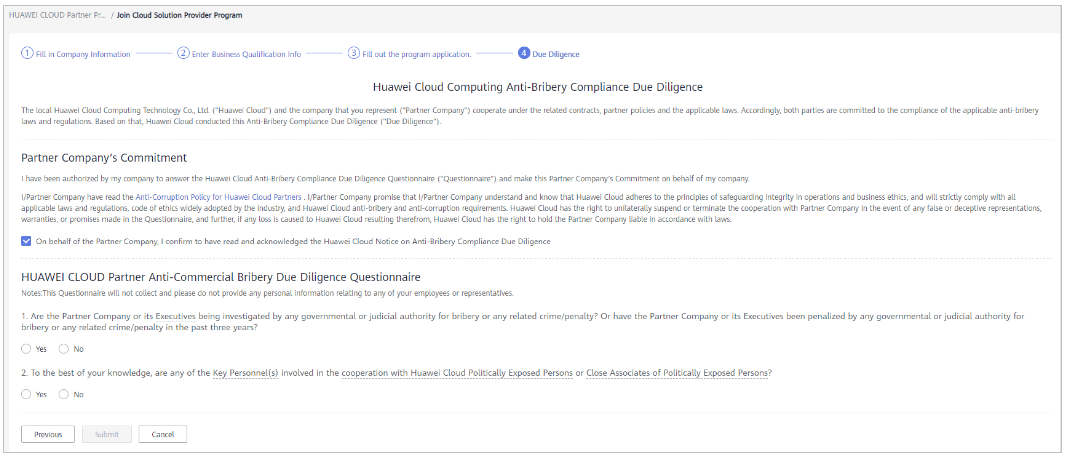
Step 7 Fill out the program application and click **Next**.



NOTE

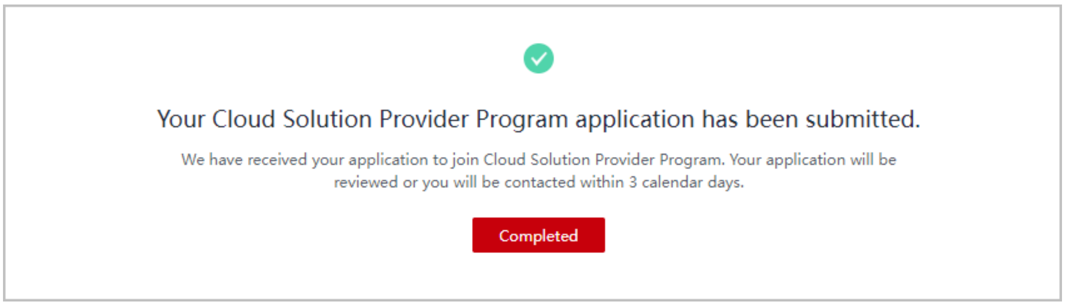
Partners with carrier qualifications can apply to be certified as cloud solution providers to enjoy benefits for the core tier.

Step 8 Complete the *HUAWEI CLOUD Partner Anti-Commercial Bribery Due Diligence Questionnaire* and click **Submit**.



Step 9 A message is displayed, indicating that your application for joining the Cloud Solution Provider Program, has been submitted successfully.

You can view the review progress on the **Requested Partner Programs** page.



----End

3.3.2 Applying for Upgrading Partner Tier

Partners are classified into four tiers: standard, advanced, premier, and core. Different requirements are set for each partner tier. Partners can request to upgrade to a higher tier when they meet the requirements.

NOTE

A cloud solution provider must ensure that there is an account of the company that has joined **Software Partner Development Path**, **Service Partner Development Path**, **System Integrator Development Path**, or **Learning Partner Development Path** and completed role validation before applying for upgrading their partner tier.

Procedure

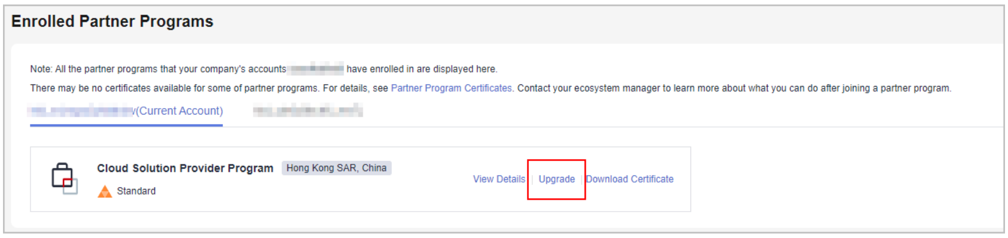
Step 1 Use your partner account to log in to **Huawei Cloud**.

Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

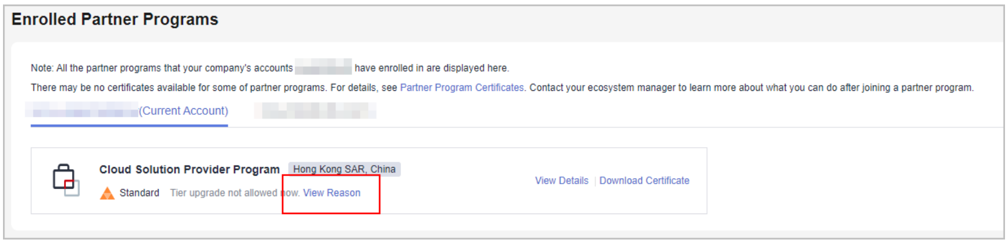
Step 3 Choose **Partner Programs** > **Huawei Cloud Partner Programs** > **Partner Programs Enrolled** in the menu on the top.

Step 4 Apply to upgrade the partner tier.

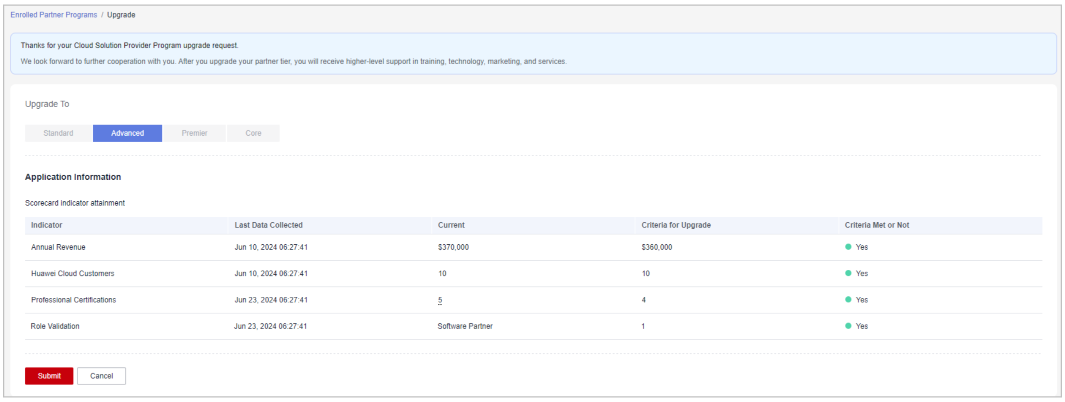
- Click **Upgrade**.



- If the tier upgrade is not allowed, click **View Reason**. **Register a new account** and then apply to join a development path. Apply to upgrade your partner tier when you enter the role validation stage.



Step 5 On the page for upgrading the tier, click **Submit** when all criteria for upgrade are met.

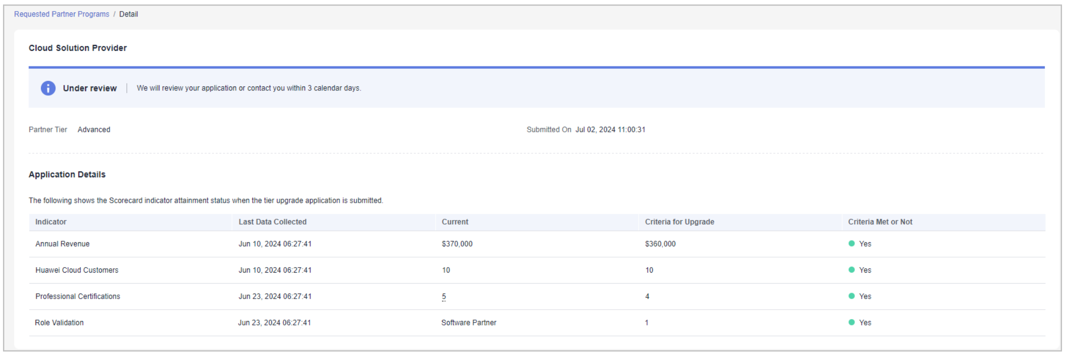


NOTE

- If there are any criteria not met, your application may be rejected. Ensure that all criteria for upgrade are met before submitting the tier upgrade application.
- To upgrade to the core tier, a partner should request its ecosystem manager to apply for the upgrade on their behalf. After the application is approved, the ecosystem manager and the partner will receive an email notification.

Step 6 The system displays a message indicating that the tier upgrade application has been submitted successfully.

You can view the review progress on the **Partner Programs** > **Requested Partner Programs** > **Partner Level** page.



NOTE

If the tier upgrade application is rejected, fulfill the criteria required based on the rejection reason and submit the application again.

----End

3.4 Distribution Partner Program

The Distribution Partner Program is an invitation only program. After joining this program, a distributor is authorized by Huawei Cloud to sell and deliver Huawei Cloud solutions to end customers through Huawei Cloud resellers. Distributors can expand their businesses through partner development, technical support, operations support, and value-added services.

After joining the program, distributors can enjoy corresponding benefits and request related incentives.

3.4.1 Invitation for Joining Distribution Partner Program

To join the Distribution Partner Program, contact the local ecosystem manager to sent you an invitation link.

Once a partner has joined Distribution Partner Program and become a distributor of Huawei Cloud, this partner cannot use their account to purchase cloud services.

NOTE

Apply to become an HCPN partner before being invited to join the Distribution Partner Program. After you join the Distribution Partner Program, you are not allowed to join the Cloud Solution Provider Program.

Important Notes

An enterprise cannot be invited to join Distribution Partner Program if its account:

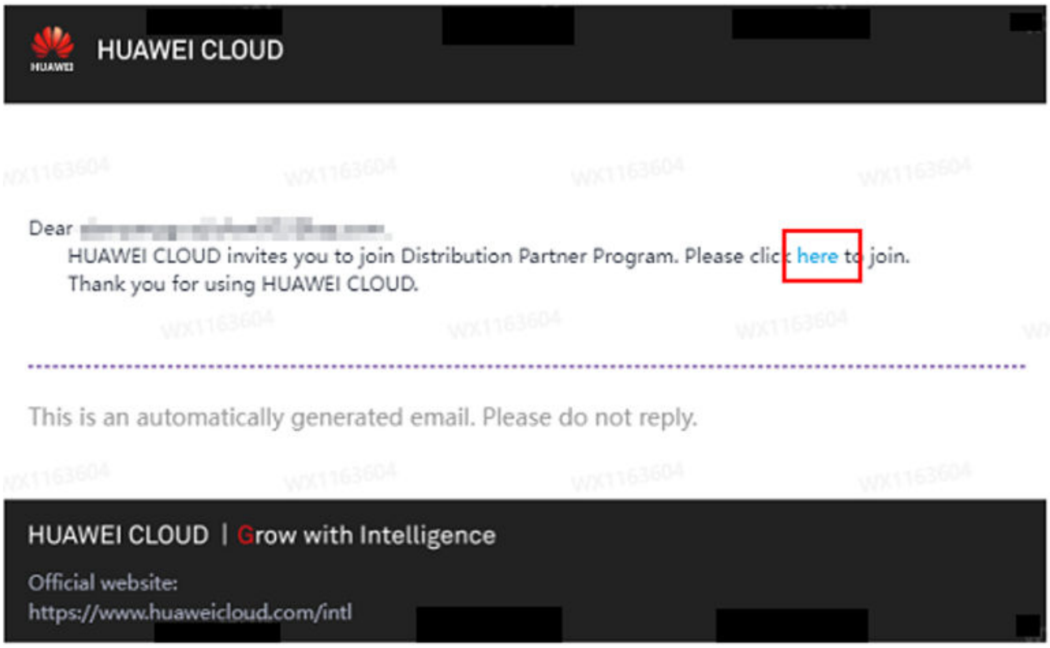
- Has joined or is joining the Cloud Solution Provider Program.
- Belongs to a customer of a partner. Disassociate from the partner before performing this operation.
- Has resources in use. Disable the resources on the management console.
- Has been frozen.
- The account has consumption records.

- Is in arrears. Top up the account to pay off the arrears.
- Has become an enterprise master account or member account.
- The account has a credit account.
- The account has been preregistered by a Huawei BD.
- The account is being used for or has passed real-name authentication.
- The account cannot purchase or provision cloud services or resources during the application for joining Distribution Partner Program or after the application is approved.
- If the account has already enabled pay-per-use resources, you need to go to the console and release the resources or register a new account before submitting your application to become a distributor.

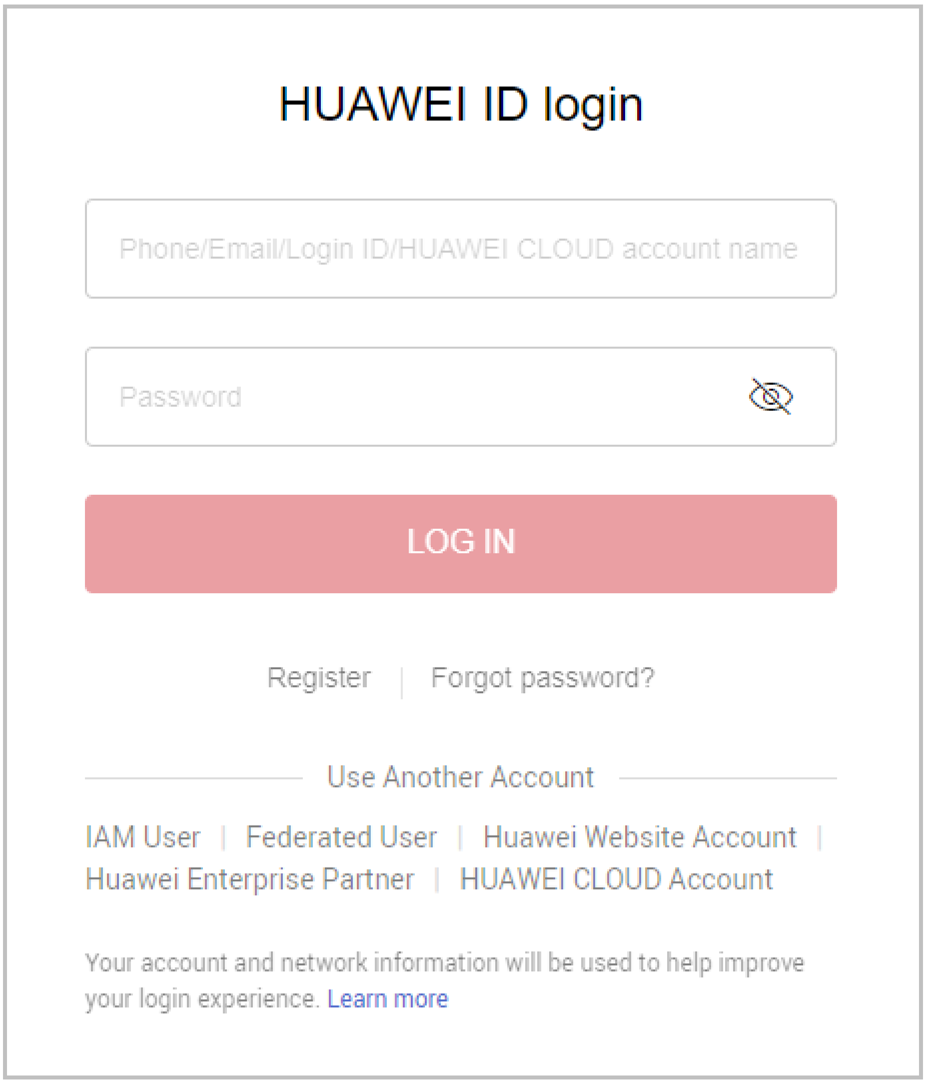
Procedure

Step 1 Check the invitation email.

Step 2 Click **here** in the email.

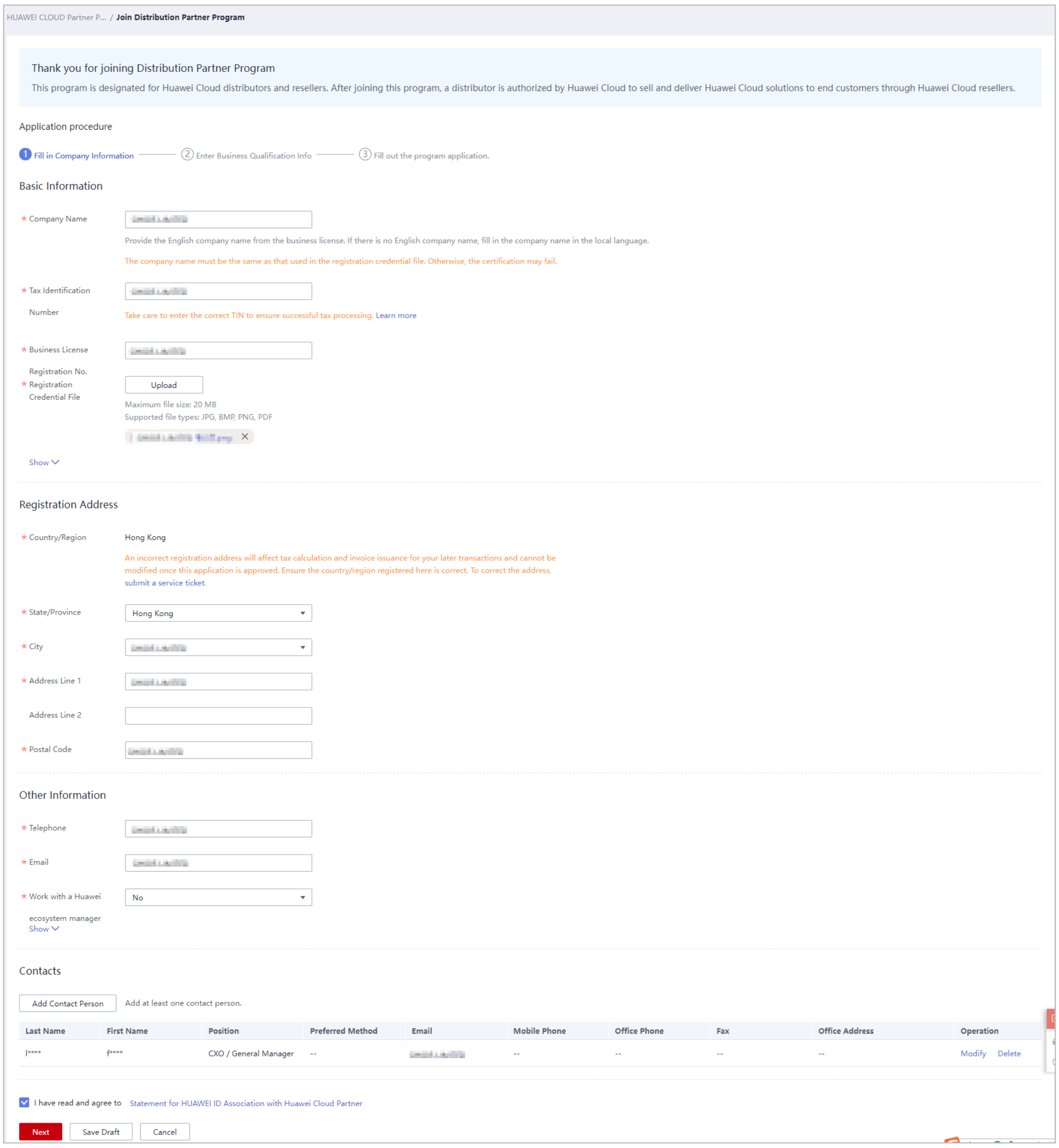


Step 3 Use your account to log in to **Huawei Cloud**.

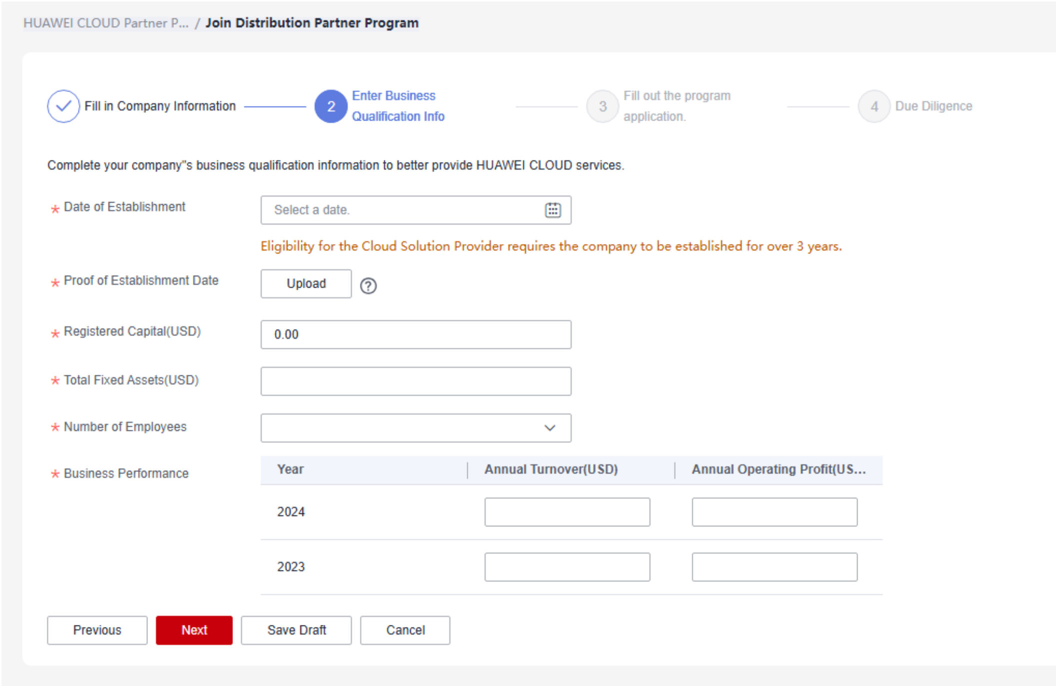


Step 4 Click **Partner Center** in the drop-down list of your account name in the upper right corner. Choose **Partner Programs** > **Huawei Cloud Partner Programs** in the menu on the top. Find **Distribution Partner Program** and click **Join Now**.

Enter the company information, select **I have read and agree to the Statement for HUAWEI ID Association with Huawei Cloud Partner**, and click **Next**.

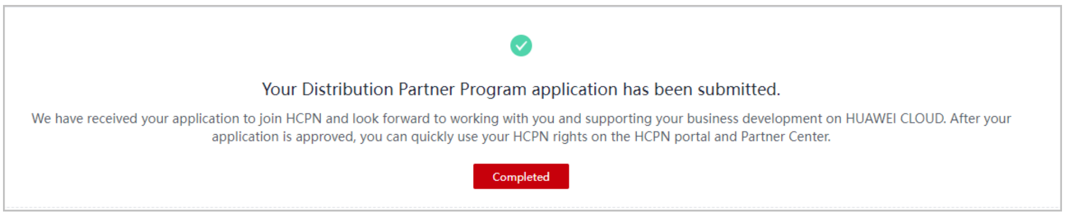


Step 5 Enter business qualification information and click **Next**.



Step 6 Select **I have read and agree to Huawei Cloud Distribution Cooperation Agreement** and click **Submit**.

Step 7 A message indicating that your application has been submitted successfully is displayed.



NOTE

You may fail to join the program if:

- Your account has joined or is joining the Cloud Solution Provider Program.
- Your account belongs to a customer of a partner. Disassociate from the partner before performing this operation.
- Your account has resources in use. Disable the resources on the management console.
- Your account is frozen.
- Your account is in arrears. You can top up your account to pay off the arrears.
- Your account is an enterprise master account or member account.
- Your account has a credit account.

----End

3.5 Distribution Partner Program (Reseller)

3.5.1 Accepting a Cooperation Invitation from a Distributor and Applying to Become a Reseller

After receiving the invitation email from a distributor, click the invitation link to access the association page and perform the association operation as prompted.

Once a partner has been associated with a distributor of Huawei Cloud and become a reseller of this distributor, this partner cannot use their account to purchase cloud services.

Important Notes

The Huawei Cloud account of your company cannot be associated with a distributor in the following scenarios:

- Resources are provisioned for the account.
- The account is in arrears.
- The account has consumption records.
- The account has joined another partner development path or partner program.
- The account is added to the blacklist or yellow list.
- Another Huawei Cloud account of the same company has been associated with the distributor.
- The account has been frozen due to public security reasons, arrears, or violation.
- The account is an enterprise master account or member account.
- The account has a credit account.
- The account has been preregistered by a Huawei BD.
- The account has been associated with another partner.
- The account is being used for or has passed real-name authentication.

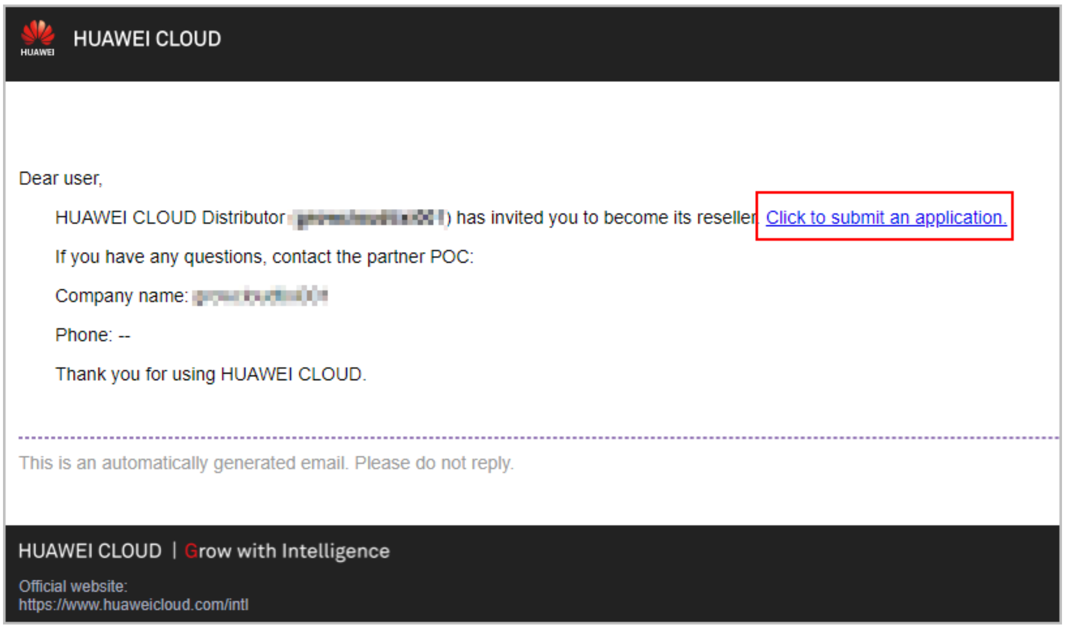
- The account cannot purchase or provision cloud services or resources during the application for associating with a distributor or after the application is approved.
- If you have enabled pay-per-use resources for this account, go to the management console to release the resources or register a new account.
- Resellers and their associated distributor must be in the same service country.

Once the Huawei Cloud account of an enterprise has been used to apply to join Distribution Partner Program and become a reseller, this account cannot be used to join other Huawei Cloud ecosystem programs.

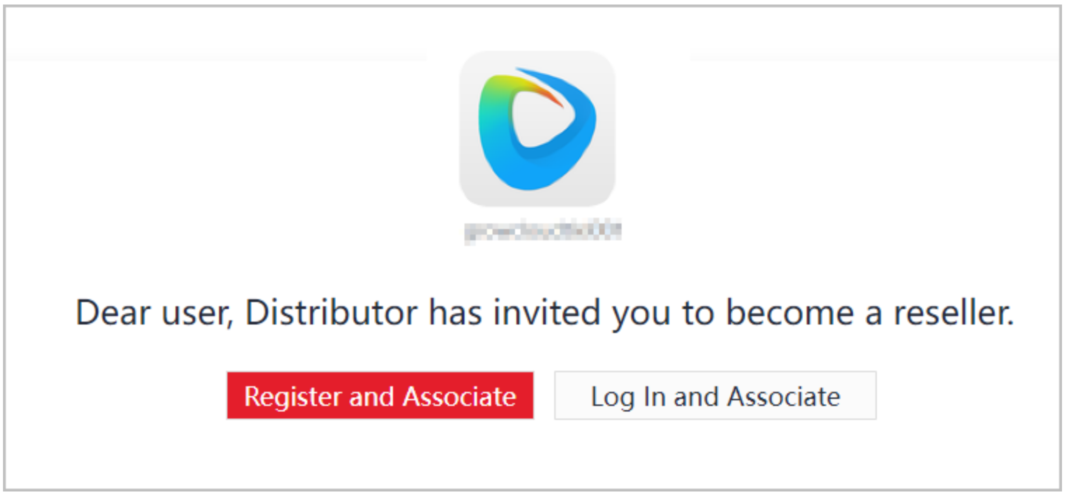
Procedure

Step 1 Check the invitation email.

In the email, click the hyperlink to switch to the association page.



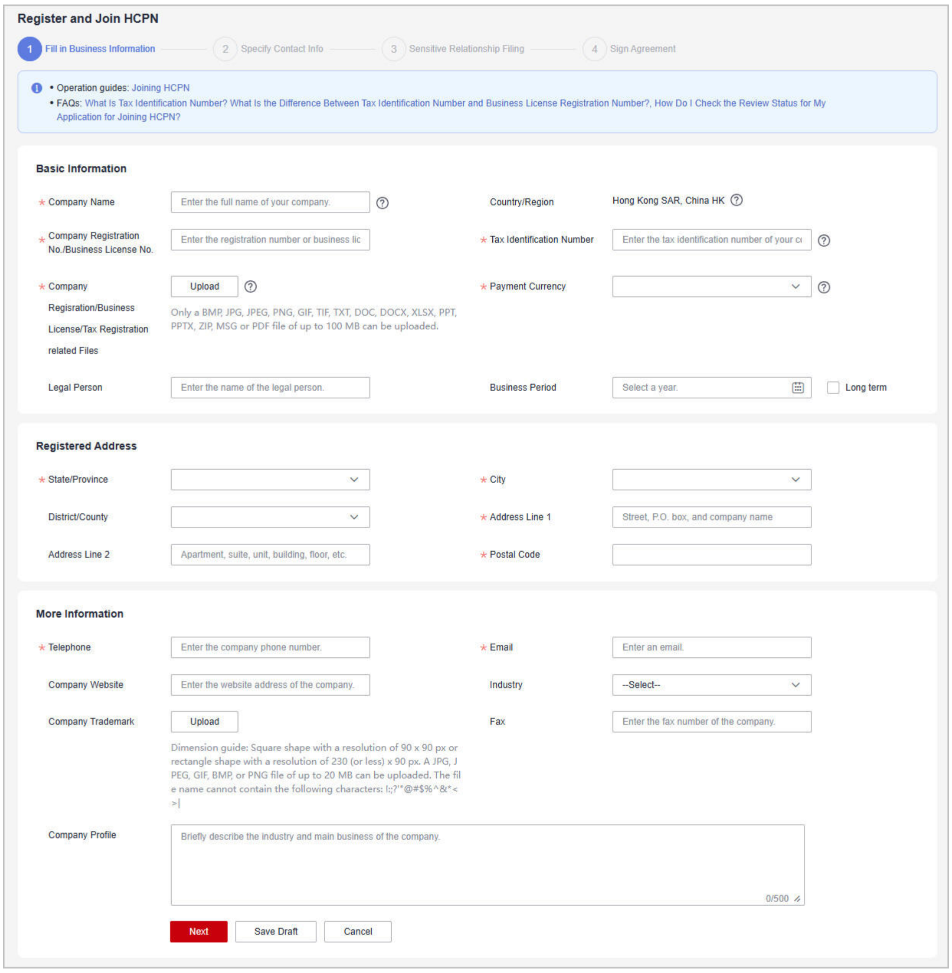
Step 2 The **Dear user, Distributor has invited you to become a reseller.** page is displayed.



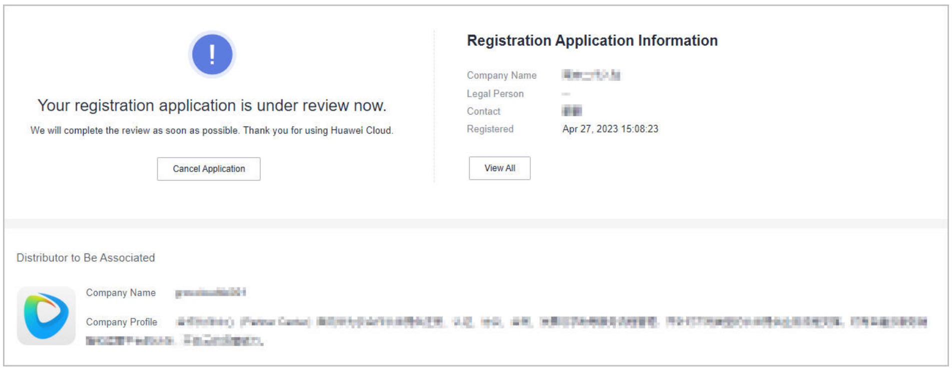
NOTE

If your company already has a Huawei Cloud account associated with a distributor, do not associate it again.

- **If you do not have a Huawei Cloud account, click "Register and Associate".**
  a. **Sign up for a Huawei Cloud account**.
  b. **Sign in to Huawei Cloud**.
  c. Fill in required information on the displayed page. For details, see **Registering and Joining HCPN**.



  d. After the application is submitted, Huawei Cloud will review your application as soon as possible.



e. Once the application is approved, the association with the distributor is successful. You can log in to Partner Center to view the association information.

NOTE

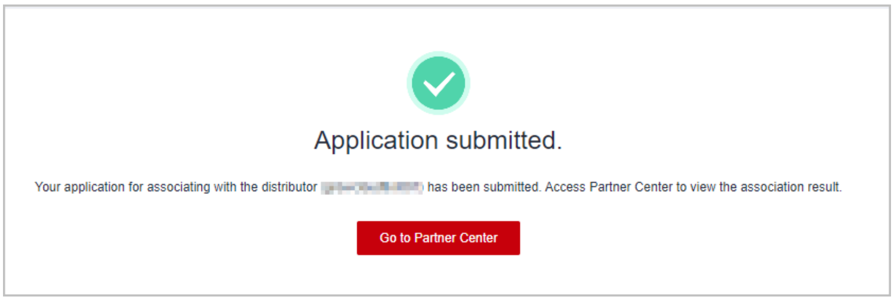
If your application is rejected, modify the application based on the rejection reason and then submit it again.

- **If you already have a Huawei Cloud account, click "Log In and Associate".**
  - If you have joined HCPN:

    A message indicating that you have requested to associate with a distributor is displayed. You can access Partner Center and view the association result.
  - If you have not joined HCPN:

    i. **Join HCPN**.

    ii. Upon joining HCPN, you are successfully associated with the distributor. You can access Partner Center and view the association result.



NOTE

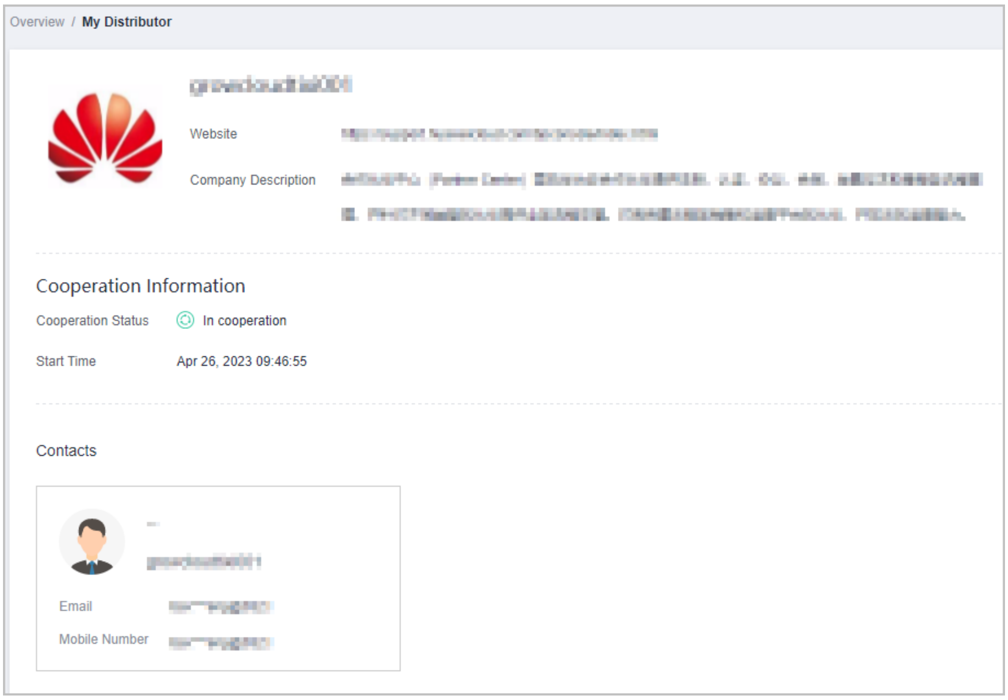
- If the association is restricted, handle it and try again.
- If you do not meet the requirements for joining HCPN, get in touch with the contact person to obtain help.

Step 3 Access Partner Center.

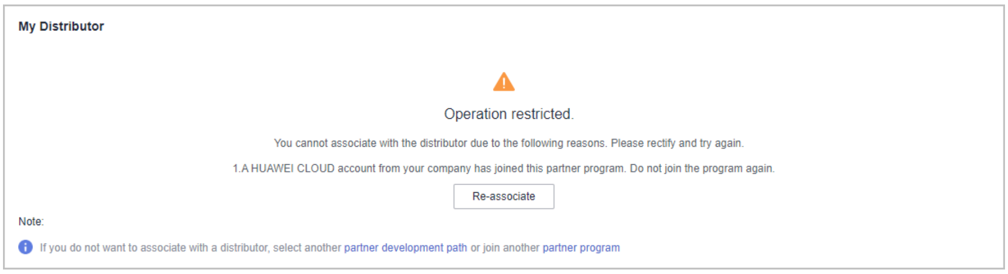
NOTE

- If the association status shows that the association is in progress, wait for a while and then refresh the page.

- After association, you can view the information about the associated distributor.



- If the association is restricted, handle it and try again.



NOTE

If you do not want to associate with a distributor, select another **partner development path** or join another **partner program**.

----End

3.5.2 Registering a New Account and Applying to Join Distribution Partner Program (Reseller)

After your identity as a cloud solution provider expires, you can switch to another account or register a new account and apply to join Distribution Partner Program and become a Huawei Cloud reseller. Contact a distributor to send you an invitation and use your new account to associate with the distributor.

Procedure

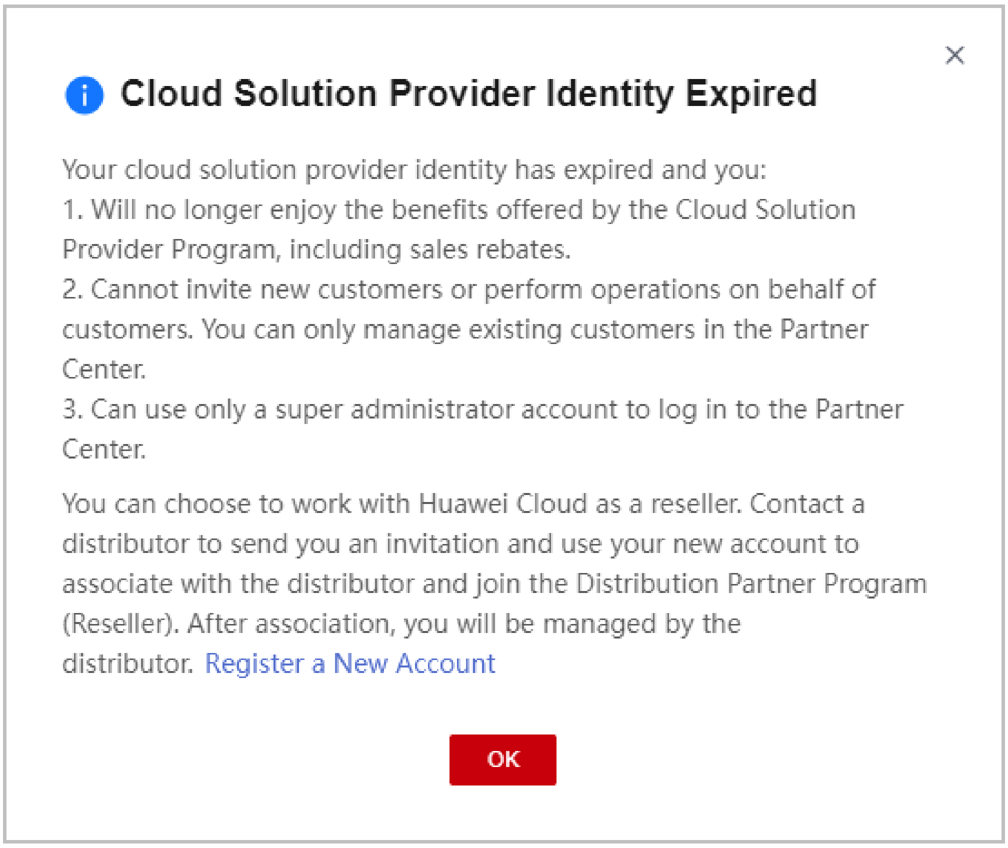
Step 1 Use your partner account to log in to **Huawei Cloud**.

Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

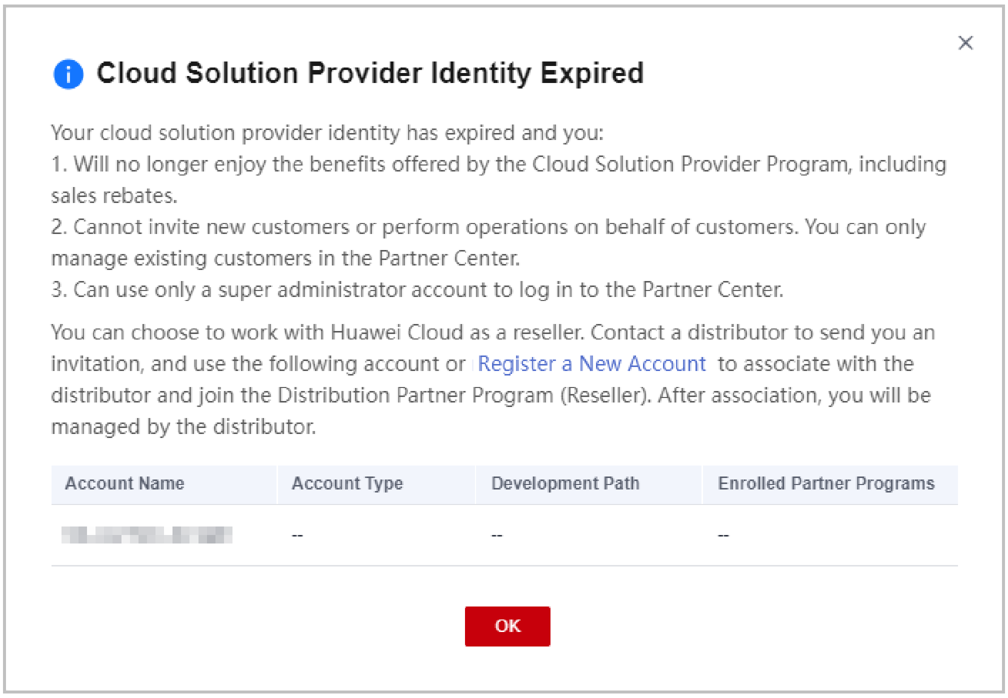
Step 3 View the reminder of your identity expiration on the home page.

Step 4 Apply to become a reseller.

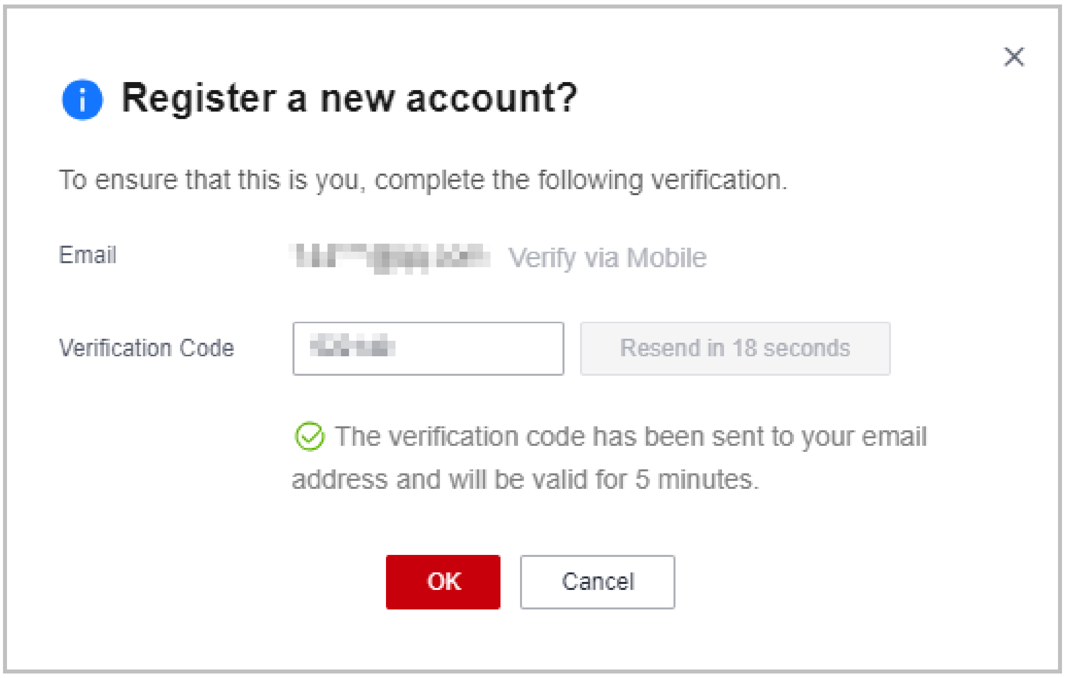
- Register a new account and apply to join Distribution Partner Program (Reseller).



- If you already have an account that has not joined any partner program or development path, you can use it to apply to join Distribution Partner Program (Reseller).



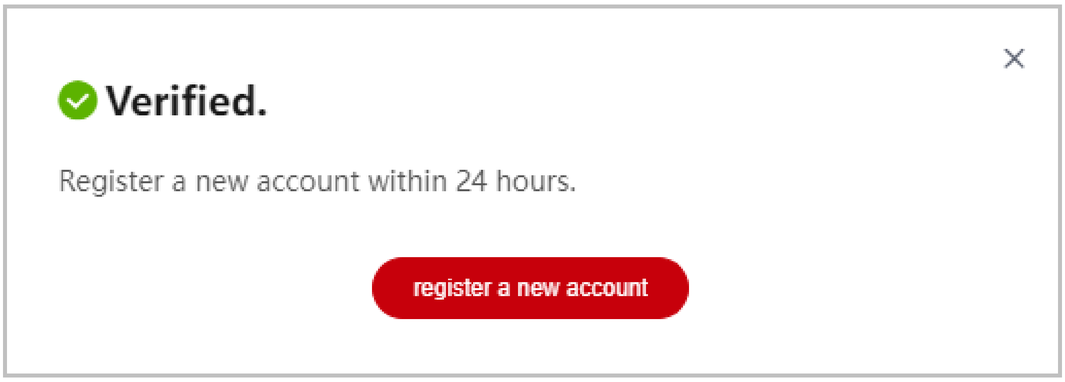
Step 5 Enter the verification code you received.



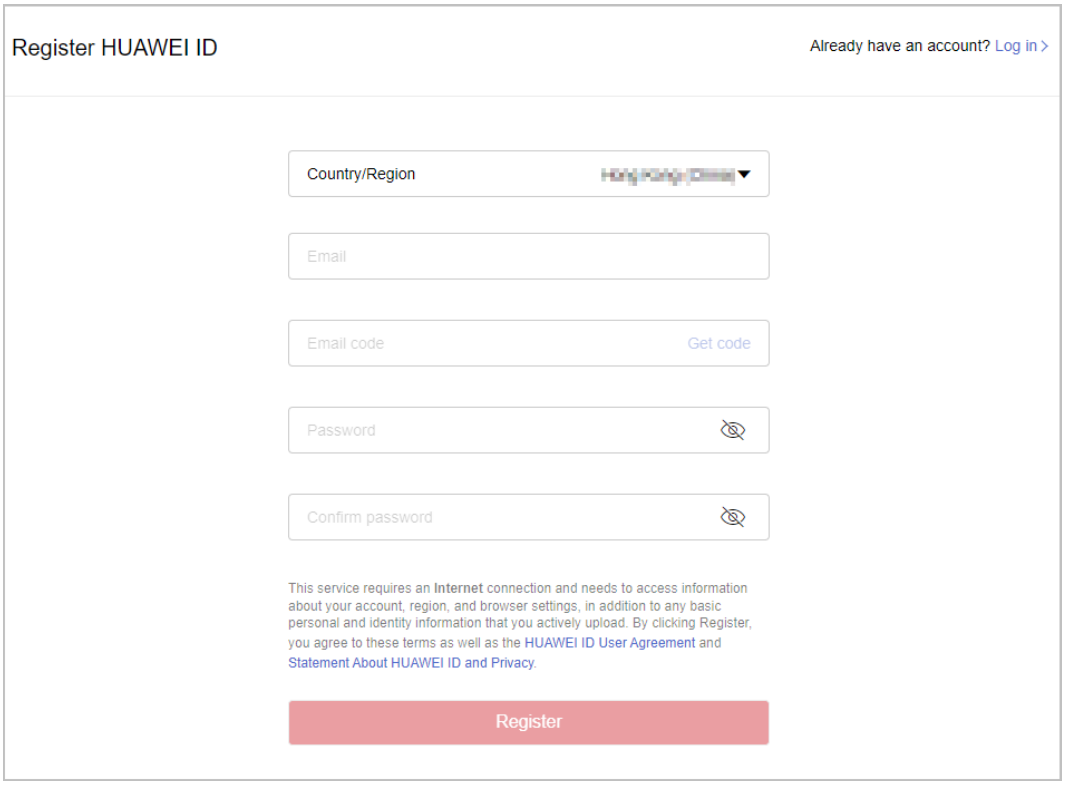
NOTE

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

Step 6 Complete account registration within 24 hours after the verification.



Step 7 On the **Register HUAWEI ID** page, enter required information and click **Register**.

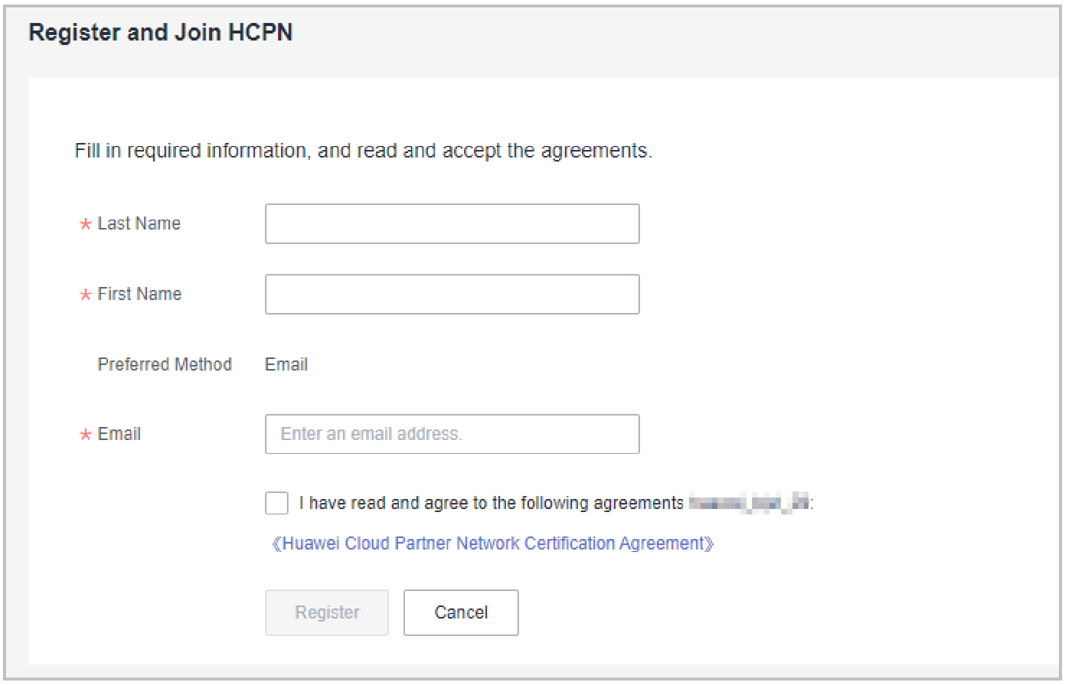


NOTE

When registering a new account, use another email address.

Step 8 Enable Huawei Cloud services.

Step 9 Fill in required information and read and accept the agreements on the **Register and Join HCPN** page. Click **Register**.



Step 10 A message is displayed, indicating that you have successfully joined the Huawei Cloud Partner Network.

Contact a distributor to send you an invitation and use the account to **associate with the distributor as a reseller**.

NOTE

Note: The association will fail if you use the account to join a development path or partner program during association.

----End

3.6 KooGallery Seller Program

KooGallery is an online transaction platform established and operated by Huawei Cloud. This program is designed to promote the joint efforts between sellers and Huawei Cloud to provide abundant, high-quality software and services for Huawei Cloud customers.

An enterprise needs to register a Huawei Cloud account and complete enterprise real-name authentication. After the real-name authentication is successful, the enterprise can register with KooGallery to become a seller.

For details about the registration process, see **Applying for Registration**.

3.7 KooGallery Sales Program

The Huawei Cloud KooGallery Sales Program allows partners to sell products to end customers and provide them with high-quality pre-sales consulting, sales development, delivery support, and after-sales support.

3.7.1 Applying to Join KooGallery Sales Program

Prerequisites

You have joined the Cloud Solution Provider Program.

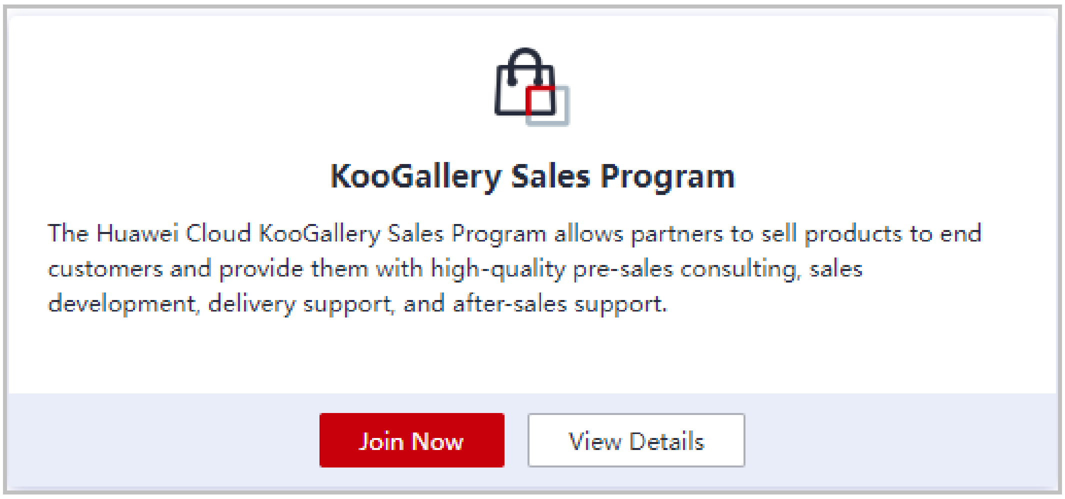
Procedure

Step 1 Use your account to log in to **Huawei Cloud**.

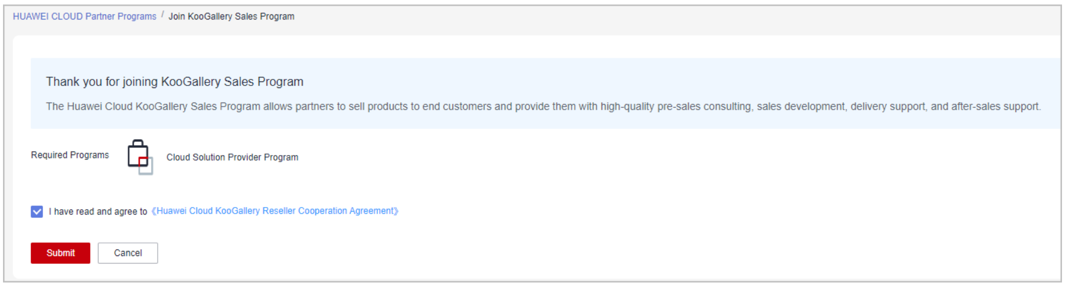
Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 Choose **Partner Programs** > **Huawei Cloud Partner Programs** in the menu on the top.

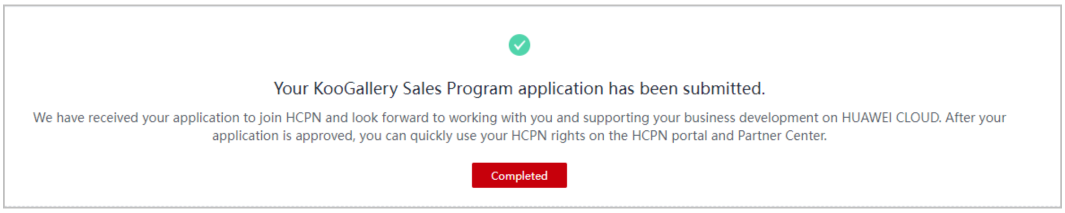
Step 4 Select **KooGallery Sales Program** and click **Join Now**.



Step 5 Read and agree the agreement and click **Submit**.



Step 6 A message, indicating that your application has been submitted successfully, is displayed.



----End

3.8 Service Partner Competency Improvement Incentive Program

3.8.1 Joining Service Partner Competency Improvement Incentive Program

Overview

This program is intended to build a competency-centered service partner network, accelerate the growth of Huawei Cloud service partners, help and motivate them to pass Huawei Cloud partner competency certification, improve partners' competencies in providing Huawei Cloud services, and ultimately help them achieve business success.

Prerequisites

1. You have joined **Service Partner Development Path** and completed **role validation**.
2. You have certified at least one level-1 competency this year that is eligible for incentives.

Table 3-1 Eligible level-1 competency labels and applicable regions

Level-1 Competency	Appliable Region
Database	Global
Big data	Global
Data warehouse	Only for the regions in the Chinese mainland
AI platform	Only for the regions in the Chinese mainland
DevSecOps	Only for the regions in the Chinese mainland
Solution integration implementation	Only for the regions in the Chinese mainland
Public cloud O&M	Only for the regions in the Chinese mainland
Operational excellence	Only for the regions in the Chinese mainland
Application modernization	Only for the regions in the Chinese mainland
AI compute Service	Only for the regions in the Chinese mainland
Pangu Large Models (PanguLM)	Only for the regions in the Chinese mainland
Managed security	Only for the regions in the Chinese mainland
Industrial Digital Model Engine (iDME)	Only for the regions in the Chinese mainland
Internet of Things	Only for the regions in the Chinese mainland
Workspace	Only for the regions in the Chinese mainland
Cloud migration	Only for regions outside the Chinese mainland

Note: Huawei Cloud may make changes to these eligible competency labels, including adding or removing labels, but these changes will be subject to the ST decision-making minutes of Huawei Cloud Computing Global Ecosystem Dept. The PDM will then notify the partners of any changes to these eligible competency labels.

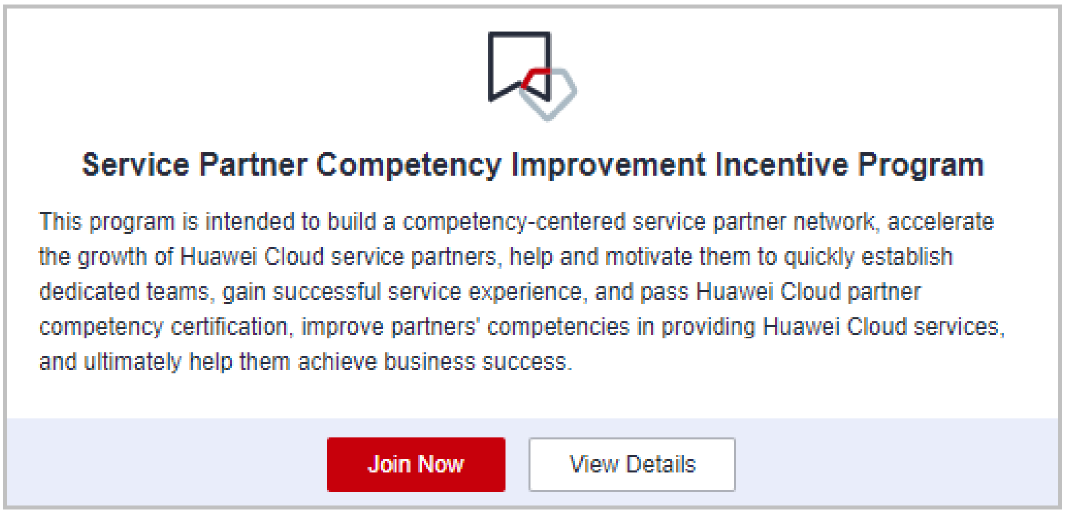
Procedure

Step 1 Use your account to log in to **Huawei Cloud**.

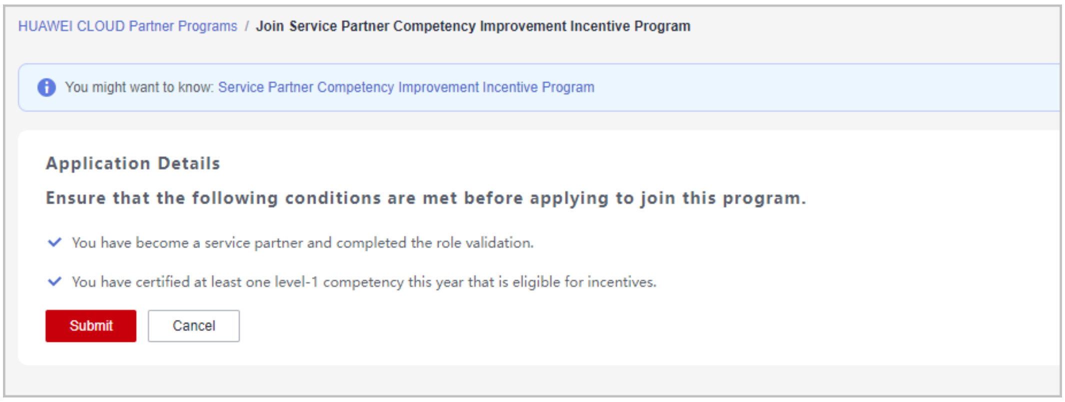
Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 Choose **Partner Programs** > **Huawei Cloud Partner Programs** in the menu on the top.

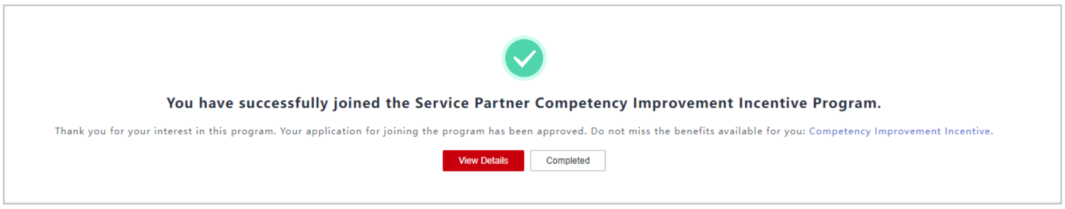
Step 4 Select **Service Partner Competency Improvement Incentive Program** and click **Join Now**.



Step 5 Ensure that the conditions for joining the program have been met and click **Submit**.



Step 6 A message is displayed indicating that you have successfully joined the program.



Step 7 After joining this program, you can apply for the **competency improvement incentive** and **exam vouchers**.

----End

Incentives and Benefits

Region	Exam Voucher	Competency Improvement Incentive	Training
International/ Europe	HCCDP certification exam vouchers: 10	$14,000 USD	Available seats for developer certification training: 10

Description:

1. Partners with a level-1 competency badge must apply for incentives (such as training, exam vouchers, and cash incentives) by December 31 of the year when the competency badge was obtained. Otherwise, the incentives will become invalid.
2. The accounting for the incentives provided in this program is performed on a quarterly basis.
3. Due to the limited incentives, the distribution of the incentives for competency improvement follows a first-come, first-served principle.

3.9 Special Program for Software Partners' Ecosystems on AI compute Service/Pangu Large Models, Kunpeng Cloud, GaussDB, or HarmonyOS Applications

3.9.1 Joining Special Program for Software Partners' Ecosystems on Ascend Cloud/Pangu Large Models, Kunpeng Cloud, GaussDB, or HarmonyOS Applications

Overview

This program aims to inspire Huawei Cloud software partners to construct ecosystems centering on AI compute Service/Pangu Large Models, Kunpeng Cloud, GaussDB, or cloud-based HarmonyOS applications, encourage partners to build solutions using these cloud service products together with Huawei Cloud, and improve the software ecosystems and capabilities based on Huawei Cloud.

Prerequisites

You have joined **Software Partner Development Path** and completed role selection, role validation, or competency differentiation certification.

Procedure

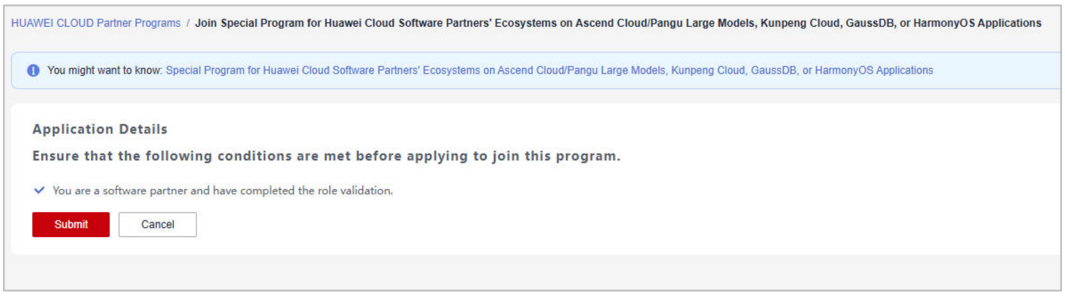
Step 1 Use your account to log in to **Huawei Cloud**.

Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 Choose **Partner Programs** > **Huawei Cloud Partner Programs** in the menu on the top.

Step 4 Select **Special Program for Software Partners' Ecosystems on AI compute Service/Pangu Large Models, Kunpeng Cloud, GaussDB, or HarmonyOS Applications** and click **Join Now**.

Step 5 On the displayed page, verify that the application conditions are met and click **Submit**.



Step 6 The system displays a message indicating that you have successfully joined the program. Then, you can **submit an application for ecosystem program certification**.

----End

3.10 Huawei Cloud System Integrator Partner Pre-sales Solution Expert Funding Head Program

3.10.1 Joining Huawei Cloud System Integrator Partner Pre-sales Solution Expert Funding Head Program

Overview

This program is designed to continuously enhance the capabilities of Huawei Cloud's system integrator (SI) partners in selling Huawei Cloud pre-sales solutions.

Prerequisites

You have been **invited by Huawei Cloud to join the SI development path** and completed **role validation**/**competency differentiation certification**.

Procedure

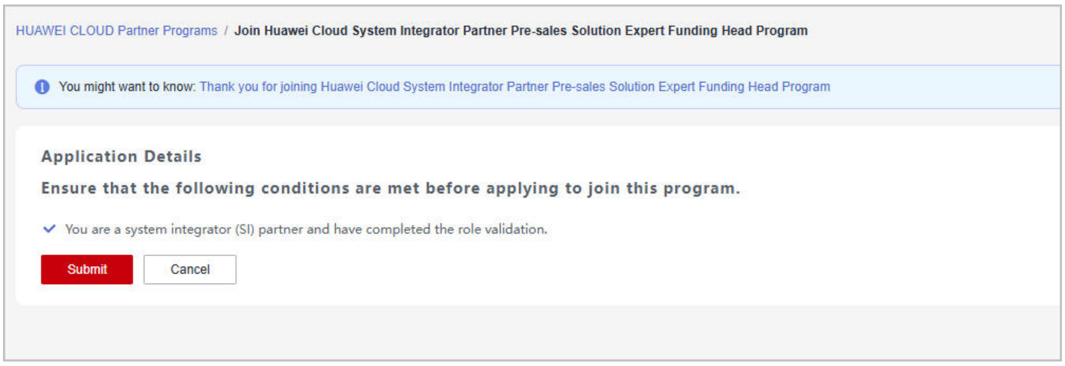
Step 1 Use your account to log in to **Huawei Cloud**.

Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

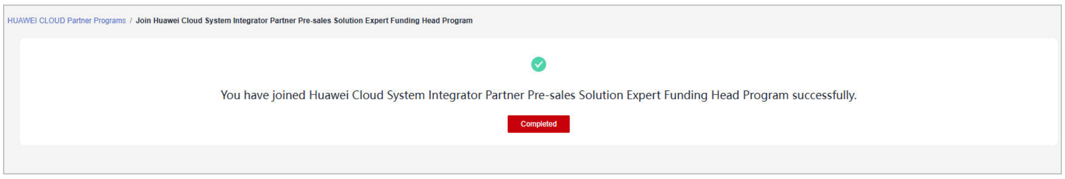
Step 3 Choose **Partner Programs** > **Huawei Cloud Partner Programs** in the menu on the top.

Step 4 Select **Huawei Cloud System Integrator Partner Pre-sales Solution Expert Funding Head Program** and click **Join Now**.

Step 5 On the displayed page, verify that the application conditions are met and click **Submit**.



Step 6 The system displays a message indicating that you have successfully joined the program. Then, you can apply for FH.



----End

3.11 Learning Partner Funding Head Program

3.11.1 Joining Learning Partner Funding Head Program

Overview

This program is designed to create a competency-centered Huawei Cloud learning partner network and support and motivate learning partners to quickly build their own capabilities for ecosystem enablement development services.

Prerequisites

You have joined **Learning Partner Development Path** and completed role validation or competency differentiation certification.

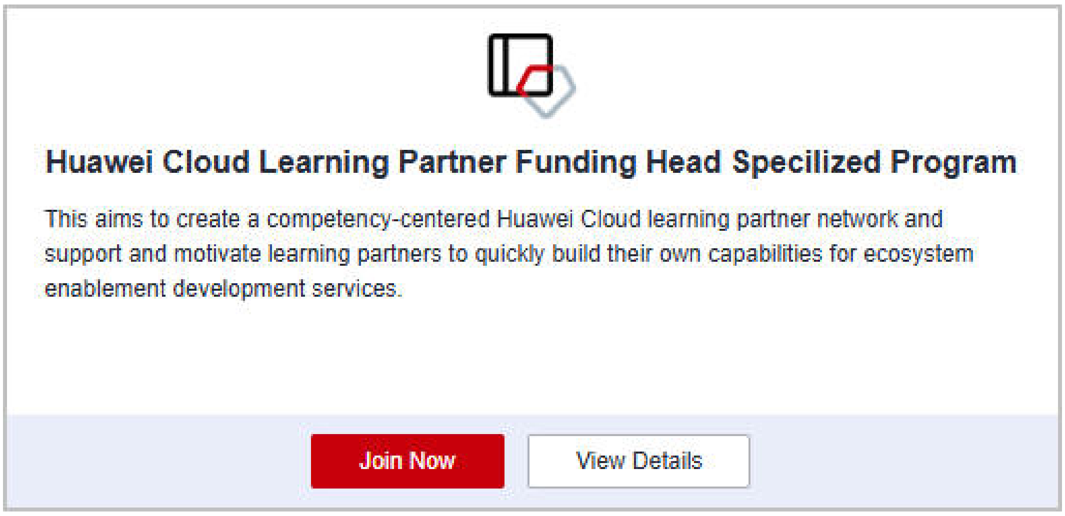
Procedure

Step 1 Use your account to log in to **Huawei Cloud**.

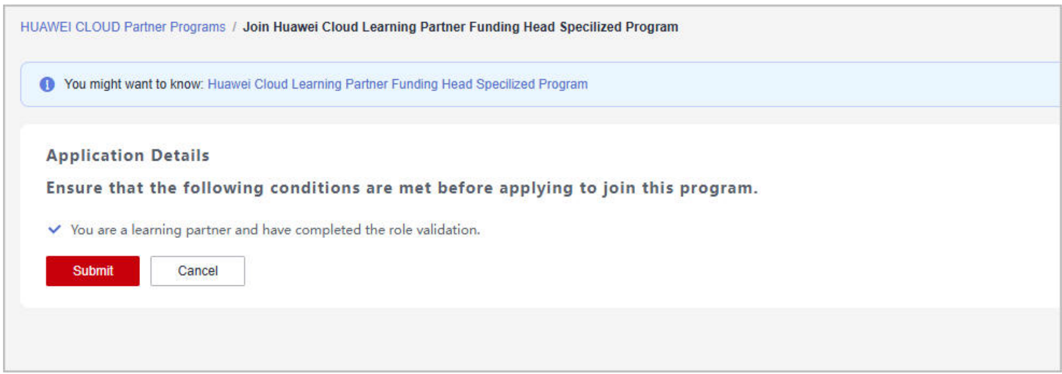
Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 Choose **Partner Programs** > **Huawei Cloud Partner Programs** in the menu on the top.

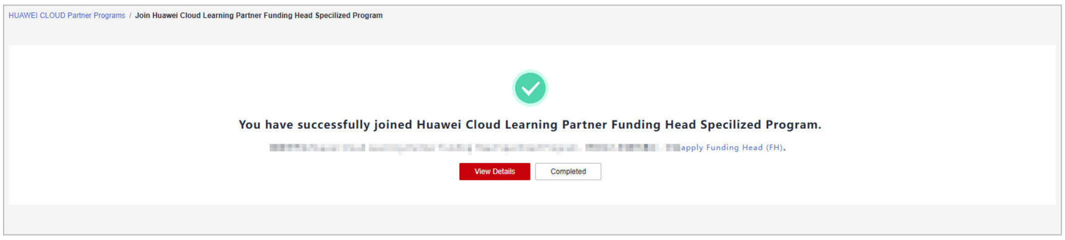
Step 4 Select **Huawei Cloud Learning Partner Funding Head Specialized Program** and click **Join Now**.



Step 5 On the displayed page, verify that the application conditions are met and click **Submit**.



Step 6 The system displays a message indicating that you have successfully joined the program. Then, you can request **Funding Head (FH)**.



----End

3.12 Operations Related to Partner Programs

3.12.1 Querying Requested Partner Programs

In the Partner Center, you can query the partner programs that you have requested.

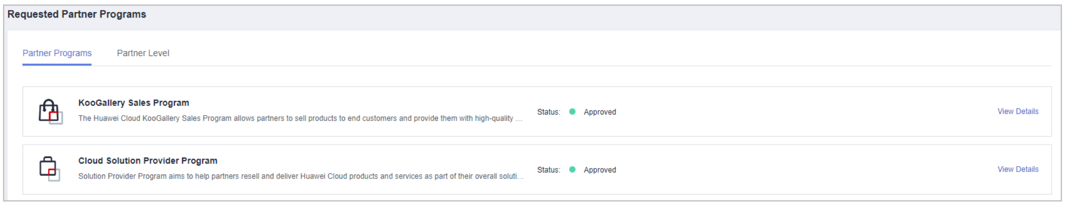
Procedure

Step 1 Use your partner account to log in to **Huawei Cloud**.

Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 Choose **Partner Programs** > **Huawei Cloud Partner Programs** > **Partner Programs Requested** in the menu on the top.

Step 4 Click **View Details** on the **Partner Programs** tab page to view the details about a requested partner program such as status and information required for application.



NOTE

The request review takes three working days. If you cannot obtain the result after three working days, you can click **Contact Approvers** to contact the approver to speed up the review.

If your request is rejected and you have questions about the result, you can also click **Contact Reviewer** to obtain more information.

----End

3.12.2 Querying Enrolled Partner Programs

In the Partner Center, partners can query the enrolled partner programs and download the certificates.

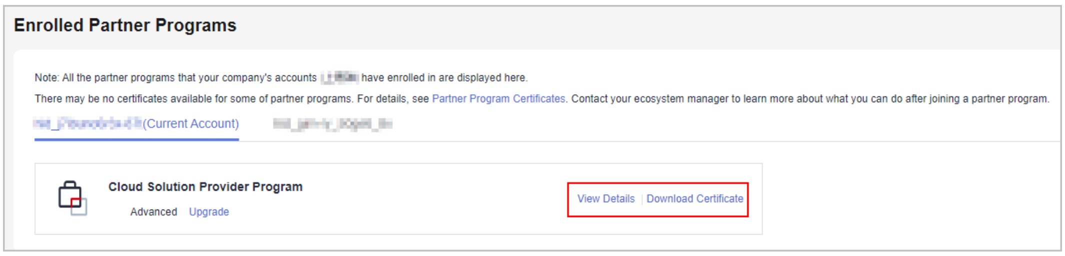
Procedure

Step 1 Use your account to log in to **Huawei Cloud**.

Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 Choose **Partner Programs** > **Huawei Cloud Partner Programs** > **Partner Programs Enrolled** in the menu on the top.

View your enrolled partner programs in the **Enrolled Partner Programs** page.



- Locate a row of a partner program and click **View Details** to view the program details.

- Locate a row of a partner program and click **Download Certificate** to download the program certificate.

NOTE

For more operations, contact your ecosystem manager.

----End

3.12.3 Downloading a Partner Program Certificate

You can download the certificate of the corresponding program after joining this program and obtaining the permission to download the certificate.

NOTE

An organization member account can download the certificate of the corresponding program only after the partner administrator account assigns the permission to download the certificate. For details, see **Assigning a Custom Role to a User**.

Partner Program Certificates

Program	Certificate Available	Certificate Downloading Requirement and Method
Cloud Solution Provider Program	Yes	You have joined a partner program. Download the certificate on the **Partner Programs** > **Huawei Cloud Partner Programs** > **Partner Programs Enrolled** page in Partner Center.
Distribution Partner Program	Yes	You have joined a partner program. Download the certificate on the **Partner Programs** > **Huawei Cloud Partner Programs** > **Partner Programs Enrolled** page in Partner Center.
KooGallery Program	Yes	You have joined a partner program. Download the certificate on the **Partner Programs** > **Huawei Cloud Partner Programs** > **Partner Programs Enrolled** page in Partner Center.
KooGallery Sales Program	Yes	You have joined a partner program. Download the certificate on the **Partner Programs** > **Huawei Cloud Partner Programs** > **Partner Programs Enrolled** page in Partner Center.

Partner programs excluding those described above do not provide certificates.

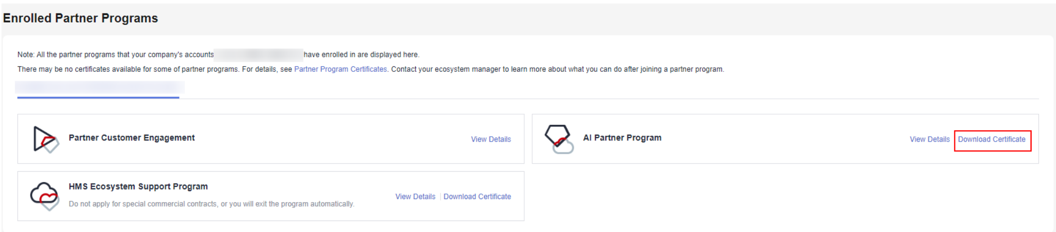
Procedure

Step 1 Use your account to log in to **Huawei Cloud**.

Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 Choose **Partner Programs** > **Huawei Cloud Partner Programs** > **Partner Programs Enrolled** in the menu on the top.

Step 4 On the displayed page, find the target program and click **Download Certificate**.



----End

3.12.4 Querying Signed Agreements and Filing Sensitive Relationships

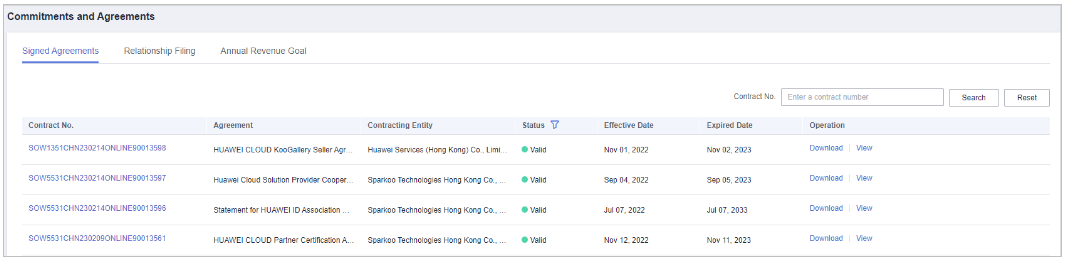
You can query and download signed agreements.

Procedure

Step 1 Use your account to log in to **Huawei Cloud**.

Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 Choose **Partner Programs** > **Commitments and Agreements** in the menu on the top. The **Signed Agreements** tab page is displayed by default.



- Click **View** in the **Operation** column to view the details about a signed agreement.
- Click **Download** in the **Operation** column to download a signed agreement.

----End

Filing Sensitive Relationships

Step 1 Use your account to log in to **Huawei Cloud**.

Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 Choose **Partner Programs** > **Commitments and Agreements** in the menu on the top. Switch to the **Relationship Filing** tab page on the displayed page.

Step 4 File the sensitive relationships between your company and Huawei employees and click **OK**.

Step 5 A message is displayed indicating that the information you provided has been saved successfully.

----End

3.12.5 Setting an Annual Revenue Goal

You can set an annual revenue goal and submit it for approval.

NOTE

By default, the administrator can view and set an annual revenue goal. If organization members need to perform related operations, they need to apply for the permissions required.

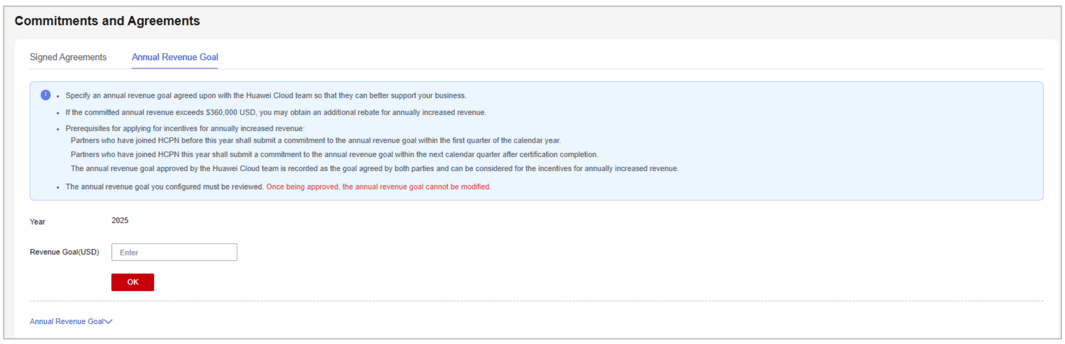
Procedure

Step 1 Use your account to log in to **Huawei Cloud**.

Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 Choose **Partner Programs** > **Commitments and Agreements** in the menu on the top. Switch to the **Annual Revenue Goal** tab page on the displayed page.

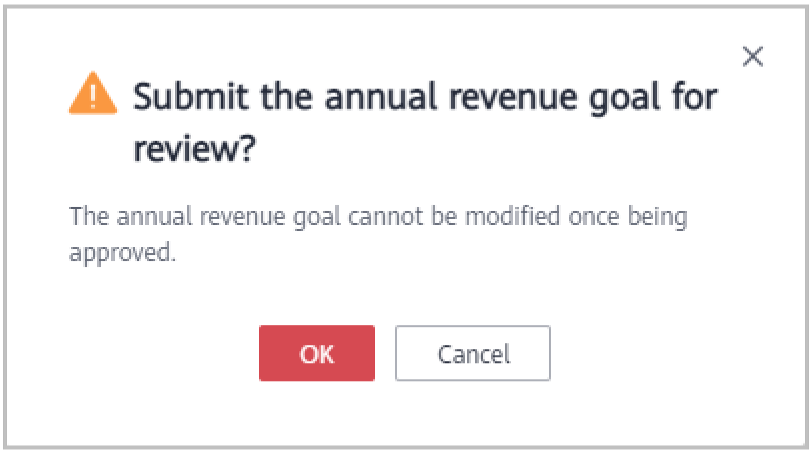
Step 4 Enter a revenue goal and click **OK**.



NOTE

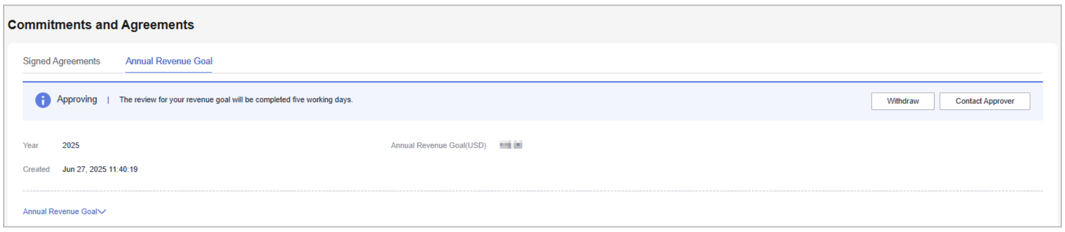
- The annual revenue goal you configured must be reviewed. Once being approved, the annual revenue goal cannot be modified.
- If the committed annual revenue exceeds $360,000 USD, you may obtain an additional rebate for annual revenue growth.

Step 5 The message **Submit the annual revenue goal for review?** is displayed. Click **OK**.



Step 6 The message **The revenue goal has been submitted for review. Wait for the review result.** is displayed.

On the **Annual Revenue Goal** tab page, it shows that the revenue goal is in the **Approving** state.



NOTE

The revenue goal review will be completed within five working days. If you do not receive any response within that time, contact the approver.

----End

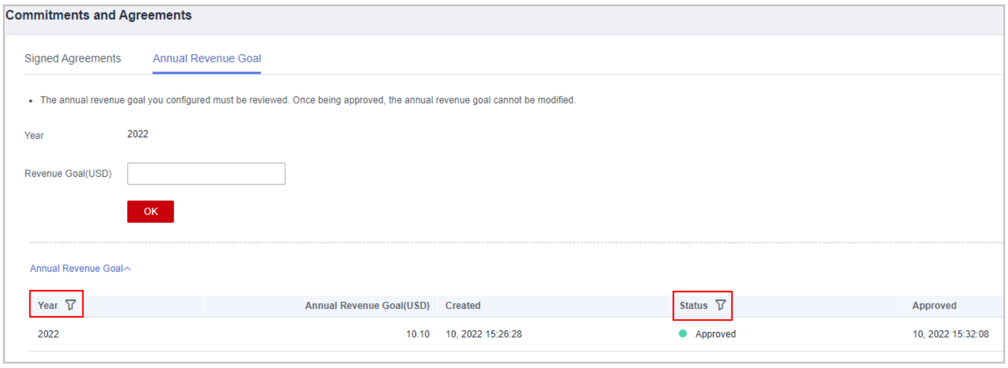
Other Operations

- Withdrawing the Annual Revenue Goal

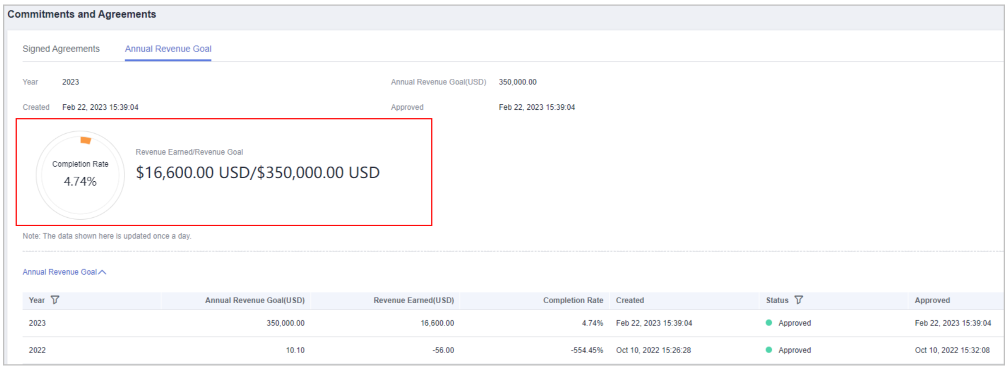
  Click **Withdraw** for the revenue goal in the **Approving** state, enter the reason in the displayed dialog box, and click **OK**.

- Viewing Annual Revenue Goal

  On the **Annual Revenue Goal** tab page, you can filter revenue goals by year or status.



- You can view actual performance of the annual revenue goal in the current year or past years in **Partner Programs** > **Commitments and Agreements** > **Annual Revenue Goal**.



4 Partner Information Management

4.1 Changing Your Password

Change your password periodically to ensure account security.

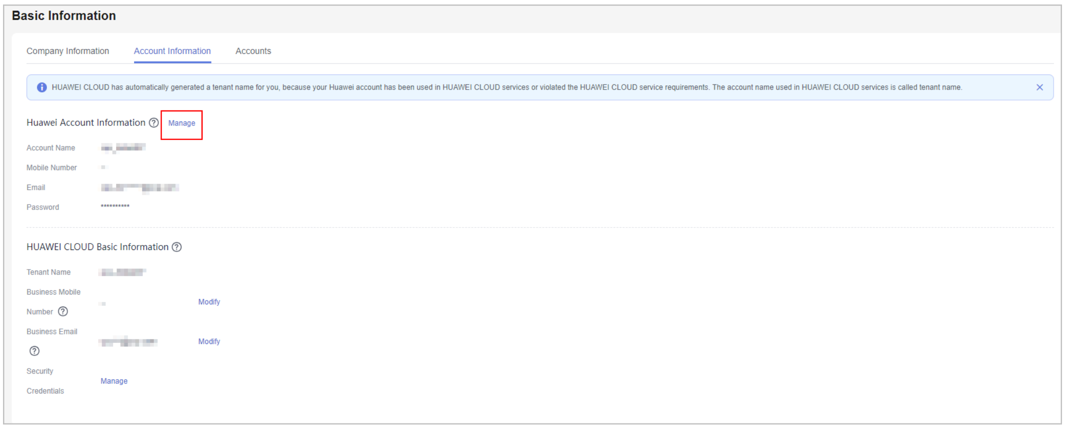
Procedure

Step 1 Use your account to log in to **Huawei Cloud**.

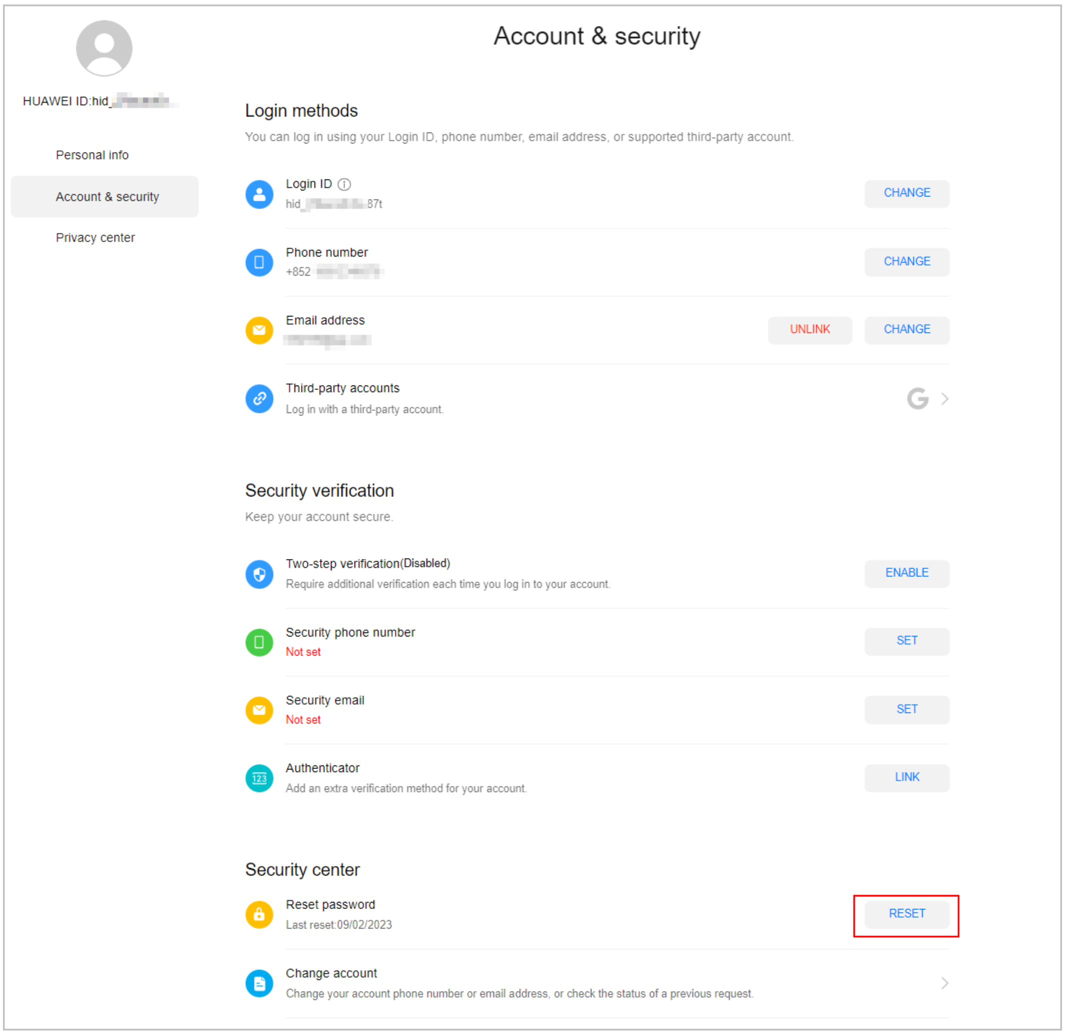
Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 Choose **Partner Information** > **Basic Information** in the drop-down list of the account name in the upper right corner, and then switch to the **Account Information** tab page.

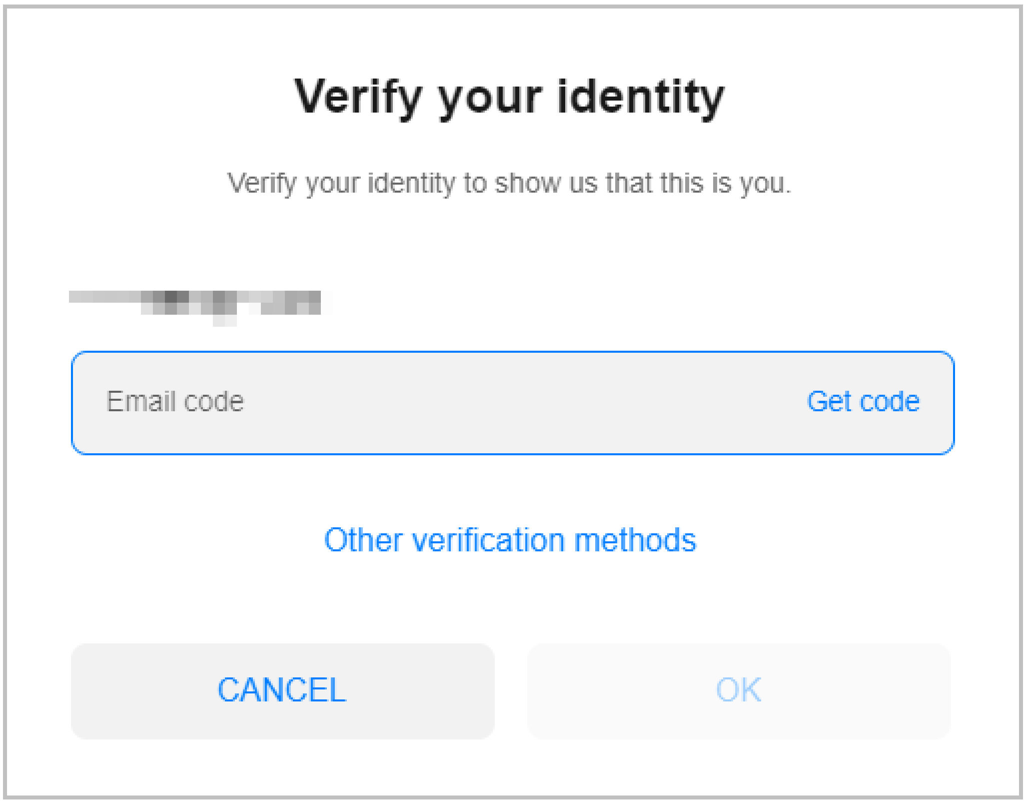
Step 4 In the **Huawei Account Information** area, click **Manage**.



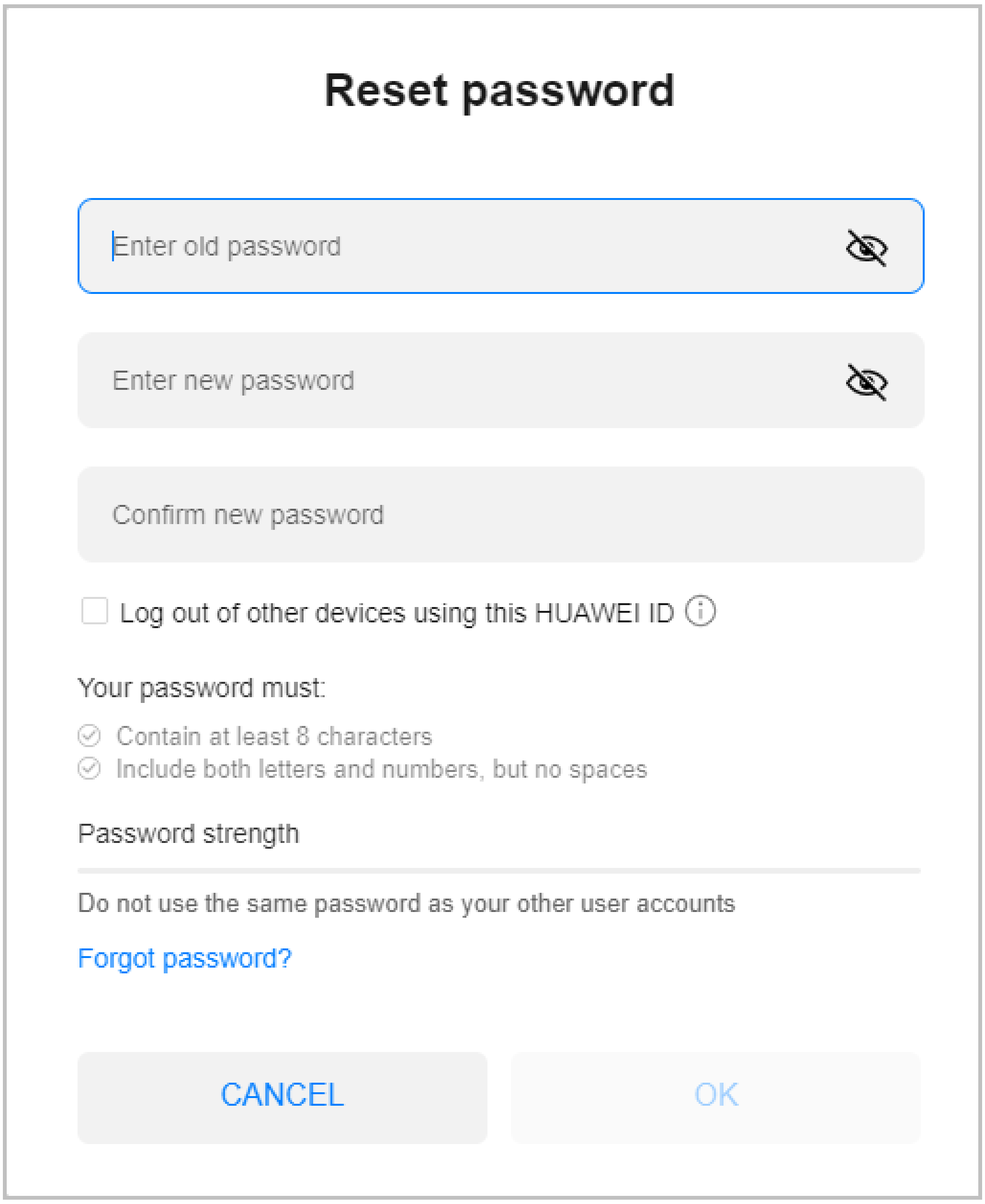
Step 5 In the **Account & security** > **Security center** area, locate **Reset password** and click **RESET**.



Step 6 Verify the identity.



Step 7 Reset the password.



----End

4.2 Managing Basic Information

On the **Basic Information** page, partners can modify the company and account information, view the consumption quota usage, and set preferences, notification receiving rules, and customer bill permissions.

Important Notes

Preferences, customer notification settings, customer bill settings, and consumption quota viewing are only available for cloud solution providers and distributors.

Company Information

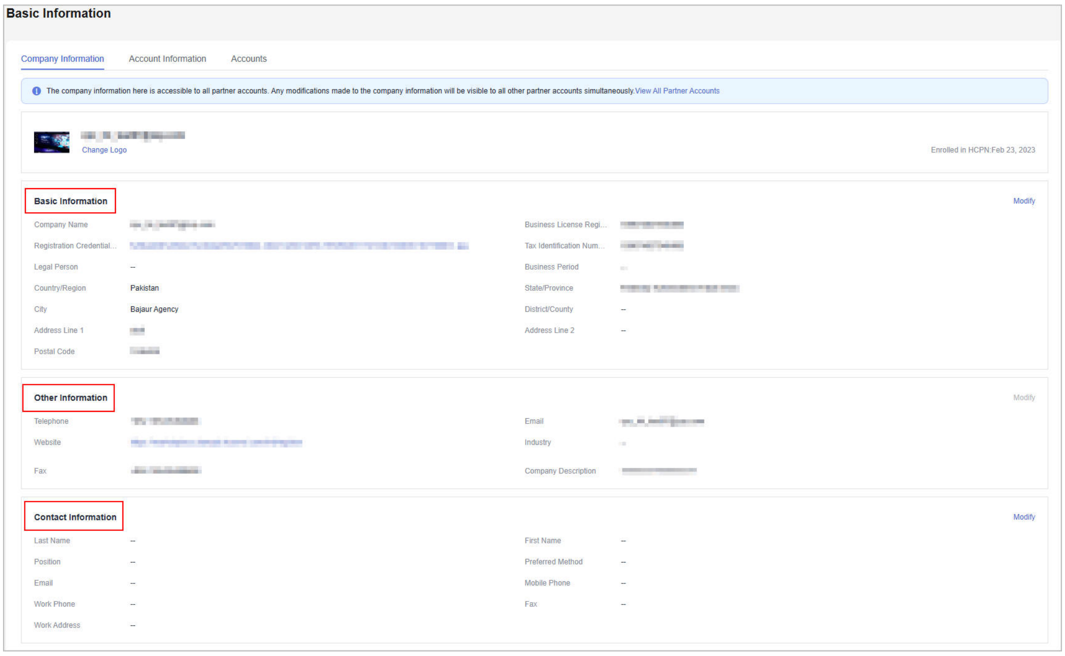
- **Viewing company information**

Step 1 Use your account to log in to **Huawei Cloud**.

Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

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

Step 4 On the **Company Information** tab page that is displayed by default, you can check the basic information, details, and contacts of your company.



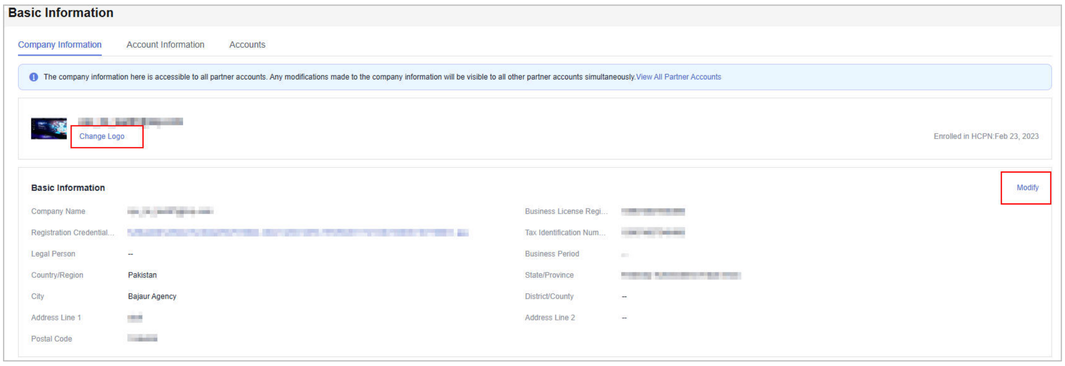
----End

- **Modifying the company information**

The company information here is accessible to all partner accounts. Any modifications made to the company information will be visible to all other partner accounts simultaneously.

Only the master partner account can modify the company information. If the current login account is not the master account, view the master account on the **Accounts** page and contact the master account administrator to modify the company information.

Step 1 Access the **Partner Information** > **Basic Information** > **Company Information** page where you can modify the company logo, basic information, and contact information.

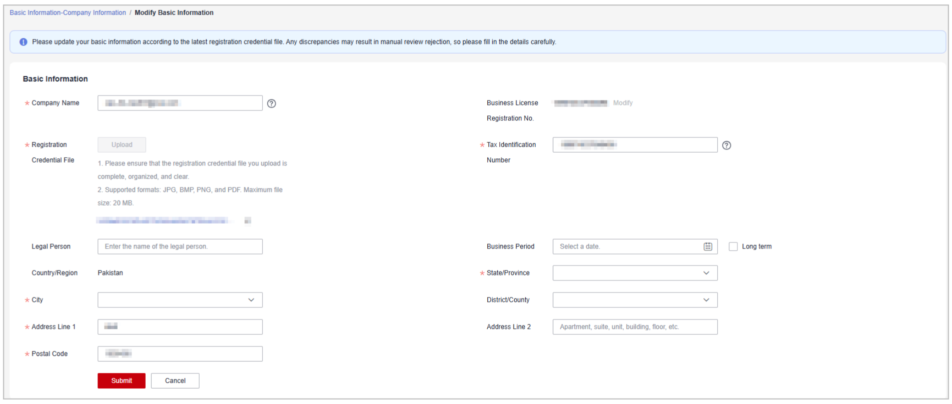


- Change the company logo.

  Click **Change Logo**. On the displayed page, upload a new logo and click **OK**.

- Modify basic information.

  a. Click **Modify** on the right of **Basic Information**. On the displayed page, modify the basic information about the company.

  NOTE

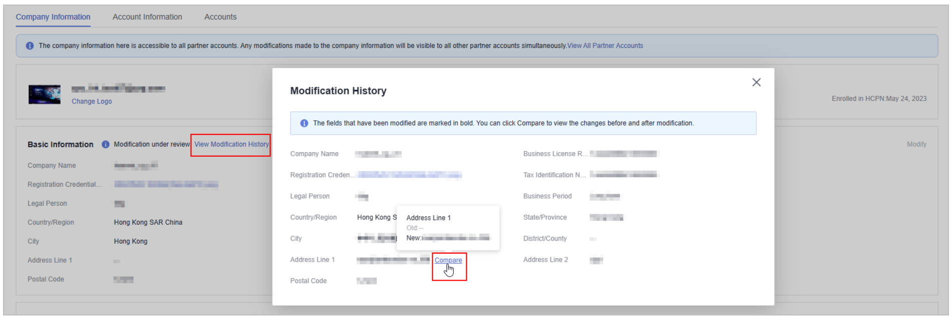
  Please update your basic information according to the latest registration credential file. Any discrepancies may result in manual review rejection, so please fill in the details carefully.

  - **Company Name**: The company name must be the same as that used in the registration credential file (including special characters and letters).
  - **Registration Credential File**: Please ensure that the registration credential file you upload is complete, organized, and clear.
  - **Business License Registration No.**: It cannot be modified at present. Contact the ecosystem manager.
  - **Tax Identification Number**: It is important to ensure that the TIN is accurate as it impacts tax processing. (Currently, the TIN cannot be changed for companies in Brazil.)

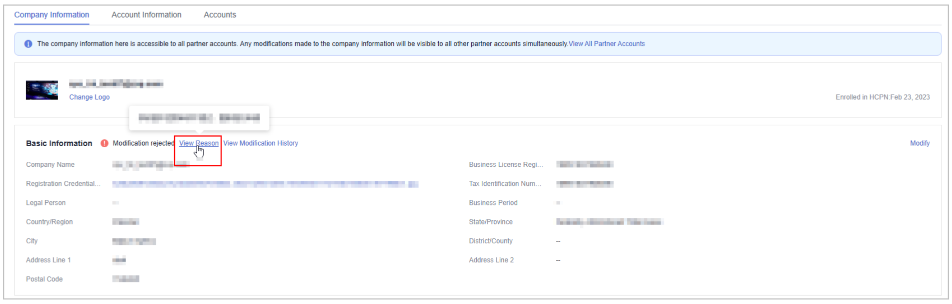
  b. Wait for the modification review result from Huawei.

  c. You can view the review status on the **Company Information** page.

  Click **View Modification History** to view the fields you modified and the comparison before and after the modification.

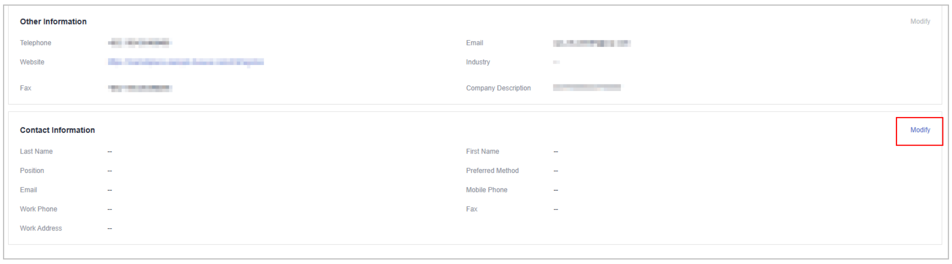


d. If the modification is rejected, check the reason, modify the information accordingly, and submit it again.

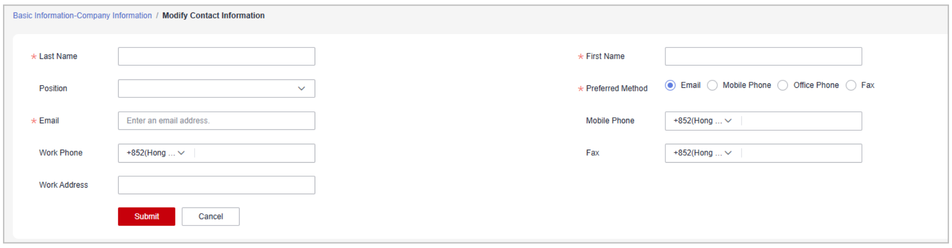


- Modify contact information.

  a. On the **Basic Information** > **Company Information** page, click **Modify** on the right of the **Contact Information** area.



  b. Modify the contact information.



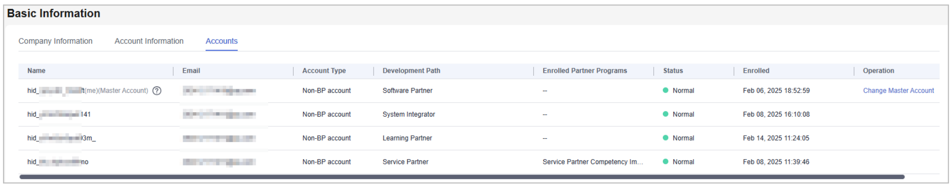
----End

Accounts

- **Viewing accounts**

  a. Choose **Partner Information** > **Basic Information** in the drop-down list of the account name in the upper right corner of Partner Center.

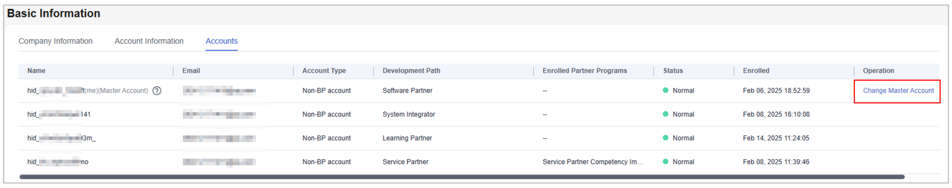
  b. On the **Accounts** page, you can view all partner accounts and their information.



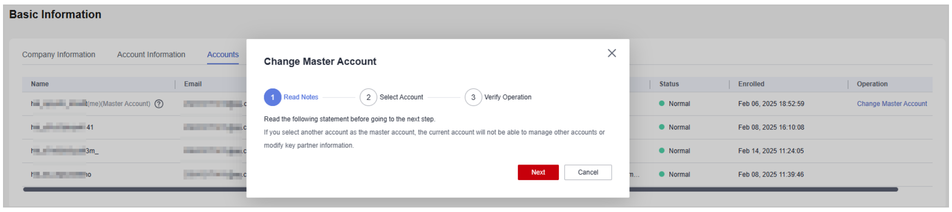
NOTE

- The master account is the owner of your company's identity and can manage your company's basic information and business information.
- In normal cases, the initial account joining HCPN is considered the master account. The master account can be changed, but once changed, the original account will no longer have the ability to manage other partner accounts or key partner information.

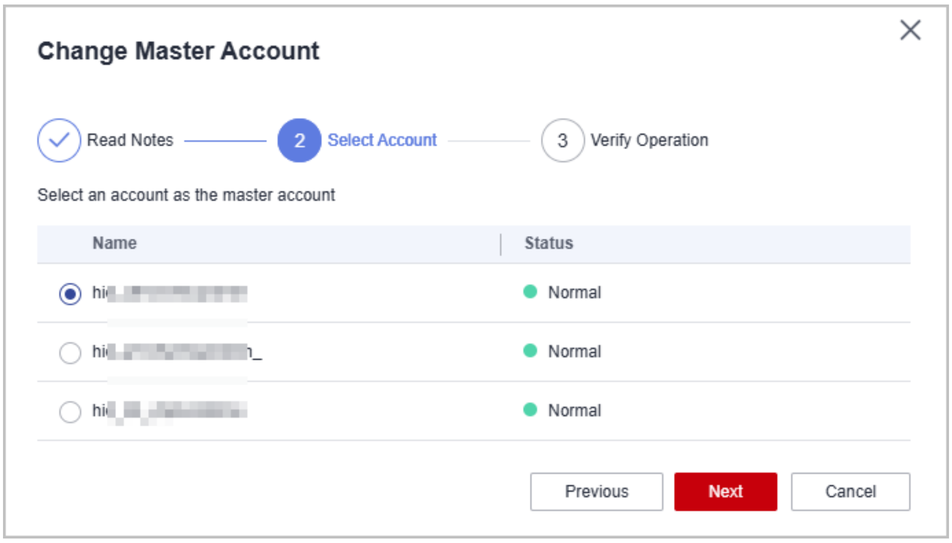
- **Changing master account**
  a. On the **Accounts** page, select the master account and click **Change Master Account** in the **Operation** column.



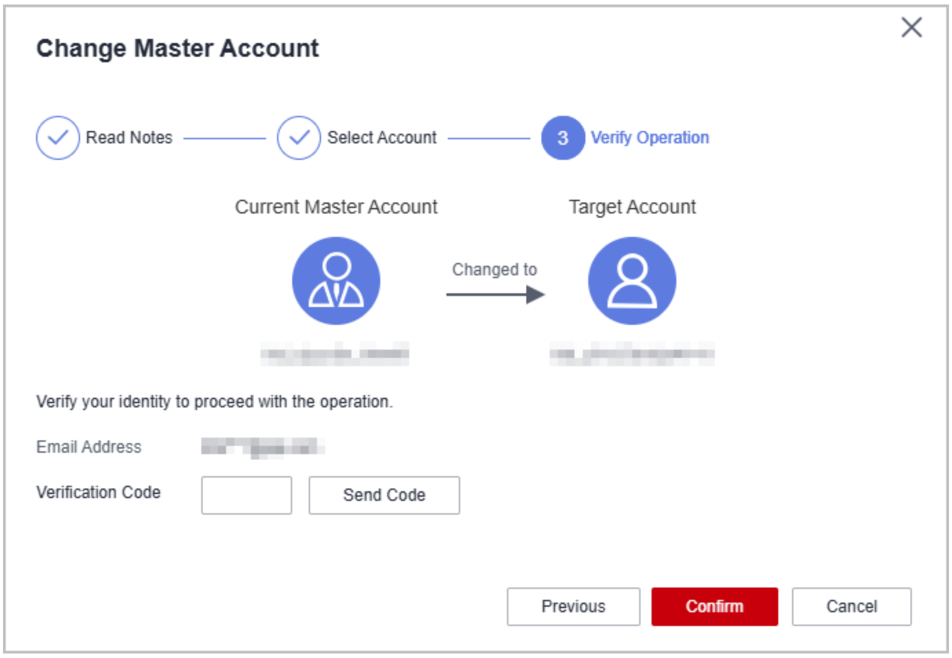
  b. In the displayed dialog box, read the statement, and click **Next**.



  c. Select an account as the master account and click **Next**.



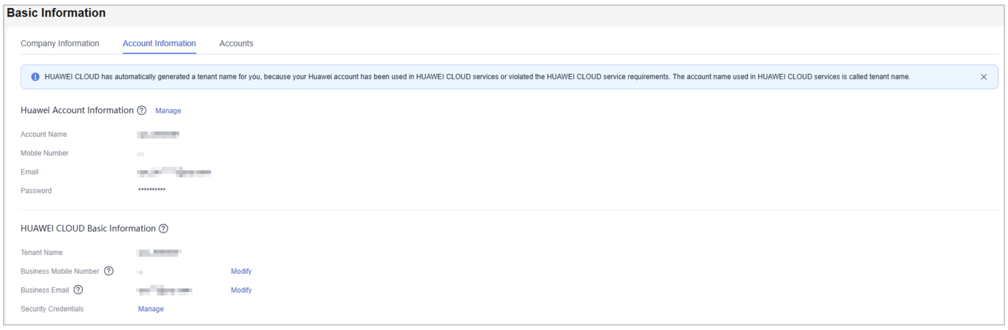
  d. Verify the identity using mobile number or email address and click **Confirm**.



Account Information

- **Viewing account information**

  On the **Basic Information** > **Account Information** page, you can check your personal information, including Huawei account information and Huawei Cloud basic information.

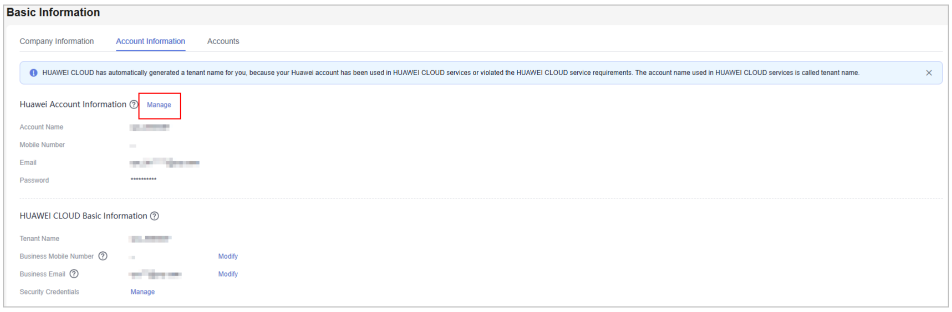
  

  NOTE

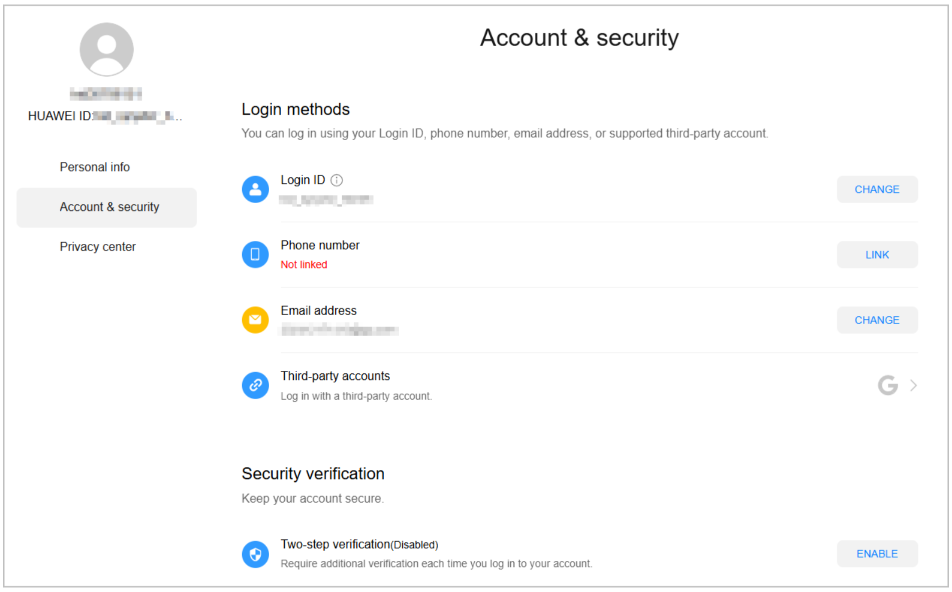
  - **Huawei Account Information**: information required for registering a HUAWEI ID, such as the account name, mobile number, email address, and password
  - **Huawei Cloud Basic Information**: information required for using Huawei Cloud services, such as the tenant name, enterprise name, authentication information, and name
  - **Tenant Name**: Huawei Cloud automatically generates a tenant name for you, because your HUAWEI ID has been used in Huawei Cloud services or violated the Huawei Cloud service requirements. The account name used in Huawei Cloud services is called tenant name.

- **Modifying the account information**

  a. On the **Account Information** page, click **Manage** next to **Huawei Account Information**.



b. On the **Account & security** page, modify the login ID, phone number, email address, and password.



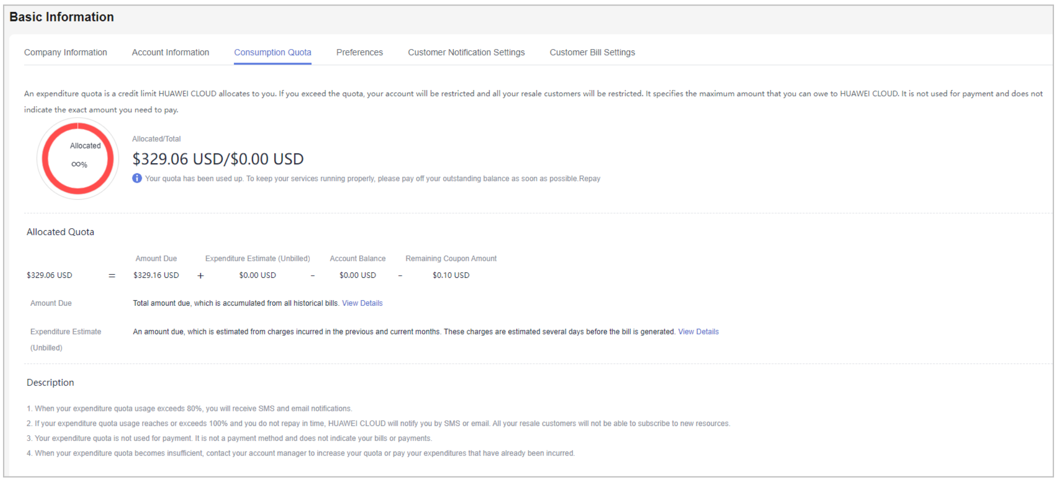
NOTE

Login ID: It is used for logging in to the Huawei ID and can be changed only once.

Password: Change your password periodically to ensure account security. For details, see **Changing Your Password**.

Viewing the consumption quota

You can choose **Partner Information** > **Basic Information** in the drop-down list of the account name in the upper right corner. View the consumption quota on the **Consumption Quota** tab page.



NOTE

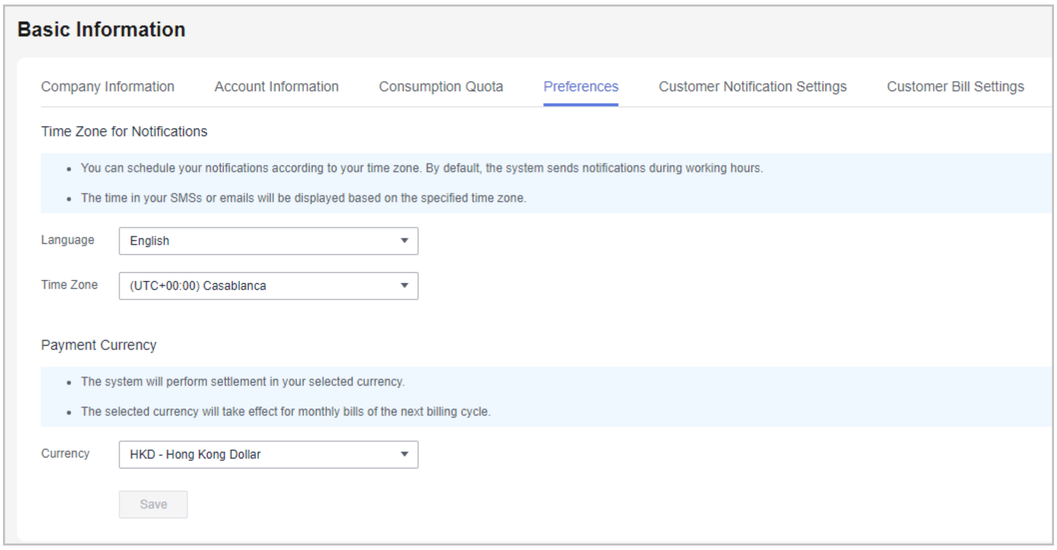
- A consumption quota is a credit limit Huawei Cloud allocates to you. It specifies the maximum amount that you can owe to Huawei Cloud. If the quota is exceeded, your account will be restricted and all customers associated with you in the Reseller model will be restricted from purchases. It is not used for payment and does not indicate the exact amount you need to pay.
- If your expenditure quota usage exceeds 80%, you will receive SMS and email notifications.
- If your consumption quota has been used up, complete the payment in time to ensure that your customers can buy new resources. You will receive SMS and email reminders for a payment.
- The quota is not used for payment. It is not a payment method and does not indicate your bills or payments.
- If there is no sufficient quota, contact your ecosystem manager to increase the total consumption quota or make payments in advance.

Preferences

You can choose **Partner Information** > **Basic Information** in the drop-down list of the account name in the upper right corner. On the displayed page, set the email or SMS message language, time zone, and payment currency on the **Preferences** tab page.

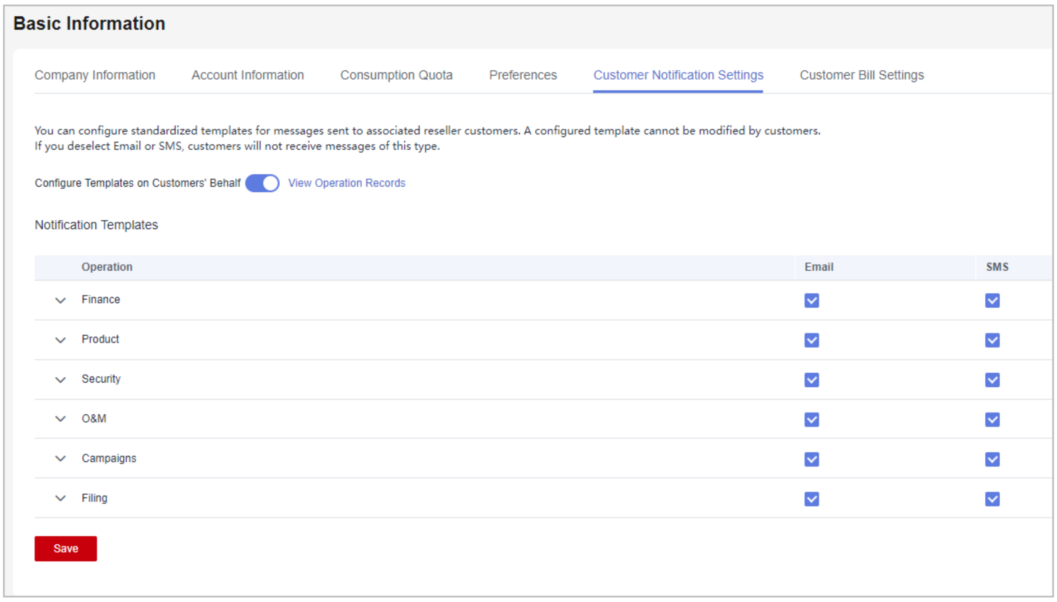
With the language and time zone specified, the system sends notifications during the working hours in the specified time zone. The time in the SMS messages and emails is displayed based on the specified time zone.

After the payment currency is set, the system will perform settlements in the specified currency, and the selected currency will take effect for monthly bills of the next billing cycle.



Customer Notification Settings

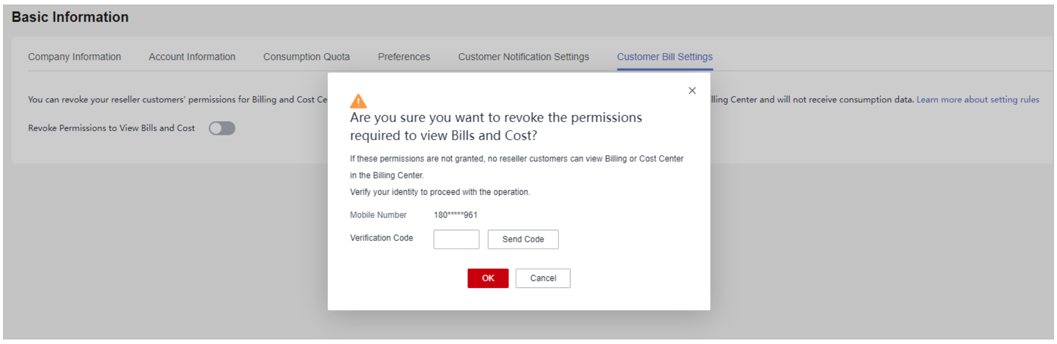
You can choose **Partner Information** > **Basic Information** in the drop-down list of the account name in the upper right corner. On the displayed page, configure the notification receiving rules on behalf of the customers associated in the reseller model and set a unified notification receiving template for these customers on the **Customer Notification Settings** tab page. Customers cannot modify the configured template by themselves.



> **NOTE**
>
> - You can enable **Configure Templates on Customers' Behalf** to perform operations on customers' behalf.
> - If you have enabled the verification code function, a verification code is required.
> - You can also click **View Operation Records** as required.

Customer Bill Settings

You can choose **Partner Information** > **Basic Information** in the drop-down list of the account name in the upper right corner. Switch to the **Customer Bill Settings** tab page and grant or revoke your reseller customers' permissions to view the **Billing** and **Cost Center** in the Billing Center. Once the permission is revoked, all reseller customers cannot view **Billing** or **Cost Center** or receive expenditure data.



NOTE

- You can grant or revoke your reseller customers' permissions to view the **Billing** and **Cost Center** in the Billing Center by disabling or enabling **Revoke Permissions to View Bills and Cost**.
- If you have enabled the verification code function, a verification code is required.

4.3 Business Information Authentication

To support the business transactions between you and Huawei Cloud, you are required to complete authentication for your business information including company information and bank information.

Precautions

- Exercise caution when submitting the business information change application. Once the application is submitted, settlement cannot be performed before the application is approved.
- If you are a non-IOI partner with the same name in Huawei's supplier management system, and the bank account, Huawei signing entity, and signing currency you submitted during business information authentication are inconsistent with those in the system, that is, you are using use a new bank account, you must upload a bank confirmation letter.

  NOTE

  If you want to use a new bank account, perform **Step 1** to **Step 9** in **Business Information Authentication (First Time)** to download the bank confirmation letter.
- If the signing entity of a partner changes, the partner needs to perform business information authentication again.

Business Information Authentication (First Time)

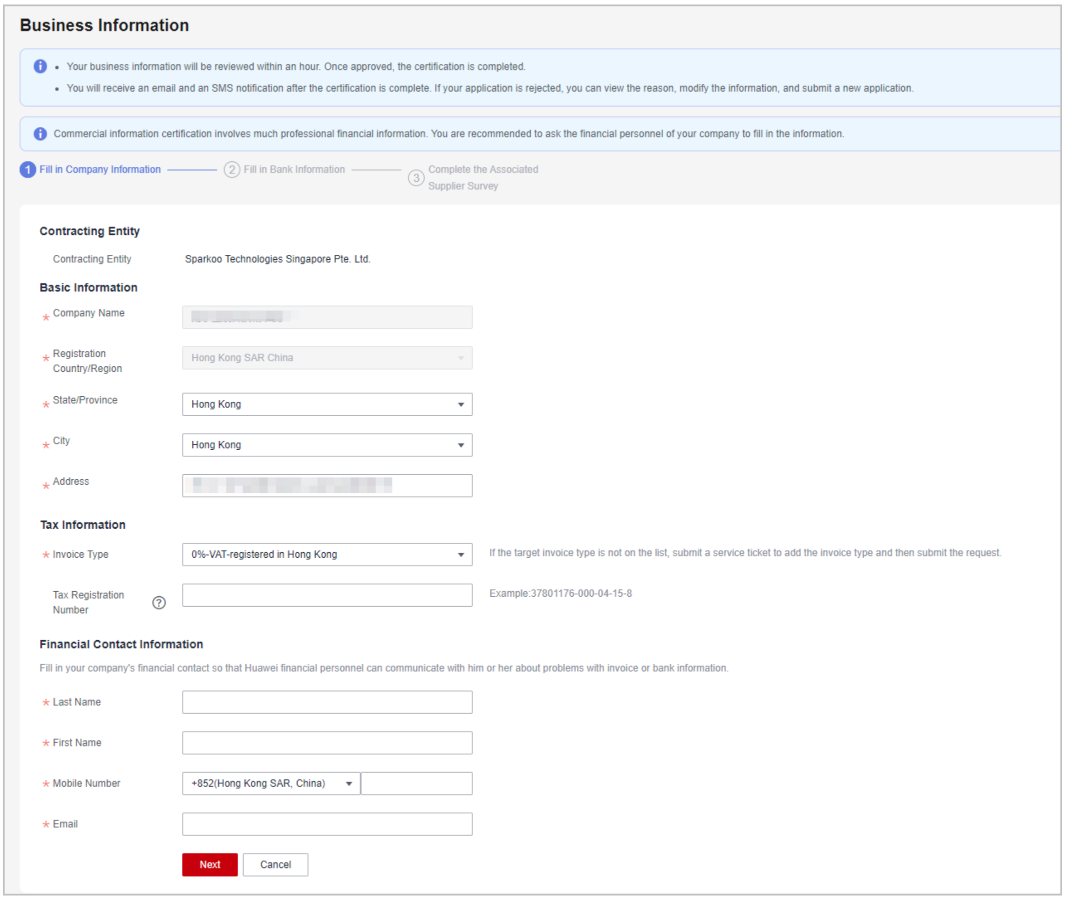
Step 1 Use your account to log in to **Huawei Cloud**.

Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

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

The **Business Information** page is displayed.

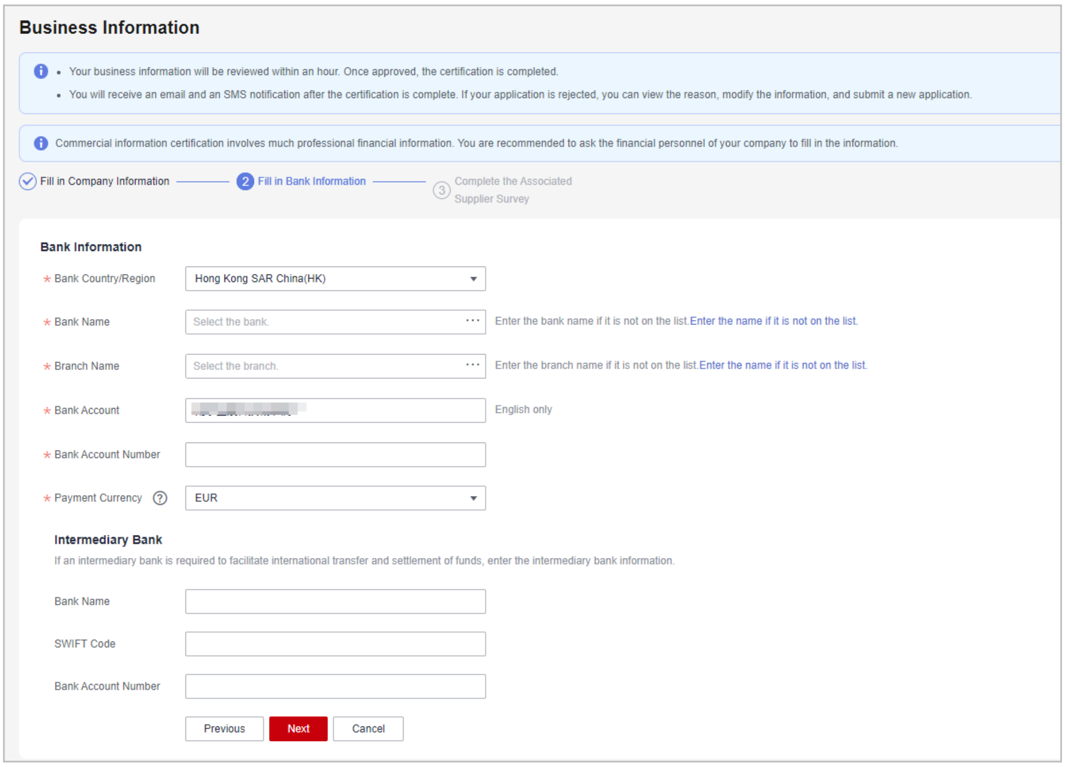
Step 4 Fill in the basic information, tax information, and financial contact information, select **I have read and agree to Privacy Statement of Business Information Qualification**, and click **Next**.



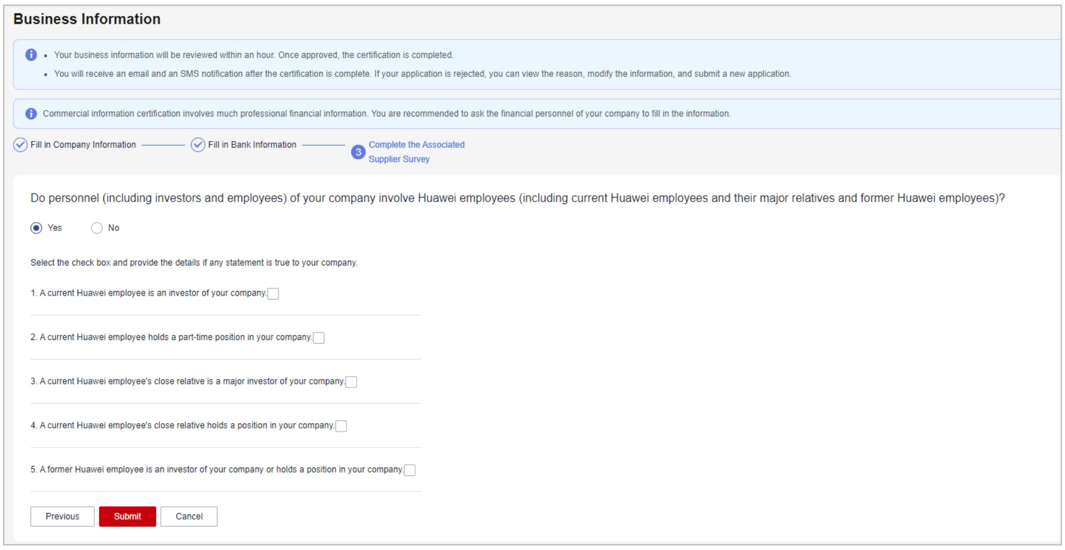
Step 5 Fill in the bank information and click **Next**.

NOTE

- The bank name and branch name can be selected from the drop-down list box or manually entered.
- If an intermediary bank is required to facilitate international transfer and settlement of funds, enter the intermediary bank information.



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



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

After the application is submitted, wait for the authentication result.

NOTE

- If you are a non-IOI partner with the same name in Huawei's supplier management system, and the bank account, Huawei signing entity, and signing currency you submitted during business information authentication are inconsistent with those in the system, that is, you are using use a new bank account, you must perform **Step 8** and **Step 9** to upload a bank confirmation letter.
- The authentication for the business information will be completed within one to three hours. In some cases, Huawei business reviewer needs to review the information. Please wait for the review result.
- After the business information authentication is complete, you will receive email and text message notification. If your business information authentication request is rejected, you will see the reason. Please modify your business information and resubmit a authentication request.
- If the business information authentication failed, the system will send an authentication failure notification to you so that you can know the current authentication progress. When receiving an authentication failure notification, you can choose **Partner Information** > **Business Information** in the drop-down list of your account name to view the reason for the failure.

Step 8 (Optional) Click **Download bank confirmation letter template**, verify the information in the confirmation letter, and sign or stamp the letter.

Step 9 (Optional) Click **Submit Bank Confirmation Letter** and upload the copy of the signed or stamped confirmation letter.

Then, wait for the review result.

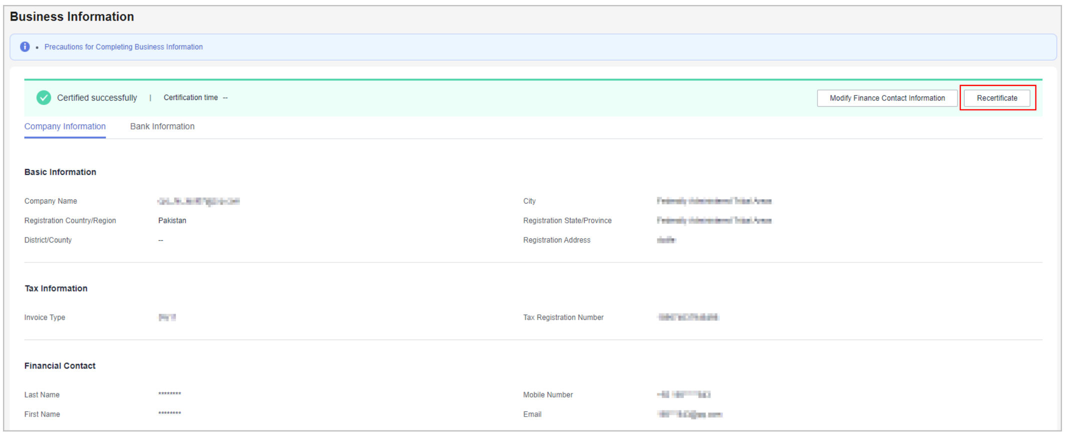
----End

Business Information Authentication (Again)

NOTE

- If the company name has been changed, use the master account to **change the company name** on the **Basic Information** > **Company Information** page and perform business information authentication again.

Step 1 On the **Business Information** page, click **Recertificate**.



Step 2 In the dialog box that is displayed, click **OK**.

Step 3 Modify the basic information, tax information, and financial contact information as required, and click **Next**.

Step 4 Modify the bank information as required and click **Next**.

Step 5 Modify the supplier survey as required and click **Submit**.

Step 6 (Optional) Click **Download bank confirmation letter template**, verify the information in the confirmation letter, and sign or stamp the letter.

> NOTE
>
> If you are a non-IOI partner and have modified your bank information, you have to upload the bank confirmation letter.

Step 7 (Optional) Click **Submit Bank Confirmation Letter** and upload the copy of the signed or stamped confirmation letter.

----End

4.4 Case Management

> NOTE
>
> The cases are submitted during role validation and competency differentiation certification.

Procedure

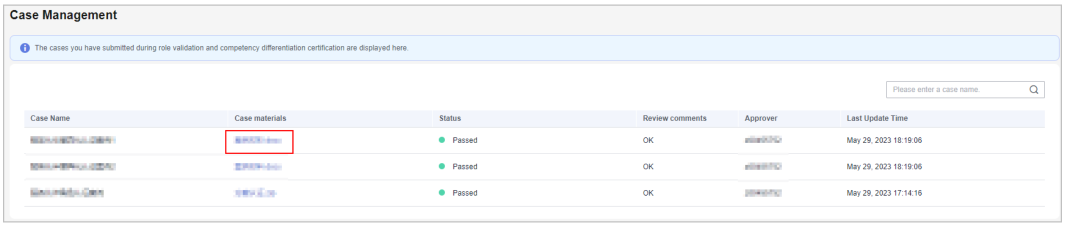
Step 1 Use your account to log in to **Huawei Cloud**.

Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 Choose **Partner Information** > **Case Management** in the drop-down list of your account name in the upper right corner.

Step 4 View the review status of the cases submitted during role validation and competency differentiation certification.

Step 5 Click the name of a case material to download and view details about it.



----End

4.5 Business Plan

> NOTE
>
> The business plans are submitted during role validation and competency differentiation certification.

Procedure

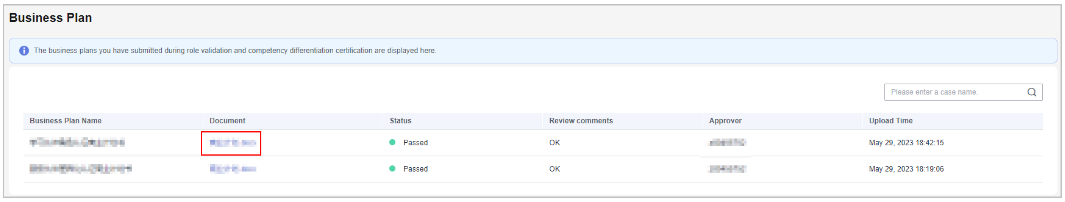
Step 1 Use your account to log in to **Huawei Cloud**.

Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

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

Step 4 View the review status of the business plan submitted during role validation and competency differentiation certification.

Step 5 Click the name of a business plan to download and view details about it.



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5 Partner Organization Management

5.1 Member Management

5.1.1 Personnel Management

5.1.1.1 Organization Members, Roles, and Permissions

This section describes how to manage organization information and create roles and users.

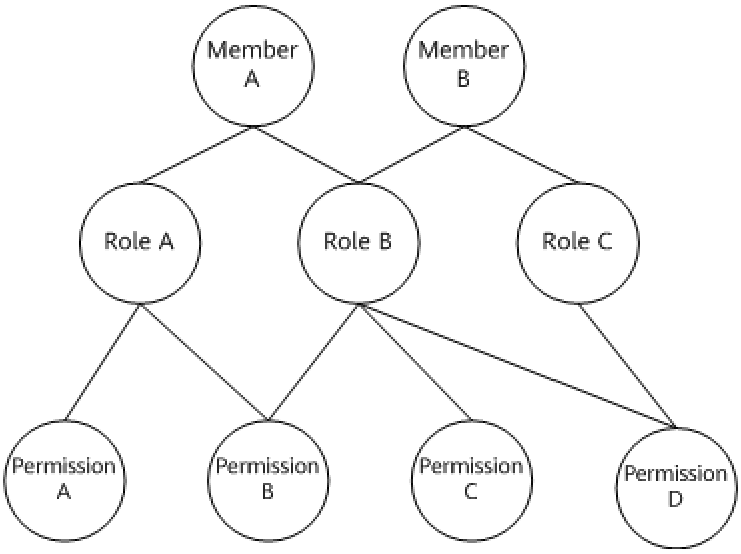
You can create user accounts for your employees and assign them specific roles and permissions.

NOTE

- You must create user accounts and assign them different roles on the **Organization** > **Member Management** page. Do not use IAM to create or delete users, or there will be conflicts between the IAM and Partner Center.
- User accounts that are used for accessing Partner Center must be created in **Member Management** of Partner Center. The IAM users created in the IAM console of Huawei Cloud cannot access Partner Center.

Organization Members, Roles, and Permissions

A role is a set of permissions that are combined as needed. Each role has specific permissions and an organization member can have different roles.



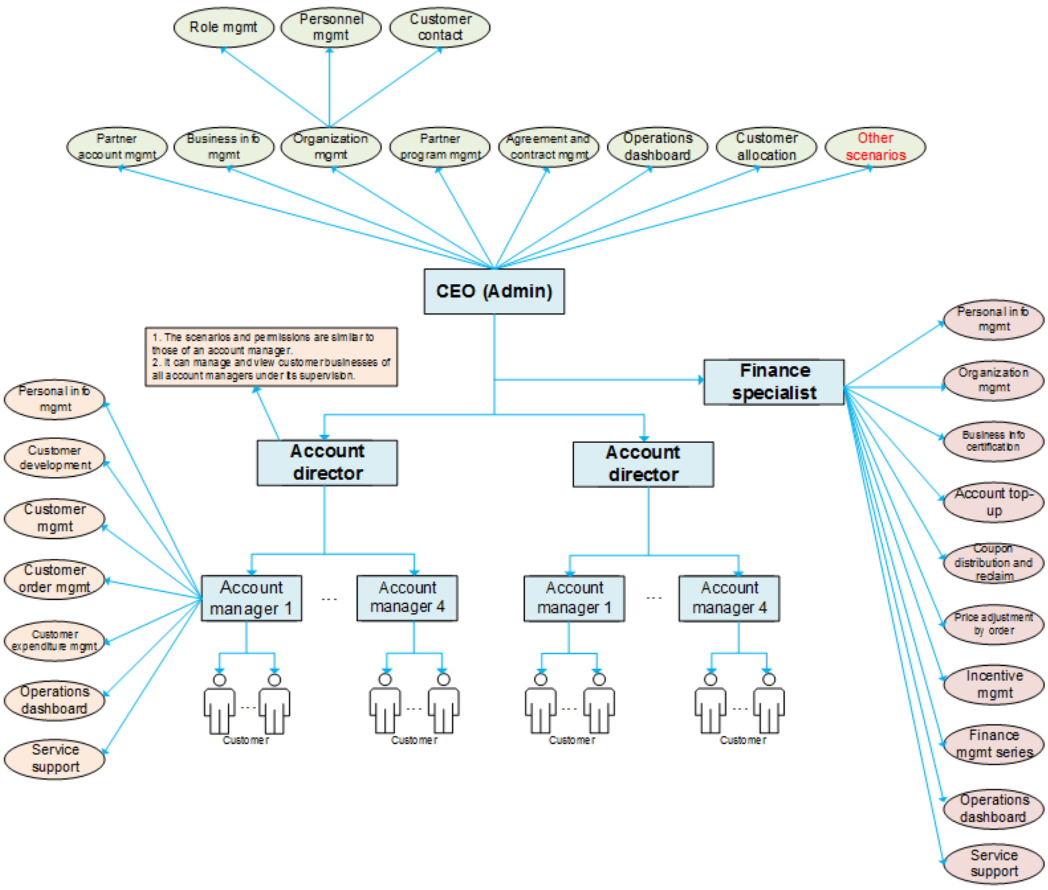
Example:

If organization member A has role A and role A has permission B (the role creation permission), organization member A has the permission to create roles.

5.1.1.2 Organization Member and Role Configuration Example

Company A is a partner of Huawei Cloud, and it has the following major management personnel:

One CEO, one finance specialist, two account directors (each managing four account managers), and eight account managers. The CEO has the partner account operation permissions. The finance specialist, account directors, and account managers are the organization members of company A and have their respective accounts with according permissions.



The following describes how to create accounts for the organization members in company A, as well as configure the roles and permissions accordingly.

- The Partner Center system has the following preset roles and their according permissions: administrator, finance specialist, account directors, and account managers. If the preset roles and permissions meet the permission application requirements of company A, create accounts and configure the roles and permissions for the organization members of company A by following instructions provided in **Creating a User**.
- If the preset roles and permissions do not meet the permission application requirements of company A, add roles and select permissions to be associated by following steps provided in **Assigning a Custom Role to a User**, and then create accounts and configure the roles and permissions for the organization members of company A by following instructions provided in **Creating a User**.

5.1.1.3 Creating a User

You must assign a role to a user created. After a role is assigned to a user, the user has corresponding permissions.

A user can have the default role or a custom role.

NOTE

Users you created can share the information and resources of your company.

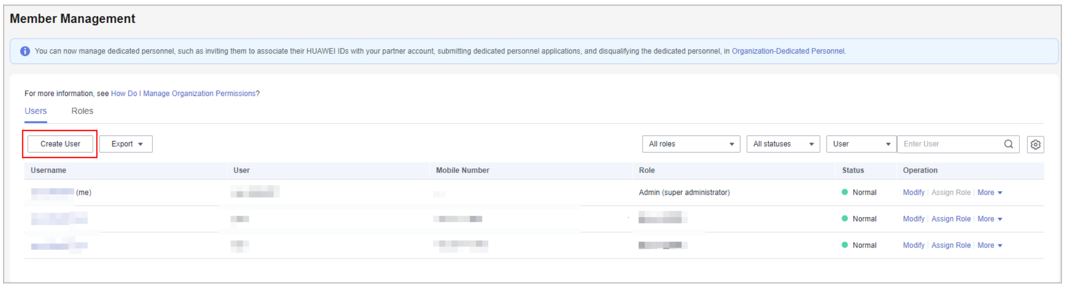
Procedure

Step 1 Use your account to sign in to **Huawei Cloud**.

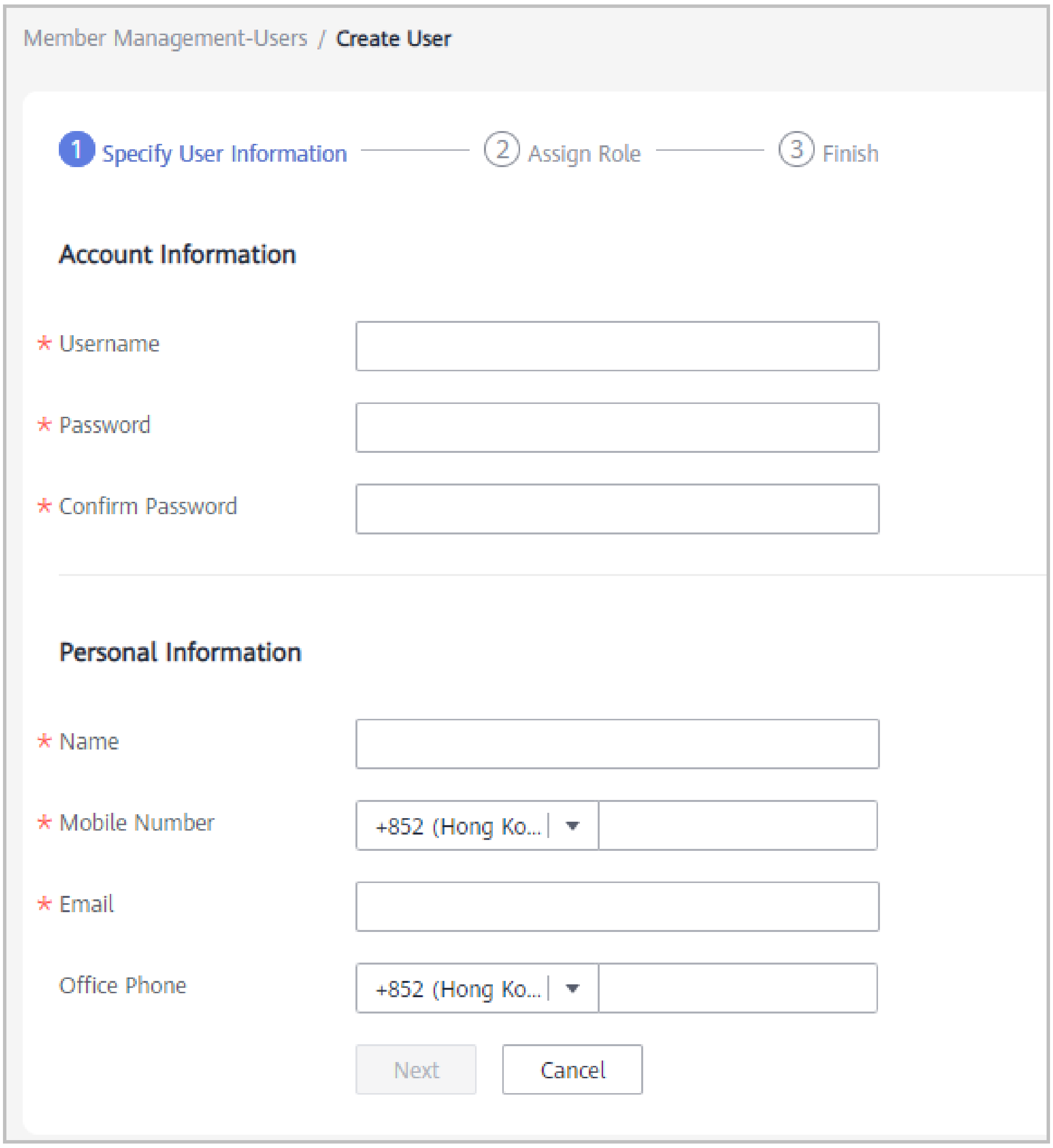
Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 Choose **Organization** > **Member Management** in the menu on the top.

Step 4 Click **Create User** on the **Users** tab page.



Step 5 Configure required information and click **Next**.

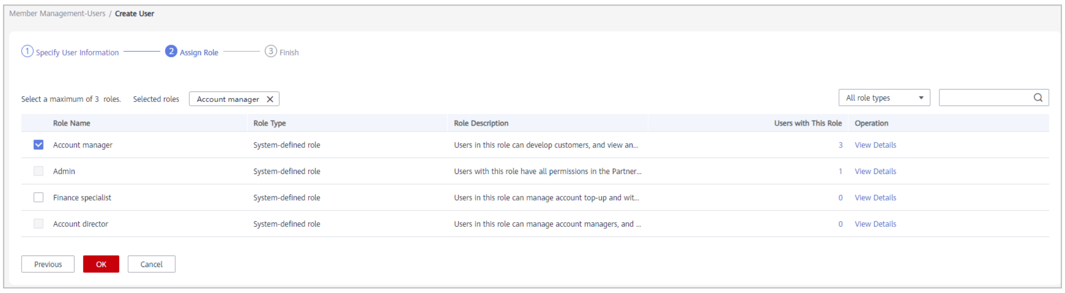


📖 **NOTE**

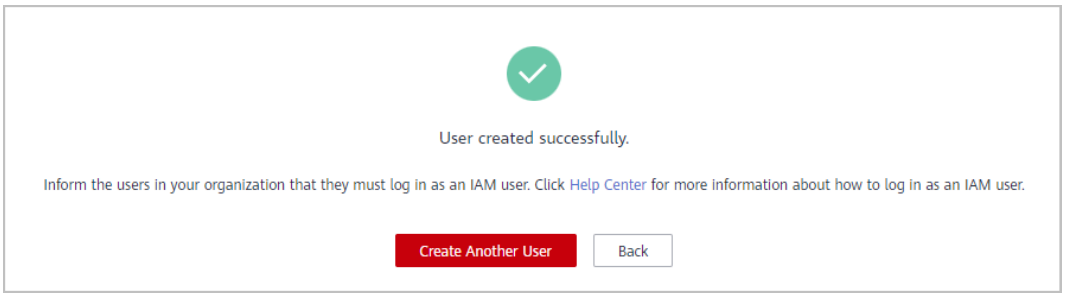
The username cannot be changed once it is confirmed.

Step 6 Assign roles to the new user.

Select roles from the role list and click **OK**.



Step 7 A message is displayed indicating that the operation is successful.



NOTE

- Roles (maximum 3 roles) must be assigned to an organization member.
- The **Admin** role and other roles cannot be both assigned to a user.
- The account manager role and account director role cannot be both assigned to a user.
- By default, an account manager can only manage its own customers. A user assigned both the account manager role and other roles can manage all customers.
- After the account director role is removed from a user, the account managers are no longer managed by this user. You need to assign a new account director to these account managers.

----End

5.1.1.4 Assigning a Custom Role to a User

You must assign a role to a user created. The user can have the default role or a custom role.

NOTE

By default, you can create 10 roles as an administrator.

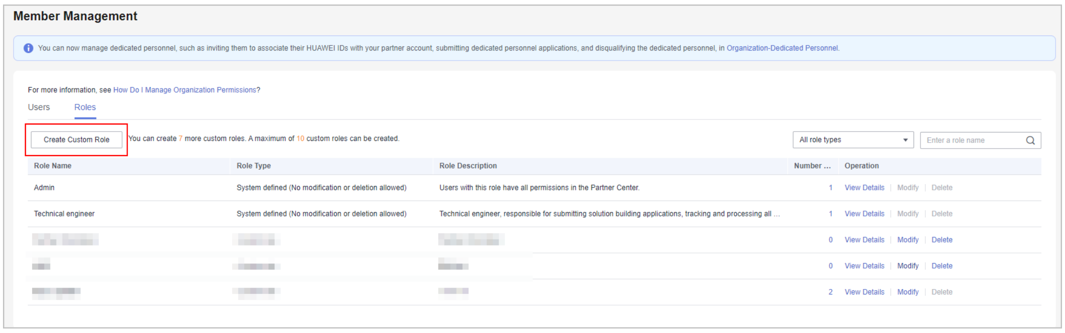
Procedure

Step 1 Use your account to sign in to **Huawei Cloud**.

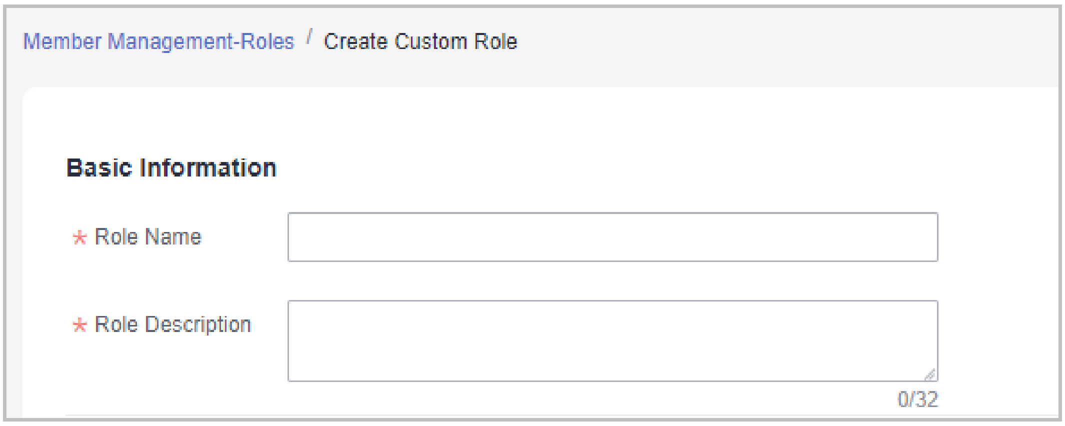
Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 Choose **Organization** > **Member Management** in the menu on the top.

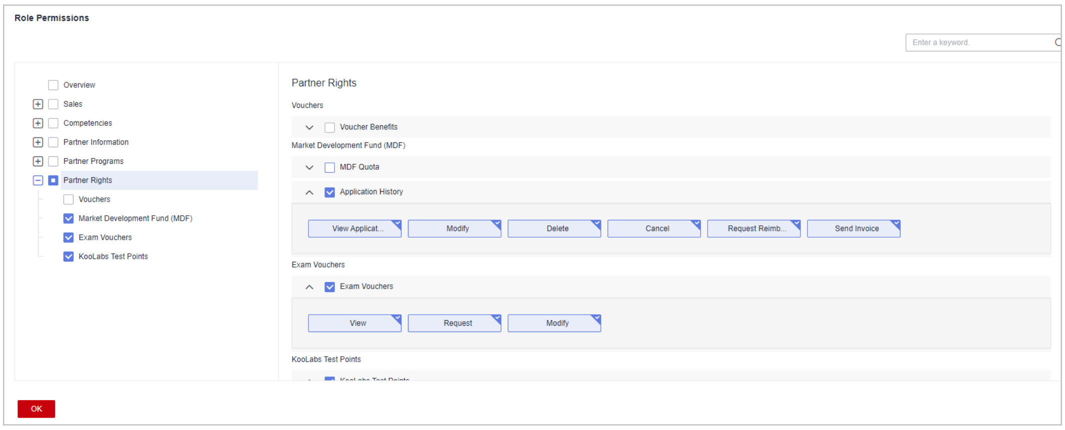
Step 4 Click **Create Custom Role** on the **Roles** tab page.



Step 5 Set the basic information about the new role.



Step 6 Select permissions for the new role.

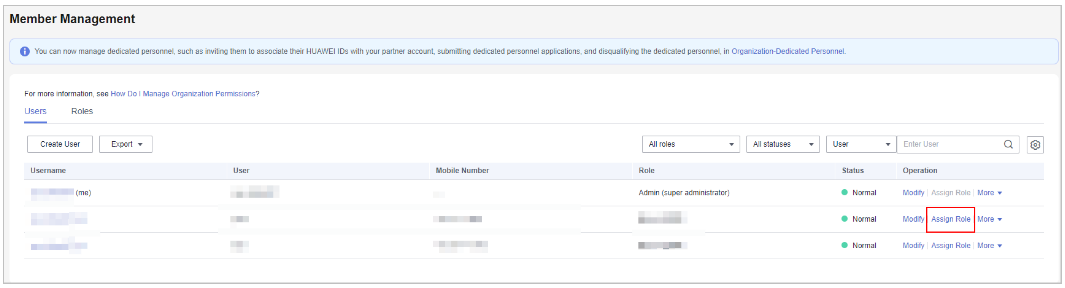


> **NOTE**
>
> - When you assign permissions to a role, the system will automatically assign default permissions to the role even if you select only one permission for this role.

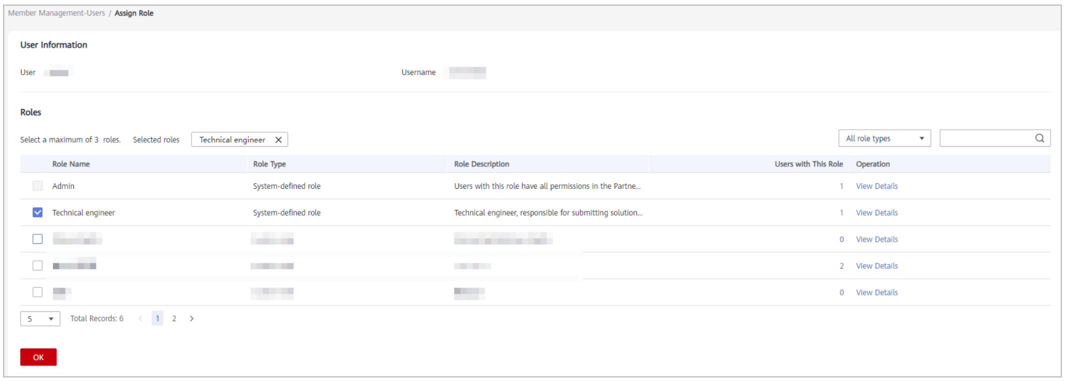
Step 7 Click **OK**.

A message is displayed indicating that the operation is successful. The new role appears in the role list.

Step 8 Select a user on the **Users** tab page and click **Assign Role** in the **Operation** column.



Step 9 Select the role you created and click **OK**.



----End

Other Operations

- Viewing Users Associated with a Role

  In the role list, click a number in the **Number of Users** column. In the **Users with This Role** dialog box that is displayed, you can see all the users that have this role.
- Viewing Details About a Role

  In the role list, click **View Details** for a role in the **Operation** column. On the **View Role Details** page that is displayed, you can see the details about the role.
- Modifying a Custom Role

  In the role list, click **Modify** for a role in the **Operation** column. On the **Modify Role** page that is displayed, you can modify the role settings.
- Deleting a Custom Role

  When there are no users associated with a role, you can click **Delete** for the role in the **Operation** column. Then click **OK** to delete the role.

5.1.1.5 Managing Organization Member Information

You can view details about a created user, change its password, and perform other operations.

Procedure

- **Viewing details about a user**

Step 1 Use your account to sign in to **Huawei Cloud**.

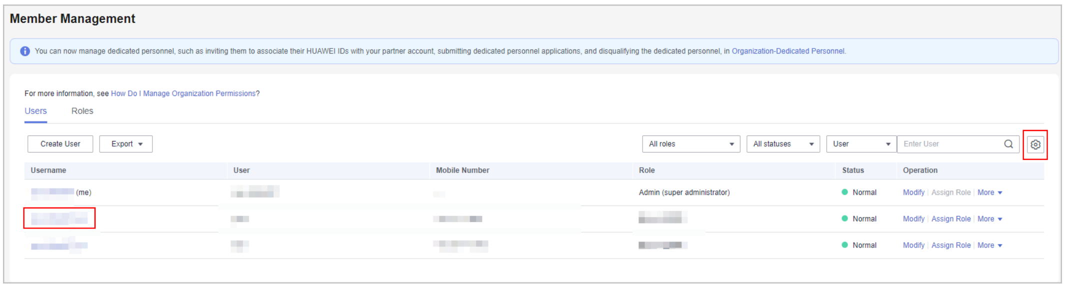
Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 Choose **Organization** > **Member Management** in the menu on the top.

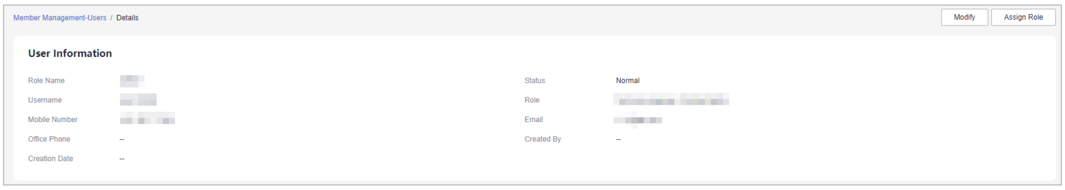
Step 4 Query users by configuring filters, such as role, status, name, and account name, on the **Users** tab page.

Step 5 You can configure to display the information you want to see.

Step 6 Click the name to view the details.



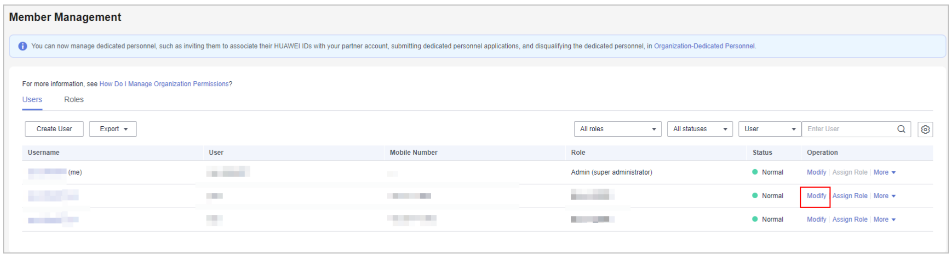
Step 7 View the user details on the displayed page.



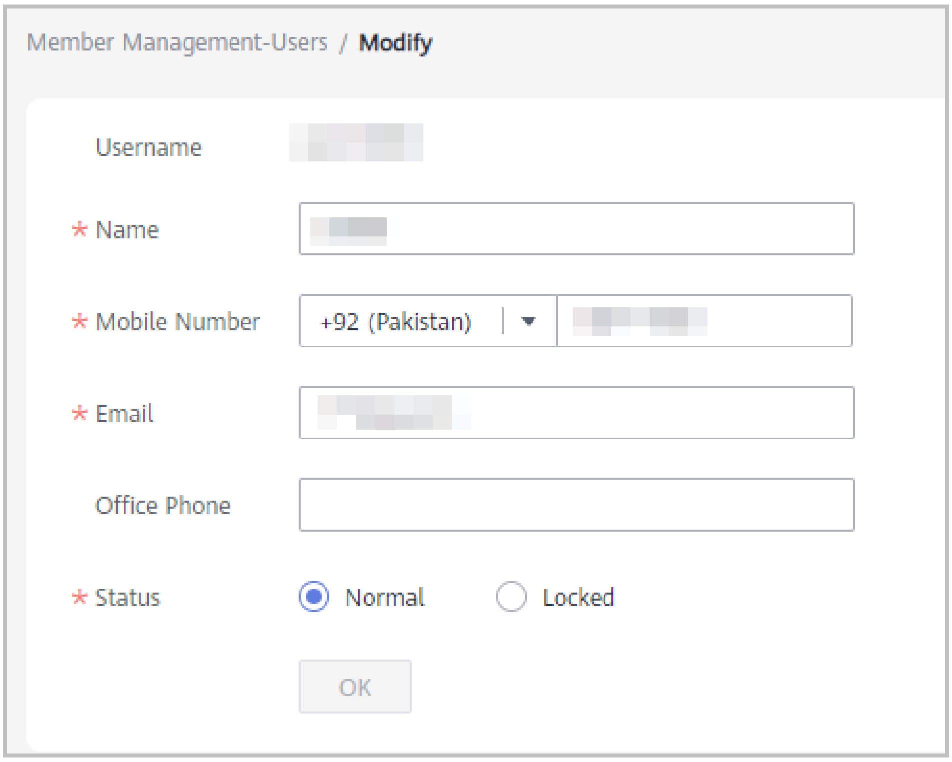
----End

Other Operations

- **Modifying a user**
  a. Query users by configuring filters, such as role, status, name, and account name, on the **Users** tab page.
  b. Click **Modify** in the row that contains the user you want to modify.



  c. Modify the required information in the displayed dialog box and click **OK**.



d. A message is displayed indicating that the operation is successful.

- **Changing the password of a user account**

  Click **More** > **Reset Password** in the **Operation** column. Enter a new password and confirm it on the displayed page.

- **Deleting a user**

  Click **More** > **Delete** in the **Operation** column. In the **Delete User** dialog box that is displayed, click **OK** to confirm the deletion.

5.1.1.6 Managing Customer Contacts

You can create customer contacts in Partner Center, and the created customer contacts will be disclosed to your customers. If you do not create any contact, your administrator account will be disclosed to your customers.

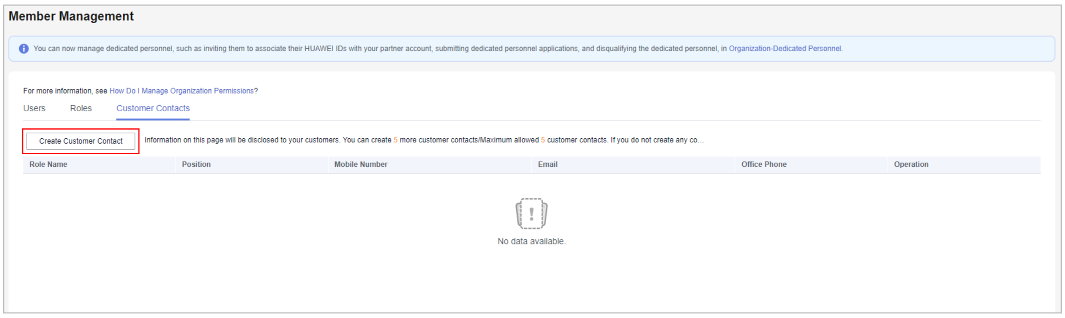
Procedure

Step 1 Use your account to sign in to **Huawei Cloud**.

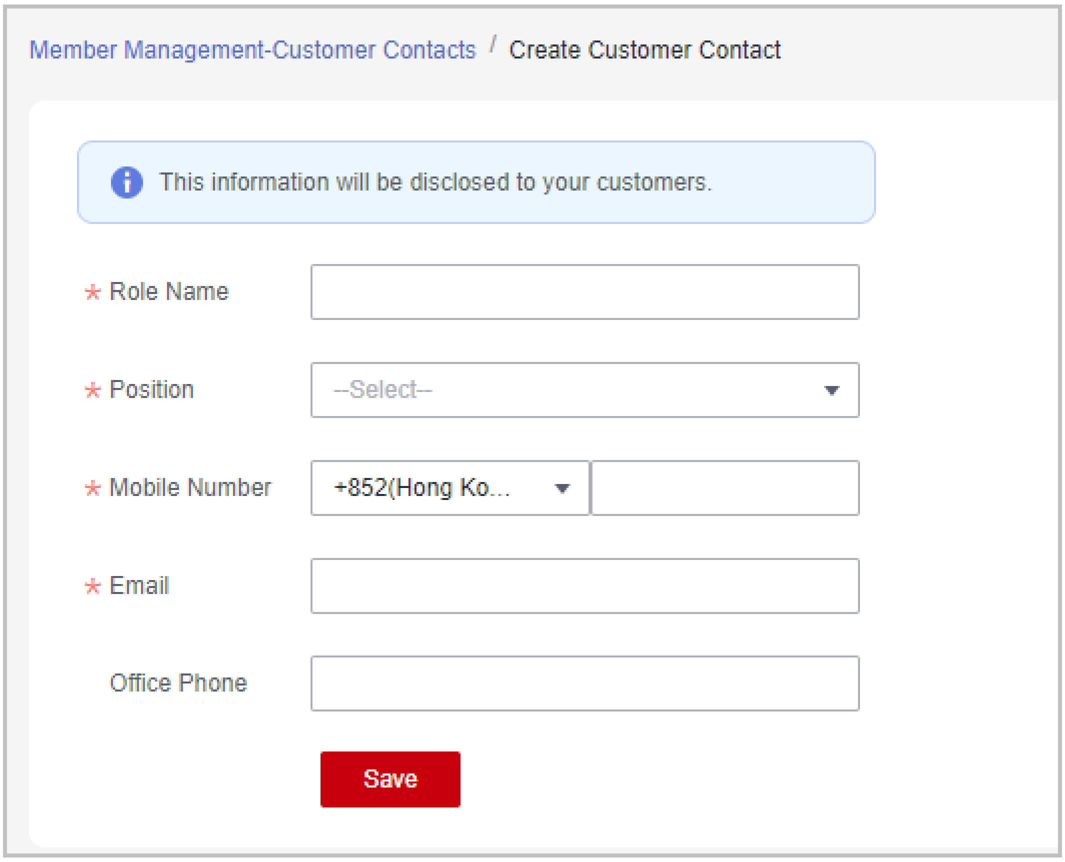
Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 Choose **Organization** > **Member Management** in the menu on the top.

Step 4 Click **Create Customer Contact** on the **Customer Contacts** tab page.



Step 5 Enter the customer contact information and click **Save**.



Step 6 A message is displayed, indicating that the customer contact has been created successfully.

NOTE

- After customer contacts are added, customers can see the contact information on the **My Partner** page in **My Account**.
- A partner can create a maximum of five customer contacts.

----End

5.1.2 An Organization Member Logging In to the Partner Center

If you are an organization member, you need to log in to the Partner Center from the **IAM User Login** page.

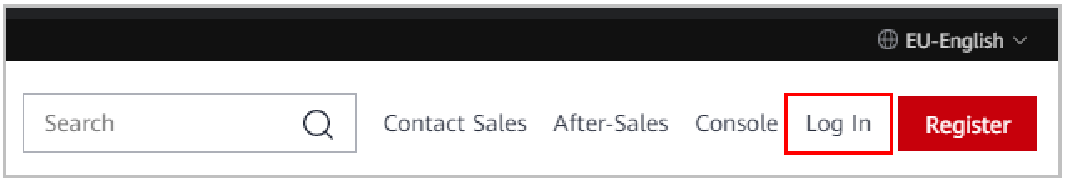
NOTE

User accounts that are used for accessing Partner Center must be created in **Organization Management** of Partner Center by the administrator. The IAM users created in the IAM console of Huawei Cloud cannot access Partner Center.

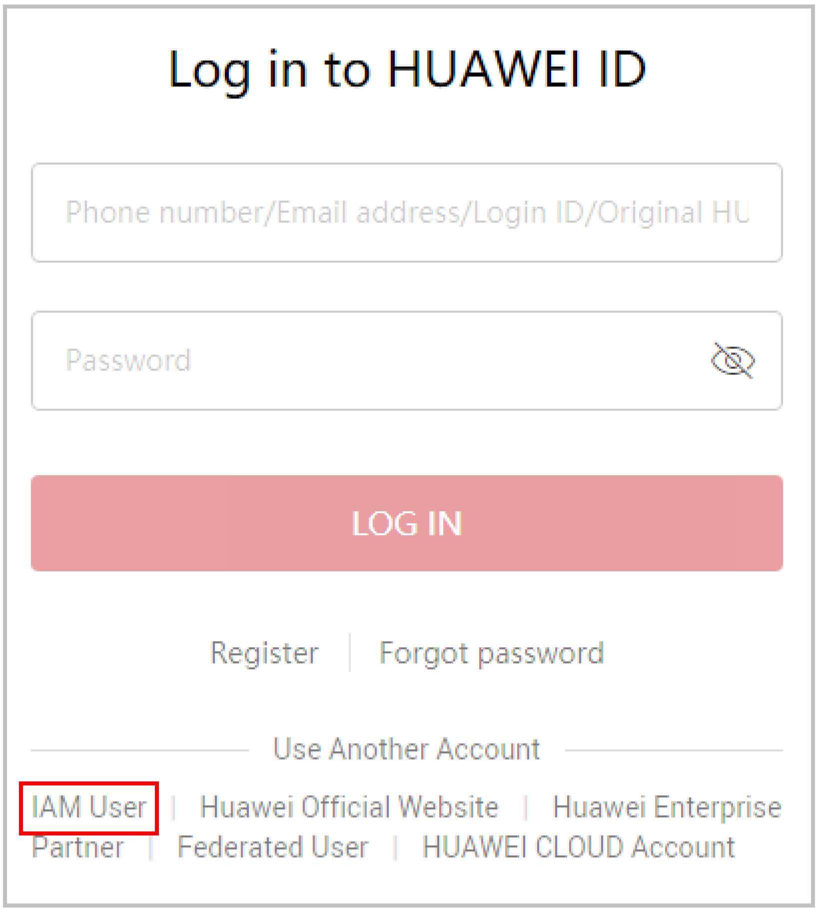
Procedure

Step 1 Go to the homepage of the **Huawei Cloud official website**.

Step 2 Click **Log In**.



Step 3 Click **IAM User**.



Step 4 Enter the login information and click **Log In**.

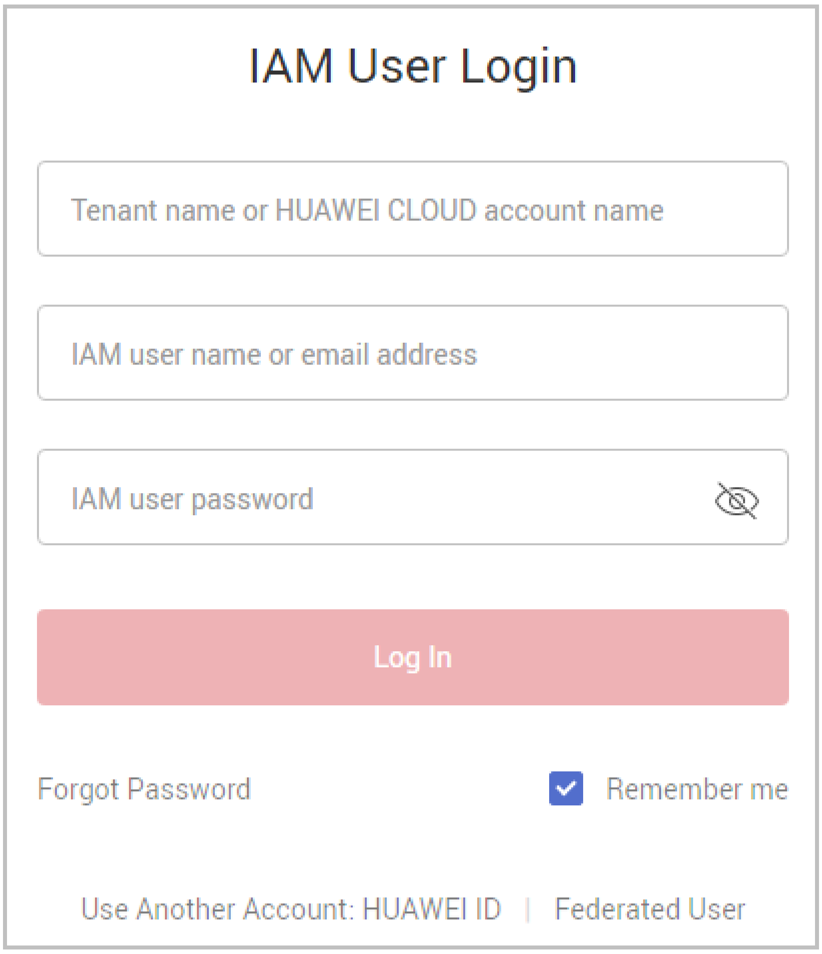


Table 5-1 Login information

Parameter	Description
Tenant name or Huawei Cloud account name	Enter the account name of the partner. Obtain the account name from the administrator.
IAM username or email address	Enter the IAM username or email address. Obtain the IAM account name from the administrator.
IAM user password	Enter the initial password provided by the administrator. The organization member needs to change the password upon the first login.

----End

5.2 Dedicated Personnel

You can invite your employees to associate their HUAWEI IDs with your partner account. After association, they can maintain their personal qualification information on a regular basis. If you have already chosen a development path, you can submit dedicated personnel application for members who meet specific qualifications.

NOTE

- Association between HUAWEI IDs and the partner account is one of the prerequisites for you to apply for benefits, such as exam vouchers and Funding Head (FH), for your employees.

5.2.1 Administrator

5.2.1.1 Inviting a Member

You can invite a member for association via mobile number, email address, or login ID.

NOTE

You can invite up to 100 members each day.

Prerequisites

- You have joined HCPN and a partner development path (**Service Partner Development Path**, **System Integrator Development Path**, or **Learning Partner Development Path**) or a partner program (**Distribution Partner Program** or **Cloud Solution Provider Program**).
- The HUAWEI IDs of the invited members must meet the following conditions:
  a. The HUAWEI ID has not been authenticated as an enterprise user.
  b. The HUAWEI ID is not associated with another partner.
  c. The real-name authentication has been completed (only for the Chinese mainland website).
  d. The HUAWEI ID is not a Huawei Cloud partner account.
  e. The HUAWEI ID has not been associated with three partners within the past year.

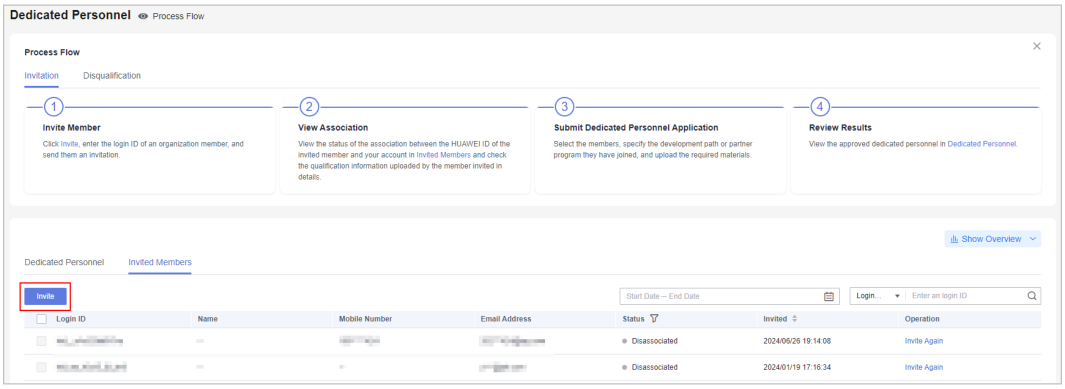
Procedure

Step 1 Use your account to sign in to **Huawei Cloud**.

Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 Choose **Organization** > **Dedicated Personnel** in the menu on the top.

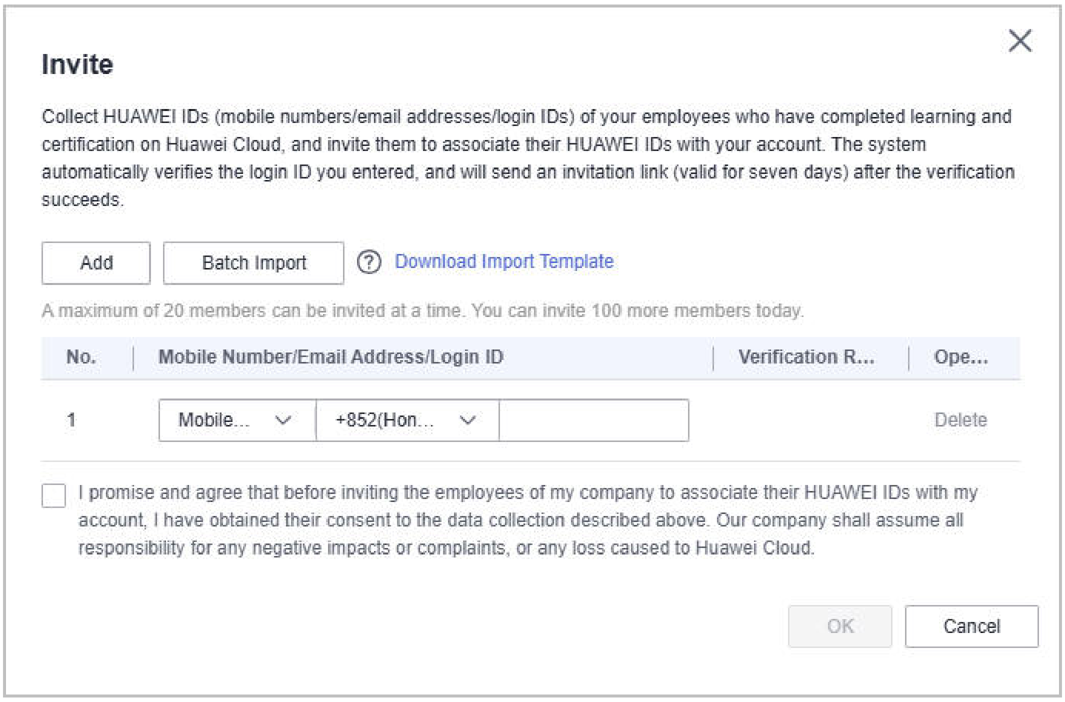
Step 4 Click **Invite** on the tab page that is displayed by default.



NOTE

You can re-invite those members who have been disassociated or whose association expired.

Step 5 In the displayed dialog box, specify the mobile number, email address, or login ID of a member or import login IDs of multiple members in a batch. After the verification for the mobile number, email address, or login ID succeeds, click **OK**.



NOTE

- You can invite a member for association via mobile number, email address, or login ID. If you choose to send the association invitation via mobile number or email address, and there are multiple accounts associated with the mobile number or email address, you have to select the account you want to invite.
- You can use the template to import login IDs of multiple members in a batch and send invitations to them.
- Huawei Cloud will send an in-app message and email to the verified HUAWEI ID. The member who received the message and email can click the link in the message or email to associate its HUAWEI ID with your partner account.
- The member must complete association within seven days because the link is valid for only seven days. After the link becomes invalid, you can re-invite the member.

Step 6 Wait for the confirmation of the invited member.

Check the status of the invited member on the **Invited Members** tab page.

NOTE

- If the member did not receive the link, you can invite the member again.

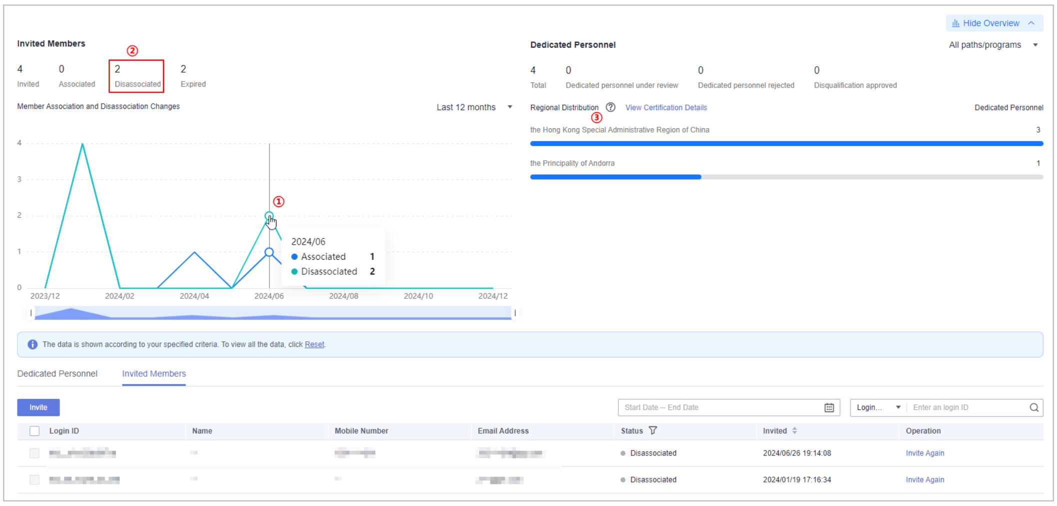
----End

Status description

Status	Description
Invited	You have successfully sent an invitation to a member but the member has not completed the HUAWEI ID association.
Expired	The invitation link is valid for seven days. Within the seven days, if the invited member does not click the link for association, the link will become invalid. After the link becomes invalid, you can re-invite the member.
Associated	The HUAWEI ID of a member account is associated with your partner account.
Disassociated	The HUAWEI ID of a member account is disassociated from your partner account.
Dedicated personnel under review	You have submitted a dedicated personnel application for a member who has associated it HUAWEI ID with your partner account, and the application is under review.
Dedicated personnel rejected	The dedicated personnel application you submitted has been rejected.
Disqualification approved	Your application for disqualifying a dedicated personnel has been approved.
Disqualified by Huawei	A dedicated personnel has been disqualified by Huawei.

Viewing the Dedicated Personnel Data Dashboard

We provide statistics on the number of invited members and the number of dedicated personnel. These statistics show the trends in association and disassociation of members' personal HUAWEI IDs and help partners understand the application statuses and regional distribution of dedicated personnel.



(1) The statistics are presented through a line graph, illustrating the associations and disassociations of members' personal HUAWEI IDs.

(2) You can filter the corresponding data by clicking on the metric statistics. If you want to view all the data, clear the filters.

(3) The distribution of all dedicated personnel is based on the base locations maintained by them. You can view the certification details of specialists on the **Learning** > **Learning & Certification** page.

5.2.1.2 Viewing Personal Qualification Information

After a member associates it HUAWEI ID with your partner account, you must notify the member of regularly maintaining its personal qualification information, including employment information, certificates, training, and projects, to ensure that the information is complete, authentic, and valid.

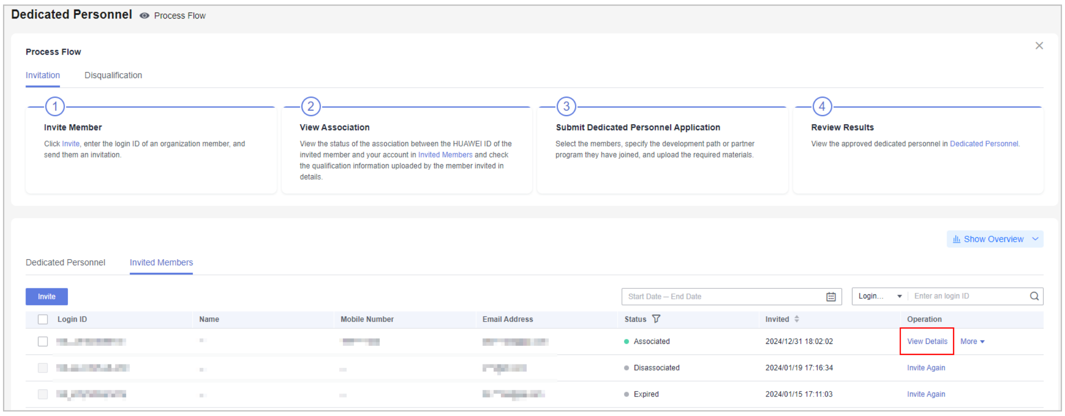
Procedure

Step 1 Use your account to sign in to **Huawei Cloud**.

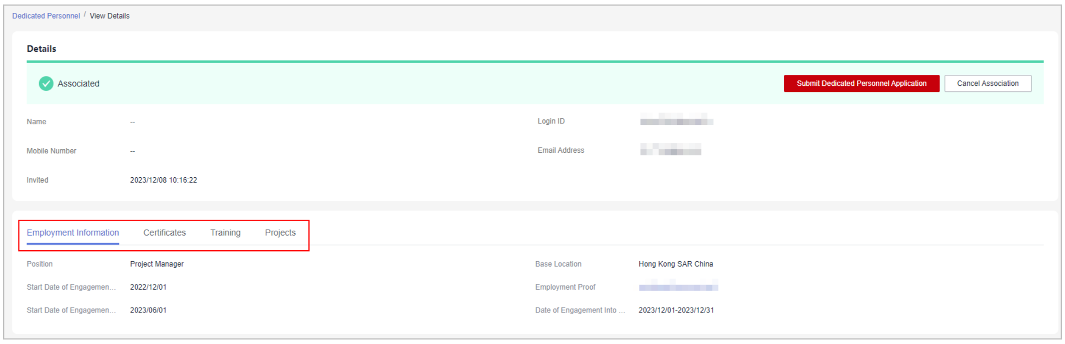
Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 Choose **Organization** > **Dedicated Personnel** in the menu on the top.

Step 4 Select a member in the **Associated** state on the **Invited Members** tab page and click **View Details** in the **Operation** column.



Step 5 View the qualification information, including employment information, certificates, training, and projects, of this member on the displayed page.



----End

5.2.1.3 Submitting a Dedicated Personnel Application

Verify the qualifications of members and submit dedicated personnel applications for the members who meet the requirements of the corresponding development path (**Service Partner Development Path**, **System Integrator Development Path**, or **Learning Partner Development Path**).

NOTE

- Confirm the specific requirements of each development path for dedicated personnel with Huawei in advance.
- Dedicated personnel application is not available for Distribution Partner Program and Cloud Solution Provider Program.

Prerequisites

1. The members have associated their HUAWEI IDs with the partner account, and no dedicated personnel applications have been submitted for them. (The dedicated personnel application can be submitted again for those who have just been disqualified as dedicated personnel.)
2. The **Base Location** field in the personal information of the members has been specified.

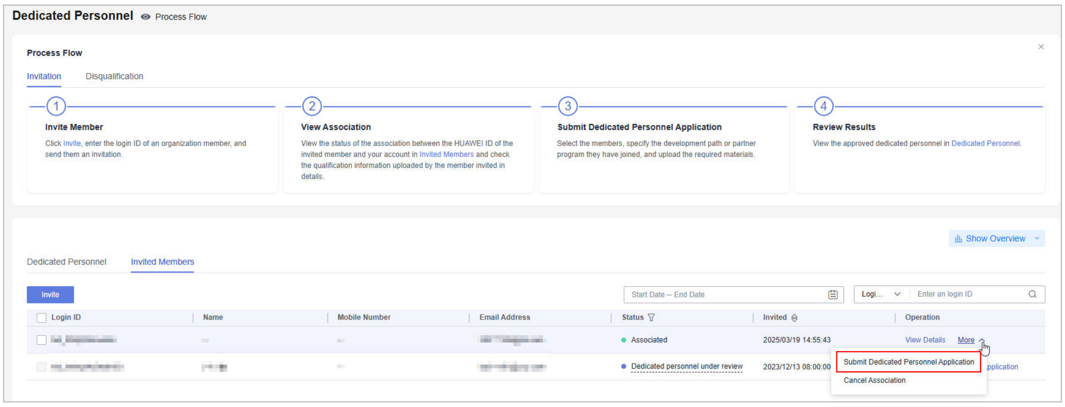
Procedure

Step 1 Use your account to sign in to **Huawei Cloud**.

Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 Choose **Organization** > **Dedicated Personnel** in the menu on the top.

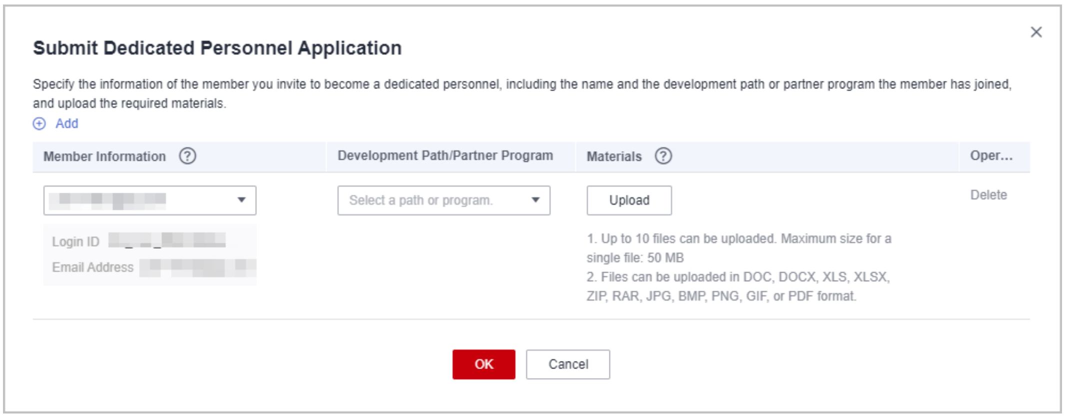
Step 4 Select a member in the **Associated** state on the **Invited Members** tab page and click **More** > **Submit Dedicated Personnel Application** in the **Operation** column.



📖 **NOTE**

- You can submit a dedicated personnel application again for those members in the **Dedicated personnel rejected**, **Disqualification approved**, and **Disqualified by Huawei** statuses.
- You can select multiple members at a time and submit dedicated personnel applications for them in a batch.

Step 5 Specify the information of the member you invite to become a dedicated personnel, including the name and the development path or partner program the member has joined, and upload the required materials.



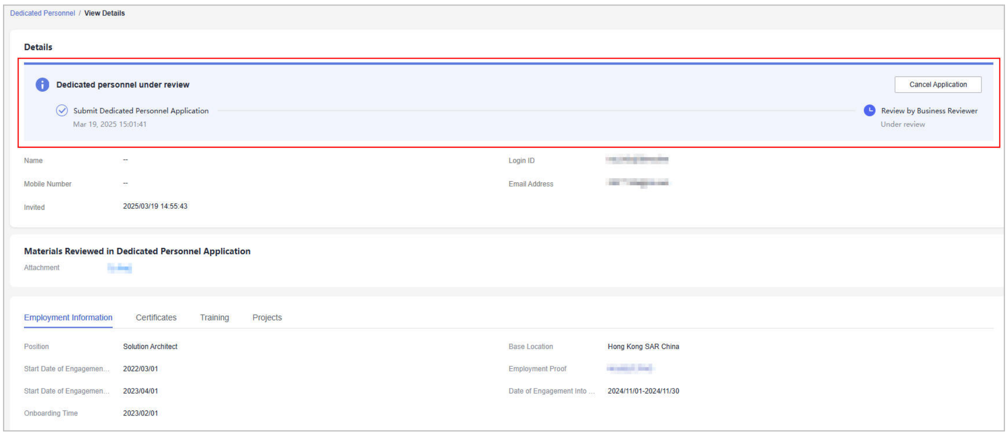
NOTE

- Select members who have already associated their HUAWEI IDs with your account, whom you disqualified as a dedicated personnel, or who have been disqualified by Huawei as a dedicated personnel.
- Confirm with Huawei about the materials required for the application to become a dedicated personnel.

Step 6 Click **OK**.

Step 7 Check the review status of the dedicated personnel application.

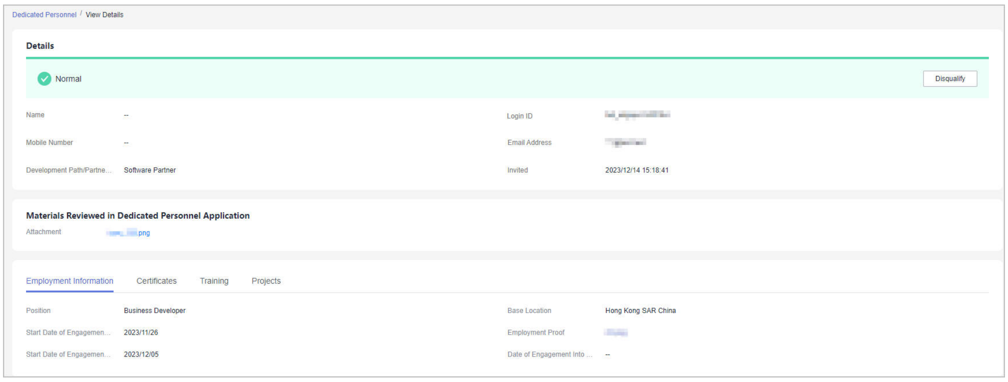
- You can check the review progress of an application by status in the **Invited Members** tab, or click **View Details** in the **Operation** column to view the application information and review progress on the details page.



NOTE

If you need to modify the submitted application information or materials, cancel the application, modify it, and submit it again.

- If the application is rejected, modify the application based on the given rejection reason and submit it again.
- You can find the member on the **Dedicated Personnel** tab page after the application is approved.



----End

Table 5-2 Status description

Status	Description
Normal	The dedicated personnel application is approved, and the member is in the normal state.
Disqualification under review	The application you or Huawei submitted for disqualifying a dedicated personnel is under review.
Disqualification rejected	The application you or Huawei submitted for disqualifying a dedicated personnel has been rejected.
Disqualification (by Huawei) under review	The application Huawei submitted for disqualifying a dedicated personnel is under review.

5.2.1.4 Disqualifying a Dedicated Personnel

For members who no longer meet the requirements of dedicated personnel, you can disqualify them as dedicated personnel, specify the reason, upload the required materials, and submit them to Huawei for review.

NOTE

- You can only disqualify the dedicated personnel in the **Normal** or **Disqualification rejected** state.

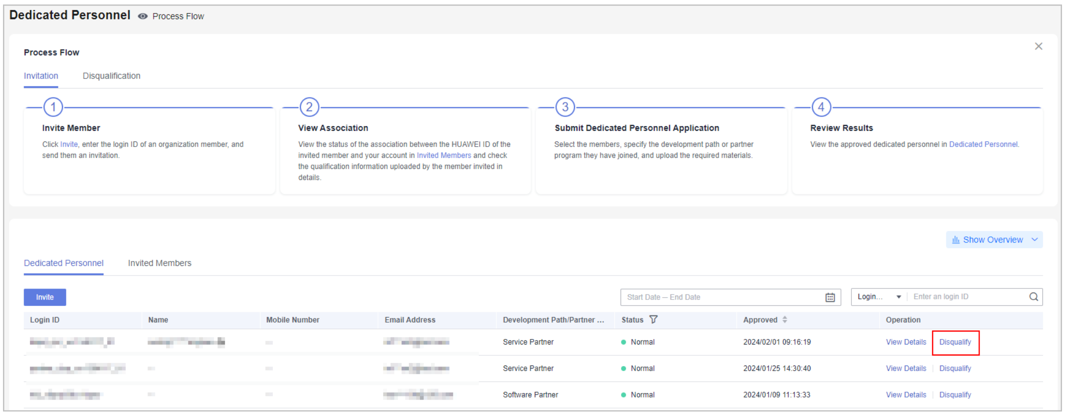
Procedure

Step 1 Use your account to sign in to **Huawei Cloud**.

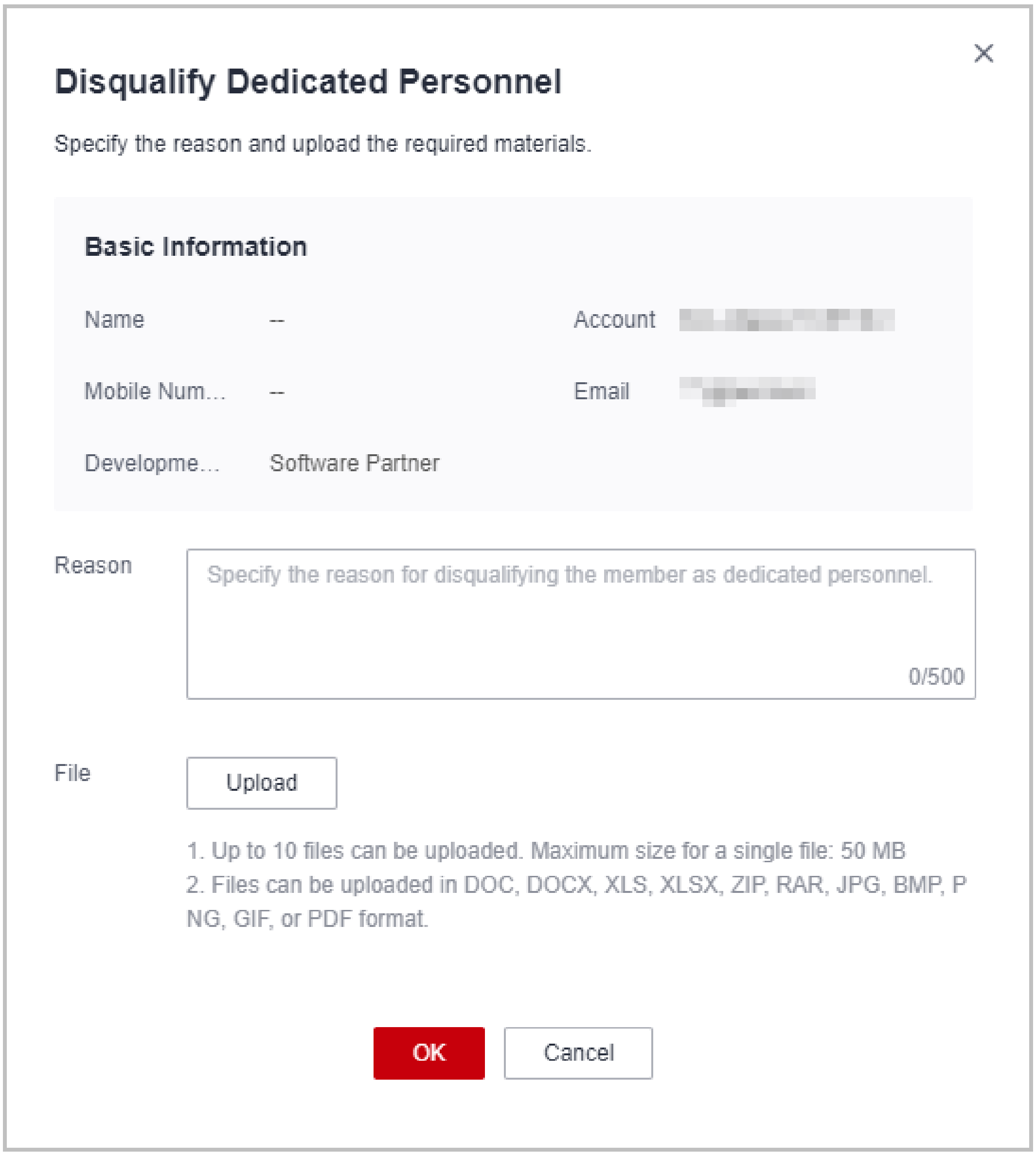
Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 Choose **Organization** > **Dedicated Personnel** in the menu on the top.

Step 4 Select dedicated personnel that can be disqualified and click **Disqualify** in the **Operation** column.

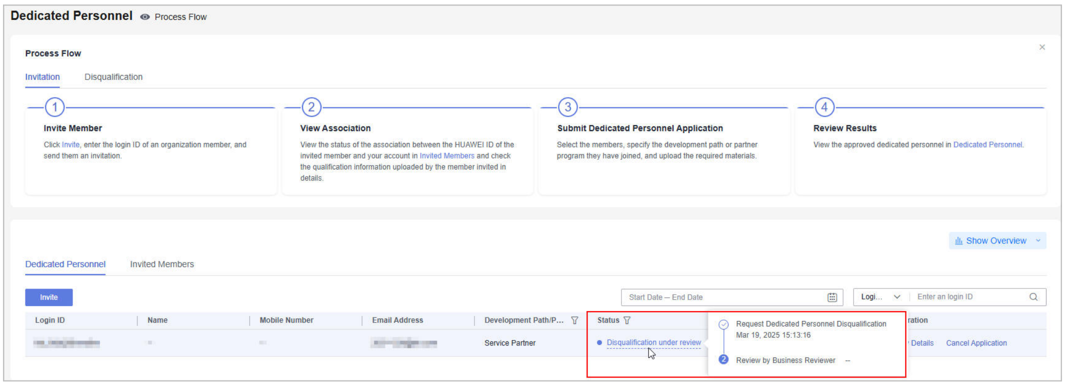


Step 5 Specify the reason and upload the required materials in the displayed dialog box, and click **OK**.



Step 6 The system displays a message indicating that the operation is successful, and the status changes to **Disqualification under review**.

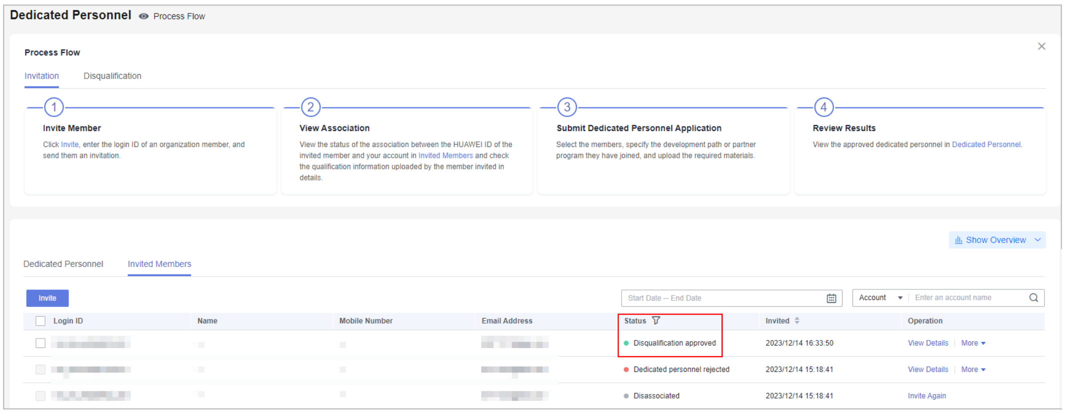
You can click the status to view the review progress.



NOTE

- You can cancel the disqualification application if needed.
- If the disqualification application has been rejected, modify it based on the given rejection reason and submit it again.

Step 7 You can find the member on the **Invited Members** tab page after the disqualification application is approved, and the status changes to **Disqualification approved**.



NOTE

- After a member is disqualified as dedicated personnel, you can disassociate the HUAWEI ID of this member from your partner account. After disassociation, the information of this HUAWEI ID will not be shared with your company.
- You can submit dedicated personnel application again for the members whom you disqualified as dedicated personnel

----End

5.2.1.5 Canceling Association

After a member associates its HUAWEI ID with your partner account or has been disqualified as a dedicated personnel, you can cancel the association between the HUAWEI ID and your partner account. After the association is canceled, the qualification information of this member will not be shared.

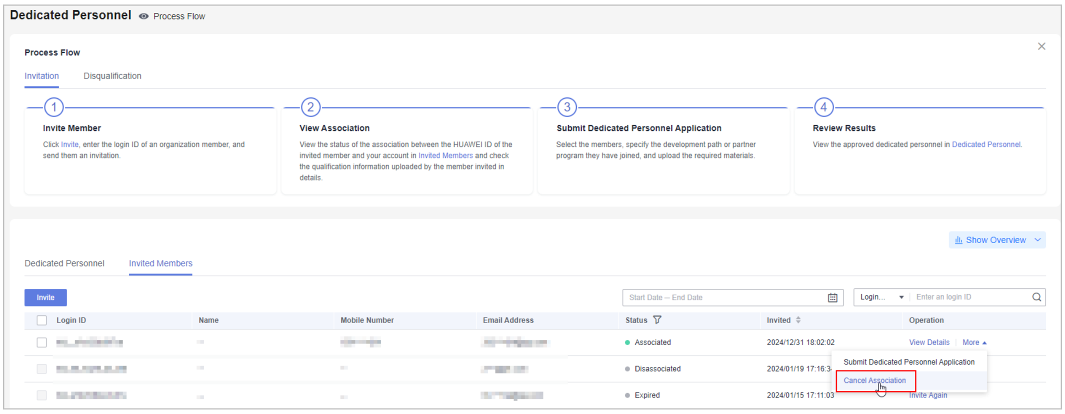
Procedure

Step 1 Use your account to sign in to **Huawei Cloud**.

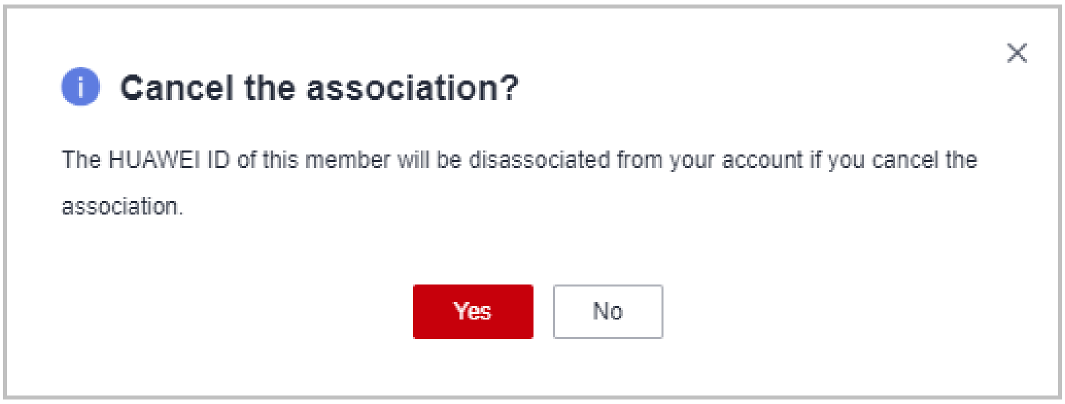
Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 Choose **Organization** > **Dedicated Personnel** in the menu on the top.

Step 4 Select a member in the **Associated** or **Disqualification approved** state on the **Invited Members** tab page and click **More** > **Cancel Association** in the **Operation** column.



Step 5 Confirm the association cancellation in the displayed dialog box.



Step 6 The system displays a message, indicating that the operation is successful.

NOTE

- You cannot directly disassociate the HUAWEI ID of a dedicated personnel from your partner account. **Disqualify the dedicated personnel** and then perform the disassociation.
- The information of the disassociated HUAWEI ID will not be shared with the company.
- You can invite members again after disassociation.

----End

5.2.2 Members

5.2.2.1 Accepting the Invitation from a Partner

You must associate your HUAWEI ID with the partner account within seven days of when receiving the invitation from a partner. Otherwise, the invitation link will become invalid.

Prerequisites

Your HUAWEI ID must meet the following conditions before being associated with the partner account:

1. The HUAWEI ID has not been authenticated as an enterprise user.

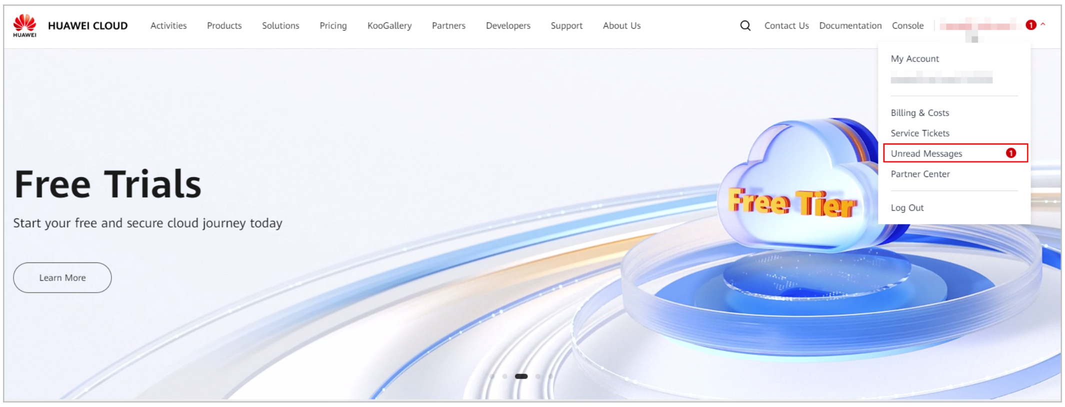
2. The HUAWEI ID is not associated with another partner.
3. The real-name authentication has been completed (only for the Chinese mainland website).
4. The HUAWEI ID is not a Huawei Cloud partner account.
5. The HUAWEI ID has not been associated with three partners within the past year.

Procedure

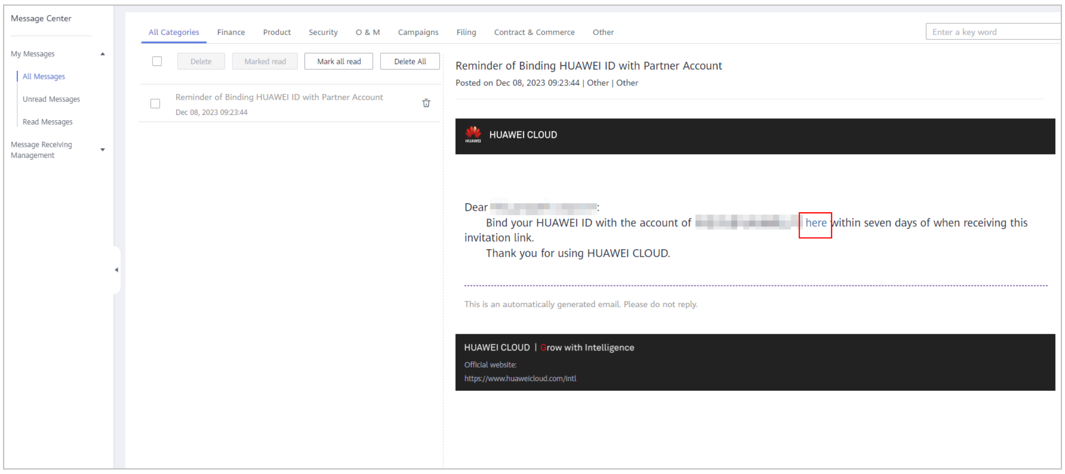
Use the HUAWEI IDs of your employees to perform the following operations.

Step 1 Use your HUAWEI ID to sign in to **Huawei Cloud**.

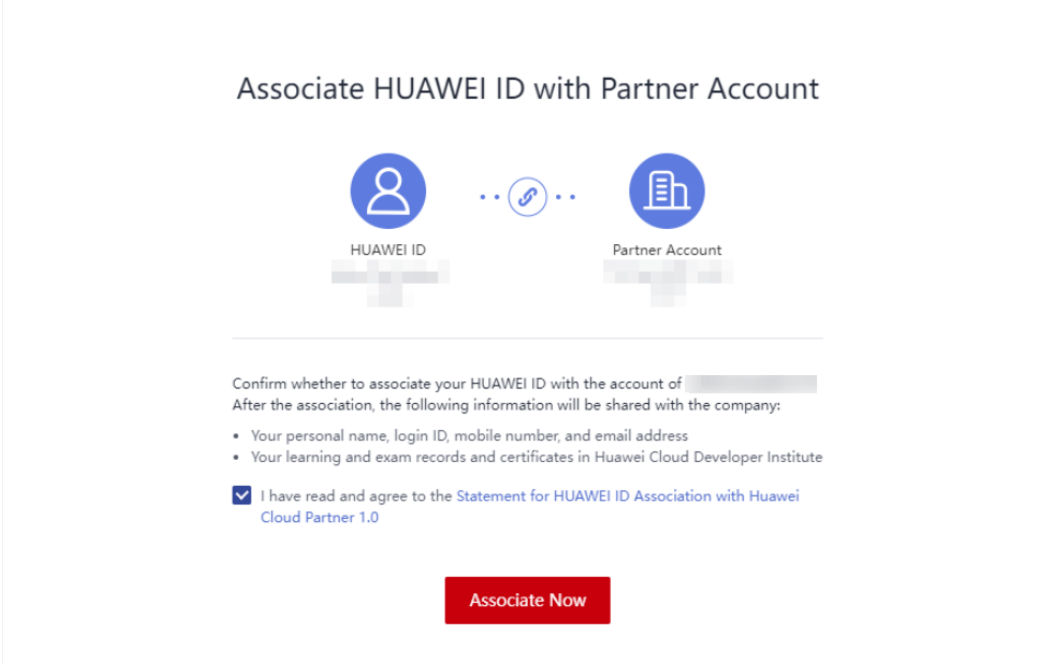
Step 2 Click **Unread Messages** in the drop-down list of your account in the upper right corner.



Step 3 Check the message you received for HUAWEI ID association and click the link in the message.



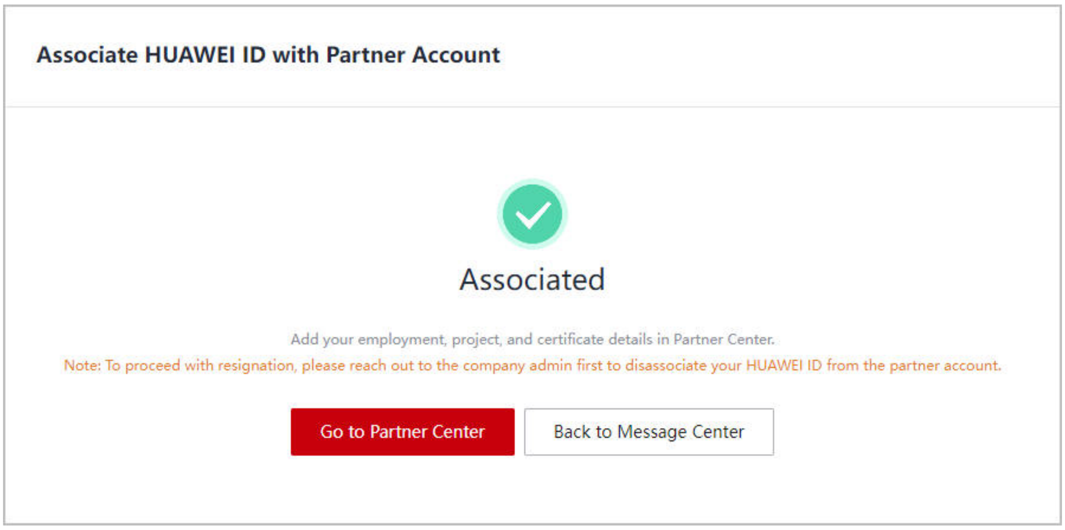
Step 4 Read and agree to the agreement on the displayed page and click **Associate Now**.



NOTE

- After the association, the following information will be shared with your company:
  1. Your personal name, login ID, mobile number, and email address.
  2. Learning and exam records and certificates in Huawei Cloud Developer Institute.
- If the invitation link expired, contact the administrator of your company to resend an invitation link.

Step 5 A message is displayed, indicating that the association is successful. Click **Go to Partner Center**.



NOTE

- You may receive multiple invitations from different partners. When you click the link in an invitation and associate your HUAWEI ID with a partner account, other invitations will automatically become invalid.
- If you decide to resign, contact the administrator of your company to disassociate your HUAWEI ID from the partner account.

Step 6 Go to Partner Center and maintain personal qualification information on a regular basis according to the process flow.

----End

5.2.2.2 Filling in Employment Details

After associating your HUAWEI ID with the partner account, you can refer to the process flow in Partner Center to maintain your employment information to ensure the information is authentic and valid.

NOTE

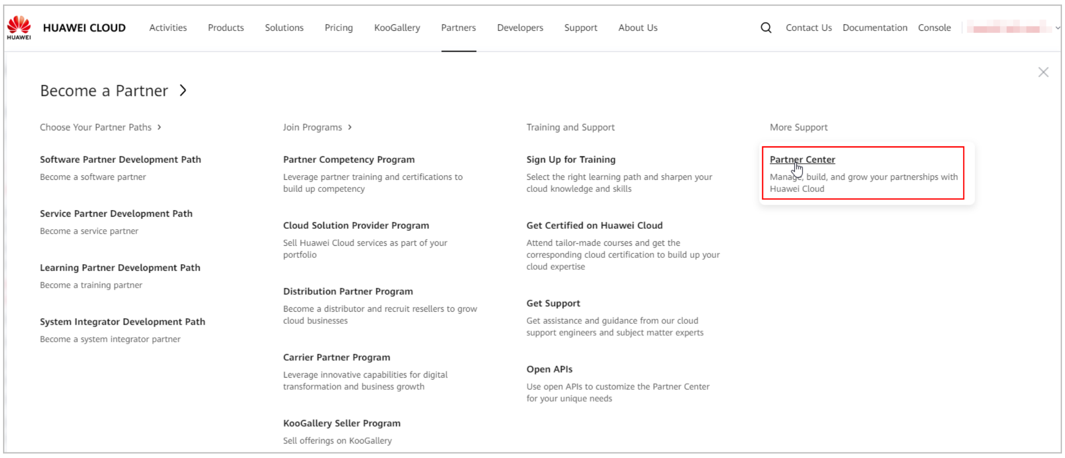
- Provide information about your current employment, upload employment certificates, and specify your base location.

Procedure

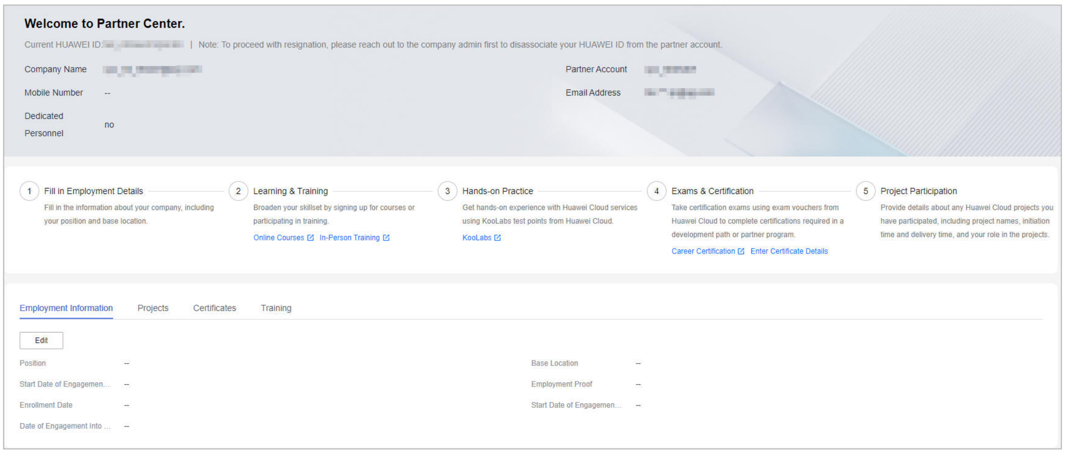
Use the HUAWEI IDs of your employees to perform the following operations.

Step 1 Use your HUAWEI ID to sign in to **Huawei Cloud**.

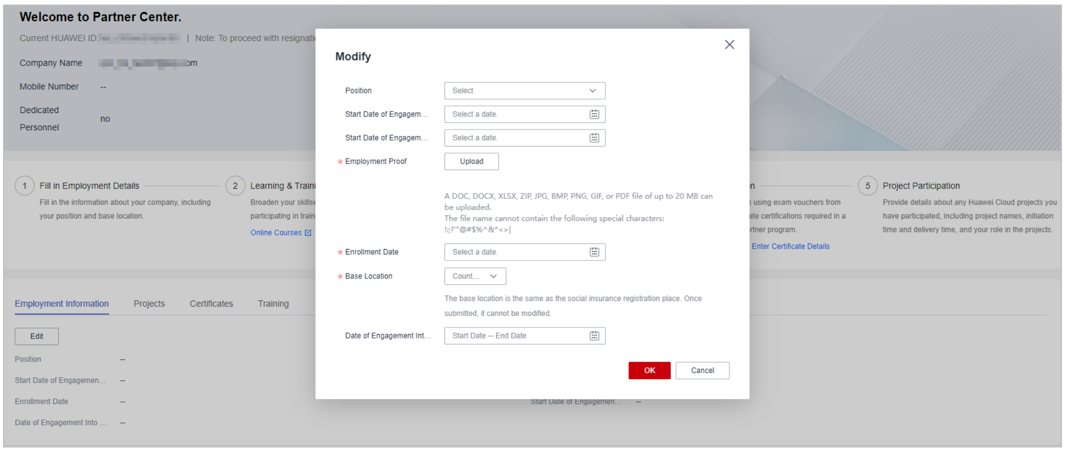
Step 2 Choose **Partners** > **More Support** > **Partner Center** in the menu on the top.



Step 3 Fill in employment details.

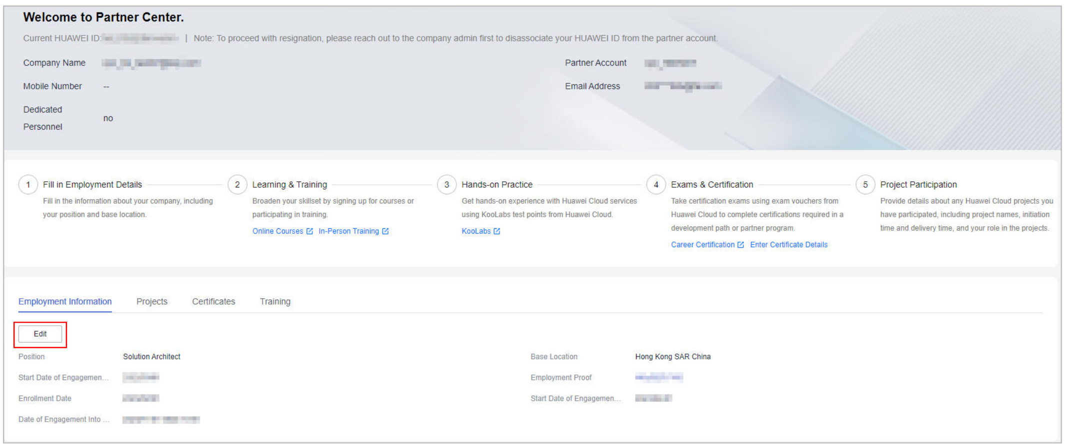


Step 4 Click **Edit** in the **Employment Information** tab, provide required information, and upload the required materials.



> **NOTE**
>
> The base location should be the same as the social insurance registration place. Please be careful when specifying it, as it cannot be manually changed after submission. If you need to make changes, please contact the ecosystem manager.

Step 5 Click **Edit** to modify the employment information you provided.



----End

5.2.2.3 Providing Project Details

After associating your HUAWEI ID with the partner account, you can refer to the process flow in Partner Center to maintain your project information to ensure the information is authentic and valid.

NOTE

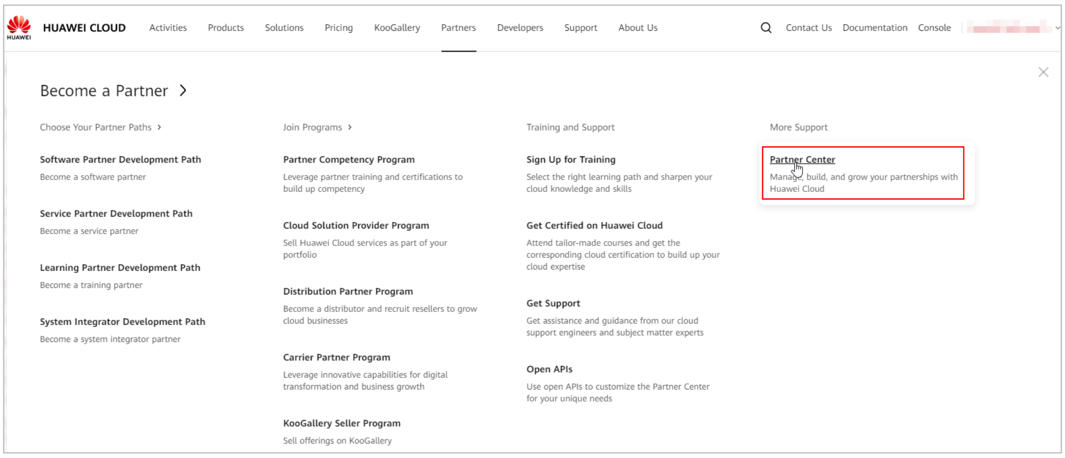
- Provide details about any Huawei Cloud projects you have participated in last 24 months, including project names, initiation time and delivery time, and your role in the projects.

Procedure

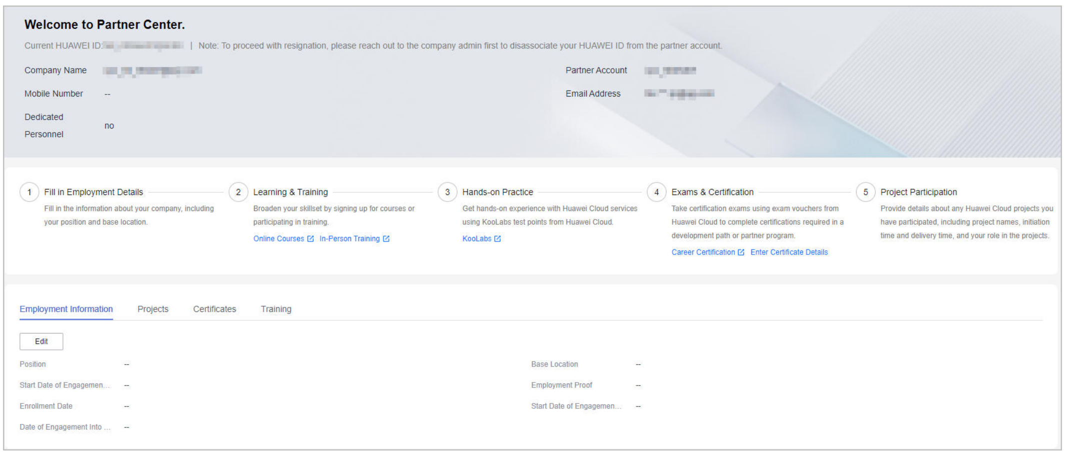
Use the HUAWEI IDs of your employees to perform the following operations.

Step 1 Use your HUAWEI ID to sign in to **Huawei Cloud**.

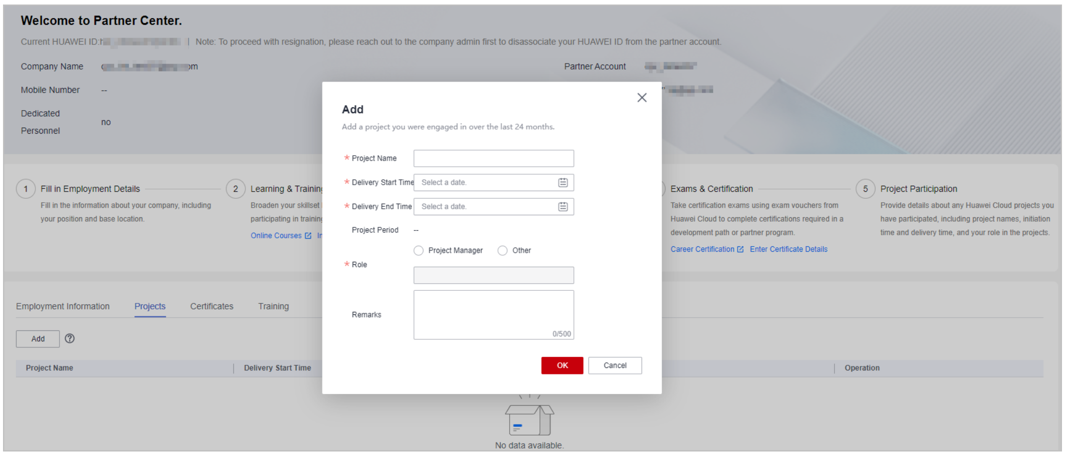
Step 2 Choose **Partners** > **More Support** > **Partner Center** in the menu on the top.



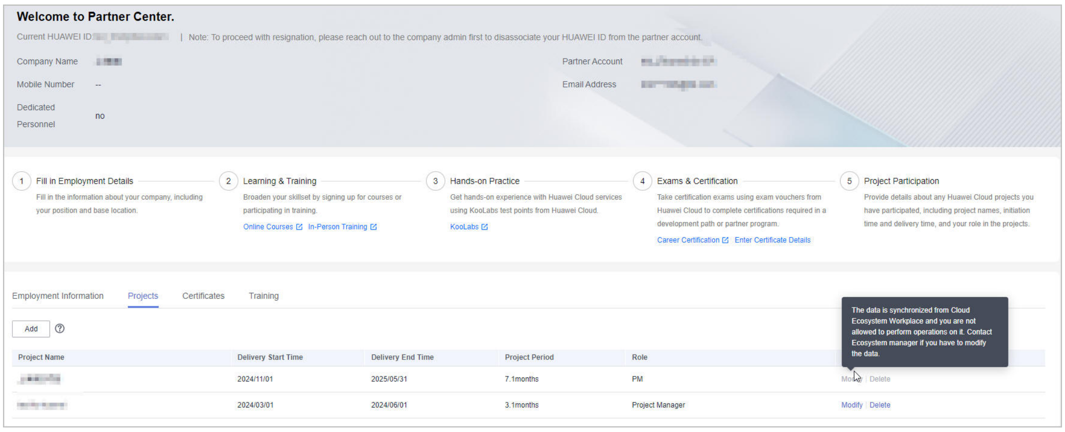
Step 3 Provide project details.



Step 4 Click **Add** in **Projects** tab and provide required project information.



Step 5 View the added project in the **Projects** tab.



NOTE

- You can modify or delete the project.
- You are not allowed to perform any operations on projects generated by Huawei. To modify the projects, contact the ecosystem manager.

----End

5.2.2.4 Entering Certificate Details

After associating your HUAWEI ID with the partner account, you can refer to the process flow in Partner Center to maintain your certificates to ensure the certificate information is authentic and valid.

NOTE

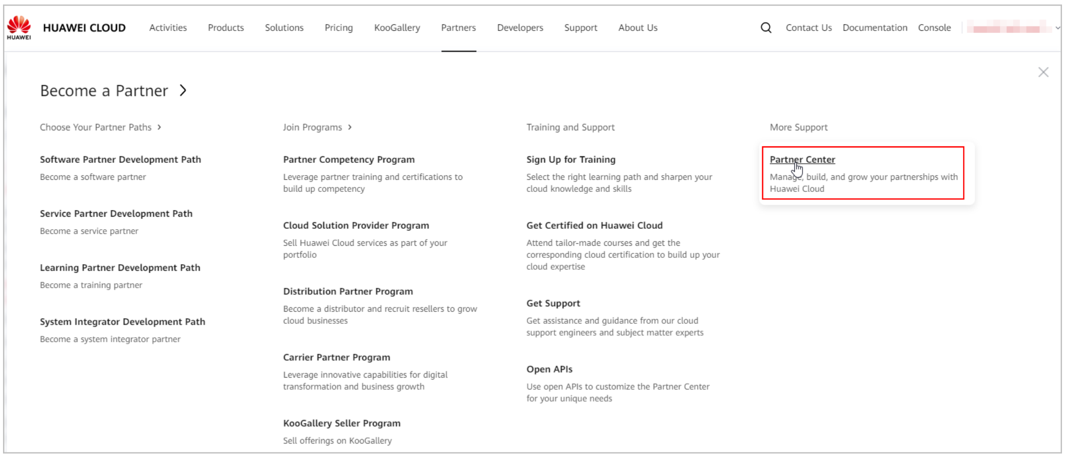
- Career certificates and other certificates need to be manually uploaded.
- The certificates you upload must be valid, and they will be review by Huawei. You can check the review status in the **Certificates** tab.
- You do not need to manually upload the developer certificate and professional certificate. The data has already been synchronized from Developer Institute and is displayed in the **Certificates** tab.

Procedure

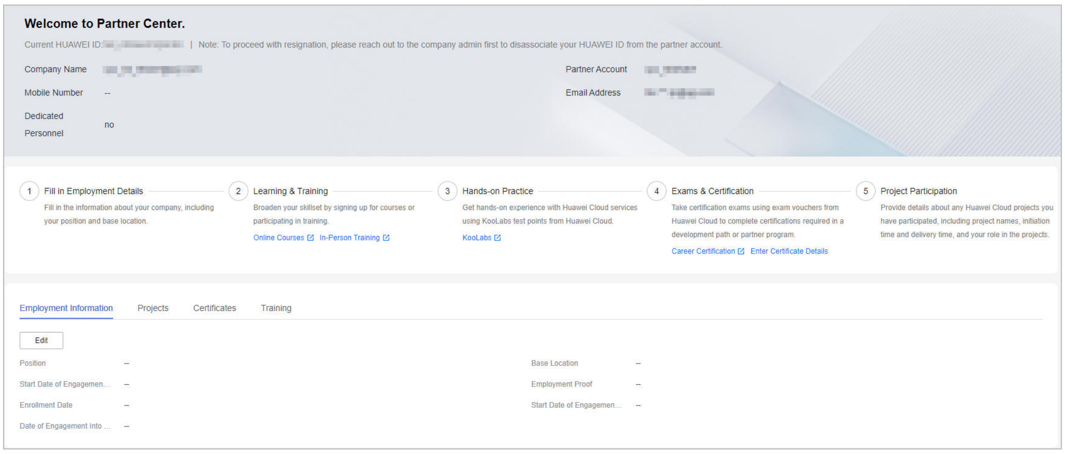
Use the HUAWEI IDs of your employees to perform the following operations.

Step 1 Use your HUAWEI ID to sign in to **Huawei Cloud**.

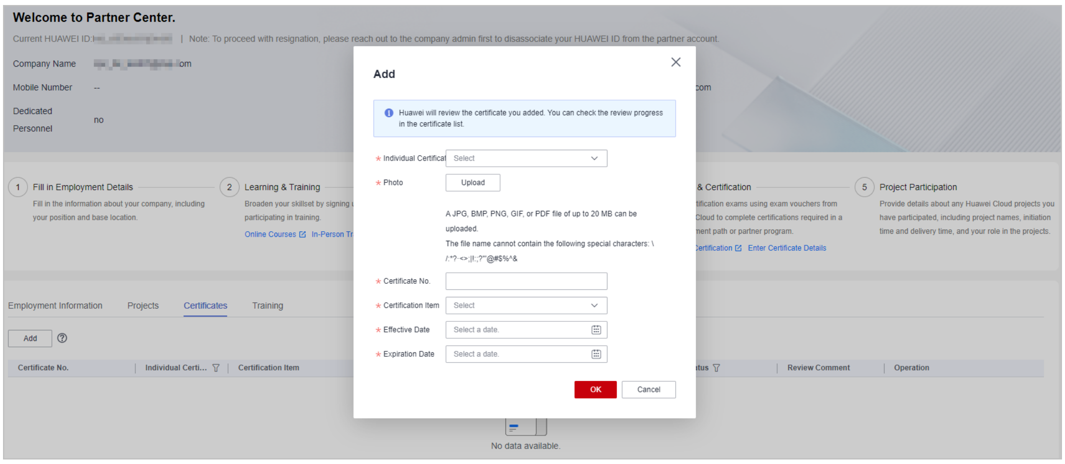
Step 2 Choose **Partners** > **More Support** > **Partner Center** in the menu on the top.



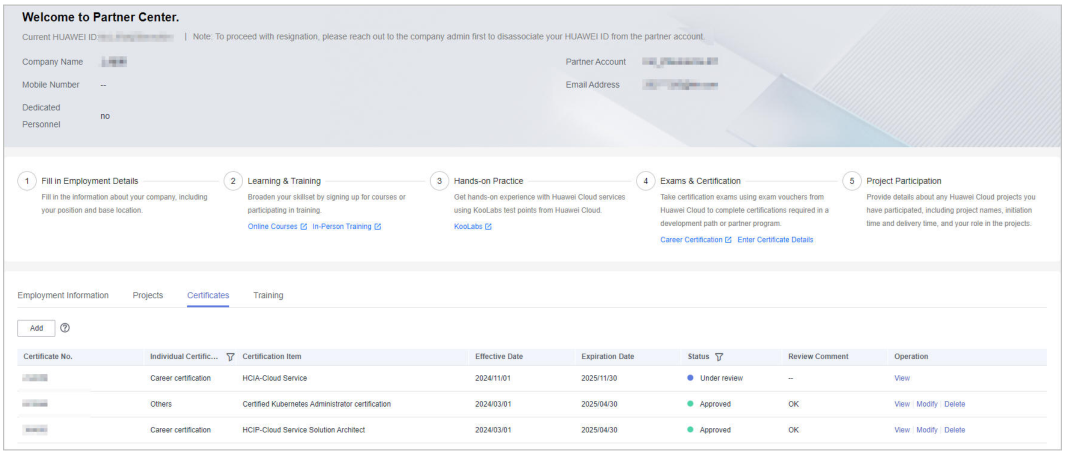
Step 3 Enter certificate details.



Step 4 Click **Add** in the **Certificates** tab and provide the certificate information.



Step 5 The certificate you added will be reviewed by Huawei. You can check the review status in this tab.



NOTE

Any modification to an approved certificate must be submitted for review.

----End

5.2.2.5 Viewing Training Details

After associating your HUAWEI ID with the partner account, you can refer to the process flow in Partner Center to maintain your training information to ensure the information is authentic and valid.

NOTE

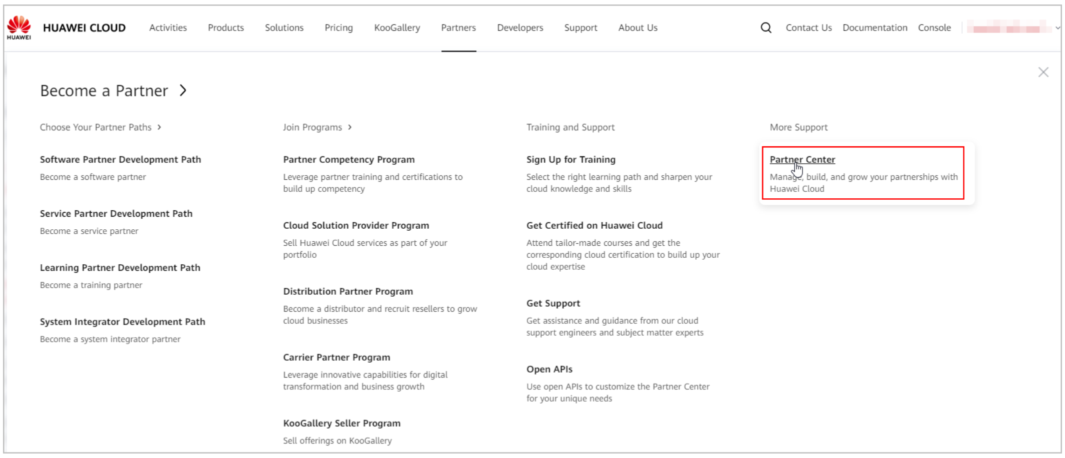
The training records (including course and exam records) generated in Developer Institute will be synchronized to and displayed in Partner Center on the following day. You can view the training details in the **Training** tab.

Procedure

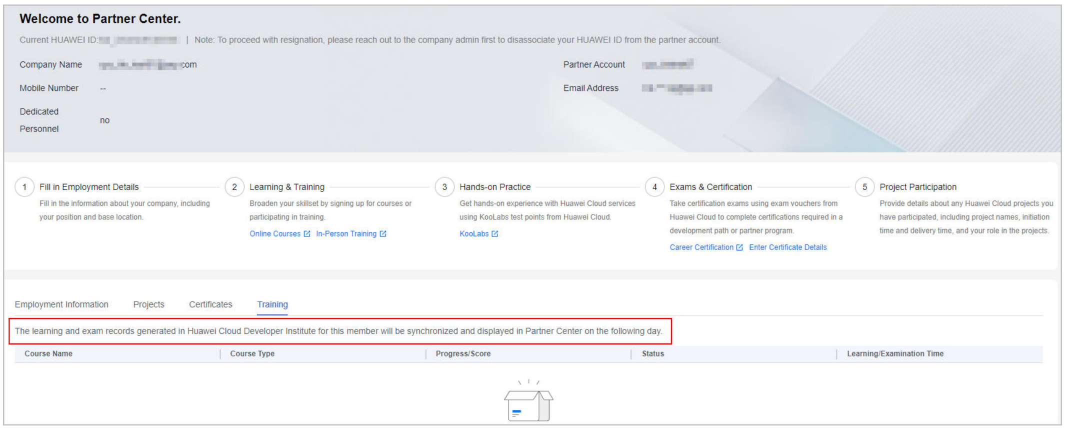
Use the HUAWEI IDs of your employees to perform the following operations.

Step 1 Use your HUAWEI ID to sign in to **Huawei Cloud**.

Step 2 Choose **Partners** > **More Support** > **Partner Center** in the menu on the top.



Step 3 View the course and exam records in the **Training** tab.



----End

6 Partner Build Management

6.1 Cloud Software Solutions

Prerequisites

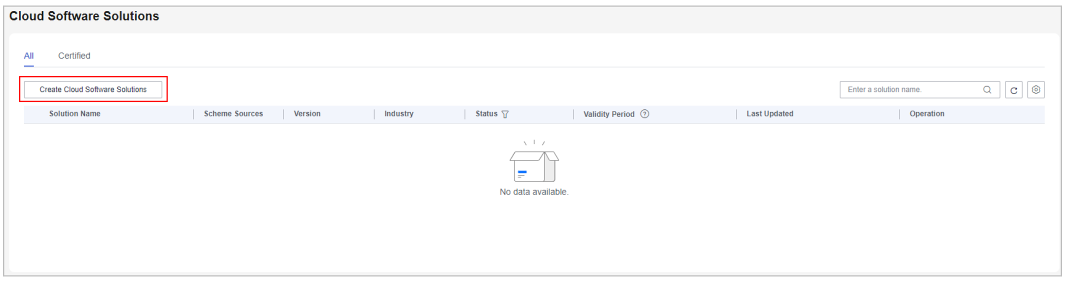
You have joined the software partner development path.

Creating a Cloud Software Solution

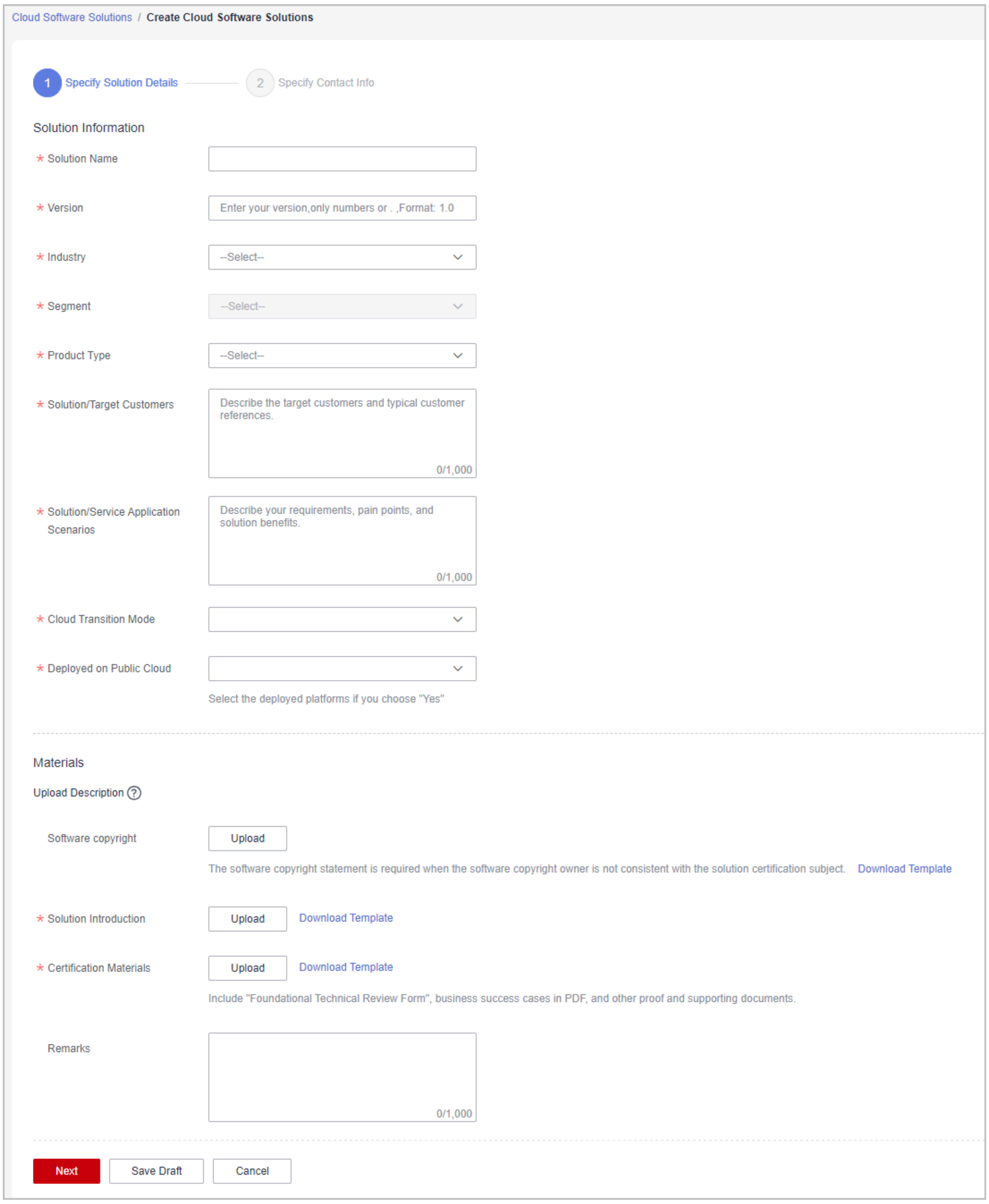
Step 1 Use your account to log in to **Huawei Cloud**.

Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

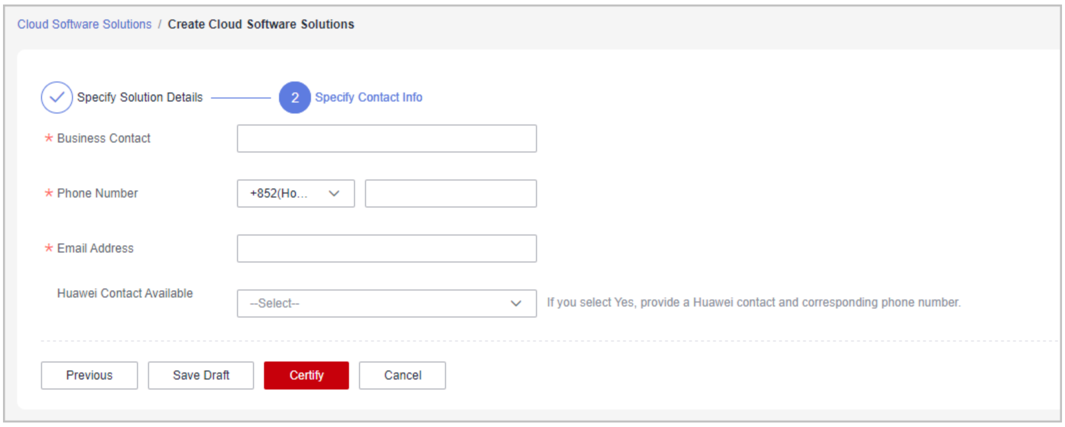
Step 3 Choose **Build** > **Cloud Software Solutions** in the menu on the top. Click **Create Cloud Software Solutions** on the page displayed by default.



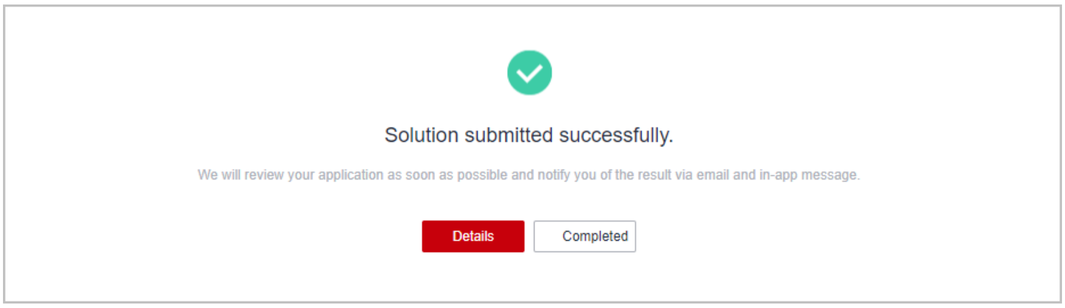
Step 4 Specify solution details and click **Next**.



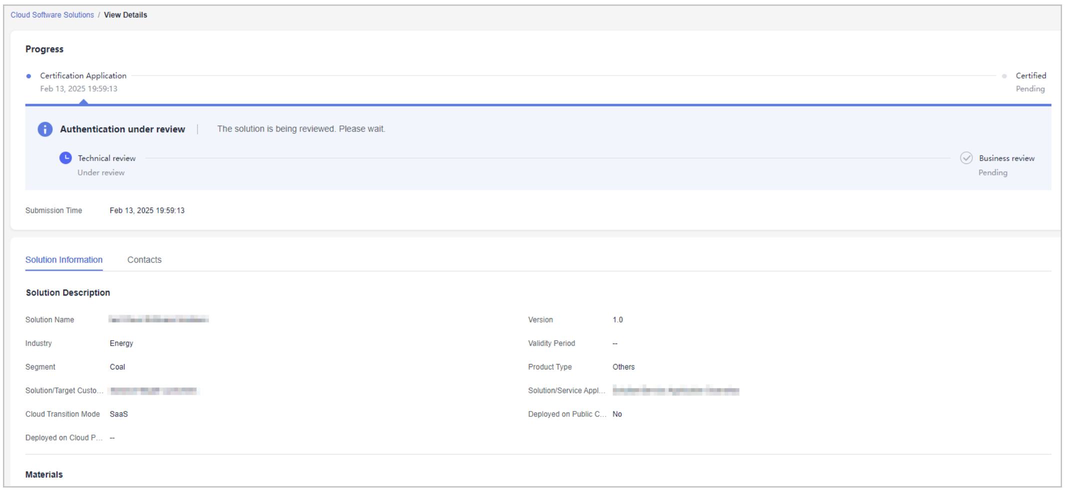
Step 5 Enter the contact information and click **Certify**.



Step 6 A message is displayed indicating that the solution has been successfully submitted for certification.



Step 7 After the solution has been submitted for certification, you can click **View Details** in the **Operation** column on the **Cloud Software Solutions** page to check the review progress.



NOTE

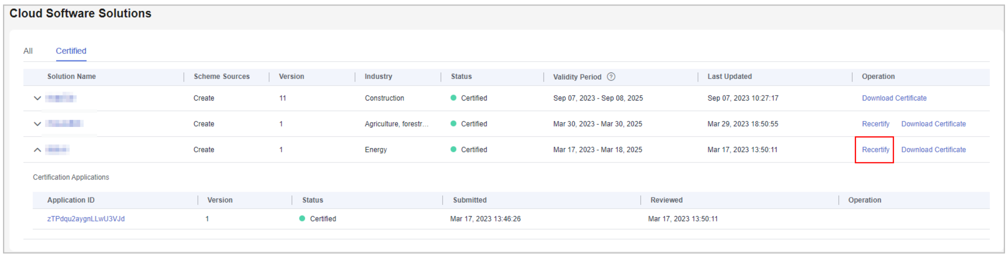
A cloud software solution will be valid for 12 months as of the date when this solution is validated and approved.

----End

Re-certifying a Cloud Software Solution

Partners can initiate the re-certification process for a cloud software solution 60 days before its expiration. The solution will be valid for an additional year from the date of successful re-certification.

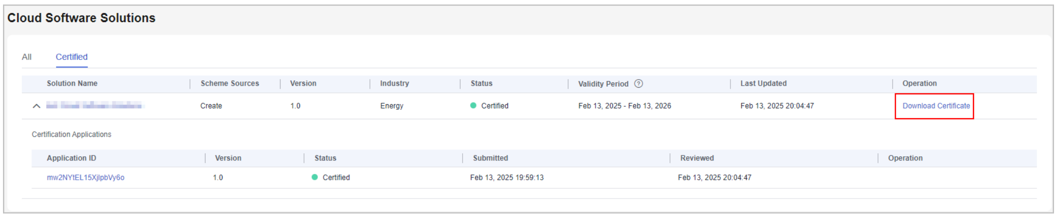
1. On the **Cloud Software Solutions** page, select a solution that is about to expire or has expired, and click **Recertify** in the **Operation** column.



2. On the displayed page, you are only allowed to modify the solution version and materials.
3. Enter the contact information and click **Certify**.

Downloading a Solution Certificate

If the solution you submitted for certification is approved, you can download corresponding certificate on the **Certified** tab page.



6.2 Advanced Cloud Software Solutions

6.2.1 Creating an Advanced Cloud Software Solution

Prerequisites

You have joined the software partner development path.

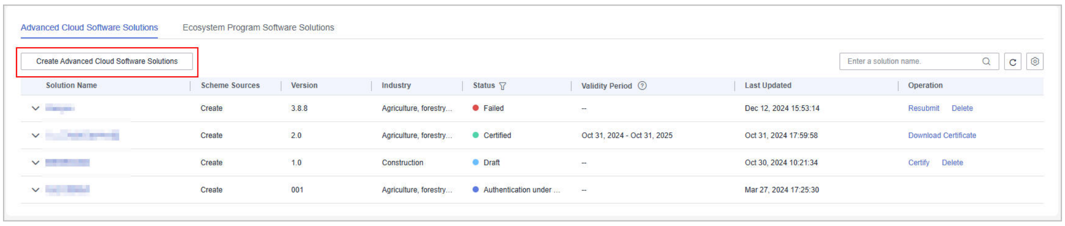
Procedure

Step 1 Use your account to log in to **Huawei Cloud**.

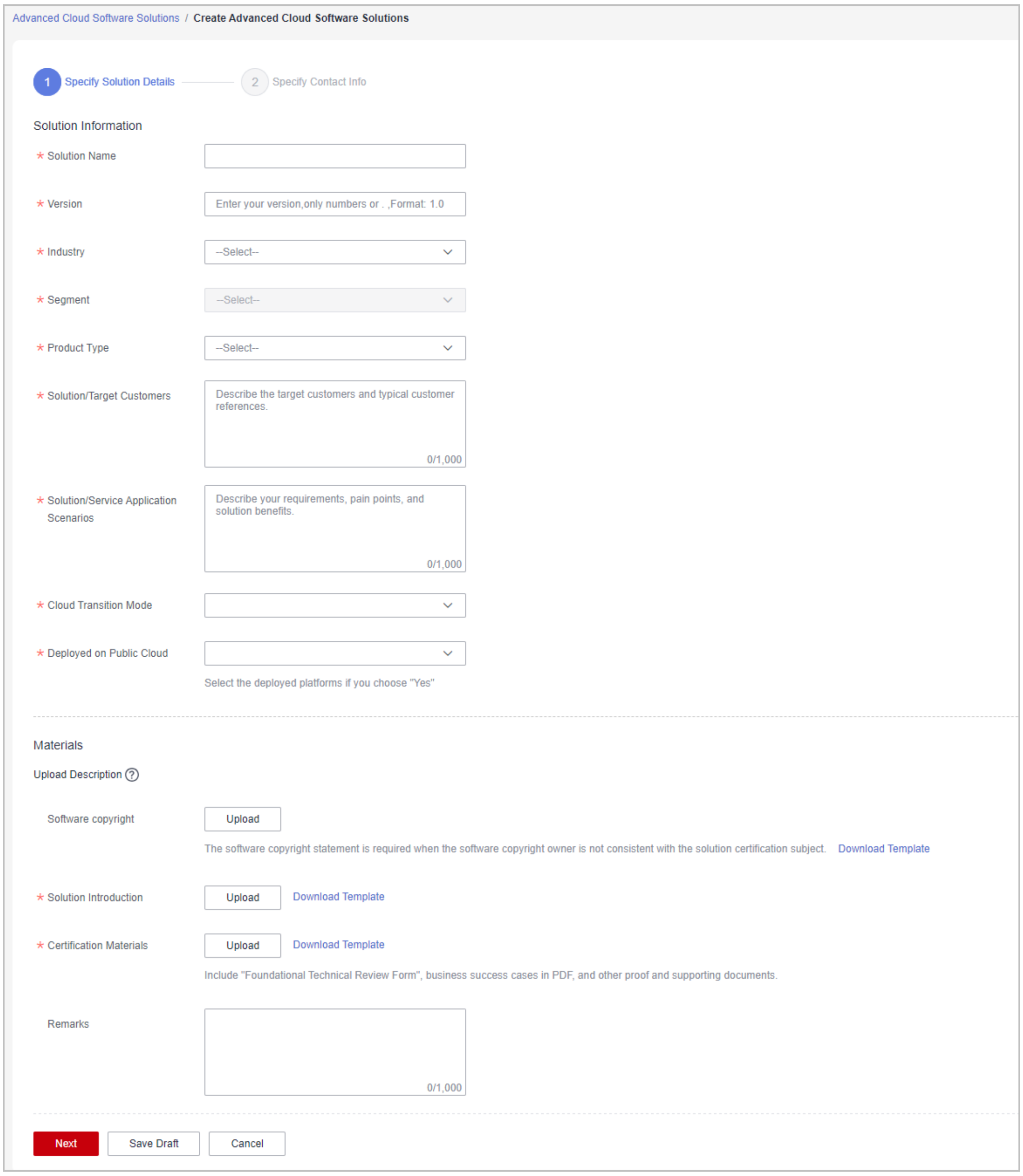
Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 Choose **Build** > **Advanced Cloud Software Solutions** in the menu on the top.

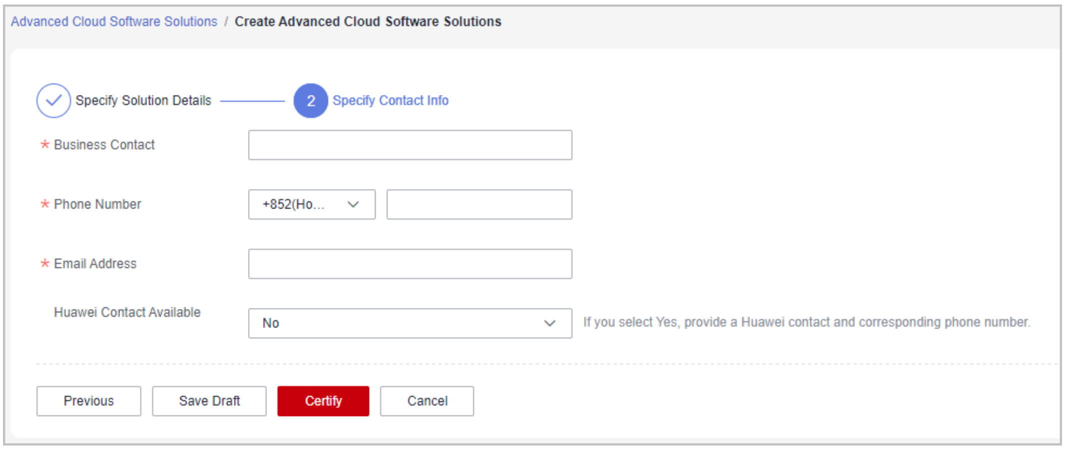
Step 4 Click **Create Advanced Cloud Software Solutions** on the page displayed by default.



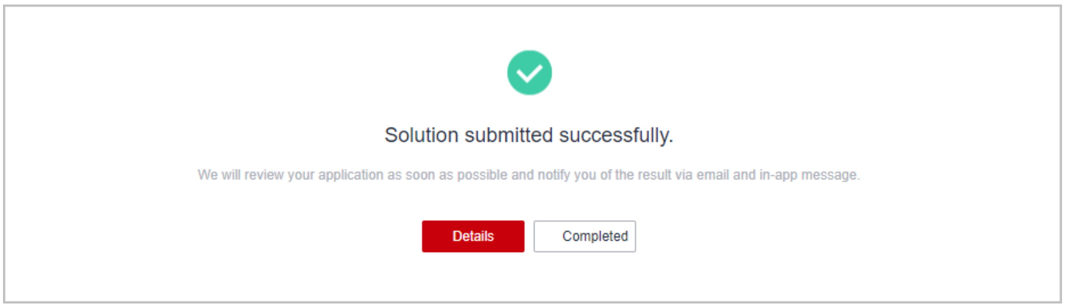
Step 5 On the displayed page, enter solution information, upload solution materials, and click **Next**.



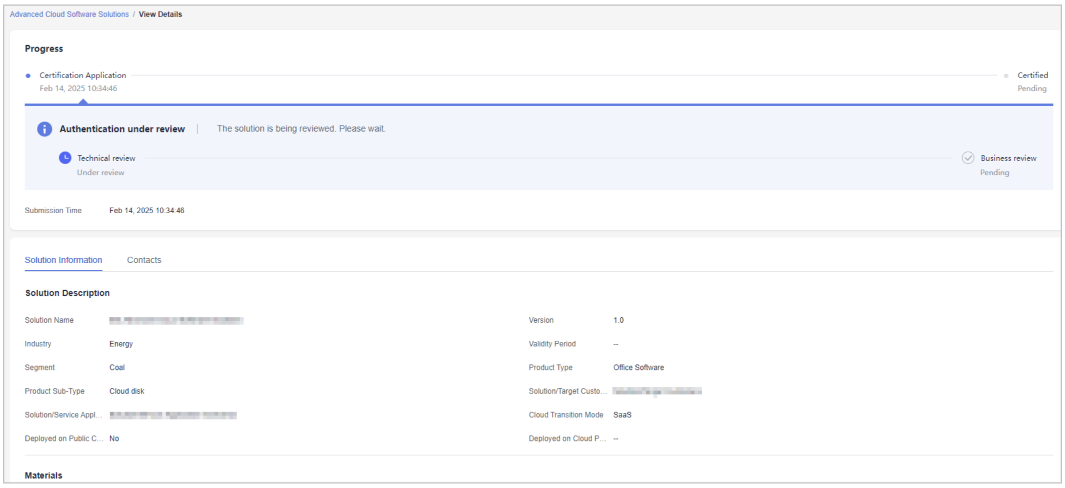
Step 6 Enter the contact information and click **Certify**.



Step 7 A message is displayed indicating that the solution has been successfully submitted for certification.



Step 8 After the solution has been submitted for certification, you can click **View Details** in the **Operation** column on the **Advanced Cloud Software Solutions** page to check the review progress.



NOTE

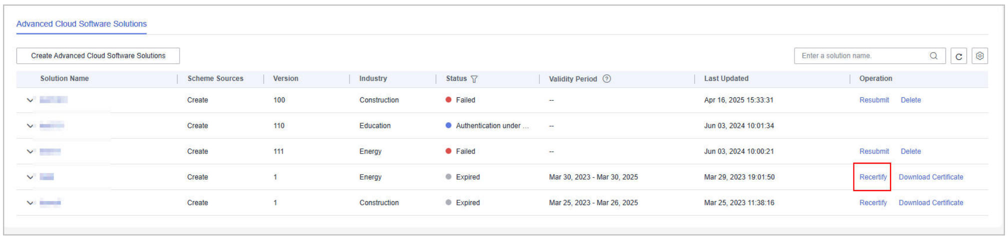
An advanced cloud software solution will be valid for 12 months as of the date when this solution is validated and approved.

----End

Re-certifying an Advanced Cloud Software Solution

Partners can initiate the re-certification process for an advanced cloud software solution 60 days before its expiration. The solution will be valid for an additional year from the date of successful re-certification.

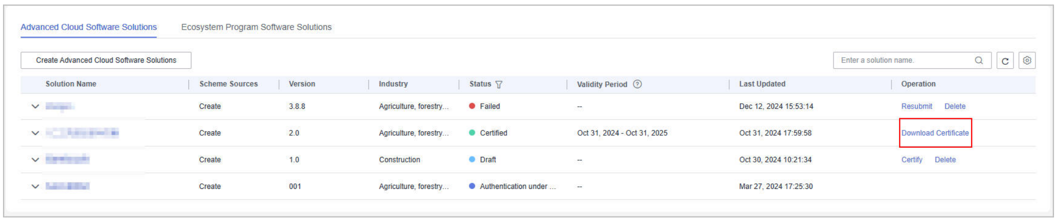
1. On the **Advanced Cloud Software Solutions** page, select a solution that is about to expire or has expired, and click **Recertify** in the **Operation** column.



2. On the displayed page, you are only allowed to modify the solution version and materials.
3. Enter the contact information and click **Certify**.

Downloading a Solution Certificate

If the solution you submitted for certification is approved, you can click **Download Certificate** in the **Operation** column to download the corresponding solution certificate.



6.2.2 Ecosystem Program Software Solution Certification

Ecosystem program software solution certification consists of admission certification and technical certification.

Admission certification: Once your software product or solution is initiated, you can apply for admission certification. Upon approval, you can gain access to the relevant ecosystem program and its associated benefits.

Technical certification: After the software or solution is built and released, you can submit an application for technical certification. After the technical certification review, the software or solution gets the advanced cloud software certification and the corresponding ecosystem program certification, and you can gain access to the associated benefits.

Prerequisites

1. You have joined **Special Program for Huawei Cloud Software Partners' Ecosystems on Ascend Cloud/Pangu Large Models, Kunpeng Cloud, GaussDB, or HarmonyOS Applications**.

2. A baseline solution has been initiated.

6.2.2.1 Admission Certification

Once your software product or solution is initiated, you can apply for admission certification. Upon approval, you can gain access to the relevant ecosystem program and its associated benefits.

NOTE

- After joining this program, wait until related data is synchronized and then apply for the ecosystem solution certification.
- If no solution is available, you can **create a baseline solution**.

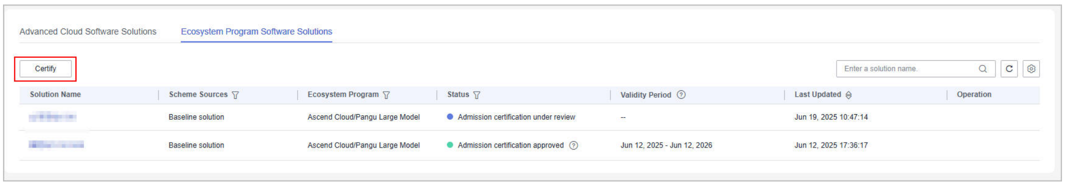
Procedure

Step 1 Use your account to log in to **Huawei Cloud**.

Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

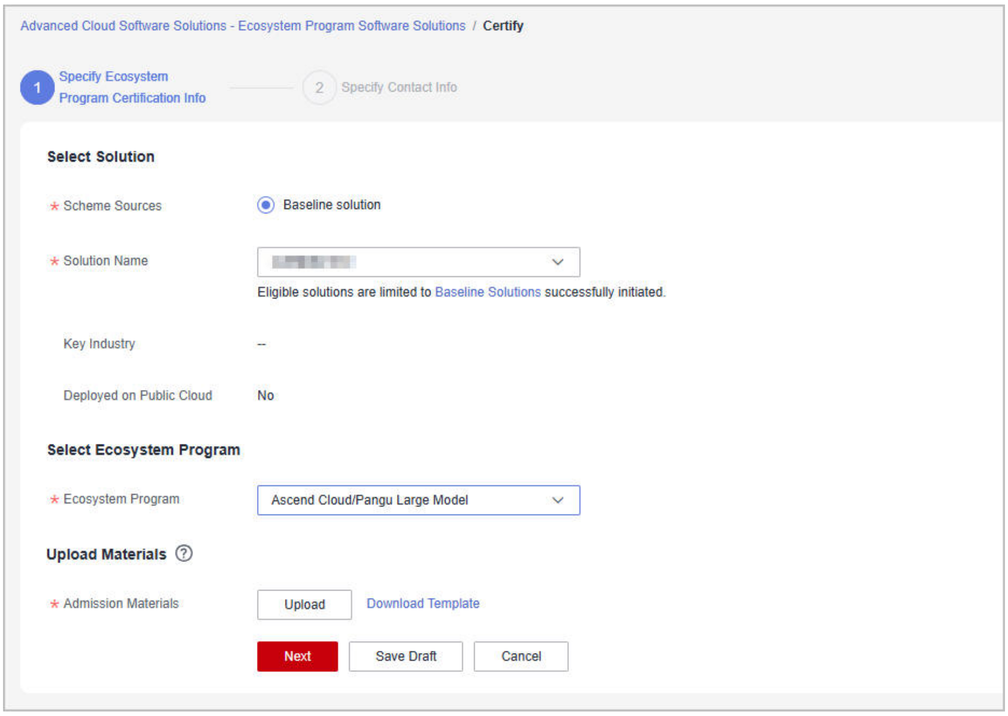
Step 3 Choose **Build** > **Advanced Cloud Software Solutions** in the menu on the top.

Step 4 Select the **Ecosystem Program Software Solutions** tab and click **Certify**.



Step 5 Specify the ecosystem program certification information, upload admission certification materials, and click **Next**.

- If you select **Baseline solution** for **Scheme Sources**, eligible solutions are limited to baseline solutions successfully initiated.



NOTE

Ecosystem programs:

- AI compute Service/Pangu Large Models:

  1. Applications and software solutions built based on AI compute Service, Ascend-based Huawei Cloud Stack infrastructure, or Pangu Large Models

  2. AI platform tool software built based on AI compute Service or Ascend-based Huawei Cloud Stack infrastructure
- Kunpeng Cloud: Applications and software solutions built based on Kunpeng Cloud services
- GaussDB:

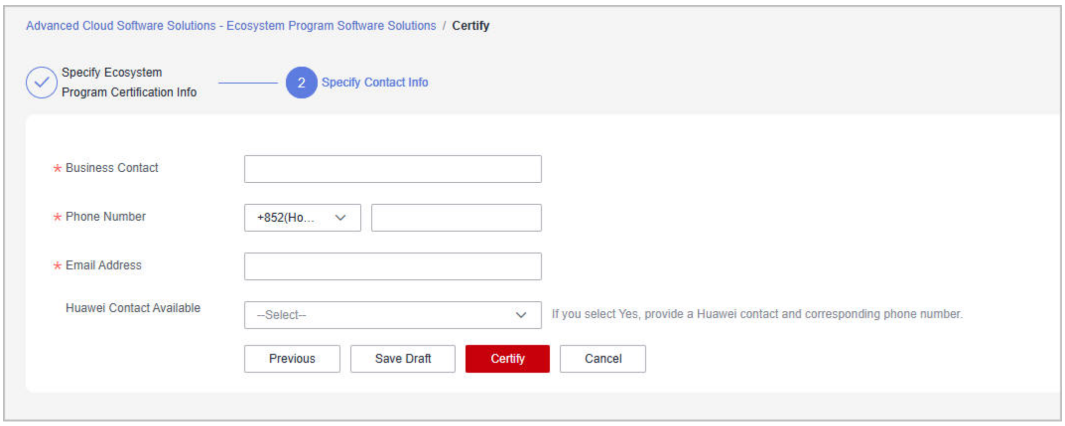
  1. Applications and software solutions built based on GaussDB

  2. Database tool software built based on GaussDB
- Migration of HarmonyOS applications to the cloud:

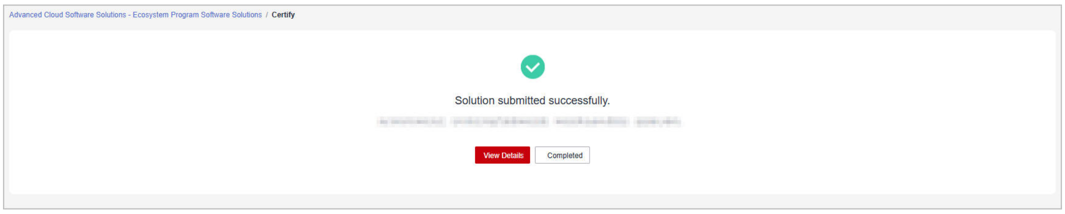
  1. HarmonyOS applications, atomic services, and solutions built based on Huawei Cloud services

  2. HarmonyOS application cloudification tools built based on Huawei Cloud services

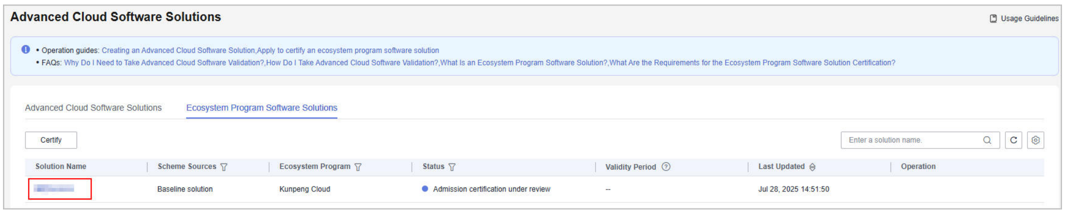
Step 6 Enter the contact information and click **Certify**.



Step 7 The system displays a message indicating that your admission certification application has been submitted successfully.



Step 8 Click the solution name on the **Ecosystem Program Software Solutions** tab to switch to the certification details page where you can check the review progress.



NOTE

- Admission certification failed: If the admission certification failed, you can modify the certification information based on the review comments on the details page and submit the admission certification application again.
- Admission certification passed: If you pass the admission certification, you can request **test coupons**.

----End

Available Benefits

If you have applied to join an ecosystem program for your software products or solutions and these products or solutions have passed the admission certification, you can request the corresponding benefits listed below:

Benefit	AI compute Service/ Pangu Large Models	Kunpeng Cloud	GaussDB	Migration of HarmonyOS Applications to the Cloud
Non-Recurring Engineering (NRE)	Up to $80,000 USD/solution	Up to $80,000 USD/solution	Up to $80,000 USD/solution	Up to $80,000 USD/solution
Test Coupons	Up to $90,000 USD/solution	Up to $40,000 USD/solution	N/A	N/A

6.2.2.2 Technical Certification

After the software or solution is built and released, you can submit an application for technical certification. After the technical certification review, the software or solution gets the advanced cloud software certification and the corresponding ecosystem program certification, and you can gain access to the associated benefits.

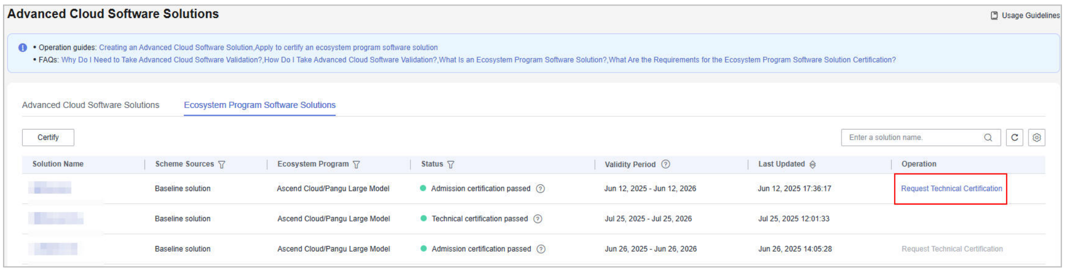
Procedure

Step 1 Use your account to log in to **Huawei Cloud**.

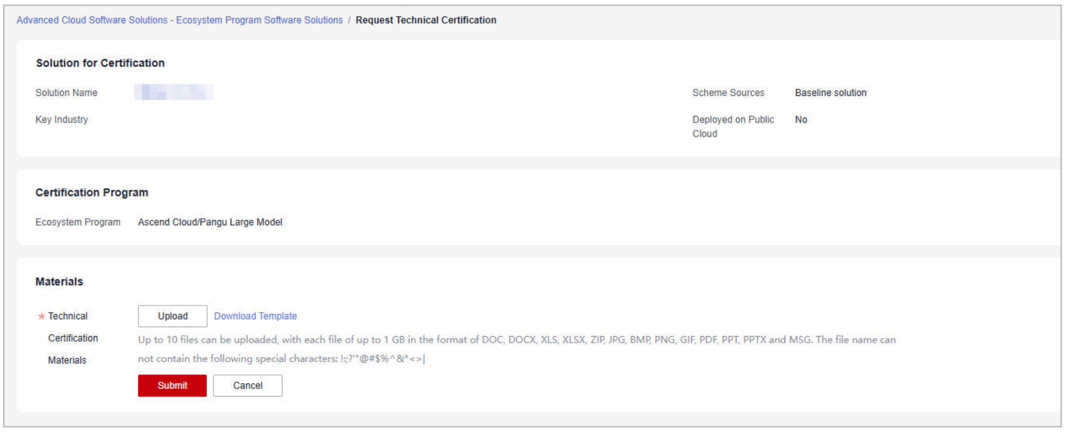
Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 Choose **Build** > **Advanced Cloud Software Solutions** in the menu on the top.

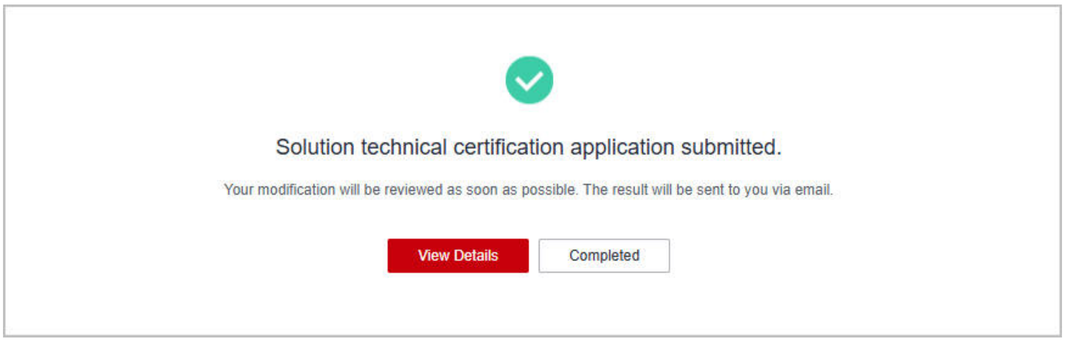
Step 4 On the **Ecosystem Program Software Solutions** tab, select a solution in the **Admission certification passed** state and click **Request Technical Certification** in the **Operation** column.



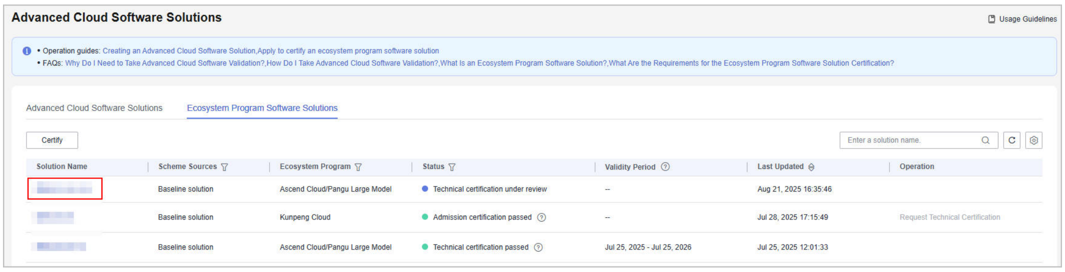
Step 5 On the displayed page, upload required technical certification materials according to the template and click **Submit**.



Step 6 After the application is submitted, the system displays a message indicating that the solution technical certification application has been submitted successfully.



Step 7 Click the solution name on the **Ecosystem Program Software Solutions** tab to switch to the certification details page where you can check the review progress.



NOTE

- Technical certification failed: If the technical certification failed, you can modify the certification information based on the review comments and submit the technical certification application again.
- Technical certification passed: If the solution passes the technical certification, you can request **Market Development Fund (MDF)**.

----End

Available Benefits

If you have applied to join an ecosystem program for your software products or solutions and these products or solutions have passed the technical certification, you can request the corresponding benefits listed below:

Benefit	AI compute Service/ Pangu Large Models	Kunpeng Cloud	GaussDB	Migration of HarmonyOS Applications to the Cloud
MDF	Up to $30,000 USD/solution	Up to $30,000 USD/solution	Up to $30,000 USD/solution	N/A

6.3 Baseline Solutions

Build a solution and promote OBT.

6.3.1 Creating a Solution

Create a solution in Partner Center and specify the details about the solution.

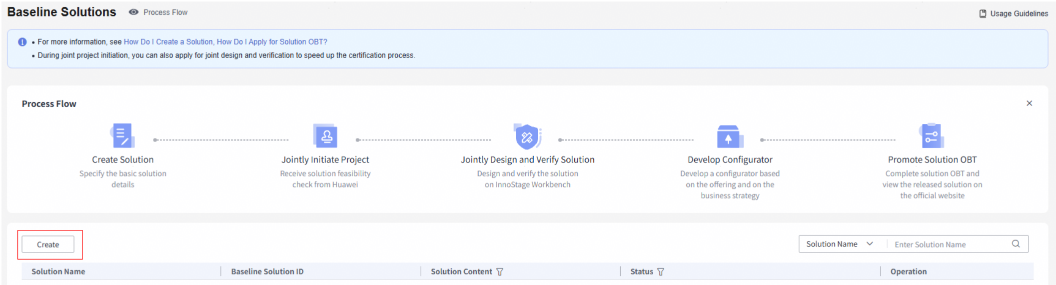
Procedure

Step 1 Use your account to log in to **Huawei Cloud**.

Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

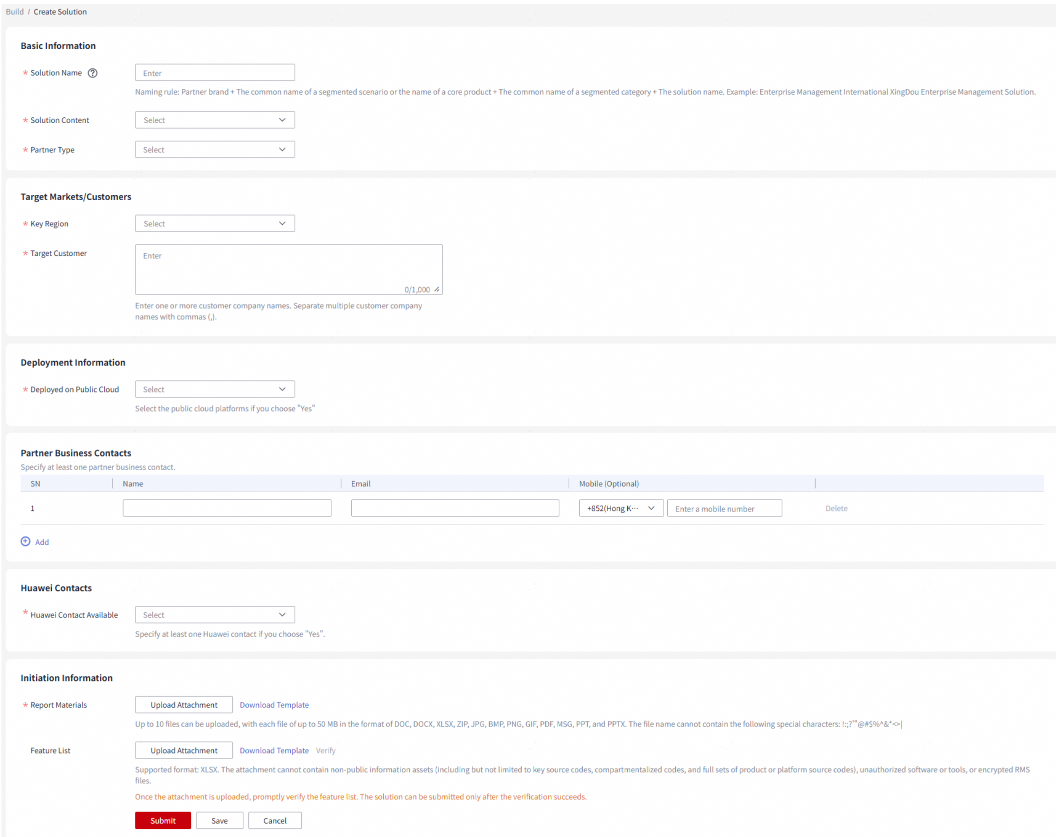
Step 3 Choose **Build** > **Baseline Solutions** in the menu on the top.

Step 4 Click **Create** on the displayed page.



Step 5 On the displayed page, specify the details, upload the project initiation report and feature list, and click **Save**.

- If a solution is saved as a draft, you can view, edit, or delete it on the **Baseline Solutions** page.
- If the solution information required is specified, and the feature list uploaded is verified, you can directly **submit a project initiation application**.



NOTE

- Solution Name
  - Naming rule: Solution name = Partner brand + Core product name + Common name + Solution. You can refer to the partner-led baseline solutions in the Solution zone at https://www.huaweicloud.com/intl/en-us/solution/industry-directory.html.

    Note that the common name can be a full name, abbreviation, or acronym, which directly describes the quality, functions, usage, and other characteristics of a solution, such as ERP, enterprise management, digital marketing, and energy consumption management.
  - The solution name must be the same as that in the project initiation materials.
- Initiation Information:
  - Report Materials
  - Feature List
    - Upload attachments based on the template. The attachment cannot contain non-public information assets (including but not limited to key source codes, compartmentalized codes, and full sets of product or platform source codes), unauthorized software or tools, or encrypted RMS files.
    - Once the feature list is uploaded, the system will automatically verify it. You can proceed to submit your solution once the verification is successful.

Step 6 The system displays a message indicating that the solution has been saved as a draft.

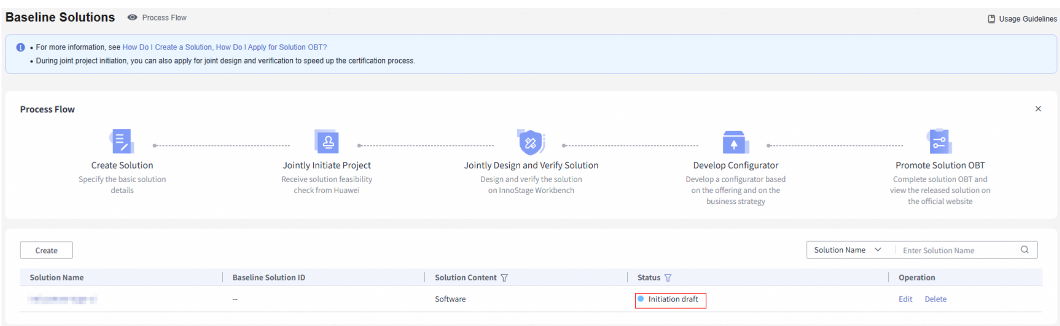
----End

6.3.2 Jointly Initiating a Project

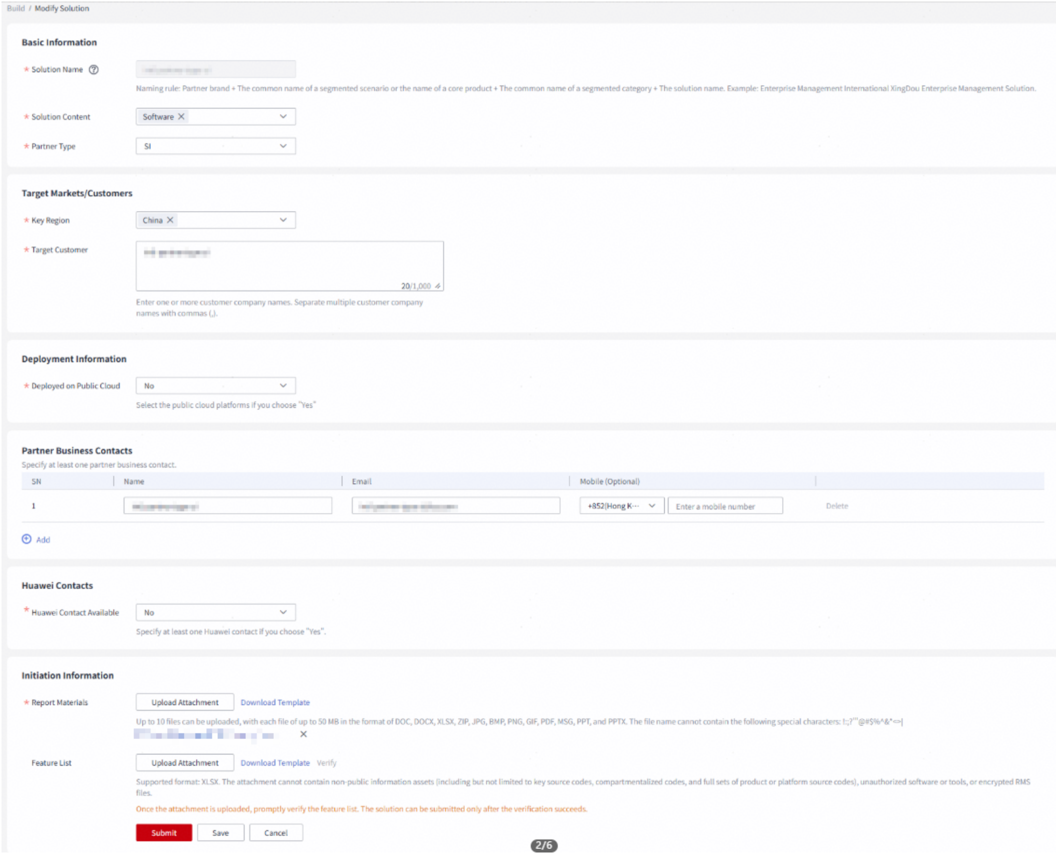
After you submit a project initiation application in Partner Center, Huawei reviews the application. The review result will be automatically synchronized to you.

Submitting an Application for Project Initiation

Step 1 Go to **Build** > **Baseline Solutions** page, select a solution in the **Initiation draft** state and click **Edit** in the **Operation** column.

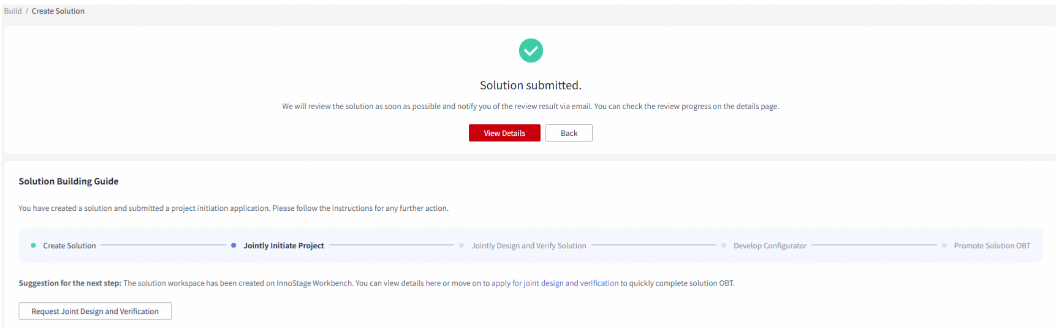


Step 2 On the displayed page, confirm the entered information, verify that the verification for the feature list uploaded is successful, and click **Submit**.



> **NOTE**
>
> The name cannot be edited for the solution in the **Initiation draft** state. To modify the solution name, delete the solution and create a new one.

Step 3 The system displays a message indicating that the solution has been successfully submitted.



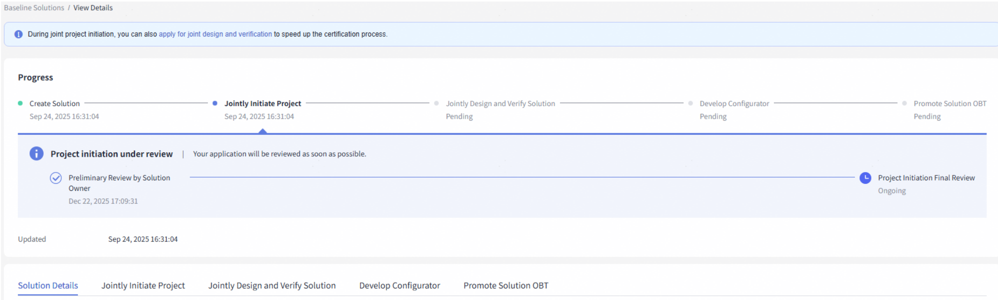
> **NOTE**
>
> Once you have created and submitted a solution, you can easily access and view its details or **request joint design and verification**.

----End

Checking the Project Initiation Review Progress

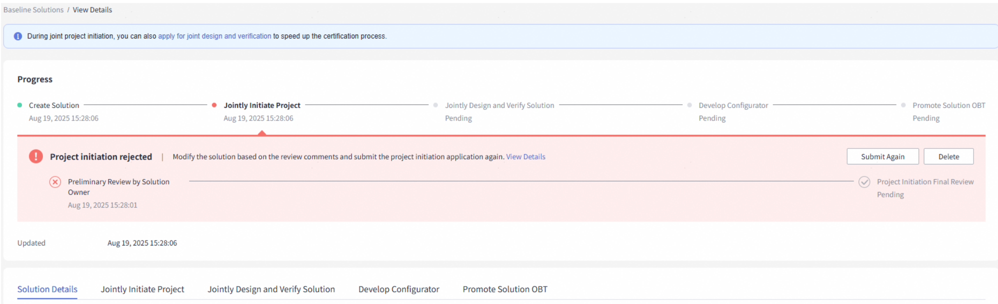
- Initiation reviewing

On the **Baseline Solutions** page, click the name of a solution in the **Initiation reviewing** state and check the review progress.



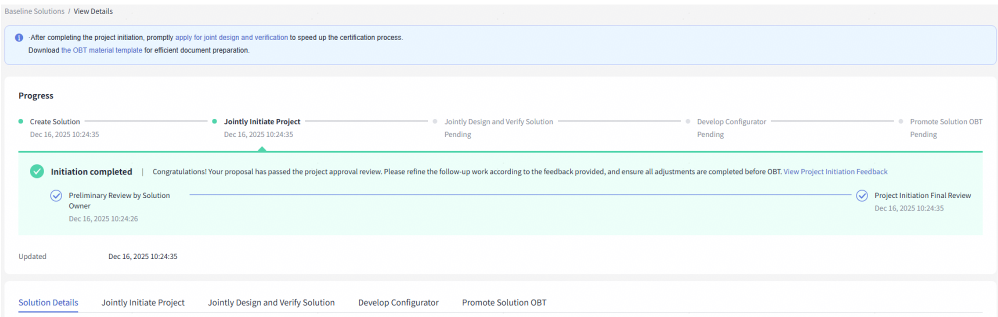
- Initiation rejected

  If the project initiation application is rejected, you can check the review comments, modify the solution based on the comments, and submit the solution again.



- Initiation completed

  Once the solution is approved, the project initiation process is considered complete.



NOTE

- After the project initiation is complete, you can finish the next tasks based on the project initiation feedback and finalize adjustments before the OBT.
- After the project initiation is complete, access the solution details page, download related material templates for OBT on the **Promote Solution OBT** tab, and prepare related materials in advance.
- You can **request joint design and verification** for solutions in the **Initiation reviewing**, **Initiation rejected**, and **Initiation completed** statuses.

Phases, Statuses, and Supported Operations

Phase	Status	Supported Follow-Up Operations
Jointly Initiate Project	Initiation reviewing	Requesting joint design and verification
	Initiation rejected	Resubmitting the initiation application/Requesting joint design and verification
	Initiation completed	Requesting joint design and verification
Jointly Design and Verify Solution	Initiation reviewing/Solution being designed	Viewing solution design details
	Initiation rejected/Solution being designed	Resubmitting the initiation application/Viewing solution design details
	Initiation completed/ Solution being designed	Viewing solution design details
	Initiation reviewing/Solution being verified	Viewing solution verification details
	Initiation rejected/Solution being verified	Resubmitting the initiation application/Viewing solution verification details
	Initiation completed/ Solution verification completed	-
	Solution being designed/ Configurator being developed	Viewing solution design details/Developing the configurator
	Solution being designed/ Configurator development completed	Viewing solution design details
	Solution being verified/ Configurator being developed	Viewing solution verification details/Developing the configurator
	Solution being verified/ Configurator development completed	Viewing solution verification details
Develop Configurator	Solution verification completed/Configurator being developed	Developing the configurator

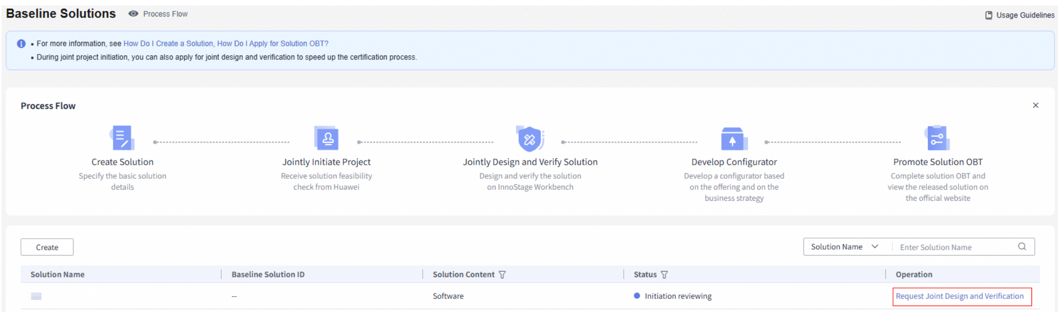
Phase	Status	Supported Follow-Up Operations
	Solution verification completed/Configurator development completed	Requesting OBT
Promote Solution OBT	Draft	Editing
	In OBT	-
	OBT rejected	Reapply for OBT
	Solution being released on the official website	-
	OBT completed	Viewing details on the official website

6.3.3 Requesting Joint Design and Verification

After submitting a joint project initiation application in Partner Center, you can apply for joint solution design and verification in InnoStage Workbench.

Procedure

Step 1 On the **Baseline Solutions** page, find the solution which a project initiation application has already been submitted for and click **Request Joint Design and Verification** in the **Operation** column.



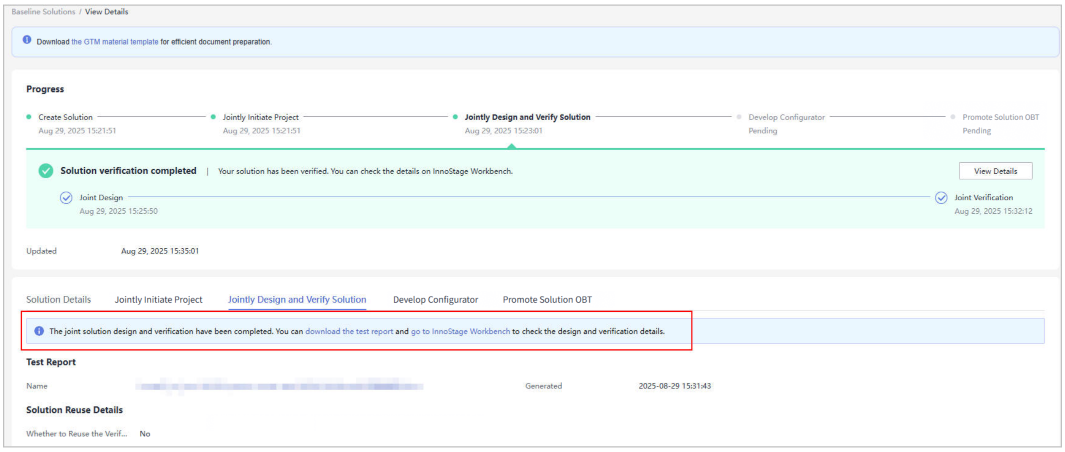
Step 2 Design and verify the solution on InnoStage Workbench.

You can contact the ecosystem manager (PDM/PSA) to help you complete the solution design and verification.

For details about the procedure, see .

Step 3 You can also follow the solution progress on Partner Center when performing joint solution design and verification on InnoStage Workbench.

Step 4 After the joint design and verification are complete, you can download the test report on the solution details page or go to InnoStage Workbench to check the solution design and verification details.



NOTE

During joint design and verification, you can **develop a configurator** at the same time.

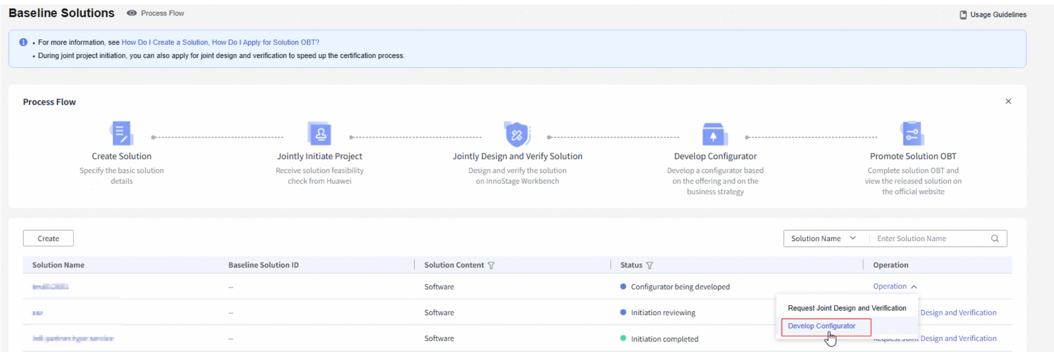
----End

6.3.4 Developing a Configurator

After a baseline solution is initiated, develop a configurator in .

Procedure

Step 1 On the **Baseline Solutions** page, select a solution in the **Configurator being developed** state and click **Develop Configurator** in the **Operation** column.

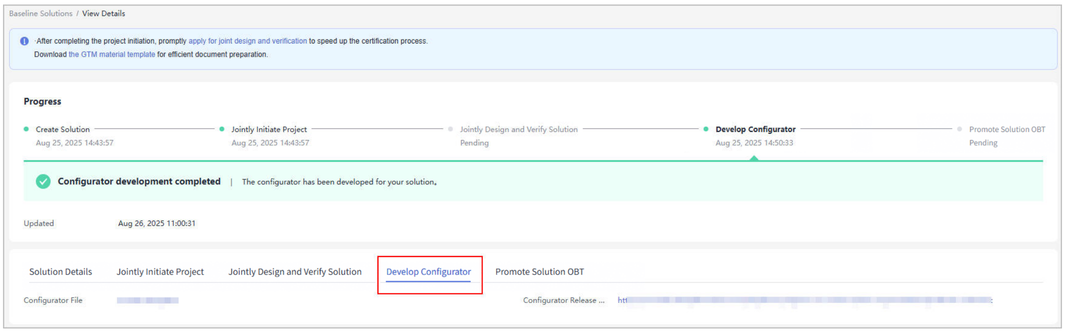


Step 2 Develop a configurator in .

You can contact the ecosystem manager (PDM/PSA) to help you complete this task.

Step 3 You can check the configurator development progress in Partner Center when developing the configurator in the Solution Configuration Center.

Step 4 After the configurator development is done, you can download the configurator file and view the configurator release link on the solution details page.



NOTE

During configurator development, you can perform **joint design and verification** at the same time.

----End

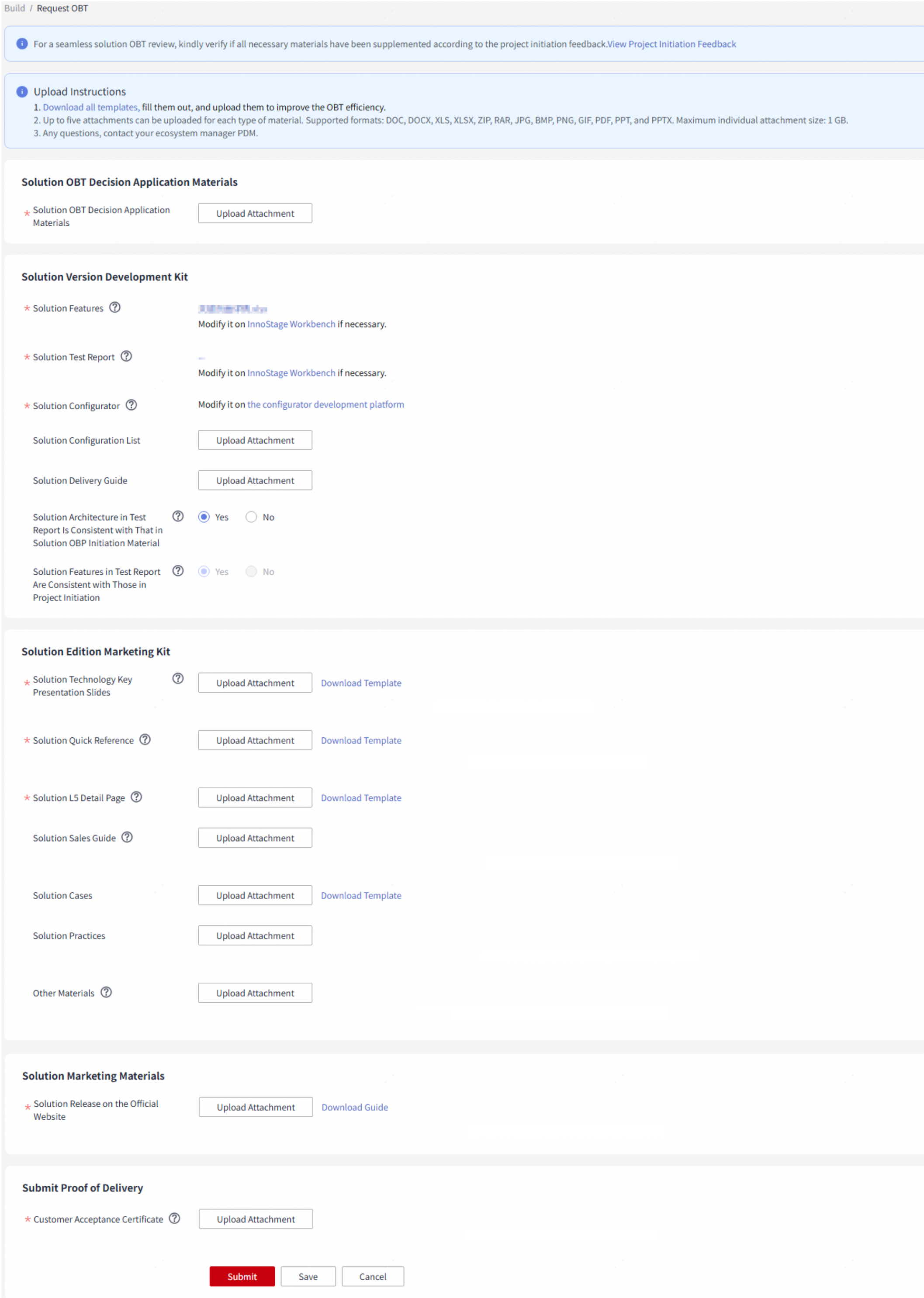
6.3.5 Promoting Solution OBT

After completing joint solution design and verification and configurator development, request OBT for the solution.

Requesting OBT

Step 1 On the **Baseline Solutions** page, select a solution in the **Solution verification completed** and **Configurator development completed** statuses, and click **Request OBT** in the **Operation** column.

Step 2 On the displayed page, download the material templates, fill in the templates as instructed, upload them, and click **Submit**.


Build / Request OBT
For a seamless solution OBT review, kindly verify if all necessary materials have been supplemented according to the project initiation feedback.View Project Initiation Feedback
Upload Instructions
1. Download all templates, fill them out, and upload them to improve the OBT efficiency.
2. Up to five attachments can be uploaded for each type of material. Supported formats: DOC, DOCX, XLS, XLSX, ZIP, RAR, JPG, BMP, PNG, GIF, PDF, PPT, and PPTX. Maximum individual attachment size: 1 GB.
3. Any questions, contact your ecosystem manager PDM.
Solution OBT Decision Application Materials
* Solution OBT Decision Application Materials
Upload Attachment
Solution Version Development Kit
* Solution Features
Modify it on InnoStage Workbench if necessary.
* Solution Test Report
Modify it on InnoStage Workbench if necessary.
* Solution Configurator
Modify it on the configurator development platform
Solution Configuration List
Upload Attachment
Solution Delivery Guide
Upload Attachment
Solution Architecture in Test Report Is Consistent with That in Solution OBP Initiation Material
Yes
No
Solution Features in Test Report Are Consistent with Those in Project Initiation
Yes
No
Solution Edition Marketing Kit
* Solution Technology Key Presentation Slides
Upload Attachment
Download Template
* Solution Quick Reference
Upload Attachment
Download Template
* Solution L5 Detail Page
Upload Attachment
Download Template
Solution Sales Guide
Upload Attachment
Solution Cases
Upload Attachment
Download Template
Solution Practices
Upload Attachment
Other Materials
Upload Attachment
Solution Marketing Materials
* Solution Release on the Official Website
Upload Attachment
Download Guide
Submit Proof of Delivery
* Customer Acceptance Certificate
Upload Attachment
Submit
Save
Cancel

NOTE

- For a seamless solution OBT review, kindly verify if all necessary materials have been supplemented according to the project initiation feedback.
- Solution OBT materials (Download corresponding templates, fill them out as instructed, and upload them to improve the OBT efficiency.)
  - **Solution Features**: The solution feature list offers technical support for sales by outlining the main functions and features of the solution. The list is generated automatically on InnoStage Workbench. If you need to make any changes, you can do so directly on InnoStage Workbench.
  - **Solution Test Report**: The solution test report is automatically generated by InnoStage Workbench. If a test case fails to meet expectations or requires modification, you can make the necessary changes directly on InnoStage Workbench. For service partners creating pure service offerings, only one delivered case based on Huawei Cloud within the past year needs to be provided.
  - If the solution architecture in the solution OBP material is inconsistent with that in the test report, you must provide email records that demonstrate communications with Huawei personnel regarding the changes.
  - **Solution Promotional Presentation**: The solution promotional presentation is designed to assist solution sales by providing insights into trends and challenges of solution-related industries and demonstrating solution content, key features, and customer cases.
  - **Solution Quick Reference Guide**: The solution quick reference guide is designed to assist sales personnel in expanding their customer base. It covers scenario trends, solution competitiveness, available offerings, target customers, and strategies for expansion.
  - **Solution Configurator**: The solution configurator is mainly used by sales personnel to provide solution configuration and quotation for customers. The configurator platform automatically generates configurator links or configurator files. If you need to modify the configurator, you need to develop a new configurator on the configurator development platform.
  - **Solution L5 Details Page**: The solution details page will be made available in **Solutions** of the Huawei Cloud official website and accessible to all users. The solution details page on the official website must contain the solution overview, solution advantages, service architecture, application scenarios, customer cases, and partner introduction. Only authorized materials from customers can be displayed in customer cases. The official website content review is not a simple text review. Page pre-setup is involved. You need to send a review email to the operations specialist before submitting the content for countersigning.
  - **Customer Acceptance Certificate**: Provide the customer acceptance certificate of a delivered project. The certificate must include the project name, customer signature and seal or email certificate, delivery time, and offerings involved in the baseline solution. Note that the delivered project may not be based on Huawei Cloud.
- You can save this OBT application as a draft. Then, you can view, modify, or delete the solution in the draft state on the **Baseline Solutions** page. The attachments you uploaded will not be saved if you cancel the application. If you decide to resubmit later, you will need to re-upload the attachments.

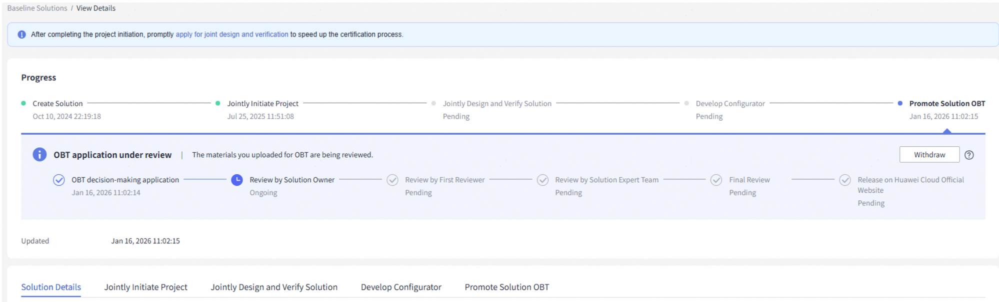
Step 3 The system displays a message indicating that the OBT application has been submitted successfully.

----End

Viewing the Review Status of the OBT Application

- OBT application under review

On the **Baseline Solutions** page, click the solution name. On the displayed solution details page, you can view the OBT application review progress.

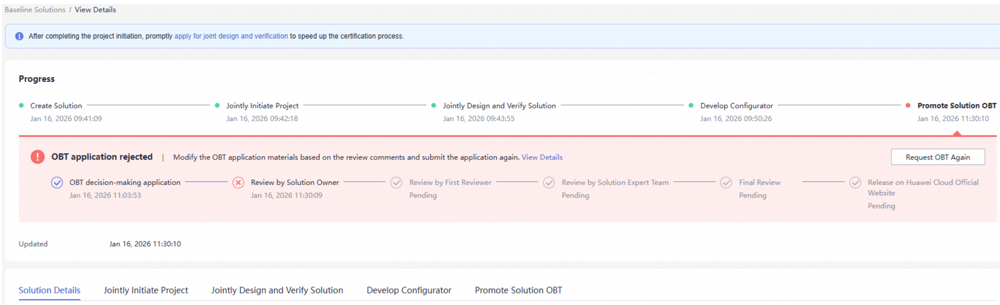


NOTE

In this state, you can withdraw the application, modify it, and submit it again.

- OBT application rejected

  If the OBT application is rejected, you can view the review comments, modify the OBT application materials based on the comments, and submit the application again.



- OBT application approved

  After the OBT application is approved, you can check the solution details on the official website.

7 Competency Certification

Huawei Cloud partner competency certification ("competency certification") is a process in which partners perform self-check on their competencies and provide proofs based on Huawei Cloud competency standards, and earn the certification by the Huawei Cloud partner competency certification team or a third-party organization authorized by Huawei Cloud.

7.1 Requesting Competency Certification

You can request competency certification in the Partner Center.

Procedure

Step 1 Use your account to log in to **Huawei Cloud**.

Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

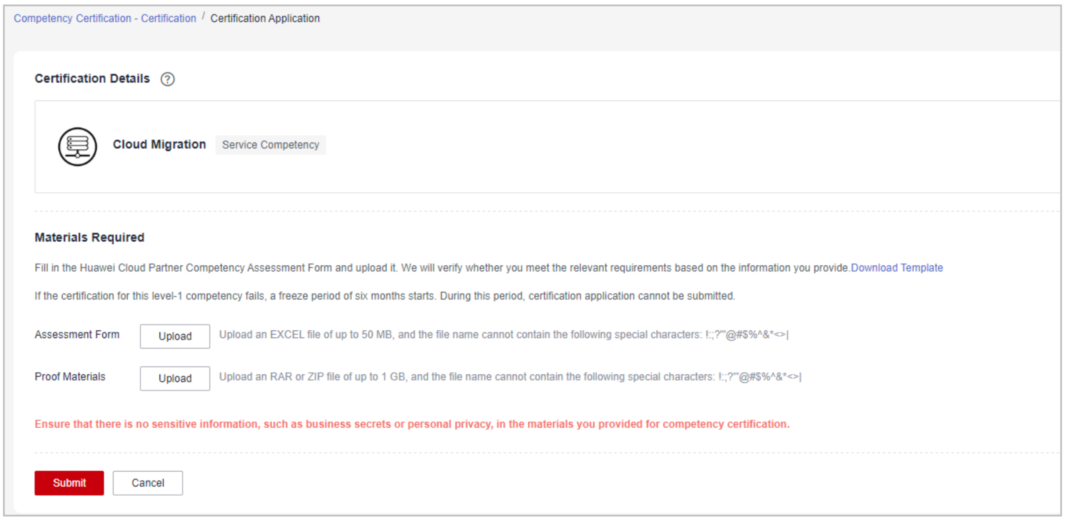
Step 3 Choose **Competencies** > **Competency Certification** in the menu on the top.

Select a competency and click **Certify** on the page displayed by default.

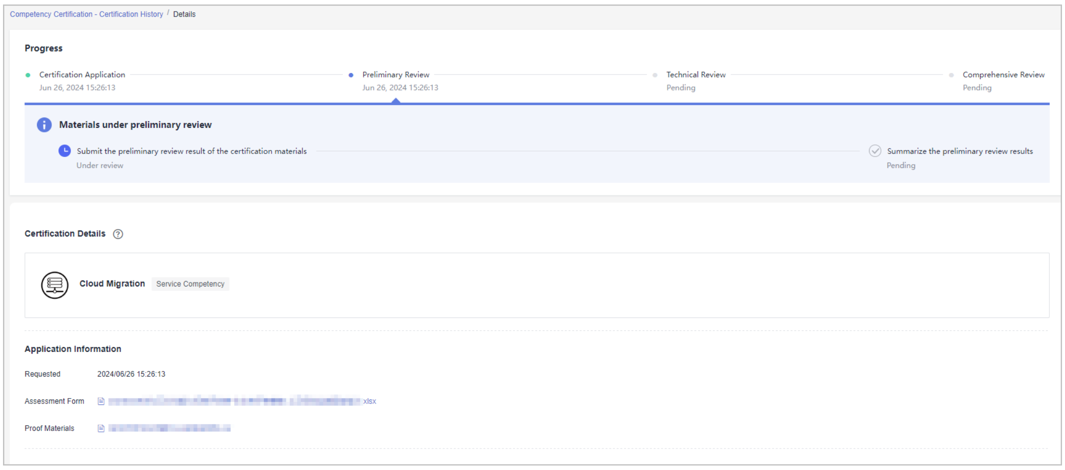
NOTE

Click **Documents** to view the competency certification guide.

Step 4 Upload the *Huawei Cloud Partner Competency Assessment Form* and proof materials and click **Submit** on the displayed page.



Step 5 You can view the review progress of a certification application on the certification application details page in **Certification History**.



----End

📖 NOTE

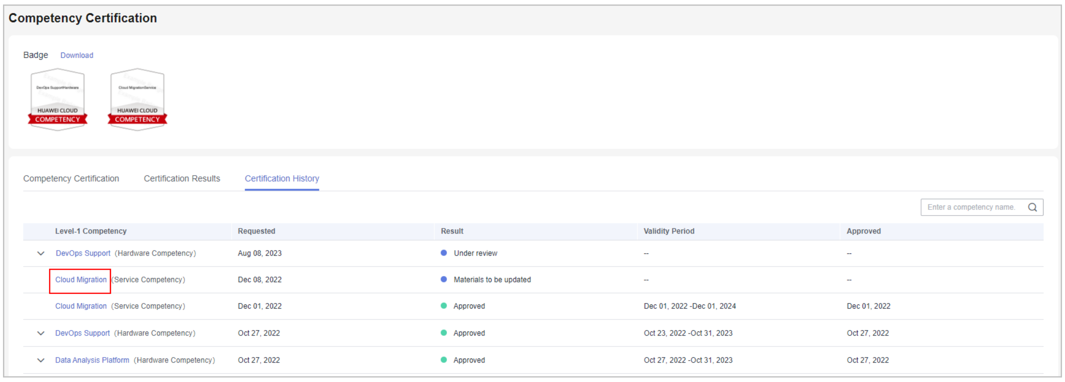
- If you pass the certification, a badge will be generated in Partner Center. You can view and download it.
- You have just two chances for the preliminary review of the materials. If the materials fail the preliminary review twice, it means the certification has failed. Failure of certification will result in a six-month period when you will not be allowed to submit any certification application for this level-1 competency.

Updating Certification Materials

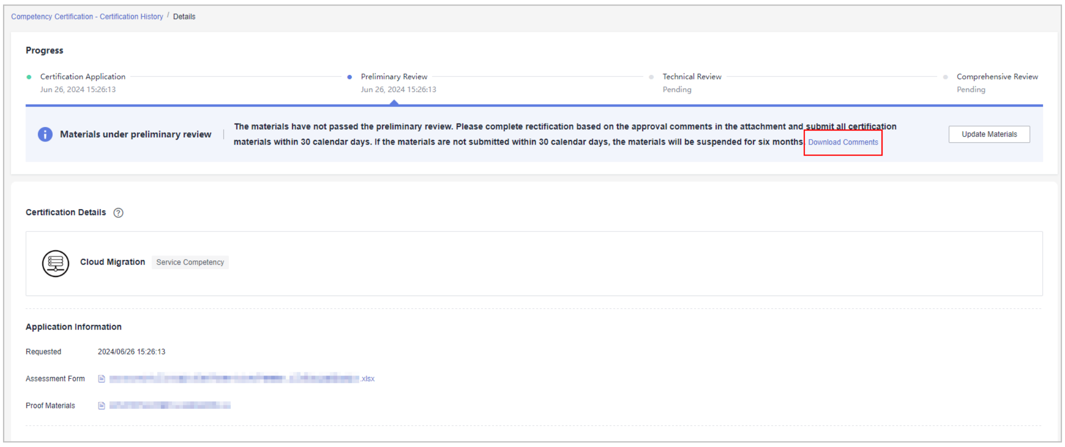
If the materials you submitted for competency certification are rejected, update the materials based on the review comments and submit all required materials for certification.

Step 1 Choose **Competencies** > **Competency Certification** in the menu on the top.

Step 2 Find the competency in the **Materials to be updated** state and click the name of competency.



Step 3 Download the assessment form containing the review comments of experts.

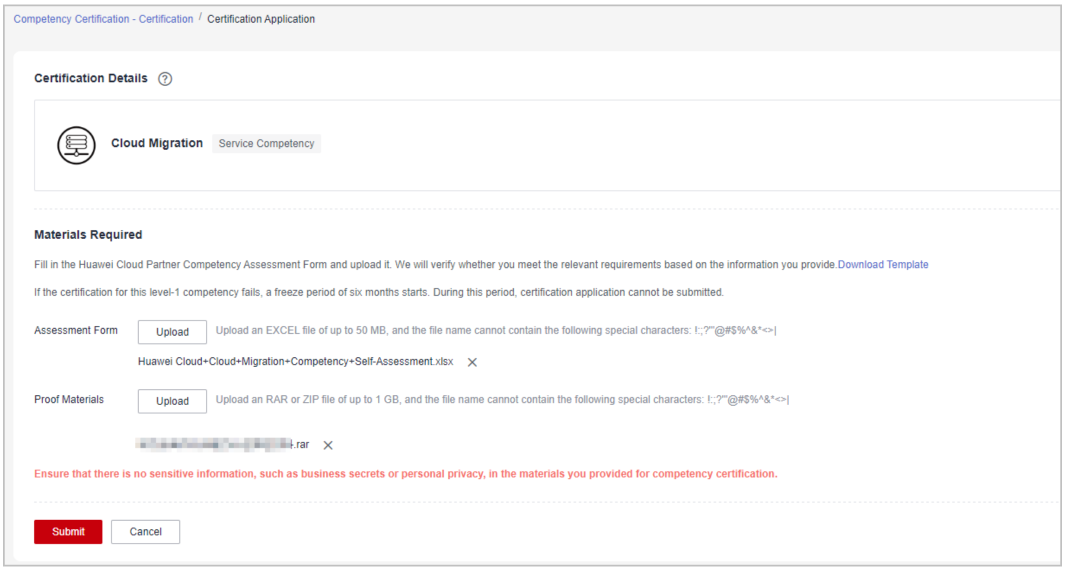


NOTE

In case the materials fail the preliminary review, you have 20 working days to revise and resubmit them. If you miss this deadline, the certification process will terminate, and a 6-month period when you will not be allowed to submit any certification application for this competency will start.

Step 4 Modify the materials based on the review comments.

Upload all required materials and click **Submit**.



----End

7.2 Querying Competencies Certified

You can query the competencies certified and the competency badges obtained and download the badges.

Procedure

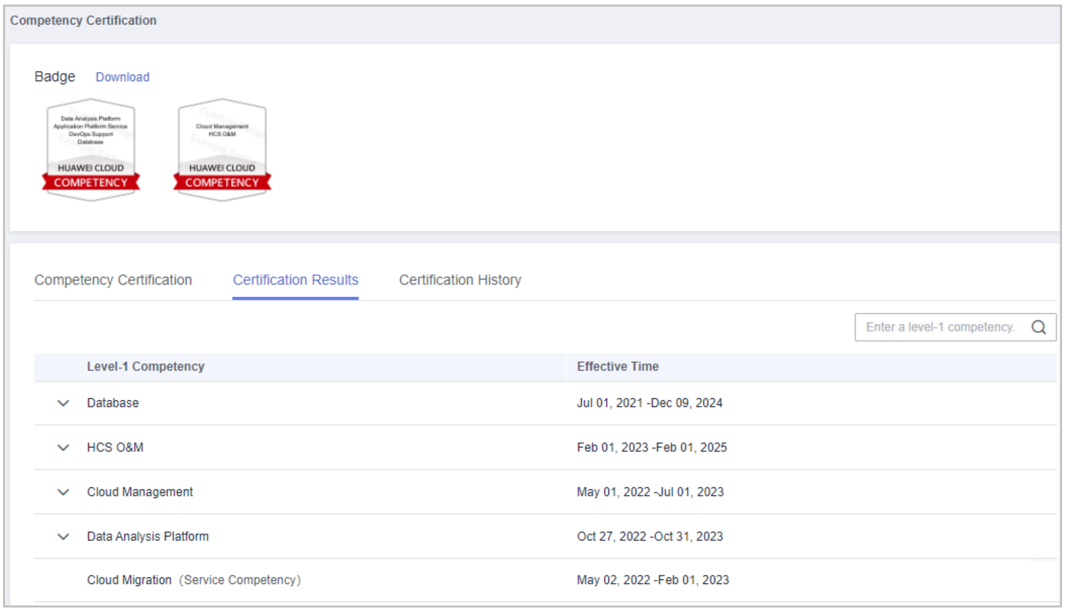
Step 1 Use your account to log in to **Huawei Cloud**.

Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

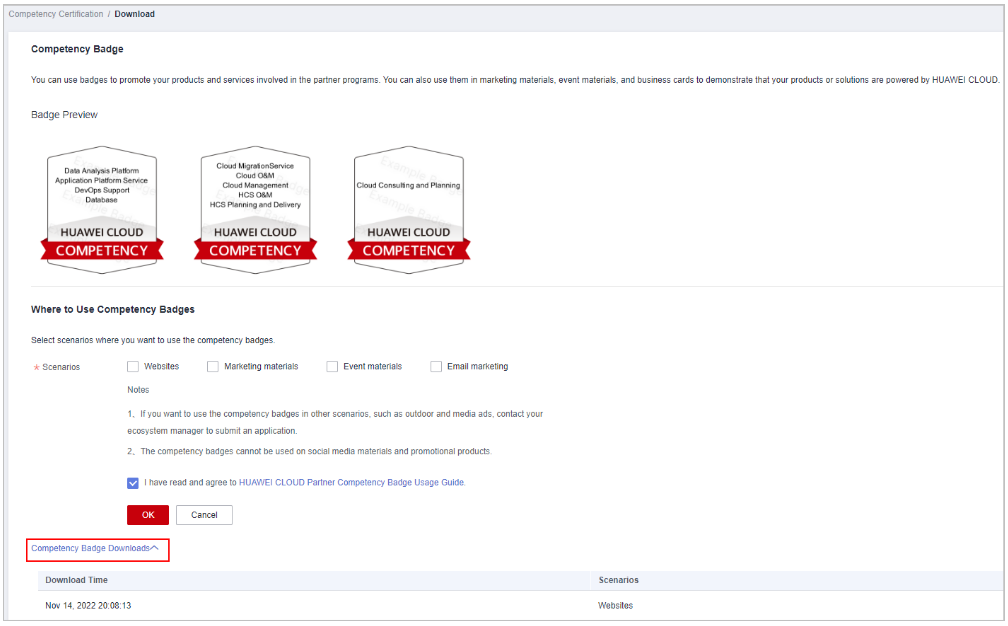
Step 3 Choose **Competencies** > **Competency Certification** in the menu on the top.

The **Competency Certification** page is displayed.

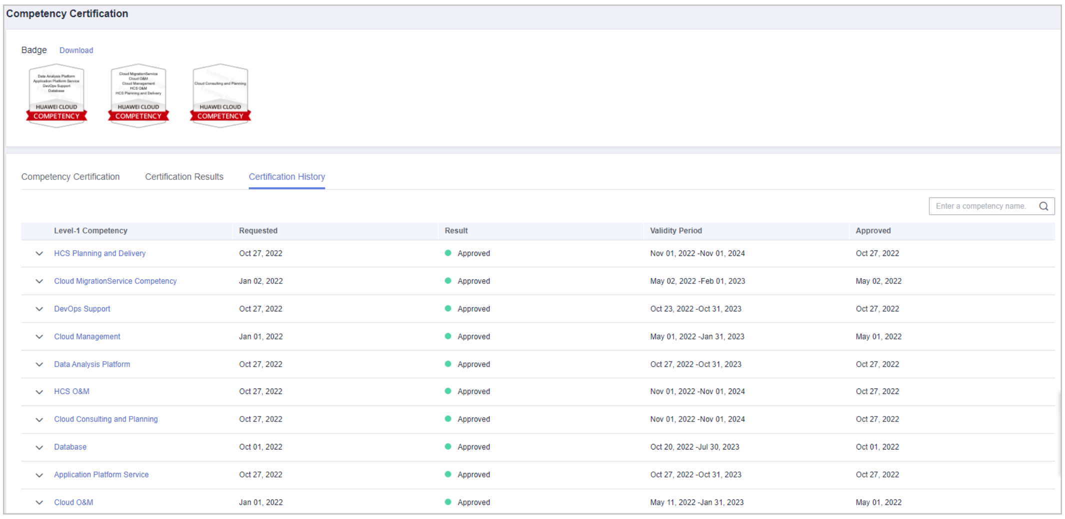
Step 4 Select the **Certification Results** tab and view the results of your certification for level-1 competencies (including the level-2 competencies) and the validity period of the certified competencies.



- Click **Download**. On the displayed page, you can download the badges and view the downloads.



Step 5 Select the **Certification History** tab and view the certification history of all level-1 competencies and according level-2 competencies included.


Competency Certification
Badge
Download
HUAWEI CLOUD
COMPETENCY
HUAWEI CLOUD
COMPETENCY
HUAWEI CLOUD
COMPETENCY
Competency Certification
Certification Results
Certification History
Enter a competency name.
Level-1 Competency
Requested
Result
Validity Period
Approved
HCS Planning and Delivery
Oct 27, 2022
Approved
Nov 01, 2022 -Nov 01, 2024
Oct 27, 2022
Cloud MigrationService Competency
Jan 02, 2022
Approved
May 02, 2022 -Feb 01, 2023
May 02, 2022
DevOps Support
Oct 27, 2022
Approved
Oct 23, 2022 -Oct 31, 2023
Oct 27, 2022
Cloud Management
Jan 01, 2022
Approved
May 01, 2022 -Jan 31, 2023
May 01, 2022
Data Analysis Platform
Oct 27, 2022
Approved
Oct 27, 2022 -Oct 31, 2023
Oct 27, 2022
HCS O&M
Oct 27, 2022
Approved
Nov 01, 2022 -Nov 01, 2024
Oct 27, 2022
Cloud Consulting and Planning
Oct 27, 2022
Approved
Nov 01, 2022 -Nov 01, 2024
Oct 27, 2022
Database
Oct 01, 2022
Approved
Oct 20, 2022 -Jul 30, 2023
Oct 01, 2022
Application Platform Service
Oct 27, 2022
Approved
Oct 27, 2022 -Oct 31, 2023
Oct 27, 2022
Cloud O&M
Jan 01, 2022
Approved
May 11, 2022 -Jan 31, 2023
May 01, 2022

----End

8 Partner Benefit Request

8.1 Test Coupons

The test coupons are issued to partners for the purpose of training as well as solution and tool building, testing, verification, and migration. The upper limit of this benefit shown in the table on the official website is specific for partners. If a partner has multiple service solutions or application and software solutions, the partner can request this benefit multiple times, but the total amount must not exceed the specified limit for this benefit.

Prerequisites

- Test coupons for software partners:

  Partners have joined **Software Partner Development Path** and meet the relevant requirements of the role selection, role validation, or competency differentiation phase.
- Test coupons for service partners:

  Partners have joined **Service Partner Development Path** and meet the relevant requirements of the role validation or competency differentiation phase.
- Test coupons for system integrator (SI) partners:

  Partners have joined **System Integrator Development Path** and meet the relevant requirements of the role selection, role validation, or competency differentiation phase.
- Special Program for Software Partners' Ecosystems on Ascend Cloud/Pangu Large Models, Kunpeng Cloud, GaussDB, or HarmonyOS Applications:

  You have passed the admission certification for an **ecosystem program software solution**, and the solution has not been released.

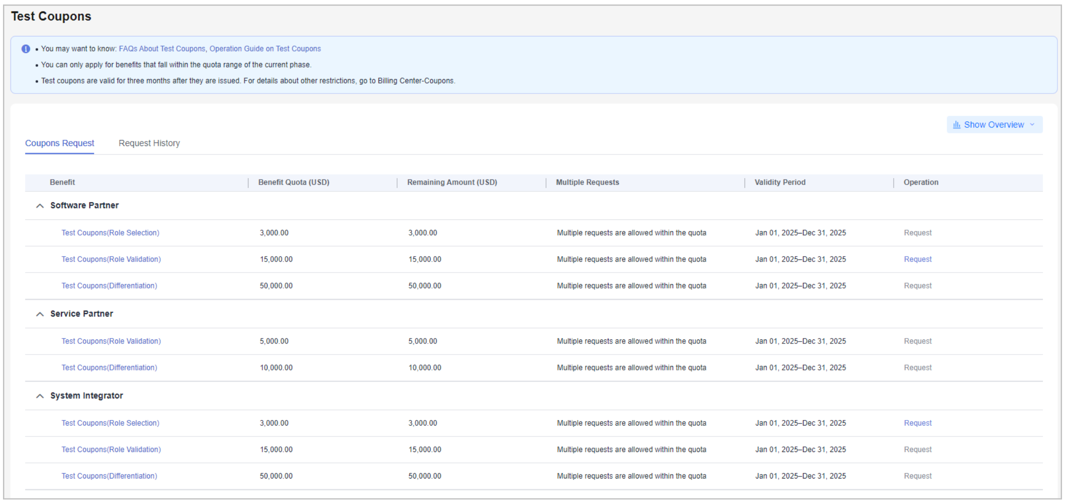
Requesting Test Coupons

Step 1 Use your partner account to log in to **Huawei Cloud**.

Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 Choose **Benefits** > **Test Coupons** in the menu on the top.

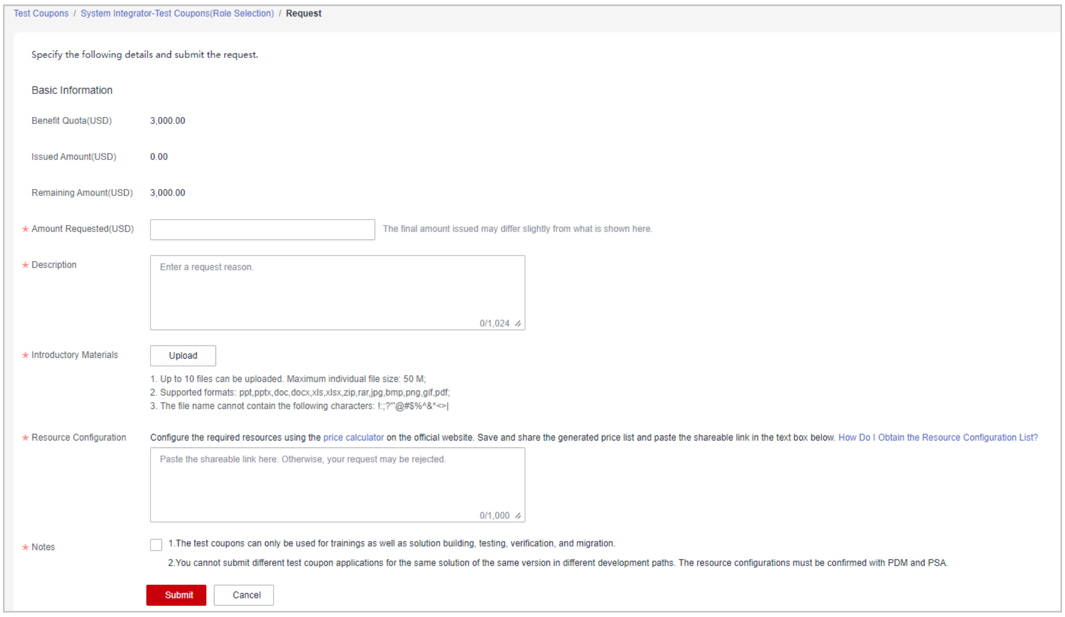
Step 4 On the **Coupons Request** page that is displayed by default, select the desired test coupon and click **Request** in the **Operation** column.



NOTE

You can only request test coupons within the corresponding quota of the current certification phase.

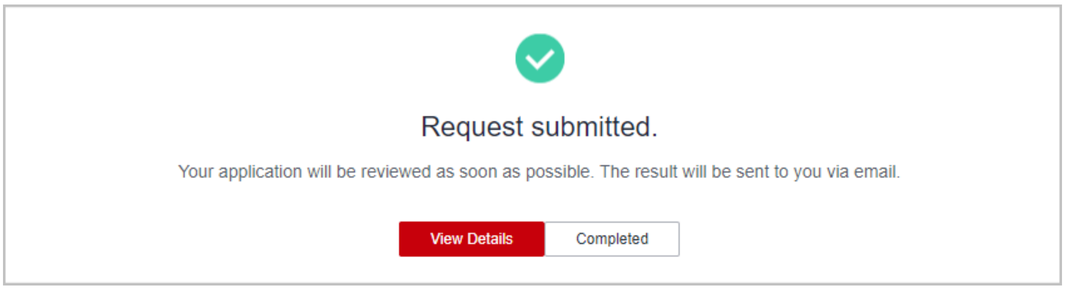
Step 5 On the displayed page, select the solution used for the request, specify the required information, read and select the **Notes**, and click **Submit**.



NOTE

- **Amount Requested**: The amount in a single request for test coupons provided in the Special Program for Software Partners' Ecosystems on Ascend Cloud/Pangu Large Models, Kunpeng Cloud, GaussDB, or HarmonyOS Applications cannot exceed 50% of the benefit quota.
- Resource configuration: Configure the required resources using the price calculator on the official website. Save and share the generated price list and paste the shareable link in the text box. For details, see **How Do I Obtain the Resource Configuration List?**

Step 6 A message is displayed indicating that your request has been submitted successfully.



NOTE

- You can view the request status in **Request History**.
- If your request has been rejected, modify the request based on the comments and submit it again.

----End

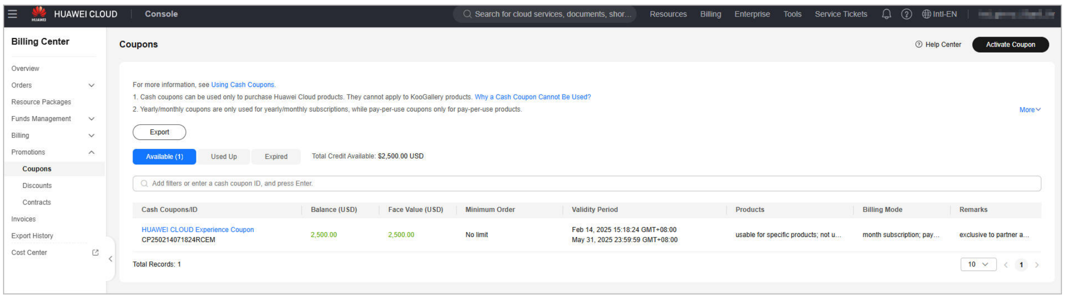
Viewing Issued Test Coupons

Test coupons are valid for three months of when they are issued. You can access **Billing Center** > **Promotions** > **Coupons** on the Huawei Cloud official website to check the validity period, face value, and usage restrictions of the test coupons obtained.

Step 1 Use the partner account to log in to **Billing Center**.

Step 2 Choose **Promotions** > **Coupons** in the navigation pane on the left.

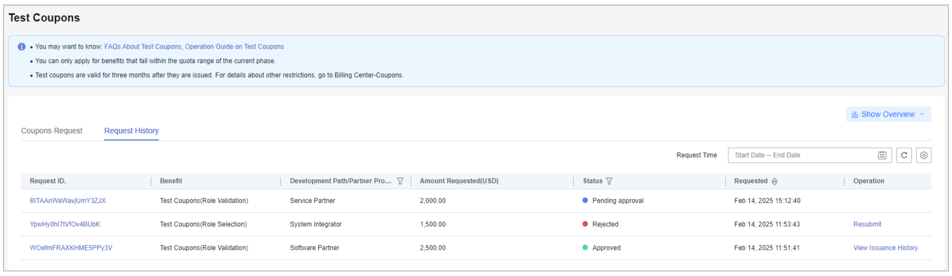
Step 3 You can check the test coupons you have obtained and their validity period, face value, and usage restrictions.



----End

Other Operations

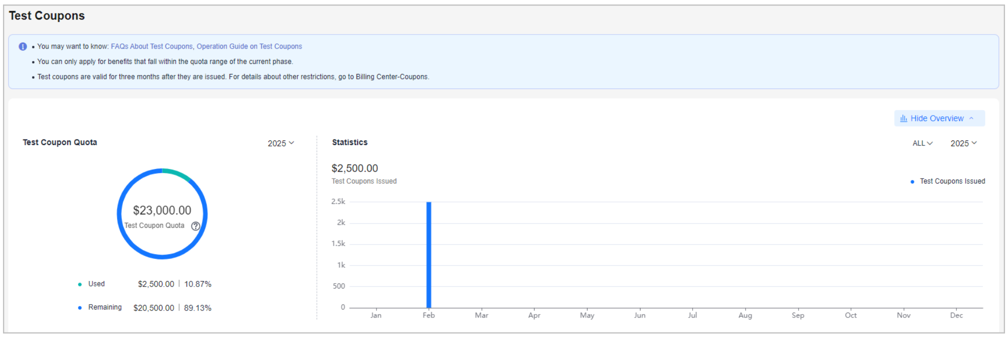
- Viewing request history
  a. Check the request history of a test coupon on the **Request History** tab page.



  b. If your request has been rejected, modify the request based on the review comments and submit it again.

- Viewing the statistics of test coupons

  Click **Show Overview** on the **Test Coupons** page to show the statistics of the test coupon usage in the current account.



8.2 Exam Vouchers

Exam vouchers are provided by Huawei Cloud to partners and can be used to offset the costs of Huawei Cloud certification exams. Partner employees can enhance their abilities in developing, practicing, and building applications based on Huawei Cloud services and tools through certification learning and exams, keeping pace with cloud technology advancements.

Prerequisites

- Exam vouchers for software partners:

  Partners have joined **Software Partner Development Path** and meet the relevant requirements of the role selection, role validation, or competency differentiation phase.

- Exam vouchers for service partners:

  Partners have joined **Service Partner Development Path** and meet the relevant requirements of the role selection, role validation, or competency differentiation phase.

- Exam vouchers SI partners:

Partners have joined **System Integrator Development Path** and meet the relevant requirements of the role selection, role validation, or competency differentiation phase.

- Exam vouchers for learning partners:

  Partners have joined **Learning Partner Development Path** and meet the relevant requirements of the role selection, role validation, or competency differentiation phase.

- Exam vouchers for cloud solution providers:

  Partners have joined **Cloud Solution Provider Program**.

- Exam vouchers for distributors:

  Partners have joined **Distribution Partner Program (Distributor)**.

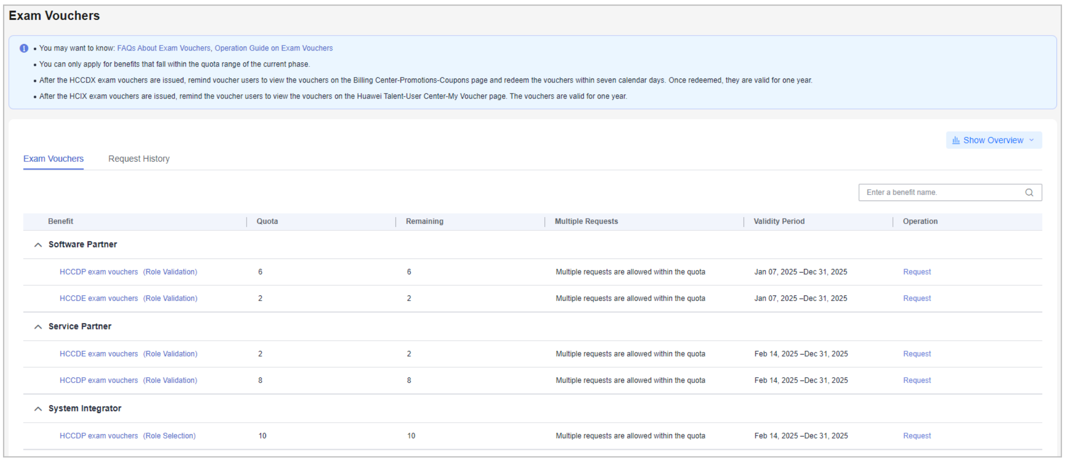
Requesting Exam Vouchers

Step 1 Use your account to log in to **Huawei Cloud**.

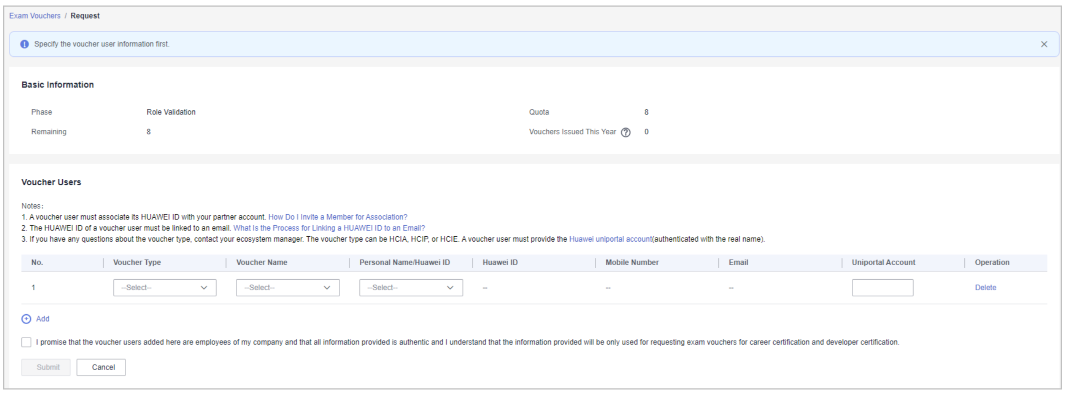
Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 Choose **Benefits** > **Exam Vouchers** in the menu on the top.

Step 4 On the **Exam Vouchers** tab page, select the exam voucher you want to request and click **Request** in the **Operation** column.



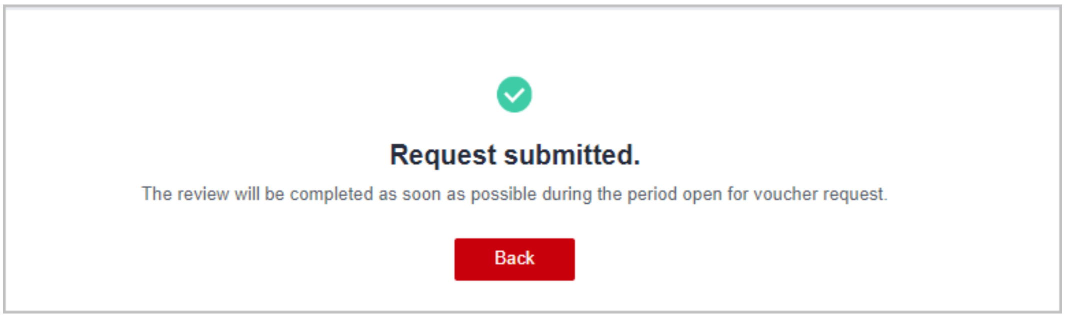
Step 5 Specify the voucher users, read and select the promise, and click **Submit**.



NOTE

- If the name of a person selected during exam voucher application cannot be found, ask the person to maintain its information in **My Account** > **Basic Information** > **HUAWEI CLOUD Tenant Information** on the Huawei Cloud management console by referring to the operations in **Maintaining Exam Voucher User Information**.
- The voucher user must be a member who has already associated its HUAWEI ID with your partner account and linked an email to its HUAWEI ID. For details, see **Dedicated Personnel**.
- HCIA, HCIP, or HCIE exam voucher users must register a uniportal account in **Huawei Talent** and complete real-name authentication.
- HCCDA, HCCDP, or HCCDE exam voucher users do not need to enter uniportal accounts.

Step 6 A message indicating that your request has been submitted is displayed.



NOTE

- You can view the request status in **Request History**.
- If your request has been rejected, modify the request based on the comments and submit it again.

----End

Viewing Issued Exam Vouchers

The partner administrator account applies for exam vouchers, and the exam vouchers will be distributed to voucher users' personal accounts after the applications are approved. The way to view the vouchers varies depending on the voucher type.

- **Viewing HCCDX exam vouchers**

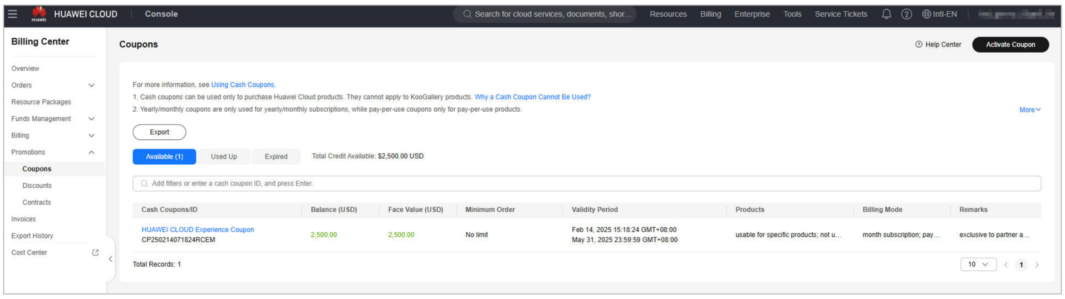
  Voucher users can log in to the Huawei Cloud management console and access **Billing Center** > **Promotions** > **Coupons** to view the exam vouchers they obtained.

  HCCDX exam vouchers must be redeemed within seven days of when they are issued. Once redeemed, they are valid for one year.

Step 1 Use the HUAWEI ID to log in to **Billing Center**.

Step 2 Choose **Promotions** > **Coupons** in the navigation pane on the left.

Step 3 You can check the exam vouchers you obtained and their face value and validity period.



----End

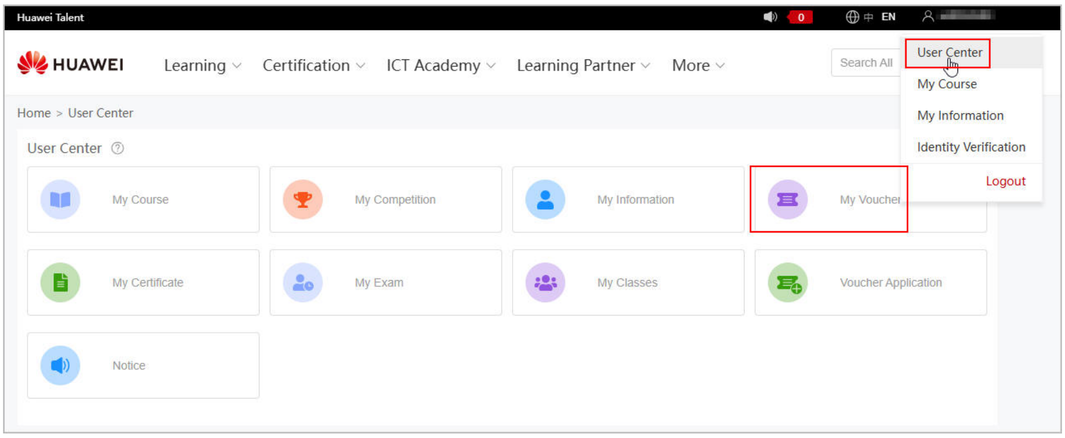
- **Viewing HCIX exam vouchers**

  Voucher users can log in to the Huawei Talent platform and access **My Voucher** > **Coded voucher** to view the issued exam vouchers and corresponding usage methods.

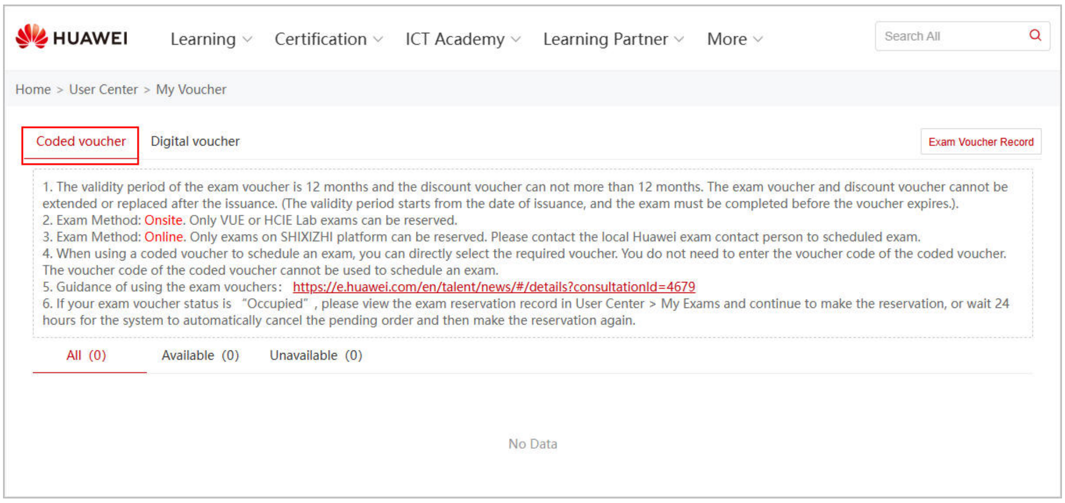
  Exam vouchers are valid for one year of when they are issued. After the vouchers are issued, they cannot be replaced, and their validity period cannot be extended.

Step 1 Use the uniportal account to log in to **Huawei Talent**.

Step 2 Click **User Center** in the drop-down list of the account in the upper right corner and click **My Voucher**.



Step 3 Access **Coded voucher** to view the issued exam vouchers.

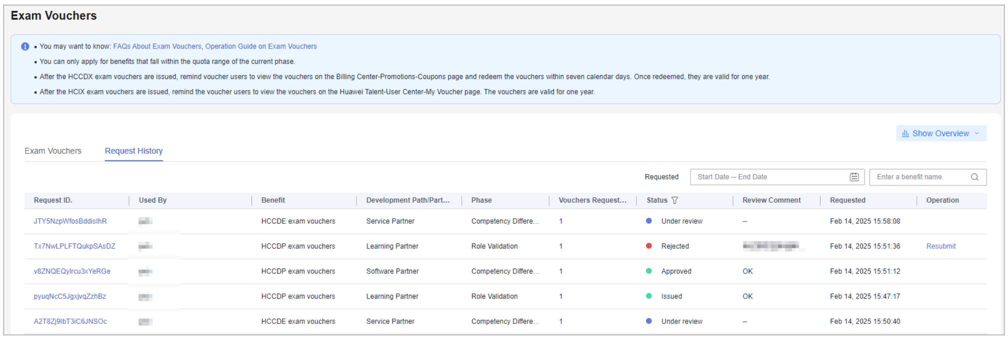


----End

Other Operations

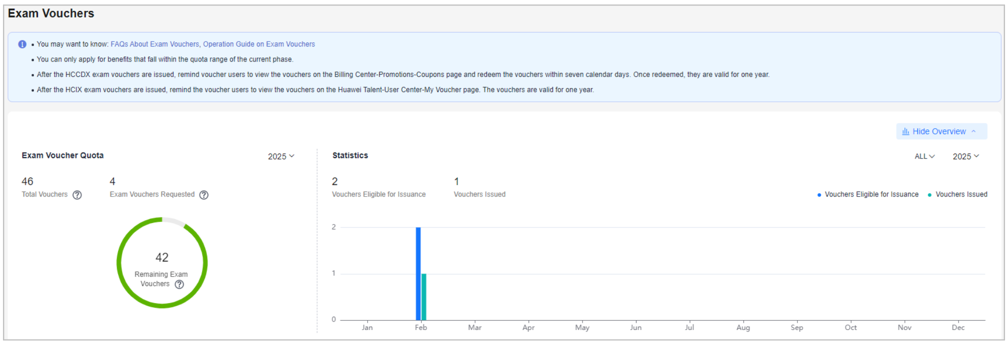
- Viewing Request History

  On the **Benefits** > **Exam Vouchers** page, select the **Request History** tab page and view the request history.

- Viewing the statistics of exam vouchers

  Click **Show Overview** on the **Exam Vouchers** page to show the statistics of the exam vouchers in the current account.

8.3 Market Development Fund (MDF)

Market Development Fund (MDF) is a special fund only for marketing activities to help partners achieve sales and market goals.

HCPN partners who have completed **business information authentication** can apply for an MDF quota corresponding to their partner tiers. For details about the MDF quota, see **How Much MDF Can I Get?**

MDF application prerequisites:

- Software Partner

  Partners have joined **Software Partner Development Path** and meet the requirements of the role validation or competency differentiation phase.
- Service Partner

  Partners have joined **Service Partner Development Path** and meet the requirements of the role validation or competency differentiation phase.
- SI Partner

  Partners have joined **System Integrator Development Path** and meet the relevant requirements of the role validation or competency differentiation phase.
- Learning Partner

  Partners have joined **Learning Partner Development Path** and meet the relevant requirements of the competency differentiation phase.
- Cloud Solution Provider

  Partners have joined **Cloud Solution Provider Program**.
- Distributor

  Partners have joined **Distribution Partner Program (Distributor)**.
- Special Program for Software Partners' Ecosystems on Ascend Cloud/Pangu Large Models, Kunpeng Cloud, GaussDB, or HarmonyOS Applications:

  Partners have completed technical certification for an **ecosystem program software solution**.

8.3.1 Submitting an MDF Application

Partners can apply for MDF before activities.

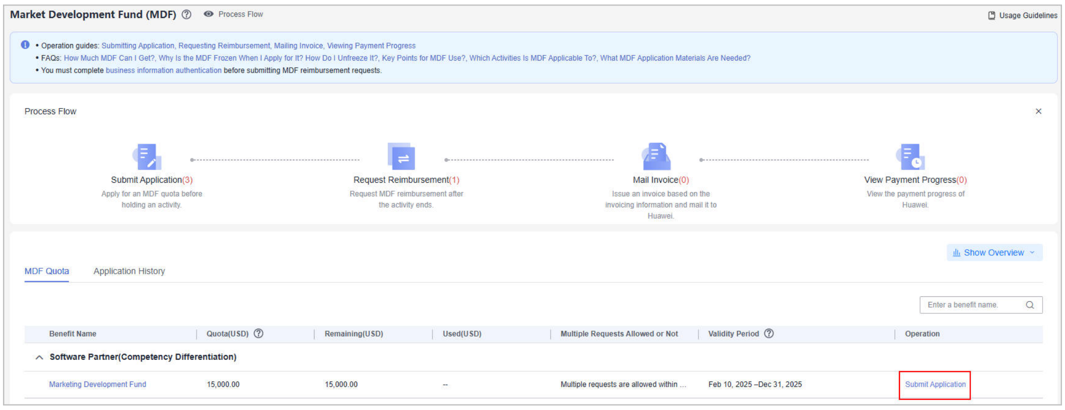
Procedure

Step 1 Use your account to log in to **Huawei Cloud**.

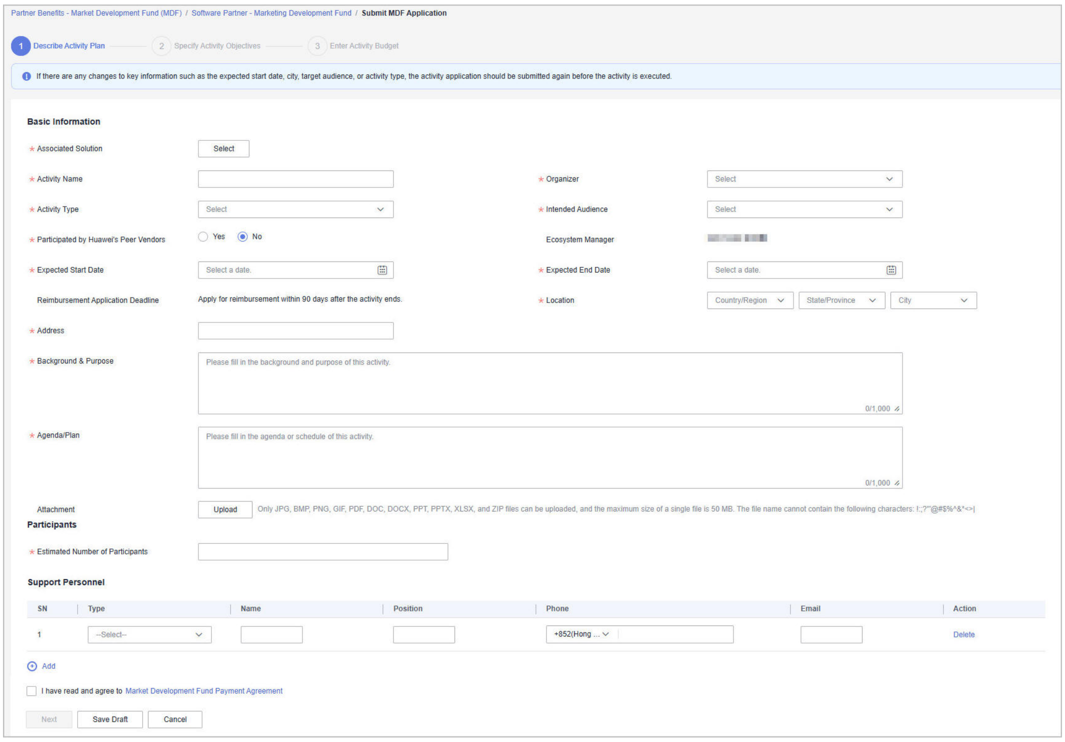
Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 Choose **Benefits** > **Market Development Fund (MDF)** in the menu on the top.

Step 4 On the MDF Quota tab page that is displayed by default, click **Submit Application**.



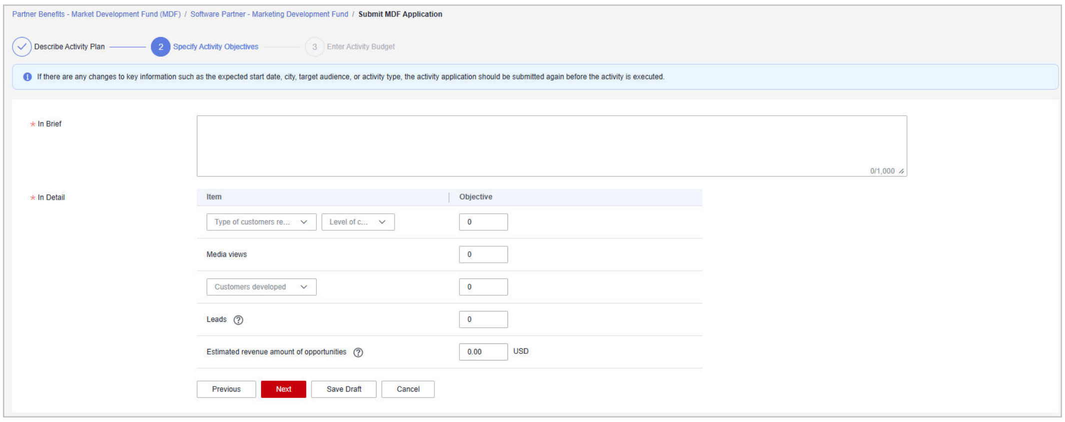
Step 5 Specify the required information of the activity plan, select **I have read and agree to Market Development Fund Payment Agreement**, and click **Next**.



NOTE

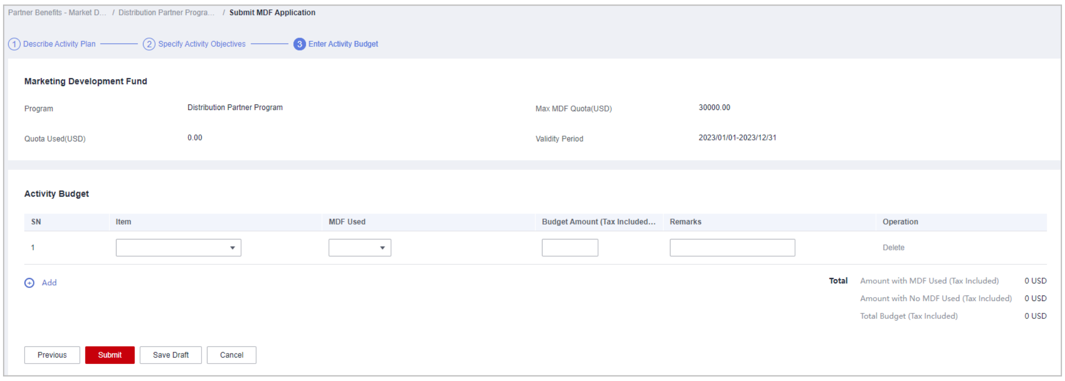
- If there is any change to the key activity information including activity type, target audience, expected start date, and location, you need to re-initiate an MDF application before the actual activity.
- MDF applications must be submitted at least 10 working days before the activity. Specify the reason if the applications are submitted after this deadline.

Step 6 Specify the activity objectives and click **Next**.



> **NOTE**
>
> - Lead: A specific customer's potential intention of buying specific products or solutions in a certain time period, which may eventually create business opportunities.
> - Opportunity: Customers intend or plan to purchase or obtain products, services, and solutions that are available, and they have already had preliminary investment plans or budgets. The customers are very likely to purchase the products, services, and solutions within one year or a shorter period, or are in the initial phase of the procurement plan, such as top-level design, requirement planning, bidding document preparation, etc.

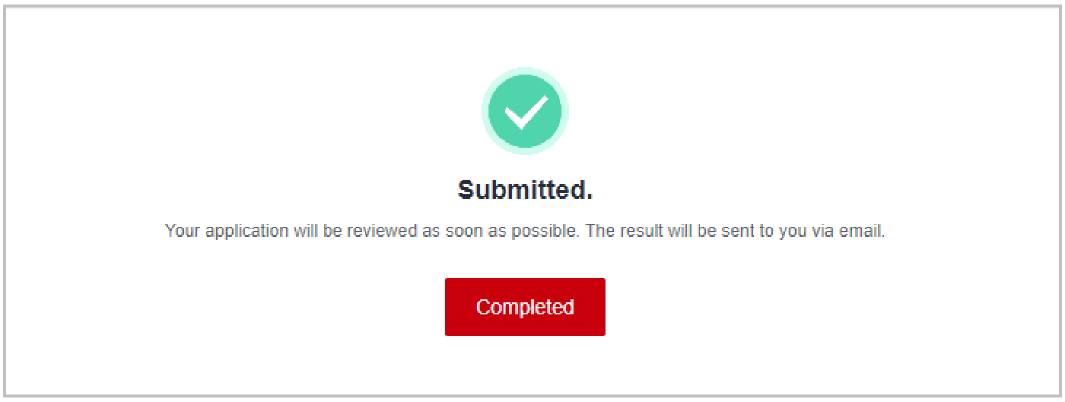
Step 7 Enter the activity budget and click **Submit**.



> **NOTE**
>
> - MDF reimbursement is not supported if the estimated MDF amount for this activity is 0. Please confirm whether none of the expense items will use MDF, to avoid impacting MDF quota allocation.
> - If **Amount with MDF Used (Tax Included)** exceeds the MDF quota, you cannot submit the application. Contact the ecosystem manager to increase the quota and try again.
> - If the activity specified in the current application is similar to that in an application already submitted, review it carefully to avoid submitting a duplicate application.

Step 8 A message confirming whether to submit the application is displayed. Click **OK**.

Step 9 A message, indicating the application has been submitted, is displayed.



NOTE

If your application is rejected, modify the required information based on the comments and submit it again.

----End

Other Operations

- Canceling an Application

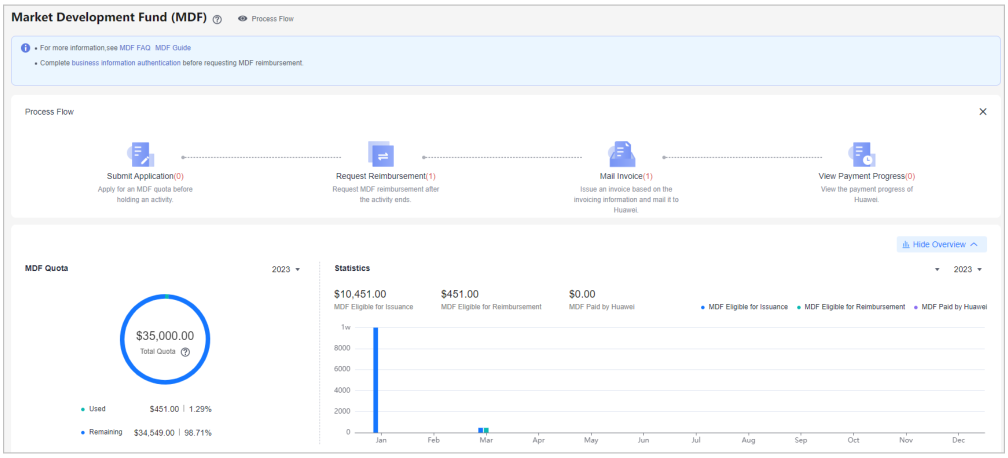
  You can cancel the MDF applications in the **MDF application being reviewed** or **MDF application approved** state. Then, you can modify or delete the application.

- Viewing MDF Application Details

  Click the name of an activity on the **Application History** tab page to view the application details including review status and activity details.

- Viewing the statistics of MDF

  Click **Show Overview** on the **Market Development Fund (MDF)** page to view the MDF statistics of the current account.



8.3.2 Requesting Reimbursement

You can apply for MDF reimbursement after activities.

NOTE

- You must complete **business information authentication** before submitting an application for MDF reimbursement.
- When a cloud solution provider or a distributor requests the distribution of benefits, the system will automatically check for any overdue bills up until the date of the request. If there are any overdue bills, all benefits will be frozen, and the cloud solution provider or distributor will not be able to make any request for the benefit distribution. The benefits will be automatically unfrozen once there are no more overdue bills.

  They need to **pay** the bills and try again.

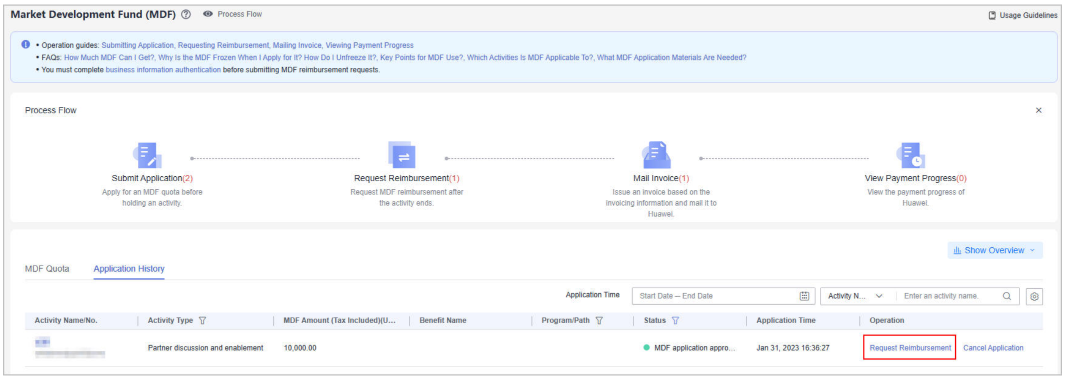
Procedure

Step 1 Use your account to log in to **Huawei Cloud**.

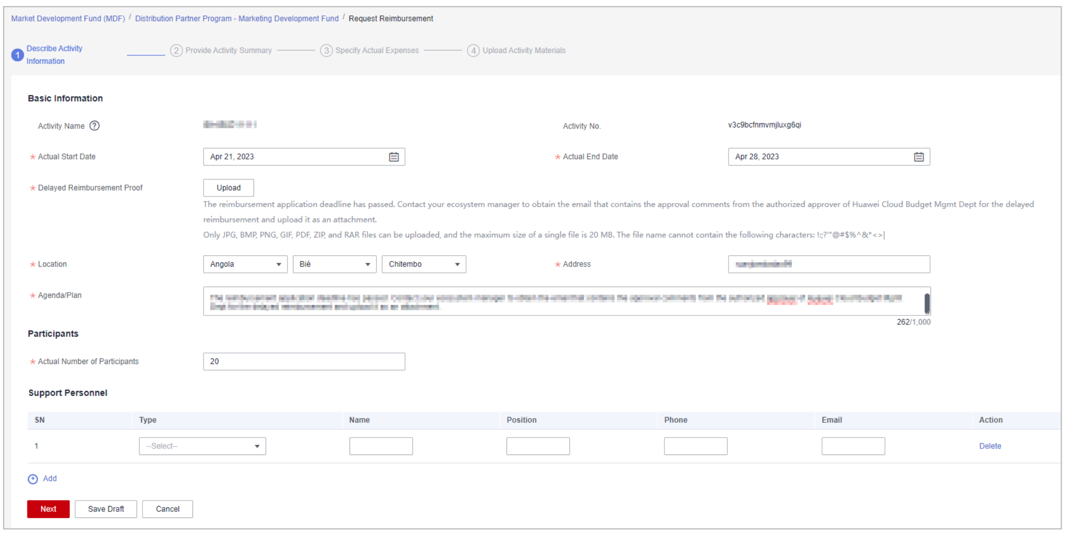
Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 Choose **Benefits** > **Market Development Fund (MDF)** in the menu on the top.

Step 4 Select the **Application History** tab, select an activity in the **MDF application approved** state, and click **Request Reimbursement** in the **Operation** column.



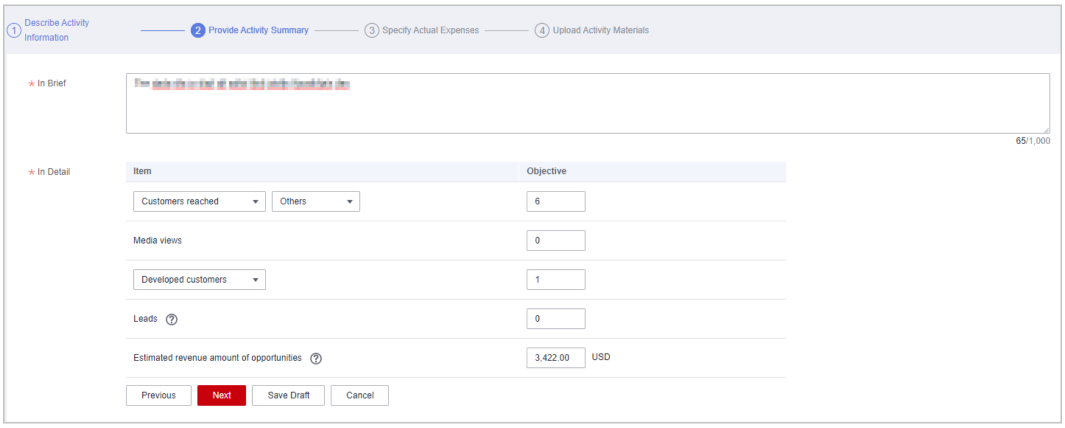
Step 5 Describe the activity information and click **Next**.



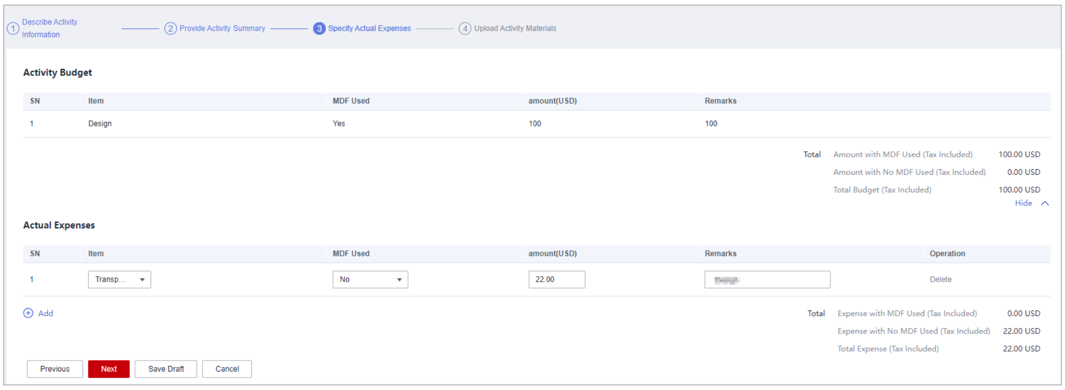
📖 NOTE

- If there are outstanding bills for the billing cycle which the activity belongs to. Please **pay the bills** and try again.
- Delayed reimbursement: Apply for reimbursement within 90 days of when the activity ends. Otherwise, Huawei Cloud has the right to reject the application. You must submit the application again within 45 days of when the application is rejected. In a case where a delayed reimbursement is required, contact the ecosystem manager within the reimbursement period to obtain the approval email from the relevant director and upload it as an attachment.

Step 6 Specify the activity summary and click **Next**.



Step 7 Specify the actual expenses and click **Next**.



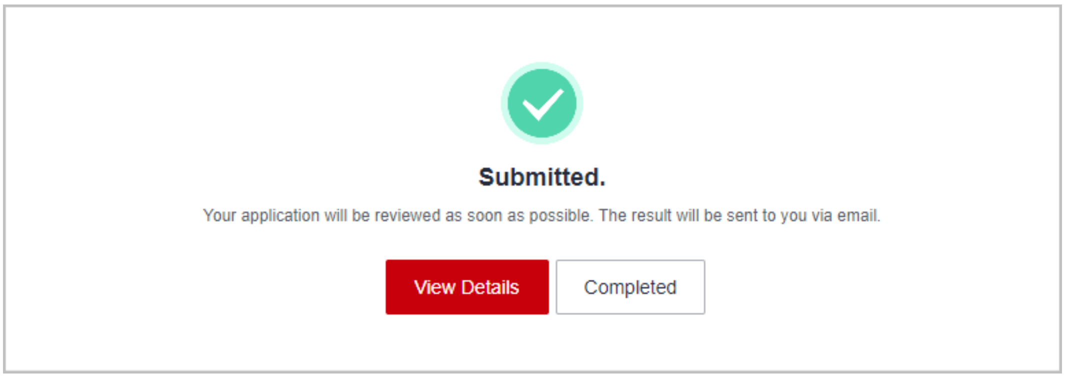
📖 NOTE

- If **Amount with MDF Used (Tax Included)** exceeds **MDF Quota**, you cannot submit the application. Contact the ecosystem manager to increase the quota and try again.

Step 8 Upload activity materials and click **Submit**.

Step 9 A message confirming whether to submit the application is displayed. Click **OK**.

Step 10 A message indicating that the application has been submitted successfully is displayed.

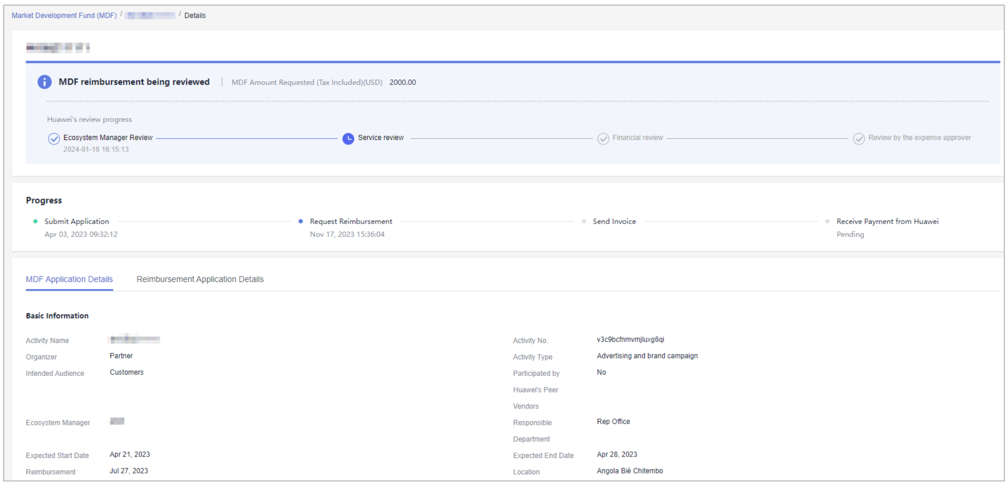


NOTE

- Click **View Details** to view the review progress and activity details.
- If your reimbursement application is rejected, modify the application based on the comments and submit it again.
- You must issue an invoice and mail it to Huawei within 15 days after your reimbursement application is approved.

Step 11 View the review progress of the reimbursement application.

- Click an activity name or ID on the **Application History** tab page and view the review progress on the displayed page.



----End

8.3.3 Mailing Invoice

Partners must issue invoices based on the invoicing information and mail them to Huawei after their reimbursement applications are approved.

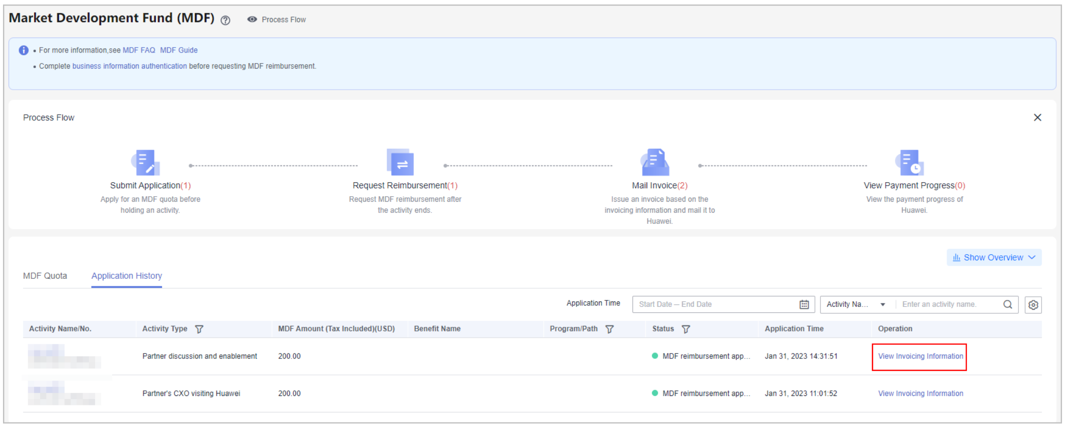
Procedure

Step 1 Use your account to log in to **Huawei Cloud**.

Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 Choose **Benefits** > **Market Development Fund (MDF)** in the menu on the top.

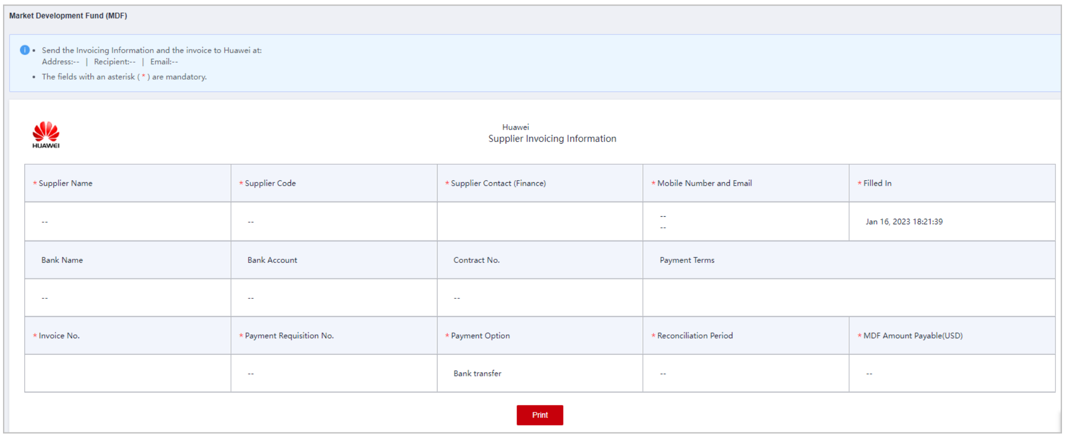
Step 4 Select the **Application History** tab, select an activity in the **MDF reimbursement approved** state, and click **View Invoicing Information** in the **Operation** column.



Step 5 On the displayed page, check the supplier information and invoice amount, and click **Print**.

Manually fill in the invoice number on the printed file.

Note: The invoice number can be found on the invoice you issued.



Step 6 Mail the invoicing information form and the invoice to Huawei.

----End

8.3.4 Viewing Payment Progress

After mailing the invoice to Huawei, a partner can view Huawei's payment progress on the Application History tab page.

Procedure

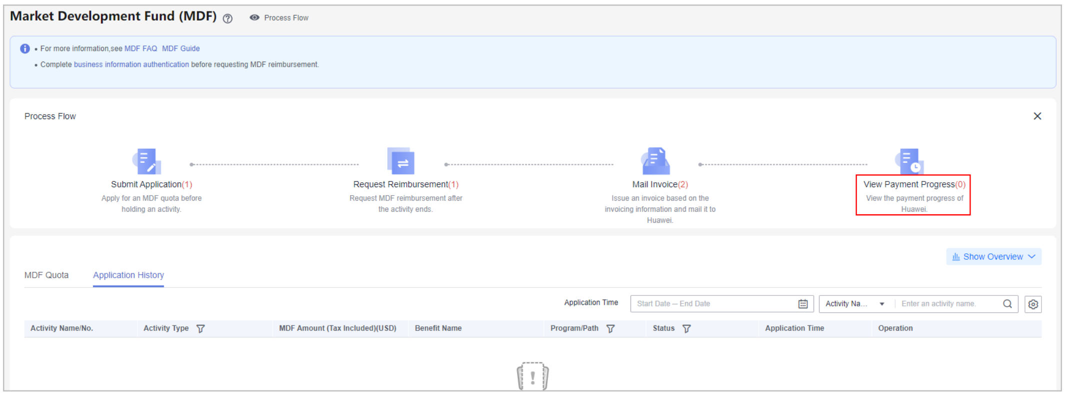
Step 1 Use your account to log in to **Huawei Cloud**.

Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 Choose **Benefits** > **Market Development Fund (MDF)** in the menu on the top.

Step 4 Click **View Payment Progress** in **Process Flow**.

Click the activity name or number on the displayed **Application History** tab page.



Step 5 On the displayed page, you can view the payment progress.

----End

8.4 Funding Head (FH)

Funding Head (FH) is a subsidy Huawei Cloud provides to partners for their efforts in the achievement of specific business goals. It is implemented according to the agreements between the two parties.

8.4.1 Cloud Solution Provider Program/Distribution Partner Program (Distributor) – FH for BD/SA

8.4.1.1 Qualification Confirmation

You can apply for FH only after your qualification is approved and related agreement is signed.

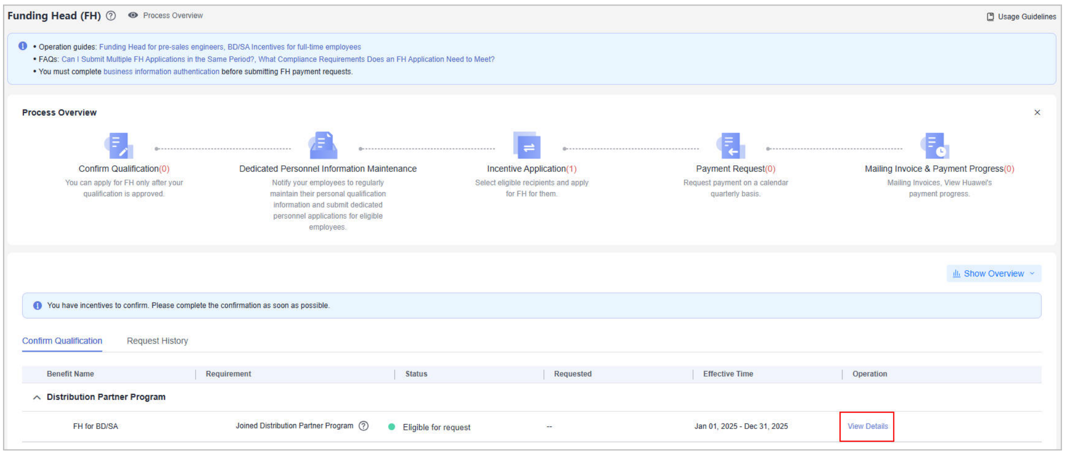
Procedure

Step 1 Use your account to log in to **Huawei Cloud**.

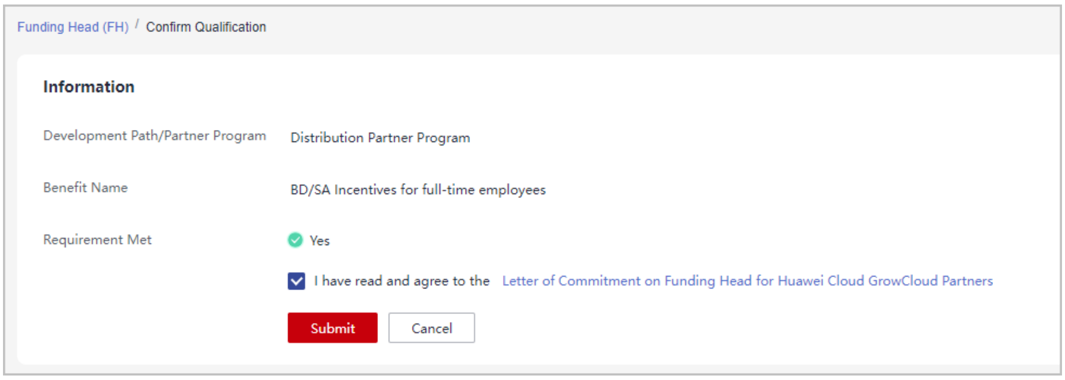
Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 Choose **Benefits** > **Funding Head (FH)** in the menu on the top.

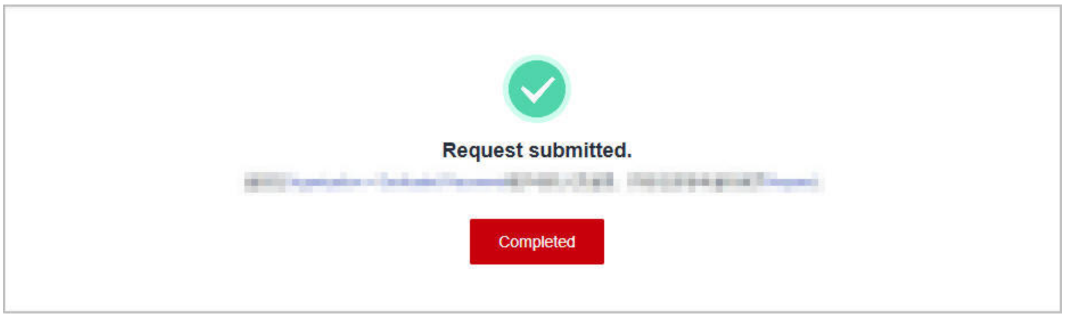
Step 4 On the **Qualification Confirmation** tab, select the benefit and click **Confirm Qualification**.



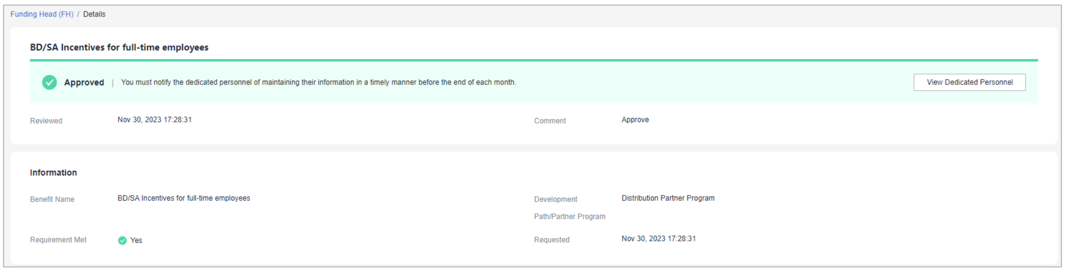
Step 5 Read and agree the FH agreement and click **Submit**.



Step 6 A message, indicating that the request has been submitted, is displayed.



Step 7 Click **View Dedicated Personnel** and maintain their personal qualification information to ensure the accuracy of the incentives.



NOTE

- After your qualification is approved, you must notify the dedicated personnel of maintaining their personal qualification information in a timely manner before the end of each month.
- The personal qualification information includes position, employment information, and certificates. For details about how to maintain the information, see **Dedicated Personnel**.

----End

8.4.1.2 Incentive Reconciliation

At the beginning of each quarter, Huawei Cloud will generate incentives based on the number of eligible recipients and relevant requirements. And you will receive an email notification of incentive reconciliation. You have to check and confirm the incentives and number of recipients and provide required proof materials.

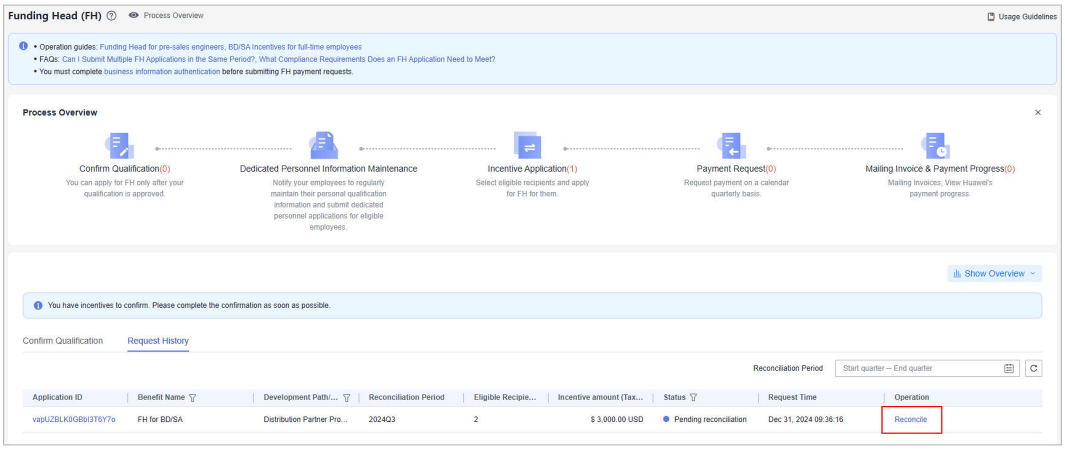
Procedure

Step 1 Use your account to log in to **Huawei Cloud**.

Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 Choose **Benefits** > **Funding Head (FH)** in the menu on the top.

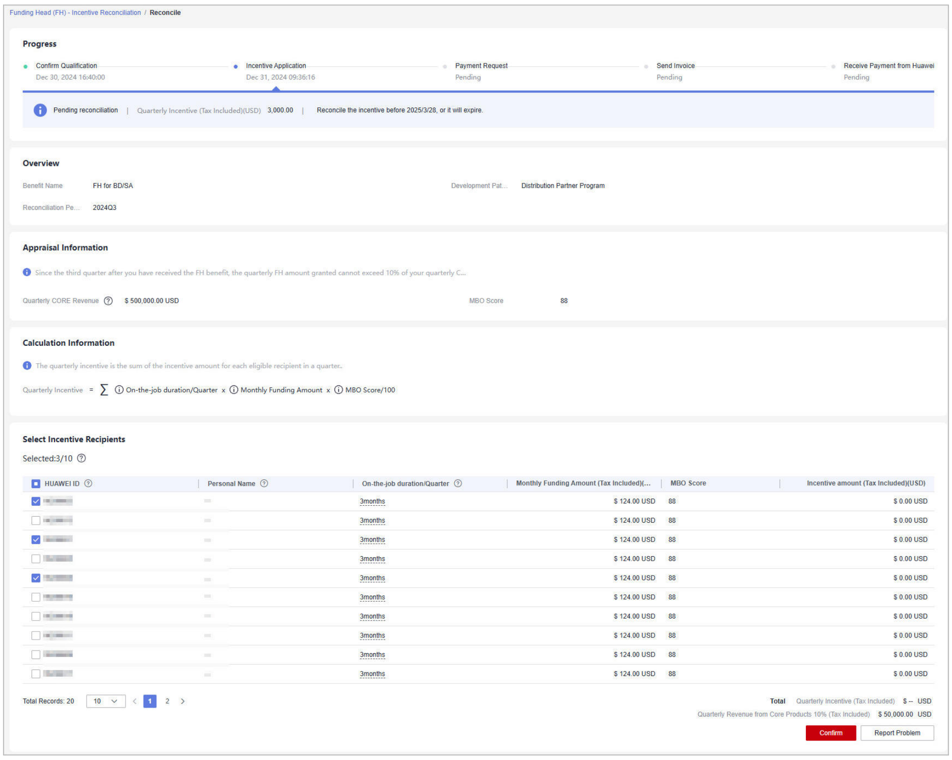
Step 4 On the **Request History** tab, select the incentive and click **Reconcile**.



Step 5 Check the incentives on the incentive details page.

- **Confirm incentives.**

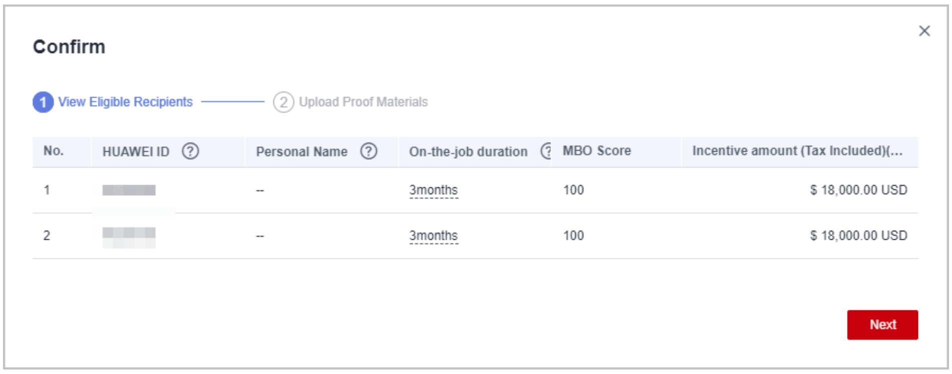
  a. Check the information, select the incentive recipients, and click **Confirm**.



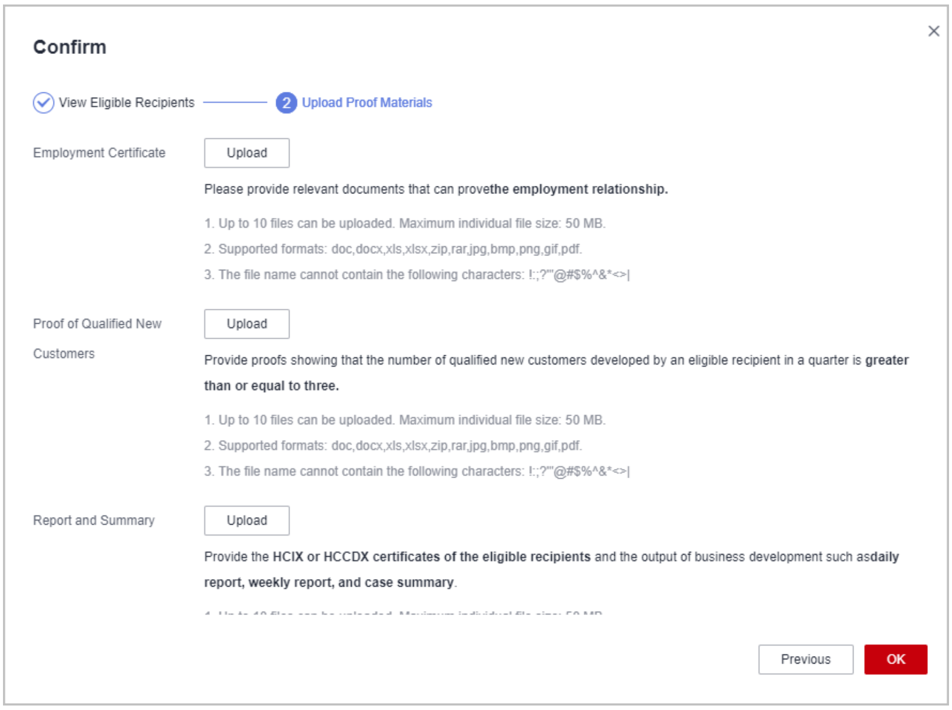
NOTE

- The number of recipients selected cannot exceed half the number of dedicated personnel invested.

b. In the displayed dialog box, confirm the eligible recipients and click **Next**.



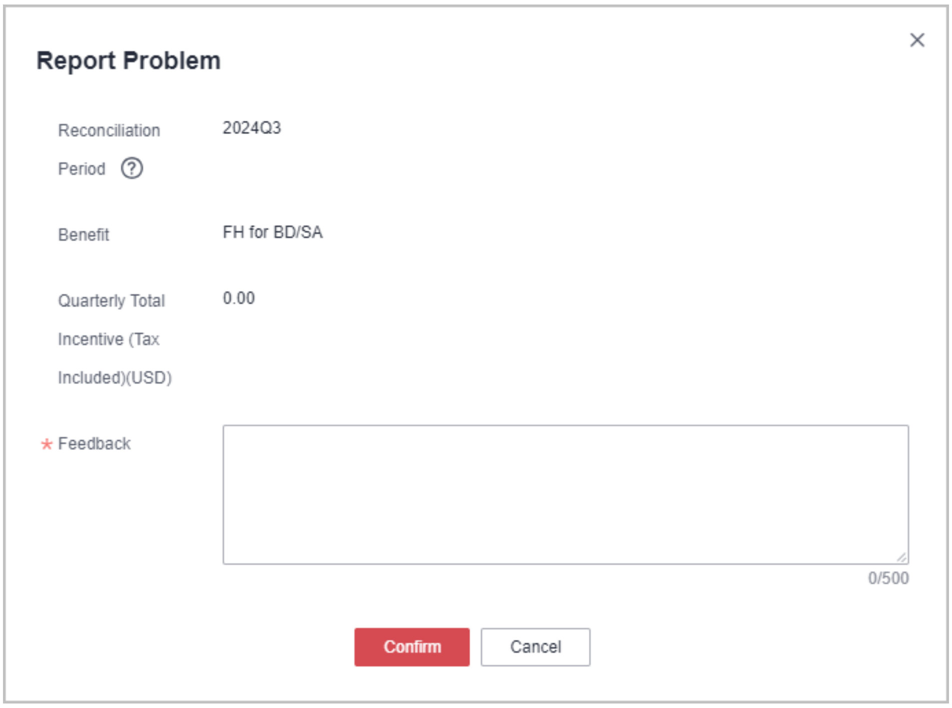
c. Upload the required proof materials and click **OK**.



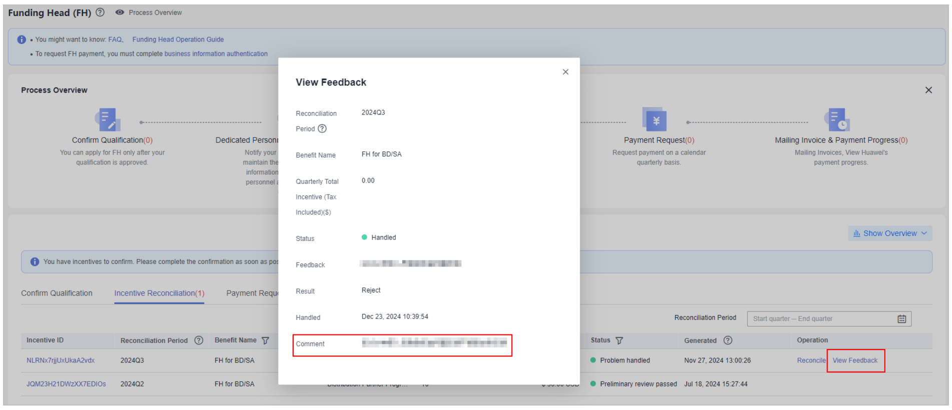
NOTE

1. **Employment Certificate**: Provide proof of documents clearly showing the employment relationships.
2. **Proof of Qualified New Customers**: Provide proof materials showing that the number of qualified new customers developed by each incentive recipient in a quarter is greater than or equal to three.
   1. Qualified new customers of a Huawei Cloud distributor refer to qualified new customers associated with all Huawei Cloud resellers managed by this distributor.
   2. Qualified new customers of a Huawei Cloud solution provider refer to their associated qualified new customers.
   3. A customer whose monthly expenditure reaches $1,000 USD for the first time will be considered a qualified new customer.
   4. The identity of the qualified new customer takes effect as of the month when the monthly expenditure reaches $1,000 USD for the first time and remains valid for 12 calendar months.
3. **Report and Summary**: Provide the HCIX or HCCDX certificates of the eligible recipients and the output of business development such as daily report, weekly report, and case summary.

- **Report a problem.**
  a. If you have any questions about the incentives, you can click **Report Problem** to submit your feedback to Huawei and wait for Huawei to handle it.



b. After your feedback has been handled, you can click **View Feedback** on the **Incentive Reconciliation** tab page to check the handling result.



Step 6 After you have confirmed the incentives, Huawei will review the incentives and notify you of the result via email.

NOTE

- If there is any information changed for the dedicated personnel, re-upload the proof materials on the incentive details page.
- If your request is rejected, modify the required information based on the comments and confirm the incentive again.

----End

8.4.1.3 Payment Request

Request payment on a calendar quarterly basis after the incentives of a quarter are finalized.

Prerequisites

- To request FH payment, you must complete **business information authentication**.
- When a cloud solution provider or a distributor requests the distribution of benefits, the system will automatically check for any overdue bills up until the date of the request. If there are any overdue bills, all benefits will be frozen, and the cloud solution provider or distributor will not be able to make any request for the benefit distribution. The benefits will be automatically unfrozen once there are no more overdue bills.

  They need to **pay** the bills and try again.

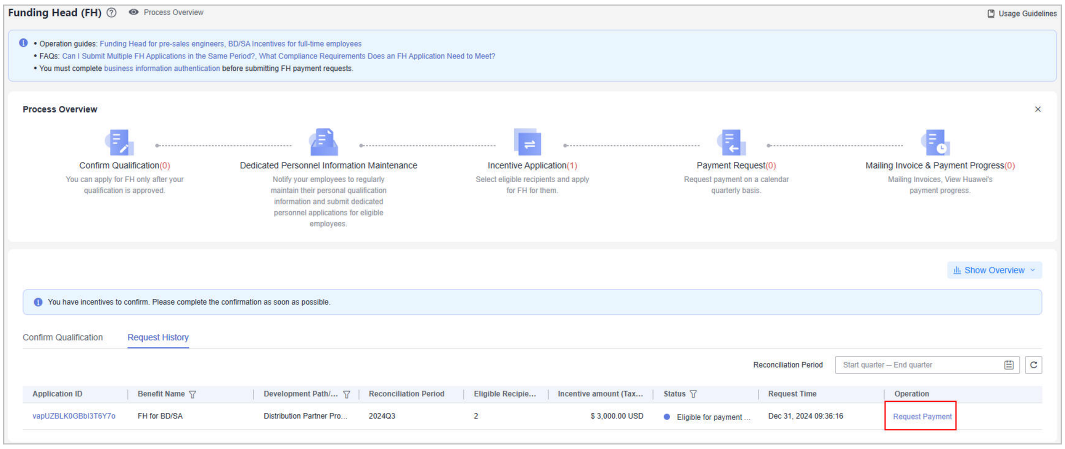
Procedure

Step 1 Use your account to log in to **Huawei Cloud**.

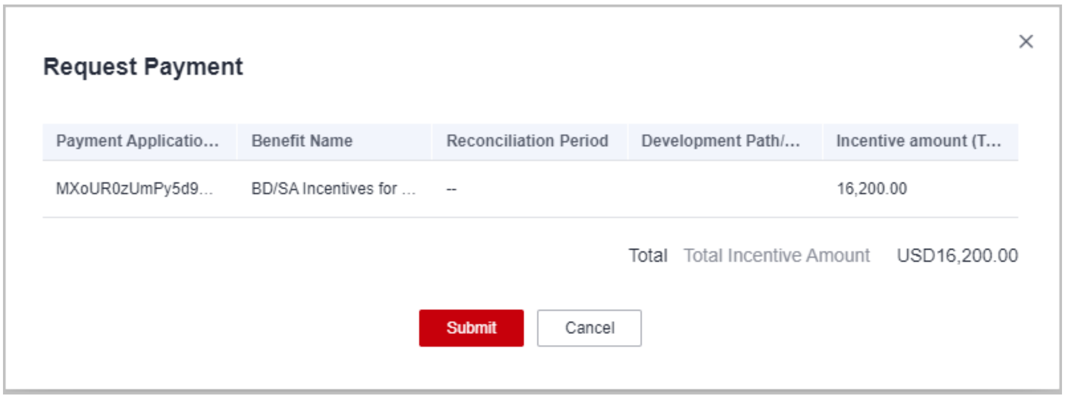
Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 Choose **Benefits** > **Funding Head (FH)** in the menu on the top.

Step 4 On the **Request History** tab, select the reconciliation period and click **Request Payment**.

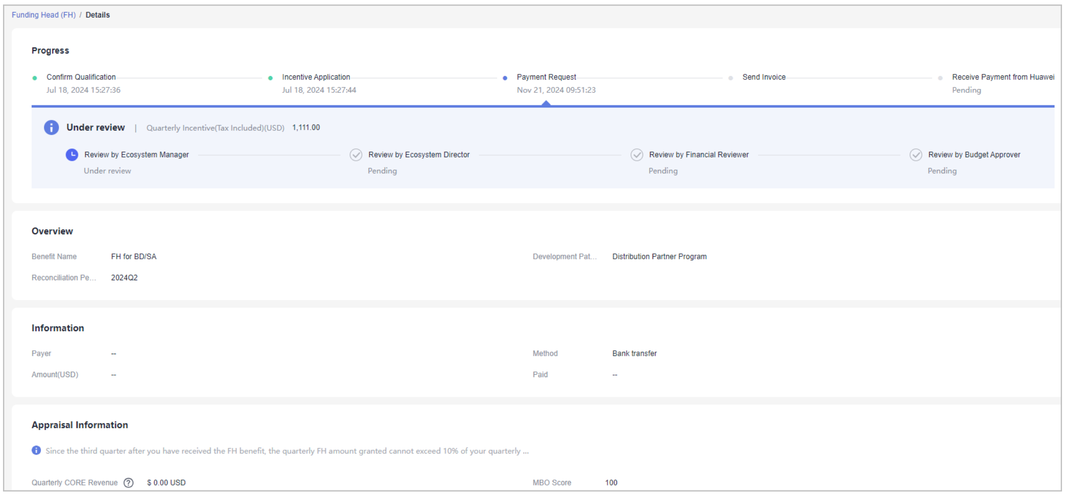


Step 5 In the displayed dialog box, confirm the information and click **Submit**.



Step 6 Your request will be reviewed by Huawei. The review result will be sent to you via email.

Step 7 On the **Payment Request** tab page, click the payment application number to switch to the application details page and view the application details and review progress.



NOTE

If your request has been rejected, modify required information based on the comments and try again.

----End

8.4.1.4 Mailing Invoice and Viewing Payment Progress

After the payment request is approved, you need to issue an invoice based on the invoicing information provided and mail the invoice to Huawei.

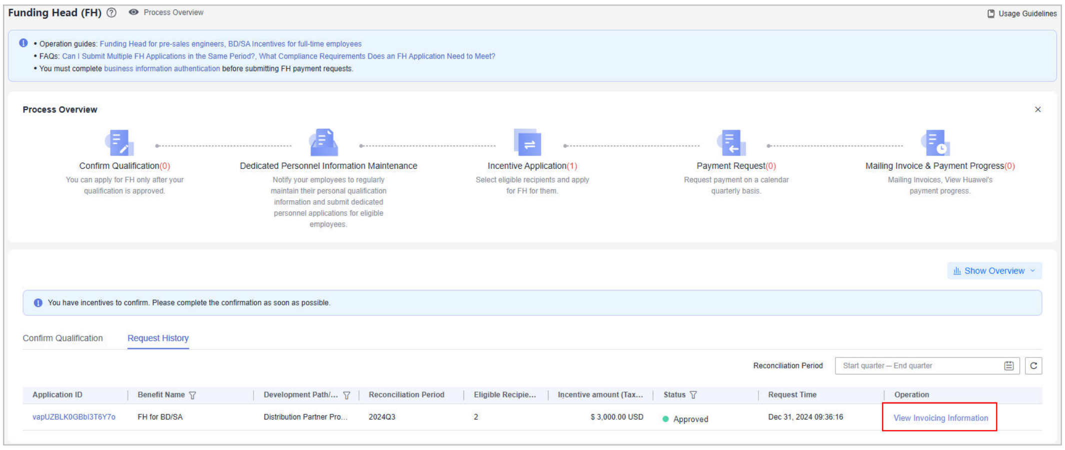
Procedure

Step 1 Use your account to log in to **Huawei Cloud**.

Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 Choose **Benefits** > **Funding Head (FH)** in the menu on the top.

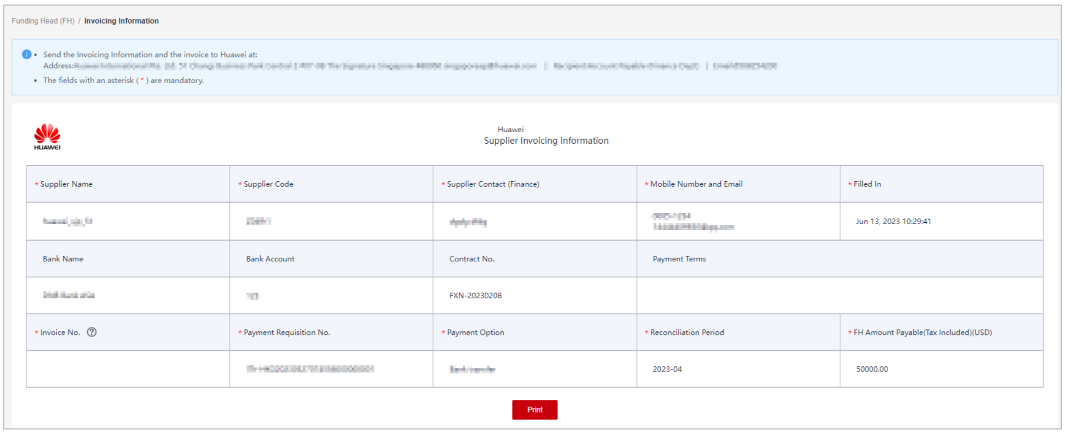
Step 4 On the **Request History** tab, select an approved payment request and click **View Invoicing Information** in the **Operation** column.



Step 5 **Mail the invoice.**

On the displayed page, check the information, and click **Print**.

Mail the invoicing information form and the invoice to Huawei.



NOTE

The settlement currency is the one you entered during business information authentication.

Step 6 **View payment progress.**

Click **Mailing Invoice & Payment Progress** in **Process Overview** to check the payment progress.

----End

8.4.2 System Integrator Partner - Pre-sales Solution Expert Incentive

8.4.2.1 Qualification Confirmation

You can apply for FH only after your qualification is approved and related agreement is signed.

Prerequisites

You have joined **Huawei Cloud System Integrator Partner Pre-sales Solution Expert Funding Head Program**.

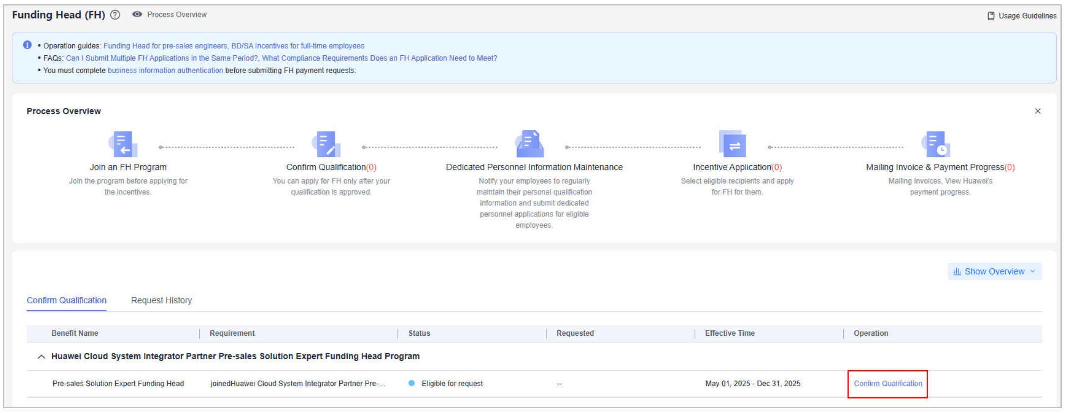
Procedure

Step 1 Use your account to log in to **Huawei Cloud**.

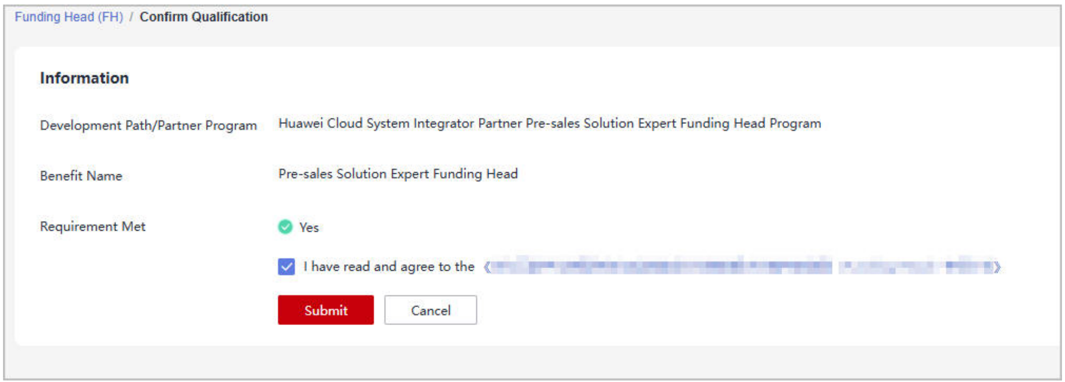
Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 Choose **Benefits** > **Funding Head (FH)** in the menu on the top.

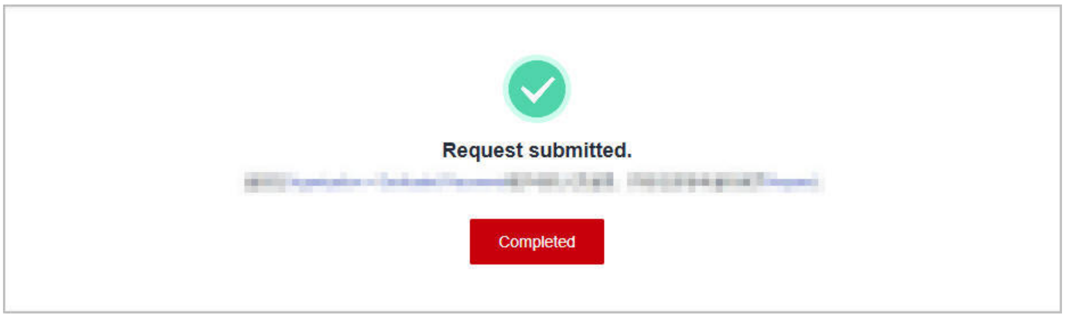
Step 4 On the **Confirm Qualification** tab, select **Pre-sales Solution Expert Funding Head** under **Huawei Cloud System Integrator Partner Pre-sales Solution Expert Funding Head Program** and click **Confirm Qualification** in the **Operation** column.



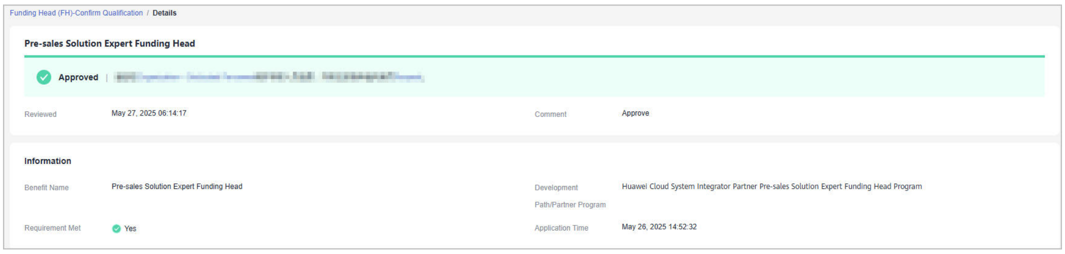
Step 5 In the displayed dialog box, confirm the incentive you request, read and agree to the agreement, and click **Submit**.



Step 6 The system displays a message indicating that the FH qualification confirmation application has been submitted. Click **Completed**.



Step 7 Check the review status and application details on the **Details** page. Click **View Dedicated Personnel** and notify the dedicated personnel to maintain their personal qualification information to ensure the accuracy of the incentives.



----End

8.4.2.2 Maintaining Information of Dedicated Personnel

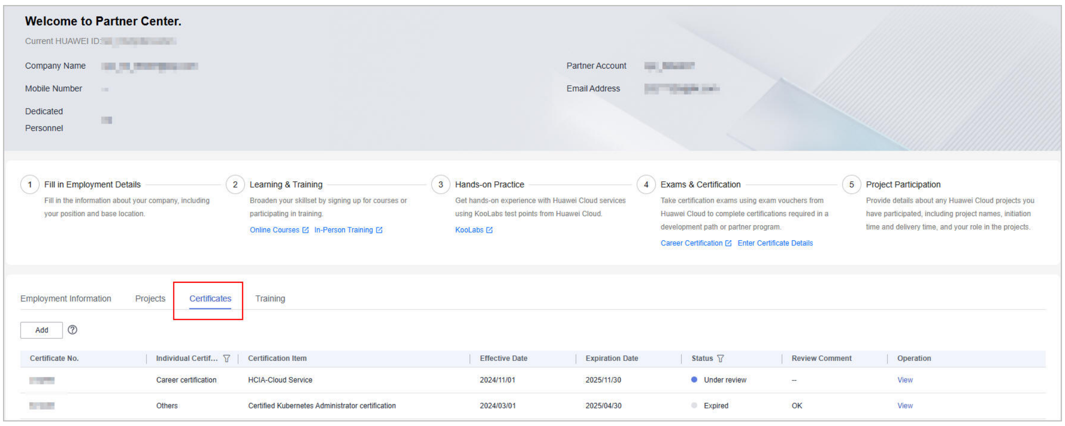
The personnel whom Pre-sales Solution Expert Funding Head is applied for must be dedicated personnel of an SI partner, and their information must be maintained at the end of each month to ensure the accuracy of the incentives.

Procedure

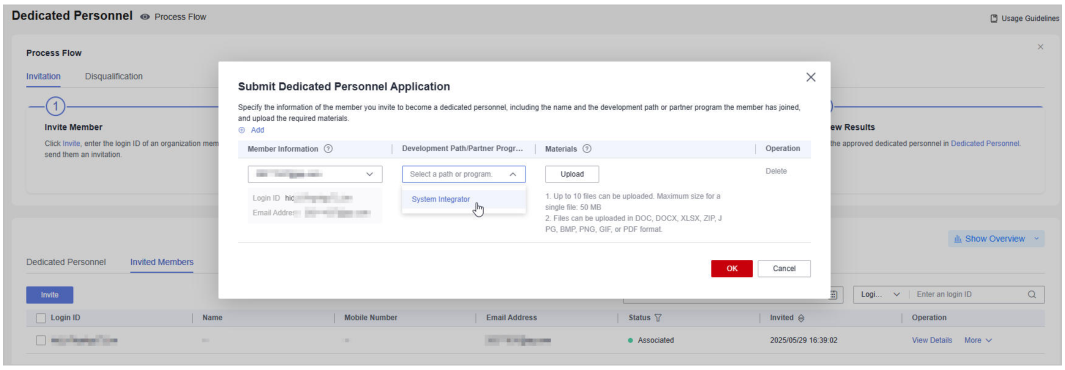
Step 1 Invite a member to associate their personal HUAWEI ID with your partner account.

- **Inviting a Member**: Send an association invitation to a member.
- **Accepting the Invitation from a Partner**: The member accepts the invitation and associates their HUAWEI ID with the partner account.

Step 2 Maintain certificate information of the member. For details, see **Entering Certificate Details**.



Step 3 Submit a dedicated personnel application. For details, see **Submitting a Dedicated Personnel Application**.



Step 4 Contact your ecosystem manager to complete the pre-sales solution expert rating and capability evaluation.

----End

8.4.2.3 Submitting an FH Request

Once your dedicated personnel meet the **requirements for incentive recipients**, you can submit an FH request.

NOTE

- You must complete **business information authentication** before submitting an FH request.
- You can only submit an FH application once a month.

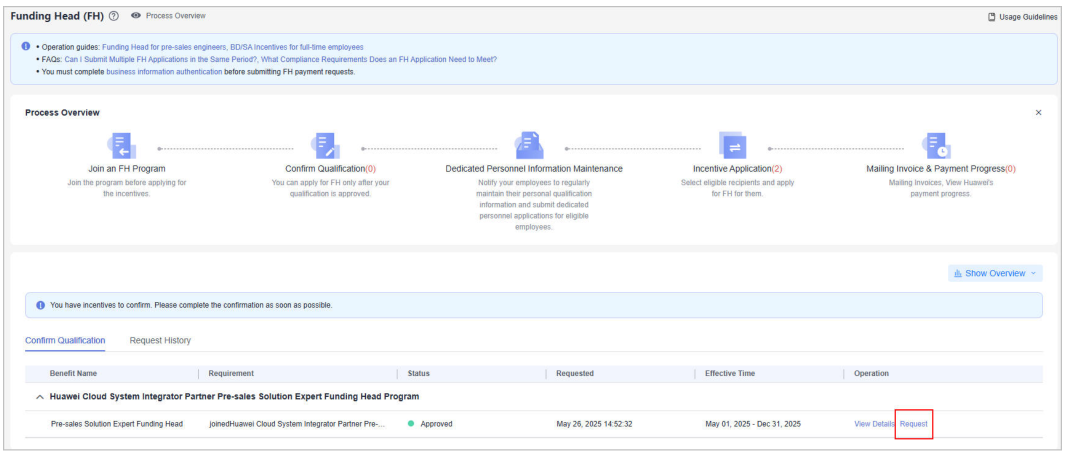
Procedure

Step 1 Use your account to log in to **Huawei Cloud**.

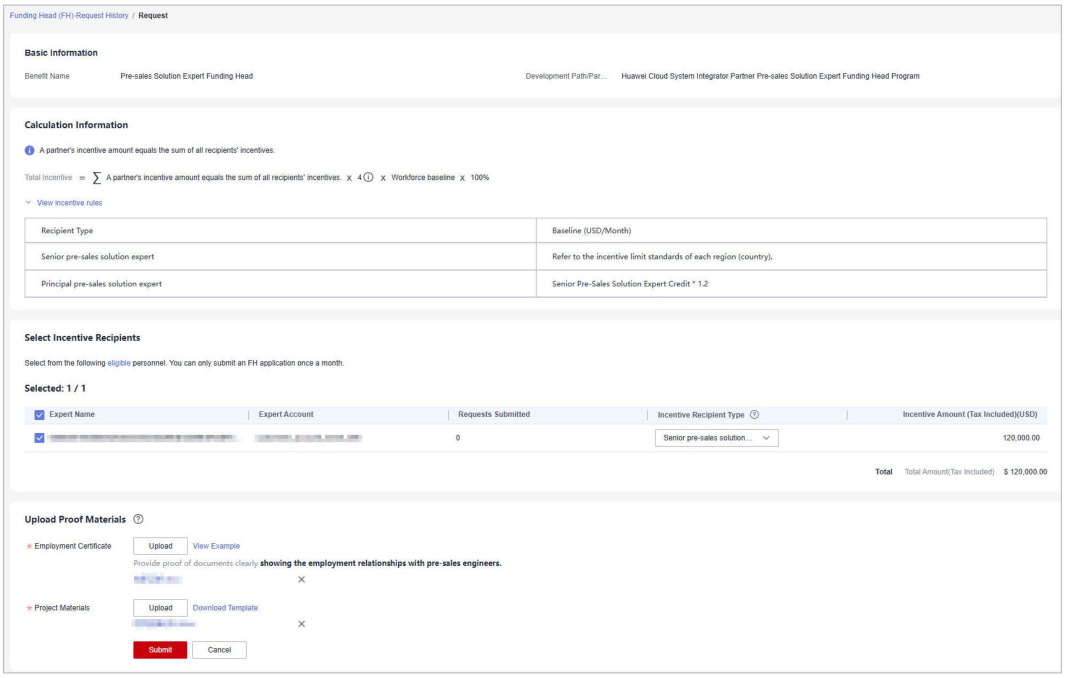
Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 Choose **Benefits** > **Funding Head (FH)** in the menu on the top.

Step 4 On the **Confirm Qualification** tab, select **Pre-sales Solution Expert Funding Head** under **Huawei Cloud System Integrator Partner Pre-sales Solution Expert Funding Head Program** and click **Request** in the **Operation** column.



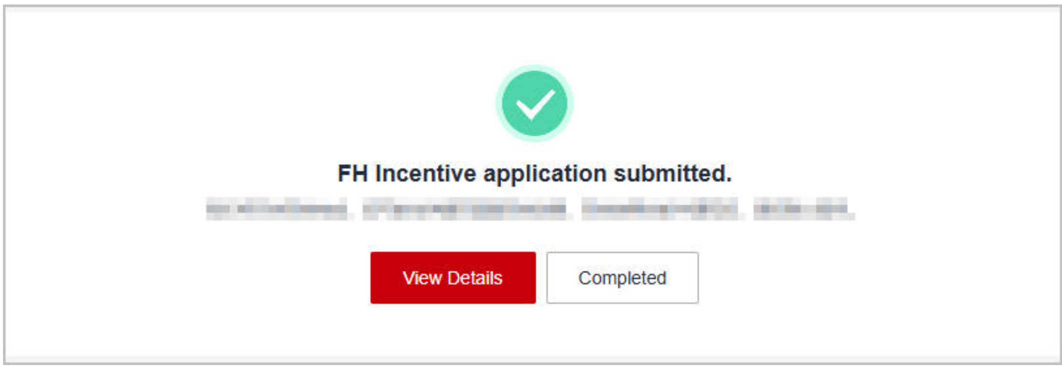
Step 5 Select incentive recipients, upload proof materials, and click **Submit**.



NOTE

- The incentive recipients include senior pre-sales solution experts and principal pre-sales solution experts.
- Rules for selecting an incentive recipient type:
  - If you selected incentive recipient type "Senior pre-sales solution expert" in your first request, there is no restriction on the recipient type in the second request.
  - If you selected incentive recipient type "Principal pre-sales solution expert" in your first request, you must select the same type in the second request.
- Proof materials: Upload the following proof materials using the template.
  1. Employment certificate: Provide proof of documents clearly showing the employment relationships with pre-sales solution experts.
  2. Project materials.

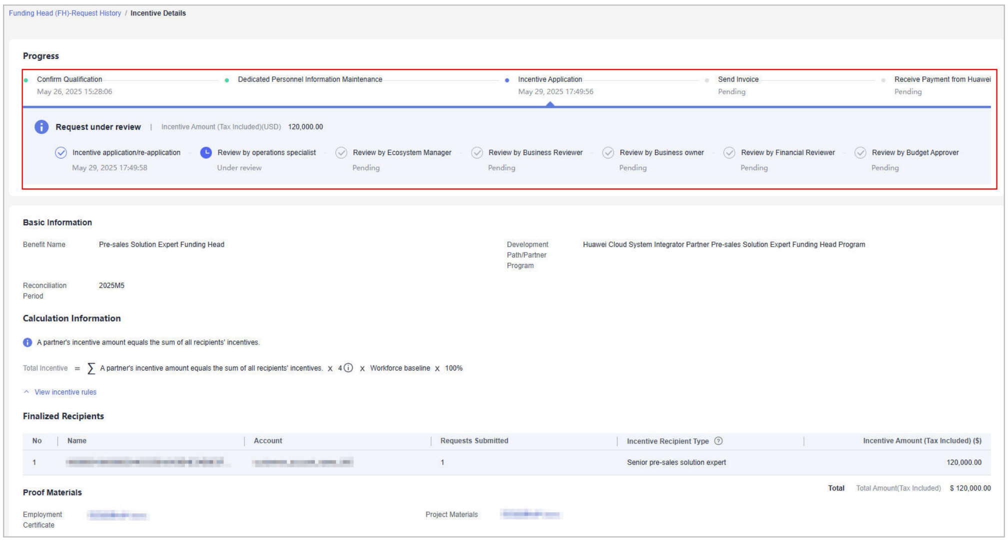
Step 6 The system displays a message indicating that your FH request has been submitted. Please wait for approval.



Step 7 View the review status of the FH request.

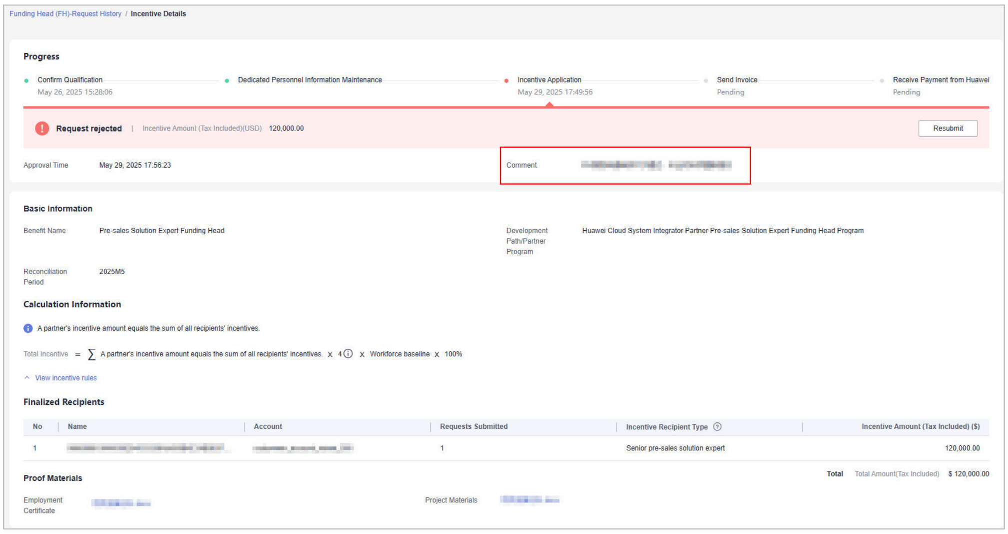
- Request under review:

  Click the application ID on the **Request History** tab page to switch to the details page and check the application details and review status.



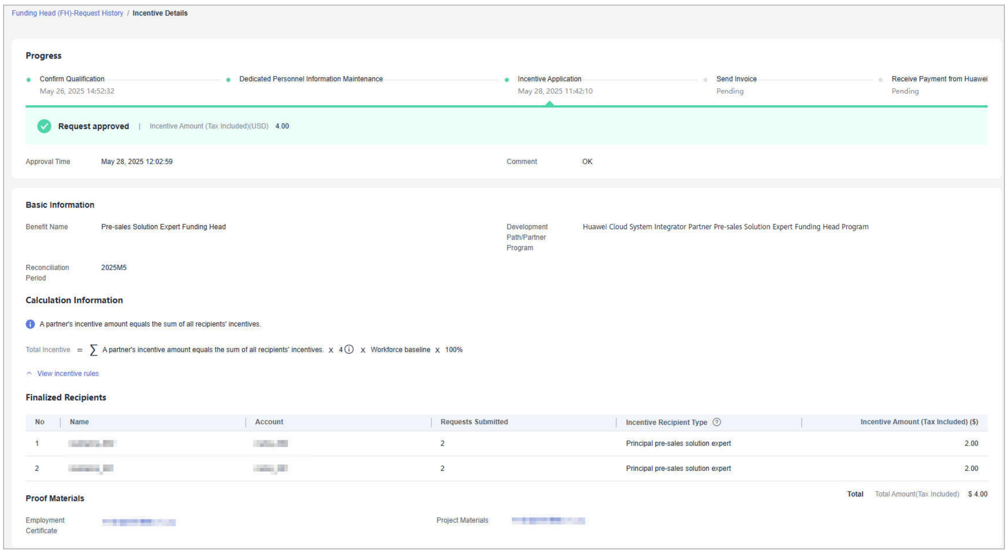
- Request rejected:

  If your request has been rejected, modify the request information based on the review comments and submit it again.



- Request approved:

  After your FH request is approved, you can click the application ID on the **Request History** tab to view details.



----End

8.4.2.4 Mailing Invoice and Viewing Payment Progress

After your FH request is approved, you need to issue an invoice based on the invoicing information provided and mail the invoice to Huawei. After mailing the invoice to Huawei, you can view Huawei's payment progress on the **Request History** tab page.

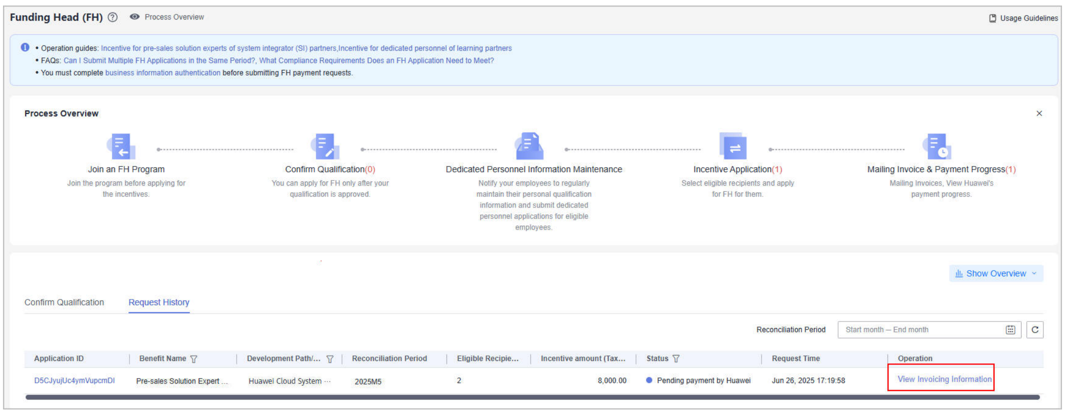
Procedure

Step 1 Use your account to log in to **Huawei Cloud**.

Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 Choose **Benefits** > **Funding Head (FH)** in the menu on the top.

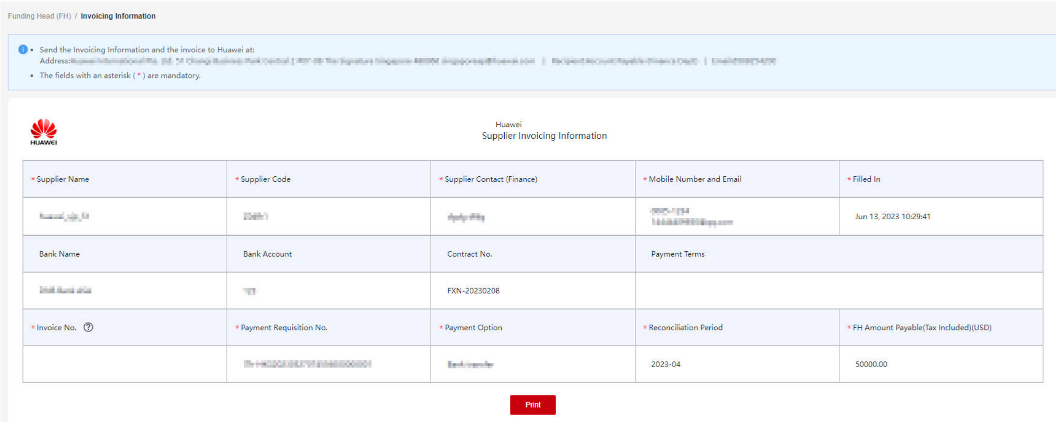
Step 4 On the **Request History** tab, select the incentive pending payment by Huawei and click **View Invoicing Information** in the **Operation** column.



Step 5 **Mail the invoice.**

On the displayed page, check the supplier information and invoice amount, and click **Print**.

Manually fill in the invoice number on the printed file.



NOTE

- You can find the invoice number on the invoice you issued.
- If your invoice is rejected by Huawei Cloud, modify the invoice based on the review comments and submit it again.

Step 6 View payment progress.

After mailing the invoice to Huawei, you can click the application ID on the **Request History** tab to view Huawei's payment progress.

----End

8.4.3 Learning Partner - Instructor Cultivation Fund/Instructor Dedicated Engagement Fund

FH for learning partners includes Instructor Cultivation Fund and Instructor Dedicated Engagement Fund.

- Instructor Cultivation Fund is used to help partners rapidly establish instructor teams, continuously enhance their knowledge of Huawei Cloud and fundamental technologies, and expand the reach of technology stacks, and to encourage the partners to invest in ecosystem enablement services.
- Instructor Dedicated Engagement Fund aims to motivate partners to enhance the technical capabilities and training skills of their instructors, and to encourage instructors to continuously and stably invest in ecosystem enablement services.

Prerequisites

You have joined the **Learning Partner Funding Head Program**.

8.4.3.1 Qualification Confirmation

You can apply for Instructor Cultivation Fund for your instructors only after your qualification is approved and related agreement is signed.

You only need to sign the same commitment letter once for Instructor Cultivation Fund and Instructor Dedicated Engagement Fund.

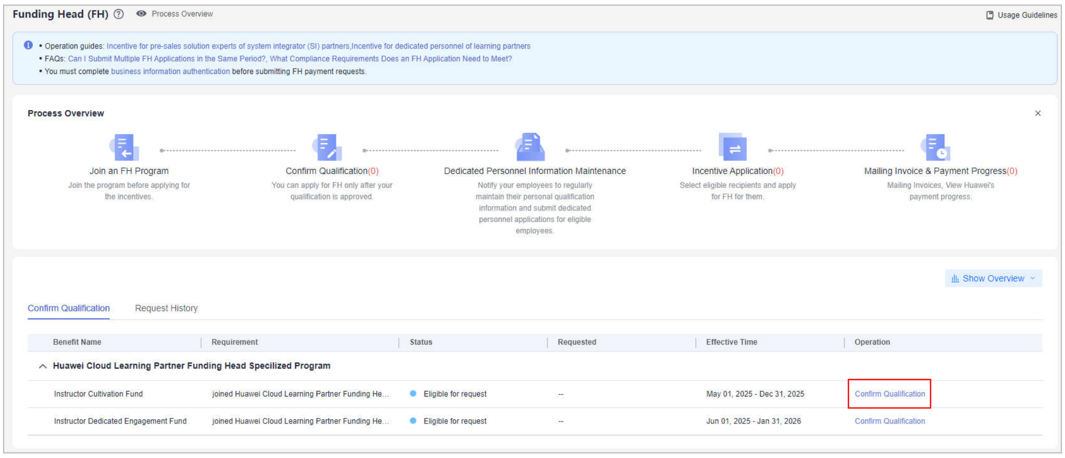
Procedure

Step 1 Use your account to log in to **Huawei Cloud**.

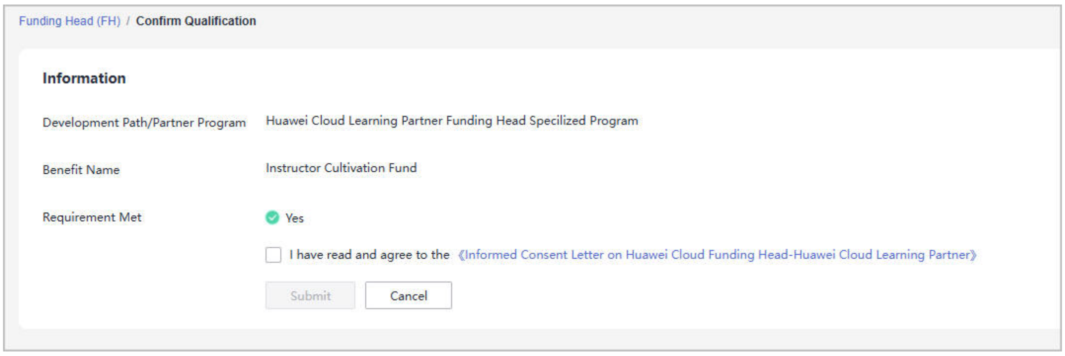
Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 Choose **Benefits** > **Funding Head (FH)** in the menu on the top.

Step 4 On the **Confirm Qualification** tab, select **Instructor Cultivation Fund** under **Huawei Cloud Learning Partner Funding Head Specialized Program** and click **Confirm Qualification** in the **Operation** column.

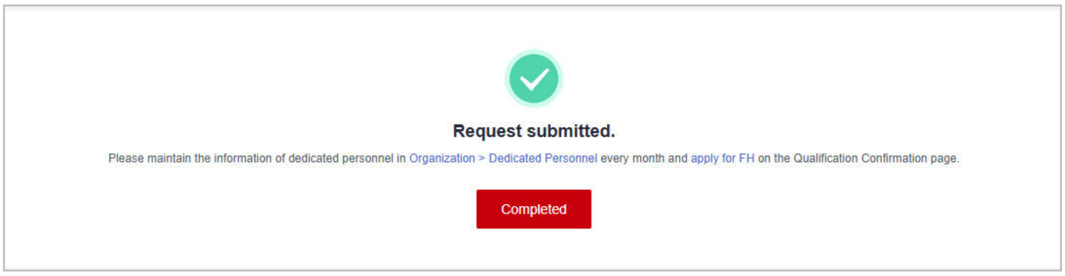


Step 5 In the displayed dialog box, confirm the incentive you request, read and agree to the agreement, and click **Submit**.



Step 6 The system displays a message indicating that the FH qualification confirmation application has been submitted. Click **Completed**.

Maintain the information of dedicated personnel in **Organization** > **Dedicated Personnel** and apply for the incentive benefit.



----End

8.4.3.2 Maintaining Information of Dedicated Personnel

The personnel whom Instructor Cultivation Fund and Instructor Dedicated Engagement Fund are applied for must be dedicated personnel of a learning partner and have obtained the instructor certificate for training courses of HCCDP or HCCDE.

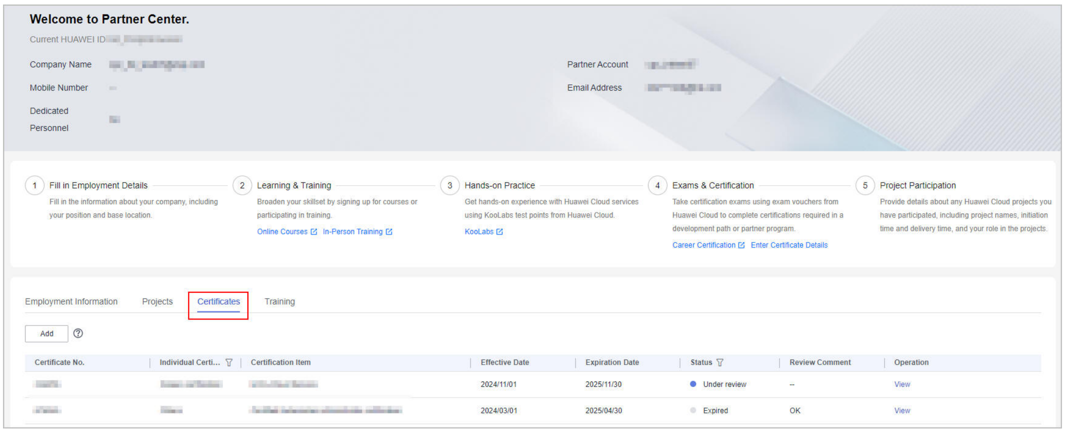
Procedure

Step 1 The partner administrator invites a member to associate their personal HUAWEI ID with the partner account.

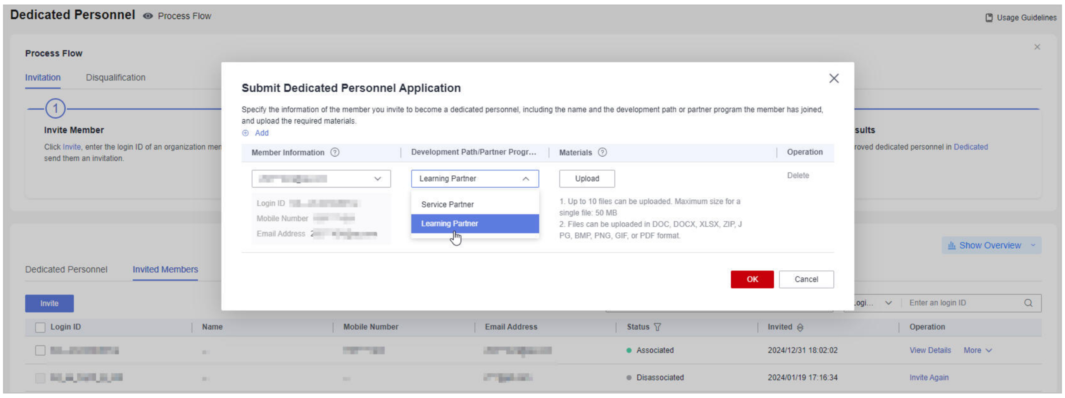
- **Inviting a Member**: Send an association invitation to a member.
- **Accepting the Invitation from a Partner**: The member accepts the invitation and associates their HUAWEI ID with the partner account.

Step 2 The member must obtain the instructor certificate for training courses of HCCDP or HCCDE and ensure that the certificate is valid during the FH application period. The certificate does not need to be manually uploaded. After the certification exam is passed, the certificate information will be automatically synchronized from Developer Institute.

For details, see **Entering Certificate Details**.



Step 3 The partner administrator submits a dedicated personnel application. For details, see **Submitting a Dedicated Personnel Application**.



----End

8.4.3.3 Submitting an FH Request

Instructor Cultivation Fund and Instructor Dedicated Engagement Fund can be requested for the dedicated personnel of a learning partner who meet the application conditions.

You can only submit an FH application **once** a month for **eligible recipients**. The application conditions are as follows:

- Instructor Cultivation Fund:
  a. The recipients must be dedicated personnel of a learning partner (you).
  b. The recipients must obtain the instructor certificate for training courses of HCCDP or HCCDE and ensure that the certificate is valid during the FH application period.
  c. A certificate of an instructor can only be used for apply for FH once.
- Instructor Dedicated Engagement Fund:
  a. The recipients must be dedicated personnel of a learning partner (you).
  b. The instructor certificate for training courses of HCCDP or HCCDE has been earned, and the certificate is valid.
  c. The number of training days for HCCDP and HCCDE courses delivered by an instructor must be greater than or equal to 8 working days in a month (the training duration must be greater than or equal to 6 hours each working day), and the average satisfaction score in the current month is greater than or equal to 4.25.

NOTE

You must complete **business information authentication** before submitting an FH request.

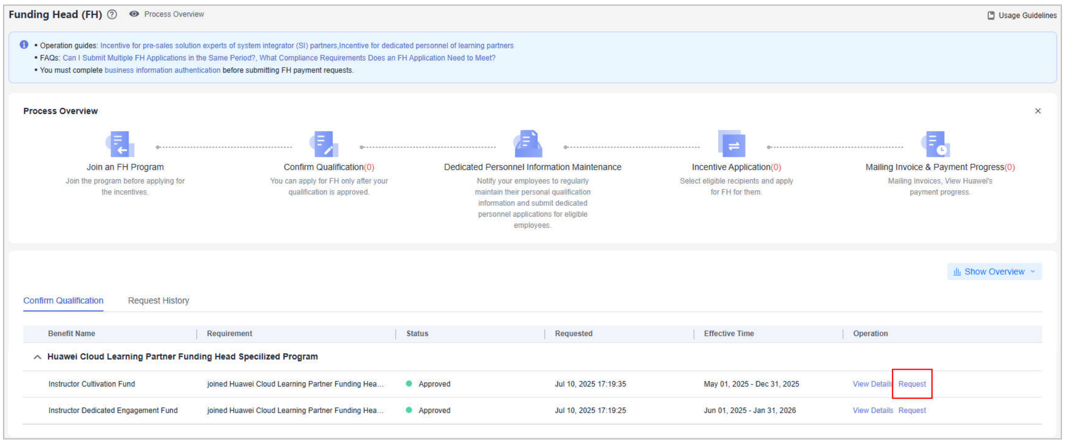
Procedure

Step 1 Use your account to log in to **Huawei Cloud**.

Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

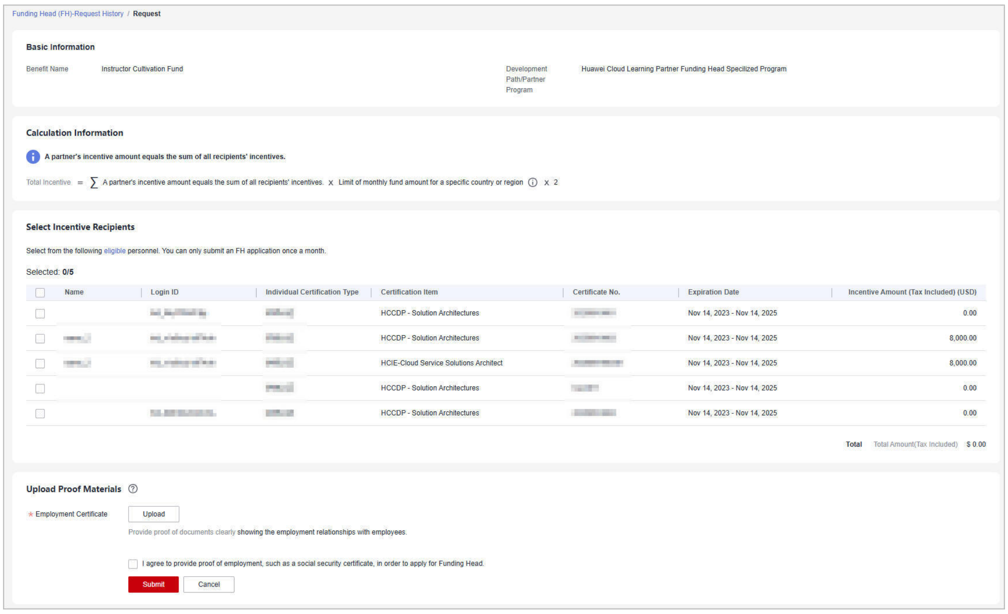
Step 3 Choose **Benefits** > **Funding Head (FH)** in the menu on the top.

Step 4 On the **Confirm Qualification** tab, select **Instructor Cultivation Fund** under **Huawei Cloud Learning Partner Funding Head Specialized Program** and click **Request** in the **Operation** column.



Step 5 Select incentive recipients and upload proof materials.

- Apply for Instructor Cultivation Fund.



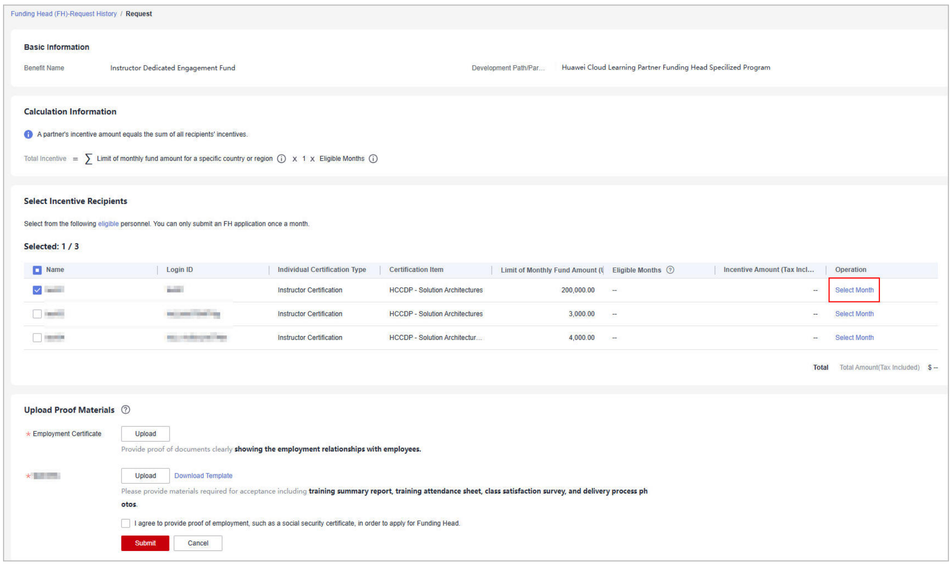
NOTE

Proof materials

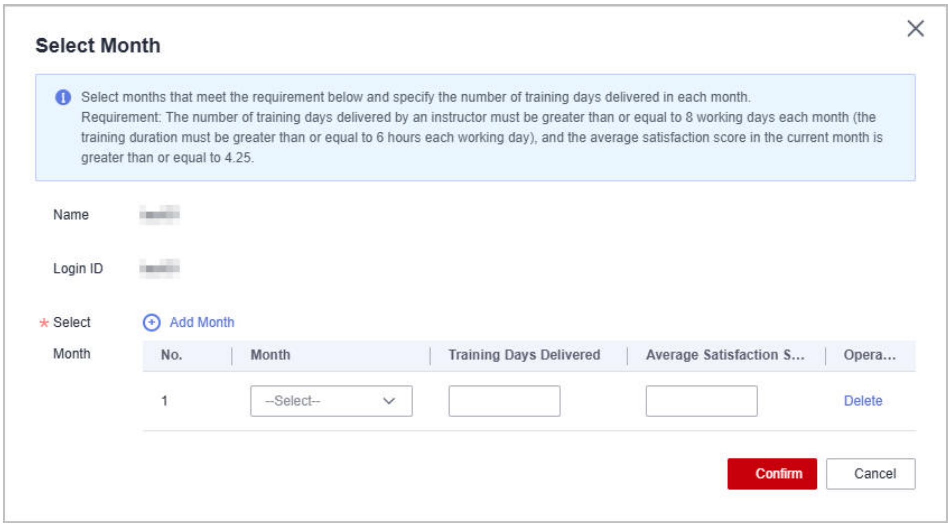
1. Employment certificate: Provide proof of documents clearly showing the employment relationships with your employees.

- Apply for Instructor Dedicated Engagement Fund.

  a. Select incentive recipients and click **Select Month** in the **Operation** column.



b. In the **Select Month** dialog box, select a month and specify the training days delivered.

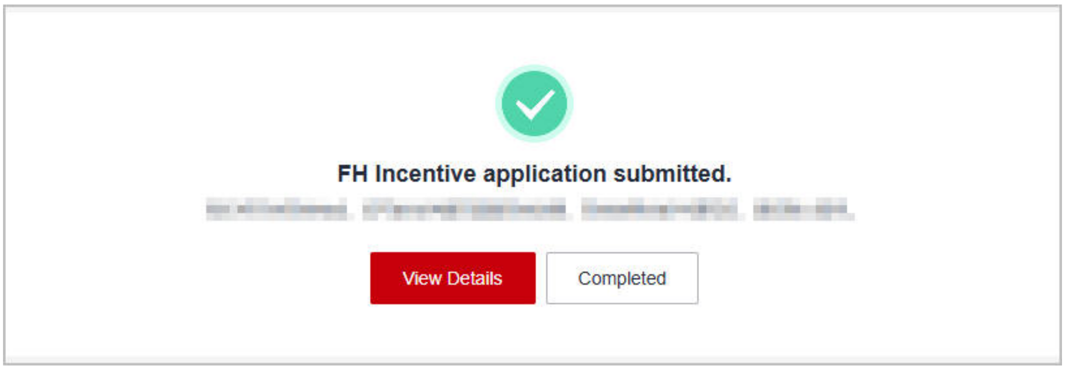


NOTE

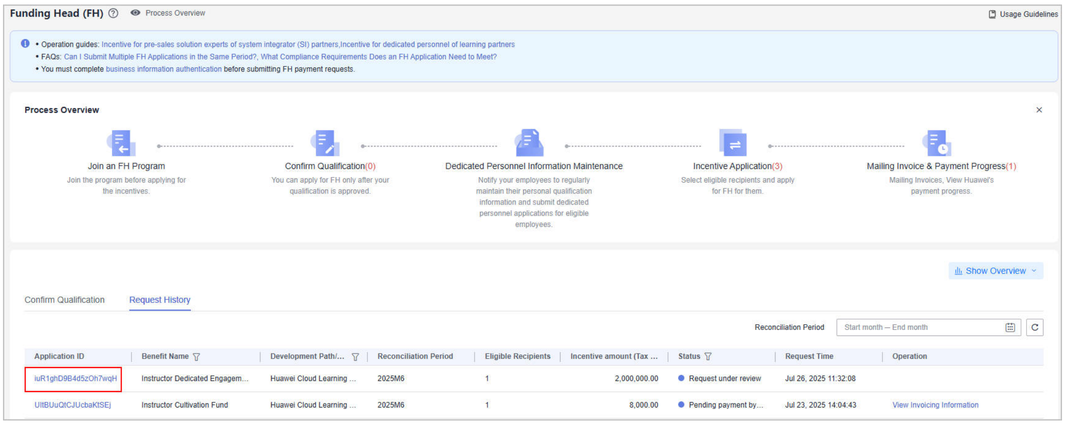
Proof materials

1. Employment certificate: Provide proof of documents clearly showing the employment relationships with your employees.
2. Deliverables for acceptance (such as training summary report, training attendance sheet, class satisfaction survey, and delivery process photos)

Step 6 The system displays a message indicating that your FH request has been submitted. Please wait for approval.



Step 7 Click the application ID on the **Request History** tab page to switch to the details page and check the application details and review status.



NOTE

If the incentive application is rejected, you can modify the application based on the review comments on the details page and submit the application again.

----End

8.4.3.4 Mailing Invoice and Viewing Payment Progress

After your FH request is approved, you need to issue an invoice based on the invoicing information provided and mail the invoice to Huawei. After mailing the invoice to Huawei, you can view Huawei's payment progress on the **Request History** tab page.

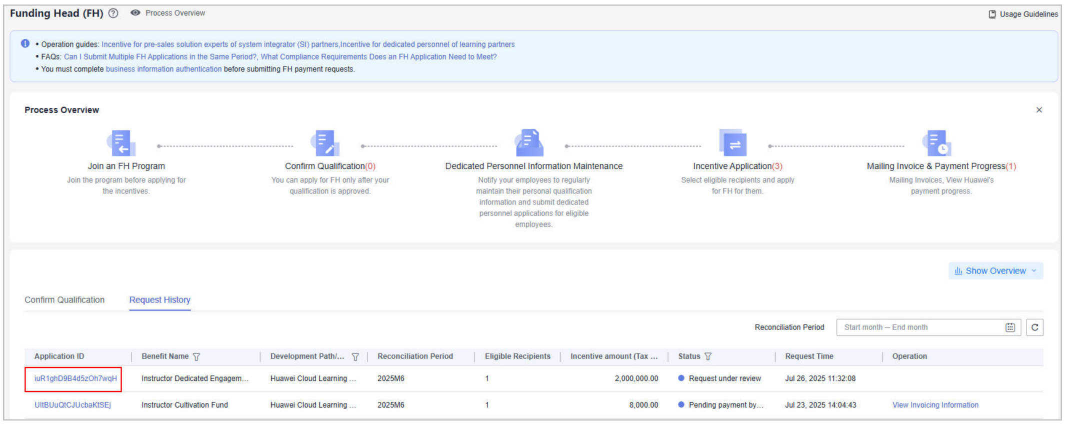
Procedure

Step 1 Use your account to log in to **Huawei Cloud**.

Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 Choose **Benefits** > **Funding Head (FH)** in the menu on the top.

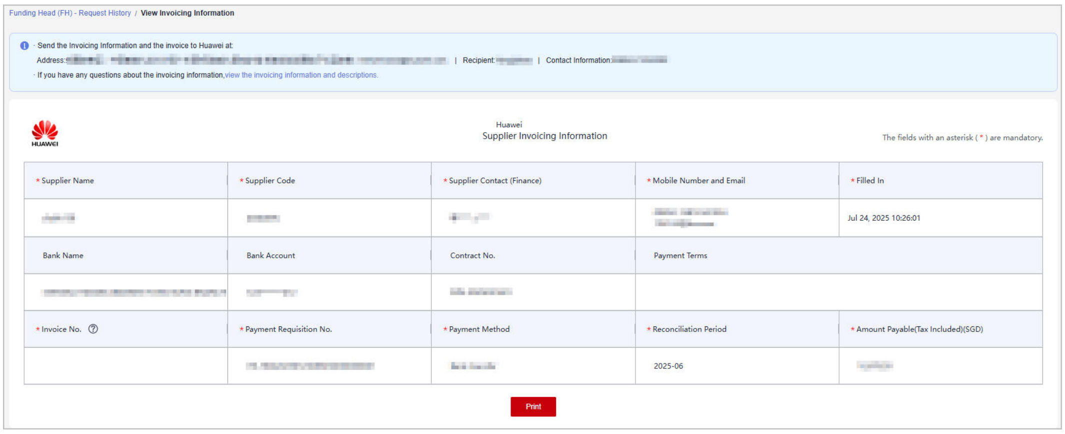
Step 4 On the **Request History** tab, select the incentive pending payment by Huawei and click **View Invoicing Information** in the **Operation** column.



Step 5 **Mail the invoice.**

On the displayed page, check the supplier information and invoice amount, and click **Print**.

Manually fill in the invoice number on the printed file.

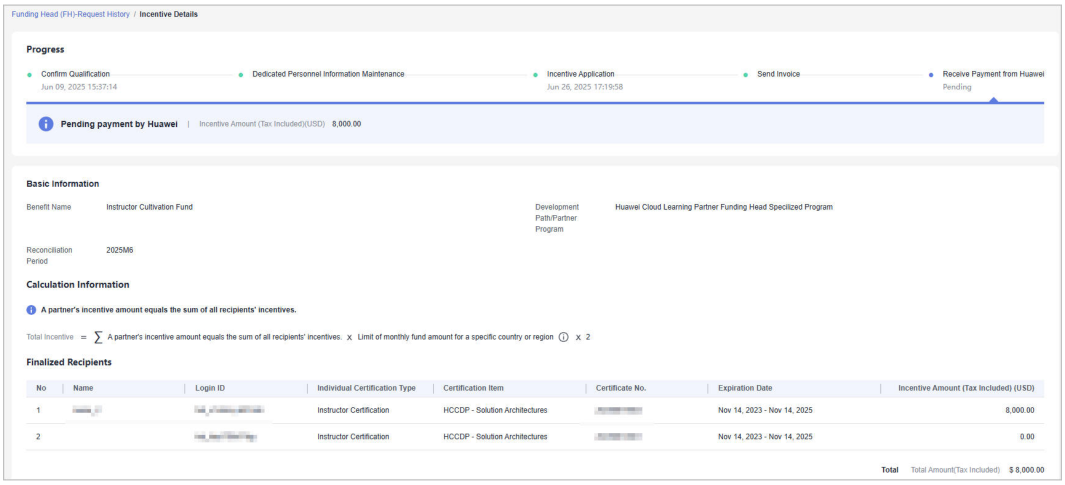


NOTE

- The invoice number can be found on the invoice you have issued.
- If your invoice is rejected by Huawei Cloud, modify the invoice based on the review comments and submit it again.

Step 6 **View payment progress.**

After mailing the invoice to Huawei, you can click the application ID on the **Request History** tab to view Huawei's payment progress.



----End

8.5 Competency Improvement Incentive

The competency improvement incentive is provided to improve partners' competencies in providing Huawei Cloud services.

8.5.1 Requesting the Competency Improvement Incentive

As a service partner, once you have completed the role validation and certified an **eligible level-1 competency** in the current year, you can request the competency improvement incentive.

Prerequisites

You have joined the **Service Partner Competency Improvement Incentive Program**.

NOTE

- Partners with a level-1 competency badge must apply for incentives (such as training, exam vouchers, and cash incentives) by December 31 of the year when the competency badge was obtained. Otherwise, the incentives will become invalid.
- A level-1 competency label can only be used by the same partner to apply for the incentive once.

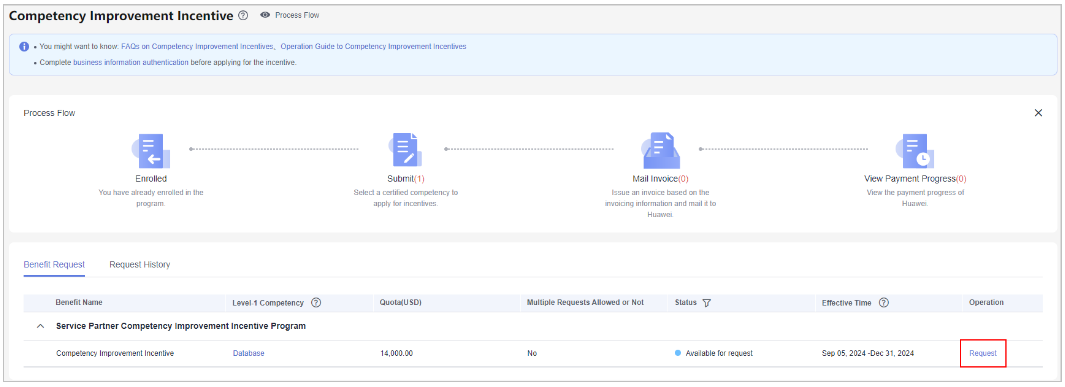
Procedure

Step 1 Use your account to log in to **Huawei Cloud**.

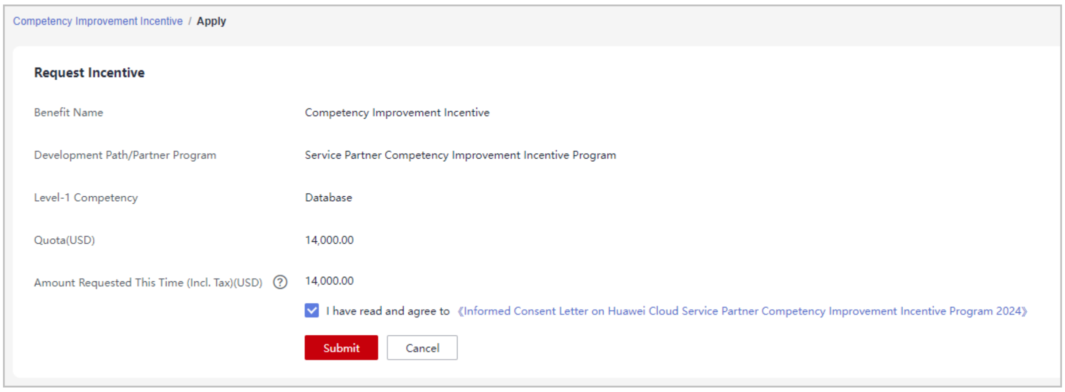
Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 Choose **Benefits** > **Competency Improvement Incentive** in the menu on the top.

Step 4 On the **Benefit Request** tab page that is displayed by default, select the benefit you want to request and click **Request** in the **Operation** column.



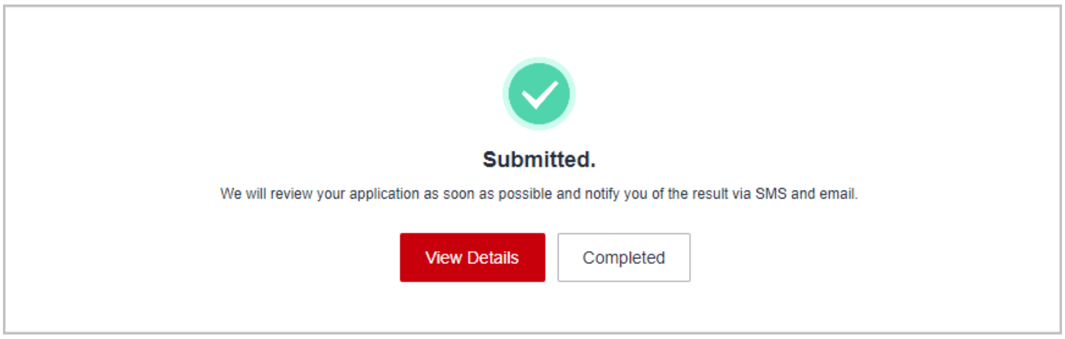
Step 5 On the displayed page, read and agree to the Informed Consent and click **Submit**.



NOTE

The incentive quota for each level-1 competency is fixed and cannot be split across multiple requests. You must apply for the entire amount in a single request.

Step 6 Your request will be reviewed by Huawei. The review result will be sent to you via email.

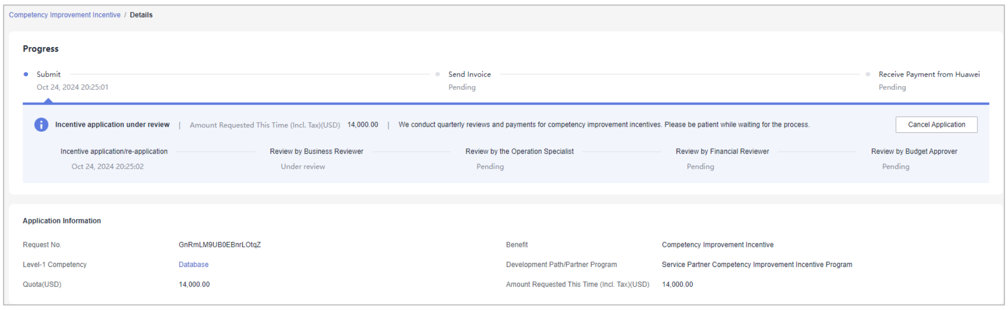


----End

Viewing the Review Status of the Incentive Application

- Incentive application under review

  Access the application details and check the review progress.

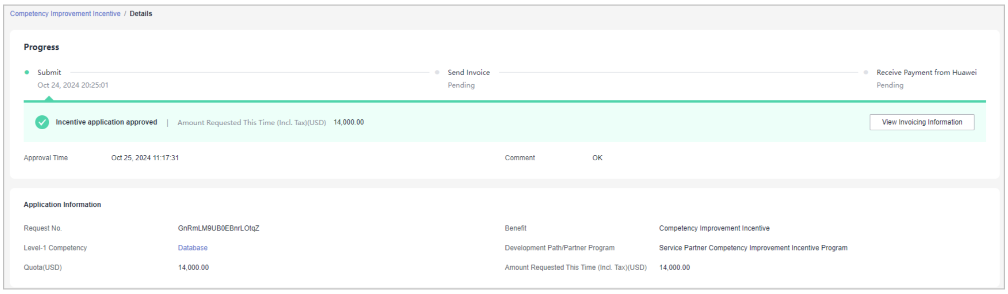


- Incentive application rejected

  If your application has been rejected, modify the application based on the review comments and submit it again.

- Incentive application approved

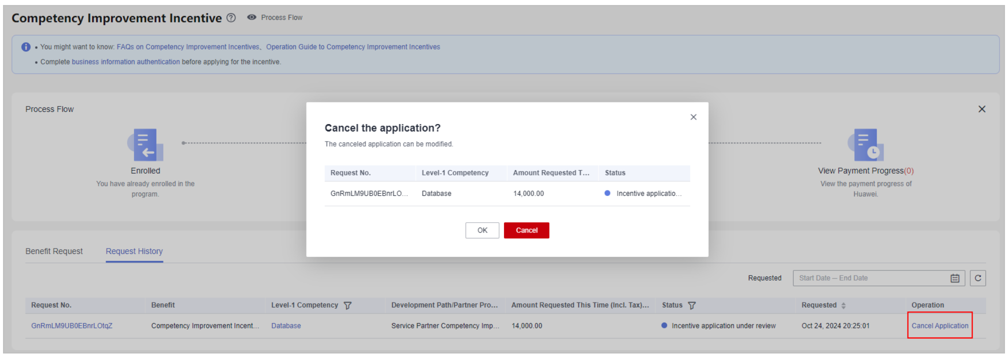
  Once your application has been approved, check the invoicing information, issue an invoice, mail it to Huawei, and wait for the payment from Huawei.



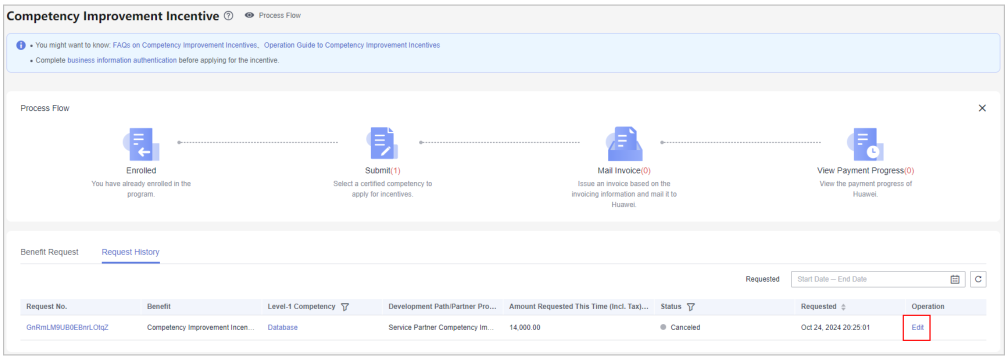
Canceling a Request

You can cancel the request you submitted before it is approved. After the request is canceled, you can modify the request and submit it again.

1. Canceling a request: On the **Request History** tab page, click **Cancel Application** in the **Operation** column.



2. Modifying the request: On the **Request History** tab page, click **Edit** in the **Operation** column to modify a canceled incentive request and then submit it again.

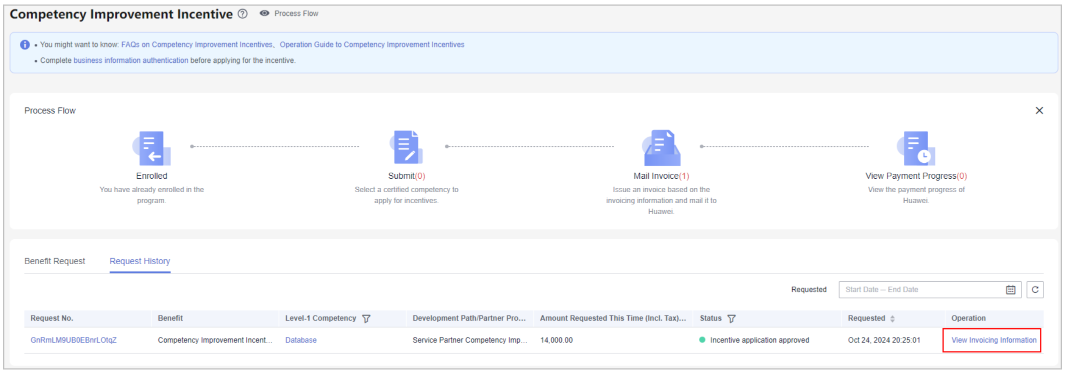


8.5.2 Mailing Invoice

After the payment request is approved, you need to issue an invoice based on the invoicing information provided and mail the invoice to Huawei.

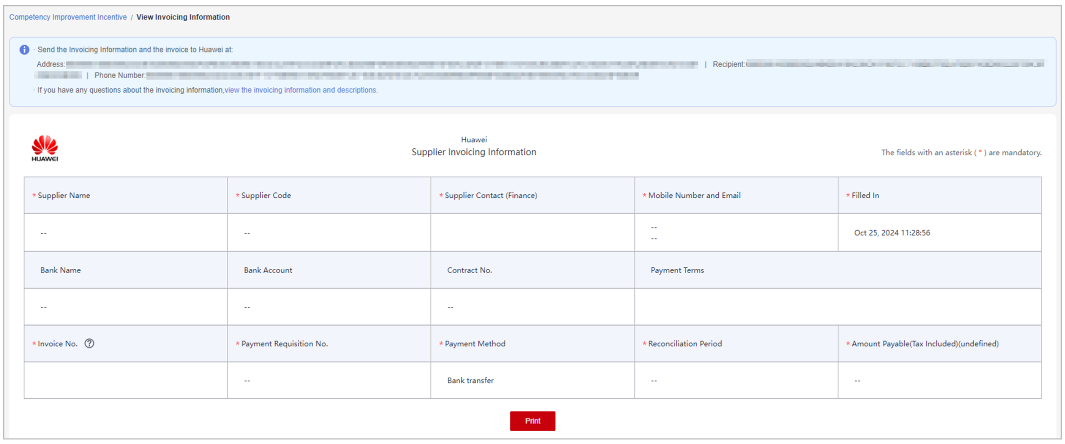
Procedure

Step 1 On the **Request History** tab page, select an approved request and click **View Invoicing Information** in the **Operation** column.



Step 2 On the displayed page, check the information and click **Print**.

Fill in the invoice number and mail the invoicing information form and the invoice to Huawei.



NOTE

If your invoice is rejected by Huawei Cloud, please re-issue it and mail it to Huawei again.

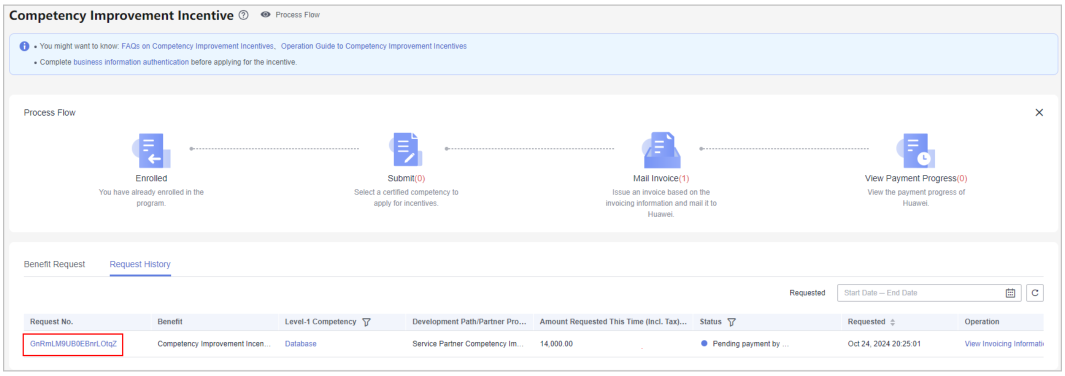
----End

8.5.3 Viewing Payment Progress

After mailing the invoice to Huawei, you can view Huawei's payment progress in Partner Center.

Procedure

Step 1 On the **Request History** tab page, select a benefit in the **Pending payment by Huawei** state and click the request number.



Step 2 You can view the payment progress on the request details page.

----End

8.6 MIGRATION ALL

8.6.1 Submitting a MIGRATION ALL Incentive Request

After you have joined the MIGRATION ALL incentive program, you can register projects at different phases. Once your project registration applications are approved, you can request corresponding incentives.

NOTE

Partners must complete **business information authentication** before applying for the MIGRATION ALL incentive.

Incentive Request Conditions

1. The HUAWEI IDs of the project delivery personnel must be associated with your partner account.
2. Project delivery personnel must hold project management, HCIA, HCCDA, or higher-level certificates that are valid during the project period.

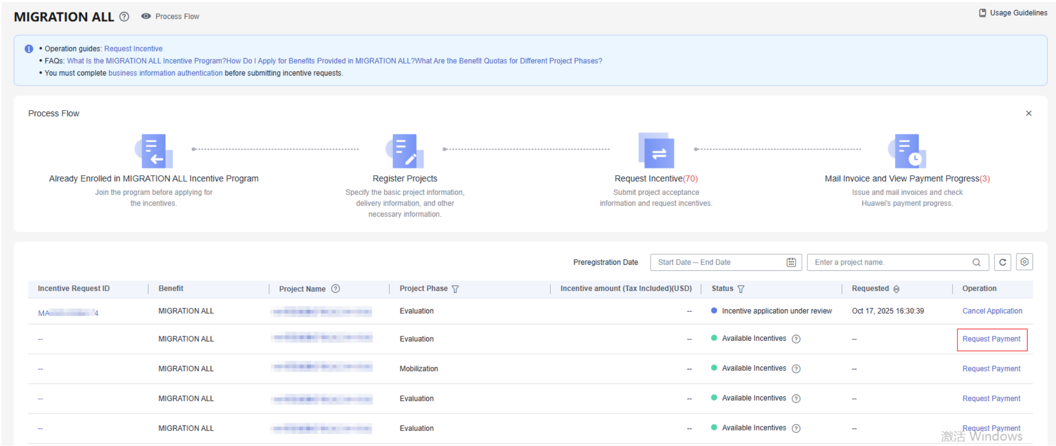
Procedure

Step 1 Use your account to log in to **Huawei Cloud**.

Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 Choose **Benefits** > **MIGRATION ALL** in the menu on the top.

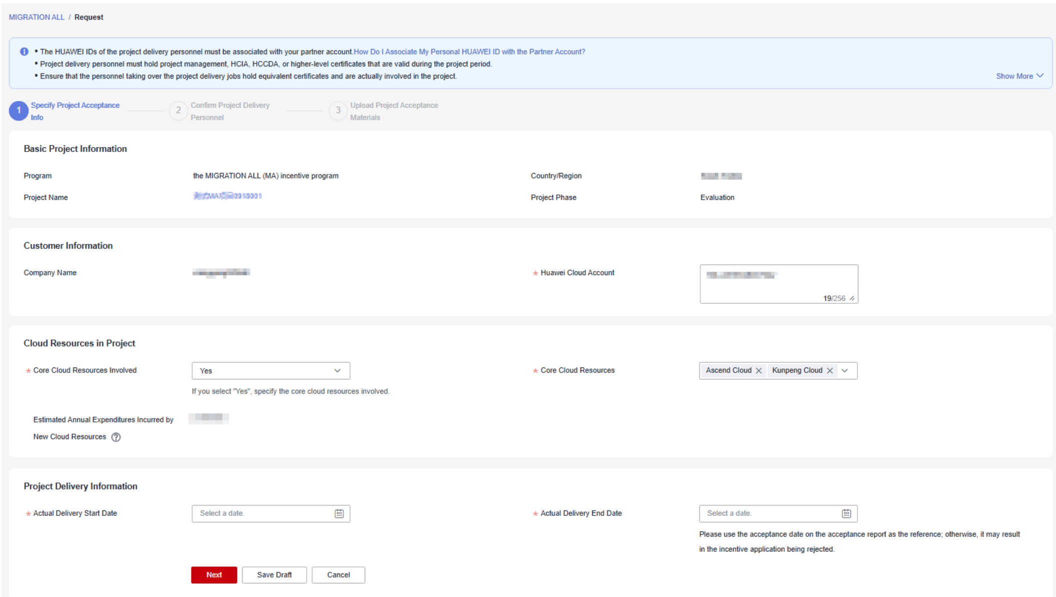
Step 4 On the displayed page, select the project for which you want to apply for incentives and click **Request Payment** in the **Operation** column.



📖 **NOTE**

You can request the service benefit for up to 20 projects per calendar year. Huawei Cloud may issue additional regulations to adjust this number based on the execution of the service benefit.

Step 5 On the **Specify Project Acceptance Info** page, enter the project acceptance information and click **Next**.

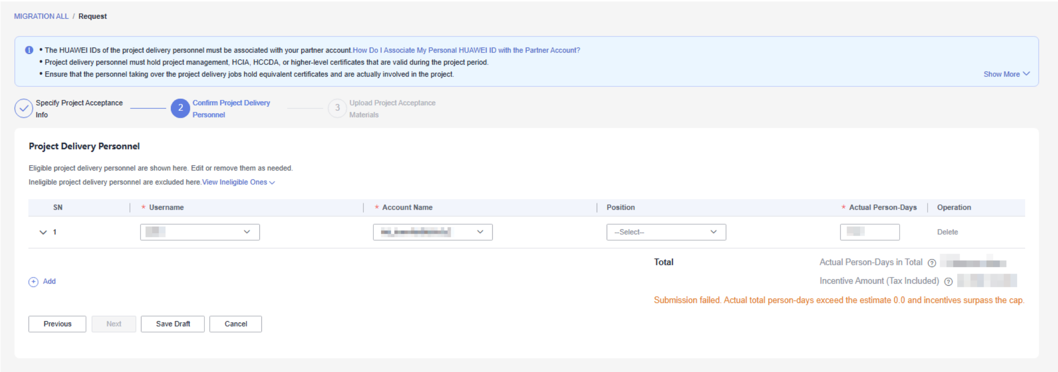


NOTE

- When applying for incentives, if the service phase of the project is migration and modernization, you need to enter the actual annual expenditure incurred by new cloud resources (the value must be greater than or equal to USD100,000).
- Use the acceptance date on the acceptance report for the actual delivery end date. Otherwise, the incentive request may fail.

Step 6 Confirm the project delivery personnel information.

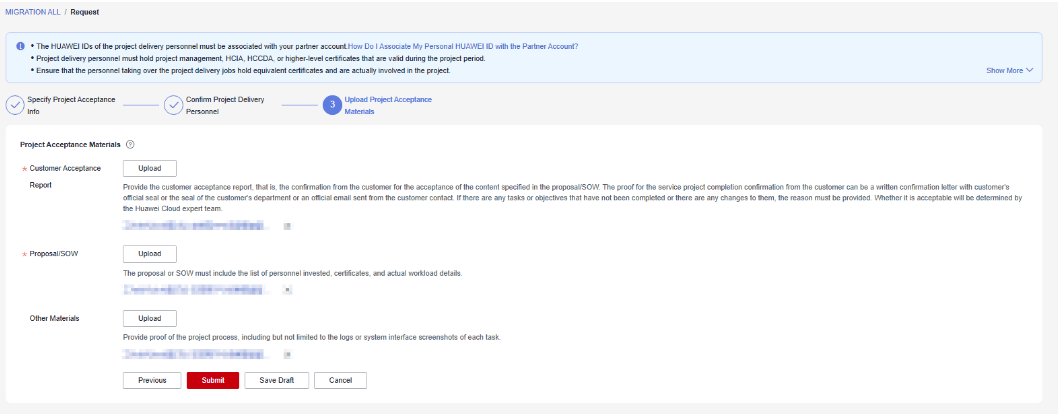
The system automatically displays the project delivery personnel who meet the requirements. You can modify or delete the project personnel information.



NOTE

- You can click **View Ineligible Ones** to view the project delivery personnel who are filtered out. The possible reasons why the personnel do not meet the request requirements are as follows:
  1. The individual Huawei account has been unbound from the partner account.
  2. The personnel do not have eligible certificates.
- Ensure that the personnel taking over the project delivery jobs hold equivalent certificates and are actually involved in the project.
- Project's actual total person-days must not exceed the estimate.

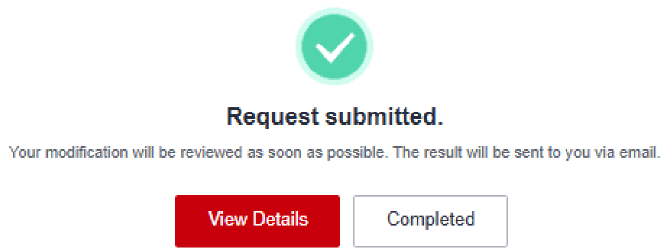
Step 7 Upload the project acceptance materials as required and click **Submit**.



NOTE

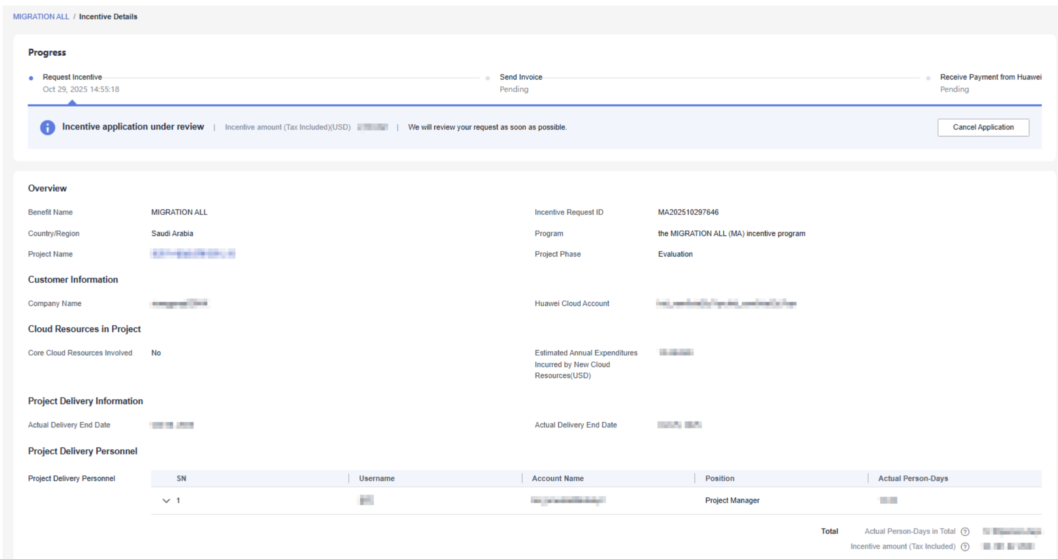
- Customer acceptance report: It is the confirmation from the customer for the acceptance of the content specified in the proposal/SOW. The proof for the service project completion confirmation from the customer can be a written confirmation letter with customer's official seal or the seal of the customer's department or an official email sent from the customer contact. If there are any tasks or objectives that have not been completed or there are any changes to them, the reason must be provided. Whether it is acceptable will be determined by the Huawei Cloud expert team.
- Proposal/SOW: The proposal or SOW must include the list of personnel invested, certificates, and actual workload details.
- Other materials: Include proof of the project process, including but not limited to the logs or system interface screenshots of each task.

Step 8 The system displays a message indicating that the MIGRATION ALL incentive request is submitted successfully. Wait for the review.



Step 9 View the request details.

You can click the incentive request ID to view the incentive request details and review progress.



NOTE

- After an incentive request is submitted, the partner can cancel it before Huawei reviews it. After the request is canceled, the request record becomes invalid and you can edit or delete it.
- If the incentive request is rejected, modify its information based on the review comments and submit the request again.

----End

8.6.2 Mailing Invoice and Viewing Payment Progress

After your request is approved, you need to issue an invoice based on the invoicing information provided and mail the invoice to Huawei. After mailing the invoice to Huawei, you can view Huawei's payment progress on the **Request History** tab page.

Procedure

Step 1 Use your account to log in to **Huawei Cloud**.

Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 Choose **Benefits** > **MIGRATION ALL** in the menu on the top.

Step 4 On the displayed page, select the incentive pending payment by Huawei and click **View Invoicing Information** in the **Operation** column.

Step 5 **Mail the invoice.**

On the displayed page, check the supplier information and invoice amount, and click **Print**.

Manually fill in the invoice number on the printed file.

NOTE

- The invoice number can be found on the invoice you have issued.
- If your invoice is rejected by Huawei Cloud, modify the invoice based on the review comments and submit it again.

Step 6 **View payment progress.**

After mailing the invoice to Huawei, you can click the application ID on the **Request History** tab to view Huawei's payment progress.

----End

9 Cloud Solution Providers

9.1 Transaction Models

9.1.1 Overview

Huawei Cloud solution providers are qualified to resell Huawei Cloud to end customers. Cloud solution providers can provide customers with products and services based on Huawei Cloud and obtain benefits and incentives from Huawei Cloud.

A transaction model indicates how a cloud solution provider cooperates with a customer. Currently, only the Reseller model is supported.

- **Reseller model**: A cloud solution provider develops customers through this model. Once a customer is associated with a cloud solution provider in this model, this customer directly deals with the cloud solution provider, and this cloud solution provider issues invoices to and collects payments from this customer. Then, Huawei Cloud makes a settlement with the cloud solution provider (Huawei Cloud issues invoices to and collects payments from the cloud solution provider).

9.1.2 Reseller Model

The reseller model is an association type between a cloud solution provider and their customers. A cloud solution provider associated with customers in this model can perform the following operations.

Developing Customers

If a cloud solution provider associates customers in the reseller model, the cloud solution provider can provide the customers with products and services based on Huawei Cloud. For details about how cloud solution providers develop customers, see **Customer Development**.

Controlling the Budget

A cloud solution provider can set a **monthly budget** or **one-time budget** for their customers associated in the reseller model. In this way, the monthly expenditures of customers can be well managed.

A monthly budget reflects total expenditures (calculated based on the list prices) of the customer the latest month. The budget will restore in the following month. A one-time budget reflects total expenditures (calculated based on the list prices) of the customer. It will not automatically restore.

The cloud solution provider can view the budget usage of each customer on the customer details page.

If the expenditure of a customer exceeds a certain percentage of their allocated budget, an alert notification will be sent to the cloud solution provider. In this case, you can take the following measures as a cloud solution provider:

- **Adjust** the **monthly budget** or **one-time budget** for customers.
- **Freeze accounts or freeze both accounts and resources.**
  - **Freezing an Account**: If the account of a customer is frozen, the customer cannot buy, renew, or change resources. Some of the provisioned resources may be unavailable, but they still incur fees.
  - **Freezing Both an Account and Resources**: If both the account and resources of a customer are frozen, the customer cannot buy, renew, or change resources, and all their cloud resources provisioned cannot be used. Unfreeze the resources within 15 days (subject to the time range regulated on the official website) of when they are frozen. Otherwise, the stored data will be deleted and the cloud service resources will be released.

If a customer's expenditure exceeds the allocated budget, Huawei Cloud will automatically restrict the customer from purchasing yearly/monthly products and reserved instances. However, the customer can still purchase pay-per-use resources. To restrict the customer from purchasing pay-per-use resources, the cloud solution provider needs to **freeze the account** or **freeze both the account and resources** of this customer.

NOTE

After a customer associates with a partner, the customer account is frozen by default. The customer cannot purchase products or services until the partner unfreezes the customer account and sets a monthly budget for the customer.

Purchasing Huawei Cloud Products

The expenditures displayed on Billing Center for a cloud solution provider's customer are calculated based on list prices. These figures are used as a reference for resource usage. They do not represent the money spent. The actual expenditures of a customer are provided in the customer bills that are generated by their solution provider for settlement.

Querying Customer Expenditures

After customers purchase Huawei Cloud products and services, the cloud solution provider can query the customers' expenditures in Partner Center.

For details, see **Viewing a Customer's Orders** and **Querying Customer Expenditures**.

Customers expenditure summary is not the partner bill and cannot be used as the basis for partners' settlement, payment, or billing.

NOTE

- The expenditure summary data has a latency. The actual expenditure data is subject to the expenditure details.
- The expenditure summary and details are collected based on Beijing time (GMT+08:00).
- The expenditure summary and details do not include the tax.

Partner Bills

Before 12:00 on the fifth day of each month (Beijing time), Huawei Cloud generates partner bills, bill details, and invoices of the last month. Partners settle the bills with Huawei Cloud.

For details about partner bill fields, see **Partner Bill Fields**. For details about how partners pay bills, see **Payment**.

NOTE

- Only after a reseller customer is associated with a partner, its expenditures can be rolled into the partner's bill.

The monthly bill details of a cloud solution provider contain the expenditure details of each customer. The partner can rate its customers based on the bill details, generate the bills for the reseller customers, settle with the reseller customers, and generate the invoices for the reseller customers.

The settlement rules between the cloud solution provider and its reseller customers are defined by the cloud solution provider.

Revenues and Incentives

Huawei Cloud calculates the revenues of a cloud solution provider based on the incentive policy and distributes incentives to the cloud solution provider accordingly. For details about the partner revenue and incentive policies, consult the ecosystem manager of the region.

For details about how a cloud solution provider applies for its incentives, see **Applying to Issue Incentive Earnings**.

9.2 Leads and Opportunities

9.2.1 Leads and Opportunities

9.2.1.1 Business Opportunities

9.2.1.1.1 Adding an Opportunity

You can create and modify opportunities and specify the progress of opportunities.

Precautions

- A customer manager can create opportunities for their preregistered customers or associated customers, and the opportunities belong to the customer manager.
- Customer manager directors can only view opportunities.

Procedure

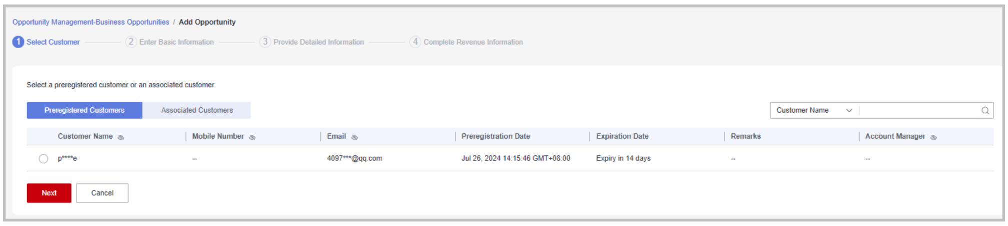
Step 1 Sign in to **Huawei Cloud** as a partner.

Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 In the top navigation, choose **Sales** > **Leads and Opportunities** > **Opportunity Management**. The **Business Opportunities** tab is displayed by default.

Step 4 Click **Add Opportunity**. On the displayed page, select a preregistered customer or an associated customer to create an opportunity. Click **Next**.

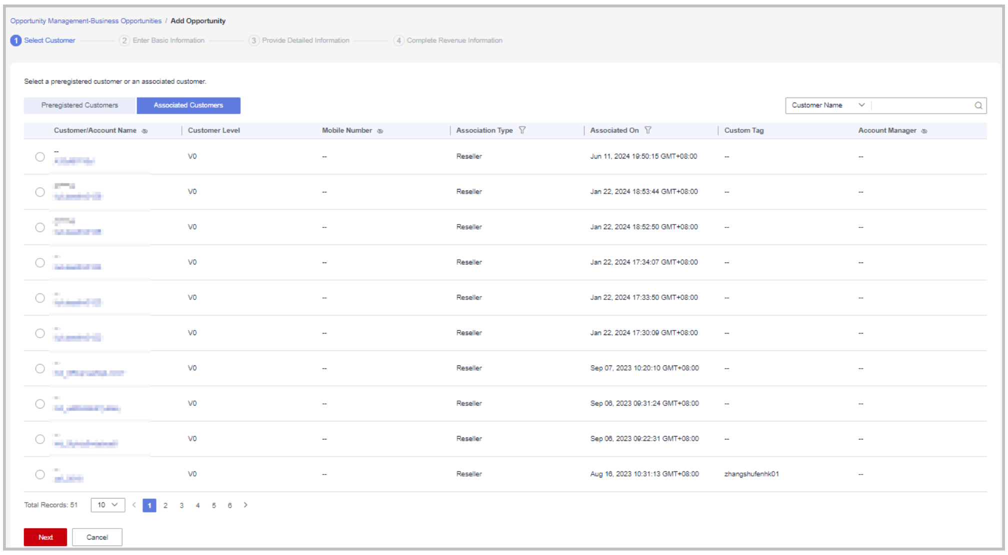
- Preregistered customers



NOTE

Click the eye icon next to a header to show or hide the complete content in the column. The content is hidden by default. For example, you can click the eye icon next to **Customer Name** to show or hide the complete content of customer names.

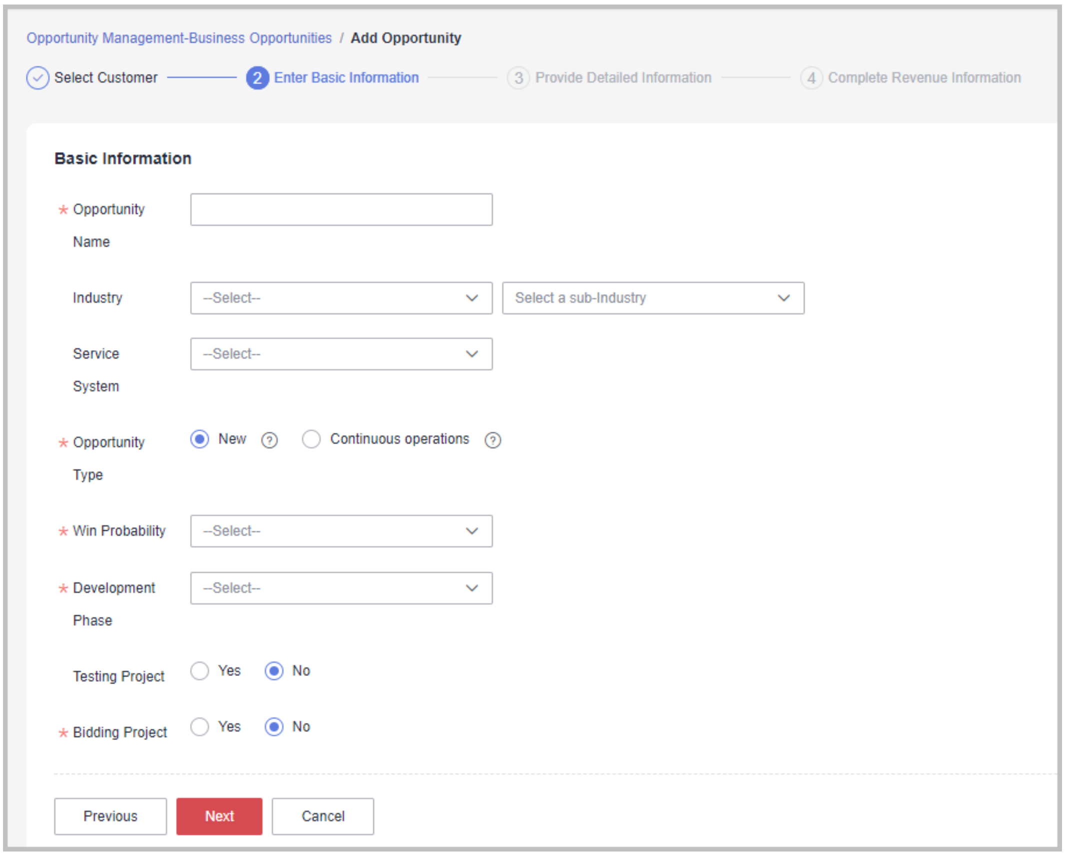
- Associated customers



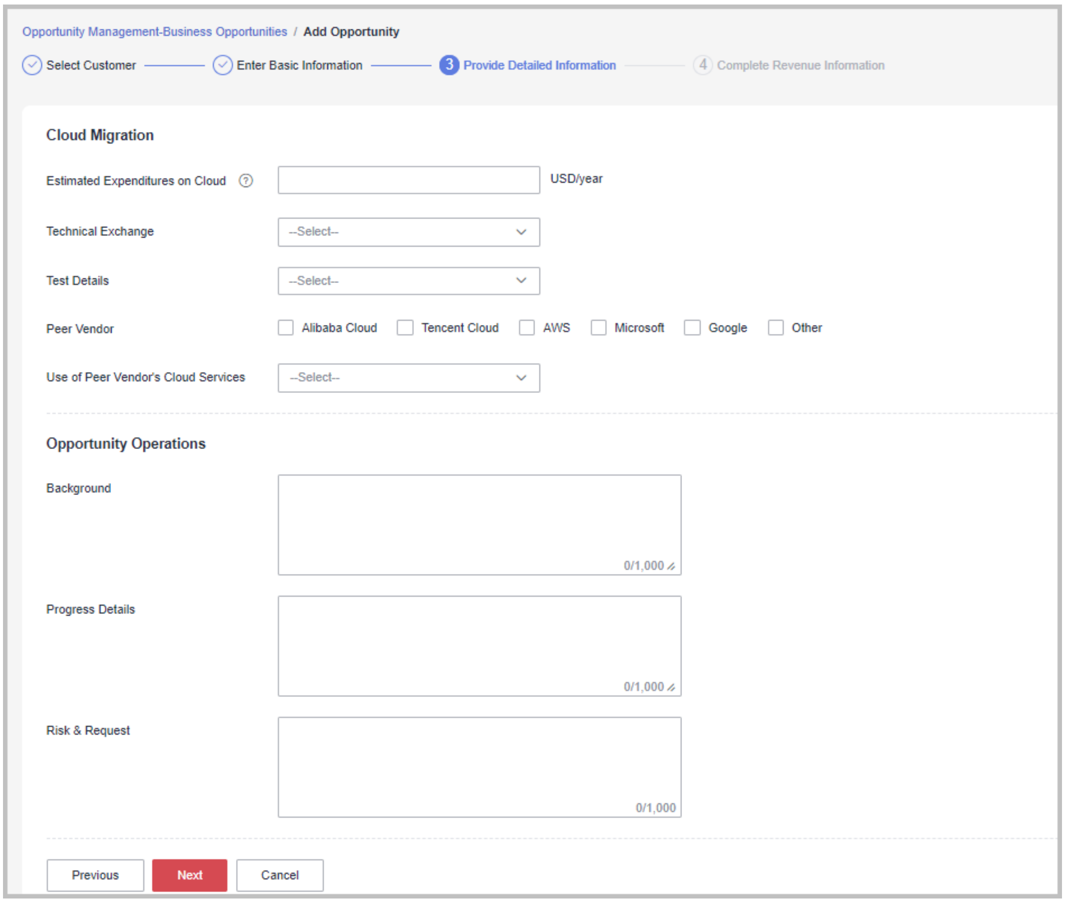
NOTE

Click the eye icon next to a header to show or hide the complete content in the column. The content is hidden by default. For example, you can click the eye icon next to **Customer/Account Name** to show or hide the complete content of customer names.

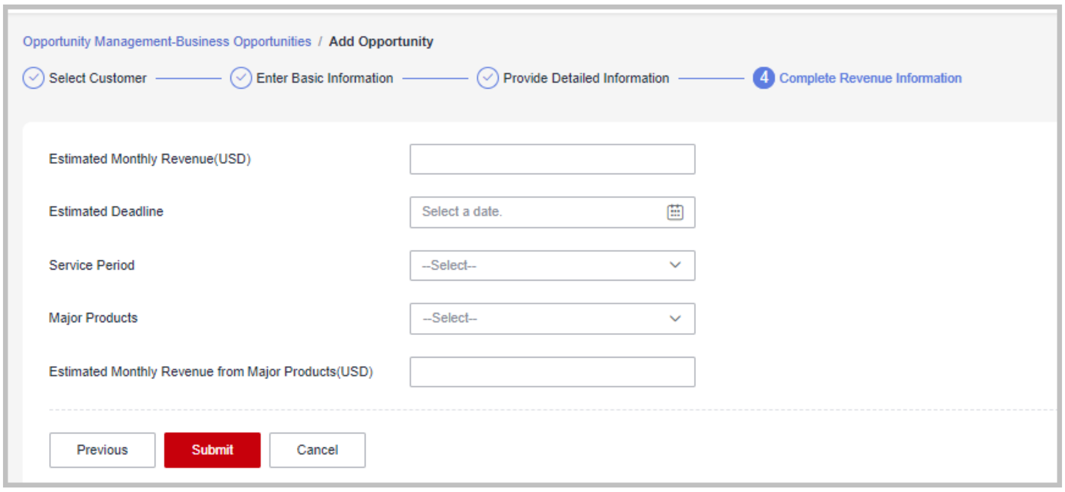
Step 5 Enter basic information and click **Next**.

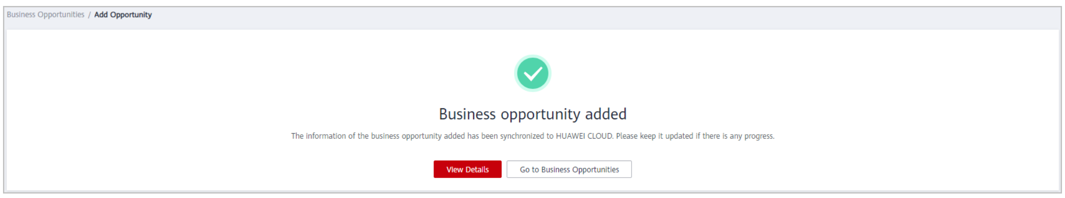


Step 6 Specify the detailed information and click **Next**.



Step 7 Specify the revenue information and click **Submit**. A message indicating the opportunity has been successfully added is displayed. You can click **View Details** or **Go to Business Opportunities**.





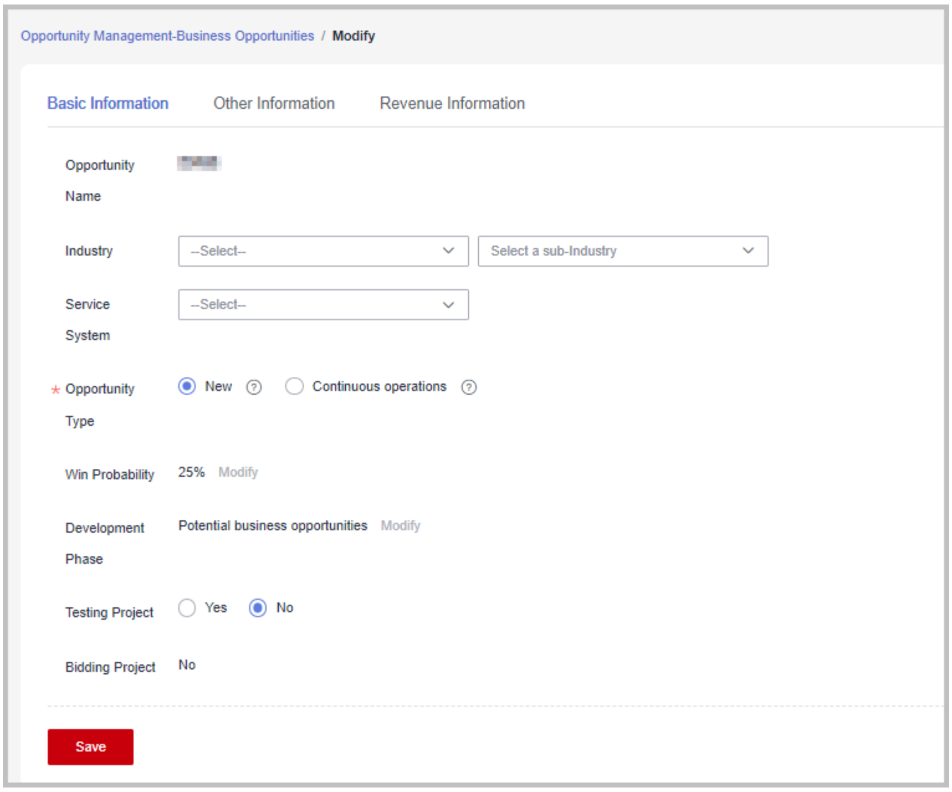
NOTE

All fields on the **Complete Revenue Information** page are mandatory.

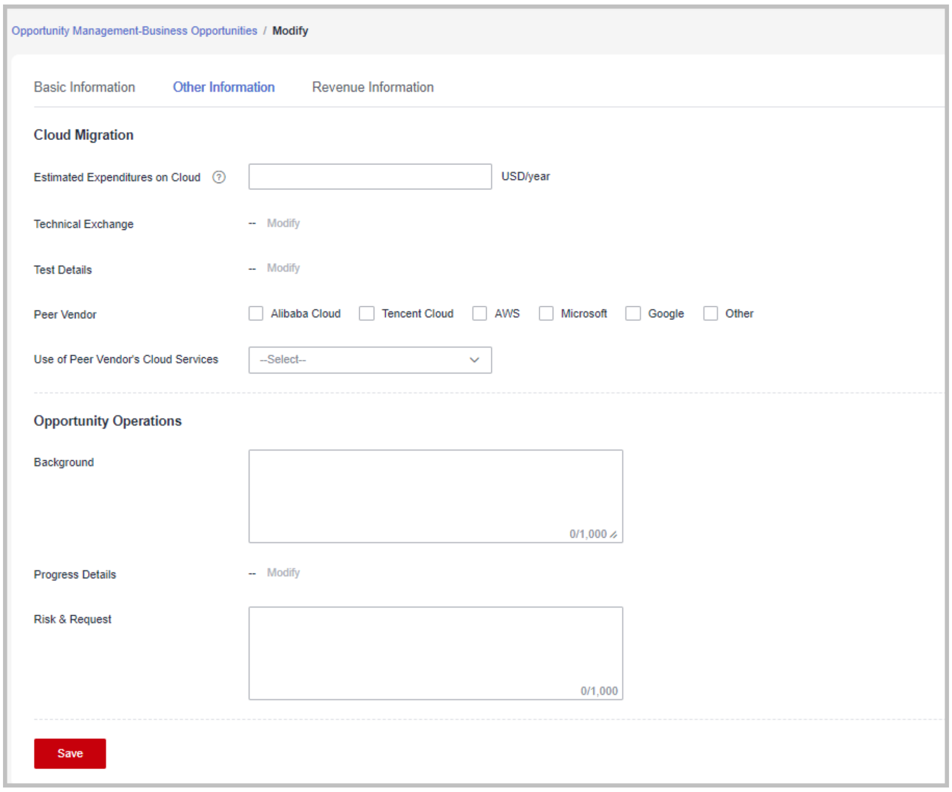
----End

Other Operations

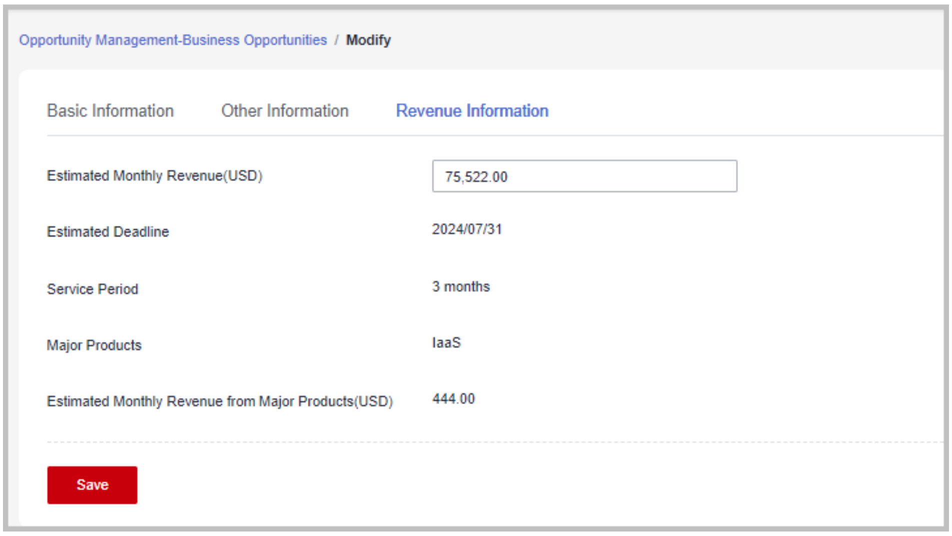
- Modifying an opportunity: Click **Modify** in the **Operation** to modify the opportunity. The development phase cannot be modified.
  - Change the basic information as needed and save the changes.



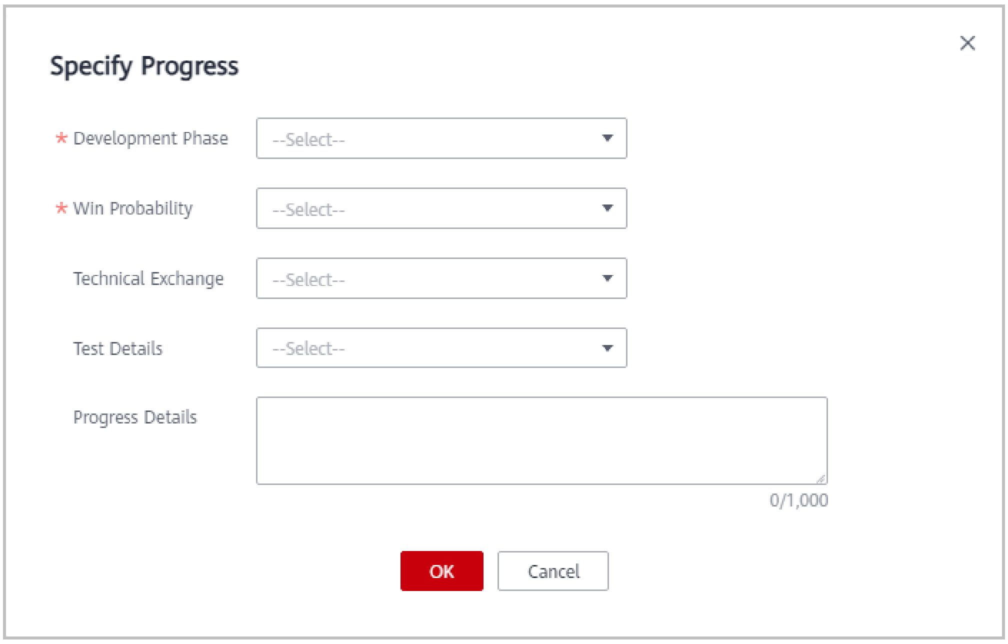
  - Change the information on the **Other Information** tab page, and save the changes.



– Change the information on the **Revenue Information** tab page, and save the changes.



- Specifying progress for an opportunity: Click **Specify Progress** in the **Operation** column. In the displayed dialog box, specify **Development Phase**, **Win Probability**, **Technical Exchange**, **Test Details**, and **Progress Details**. The progress details you have specified will be displayed in the **Progress Details** area on the **Opportunity Management** > **Business Opportunities** > **Details** page.



9.2.1.1.2 Querying an Opportunity

You can query your associated customers and the related opportunity information such as **Industry**, **Opportunity Type**, **Win Probability**, **Development Phase**, **Estimated Monthly Revenue**, and **Last Updated**.

Precautions

- Customer managers can only view their own opportunities.
- Customer manager directors can view the opportunities of all their customer managers.

Procedure

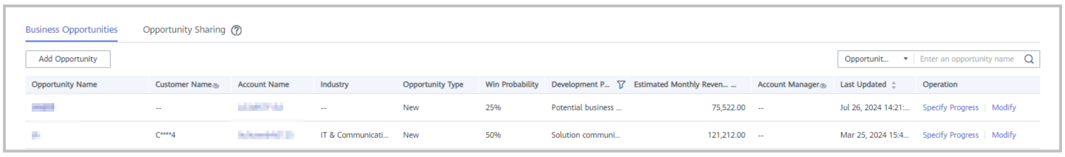
Step 1 Sign in to **Huawei Cloud** as a partner.

Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 In the top navigation, choose **Sales** > **Leads and Opportunities** > **Opportunity Management**. The **Business Opportunities** tab is displayed by default.

Step 4 You can configure search criteria as needed to view opportunities.

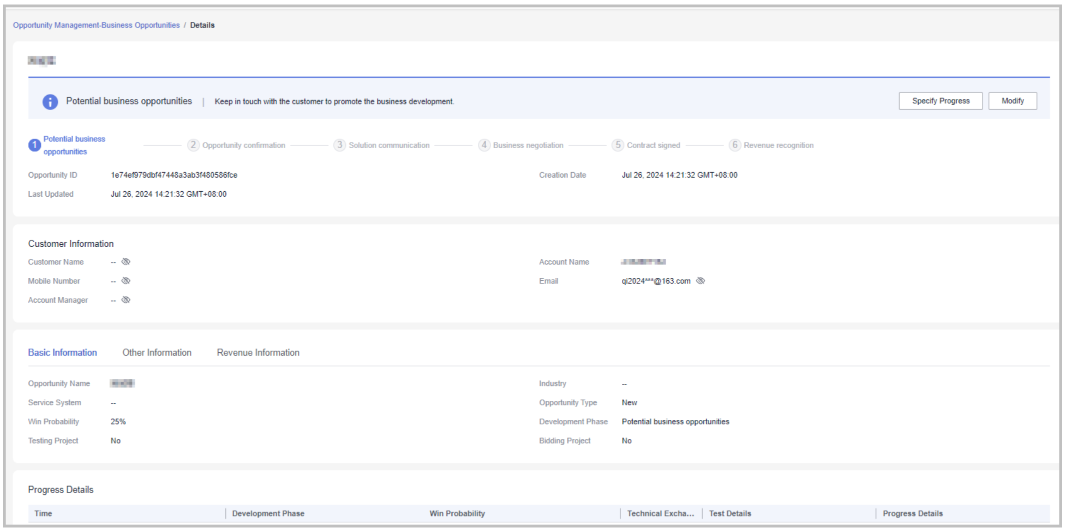
You can query opportunities by opportunity name, customer name, customer account name, and account manager.



NOTE

Click the eye icon next to a header to show or hide the complete content in the column. The content is hidden by default. For example, you can click the eye icon next to **Customer Name** to show or hide the complete content of customer names.

Step 5 Click an opportunity name to go to its details page where you can view opportunity details and customer information.



- On the **Basic Information** tab page, you can view **Opportunity Name**, **Industry**, **Service System**, **Opportunity Type**, **Win Probability**, **Development Phase**, **Testing Project**, and **Bidding Project**.
- On the **Other Information** tab page, you can view the cloud migration and opportunity operations of the customer.
- On the **Revenue Information** tab page, you can view the **Estimated Monthly Revenue**, **Estimated Deadline**, **Service Period**, **Major Products**, and **Estimated Monthly Revenue from Major Products**.

----End

9.2.2 Customer Development

9.2.2.1 Preregistering Customers

Customer preregistration is a mechanism provided by Huawei Cloud for cloud solution providers to register customers in advance, helping them seize customer development opportunities. This mechanism prevents customer development conflicts between partners and between partners and Huawei Cloud.

A partner can preregister potential customers. Within the validity period of preregistration, the partner needs to send invitation links to preregistered customers for them to register and associate with the partner.

Besides **sending emails**, the partner can **send hyperlinks or QR codes** to invite potential customers.

Prerequisites

You must reserve your mobile number or email address in the Partner Center before preregistering a customer. In addition, you must add a mobile number or email address on the **Partner Information** > **Basic Information** > **Account Information** page.

Constraints

1. A customer cannot be preregistered by a partner if the customer:
   - Is registered with the Huawei Cloud Chinese mainland website.
   - Has been associated with another partner.
   - Has been preregistered by another partner.
   - Is a consumer cloud user.
   - Has signed contracts with Huawei Cloud.
   - Has cash expenditure records and has not been preregistered by the Huawei Cloud direct sales team.
   - Has been associated with an enterprise master in the unified accounting model.

   NOTE

   If you are not sure whether a customer falls under any of the previously mentioned scenarios, try either of the following methods:
   - Directly preregister the customer. Then, the system will display the failure cause.
   - Contact your ecosystem manager to query the customer status. You can find the contact information of your ecosystem manager in the upper right corner of the **Home** page.
2. A partner can submit a request for manual preregistration review if the customer:
   - Has registered for more than seven days or has cash expenditure records and has been preregistered by the Huawei Cloud direct sales team.
   - Registers in a country that is inconsistent with the location where the partner develops business.
   - Belongs to the Huawei Cloud online sales team.

   NOTE

   1. If you are not sure whether a customer falls under any of the previously mentioned scenarios, try either of the following methods:
      - Directly preregister the customer. Then, the system will display the failure cause.
      - Contact your ecosystem manager to query the customer status. You can find the contact information of your ecosystem manager in the upper right corner of the **Home** page.
   2. The manual preregistration review will be completed within two working days.
3. The maximum number of customers allowed in the pending review and preregistered statuses is capped at 100. Once this limit is reached, no pre-registrations are allowed.
4. The validity period of preregistration is 15 days. A preregistered customer cannot be preregistered by another partner until the current validity period has expired.

5. Ensure that the email address provided for preregistering a customer is consistent with the email address that was used by the customer for account creation. Email inconsistency will lead to a customer invitation failure. Double check the email address before preregistration.

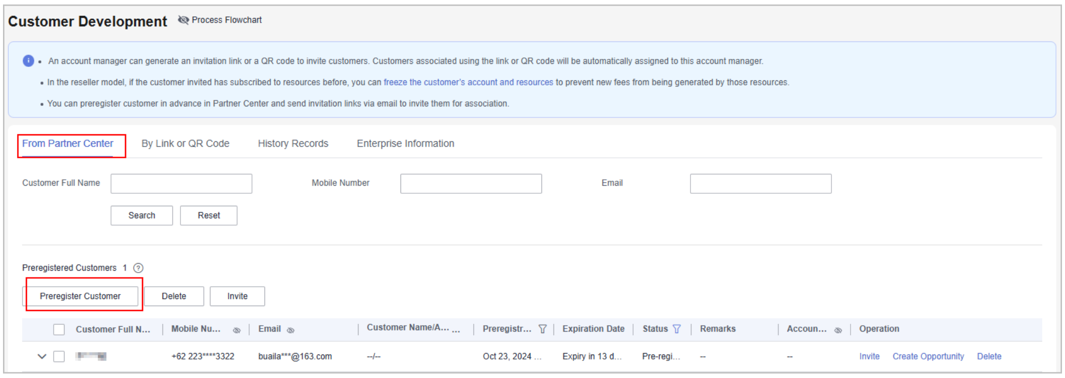
Procedure

Step 1 Sign in to **Huawei Cloud** as a partner.

Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 In the top navigation, choose **Sales** > **Leads and Opportunities** > **Customer Development**.

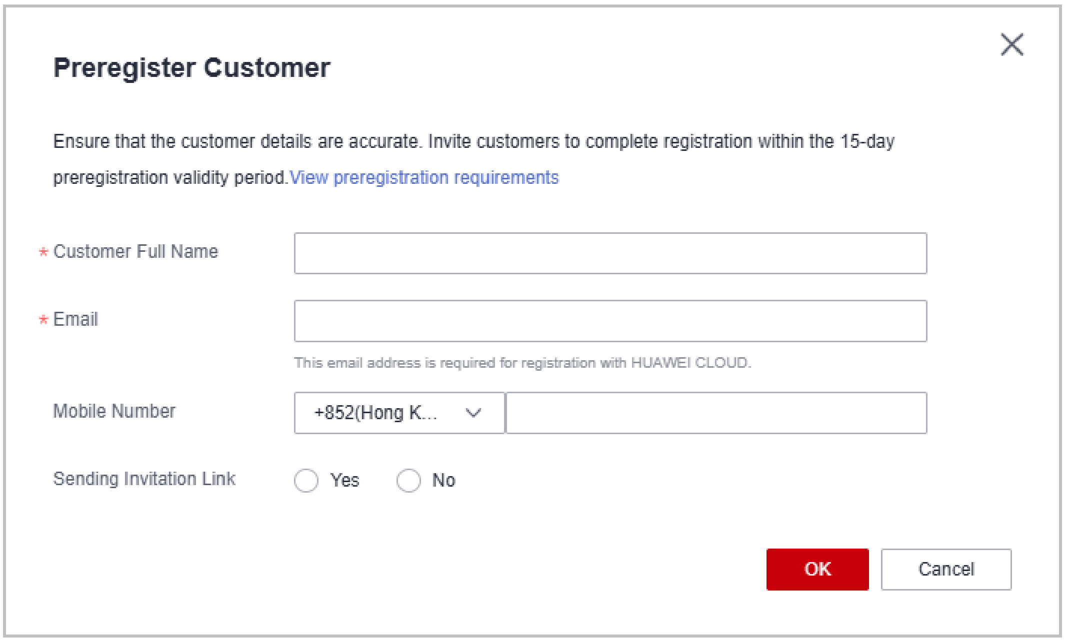
Step 4 On the **From Partner Center** tab page, click **Preregister Customer**.



NOTE

Click next to a header to show or hide the complete content in the column. The content is hidden by default. For example, you can click next to **Customer Name/Account Name** to show or hide the complete content of customer names.

Step 5 Enter the full name, email address, and mobile number of the customer, select whether to send an invitation link, and click **OK**.

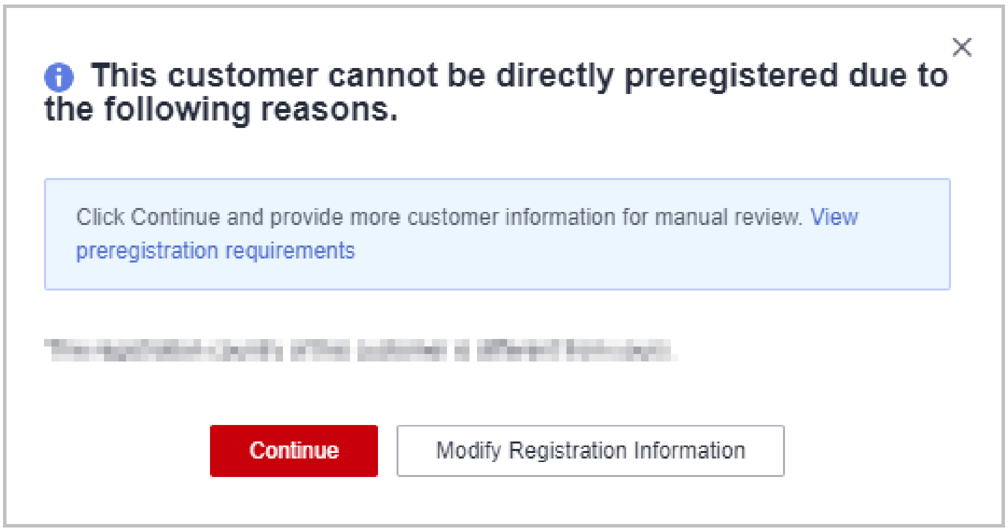


NOTE

- The email address can contain only letters, digits, underscores (_), hyphens (-), and periods (.).
- If **Sending Invitation Link** is set to **Yes**, once a customer is preregistered, the system will automatically send an invitation link to the customer.
- If **Sending Invitation Link** is set to **No**, once a customer is preregistered, you need to **send an email** or **send a hyperlink or QR code** to invite the customer for association.
- Regardless of whether you select **Yes** or **No** for **Sending Invitation Link**, the association type is Reseller.

Step 6 (Optional) If you still want to preregister a customer who does not meet the preregistration conditions, submit a manual review request.

1. In the dialog box that is displayed, click **Continue**.



2. In the displayed dialog box, fill in the potential additional expenditures and the communication process with the customer, including project details and customer account information, and click **Submit**.

3. You can query the preregistered customer by full name, mobile number, or email on the **From Partner Center** tab page. If the status of the customer changes to **Pre-registered**, the preregistration is successful. Then, you can invite the customer for association.

   NOTE

   For customers in the **Under review** state, you can contact your ecosystem manager if you have any questions. You can find the contact information of your ecosystem manager in the upper right corner of the **Home** page.

----End

Other Operations

- Click **Delete** in the **Operation** column to delete a customer. You can also select multiple customers and click **Delete** next to **Preregister Customer** to delete them.
- Click **Create Opportunity** in the **Operation** column to create an opportunity for a customer.

NOTE

- You cannot delete customers whose status is **Under review** or **Associated**.
- After a preregistered customer is deleted, the preregistration for the customer becomes invalid.

9.2.2.2 Inviting Pre-Registered Customers by Emails

A partner can send an email to invite a pre-registered customer for association.

NOTE

- When you invite a customer for association, the association type in Partner Center is Reseller.
- **Not preregistered** customers are the partner's historical customers.
- After a partner sends an association invitation to a customer, the customer can click the invitation link to associate with the partner. For details, see **Associating with a Partner Using an Invitation Link**.
- After a customer is associated with a partner, the customer account will be frozen by default and some of their resources will be inaccessible until the account is unfrozen. You can set a budget for the customer and unfreeze their account. To ensure the customer's cloud services are not impacted, submit a service ticket to request association in the background.

Prerequisites

A partner must pre-register a customer before sending an email to the customer. For details about pre-registering a customer, see **Preregistering Customers**.

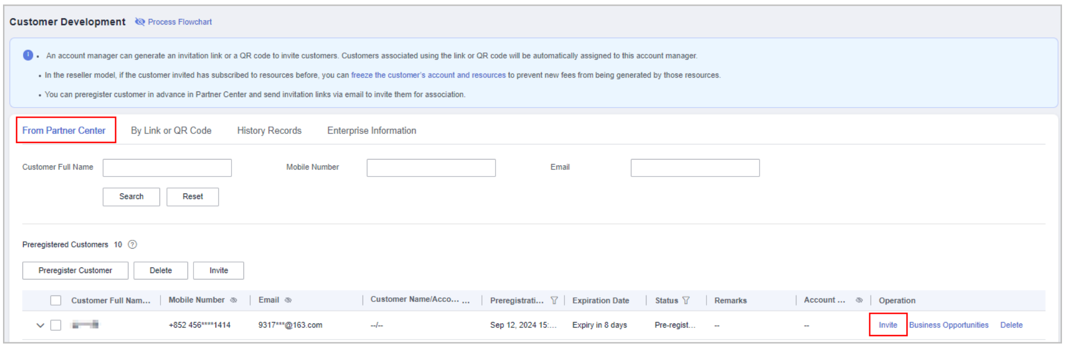
Procedure

Step 1 Sign in to **Huawei Cloud** as a partner.

Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

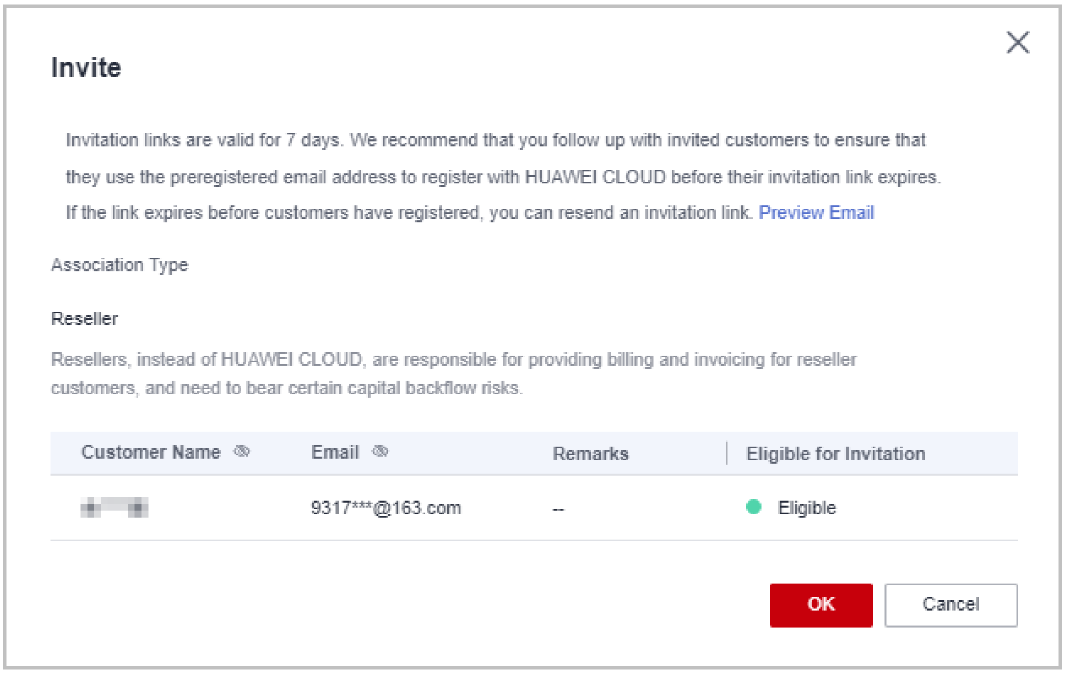
Step 3 In the top navigation, select **Sales** > **Leads and Opportunities** > **Customer Development**.

Step 4 In the customer list, select a customer and click **Invite** in the **Operation** column.



> 📖 **NOTE**
>
> - You can select multiple customers and click **Invite** to batch send invitation emails to the customers.
> - You can click the eye icon before **Process Flowchart** to view the process guide for developing customers by sending invitation emails.
> - Click the eye icon next to a header to show or hide the complete content in the column. The content is hidden by default. For example, you can click the eye icon next to **Customer Name/Account Name** to show or hide the complete content of customer names.

Step 5 On the **Invite** page, select an association type and click **OK**.



NOTE

- Association types

  Reseller: A customer signs a contract with the partner. The partner is responsible for the customer's contracts, billing, invoices, and support services, and the customer pays to the partner.
- Invitation links have a validity period. Notify invited customers of completing registration within the validity period.
- Click **Preview Email** to view the invitation email content.
- Click the eye icon next to a header to show or hide the complete content in the column. The content is hidden by default. For example, you can click the eye icon next to **Customer Name** to show or hide the complete content of customer names.

The system automatically sends invitation emails to customers. After receiving the invitation emails, the customers click the links provided in the emails to register with Huawei Cloud and associate with the partners. For details, see **Associating with a Partner Using an Invitation Link**.

----End

9.2.2.3 Inviting Customers by Hyperlinks or QR Codes

Besides **sending emails**, partners can send hyperlinks or QR codes to invite potential customers.

NOTE

- After a partner sends an association invitation to a customer, the customer can click the invitation link to associate with the partner. For details, see **Associating with a Partner Using an Invitation Link**.
- When you invite a customer for association, the association type in Partner Center is Reseller.

Precautions

- The general-purpose invitation link or QR code generated by a partner administrator or operator contains a customized tag, indicating the account name of the administrator or operator.
- After an account manager or account director invites customers by invitation links and QR codes, the customers will be automatically associated with and assigned to the account manager or account director.
- Offline associations are only available to new customer accounts. If a customer wants to associate with a partner using an existing account, they need to contact the partner to send an online association invitation.

Procedure

Step 1 Sign in to **Huawei Cloud** as a partner.

Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 In the top navigation, choose **Sales** > **Leads and Opportunities** > **Customer Development**.

Step 4 Click the **By Link or QR Code** tab.

Step 5 Obtain the invitation link and QR code.

You can invite a customer using a general-purpose/customized invitation link and QR code or a promotional link.

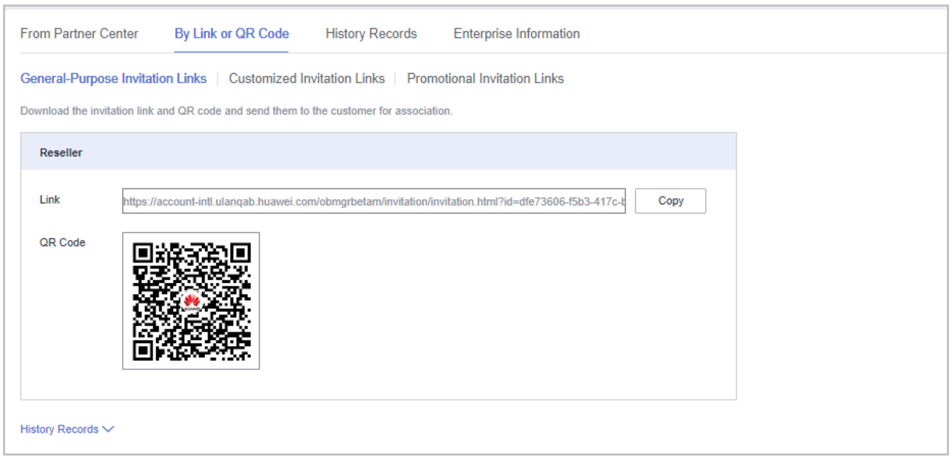
After receiving the invitation, the customer can click the link or scan the QR code to register with Huawei Cloud and associate with the partner. For details, see **Requesting Association with a Partner**.

NOTE

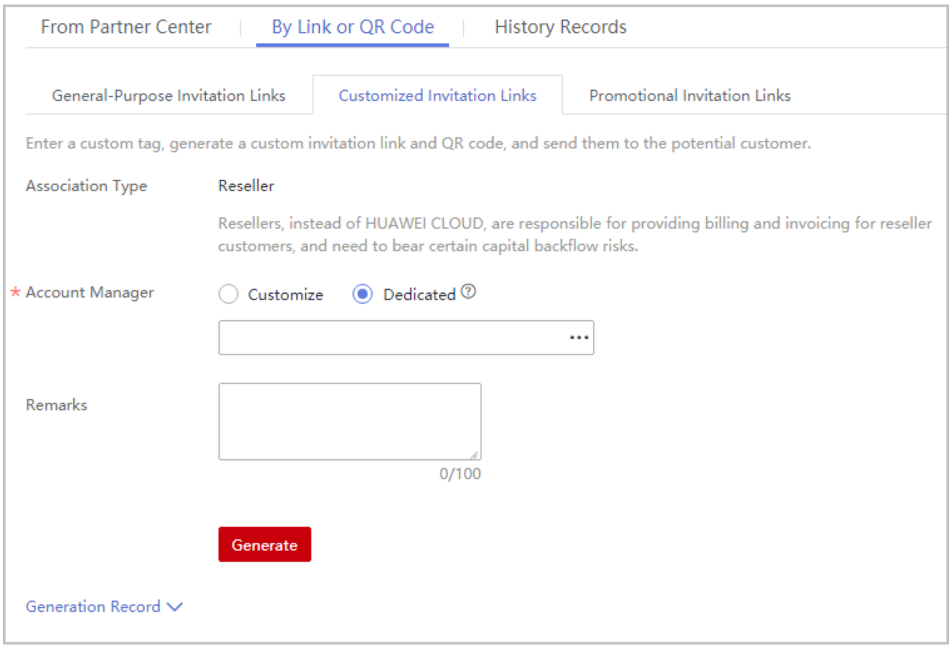
- When creating a custom invitation link and a QR code, add a tag to them. Then you can identify associated customers by tag. You can view customers' custom tags in the customer list on the **Customers** > **Customer Management** page.
- If you do not want to create a custom tag for a customer, use the general invitation link and QR code.
- The invitation link and QR code for a promotional activity are valid only for a period of time. Remind your customers to complete the registration within the validity period.
- You can click the eye icon before **Process Flowchart** to view the process guide for developing customers by hyperlinks or QR codes.
- Association types

  Reseller: A customer signs a contract with the partner. The partner is responsible for the customer's contracts, billing, invoices, and support services, and the customer pays to the partner.

- Invite a preregistered customer by a general-purpose invitation link and QR code.
  a. Click the **General-Purpose Invitation Links** tab.
  b. Click **Copy** after **Link** or click **Download** on the **QR Code** picture to obtain the invitation link or QR code and send it to a preregistered customer offline, such as by email.



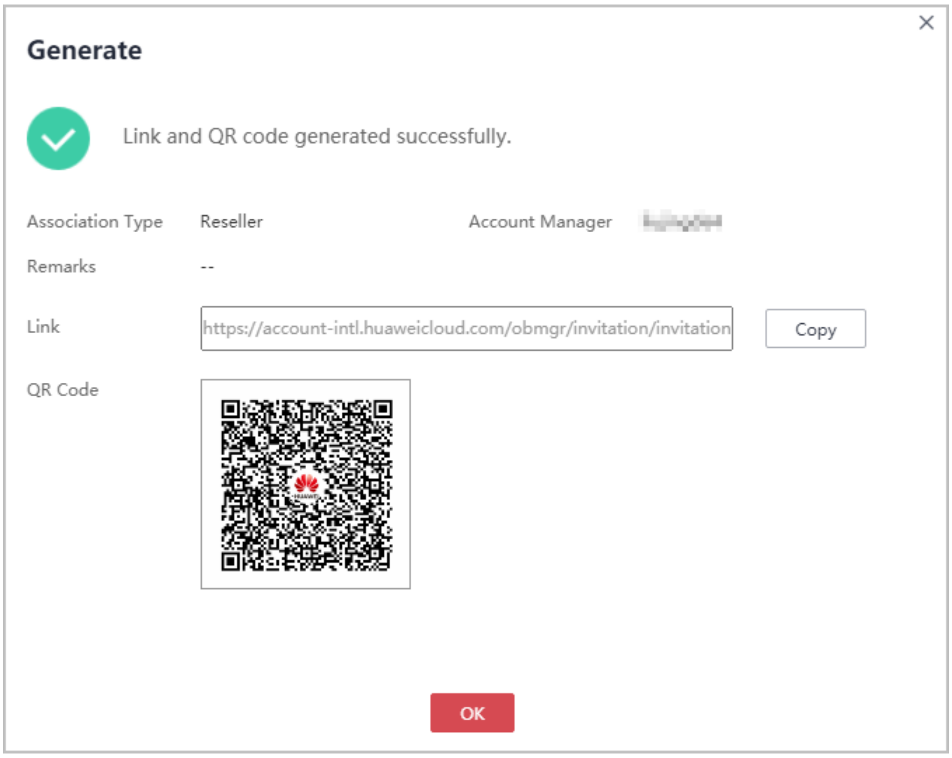
- Invite a preregistered customer by a customized invitation link or QR code.
  a. Click the **Customized Invitation Links** tab.
  b. Set **Account Manager** and click **Generate**.



NOTE

You can generate up to 100 invitation links within 24 hours.

c. On the **Generate** page, click **Copy** after **Link** or click **Download** on the **QR Code** picture to obtain the invitation link or QR code and send it to a preregistered customer offline, such as by email.



NOTE

You can click **Generation Record** to view historical customized invitation links. You can also send a historical invitation link or QR code to a potential customer.

- Invite a preregistered customer by a promotional invitation link.
  No promotion activity is available.

----End

9.2.2.4 Managing Invited Customers

After sending an invitation link to a customer, you can view the customer association status and track the association progress in Partner Center.

Viewing the Association Failure Cause

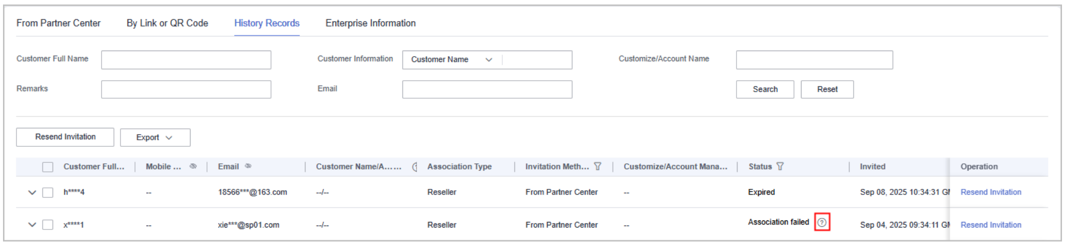
Step 1 Access the **History Records** page.

a) Sign in to **Huawei Cloud** as a reseller.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) In the top navigation, select **Sales** > **Leads and Opportunities** > **Customer Development**. On the displayed page, click the **History Records** tab.

Step 2 In the customer list, filter customers whose status is **Association failed**. Hover the cursor over next to **Association failed** to view the cause of the association failure.



----End

Association Failure Causes and Suggested Operations

Message	Suggested Operation
The system is busy. Try later.	Contact the customer service.
The invitation link does not exist.	Send the invitation email again.
The invitation link has expired.	Send the invitation email again.
The invitation code has been used.	Send the invitation email again.
The invitation link has been used.	Send the invitation email again.
Prepaid partners cannot develop customers in reseller model.	Send the invitation email again.

Message	Suggested Operation
Failed to associate with the partner because the customer has been registered by another partner.	The customer cannot be associated with a partner in this condition.
Failed to set the customer to a partner's customer because the customer is already a partner or is applying for becoming a partner.	The customer cannot be associated with a partner in this condition.
Failed to associate with the partner because the customer already associates with another partner.	The customer cannot be associated with a partner in this condition.
Failed to associate with the partner because the customer has a special contract.	The customer cannot be associated with a partner in this condition.
Failed to associate with the partner because the customer uses a Huawei internal account.	The customer cannot be associated with a partner in this condition.
Failed to associate with the partner in the reseller model because the customer has associated with an independent accounting member account as the enterprise master account.	The customer cannot be associated with a partner in the reseller model.
Failed to associate with the partner in the reseller model because the customer was using an enterprise member account to do so.	The customer cannot be associated with a partner by reseller model.
According to your signed relationship with Huawei, some of the customers cannot be associated by referral model. It is recommended that you associate them by reseller model.	The customer cannot be associated with a partner by referral model. Suggest the customer to associate with the partner by reseller model.
According to your registration country, some of the customers cannot be associated by referral model. It is recommended that you associate them by reseller model.	The customer cannot be associated with a partner by referral model. Suggest the customer to associate with the partner by reseller model.
Failed to associate with the partner because the customer has a consumption record.	Remind the customer to submit a service ticket or contact the customer service to associate with the partner.
Failed to associate with the partner because the top-up account has a balance and the outstanding invoice amount is greater than the limit.	Remind the customer to submit a service ticket or contact the customer service to associate with the partner.

Message	Suggested Operation
Failed to associate with the partner because the customer registration time exceeds the limit.	Remind the customer to submit a service ticket or contact the customer service to associate with the partner.
Failed to associate with the partner because the customer has overdue payment.	Remind the customer to top up the account and settle the overdue payment and then submit a service ticket or contact the customer service to associate with the partner.
Failed to associate with the partner by reseller model because the bill run of the customer's credit account is created and the account has overdue payment.	Remind the customer to settle all the overdue payments and then submit a service ticket or contact the customer service to associate with the partner.
Association not supported. This customer has valid service support plans.	Remind the customer to unsubscribe from the service support plans and then submit a request for association.
Association not supported. This enterprise member account has valid service support plans.	Remind the customer to unsubscribe from the service support plan of this member account and then submit a request for association.

Resending an invitation email

If a pre-registered customer is not associated with your account or the invitation email has expired, you can send an invitation email again. If a pre-registered customer fails to be associated with your account, you can send an invitation email again after modifying the information as prompted.

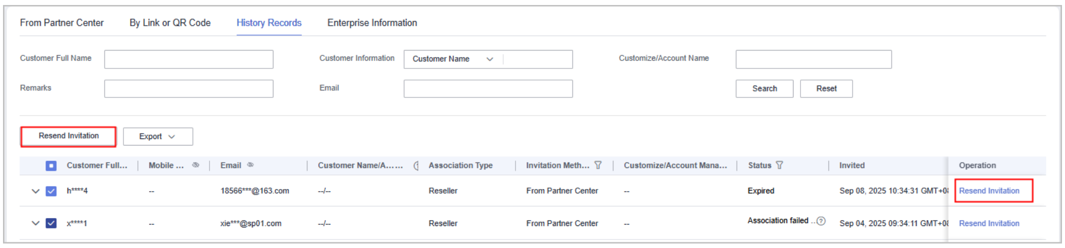
Step 1 Access the **History Records** page.

a) Sign in to **Huawei Cloud** as a partner.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) In the top navigation, select **Sales** > **Leads and Opportunities** > **Customer Development**. On the displayed page, click the **History Records** tab.

Step 2 After determining the target customer, click **Resend Invitation** in the **Operation** column of the customer. Or you can select one or more target customers and click **Resend Invitation** above the customer list.



Step 3 In the displayed dialog box, confirm the customer information and click **OK**.

----End

Viewing Invited Customers

On the **History Records** page, you can view customers who have received your invitations and those who have accepted your invitations and registered with HUAWEI CLOUD.

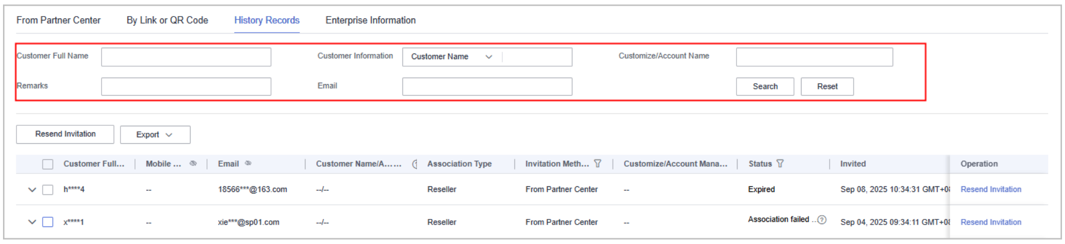
Step 1 Access the **History Records** page.

a) Sign in to **Huawei Cloud** as a partner.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) In the top navigation, select **Sales** > **Leads and Opportunities** > **Customer Development**. On the displayed page, click the **History Records** tab.

Step 2 Set search criteria to query for the invited customers to be viewed.



- You can check the invited customers by customer full name, customer information (customer name and account), custom tag, account manager's account name, remarks, and email address.
- You can also filter the customer list by invitation method and status.

Step 3 Click to view information about invited customers.

----End

Exporting Invited Customers

If you want to view invited customers offline, you can export all records of invited customers.

Step 1 Access the **History Records** page.

a) Sign in to **Huawei Cloud** as a partner.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) In the top navigation, select **Sales** > **Leads and Opportunities** > **Customer Development**. On the displayed page, click the **History Records** tab.

Step 2 Click **Export All** to export records of all invited customers.

NOTE

When using the export function of Partner Center, please note that any sensitive information, such as customer names, mobile numbers, and email addresses, will be anonymized.

Step 3 Click **Export** > **View Export** to enter the export history page.

Step 4 When the export status is updated to **Completed**, click **Download** in the **Operation** column to download the record to your local PC. Then you can view all invited customers offline.

----End

9.3 Customers

9.3.1 Customer Management

9.3.1.1 Viewing Customer Information

A partner can query all the associated customers' current estimate and basic information.

Procedure

Step 1 Access the **Customer Management** page.

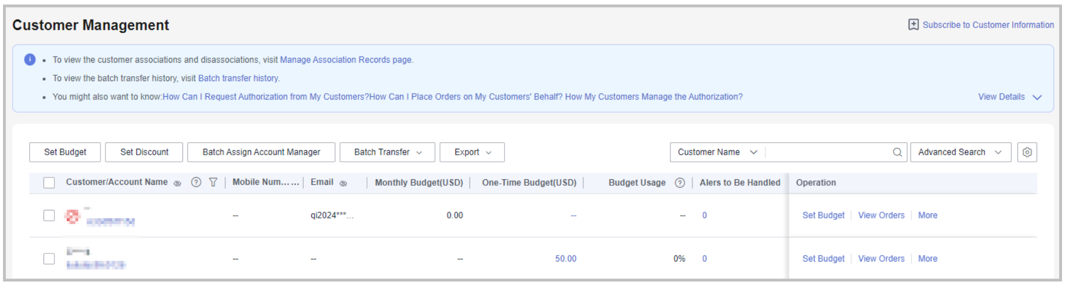
a) Sign in to **Huawei Cloud** as a partner.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) In the top navigation bar, select **Sales** > **Customers** > **Customer Management**.

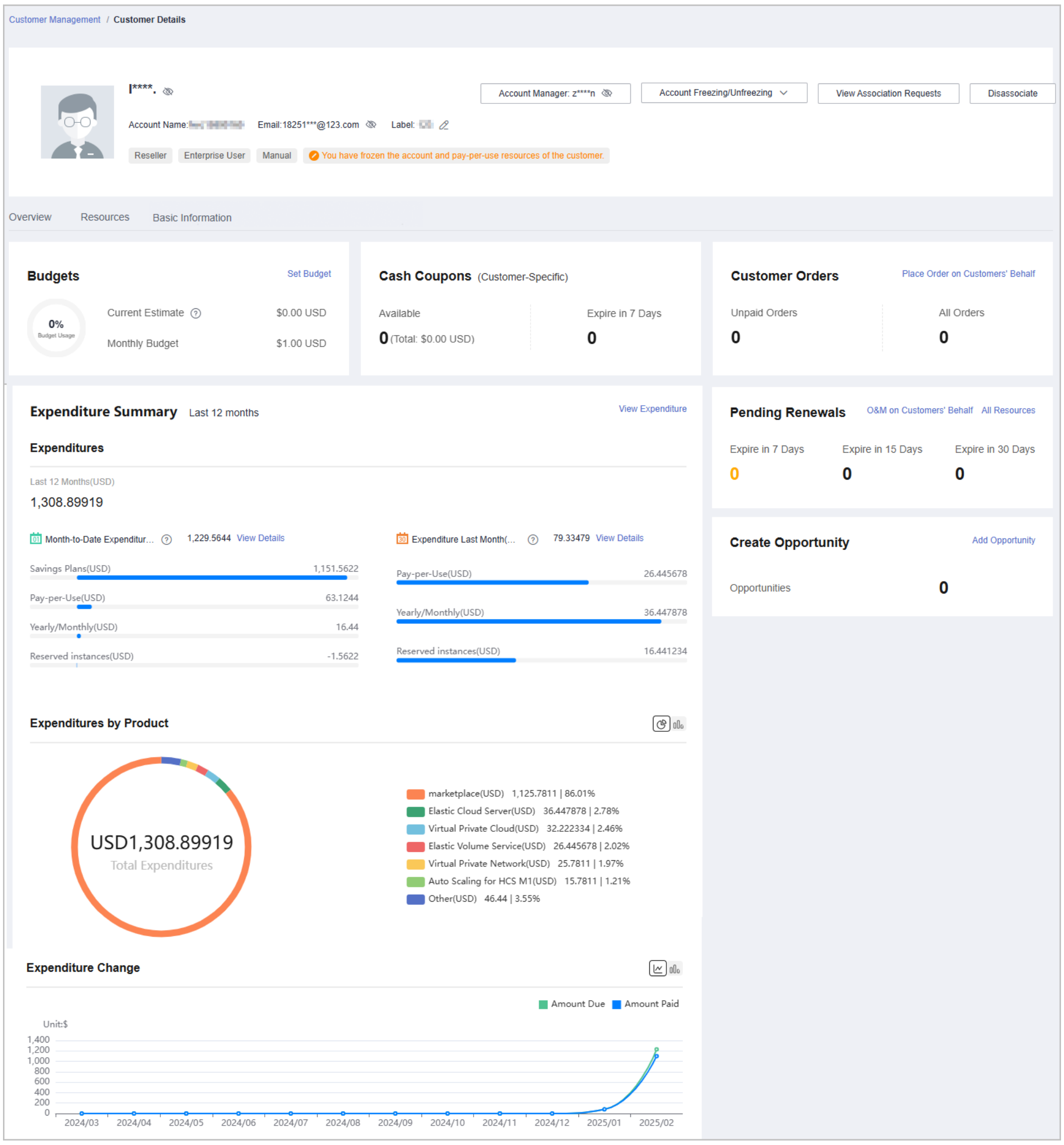
Step 2 Set search criteria to search for customers

You can search for customers by whether the account is automatically frozen, association type, association time, customer name, customer account, customer ID, account manager name, month-to-date expenditure, resource expiration date, mobile number, budget usage, or customer tag.



Step 3 Click the account name in the customer list. On the displayed **Customer Details** page, you can view all information about the customer, including budget management, cash coupons, customer orders, expenditure overview, business

opportunities, resources, and basic information. Click different tabs to view the required information.



View and handle customer overview information.

- **Account manager assignment/change**: Click **Assign Account Manager** to assign an account manager for the customer. If you need to change the account manager for a customer, you can click **Account Manager: *****.
- **Account or resource freezing/unfreezing**: Click the button from the drop-down list of **Account Freezing/Unfreezing** to unfreeze both accounts and resources for your customers.
- **Association operation record querying**: Click **View Association Requests** to view the association operation records. You can then process the association.
- **Disassociation**: Click **Disassociate** to disassociate from the customer.

On the **Overview** tab page, you can view and process the customer's overview information (budget, coupons, customer orders, resources to be renewed, business opportunities, and expenditure summary).

- **Budget management**: On the budget management card, view the budget usage. You can click **Set Budget** to set a monthly or one-off budget for the customer.
- **Cash coupons**: On the cash coupon card, view the cash coupons of a specified customer, including available coupons and coupons that will expire in 7 days.
- **Customer orders**: On the customer order card, view the customer orders. You can click **Request Authorization** to apply for the permission to perform operations on the customer's behalf. Click the number under **Unpaid Orders** or **All Orders** to view order information. After obtaining the permission for performing operations on the customer's behalf, you can click **Place Order on Customers' Behalf** to place an order to purchase yearly/monthly resources for the customer associated in the reseller model.
- **Pending renewal**: On the pending renewal card, view the customer's resources to be renewed. To manage resources for the customer, you can click **O&M on Customers' Behalf** to obtain customer authorization first and then perform operational tasks for the customer as needed. Click **All Resources** to view customers' yearly/monthly resources, pay-per-use resources, reserved instances, and savings plans. Click the number under **Expire in 7 Days**, **Expire in 15 Days**, or **Expire in 30 Days** to view the yearly/monthly resources, pay-per-use resources, reserved instances, and savings plans that will expire in 7, 15, or 30 days.
- **Expenditure overview**: On the expenditure overview card, you can view the expenditure, product proportion, and expenditure trend. Click **View Details** to view the customer's expenditures. Click **View Details** next to **Month-to-Date Expenditures** or **Expenditure Last Month** to view expenditure details of this month or last month. You can click the icons in **Expenditures by Product** and **Expenditure Change** to check the rankings by expenditures on different products and the different types of charts, respectively.
- **Business opportunities**: On the business opportunity card, you can create an opportunity for a preregistered customer or an associated customer. You can also click the number next to Opportunities to view detailed information.

Click the **Resources** tab to view the customer's yearly/monthly resources, pay-per-use resources, reserved instances, and savings plans.

- **Yearly/Monthly resources**: Click the **Yearly/Monthly** tab to view the information about yearly/monthly resources, including the name/ID, product type, product specifications, cloud service region, status, effective time, and expiration time. You can search for resources by product type, effective time, expiration time, and order No., and filter resources by cloud service region and status. Click **Export** to export all yearly/monthly resource records of a customer.
- **Pay-per-use resources**: Click the **Pay-per-use Resources** tab to view information about pay-per-use resources, including the name/ID, tag, product type, product specifications, cloud service region, status, subscription time, and payment account. You can search for resources by product type or ID and filter the resource list by subscription time or status. Click **Export** to export all pay-per-use resource records of a customer.
- **Reserved instances**: Click the **Reserved Instances** tab to view the information about reserved instances, including the name/ID, product type, product specifications, cloud service region, status, effective time, expiration time, and order No. You can search for reserved instances by product type,

effective time, expiration time, and order No., and filter resources by cloud service region and status.

- **Savings plans**: Click the **Savings Plans** tab to view the savings plan information, including the name/ID, product type, product specifications, cloud service region, status, effective and expiration time, and order number. You can search for resources by product type, effective time, expiration time, and order No., and filter resources by cloud service region and status.

Click the **Basic Information** tab to view the basic information and tags of the customer.

- **Basic information and tags**: The basic information includes the customer account ID, company name, association type, association time, industry, and customer properties.
- **Historical account managers**: You can click **Account Manager History** to view the list of historical account managers assigned to the customer.

----End

Other operations on the Customer Management page

A partner can perform the following operations on the **Customer Management** page:

Operation	Description
Viewing association records	Click **Manage Association Records** to view historical association and disassociation records. For details, see **Viewing Association Records and Handling Disassociation Requests**.
Exporting customer information to the local PC	1. Click **Export** > **Export Selected** to export all the customers of the partner. **NOTE** • Only the administrator can export the customer list. If other operators need to export the customer list, they need to contact the administrator. • When using the export function of Partner Center, please note that any sensitive information, such as customer names, mobile numbers, and email addresses, will be anonymized. 2. Click **Export** > **View Export**. On the **Export History** page, click **Download** in the **Operation** column to download and view the exported customers.
Setting budgets for customers	Click **Set Budget** in the **Operation** column or select multiple customers and click **Set Budget** to set the monthly budget and one-off budget for customers associated in the reseller model. For details, see **Setting Monthly Budgets for Customers** and **Setting One-Time Budgets for Customers**.
Canceling association	Click **More** > **Disassociate** to disassociate from a customer. For details, see **Disassociate from a Customer.**.

Operation	Description
Viewing customer orders	Click **View Orders** to view all orders of a customer.
Viewing customer resources	Choose **More** > **View Resources** in the **Operation** column to view a customer's pay-per-use and yearly/monthly resources. For details, see **Viewing a Customer's Resources**.
Viewing customer expenditures	Click **More** > **Customer Spend** to view all expenditure details of a customer.
Assigning an account manager to a customer	Choose **More** > **Assign Account Manager** to assign an account manager to a customer. For details, see **Assigning an Account Manager for a Customer**.

9.3.1.2 Managing Customer Association Relationships

When a partner no longer provides products and services based on Huawei Cloud for a customer, the partner can disassociate from the customer and handle the disassociation request initiated by the customer.

NOTE

- Only the partner administrator can disassociate from the customer and handle the disassociation request initiated by the customer.
- After a partner submits a disassociation request, the customer can access **My Account** > **My Partner** to handle the request. For details, see **Handling a Disassociation Request Initiated by a Partner**.

Precautions

1. A partner or customer can initiate three disassociation requests within three months. They need to submit a service ticket or contact the customer service to initiate requests beyond the maximum allowed.
2. You cannot disassociate from a customer who is using an enterprise master account that has been associated with any independent accounting member.
3. If you need to disassociate from a customer whose account has been manually frozen, you need to unfreeze the customer account first.
4. You cannot disassociate from a customer if this customer has any valid reserved instance or partner support plan.
5. You cannot disassociate from a customer if this customer has any valid service support plan.
6. You cannot disassociate from a customer whose enterprise master account has unified accounting members with valid service support plans.

Disassociate from a Customer.

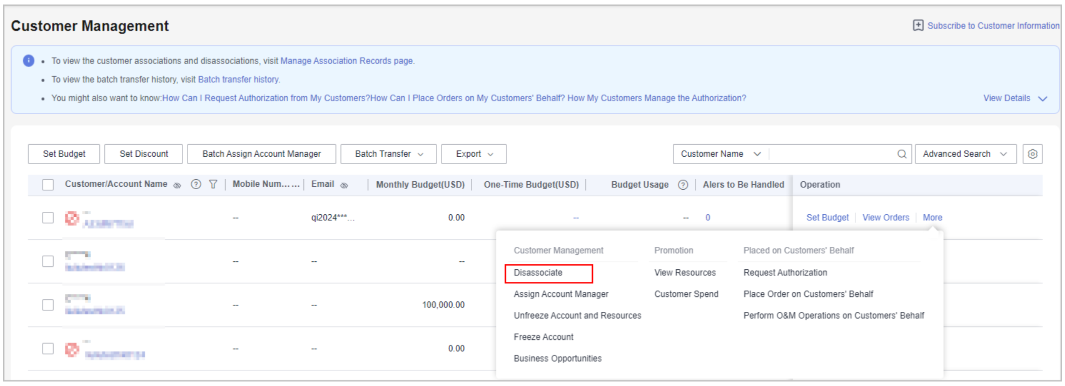
Step 1 Access the **Customer Management** page.

a) Sign in to **Huawei Cloud** as a partner.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

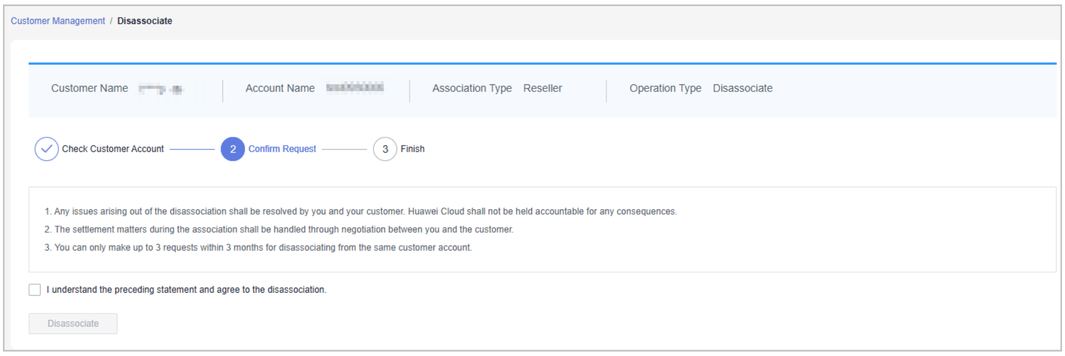
c) In the top navigation bar, select **Sales** > **Customers** > **Customer Management**.

Step 2 Locate the target customer and click **More** > **Disassociate** in the **Operation** column.



- You can click the eye icon next to a field to view or hide the complete content of the field. The content is hidden by default. For example, you can click the eye icon next to **Customer Name/Account Name** to show or hide the complete content of customer names.
- You can search for customers by whether the account is automatically frozen, association type, association time, customer name, customer account, customer ID, account manager name, month-to-date expenditure, resource expiration date, mobile number, budget usage, or customer tag.

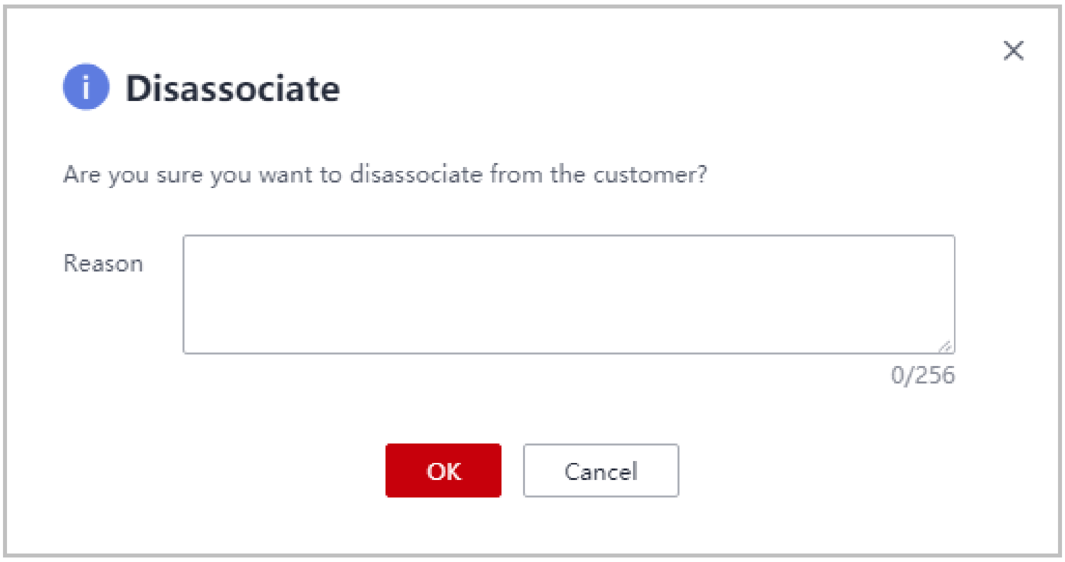
Step 3 If the account passes the check, select **I understand the preceding statement and confirm to disassociate from the partner account**, and click **Disassociate**.



NOTE

If the account fails the check, handle the failed items as prompted. Then check the account again.

Step 4 In the displayed dialog box, enter the reason for the request and click **OK**.



Step 5 The system displays a message indicating that the request for disassociating from the customer has been submitted. After your customer completes the processing, you will be notified of the processing result at the first time. Please wait.

NOTE

Disassociation is a critical operation. You are advised to enable the verification code function to enhance account security. For details about how to enable verification code function, see **Managing Basic Information**.

----End

Viewing Association Records and Handling Disassociation Requests

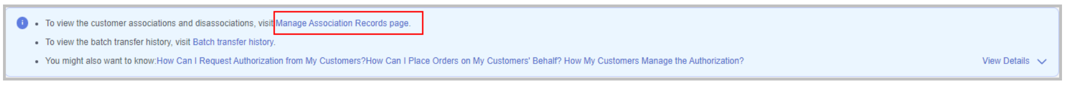
Step 1 Access the **Customer Management** page.

a) Sign in to **Huawei Cloud** as a partner.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

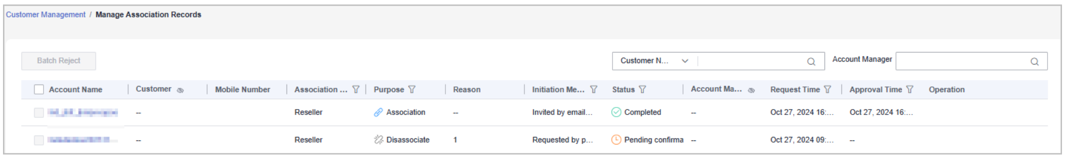
c) In the top navigation bar, select **Sales** > **Customers** > **Customer Management**.

Step 2 Click **Manage Association Records**.



Step 3 On the displayed page, you can query the association and disassociation records.

Click **Agree** or **Reject** in the **Operation** column.



NOTE

Handling disassociation requests initiated by a customer is a sensitive operation. You are advised to enable the verification code verification function to improve account security. For details about how to enable verification code function, see **Managing Basic Information**.

----End

9.3.1.3 Setting Monthly Budgets for Customers

A **monthly budget** reflects the total expenditures (calculated based on the list prices) of a customer the latest month. The budget will restore in the following month. The expenditure of the current month on certain monthly-settled cloud services, such as CDN billed by 95th percentile bandwidth, will not be counted into the used budget.

When setting a monthly budget for customers associated by reseller model, the partner needs to select a budget exhaustion policy (automatic or manual freezing). After the setting is successful, the customer can spend according to the budgets obtained.

Procedure

Step 1 Access the **Customer Management** page.

a) Sign in to **Huawei Cloud** as a partner.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) In the top navigation bar, select **Sales** > **Customers** > **Customer Management**.

Step 2 Locate the target customer and click **Set Budget** in the **Operation** column. The **Set Budget** page is displayed.

You can search for customers by whether the account is automatically frozen, association type, association time, customer name, customer account, customer ID, account manager name, month-to-date expenditure, resource expiration date, mobile number, budget usage, or customer tag.

NOTE

You can select multiple customers and click **Set Budget** above the customer list to achieve batch budget setting. This method will overwrite the original budget of the customer.

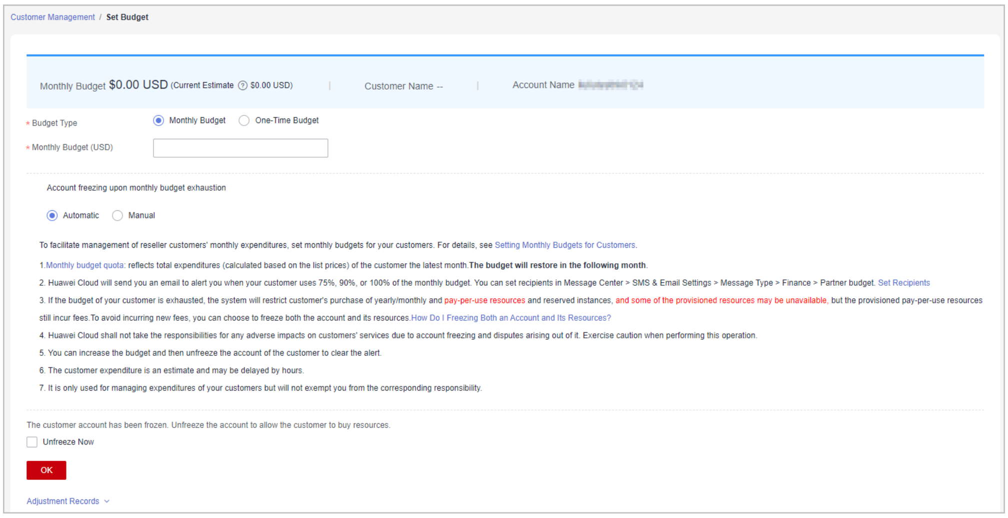
Step 3 Set the **Budget Type** to **Monthly Budget**, enter the monthly budget value, and select whether to automatically freeze the account upon budget exhaustion.

Automatic: the system automatically freezes an account upon budget exhaustion.

- When the customer's budget usage exceeds 75%, 90%, or 100%, Huawei Cloud will send a warning notification to you. You can go to **Message Center** > **SMS & Email Settings** > **Message Type** > **Finance** > **Partner budget** to set the recipient.
- When the customer's budget usage reaches 100%, the system automatically restricts the customer from purchasing monthly, yearly, and reserved instances, and from enabling pay-per-use resources. Some of the provisioned resources may be unavailable, but they still incur fees. To avoid incurring

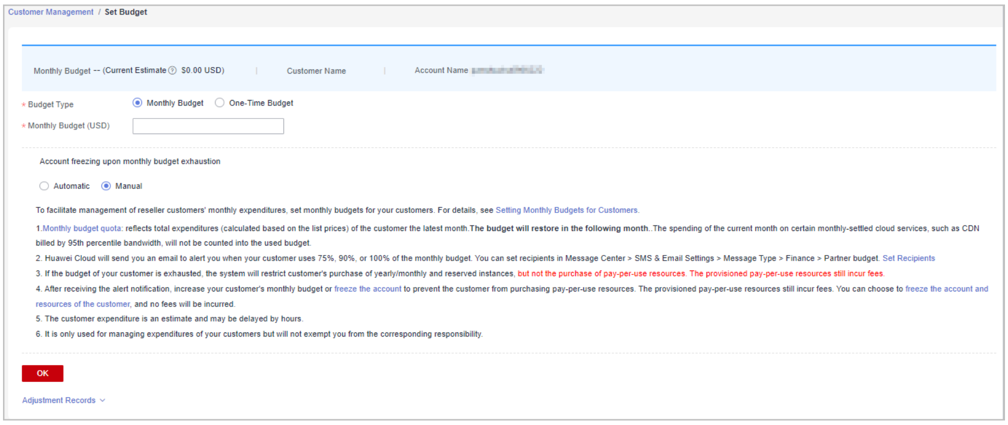
additional charges for those resources, please promptly freeze both the account and the resources. For details, see **Freezing Both an Account and Resources**.

- Huawei Cloud is not responsible for any adverse impacts on customer services or any disputes arising from account freezing.
- After the customer account is restricted, you can increase the customer budget and manually unfreeze the account to clear the alarm.
- Customer expenditure monitoring is not a real time task. There may be a delay of a few hours.
- This tool is used only to help you manage customer consumption and does not affect your responsibilities for managing customer consumption.



Manual account freezing: After customers exhaust their budget, you need to manually freeze customer accounts.

- For details about manual account freezing, see **Freezing an Account** and **Freezing Both an Account and Resources**.
- When the customer's budget usage exceeds 75%, 90%, or 100%, Huawei Cloud will send a warning notification to you. You can go to **Message Center** > **SMS & Email Settings** > **Message Type** > **Finance** > **Partner budget** to set the recipient.
- When the customer's budget usage reaches 100%, the customer cannot purchase yearly/monthly and reserved instances. But, they can still purchase pay-per-use resources, and the provisioned pay-per-use resources still incur fees.
- Upon receiving an alert, you may take actions such as raising the customer's monthly budget to clear the alert, freezing the customer account to prevent new pay-per-use resources (provisioned pay-per-use resources still incur fees), or freezing both the account and resources so that all provisioned cloud services will be unavailable (no more fees will be incurred).
- Customer expenditure monitoring is not a real time task. There may be a delay of a few hours.
- This tool is used only to help you manage customer consumption and does not affect your responsibilities for managing customer consumption.



NOTE

- If a customer account is frozen, the customer cannot purchase resources. If you want to unfreeze the account, select **Unfreeze Now** and click **OK**.
- After a customer is associated with a partner in the resale model, the customer account is frozen by default. When the account is frozen, the customer cannot buy, renew, or change resources. Some of the provisioned resources may be unavailable, but they still incur fees. The partner can select **Unfreeze Now** when setting a monthly budget for this customer.
- You can view adjustment records of monthly budgets by clicking **Adjustment Records**.
- Click the eye button next to **Customer Name** to show or hide the complete content of customer name.
- Having no budget will not prevent the customer from purchasing pay-per-use resources, and the provisioned pay-per-use resources still incur fees. To avoid incurring additional charges for those resources, please promptly freeze both the account and the resources. For details, see **Freezing Both an Account and Resources**.
- The budget type can be changed. The new budget type will take effect immediately. After you have changed the budget type from one-time budget to monthly budget for a customer, pay attention to the current estimate (the data is an estimate and may be delayed by about 10 minutes). In this case, the current estimate is equal to the month-to-date expenditure. When you change the budget type from monthly budget to one-time budget for a customer, the accumulated expenditure is calculated only from the month when the budget type is changed.

Step 4 A message is displayed indicating that the monthly budget has been set successfully.

NOTE

- Setting a budget is a sensitive operation. You are advised to enable the verification code function to enhance account security. For details about how to enable verification code function, see **Managing Basic Information**.
- Automatic account freezing is a high-risk operation. If you select the automatic account freezing policy after the budget is exhausted, you must enter the verification code even if the verification code function is disabled.

Step 5 Click **OK**.

----End

9.3.1.4 Setting One-Time Budgets for Customers

A one-time budget reflects total expenditures (calculated based on the list prices) of a customer the latest month. **It will not automatically restore.**

When setting a one-time budget for customers associated by reseller model, the partner needs to select a budget exhaustion policy (automatic or manual freezing). After the setting is successful, the customer can spend according to the budgets obtained.

Procedure

Step 1 Access the **Customer Management** page.

a) Sign in to **Huawei Cloud** as a partner.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) In the top navigation bar, select **Sales** > **Customers** > **Customer Management**.

Step 2 Locate the target customer and click **Set Budget** in the **Operation** column. The **Set Budget** page is displayed.

You can search for customers by whether the account is automatically frozen, association type, association time, customer name, customer account, customer ID, account manager name, month-to-date expenditure, resource expiration date, mobile number, budget usage, or customer tag.

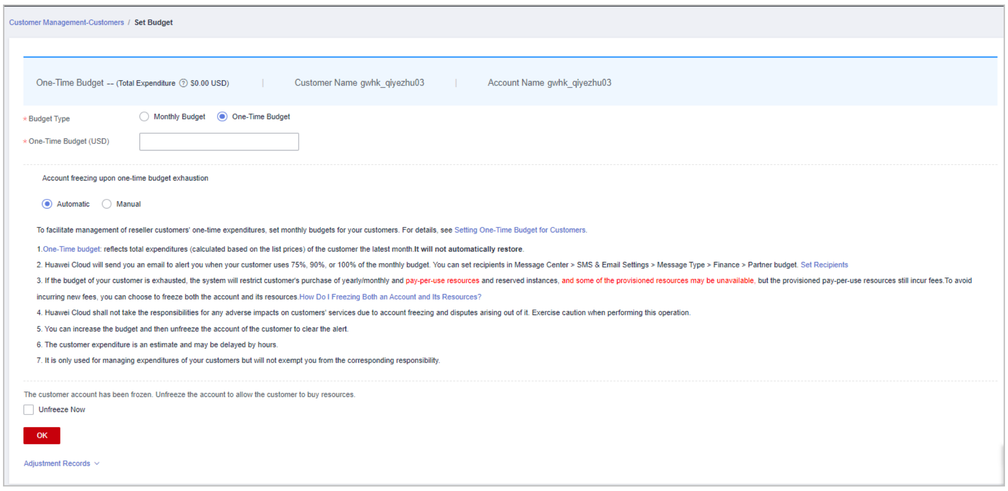
NOTE

You can select multiple customers and click **Set Budget** above the customer list to achieve batch budget setting. This method will overwrite the original budget of the customer.

Step 3 Set the **Budget Type** to **One-Time Budget**, enter the one-time budget value, and select whether to automatically freeze the account upon budget exhaustion.

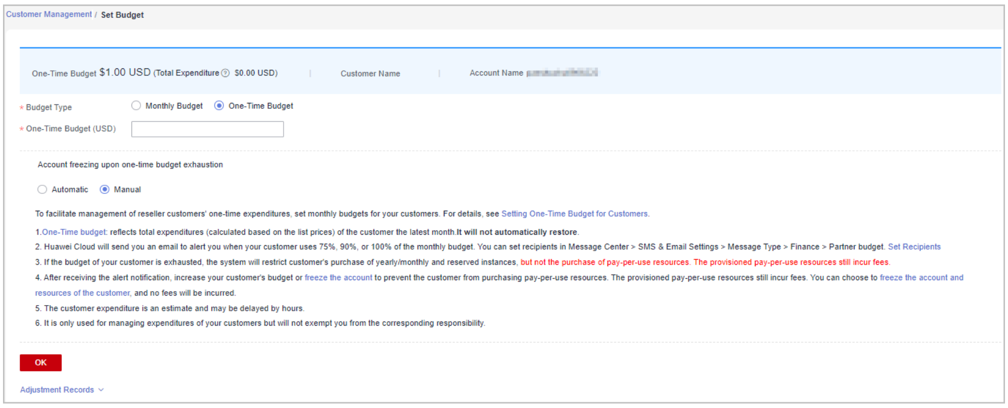
Automatic: the system automatically freezes an account upon budget exhaustion.

- When the customer's budget usage exceeds 75%, 90%, or 100%, Huawei Cloud will send a warning notification to you. You can go to **Message Center** > **SMS & Email Settings** > **Message Type** > **Finance** > **Partner budget** to set the recipient.
- When the customer's budget usage reaches 100%, the system automatically restricts the customer from purchasing monthly, yearly, and reserved instances, and from enabling pay-per-use resources. Some of the provisioned resources may be unavailable, but they still incur fees. To avoid incurring additional charges for those resources, please promptly freeze both the account and the resources. For details, see **Freezing Both an Account and Resources**.
- Huawei Cloud is not responsible for any adverse impacts on customer services or any disputes arising from account freezing.
- After the customer account is restricted, you can increase the customer budget and manually unfreeze the account to clear the alarm.
- Customer expenditure monitoring is not a real time task. There may be a delay of a few hours.
- This tool is used only to help you manage customer consumption and does not affect your responsibilities for managing customer consumption.



Manual account freezing: After customers exhaust their budget, you need to manually freeze customer accounts.

- For details about manual account freezing, see **Freezing an Account** and **Freezing Both an Account and Resources**.
- When the customer's budget usage exceeds 75%, 90%, or 100%, Huawei Cloud will send a warning notification to you. You can go to **Message Center** > **SMS & Email Settings** > **Message Type** > **Finance** > **Partner budget** to set the recipient.
- When the customer's budget usage reaches 100%, the customer cannot purchase yearly/monthly and reserved instances. But, they can still purchase pay-per-use resources, and the provisioned pay-per-use resources still incur fees.
- Upon receiving an alert, you may take actions such as raising the customer's budget to clear the alert, freezing the customer account to prevent new pay-per-use resources (provisioned pay-per-use resources still incur fees), or freezing both the account and resources so that all provisioned cloud services will be unavailable (no more fees will be incurred).
- Customer expenditure monitoring is not a real time task. There may be a delay of a few hours.
- This tool is used only to help you manage customer consumption and does not affect your responsibilities for managing customer consumption.



NOTE

- If a customer account is frozen, the customer cannot purchase resources. If you want to unfreeze the account, select **Unfreeze Now** and click **OK**.
- After a customer is associated with a partner in the resale model, the customer account is frozen by default. When the account is frozen, the customer cannot buy, renew, or change resources. Some of the provisioned resources may be unavailable, but they still incur fees. The partner can select **Unfreeze Now** when setting a one-time budget for this customer.
- You can view adjustment records of one-time budgets by clicking **Adjustment Records**.
- Click the eye button next to **Customer Name** to show or hide the complete content of customer name.
- Having no budget will not prevent the customer from purchasing pay-per-use resources, and the provisioned pay-per-use resources still incur fees. To avoid incurring additional charges for those resources, please promptly freeze both the account and the resources. For details, see **Freezing Both an Account and Resources**.
- The budget type can be changed. The new budget type will take effect immediately. After you have changed the budget type from one-time budget to monthly budget for a customer, pay attention to the current estimate (the data is an estimate and may be delayed by about 10 minutes). In this case, the current estimate is equal to the month-to-date expenditure. When you change the budget type from monthly budget to one-time budget for a customer, the accumulated expenditure is calculated only from the month when the budget type is changed.

Step 4 A message is displayed indicating one-time budget setting success.

NOTE

- Setting a budget is a sensitive operation. You are advised to enable the verification code function to enhance account security. For details about how to enable verification code function, see **Managing Basic Information**.
- Automatic account freezing is a high-risk operation. If you select the automatic account freezing policy after the budget is exhausted, you must enter the verification code even if the verification code function is disabled.

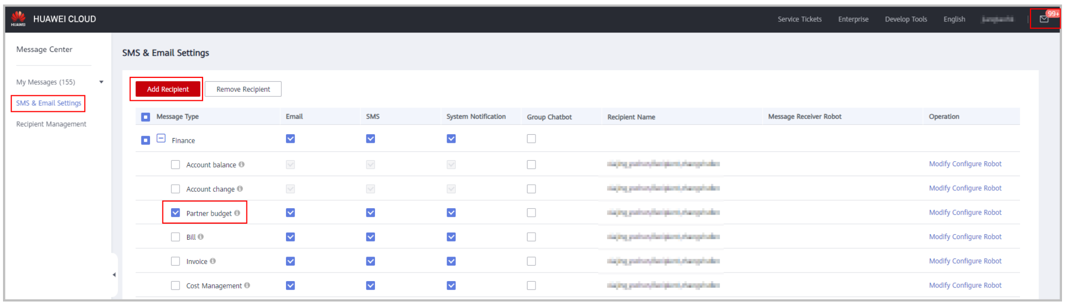
Step 5 Click **OK**.

----End

9.3.1.5 Adding Partner Budget Recipients

Step 1 Click  in the upper right corner to go to **Message Center**.

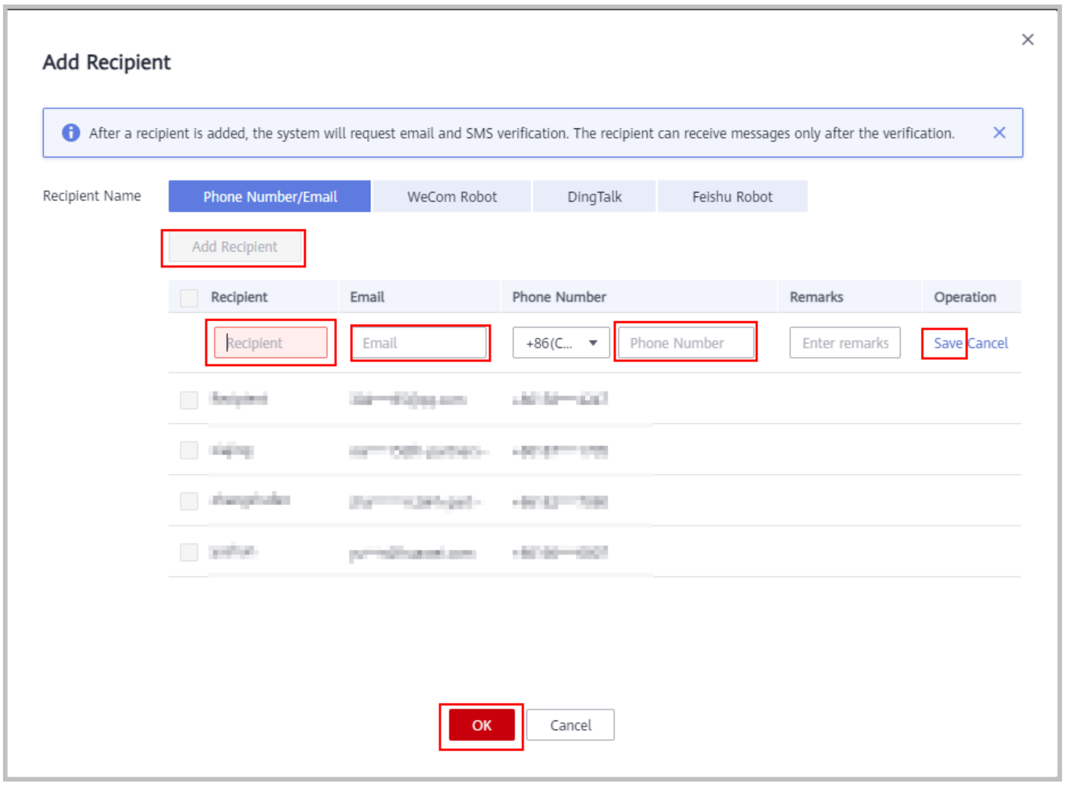
Step 2 In the navigation pane on the left, choose **SMS & Email Settings**. In the **Message Type** column, select **Finance**, select **Partner budget**, and click **Add Recipient**.



Step 3 In the displayed **Add Recipient** dialog box, click **Add Recipient**, enter the recipient name, email address, and phone number, and click **Save**.

To add multiple recipients, repeat this step.

Click **OK**. When the partner budget usage exceeds 75%, 90%, or 100%, the added recipients will receive a warning notification.



----End

9.3.1.6 Freezing an Account

A partner can freeze an account of a customer associated with the partner by reseller model. If the account is frozen, the customer cannot buy, renew, or change resources. Some of the provisioned resources may be unavailable, but they still incur fees.

NOTE

- After a customer is associated with a partner in reseller model, the customer's account is frozen by default. For details about how to unfreeze an account, see **Unfreezing an Account**. To freeze resources, see **Freezing Both an Account and Resources**.
- If your reseller account is frozen, you cannot unfreeze customer accounts.
- In KooGallery, you can freeze only images and pay-per-use products. Other products (such as SaaS and yearly/monthly licenses) are not supported now. If you have any requirements on resource control, submit a service ticket.

Impacts of Freezing Only Accounts

The following table describes the impacts on customers associated in the reseller model after their accounts are frozen.

Resource Type	Supported Operations	Operations Not Supported
Operations on yearly/monthly cloud services	• Unsubscribing from resources • Modifying resource names	• Purchasing resources • Modifying specifications • Renewing subscription to resources • Changing yearly/monthly resources to pay-per-use resources • Operations on resources • Deleting resources
Operations on pay-per-use cloud services (operations on pay-per-use instances and spot instances)	• Modifying resource names • Viewing resource information	• Purchasing resources • Modifying specifications • Changing pay-per-use resources to yearly/monthly resources • Operations on resources • Deleting resources

Procedure

Step 1 Access the **Customer Management** page.

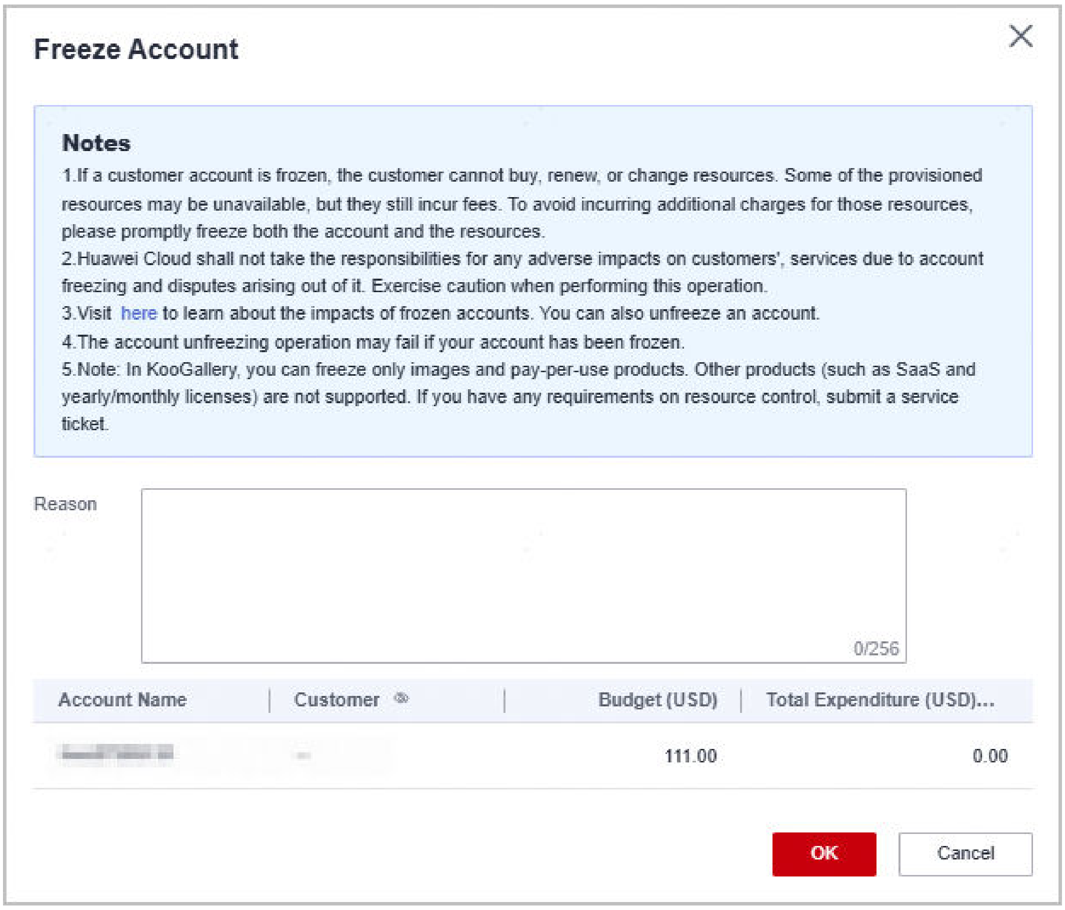
a) Sign in to **Huawei Cloud** as a partner.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) In the top navigation bar, select **Sales** > **Customers** > **Customer Management**.

Step 2 Locate the target customer and click **Freeze Account** in the **Operation** column.

You can search for customers by whether the account is automatically frozen, association type, association time, customer name, customer account, customer ID, account manager name, month-to-date expenditure, resource expiration date, mobile number, budget usage, or customer tag.



Step 3 Enter the reason.

Step 4 Click **OK**.

A message is displayed indicating that the account is frozen.

NOTE

Account freezing is a critical operation. You are advised to enable the verification code function to enhance account security. For details about how to enable verification code function, see **Managing Basic Information**.

----End

9.3.1.7 Freezing Both an Account and Resources

A partner can freeze the account and resources of a customer associated with the partner by reseller model. After a customer's account and resources are frozen, the customer cannot purchase cloud services, renew subscriptions, or modify resources, and all their cloud services provisioned cannot be used. Unfreeze the resources within 15 days (subject to the time range regulated on the official website) of when they are frozen. Otherwise, the stored data will be deleted and the cloud service resources will be released. **Exercise caution when using this function.**

NOTE

- If your reseller account is frozen, you cannot unfreeze customer accounts.
- In KooGallery, you can freeze only images and pay-per-use products. Other products (such as SaaS and yearly/monthly licenses) are not supported now. If you have any requirements on resource control, submit a service ticket.

Procedure

Step 1 Access the **Customer Management** page.

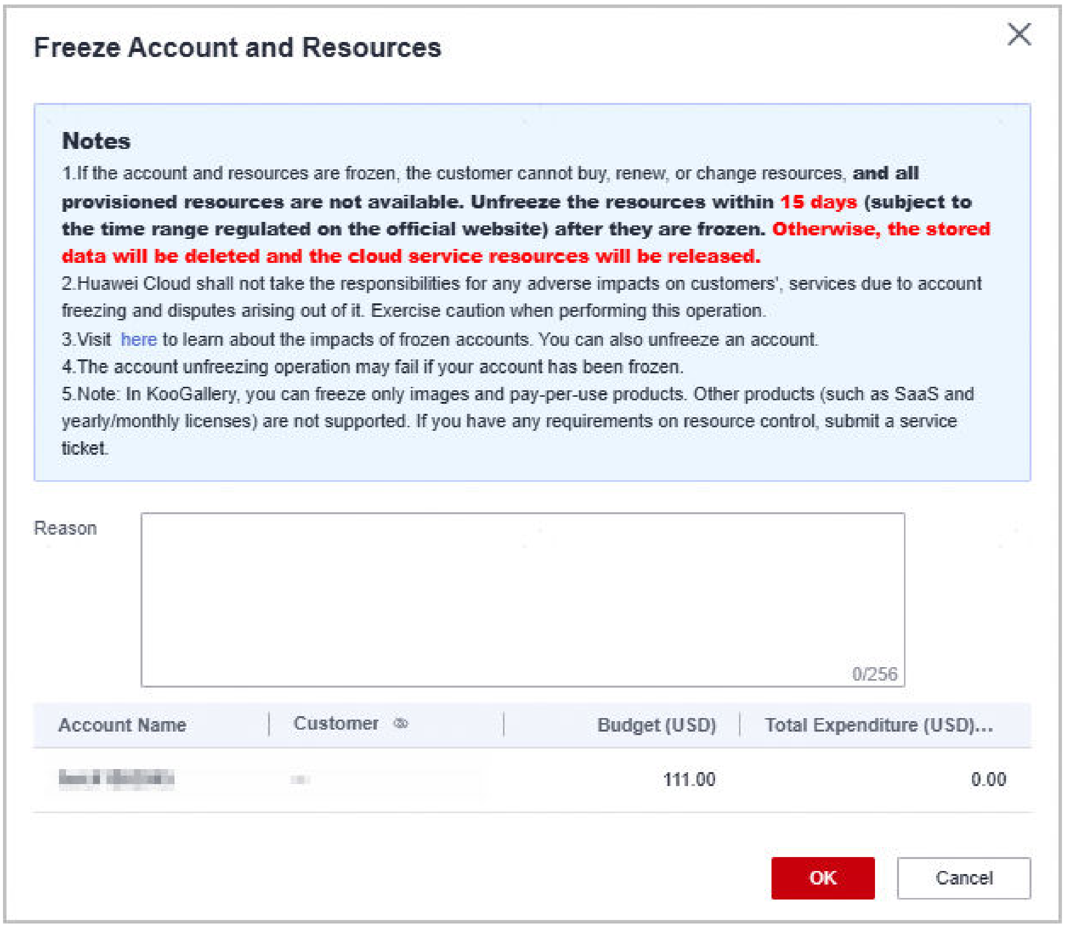
a) Sign in to **Huawei Cloud** as a partner.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) In the top navigation bar, select **Sales** > **Customers** > **Customer Management**.

Step 2 Locate the target customer and click **Freeze Account and Resources** in the **Operation** column.

You can search for customers by whether the account is automatically frozen, association type, association time, customer name, customer account, customer ID, account manager name, month-to-date expenditure, resource expiration date, mobile number, budget usage, or customer tag.



Step 3 Enter the reason.

Step 4 Click **OK**.

A message is displayed indicating that the account and resources are frozen.

NOTE

- Account and resource freezing is a critical operation. You are advised to enable the verification code function to enhance account security. For details about how to enable verification code function, see **Managing Basic Information**.
- To unfreeze both the account and resources for a customer, click **Unfreeze Account and Resources** in the **Operation** column for the target customer. For details, see **Unfreezing Both an Account and Resources**.

----End

9.3.1.8 Unfreezing an Account

When the account of a customer associated in reseller model is frozen, a partner can manually unfreeze the account.

NOTE

- After a customer is associated with a partner in reseller model, the customer's account is frozen by default.
- If your reseller account is frozen, you cannot unfreeze customer accounts.

Procedure

Step 1 Access the **Customer Management** page.

a) Sign in to **Huawei Cloud** as a partner.

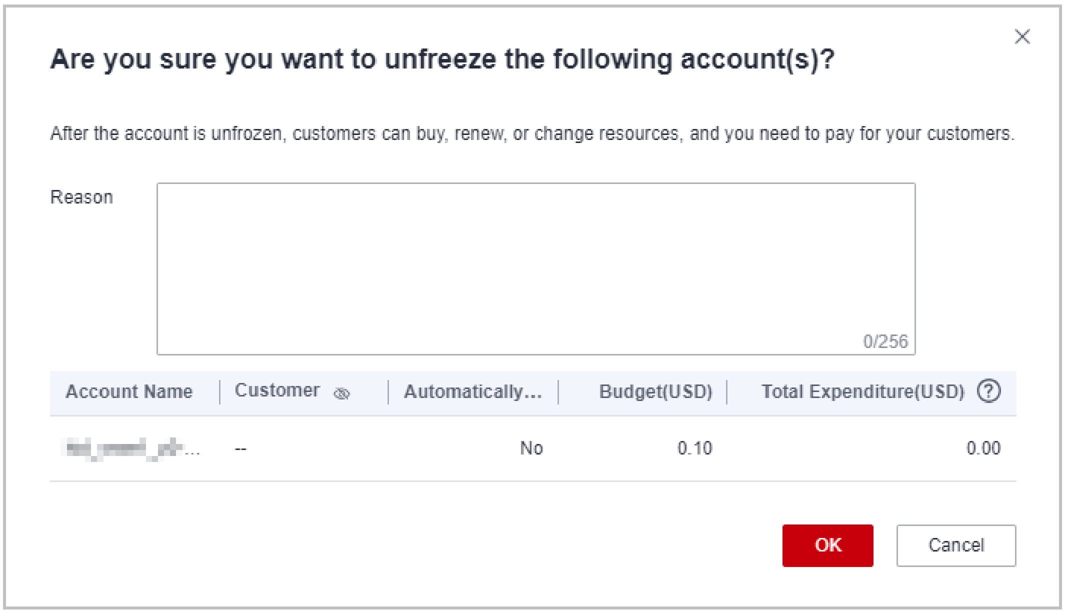
b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) In the top navigation bar, select **Sales** > **Customers** > **Customer Management**.

Step 2 Locate the target customer and click **Unfreeze Account** in the **Operation** column.

You can search for customers by whether the account is automatically frozen, association type, association time, customer name, customer account, customer ID, account manager name, month-to-date expenditure, resource expiration date, mobile number, budget usage, or customer tag.

Step 3 Enter the reason and click **OK**. A message is displayed, indicating that the account is unfrozen successfully.



> **NOTE**
>
> Account unfreezing is a sensitive operation. You are advised to enable the verification code function to enhance account security. For details about how to enable verification code function, see **Managing Basic Information**.

----End

9.3.1.9 Unfreezing Both an Account and Resources

After the account and resources of a customer associated by reseller model are frozen, the partner can manually unfreeze the account and resources.

> **NOTE**
>
> If your reseller account is frozen, you cannot unfreeze customer accounts.

Procedure

Step 1 Access the **Customer Management** page.

a) Sign in to **Huawei Cloud** as a partner.

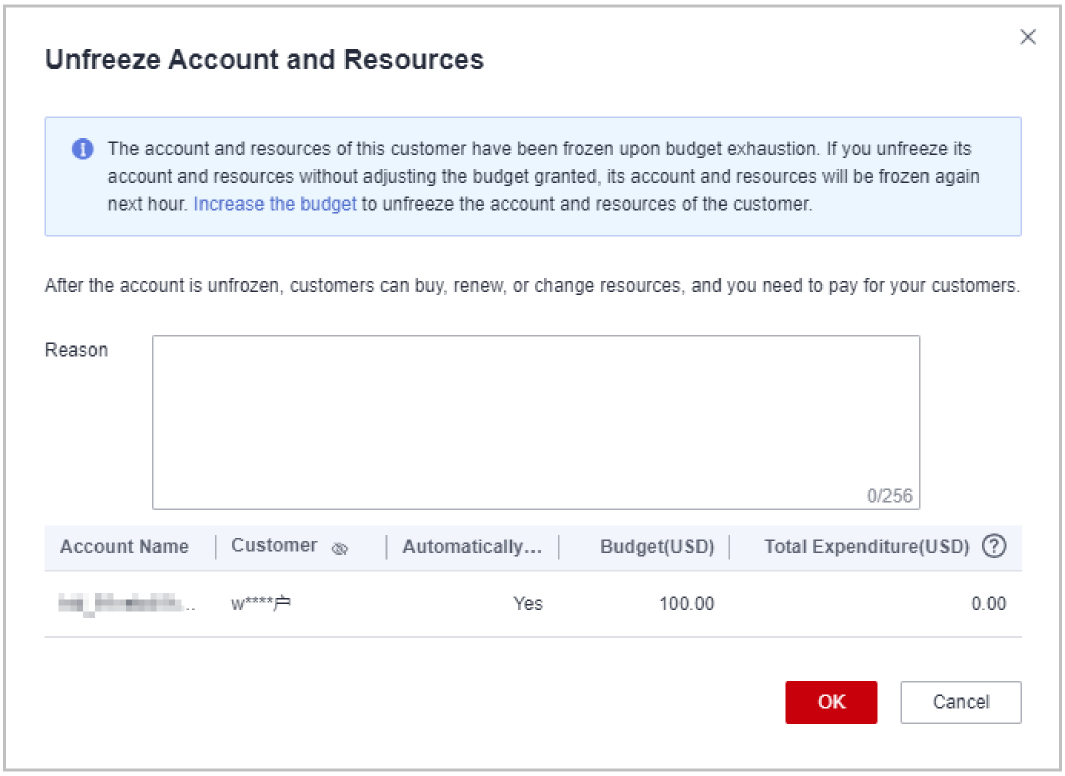
b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) In the top navigation bar, select **Sales** > **Customers** > **Customer Management**.

Step 2 Locate the target customer and click **Unfreeze Account and Resources** in the **Operation** column.

You can search for customers by whether the account is automatically frozen, association type, association time, customer name, customer account, customer ID, account manager name, month-to-date expenditure, resource expiration date, mobile number, budget usage, or customer tag.

Step 3 Enter the reason and click **OK**. A message is displayed, indicating that the account and resources are unfrozen.



NOTE

Account and resource unfreezing is a sensitive operation. You are advised to enable the verification code function to enhance account security. For details about how to enable verification code function, see **Managing Basic Information**.

----End

9.3.1.10 Viewing a Customer's Resources

A partner can view pay-per-use, yearly/monthly, reserved instance, and savings plan resources of its customers. With the information, partners can help customers optimize resource allocation, avoid resource waste, reduce costs, and provide more accurate technical support and services.

Procedure

Step 1 Access the **Customer Management** page.

a) Sign in to **Huawei Cloud** as a partner.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) In the top navigation bar, select **Sales** > **Customers** > **Customer Management**.

Step 2 Locate the target customer and click **More** > **View Resources** in the **Operation** column. The resource management page is displayed.

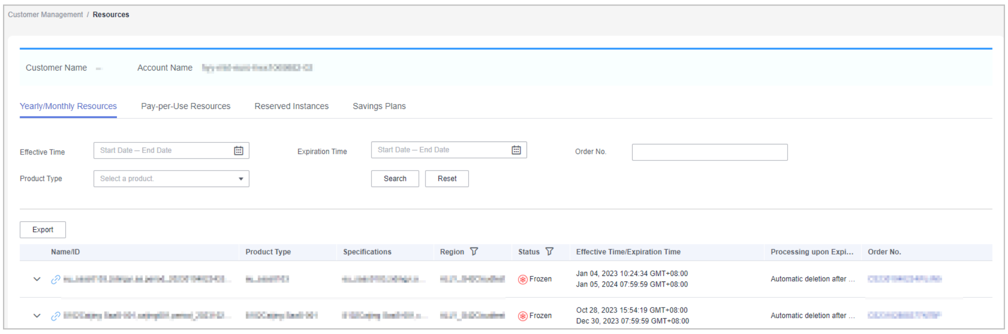
You can search for customers by whether the account is automatically frozen, association type, association time, customer name, customer account, customer

ID, account manager name, month-to-date expenditure, resource expiration date, mobile number, budget usage, or customer tag.

Step 3 View the resources purchased by customers.

- View yearly/monthly resources.

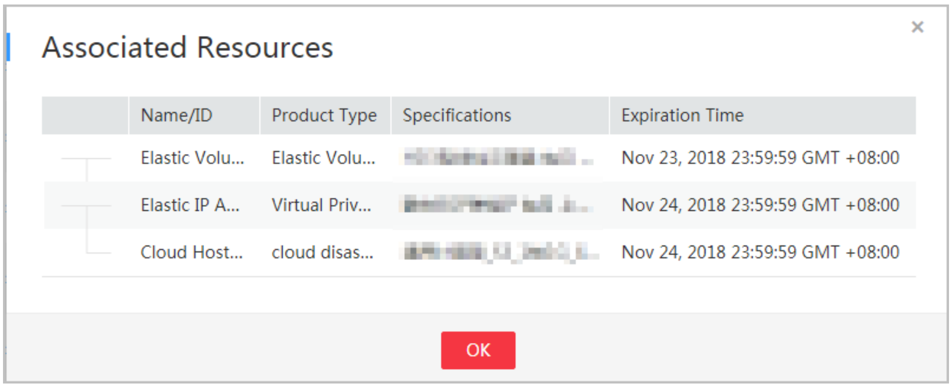
  On the **Yearly/Monthly Resources** page, set the search criteria and query the desired yearly/monthly resource records.

  – Click **Export** to export all yearly/monthly resource records of a customer.

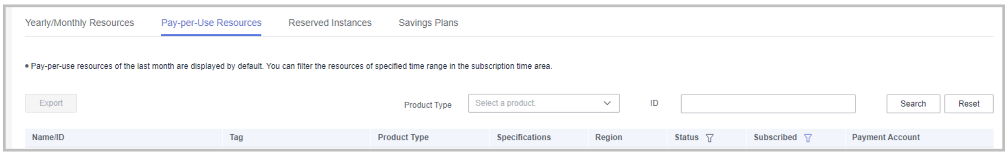
  – Click to check instance information and resource status.

  – Click to check associated resources.

- View pay-per-use resources.

  On the **Pay-per-use Resources** page, set the search criteria and query the desired pay-per-use resource records.

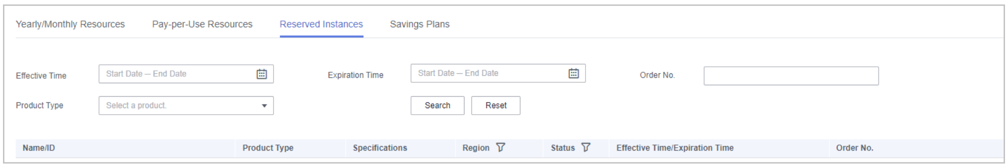
  Click **Export** to export all pay-per-use resource records of a customer.

  NOTE

  Pay-per-use resources of the last month are displayed by default. You can filter the resources of specified time range in the subscription time area.

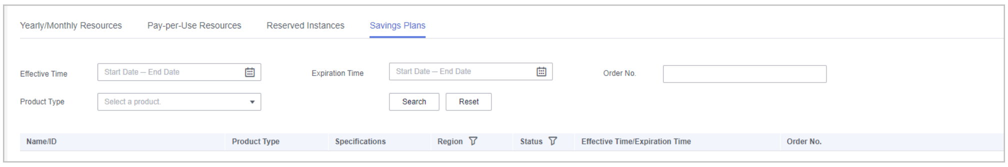
- View the reserved instances.

  On the **Reserved Instance** page, set the search criteria and query the desired reserved instance records.



- View savings plans.

  On the **Savings Plans** tab, set search options to query target savings plans.



----End

9.3.1.11 Request Authorization from a Customer

A partner needs to apply for customer authorization before configuring, purchasing, and managing resources for customers associated with the partner in reseller model. The partner can perform these operations on behalf of the customers only after the customers agree.

Procedure

Step 1 Access the **Customer Management** page.

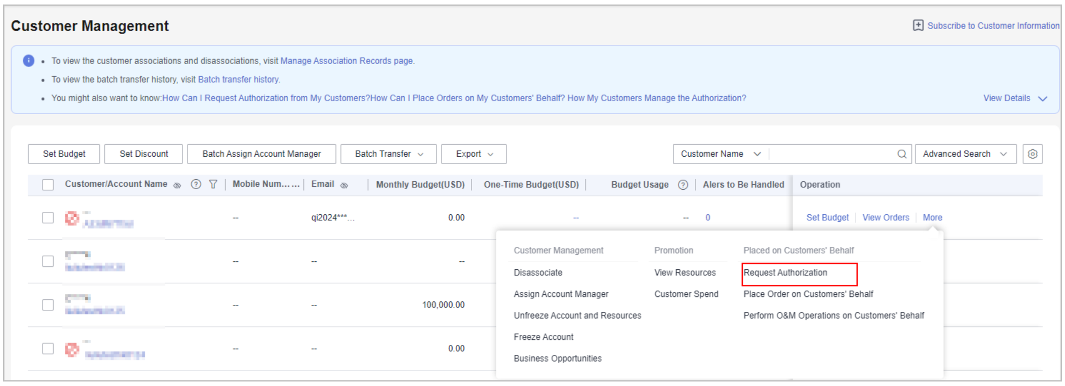
a) Sign in to **Huawei Cloud** as a partner.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

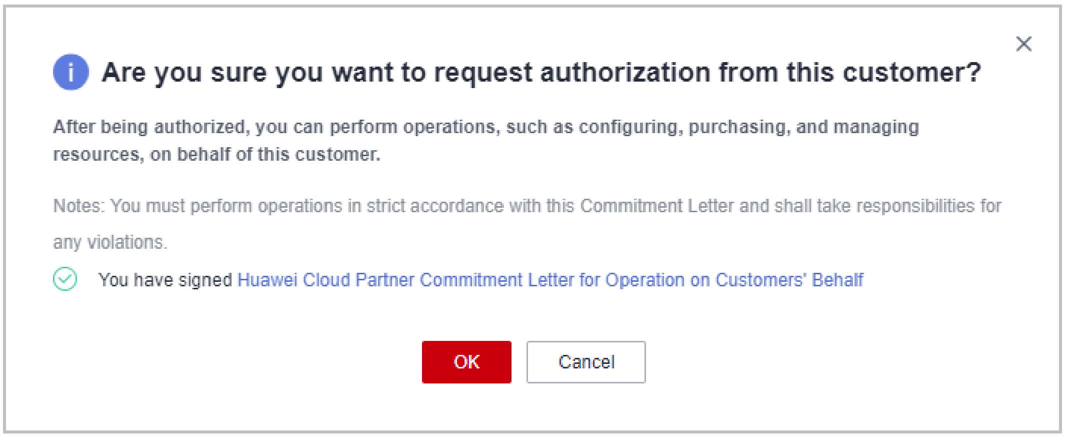
c) In the top navigation bar, select **Sales** > **Customers** > **Customer Management**.

Step 2 Locate the target customer and click **More** > **Request Authorization** in the **Operation** column.

You can search for customers by whether the account is automatically frozen, association type, association time, customer name, customer account, customer ID, account manager name, month-to-date expenditure, resource expiration date, mobile number, budget usage, or customer tag.



Step 3 Select **I have read and agree to the Huawei Cloud Partner Commitment Letter for Operation on Customers' Behalf** and click **OK**.



NOTE

Selecting **I have read and agree to the Huawei Cloud Partner Commitment Letter for Operation on Customers' Behalf** is required for the first-time authorization request.

Step 4 A message is displayed, indicating that the authorization request has been sent to the customer. The customer can manage the authorization requests on the **My Account** > **My Partner** page.

----End

9.3.1.12 Placing Orders on Customers' Behalf

A partner can purchase yearly/monthly resources and enable pay-per-use resources for the customer associated with the partner by reseller model on behalf of the customer after obtaining authorization from the customer. When the partner places orders on a customer's behalf, the partner account will be switched to the customer account. To switch the account back, click **Switch Role**.

Prerequisites

A partner must obtain customer authorization before placing an order on behalf of a customer. For details, see **Request Authorization from a Customer**.

Procedure

Step 1 Access the **Customer Management** page.

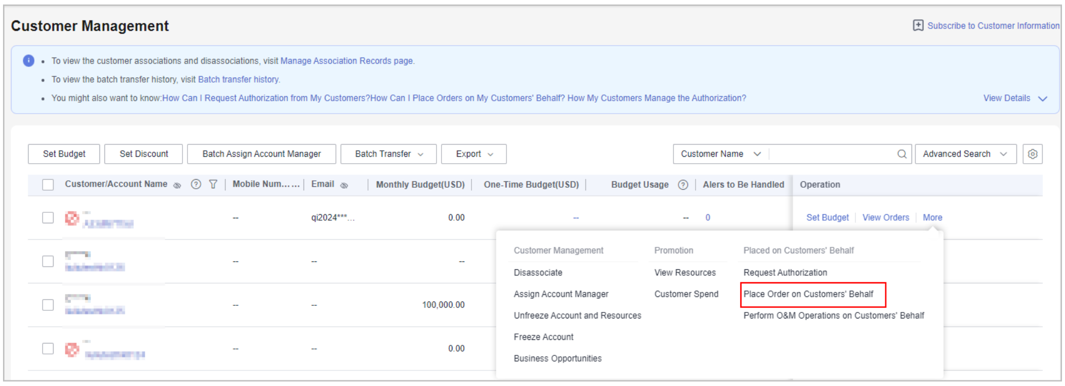
a) Sign in to **Huawei Cloud** as a partner.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) In the top navigation bar, select **Sales** > **Customers** > **Customer Management**.

Step 2 Locate the target customer and click **More** > **Place Order on Customers' Behalf** in the **Operation** column.

You can search for customers by whether the account is automatically frozen, association type, association time, customer name, customer account, customer ID, account manager name, month-to-date expenditure, resource expiration date, mobile number, budget usage, or customer tag.

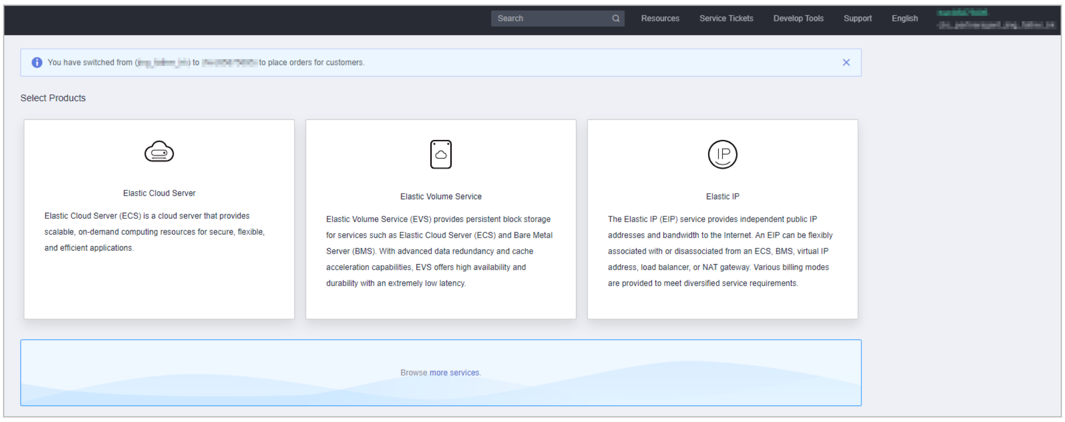


NOTE

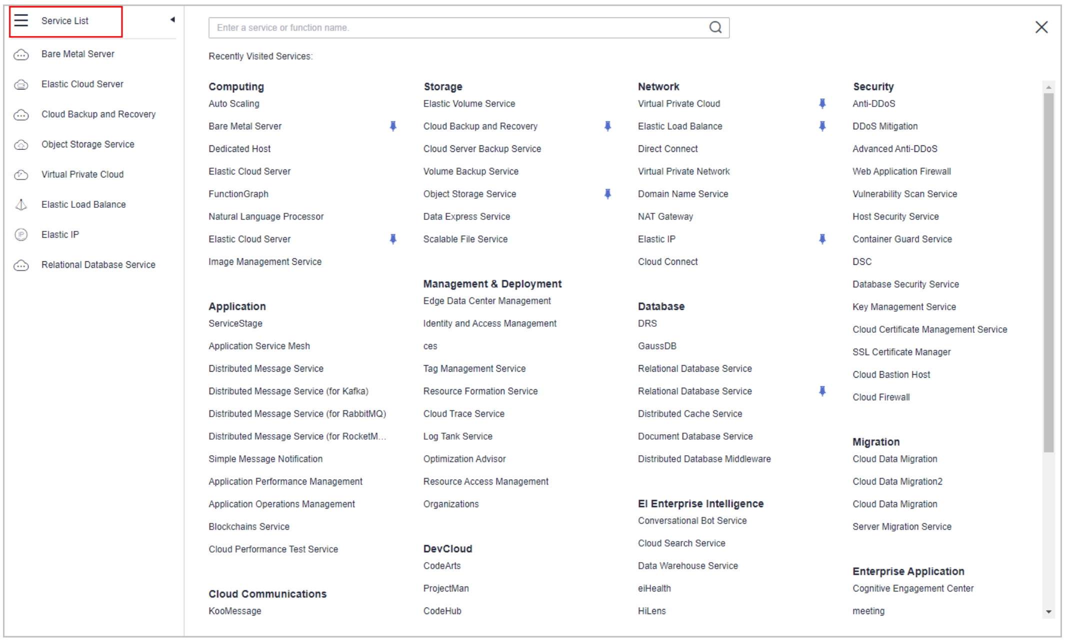
- Click the eye icon next to a header to show or hide the complete content in the column. The content is hidden by default. For example, you can click the eye icon next to **Customer/Account Name** to show or hide the complete content of customer names.

Step 3 In the displayed dialog box, click **OK**.

Step 4 On the **Select Products** page, select a product and place an order as prompted.



Step 5 If you need more products, click **more services** below to go to the Huawei Cloud console and select a product by clicking the service list icon on the left to place an order.



----End

Follow-up Operations

1. Viewing Yearly/Monthly Orders Placed on Customers' Behalf

   After placing an order on behalf of a customer, choose **Sales** > **Customers** > **Customer Orders** > **Customer Orders**. Search for the order by customer name, customer account name, or order No. and view the order information.

2. Viewing Pay-per-Use Resources Placed on Customers' Behalf

   After placing an order on behalf of a customer, choose **Sales** > **Customers** > **Customer Management**, and click **More** > **View Resources** in the **Operation** column of the target customer to view the resources.

9.3.1.13 Performing Resource O&M on Customers' Behalf

Resource O&M ensures efficient, stable, and secure running of resources in the cloud computing environment. Professional resource O&M improves resource utilization, reduces costs, and detects and resolves potential resource problems, thereby providing better services for customers.

You can perform resource O&M on behalf of your customers associated in the reseller model in Partner Center.

When the reseller performs resource O&M on behalf of a customer, the system automatically switches to the customer account. To switch the account back, click **Switch Role**.

Prerequisites

A partner must obtain customer authorization before performing resource O&M on behalf of a customer. For details, see **Request Authorization from a Customer**.

Procedure

Step 1 Access the **Customer Management** page.

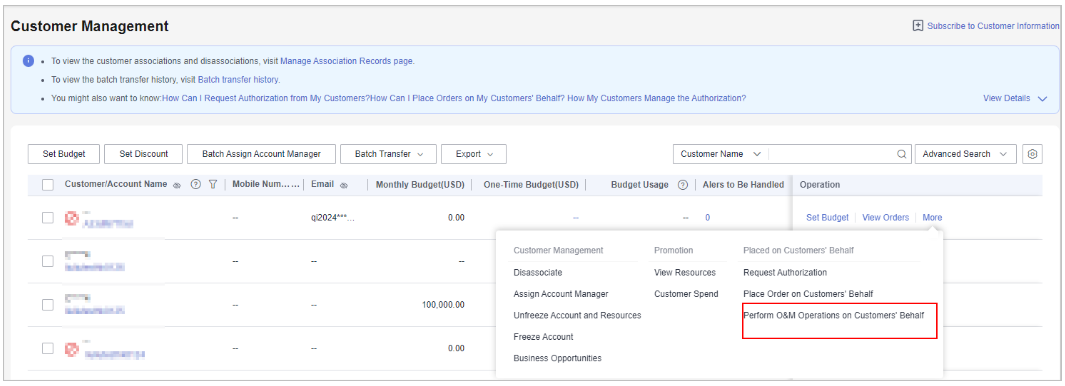
a) Sign in to **Huawei Cloud** as a partner.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) In the top navigation bar, select **Sales** > **Customers** > **Customer Management**.

Step 2 Locate the target customer and click **More** > **Perform O&M Operations on Customers' Behalf** in the **Operation** column.

You can search for customers by whether the account is automatically frozen, association type, association time, customer name, customer account, customer ID, account manager name, month-to-date expenditure, resource expiration date, mobile number, budget usage, or customer tag.



📖 NOTE

- Click the eye icon next to a header to show or hide the complete content in the column. The content is hidden by default. For example, you can click the eye icon next to **Customer/Account Name** to show or hide the complete content of customer names.

Step 3 In the displayed dialog box, click **OK**.

Step 4 On the console page, perform resource O&M operations as prompted.

----End

9.3.1.14 Assigning an Account Manager for a Customer

A partner can assign an account manager to a customer. The account manager can understand customer requirements and feedback, and provide personalized services and support for the customer.

📖 NOTE

If a customer is associated with a partner via an invitation email, invitation link, or QR code sent by the account manager, the customer is assigned to the account manager after the association. In this case, the partner does not need to assign another account manager to the customer.

Precautions

After an account manager is assigned for a customer, the account manager can manage the customer. Specifically, the account manager can view the expenditure records of the customer, and the customer's consumption and revenues generated during the management period belong to the account manager.

Procedure

Step 1 Access the **Customer Management** page.

a) Sign in to **Huawei Cloud** as a partner.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

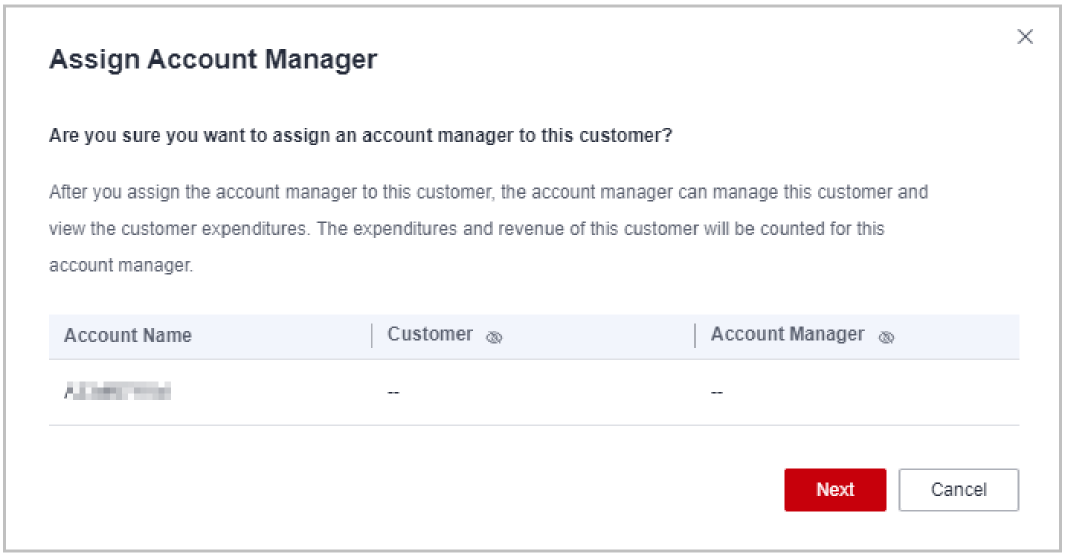
c) In the top navigation bar, select **Sales** > **Customers** > **Customer Management**.

Step 2 Locate the target customer and click **More** > **Assign Account Manager** in the **Operation** column.

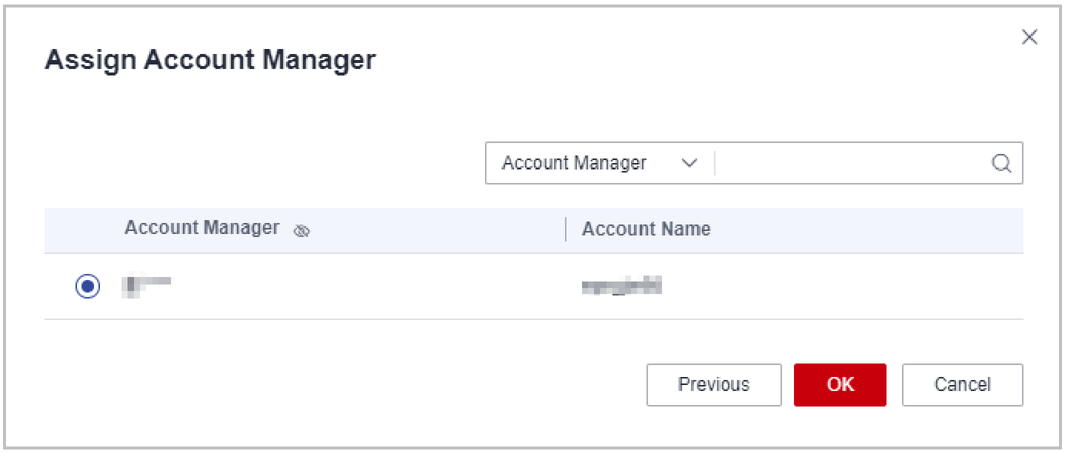
You can also select multiple customers and click **Batch Assign Account Manager**.

You can search for customers by whether the account is automatically frozen, association type, association time, customer name, customer account, customer ID, account manager name, month-to-date expenditure, resource expiration date, mobile number, budget usage, or customer tag.

Step 3 Confirm the customer information and click **Next**.



Step 4 Select the target account manager and click **OK**.



Step 5 A message, indicating the account manager has been successfully assigned, is displayed.

----End

9.3.2 Customer Assignment

9.3.2.1 Assigning Customers to an Account Manager

A partner can assign customers to an account manager, and view or unassign the assigned customers.

An account manager can view the customers assigned by the partner on the **Customers** > **Customer Management**.

After an account manager is assigned for a customer, the account manager can manage the customer. Specifically, the account manager can view the expenditure records of the customer, and the customer's consumption and revenues generated during the management period belong to the account manager.

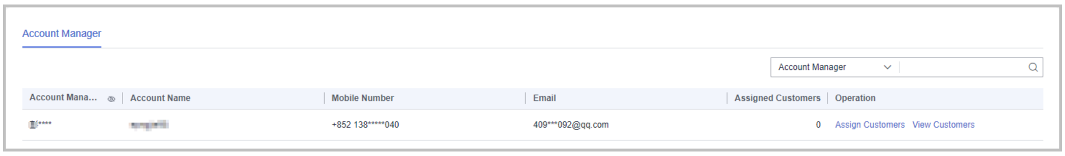
Procedure

Step 1 Sign in to **Huawei Cloud** as a partner.

Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 In the top navigation, select **Sales** > **Customers** > **Customer Assignment**.

The **Customer Assignment** page is displayed.

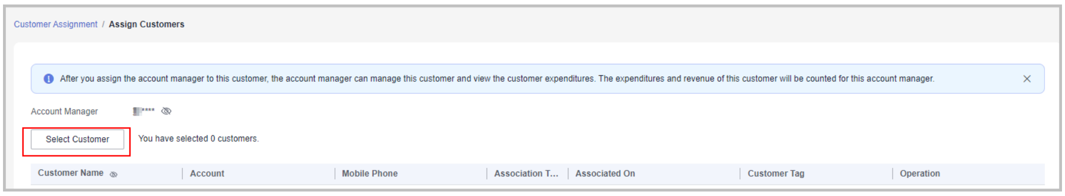


NOTE

- If no account manager is available on the **Customer Assignment** page, choose **Organization** > **Member Management** and add account managers. For details, see **Creating a User**.
- Click the eye icon next to a header to show or hide the complete content in the column. The content is hidden by default. For example, you can click the eye icon next to **Account Manager** to show or hide the complete content of account manager names.

Step 4 Click **Assign Customers** in the **Operation** column.

The **Assign Customers** page is displayed.



Step 5 Click **Select Customer**.

Step 6 In the **Select Customers** dialog box, select a customer whom you want to assign to the account manager and click **OK**.

NOTE

You cannot select a customer who has already been assigned to an account manager. You can select **Display only unassigned customers** to display all unassigned customers.

Step 7 Confirm the added customer in the customer list and click **OK**.

A message is displayed stating "Customers have been assigned successfully."

NOTE

You can click **Delete** in the **Operation** column to delete an added customer.

----End

Other Operations

- Viewing the customer list

  Click **View Customers** in the **Operation** column. On the **View Customers** page, view the account manager information and the customers assigned to the account manager.

- Unassigning customers

  After you remove the account manager, this customer will not be managed by the account manager. The expenditures and revenue of this customer will no longer be counted for the account manager.

  - Unassigning a single customer

    Click **View Customers** in the **Operation** column. On the **View Customers** page, click **Unassign Customer** in the **Operation** column. Then in the **Unassign Customer** dialog box, click **OK**.

  - Batch unassigning customers

Click **View Customers** in the **Operation** column. On the **View Customers** page, select target customers and click **Unassign Customers**. Then in the displayed dialog box, click **OK**.

NOTE

The unassignment will take effect on the 1st of next month (GMT +08:00). The customer expenditures are still counted into this account manager before the effective date.

9.3.3 Customer Orders

9.3.3.1 Viewing a Customer's Orders

Partners can query the order data generated for the yearly/monthly products purchased by their customers and export the order data to the local PC for offline viewing.

NOTE

- Only operators assigned the account manager role can view orders of their own customers.
- To view the order data of pay-per-use resources enabled by your customers, choose **Sales** > **Customers** > **Customer Management** > **View Resource**. For details, see **Viewing a Customer's Resources**.
- Customer sensitive information is hidden by default. To view the complete content, click the eye button next to the sensitive information.

Viewing a Customer's Orders

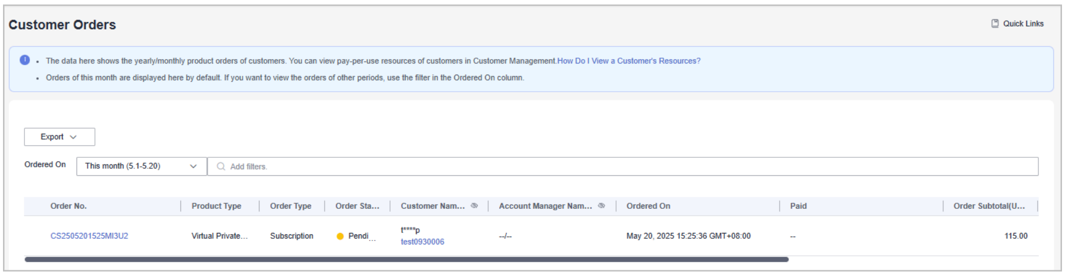
Step 1 Access the **Customer Orders** page.

a) Sign in to **Huawei Cloud** as a partner.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

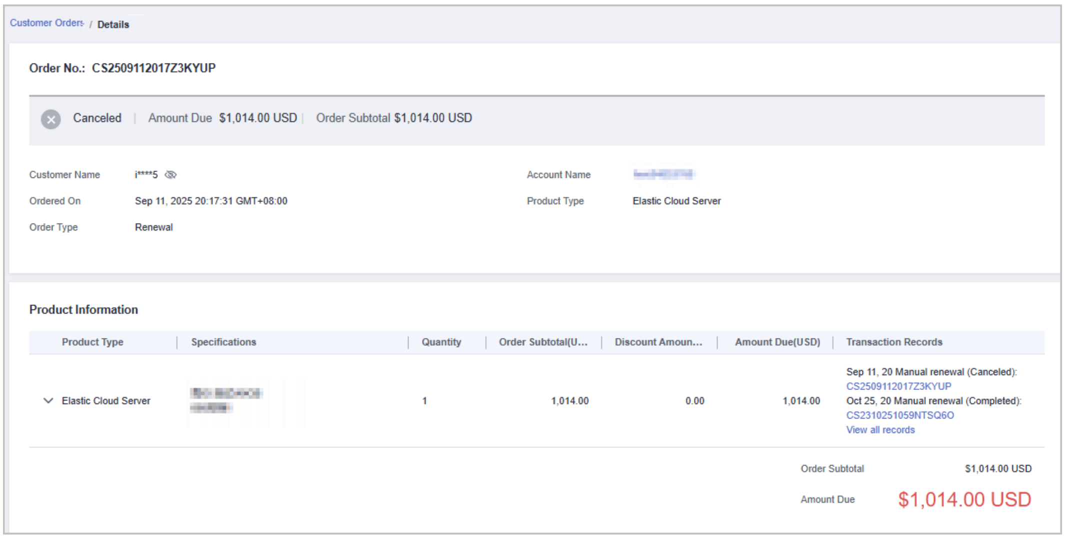
c) In the top navigation, choose **Sales** > **Customers** > **Customer Orders**.

Step 2 Select the order time and set filter criteria to filter required orders.



- A partner can filter customer orders by the following attributes: customer name, customer account name, product type, order No., order type, and order status.
- If an order is completed and is not unsubscribed, move over the  icon in the **Amount Paid** column to check the payment details.

Step 3 Click **View Order Details** in the **Operation** column of the target order to view the order details.



- If the order is changed from yearly/monthly to pay-per-use, or the customer cancels the order, you can view the original order information in the **Transaction Records** column. If there are more than two transaction records, you can click **View all records** to view all transaction records.

----End

Exporting Customer Orders

Step 1 Access the **Customer Orders** page.

a) Sign in to **Huawei Cloud** as a partner.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) In the top navigation, choose **Sales** > **Customers** > **Customer Orders**.

Step 2 Click **Export** to export customer orders.

- To export all customer orders, click **Export** > **Export All**. The message "Records exported successfully" is displayed.
- To export selected customer orders, search by order time and filters, then click **Export** > **Export Selected**. The system will display **Records exported successfully**.

NOTE

When using the export function of Partner Center, please note that any sensitive information, such as customer names, mobile numbers, and email addresses, will be anonymized.

Step 3 Click **Export** > **View Export** to enter the export history page.

Step 4 Click **Download** in the **Operation** column to download and view the exported orders.

----End

9.3.4 Customer Expenditures

9.3.4.1 Querying Expenditure Summary

Partners can view customer expenditure summary and export customer expenditure details.

Precautions

- The expenditure summary data of the current day can only be queried after 24:00 of the following day. The actual expenditure is subject to the expenditure details.
- Customer expenditures are counted from the second day following the assignment of a customer to an account manager.
- You can view expenditures of customers associated with you in both reseller and referral models. Customers expenditure summary is not the partner bill and cannot be used as the basis for partners' settlement, payment, and billing.
- The customer expenditure data can be traced back to a maximum of 36 months ago.

Procedure

Step 1 Sign in to **Huawei Cloud** as a partner.

Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

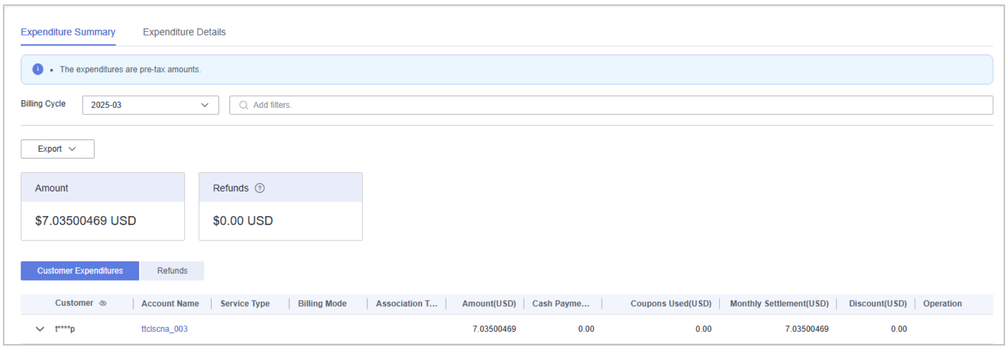
Step 3 In the top navigation, select **Sales** > **Customers** > **Customer Expenditure**.

Step 4 Click the **Expenditure Summary** tab.

Step 5 Set search options to filter expenditure summary.

Search options include **Customer Name**, **Spent On**, **Account Manager**, and **Association Type**.

- View total expenditure amount and refund amount.



NOTE

Click the eye icon next to a header to show or hide the complete content in the column. The content is hidden by default. For example, you can click the eye icon next to **Customer** to show or hide the complete content of customer names.

- View expenditure bills and refund bills.
  – Expenditure bills
    Click the **Customer Expenditures** tab to view expenditure bills.
  – Refund bills
    Click the **Refunds** tab to view refund bills.

Step 6 Export expenditure summary.

- Export customer bills.
  Click **Export** > **Export Customer Bills**. Set the search options and click **OK**. When the export is complete, a message is displayed indicating that the export task has been created.

  NOTE

  When using the export function of Partner Center, please note that any sensitive information, such as customer names, mobile numbers, and email addresses, will be anonymized.

- View export history.
  a. Choose **Export** > **View Export** to switch to the **Export History** page.
  b. Click **Download** in the **Operation** column to download and view the exported bills.

----End

9.3.4.2 Viewing Expenditure Details

You can view and export customer expenditure details.

Procedure

Step 1 Sign in to **Huawei Cloud** as a partner.

Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

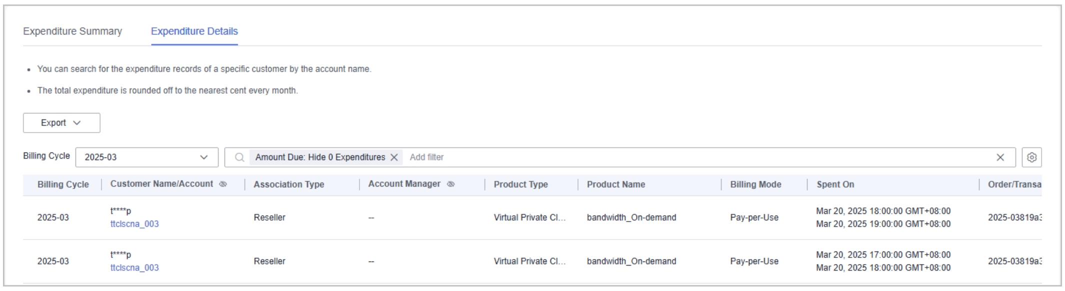
Step 3 In the top navigation, select **Sales** > **Customers** > **Customer Expenditure**.

Step 4 Click the **Expenditure Details** tab.

Step 5 Set search options to search for expenditure details.

You can check expenditure details of a customer in a billing cycle, including the customer name, customer account name, association type, account manager name, product type, product name, order number, expenditure amount, and payment status.

You can filter customer expenditure details by **Billing Cycle**, **Amount Due**, **Customer Name**, **Customer Account**, **Account Manager**, **Association Type**, **Product Type**, **Billing Mode**, **Bill Type**, **Region**, **Order/Transaction ID**, **Resource Name**, and **Resource ID**.



NOTE

- Click the eye icon next to a header to show or hide the complete content in the column. The content is hidden by default. For example, you can click the eye icon next to **Customer Name/Account** to show or hide the complete content of customer names.
- You can select a calendar month (up to 18 months ago) for **Billing Cycle**.
- Expenditure details for the current month with amount due greater than zero are displayed by default, that is, **Hide 0 Expenditures** is selected by default for **Amount Due**. If you want to view all expenditure details of the current month, select **All** for **Amount Due**.

Step 6 Export expenditure details.

- Export selected records.

  Click **Export** > **Export Selected**, specify the transaction time, and click **Export**.

  A message is displayed indicating that the export task has been created.

  NOTE

  – A maximum of 5,000,000 records can be exported at a time.

  – When using the export function of Partner Center, please note that any sensitive information, such as customer names, mobile numbers, and email addresses, will be anonymized.

- View export history.

  a. Choose **Export** > **View Export** to switch to the **Export History** page.

  b. Click **Download** in the **Operation** column to download and view the exported expenditure details.

----End

9.3.4.3 Products That Support 95 Percentile Bandwidth Billing

The 95th Percentile Bandwidth is a billing mode for Huawei Cloud CDN and Live services based on bandwidth usage. This billing mode can help you save money during peak bandwidth demands, while ensuring unwavering service reliability and optimal performance.

- You are billed on a monthly basis. The usage for each month will be billed in the following month.
- In each calendar month, the peak bandwidth is measured and recorded on each valid day. At the end of the month, the records are sorted from the highest to the lowest, and the top 5% of the records are thrown away. Then the highest bandwidth value in the remaining records is the billable bandwidth of the month.

The following products support 95 Percentile Bandwidth Billing.

Product	Service Overview
Content Delivery Network (CDN)	https://www.huaweicloud.com/eu/product/cdn.html
Anti-DDoS Service (AAD)	https://www.huaweicloud.com/eu/product/antiddos.html
Object Storage Service (OBS)	https://www.huaweicloud.com/eu/product/obs.html
Virtual Private Cloud (VPC)	https://www.huaweicloud.com/eu/product/vpc.html
Direct Connect	https://www.huaweicloud.com/eu/product/dc.html

9.4 Financial Information

9.4.1 Partner Bills

9.4.1.1 Accounts

Table 9-1 describes the accounts for a cloud solution provider.

Table 9-1 Account of the cloud solution provider

Account	Description
Account	Partners can pay bills for their accounts. For details, see **Payment**.

9.4.1.2 Partner Bill Description

A partner bill is generated when the partner consumes resources on Huawei Cloud. The partner can pay or apply for an invoice based on the bill. Partners' expenditures on Huawei Cloud come from their customers associated in the Reseller model.

NOTE

As a cloud solution provider, you are responsible for billing and invoicing of your customers associated in the reseller model. Huawei Cloud does not directly provide related services to your customers.

Calculation Rule of the Amount Due

The calculation rule is as follows:

Amount Due = Settlement amount - Coupons used + Tax

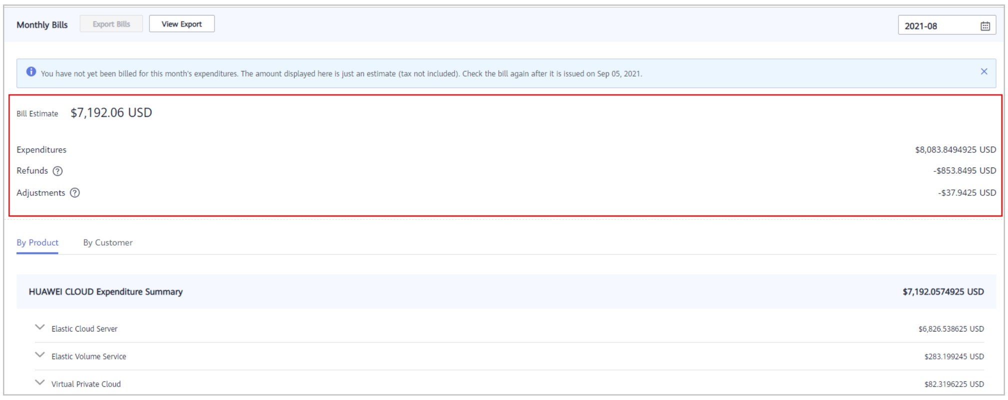
NOTE

The tax calculation rule is determined based on the partner registration area. The tax includes VAT, CGST, SGST, or IGST. The contained parts vary according to the region.

Bill Precision

- Before June 2021, bills on resources for long-term use (for example, pay-per-use resources or spot instances) were settled by hour, day, or month. The settled amount was accurate to the second decimal place, while the remaining decimal places were directly truncated.
- From June to July in 2021, the amount of bills on resources for long-term use (for example, pay-per-use resources or spot instances) is rounded off and summarized to obtain the total amount.
- From August 2021, the amounts during bill generation are no longer truncated. Only the total amount shown in the monthly bill is rounded off to the second decimal place. The following is an example:

  Expenditures ($8,083.8494925) + Refunds (-$853.8495) + Adjustments (-$37.9425) = $7192.0574925 (rounded off to the second decimal place $7,192.06)

  – On the **Financial Information** > **Partner Bills** > **Bills** > **By Product** or **By Customer** page, the exact amount is displayed.
  – On the **Financial Information** > **Coupons** page, the cash coupon balance is accurate to two decimal places.
  – The amount of coupons used in bill run is accurate to eight decimal places.
  – The amounts of list price, discounted amount, amount due, cash payment, cash coupons used, and monthly settlement on the **Customer**

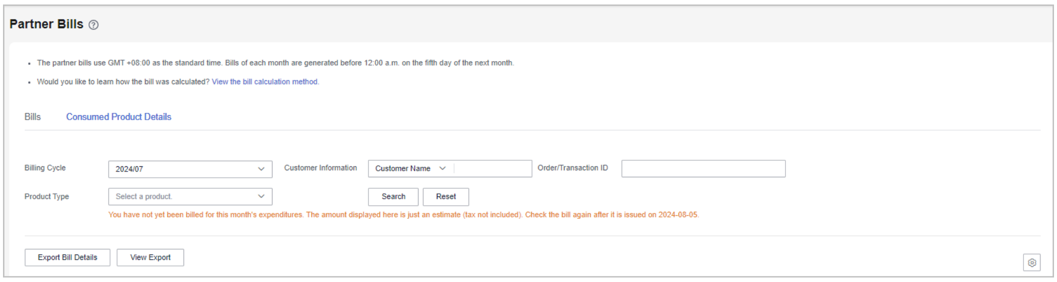
Business > **Customer Expenditure** page are accurate to eight decimal places.

– The amount of **Current Estimate** displayed on the **Customers** > **Customer Management** page is accurate to eight decimal places. **Current Estimate** will be displayed for reseller customers if they are assigned a monthly budget.

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

9.4.1.3 Partner Bill Fields

In Partner Center, you can export bill details on the **Consumed Product Details** tab of the **Sales** > **Financial Information** > **Partner Bills** page.



Field	Description	Example Value
Customer ID	Unique ID of a customer.	055b11dfc50XXX
Billing Cycle	A reconciliation duration agreed between the customer and partner. Usually it is a calendar month. When a billing cycle ends, the system calculates all the fees a partner needs to pay during this billing cycle and generates a bill.	2019-09
Customer Name	Name of a customer.	GrootXXX
Account Name	Account of a customer.	jingXXX
Partner ID	Unique ID of the partner that a customer is associated with.	a90cdfbd259845afa059621XXX
Partner Name	Name of the partner that a customer is associated with.	zhangsan
Partner Account Name	Account name of the partner that a customer is associated with.	zhangsanXXX

Field	Description	Example Value
Bill Type	Bill types of the customer, including: ● Expenditure ● Refund ● Adjustment	Expenditure
Billing Mode	Product billing mode, including: ● Pay-per-use ● Yearly/monthly ● Reserved instance–subscription ● Reserved instance–hourly billing ● Savings plans-subscription ● Savings plans-hourly billing ● Savings plans used	Pay-per-use
Product Type	Cloud service name.	Elastic Volume Service
Product Type Code	Cloud service type code.	hws.service.type.ebs
Product Name	Name of the cloud service product purchased by a customer.	HD3 linear EVS monthly package
Product ID	Unique ID of a cloud service product.	00301-28215-0--0
Application	Application name of a cloud service hardware product.	XXX
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.	Common I/O | 10.0 GB
Resource Type	Cloud service resource type.	Cloud storage
Resource Type Code	Resource type code of the cloud service.	hws.resource.type.volume
Region	A separate geographic area that provides public cloud resources.	EU-Dublin
Cloud Service Region Code	Code of a cloud service region.	eu_west_101

Field	Description	Example Value
Order ID/ Transaction ID	**Order ID**: indicates the unique ID of a "yearly/monthly" or "reserved instance–subscription" order. **Transaction ID**: indicates the unique ID of a "pay-per-use" or "reserved instance–hourly billing" transaction.	CS19091216532XXXX
Original Order ID	Unique ID of an order before it is unsubscribed from.	XVS1909121653XXXX
Transaction Time	Time when a transaction was executed in the transaction bill of a customer. ● Transaction time of a "yearly/ monthly" or "reserved instance–subscription" order indicates the time when an order is paid. ● Time of a "pay-per-use" or "reserved instance–hourly billing" transaction indicates the time when the consumption ends. For example, if the consumption time is 2020-09-10 00:16:50 GMT+08:00 to 2020-09-28 09:00:00 GMT+08:00, the transaction time of this pay-per-use bill is 2020-09-28 09:00:00 GMT+08:00.	2020-09-28 09:00:00 GMT+08:00
Order Type	Type of a "yearly/monthly" or "reserved instance–subscription" order, including: ● New purchase ● Renewal ● Change ● Unsubscription ● Price adjustment	Unsubscription
Number of Terms	Term of a yearly/monthly product order.	1
Term Unit	Unit of a term for a yearly/ monthly product order.	Month
Whether a Spot Instance	Whether a spot instance product.	N

Field	Description	Example Value
Billing Item Code	Code of a usage type.	aom.count
Billing Item Name	Billing dimension of pay-per-use cloud services, such as duration, capacity, upstream traffic, and more.	Quantity
Unit Price (USD)	Unit price of a product.	0.15
Unit	Unit of product usage price, such as GB/hour, Mbps/hour, and GB.	Dollar/10,000 (times)
Usage	Usage of pay-per-use products or resources in a specified period (usage of packages and reserved instances not included), including the usage duration, used capacity, used times, and used traffic.	46800
Usage Unit	Measurement unit of the usage for pay-per-use products or resources during a specified period.	Second
Package Usage	Resource package usage in a specified period. If the usage does not exceed the product or resource quota contained in the resource package, the product and resources will not be billed separately.	1200
Unit (Package Usage)	Measurement unit of the resource package usage in a specified period.	Second
Reserved Instance Usage	Reserved instance usage in a specified period. If the usage does not exceed the reserved instance quota contained in the reserved instance package, the product and resources will not be billed separately.	300
Unit (Reserved Instance Usage)	Measurement unit of the reserved instance package usage in a specified period.	Second
Customer Expenditure (USD)	Total amount generated by customer orders.	1000

<table>
<tr><th>Field</th><th>Description</th><th>Example Value</th></tr>
<tr><td>Settlement Type</td><td>Settlement type of a product, including:
Common product
Promotional product
No discount
Special discount request</td><td>Common product</td></tr>
<tr><td>Settlement Discount</td><td>Discount that Huawei Cloud set for partners.
Fixed unit price agreed by Huawei Cloud and the partner.</td><td>25%</td></tr>
<tr><td>Payment (USD)</td><td>If Settlement Discount is the discount set by Huawei Cloud for partners, Settlement Amount = Consumption amount (USD) x (1 - Settlement discount)
If Settlement Discount is the fixed price agreed by Huawei Cloud and the partner, Settlement amount = Fixed unit price x Usage x Linear size (optional) x Usage Days/Total (optional)
NOTE
Linear size specifies the specifications of a cloud service product. For example, the value of Linear size for the cloud service product whose specification is EVS General-Purpose SSD|10.0 GB is 10.0 GB.</td><td>750</td></tr>
<tr><td>Coupons Used (USD)</td><td>Cash coupons deducted for a partner's bill. If a bill type is Refund, this field indicates the cash coupons that should be refunded to a customer. Field Whether to Refund Coupons determines whether the cash coupons will be refunded.
For details about cash coupon usage rules, see Usage Rules.</td><td>100</td></tr>
<tr><td>Whether to Refund Coupons</td><td>Whether to refund the deducted cash coupons to the partner when a partner requests a refund.</td><td>Yes</td></tr>
</table>

Field	Description	Example Value
Tax-Exclusive Amount Due (USD)	Amount due of a partner's bill, with tax not included. Amount to be paid (tax excluded) = Settlement amount – Coupons used	675
Tax Amount	Tax calculation rules are subject to the region where the partner is registered. The taxes cover VAT, CGST, SGST, IGST, and more, but vary with region.	10
Amount Due (USD)	Amount due. Amount due = Amount to be paid (tax not included) + Tax	685
Usage Days/ Total	**(Number of measurement points in a month/288)/Number of days in the month** For example, company A pays for CDN by 95th percentile bandwidth, and the number of measurement points in September is **4320**. The value of **4320/288** is the number of days counted as valid days when the total traffic consumed by CDN exceeds 0 bytes. The number of valid days is the ratio of the number of valid days to the number of days in the current month (15/30).	50%
Quantity	Quantity of orders	1
RI Hours Purchased	Number of purchased RI hours	8760
Unsubscription Reason	Reason for unsubscribing from an order	Incorrect parameters selected for cloud services

Field	Description	Example Value
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**.	268
Usage Unit (for Pricing)	Usage unit used for pricing a product when the product is released.	Count (Times)
Package Usage (Pricing Unit)	Package usage measured in the unit used for pricing. The value is truncated to a maximum of 10 decimal places.	0.00
Usage in Reserved Instances (Pricing Unit)	RI usage measured in the unit used for pricing. The value is truncated to a maximum of 10 decimal places.	0.00
Conversion Factor	Used to change the usage unit to the usage unit (for pricing). For example, the conversion factor between seconds and hours is 3600.	1
Start Time	Time when billing for the cloud service starts.	2024/05/31 16:00:00 GMT+08:00
End Time	Time when billing for the cloud service ends.	2024/06/20 22:59:59 GMT+08:00

9.4.1.4 Querying Partner Bills

Partners can view and export their monthly bills. Partner Center provides partners with bill estimate of the current month. The bill estimate updates every day. It does not cover taxes and has not been deducted using cash coupons.

Precautions

- The partner bill for each month is generated before 12:00 (Beijing Time) on the fifth day of the following month.

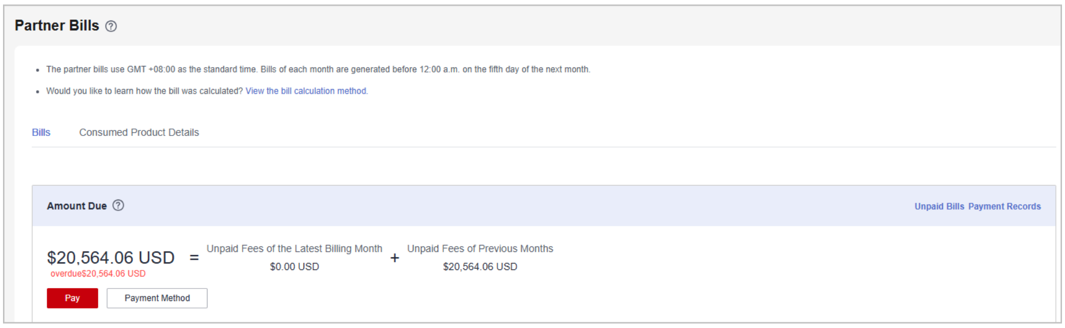
Procedure

Step 1 Sign in to **Huawei Cloud** as a partner.

Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 In the top navigation, select **Sales** > **Financial Information** > **Partner Bills**. The **Bills** tab is displayed by default.

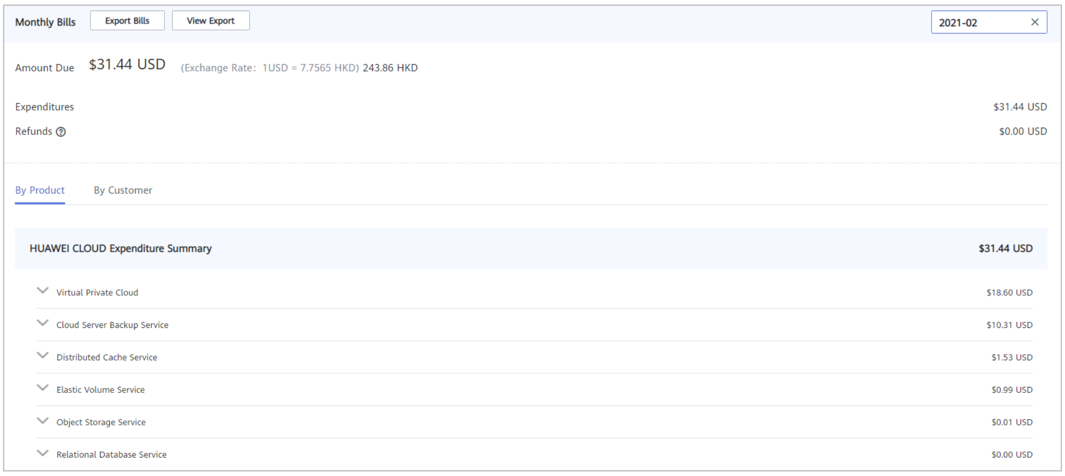
Step 4 In the **Amount Due** pane, you can query the amount to be paid, including the unpaid fees of current month and those of previous months.



NOTE

- Click **Pay** to pay the bill. For details, see **Payment**.
- You can click **Unpaid Bills** to see the bills that you need to pay.
- You can click **Payment record** to switch to the account statements to view the payment records.

Step 5 In the **Monthly Bills** pane, select a month and query the bills of this month.



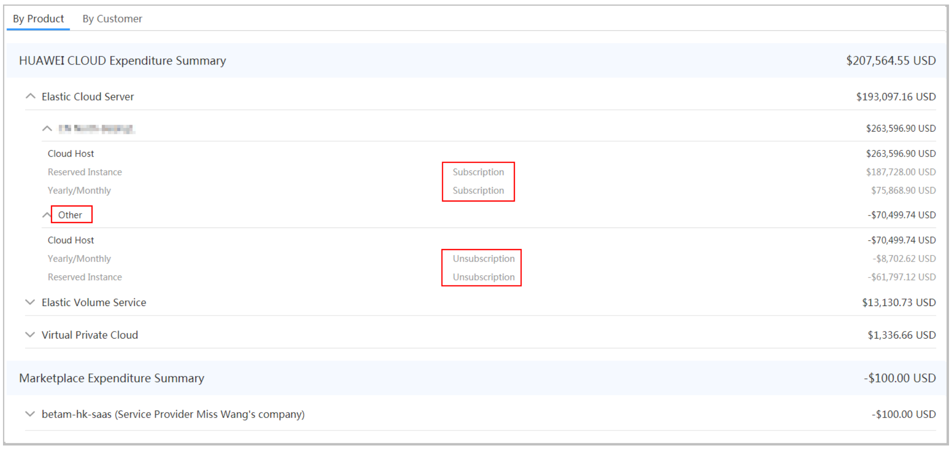
- In the **Amount Due** area, you can query monthly amount due and the expenditures, refunds, and adjustments.

NOTE

- Refunds contain the amount returned to you due to order cancellation or specifications changes.
- If the unsubscribed amount of all customers associated by reseller model is greater than the partner's expenditures, the amount on the bill is negative and the amount due is 0.
- You can query **Invoice No.** in the **Amount Due** area, click the invoice number and download the invoice.

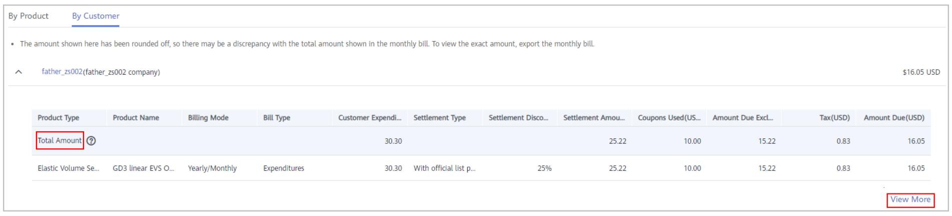
- You can query the expenditure summary by product or by customer.
  - By product

    On the **By Product** tab, you can query the expenditures of customers associated with the partner by reseller model in HUAWEI CLOUD and KooGallery. The expenditure records can be filtered by region, and refunds and adjustments records are displayed in the **Others** area.



  - By customer

    On the **By Customer** tab, you can query the expenditures of each customer associated by reseller model in HUAWEI CLOUD and KooGallery.



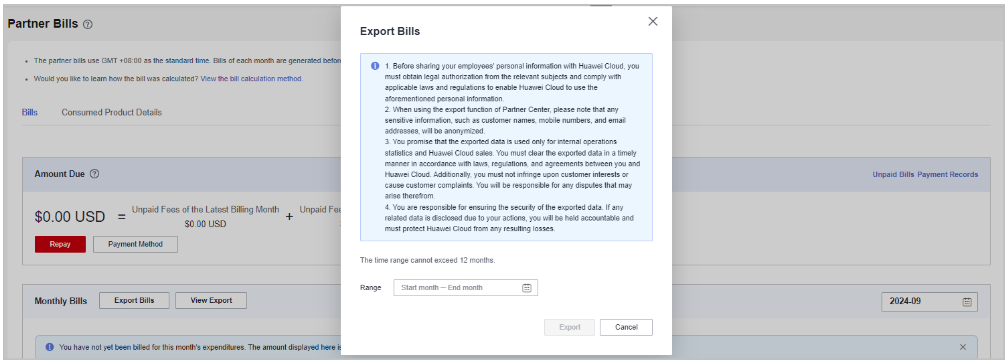
    You can view the total expenditures of a customer in the **Total Amount** area.

    Click **View More** to query the expenditure details of the customer.

Step 6 Export partner bills and view export history.

- Export bills.

  Click **Export Bills**, select the **Range**, click OK, and click **Export**. A message is displayed, indicating that the export task is created successfully.



NOTE

- You can export up to 12 months of bills.
- When using the export function of Partner Center, please note that any sensitive information, such as customer names, mobile numbers, and email addresses, will be anonymized.

- View the export history.
  a. Click **View Export** to go to the **Export History** page.
  b. Click **Download** in the **Operation** column to download and view the exported bills.

----End

9.4.1.5 Querying Bill Details

You can view and export bill details in Partner Center.

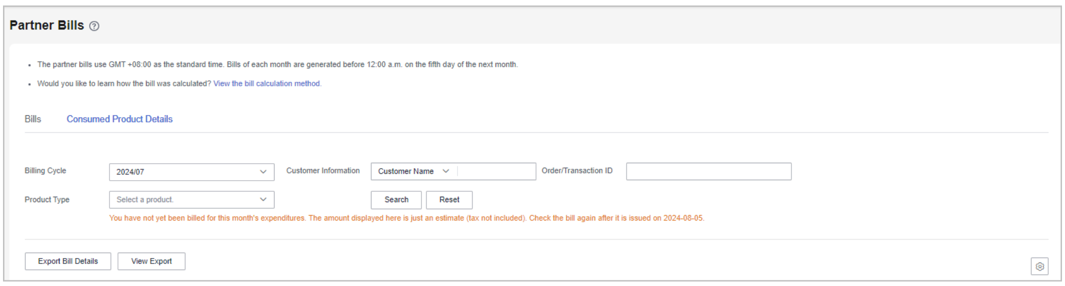
Procedure

Step 1 Sign in to **Huawei Cloud** as a partner.

Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 In the top navigation, select **Sales** > **Financial Information** > **Partner Bills**.

Step 4 On the displayed page, click the **Consumed Product Details** tab. Then, select a billing cycle to view bill details.



Step 5 Export bill details and view the export history.

- Export bill details.

  Click **Export Bill Details**. Read the precautions, click **Got It**, select the content to be exported, and click **Export**. A message is displayed, indicating that the export task has been created successfully.

NOTE

When using the export function of Partner Center, please note that any sensitive information, such as customer names, mobile numbers, and email addresses, will be anonymized.

- View the export history.
  a. Click **View Export**. The **Export History** page is displayed.
  b. Click **Download** in the **Operation** column to download and view the exported bill.

----End

9.4.1.6 Transaction Amount Limits

There are transaction amount limits for a single transaction, as listed in **Table 9-2**.

Table 9-2 Transaction amount limits

Currency	Upper Limit	Lower Limit
CLP	11,000,000	1
USD	40,000	0

9.4.2 Funds

9.4.2.1 Payment

After you set a budget for your customer, and then the customer has purchased products and services on Huawei Cloud in a month, you will receive a bill from Huawei Cloud on the fourth day of the following month. The billing cycle is one calendar month by default.

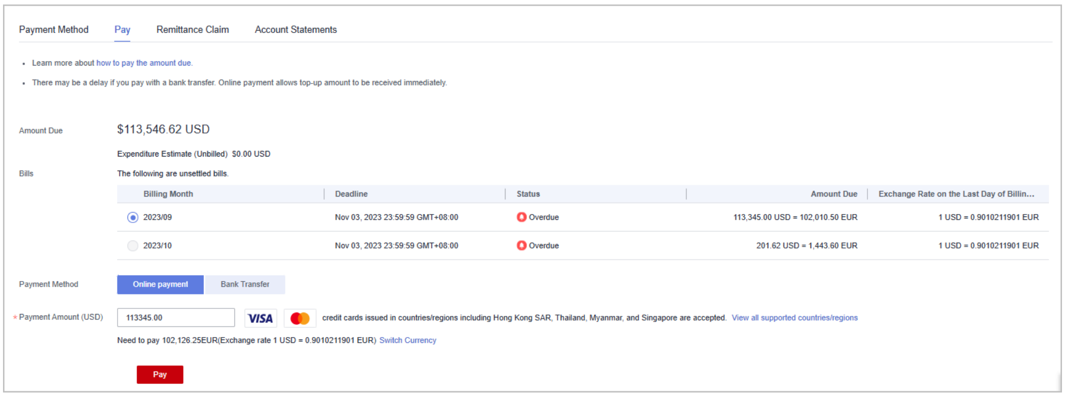
You can pay the bill before the due date, or Huawei Cloud will automatically deduct the amount from your account balance on the due date. If your account balance is insufficient, you can make online payments or transfer money to pay the bill.

Online Payment

Step 1 Sign in to **Huawei Cloud** as a partner.

Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 Choose **Sales** > **Financial Information** > **Funds** in the menu on the top. Click the **Pay** tab.



NOTE

You can also click **Pay** in the **Amount Due** area on the **Home** page.

You can also pay in the **Amount Due** area on the **Bills** tab of the **Financial Information** > **Partner Bills** page.

Step 4 Set **Payment Method** to **Online payment**, enter the payment amount, select a credit card, and click **Pay**.

NOTE

- The payment amount cannot be greater than the amount due.
- The maximum individual online payment is $40,000 USD.

Step 5 On the online payment page, specify the credit card information and click **Pay**.

After the payment is successful, the **Account Statements** page is displayed. You can view the top-up records and payment records.

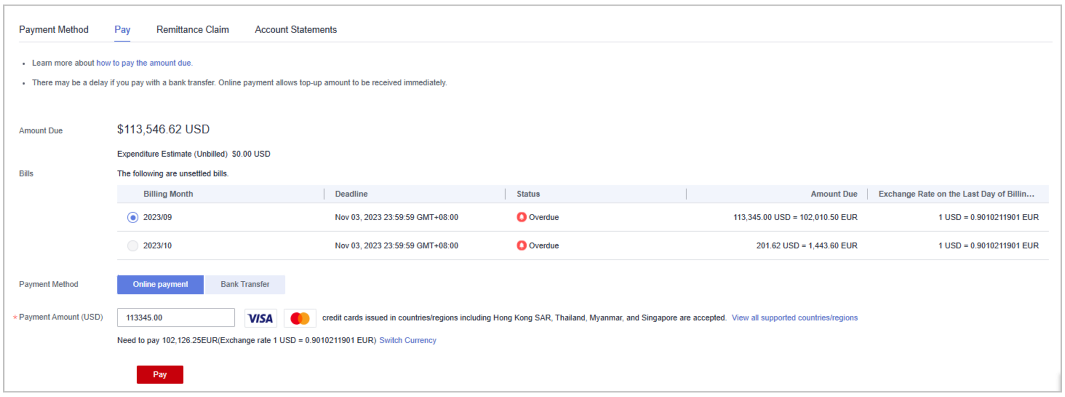
----End

Bank Transfer

Step 1 Sign in to **Huawei Cloud** as a partner.

Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 Choose **Sales** > **Financial Information** > **Funds** in the menu on the top. Click the **Pay** tab.



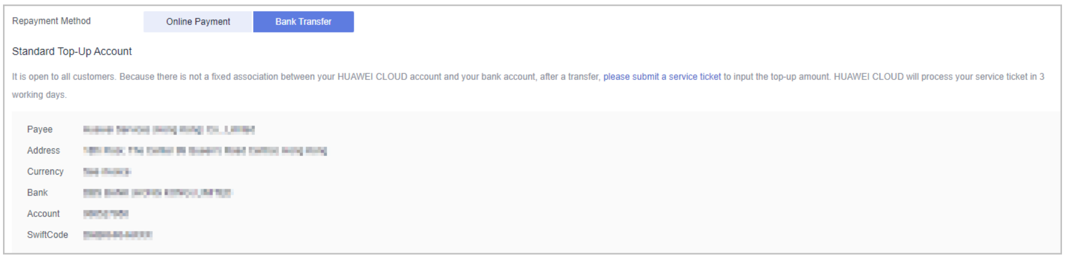
NOTE

You can also click **Pay** in the **Amount Due** area on the **Home** page.

You can also pay in the **Amount Due** area on the **Bills** tab of the **Financial Information** > **Partner Bills** page.

Step 4 Click **Bank Transfer** for **Payment Method**.

You need to submit a service ticket to Huawei after you transfer money to the standard top-up account.



NOTE

- You can view the bank transfer account information on the invoices issued to you or on the **Billing Center**. The Billing Center displays only the most current account details. The accounts on historical invoices may be different.
- To ensure timely and accurate payment confirmation, please make payment based on the account and currency information on the invoice, and specify the invoice number.
- The money will be transferred to the top-up account in two or three days within the same country/region. The money transfer may take longer time across countries/regions. The arrival time is subject to the bank transaction. Contact your bank to learn about the detailed banking procedures and money arrival time.

Step 5 After you transfer the money, do as follows:

1. Click **please submit a service ticket** to go to the **Create Service Ticket** page. For details about how to submit a service ticket, see **Submitting a Service Ticket**.
2. Enter the bank transfer information.

NOTE

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

3. Upload the bank transfer certificate and submit the service ticket. After the bank transfer is complete, Huawei Cloud will top up your account upon receipt of the request from the service ticket within three working days.

----End

Other Operations

- Click **Unpaid Bills**. On the displayed dialog box, you can view the unpaid bills.

  NOTE

  Overdue bills will affect your credit on Huawei Cloud. Please make the payment timely to avoid service interruption.

- Click **Payment record**. You can view the payment records on the **Account Statements** page.

9.4.2.2 Payment Methods

You can pay by credit card. After a credit card is added, you will get a quota of $1,000 USD.

NOTE

1. If no quotas have been issued to you, you will get a quota of $1,000 USD after adding a credit card.

2. If the quota you have gotten is lower than $1,000 USD, the quota will be adjusted to $1,000 USD after a credit card is added.

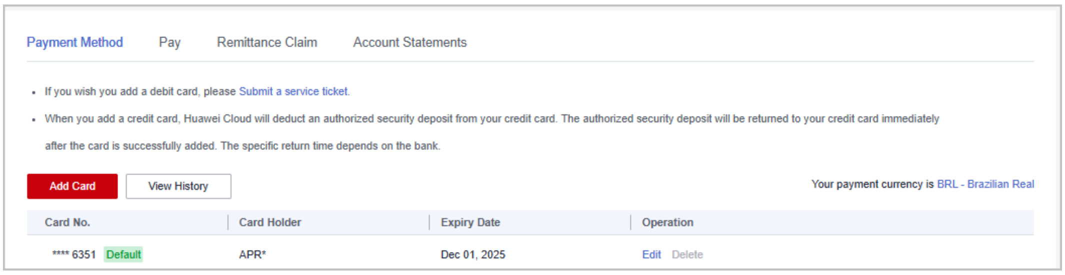
3. If the quota you have gotten is higher than $1,000 USD, the quota will remain unchanged after a credit card is added.

Precautions

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.

Adding a credit card

Step 1 Log in to Partner Center and choose **Sales** > **Financial Information** > **Funds** in the menu on the top. The **Payment Method** page is displayed by default.



NOTE

- You can also go to **Sales** > **Financial Information** > **Partner Bills** > **Bills** and access the **Payment Method** page.
- 

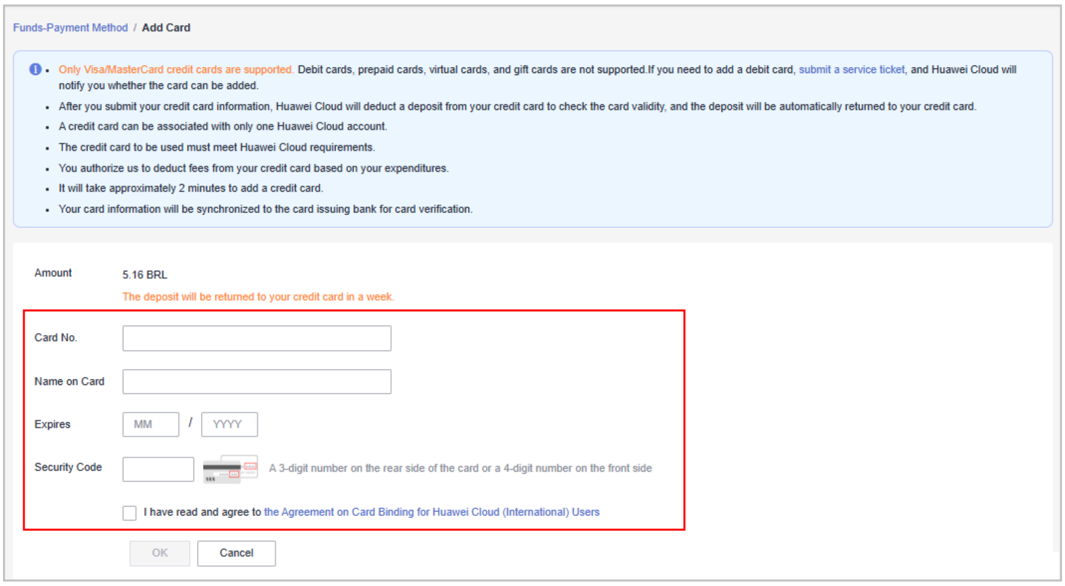
  If a transaction currency has not been set, the **Add Card** button is unavailable. You need to set the transaction currency and then add a credit card.

  1. Go to **Partner Center** > **Partner Information** > **Basic Information** > **Preferences**.

  2. In the **Payment Currency** area, select a currency and click **Save**.

Step 2 Click **Add Card**.

Step 3 Provide Card No, Card Holder's name, Expiration Date, and Security Code. Click **I have read and agree to the Agreement on Card Binding For Huawei Cloud (International) Users**, and click OK.



NOTE

A small test charge will be made to your account while Huawei Cloud verifies your credit card. The test charge will return to your account within one week. The time it takes to refund the charge depends on your bank. If you are in Chile, you also need to set the authentication method and your ID number when adding a card. Authentication methods include:

- **RUT**: Taxpayer identification number in Chile, for example, 8148691-0.
- **Otro**: Other identification code, whose value can contain only 5 to 20 characters.

Step 4 Complete the identity verification.

- Huawei Cloud will generate a bill on the fifth day of the following month, send the bill to you, and charge your credit card. If your expenditure exceeds the quota granted, your credit card will be automatically charged.

- If the card fails to be added, you will be directed to the **View History** page and the reason for this failure will be displayed in the **Result** column You can choose to add the card again or submit a service ticket.

----End

Card history

On the **Payment Method** page, click **View History** to view cards that have been added. You can view reasons for the failures in the **Result** column.

Payment priority

In the lower right corner of an added credit card, click **Operation** > **Set as Default** to set the credit card as the default credit card for payment.

- If you have added multiple credit cards, the system charges the default credit card first.
- When the balance of the default credit card is insufficient, your other valid credit cards will be charged in sequence.

Updating a credit card

Click **Edit** (or **Operation** > **Edit**) in the lower right corner of an added credit card to set its validity period and the security code.

NOTE

When you change the validity period of your credit card, a small test charge will be made to your account to verify your credit card. The test charge will return to your account within one week. The time it takes to refund the charge depends on your bank.

Deleting a credit card

1. Click **Delete** in the **Operation** column to delete a credit card.
2. Click **OK**. The credit card is deleted.

NOTE

The default credit card cannot be deleted and the **Delete** button is unavailable.

9.4.2.3 Remittance Claim

After you transfer money offline to Huawei Cloud through a standard top-up account, claim the transferred money. Successfully claimed amount will arrive in your Huawei Cloud account.

The money will be transferred to the top-up account in two or three days within the same country/region. The money transfer may take longer time across countries/regions. The arrival time is subject to the bank transaction. Contact your bank to learn about the detailed banking procedures and money arrival time.

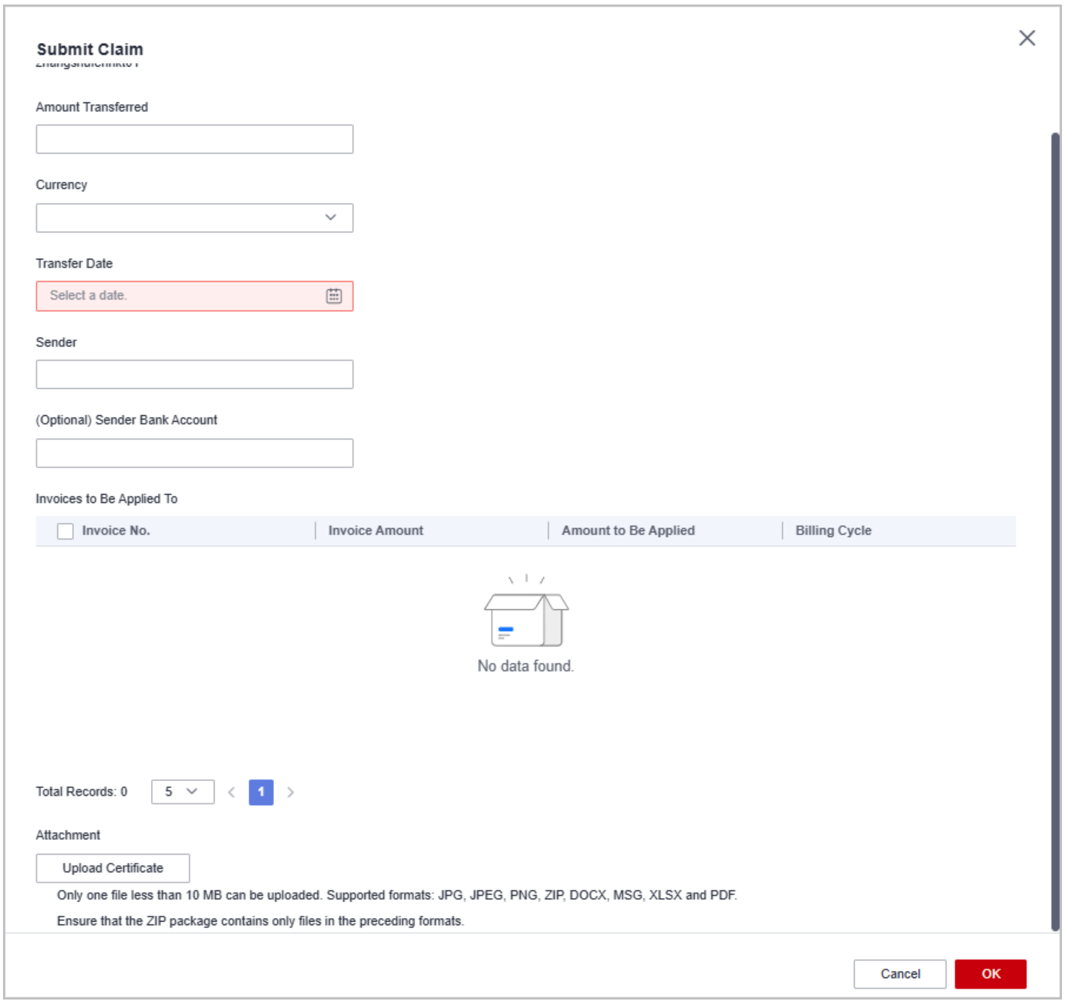
Procedure

Step 1 Sign in to **Huawei Cloud** as a partner.

Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 Choose **Sales** > **Financial Information** > **Funds** in the menu on the top. Click the **Remittance Claim** tab.

Step 4 Click **Submit Claim**. On the displayed page, enter the bank transfer information, including the transferred amount, currency, transfer date, sender, and sender's bank account (optional), select the invoice to be applied, upload the bank transfer certificate, and click **OK**.



Step 5 You can view the review status of the remittance claim application you submitted.

NOTE

- After you claim a remittance, Huawei Cloud will complete its approval within one working day.
- Please fill in the information in the remittance form and ensure that the information is correct.
- After the application is approved, those selected invoices will be preferred.

----End

9.4.2.4 Viewing Account Statements

Partners can query and export statements of their top-up accounts.

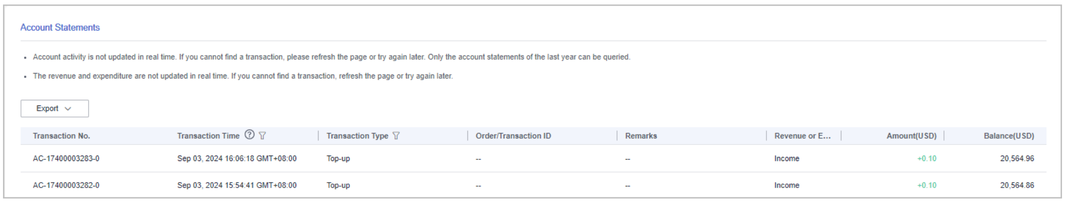
Procedure

Step 1 Sign in to **Huawei Cloud** as a partner.

Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 On the top navigation bar, select **Sales** > **Financial Information** > **Funds**.

Step 4 The income and expense details page is displayed.



Step 5 Set the transaction time and transaction type to search for desired account statements.

> **NOTE**
>
> - You can search for account statements across months. For account statements of more than 12 months ago, contact the ecosystem manager for help.
> - When **Transaction Type** is **Transaction mode change**, the transaction was about allocating balance to a partner subaccount.

Step 6 Export account statements.

- Export the selected records.

  Choose **Export** > **Export Selected**. On the page that is displayed, learn the precautions and click **Got It**. A message is displayed indicating that the export task has been created successfully.

  > **NOTE**
  >
  > When using the export function of Partner Center, please note that any sensitive information, such as customer names, mobile numbers, and email addresses, will be anonymized.

- View the export history.
  a. Choose **Export** > **Export History** to open the **Export History** page.
  b. Click **Download** in the **Operation** column to download and view the completed account statements.

----End

9.4.3 Invoice Management

Huawei Cloud will automatically create corresponding invoices after generating the bills for the partner. The system normally creates the invoice of the previous month on the fifth day of the current month.

You can view and download the invoices automatically issued by Huawei Cloud, and configure whether to receive the invoice notification email when there is no expenditure record in the current month.

In addition, you can add or modify your invoice information. Then, the system will create the invoices based on your configured information.

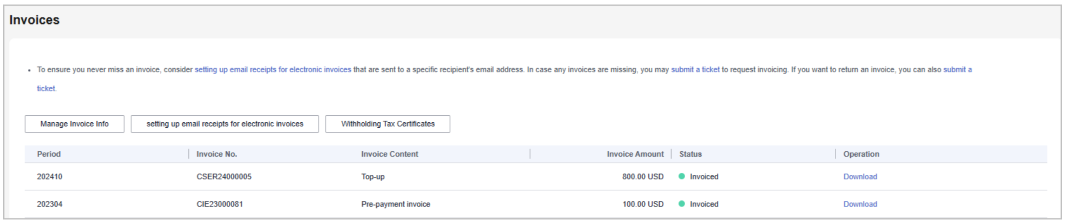
Partners who meet the conditions can also manage WHT certificates. For details, see **WHT Certificate Management**.

Viewing Invoices

Step 1 Use your partner account to log in to **Huawei Cloud**.

Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 On the top navigation, choose **Sales** > **Financial Information** > **Invoices** and view the invoices automatically issued by the Huawei Cloud system.



NOTE

- If you find that not all invoices are created, click **submit a ticket** in the note to request invoicing, and enter the required information and upload the expenditure bill on the displayed page to create an invoice creation service ticket.
- If you need to return an invoice, click **submit a ticket** in the note to return an invoice, and enter the required information and upload a picture or scanning copy of the original invoice on the displayed page to create an invoice returning service ticket.

Step 4 Click **Download** in the **Operation** column to download the invoices.

NOTE

Alternatively, you can choose **Sales** > **Financial Information** > **Partner Bills**, click **Invoice No.** in the **Monthly Bills** area, and then download the invoices.

----End

Managing Invoice Information

You can add or modify the invoice information.

- To add information, go to the **Invoices** page and click **Manage Invoice Info**. In the **Manage Invoice Info** dialog box, configure **Address** and **Email** and click **Save**. You can add invoice information only when you perform the operation for the first time.
- To modify information, go to the **Invoices** page and click **Invoice Info Management**. In the **Manage Invoice Info** dialogue box, modify **Address** and **Email** and click **Modify**.

NOTE

The system automatically obtains the tax ID that you have entered during your registration. You cannot modify the tax ID here.

Receiving Invoices by Emails

You can also set whether to receive invoice notifications when there is no expenditure record in the current month on the **Invoices** page.

To enable or disable email receiving, go to the **Invoices** page and click **setting up email receipts for electronic invoices**. In the **setting up email receipts for electronic invoices** dialogue box, turn the toggle switch on or off to enable or disable the setting of receiving or not receiving the invoice notification when there are no expenditure records in the current month.

WHT Certificate Management

You can manage your WHT certificates or receipts in Partner Center. After you have withheld taxes as required and obtained a WHT certificate issued by the tax authority, you can submit the certificate on the Huawei Cloud official website and follow up the certificate processing flow.

Precautions

- The WHT certificate management function is available only to partners below.

Registered Country	Signing Entity
Malaysia	Sparkoo Technologies Singapore Pte. Ltd.
Thailand	Sparkoo Technologies (Thailand) Co., Ltd.
Philippines	Huawei Technologies Phils. Inc.

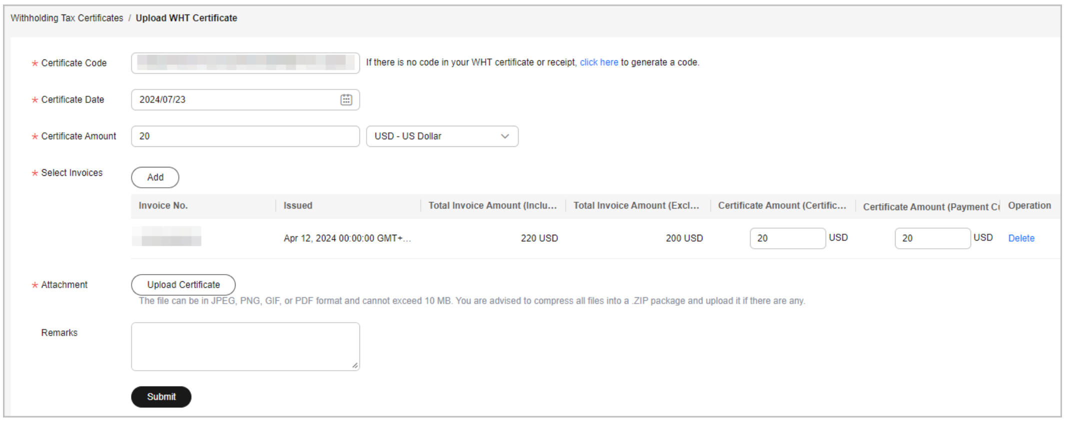
Step 1 Sign in to **Huawei Cloud** as a partner.

Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 On the top navigation bar, select **Sales** > **Financial Information** > **Invoices**, and click **Withholding Tax Certificates**.

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

Step 5 On the displayed **Upload** page, configure the following parameters and click **Submit**.



Parameter	Description
Certificate Code	Specify the code in the WHT certificate. If no code is available in the certificate, enter the code generated by the system.
Certificate Date	Select the date when the WHT certificate is issued. Click and select the date (year-month-day) in the certificate.
Certificate Amount	Enter the total amount according to the amount and currency in the certificate. Select the currency from the drop-down list box.

<table>
<tr><th>Parameter</th><th>Description</th></tr>
<tr><td>Select Invoices</td><td>Click Add and select the invoices according to the WHT certificate. You can select multiple invoices, because one certificate can match multiple invoices. One invoice can be selected only once.
The following invoice information is displayed: (Multiple invoices are displayed in multiple lines if there are any):
Invoice No.: Automatically displayed according to the selected invoice.
Issued: Time when the invoice was issued. This field is automatically displayed according to the selected invoice.
Total Invoice Amount (Including VAT) (Payment Currency): Automatically displayed according to the selected invoice.
Total Invoice Amount (Excluding VAT) (Payment Currency): Automatically displayed according to the selected invoice.
NOTE
The payment currency is the currency used in the invoice, that is, the currency selected in Partner Center > Partner Information > Basic Information > Preferences > Payment Currency.
Certificate Amount (Certificate Currency):
Specified manually for each invoice. The sum of the specified amounts must be equal to the Certificate Amount value.
If only one invoice is selected, the Certificate Amount value is displayed and can be edited.
Certificate Amount (Payment Currency):
Manually specified. Convert the Certificate Amount (Certificate Currency) value to a value with two decimal places in the currency used for the payment.</td></tr>
<tr><td>Certificate Attachment</td><td>Upload a signed or scanned copy of the WHT certificate.
The file to be uploaded can be a JPEG, PNG, GIF, or PDF file and cannot exceed 10 MB. For multiple files, compress them into a .zip package and upload it.</td></tr>
<tr><td>Remarks</td><td>Manually specified.</td></tr>
</table>

----End

Precautions

After uploading the WHT certificate, you can view the uploading record on the **Withholding Tax Certificates** page, such as the uploading time, review time, and review status (to be reviewed, approved, or rejected). Click **Download** in the **Operation** column to download the certificate. Click **Details** in the **Operation** column to view the WHT certificate details.

9.4.4 Contract Commerce

9.4.4.1 Viewing Commercial Discounts

A commercial discount is granted after approval by Huawei Cloud based on a special bidding project. The system automatically matches and applies the commercial discount when generating a partner's bill.

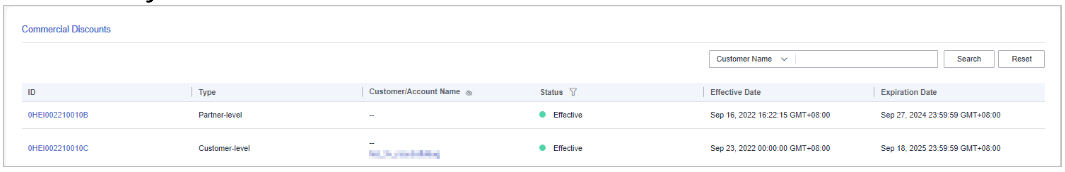
Procedure

Step 1 Sign in to **Huawei Cloud** as a partner.

Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 In the top navigation, select **Sales** > **Financial Information** > **Contracts and Commerce** to view commercial discounts.

You can search for commercial discounts using customer name or account or filter discounts by status.



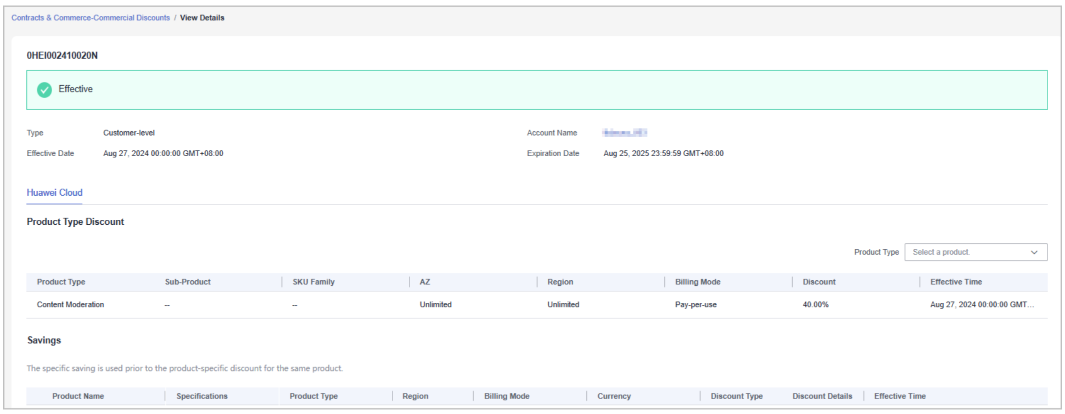
NOTE

- Click an account name to view details about the customer.
- Click the eye icon next to a header to show or hide the complete content in the column. The content is hidden by default. For example, you can click the eye icon next to **Customer/Account Name** to show or hide the complete content of customer names.

Step 4 Click a discount ID to switch to the details page where you can check the discount details, product-specific discount, and savings.

The **Product Type Discount** area displays the product type, subproduct, SKU family, AZ, region, billing mode, discount, and effective time. You can search and filter by product type.

The **Savings** area displays the product name, specifications, product type, region, billing mode, currency, discount type, discount details, and effective time.



NOTE

- A commercial discount may only include either **Product Type Discount** or **Savings**.
- The specific saving is used prior to the product-specific discount for the same product.

----End

9.4.5 Coupons

9.4.5.1 Cash Coupon Management

9.4.5.1.1 Usage Rules

HUAWEI CLOUD directly issues cash coupons to the partners. These coupons can be deducted for settlement when a bill is generated.

Partners can obtain cash coupons by:

- **Applying to issue incentives as cash coupons** in Partner Center.
- Contacting the ecosystem manager to requesting PoC test coupons.

Cash coupon usage rules are as follows:

- Cash coupons will be deducted for transactions in sequence when a bill is generated.
- Cash coupons assigned to a specific customer will be preferentially used.
- Cash coupons will not be refunded if partners unsubscribe from or downgrade their resources.

  NOTE

  Cash coupons are refunded only in the following unsubscription scenarios: resource unsubscription (the order has not taken effect), unsubscription due to order exceptions, and unsubscription from a renewal period (the renewal period has not taken effect).

9.4.5.1.2 Viewing Cash Coupons

After receiving cash coupons, partners can view the cash coupon balance, validity, applicable product, customer, billing mode, and remarks in Partner Center. They can use cash coupons to pay for their bills.

NOTE

Customer sensitive information is hidden by default. To view the complete content, click the eye button next to the sensitive information.

Procedure

Step 1 Access the **Cash Coupons** page.

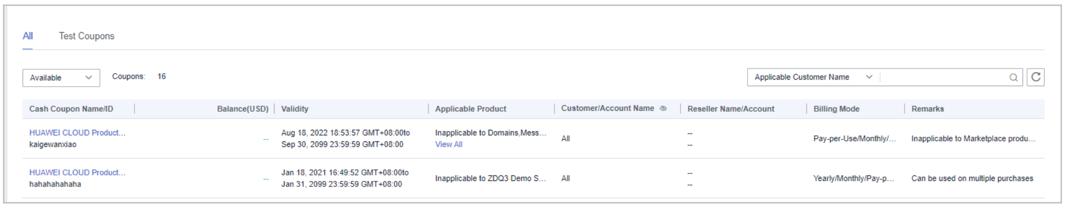
a) Log in to **Huawei Cloud** as a partner.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) In the top navigation, select **Sales** > **Financial Information** > **Coupons**.

Step 2 Click different tabs to view different types of coupons.

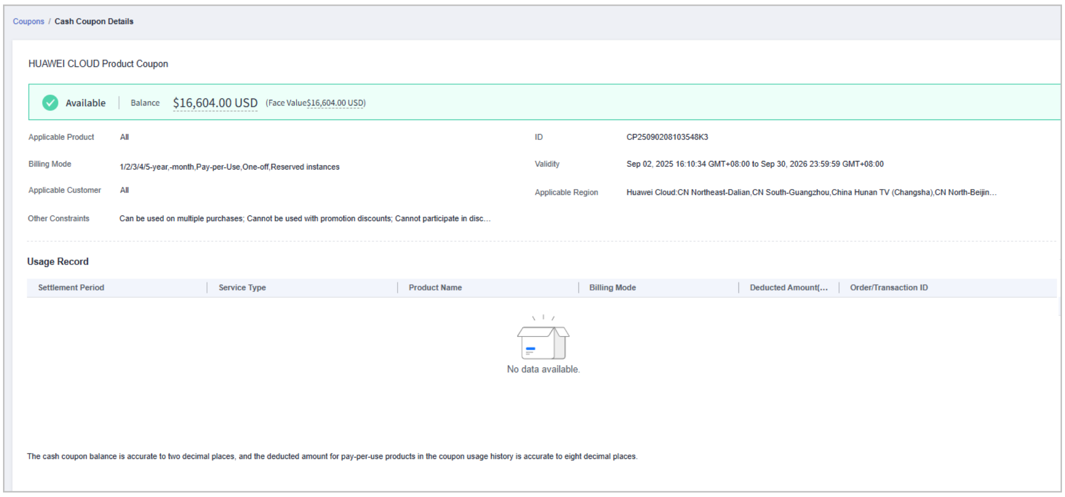
You can click the **All** tab to view all coupons or the **Test Coupons** tab to view test coupons. The **All** tab contains coupons on the **Test Coupons** tab.



Step 3 Set search criteria to query the required coupons.

- You can enter a customer name or account name to search for all coupons that are available to a specific customer.
- You can filter cash coupons by status (available, used, and invalid).

Step 4 To view the details and usage records of a cash coupon, click the cash coupon name.



----End

Other Operations

1. View all information about the customer to which the coupon is applicable.

   Click the customer account to go to the customer details page.
2. View the cash coupon quota history and usage records.

   Click **the cash coupon quota history** above the list to view the records.
3. View the coupons that have expired for more than two years.

   Click on **the coupons that have expired for more than two years** to view the corresponding coupons.

9.4.5.1.3 Enabling/Disabling Test Coupon Balance Notification

Partner Center sends notifications about test coupon usage to the partners.

The system will email partners their reseller customers' monthly coupon usage and estimated amount due seven days, and then again three days, before the end of each month. If there are not enough coupons for PoC testing, contact the ecosystem manager to request more.

Usage notification is enabled by default. Partners can disable it in the Partner Center.

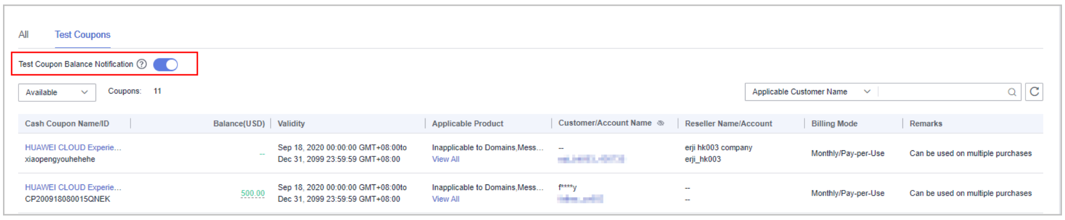
Procedure

Step 1 Sign in to **Huawei Cloud** as a partner.

Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 On the top navigation bar, select **Sales** > **Financial Information** > **Coupons**.

Step 4 On the **Test Coupons** page, enable or disable **Test Coupon Balance Notification** as needed.



NOTE

- To view the details and usage records of a cash coupon, click the cash coupon name.
- To view customer details, click an account name.
- To view historical quota and usage records of cash coupons, click **the cash coupon quota history** at the top of the page.
- You can filter cash coupons by status (available, used, and invalid).
- You can enter a customer name or account name to search for all coupons that are available to a specific customer.
- Click the eye icon next to a header to show or hide the complete content in the column. The content is hidden by default. For example, you can click the eye icon next to **Customer/Account Name** to show or hide the complete content of customer names.

----End

9.5 Incentives

9.5.1 Product Discounts and Incentives

9.5.1.1 Querying Product Incentives

You can query product-specific incentive policies in Partner Center.

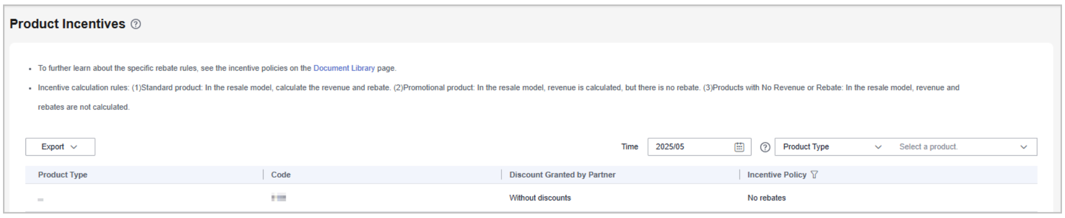
Incentive calculation rules: 1. Standard product: Both revenue and rebate will be calculated in the reseller model. 2. Promotional product: In the reseller model, revenue will be calculated, but there is no rebate. 3. Products with No Revenue or Rebate: In the reseller model, neither revenue nor rebate will be calculated.

Procedure

Step 1 Use your account to log in to **Huawei Cloud**.

Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 In the top navigation, select **Sales** > **Incentives** > **Product Incentives**.



Step 4 Search for and select a product type to query the applicable incentive policy.

Data on the **Product Discounts and Incentives** page is updated in real time. To query historical records, reset the time and search it again.

> **NOTE**
>
> Click next to **Incentive Policy** in the product list to query the products which the specific incentive policies apply to.

----End

9.5.2 Indicator Information

The **Indicator Information** page displays the applicable scope, statistical period, and value of different indicators.

You can confirm whether the incentive conditions are met based on the indicator values.

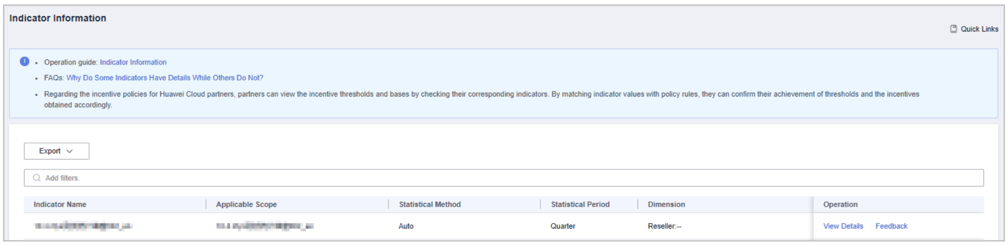
Procedure

Step 1 Use your account to log in to **Huawei Cloud**.

Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 In the top navigation, select **Sales** > **Incentives** > **Indicator Information**. On the **Indicator Information** page, you can:

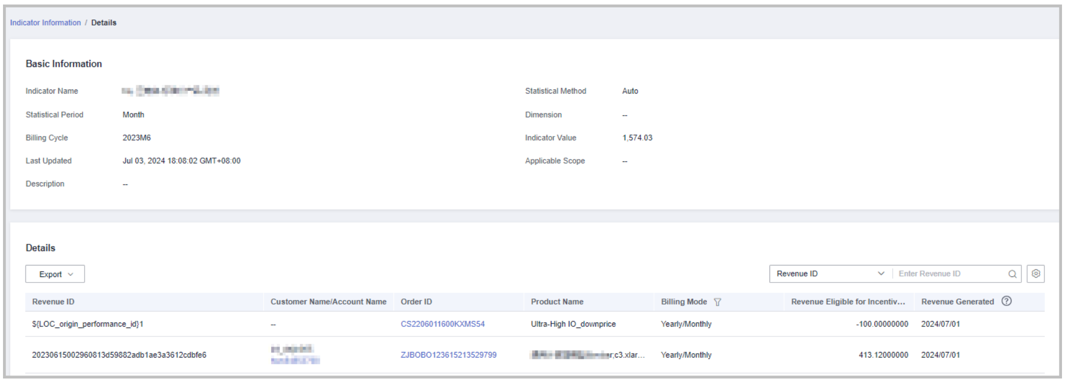
- View the indicator name, applicable scope, statistical method, statistical period, dimension, customer name, billing cycle, and indicator value.
- Click the search box and select filters such as billing cycle, applicable scope, indicator name, statistical period, dimension, and customer name.



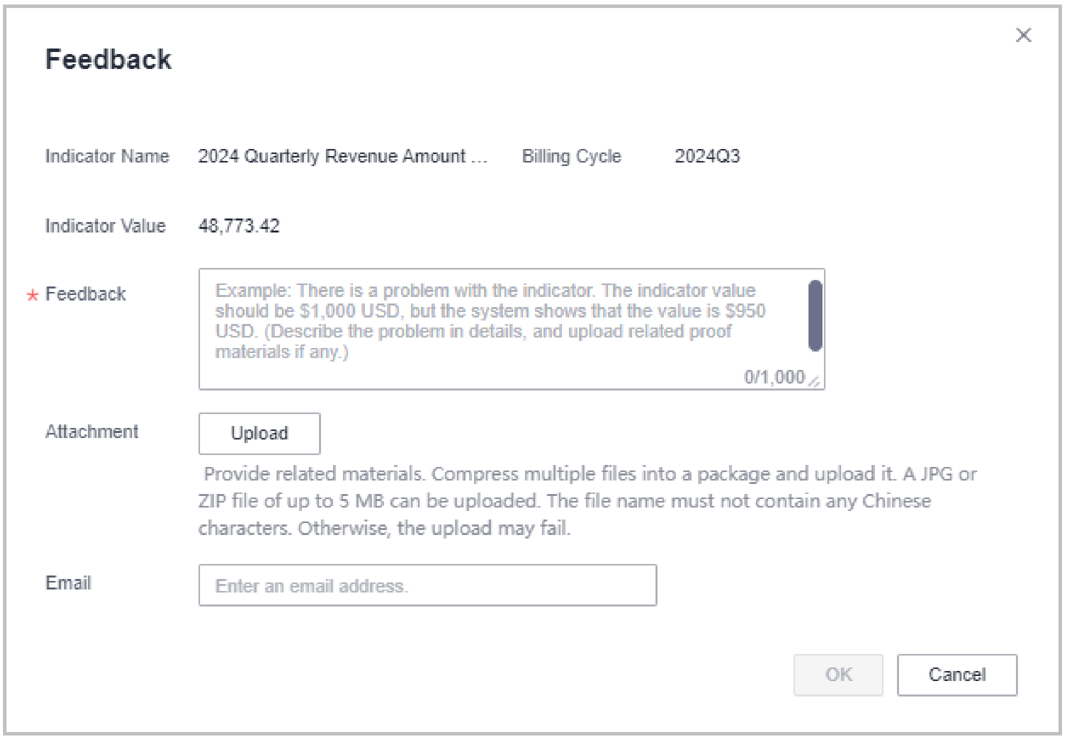
Step 4 Click **View Details** in the **Operation** column to switch to the **Details** page where you can view the basic information and details about an indicator.

- In the upper right corner of the **Details** area, enter a **Revenue ID** or an **Order Number** to search for information.
- You can export and download indicator data.
  - Exporting indicators

    Click **Export** > **Export Selected**. The system will display **Export task created**.
  - View export history
    1. Click **Export** > **View Export** to enter the export history page.
    2. Click **Download** in the **Operation** column to download and view indicator data in the **Completed** state.



Step 5 Click **Feedback** in the **Operation** column and provide feedback on the indicator data.



----End

Other Operations

- Export indicator information.

  Choose **Export** > **Export Selected**. On the page that is displayed, learn the precautions and click **Got It**. The message **Export task created.** is displayed.

- View export history.

  a. Click **Export** > **View Export** to enter the export history page.

  b. Click **Download** in the **Operation** column to download and view indicator information in the **Completed** state.

- View operation guide and FAQs related to indicator information.

  Click **Quick Links** in the upper right corner. In the displayed dialog box, click the **Operation Guide** or **FAQs** tab to view the corresponding content.

Follow-up Operations

Once the incentive conditions are met, Partner Center automatically calculates the incentive amount. You can follow the operations described in **Confirming Incentive Earnings** to reconcile the incentive obtained.

9.5.3 Revenue Management

9.5.3.1 Revenue Amount Description

Cash payments by partners to Huawei Cloud for the purchased Huawei Cloud resources in the resale model, excluding the following:

- Cash coupons issued by Huawei Cloud
- Turnover taxes such as value-added tax, sales tax, and goods and services tax (GST)
- Expenditures on the products with no revenue or rebate

Revenue is only defined for Huawei Cloud solution providers and distributors. Huawei does not generate revenue for resellers.

9.5.3.2 Querying Revenues

Partners can query customer revenues and details.

Precautions

Revenue data can be viewed the next working day.

Procedure

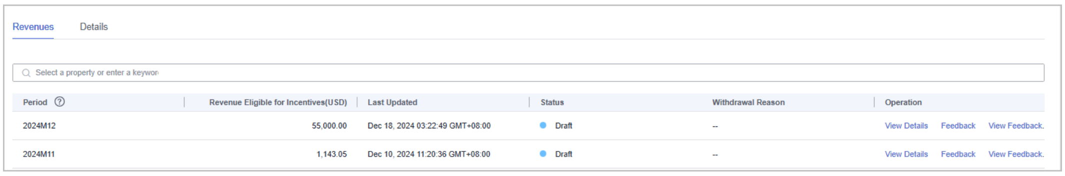
Step 1 Use your account to log in to **Huawei Cloud**.

Step 2 In the drop-down list of your account name, click **Partner Center**.

Step 3 In the top navigation, select **Sales** > **Incentives** > **Revenue Management**.

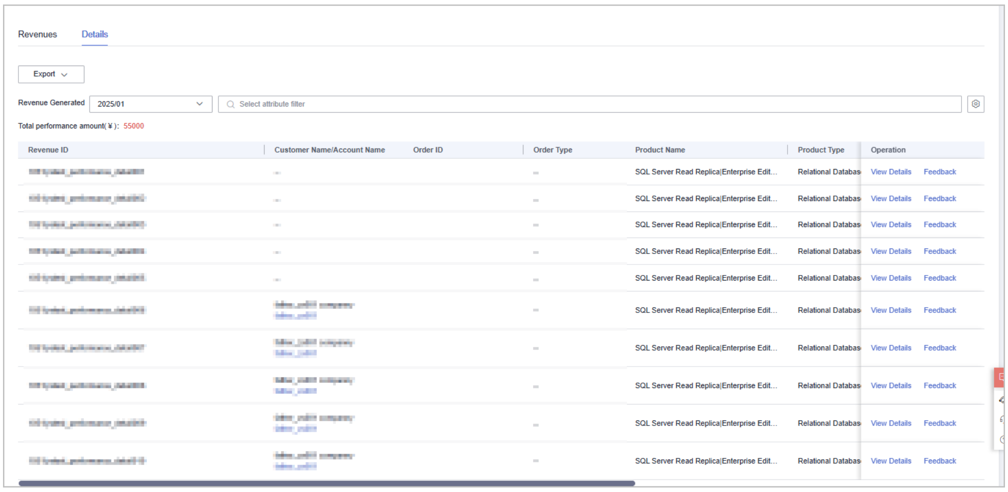
Step 4 Select the **Revenues** tab and check the information including **Period**, **Revenue Eligible for Incentives**, and **Status**.

You can filter revenues by period and status or enter a keyword to query a revenue.

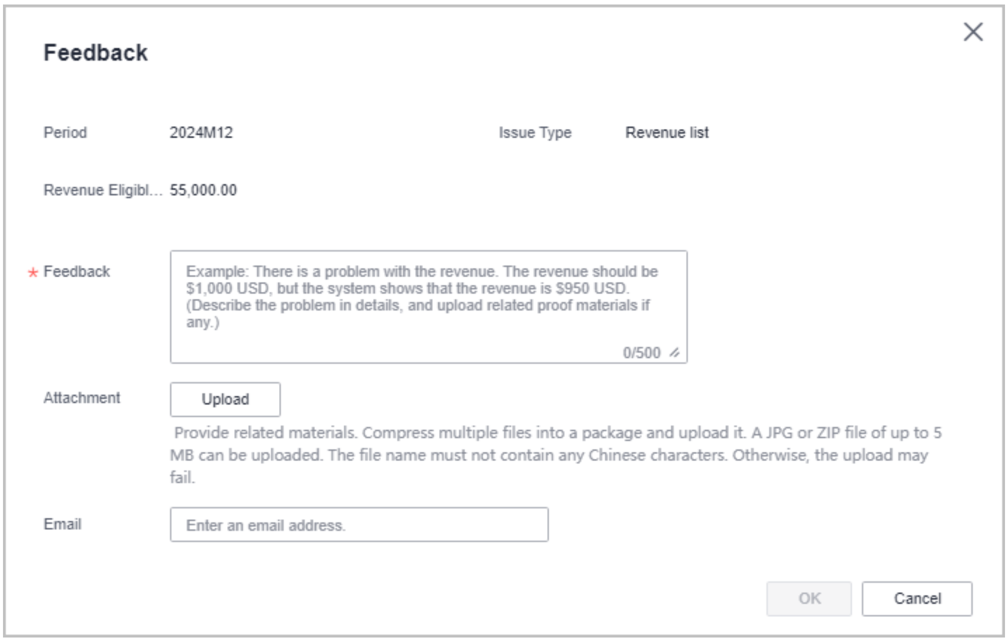


- The data that has not been reviewed in the previous month is in the **Draft** state. The data that has been reviewed is in the **Final** state. The data of the current month is in the **Estimated** state.
- Click **View Details** in the **Operation** column to switch to the **Details** tab page to view the revenue details.

  You can filter the data using filters including revenue generation time, elite provider name, order number, customer name, customer account, feedback, product type, order type, and billing mode, and view the total revenue in real time.



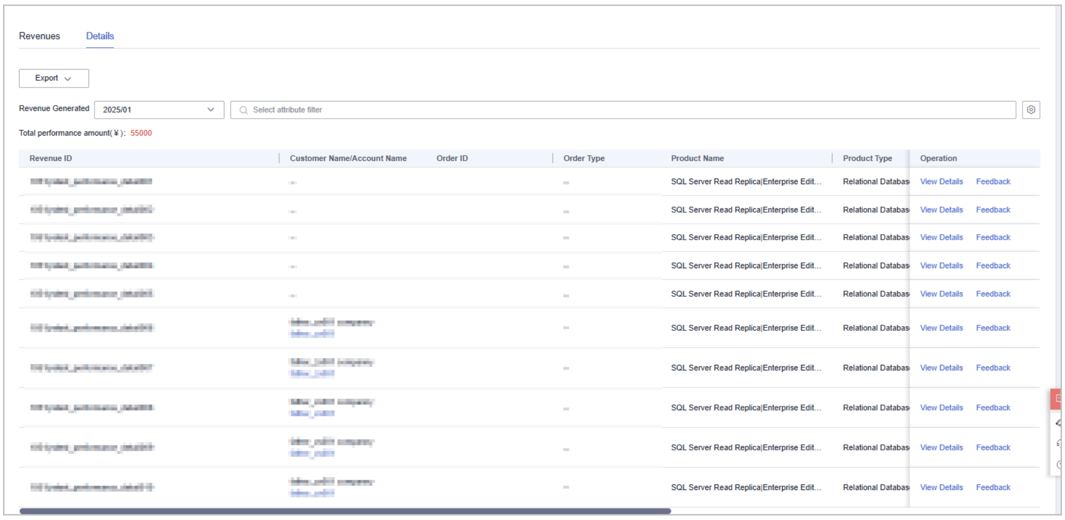
- Click **Feedback** in the **Operation** column to enter your feedback on revenue issues and click **OK**.



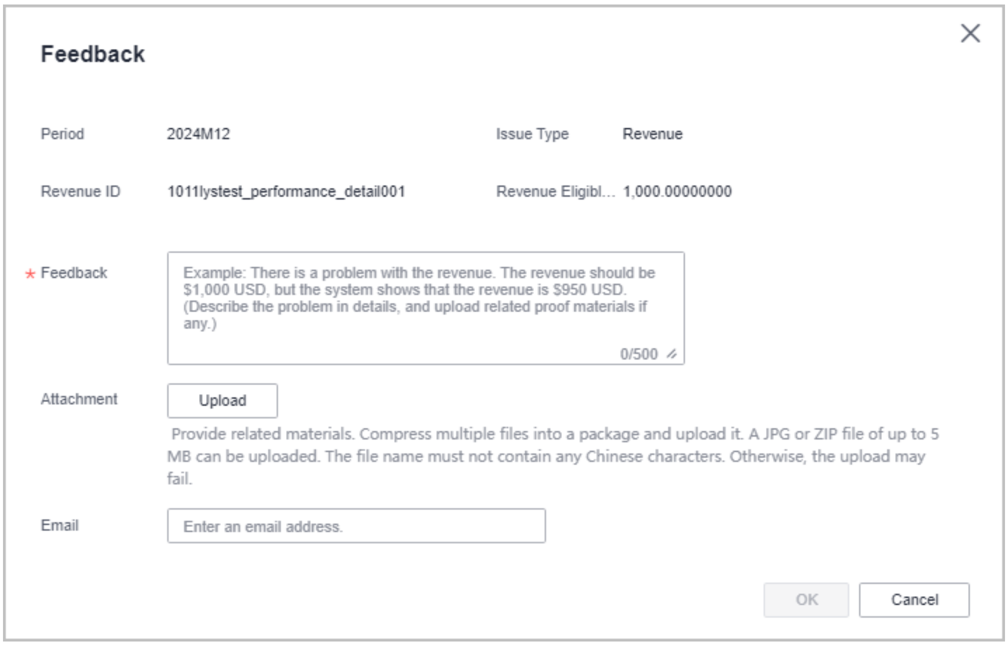
- Click **View Feedback** in the **Operation** column to view the handling result.

Step 5 Select the **Details** tab and check the information including the revenue ID, order ID, product name, and billing mode.

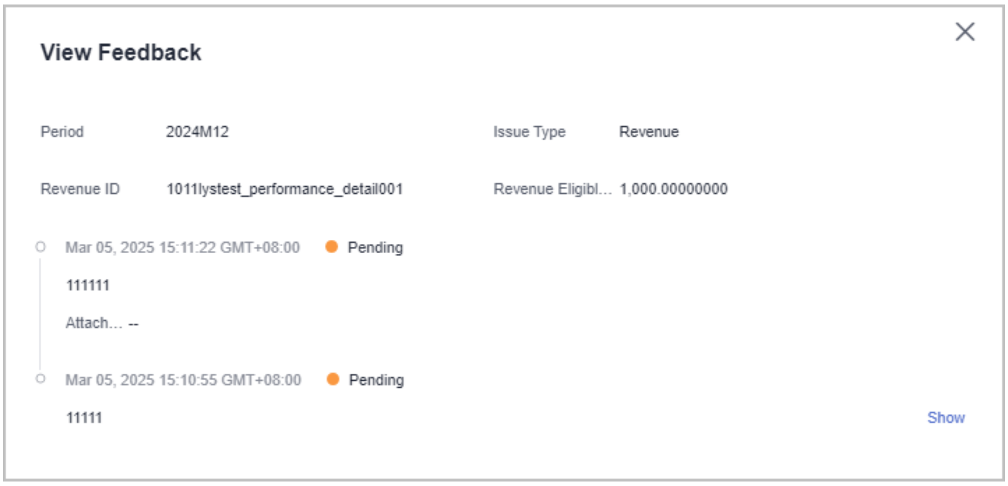
You can filter the data using filters including revenue generation time, elite provider name, order number, customer name, customer account, feedback, product type, order type, and billing mode, and view the total revenue in real time.



- Click a customer name or account name to view customer details in **Customers** > **Customer Management**.
- Click an order ID to view order details in **Customers** > **Customer Orders** page.
- Click **View Details** in the **Operation** column to view revenue details, including revenues, expenditures, and other details.
- Click **Feedback** in the **Operation** column to enter your feedback on revenue issues and click **OK**.



- Click **View Feedback** in the **Operation** column to view the handling result.



Step 6 Export Revenue Details

- Export by Revenue Generation Time

  Click **Export** > **Export by Revenue Generation Time**. Select the generation time and click **Export**. The system will display **Export task created**.

- Export selected records.

  Click **Export** > **Export Selected**. The system will display **Export task created**.

- View export history

  a. Click **Export** > **View Export** to enter the export history page.

  b. Click **Download** in the **Operation** column to download and view revenue details in the **Completed** status.

----End

9.5.4 Incentive Management

9.5.4.1 Description of Incentive Earnings Distribution Statuses

The following table describes the incentive earning distribution statuses.

Current Step	Next Step	Current Status	Message	Suggested Operation
Submit an application.	Process the application.	Pending Submission	Please request your incentive earnings or enable the auto pay function.	Applying to Issue Incentive Earnings
Completed	None	Completed	- (Cash coupons have been issued.) Log in to Partner Center and access **Sales** > **Financial Information** > **Coupons** > **All** to confirm it.	None

Current Step	Next Step	Current Status	Message	Suggested Operation
		Completed	Unexpected errors occurred during the cash coupon issuing.	Contact the customer service.

9.5.4.2 Description of Incentive Earnings Statuses

The following table describes the incentive earnings statuses.

Status	Description
Estimated	Indicates the estimated incentive earnings based on the revenues of the current billing cycle.
Pending confirmation	Indicates that the officially generated incentive statements are waiting for partner confirmations.
Issuing	Indicates that the officially generated incentive statements are waiting for Huawei operations personnel reviews.
Issued	Indicates that incentive earnings have been issued.

9.5.4.3 Confirming Incentive Earnings

You need to confirm your HUAWEI CLOUD revenue and your incentive earnings in the system before submitting a payment request.

Confirming Incentive Earnings

Step 1 Sign in to **Huawei Cloud** as a partner.

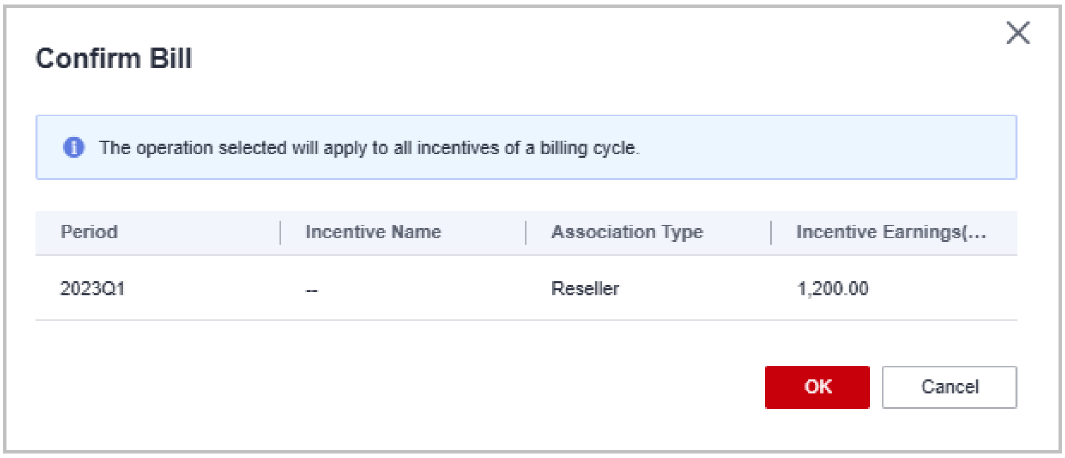
Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 In the top navigation, select **Sales** > **Incentives** > **Incentive Management**. Select **Confirm Incentives** > **Summary**.

Select incentive summary data in the **Pending Confirmation** state in the search box.

Step 4 Confirm incentive earnings.

Click **Confirm Bill** in the **Operation** column. In the dialog box that is displayed, confirm the reconciliation period, incentive name, association type, and incentive amount. After confirming that the information is correct, click **OK**. A message is displayed, indicating that the incentive reconciliation is successful.



NOTE

- You can check the processing progress in the **Status** column.
- If an incentive has not been reconciled and confirmed before the deadline, the system will automatically confirm it after the deadline.
- Multiple incentive earnings in the same reconciliation period will be reconciled together.

----End

Viewing Incentive Earning Details

Step 1 Sign in to **Huawei Cloud** as a partner.

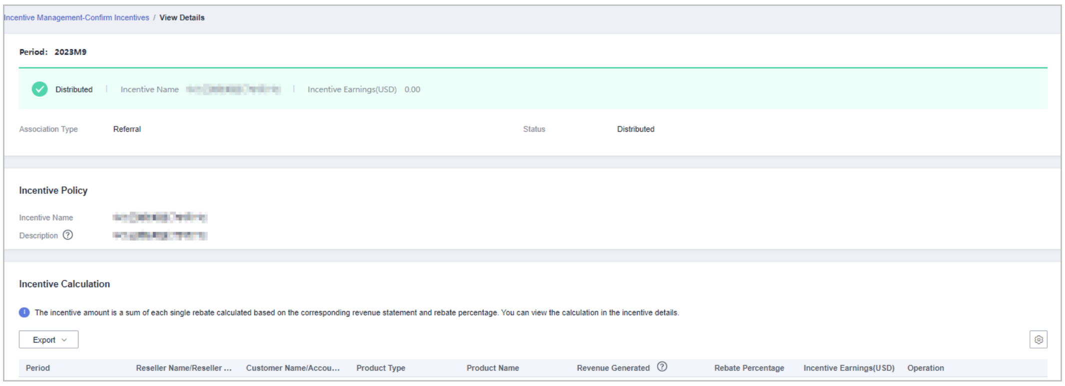
Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 In the top navigation, select **Sales** > **Incentives** > **Incentive Management**.

The **Incentive Management** page is displayed.

Step 4 Select **Confirm Incentives** > **Summary**.

Step 5 Click an **Incentive ID** to view the incentive status, incentive policy, and incentive calculation.



----End

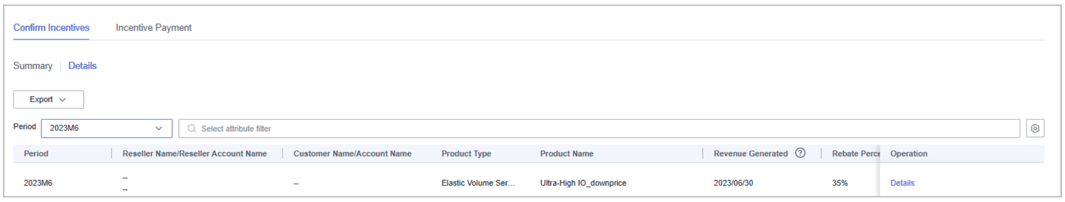
Viewing and Exporting Incentive Details for Reconciliation

Step 1 Sign in to **Huawei Cloud** as a partner.

Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 In the top navigation, select **Sales** > **Incentives** > **Incentive Management**.

Step 4 Select **Confirm Incentives** > **Details**.



Step 5 After selecting a reconciliation period, you can select an attribute in the search box to filter incentive details. Currently, the following attributes are supported: feedback, incentive program, customer name, customer account, order ID, incentive ID, and product type.

- Click **Feedback** in the operation column to enter your feedback on reconciliation details and click **OK**.
- Click **Details** in the **Operation** column to view incentive details.

Step 6 Export incentive details.

- Export by incentive program.

  Click **Export** > **Export by Incentive Program**. Select **Period** and **Incentive Program** and click **Export**. The message "Export task created" is displayed.

  Export selected records.
- Choose **Export** > **Export Selected**. A message is displayed, indicating that the export task has been created.
- View export history.
  a. Choose **Export** > **View Export** to enter the **Export History** page.
  b. Click **Download** in the **Operation** column to download and view the completed incentive details.

----End

9.5.4.4 Applying to Issue Incentive Earnings

After the incentive data is calculated and reconciled, you can request payment of the incentives. The incentives can be issued as cash coupons. There is no approval or invoice required, and no amount thresholds need to be met. You can get the cash coupons within about 10 minutes. The cash coupons are valid for one year and can be used to pay your bills.

NOTE

When a partner applies for incentive distribution, all the expenditures in the corresponding billing cycle must be paid. (reseller customers' expenditures should be paid by their associated partners.) If not all the expenditures generated in a billing cycle are paid, the incentive earnings of the billing cycle will be frozen and cannot be applied for. The incentive earnings will be unfrozen the next day after all the expenditures are paid.

Prerequisites

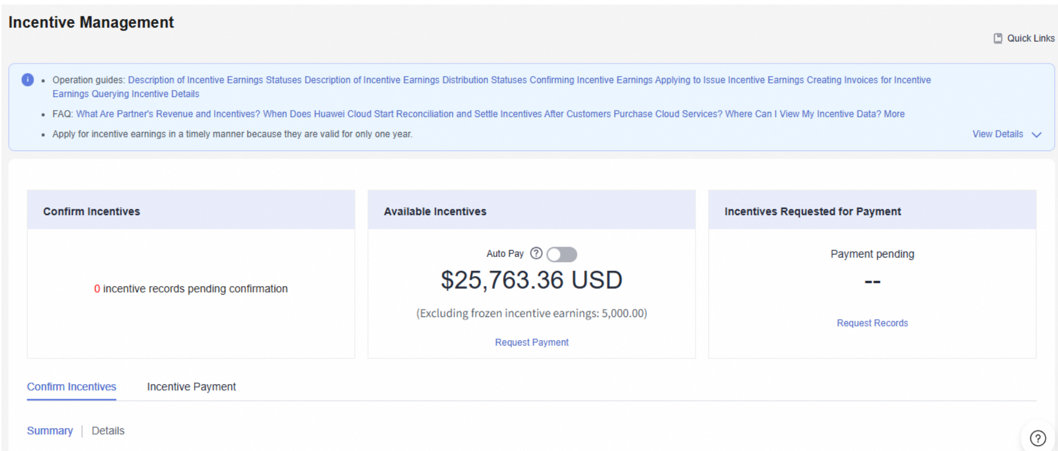
You have completed business information authentication. For details, see **Business Information Authentication**.

Procedure

Step 1 Sign in to **Huawei Cloud** as a partner.

Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 In the top navigation, select **Sales** > **Incentives** > **Incentive Management**.



NOTE

The incentive earnings that can be applied for does not include the frozen incentive earnings. You can click **View Freezing Reason** of the target period to query the freezing reason for the incentive earning.

Step 4 You can switch to the **Request Payment** page in either of the following methods:

- In the **Available Incentives** area, click **Request Payment**.
- On the **Incentive Payment** > **Incentive Distribution** tab, click **Request Payment**.

The **Request Payment** page is displayed.

Step 5 In the **Request Payment** dialog box, configure **Payment Options**, click **OK**.

NOTE

- When you apply for incentive earnings payment, the system selects all the incentive earnings to be applied for by default. If you want to apply for the payment of a single incentive earning or part of the incentive earnings, select the required items.
- Apply for incentive earnings timely because they are valid for only one year.
- Exchange for cash coupons (This option is applicable not only to incentives specific for revenues from new customers, incentives for quarterly and annual increased revenues, and special incentives in the partner resale model. There is no approval or invoice required, and no amount thresholds need to be met. You can get the cash coupons within about 10 minutes. The cash coupons are valid for one year and can be used to pay your bills.)
- If you have a negative incentive earning, this item is selected by default and cannot be deselected. The negative amount will be first deducted before the incentive earnings are paid. You can request payment only when the incentive earning to be requested for payment is greater than 0.
- Expired incentive earnings cannot be paid. Incentive earnings attached to an application rejected while pending submission are no longer subject to expiry.

Step 6 In the displayed dialog box, click **Submit**.

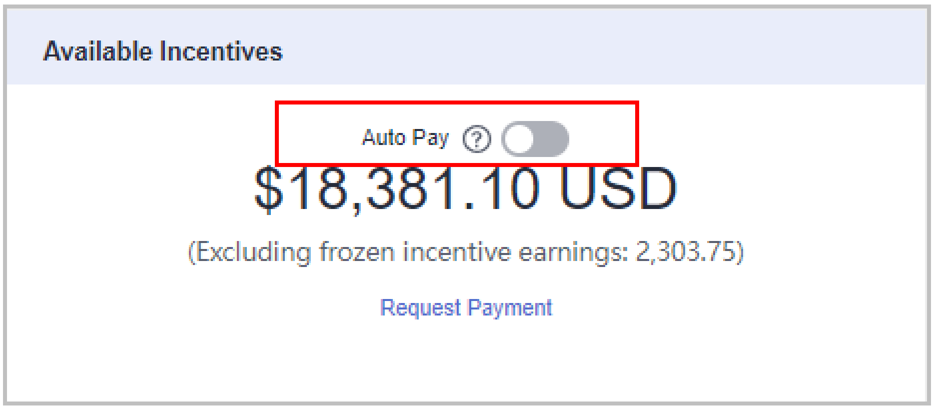
The system displays a message indicating that the operation is successful.

Step 7 (Optional) Enable automatic payment.

NOTE

After you enable this function, the system will automatically pay the incentive earnings to your account on the fifth day after the incentive earnings records were generated.

1. On the **Incentive Management** page, click  after **Auto Pay** in the **Available Incentives** area.



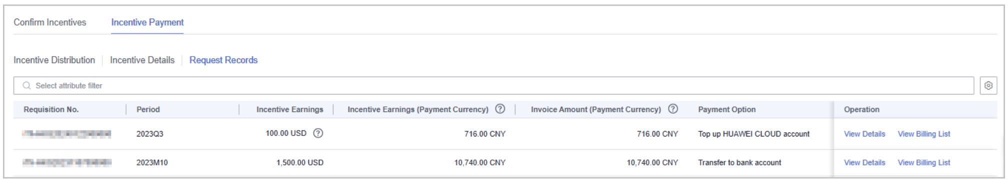
2. In the **Modify Auto Pay Options** dialog box, configure the incentive earnings payment options.
3. Click **OK**.

Step 8 (Optional) View the request history.

View the reconciliation period, payment requisition number, incentive amount, incentive amount (payment currency), invoice amount (payment currency), payment option, and status of an incentive payment application.

You can select an attribute in the search box to filter application records. Currently, the following attributes are supported: period, status, and payment option.

1. On the **Incentive Management** page, click **Incentive Payment** > **Request Records** tab to view request history.



2. Click **View Details** in the **Operation** column. In the **Requisition Details** page, you can view information such as **Incentive Earnings** and **Incentive Earning Details**.

NOTE

You can specify Period and click **Search** to query all incentive earning application records in this period.

----End

9.5.4.5 Viewing Incentive Details

You can filter incentive details by order ID, incentive program, customer name, customer account name, account manager name, and product type.

Procedure

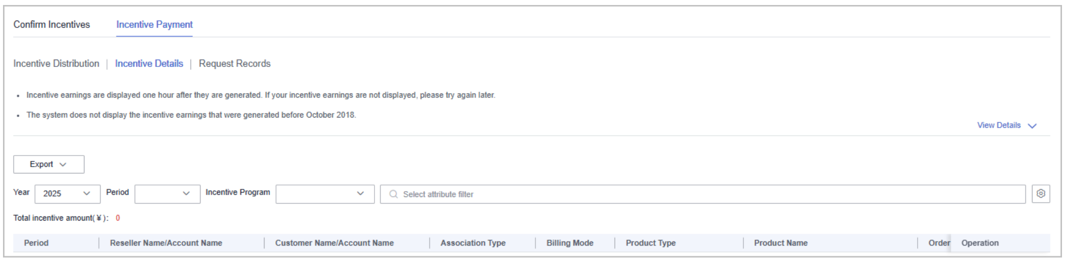
Step 1 Use your account to log in to **Huawei Cloud**.

Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 In the top navigation, select **Sales** > **Incentives** > **Incentive Management**.

Step 4 Select the **Incentive Payment** > **Incentive Details** tab.

You can select the year, reconciliation period, and incentive program, as well as the attributes in the search box to filter incentive details data, and view the total incentive amount in real time. Currently, the following attributes are supported: order ID, customer name, customer account, account manager, product type, association type, and billing mode.



Step 5 Click **Details** in the **Operation** column to view incentive details.

Step 6 Export incentive details.

- Export incentive details.

Choose **Export** > **Export Selected**, set export options, and click **OK**. The message "Export task created" is displayed.

- View export history.
  a. Click **Export** > **View Export** to enter the export history page.
  b. Click **Download** in the **Operation** column to download and view incentive data in the **Completed** state.

----End

9.6 Operation Statistics

9.6.1 Viewing Customer Statistics

Partners can view their customer statistics, including the number of customers, newly associated customers, customer analysis, and disassociated customers.

Procedure

Step 1 Sign in to **Huawei Cloud** as a partner.

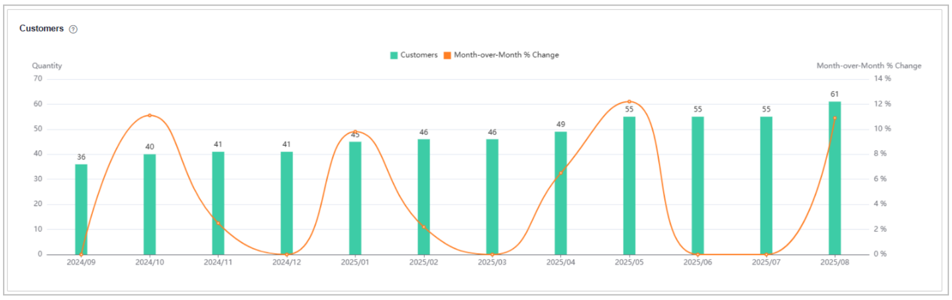
Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 Select **Sales** > **Operations Statistics** > **Customers** on the top navigation bar.

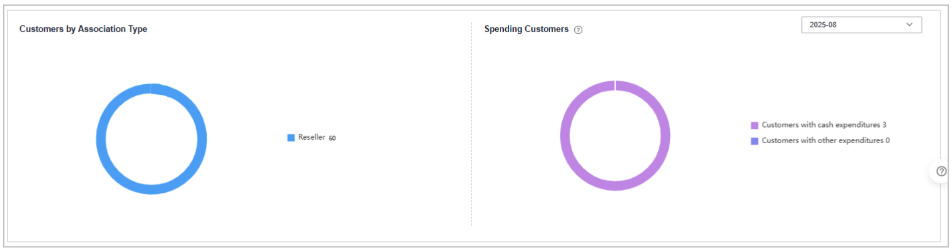
- Click the **Overview** tab.
  - In the statistics area, you can check the **Total Customers**, **Total Associations**, and **Spending Customers This Month**.

  - Click **Select Account Manager or Director** to sort out the customers that you want to view.

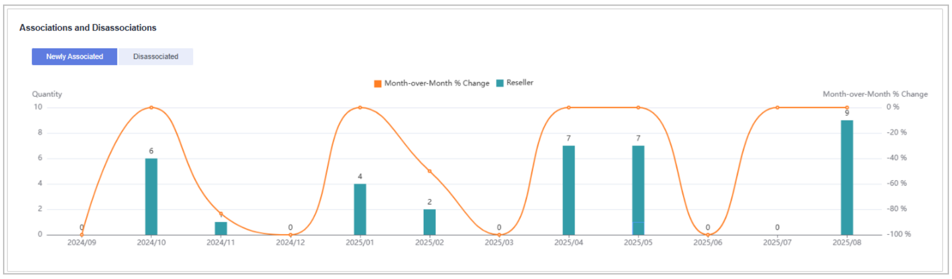
    In the **Customers** area, you can view the trend of the number of customers in the whole year.



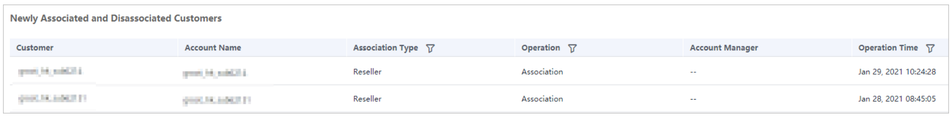
    In the **Customers by Association Type** area, you can view the number of customers by association type. In the **Spending Customers** area, you can view the number of customers with cash and other expenditures.



- Click the **Association and Disassociation Records** tab and click **Select Account Manager or Director** to sort out the customers that you want to view.
  - In the **Associations and Disassociations** area, you can view the number of customers newly associated and disassociated in the recent year.



  - In the **Newly Associated and Disassociated Customers** area, set **Association Type**, **Operation**, and **Operation Time** as the search criteria and view the desired records.


Newly Associated and Disassociated Customers

Customer	Account Name	Association Type	Operation	Account Manager	Operation Time
[illegible]	[illegible]	Reseller	Association	--	Jan 29, 2021 10:24:28
[illegible]	[illegible]	Reseller	Association	--	Jan 28, 2021 08:45:05

----End

9.6.2 Viewing Expenditure Statistics

The expenditure page displays expenditure statistics of a customer in three categories: overview, trend, and distribution.

- **Overview**: displays the amount and amount paid of a customer by expenditure period, customer, and customer manager.
- **Expenditure Trend**: displays the expenditure trend chart and list of a customer by time (month and day), expenditure period, grouping basis (service type, billing mode, association type, account manager, and customer account), and amount type.
- **Expenditure Distribution**: displays the expenditure distribution chart and list of a customer by time (month and day), expenditure period, grouping basis (service type, billing mode, association type, account manager, and customer account), and amount type.

NOTE

Amount types include **Amount** and **Amount Paid**.

- **Amount**: The amount that you need to pay based on the list price.
- **Amount Paid**: The total after the value of any cash coupons is deducted from **Amount**.
- Amount Paid = Amount – Cash Coupons Used

Precautions

A customer's expenditures generated since the day when the customer is assigned to the account manager will belong to its account manager.

For details about the expenditure statistics rules, click **here**.

Viewing the Expenditure Overview

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

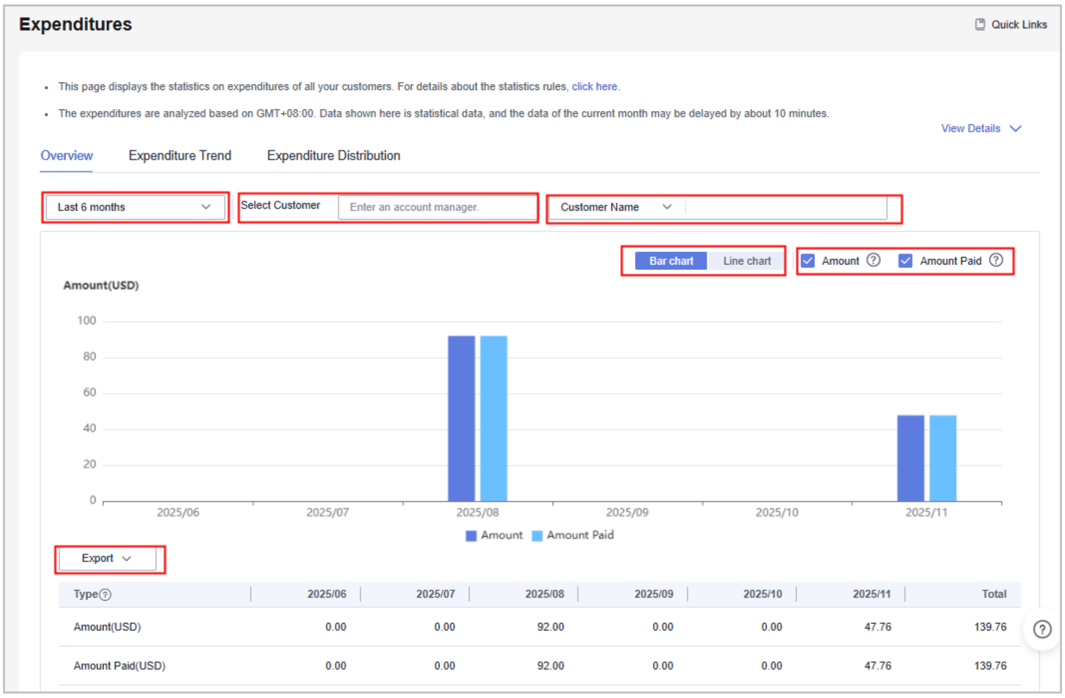
a) Sign in to **Huawei Cloud** as a partner.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) On the top navigation bar, choose **Sales** > **Operations Statistics** > **Expenditures**.

Step 2 Click the **Overview** tab.

Step 3 By default, the system displays the amount and amount paid of all customers in the last six months in a bar chart.



- If you enter the name of a customer manager, the system displays the amount and amount paid of the customers managed by the customer manager.

- If you enter the customer name or account name, the system displays the amount and amount paid of the customer.
- If you click the **Bar chart** or **Line chart** button, the system displays the amount and amount paid in different forms.
- If you deselect the **Amount** or **Amount Paid** check box, the bar chart or line chart displays only the data that you have selected.
- You can filter the expenditure data as required. After confirming the filter criteria, click **Export** > **Export Selected** to export the filtered customer expenditure data. Click **Export** > **View Export**, and click **Download** in the **Operation** column to download the exported expenditure data that is in the **Completed** state.

----End

Viewing the Expenditure Trend

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

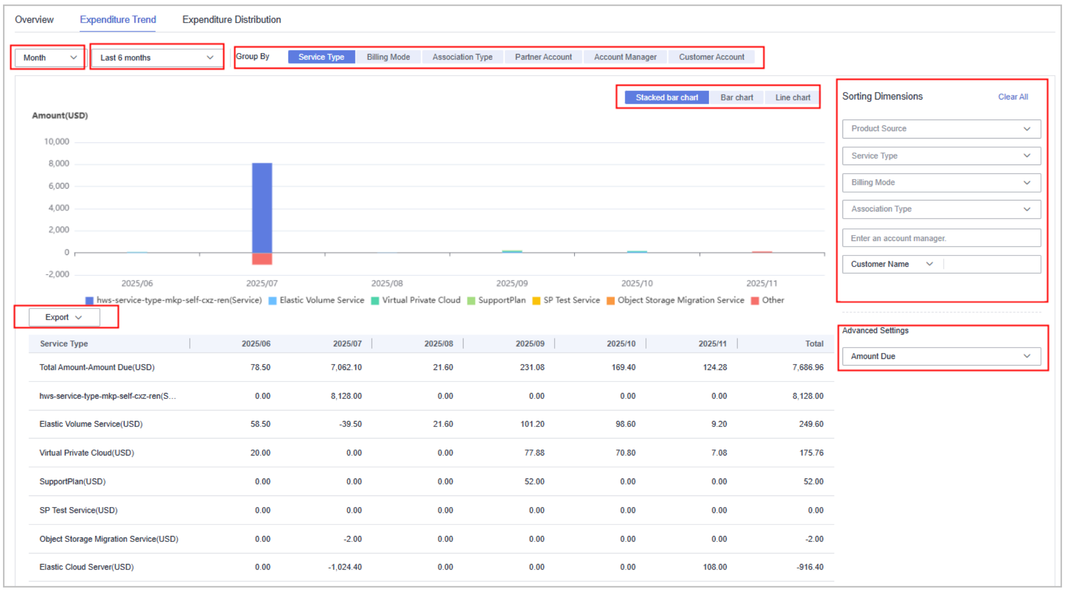
a) Sign in to **Huawei Cloud** as a partner.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) On the top navigation bar, choose **Sales** > **Operations Statistics** > **Expenditures**.

Step 2 Click the **Expenditure Trend** tab.

Step 3 By default, you can view the amount of all customers in the last six months by month and service type in a stacked bar chart.



Service Type	2025/06	2025/07	2025/08	2025/09	2025/10	2025/11	Total
Total Amount-Amount Due(USD)	78.50	7,062.10	21.60	231.08	169.40	124.28	7,686.96
hws-service-type-mkp-self-cxz-ren(S...	0.00	8,128.00	0.00	0.00	0.00	0.00	8,128.00
Elastic Volume Service(USD)	58.50	-39.50	21.60	101.20	98.60	9.20	249.60
Virtual Private Cloud(USD)	20.00	0.00	0.00	77.88	70.80	7.08	175.76
SupportPlan(USD)	0.00	0.00	0.00	52.00	0.00	0.00	52.00
SP Test Service(USD)	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Object Storage Migration Service(USD)	0.00	-2.00	0.00	0.00	0.00	0.00	-2.00
Elastic Cloud Server(USD)	0.00	-1,024.40	0.00	0.00	0.00	108.00	-916.40

- If you select **Day**, you can query the amount of a customer in a specified period by day.
- You can select the last three months, last six months, last year, or a custom time period (up to 18 months) to query the expenditure trend.

- If you select other grouping criteria, the expenditure trend of the customer is displayed based on the selected criteria.
- If you filter the expenditure trend data by product source (including KooGallery and Huawei Cloud), service type, billing mode, association type, account manager, customer name, and customer account, the filtered data is displayed in the trend chart and list.
- If you select **Amount Paid** in the **Advanced Settings** area, the expenditure trend chart and list display the filtered amount paid data.
- You can filter the expenditure trend data as required. After confirming the filter criteria, click **Export** > **Export Selected** to export the filtered expenditure trend data. Click **Export** > **View Export**, and click **Download** in the **Operation** column to download the exported expenditure trend data that is in the **Completed** state.

----End

Viewing Expenditure Distribution

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

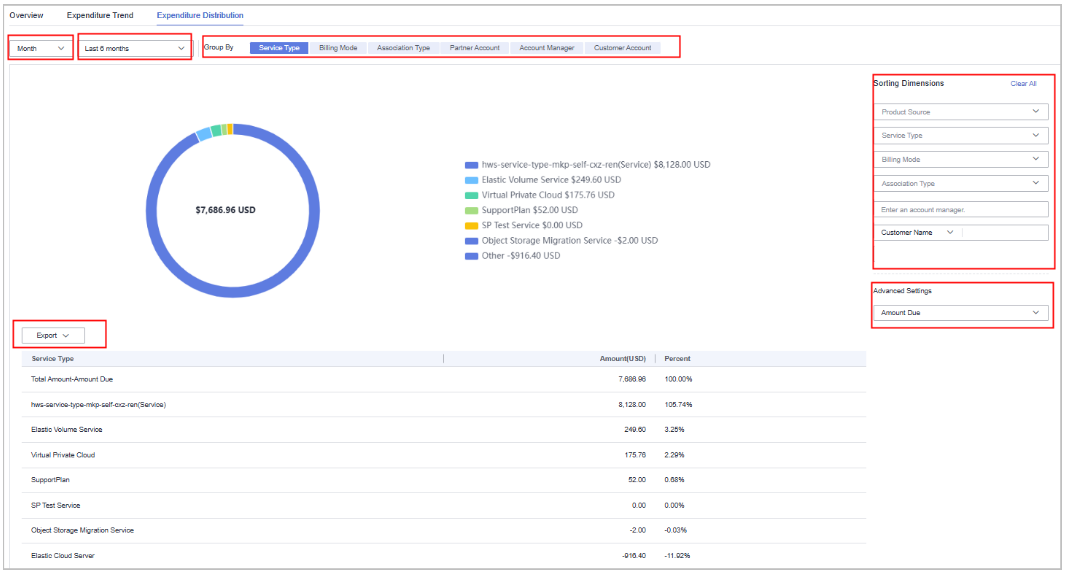
a) Sign in to **Huawei Cloud** as a partner.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) On the top navigation bar, choose **Sales** > **Operations Statistics** > **Expenditures**.

Step 2 Click the **Expenditure Distribution** tab.

Step 3 By default, you can view the amount of all customers in the last six months by month and service type in a pie chart.



- If you select **Day**, you can query the amount of a customer in a specified period by day.
- You can select the last three months, last six months, last year, or a custom time period (up to 18 months) to query the expenditure distribution.

- If you select other grouping criteria, the expenditure distribution of the customer is displayed based on the selected criteria.
- If you filter the expenditure trend data by product source (including KooGallery and Huawei Cloud), service type, billing mode, association type, account manager, customer name, and customer account, the filtered data is displayed in the distribution chart and list.
- If you select **Amount Paid** in the **Advanced Settings** area, the expenditure distribution chart and list display the filtered amount paid data.
- You can filter the expenditure distribution data as required. After confirming the filter criteria, click **Export** > **Export Selected** to export the filtered expenditure distribution data. Click **Export** > **View Export**, and click **Download** in the **Operation** column to download the exported expenditure distribution data that is in the **Completed** state.

----End

9.6.3 Viewing Revenue Statistics

Partners can view the revenue trend, revenue statistics, and revenue summary.

Precautions

- Account managers can view the revenue of different customers. If an account manager is assigned with a new customer, the expenditures of the new customer will be counted as the account manager's revenue from the following day of the assignment.

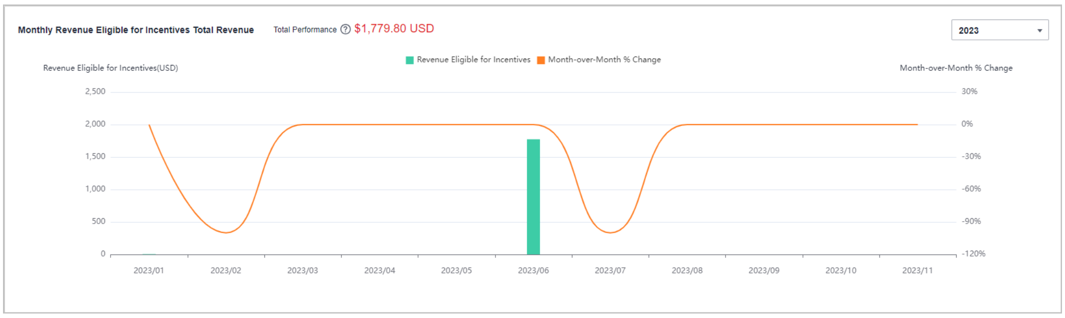
Procedure

Step 1 Sign in to **Huawei Cloud** as a partner.

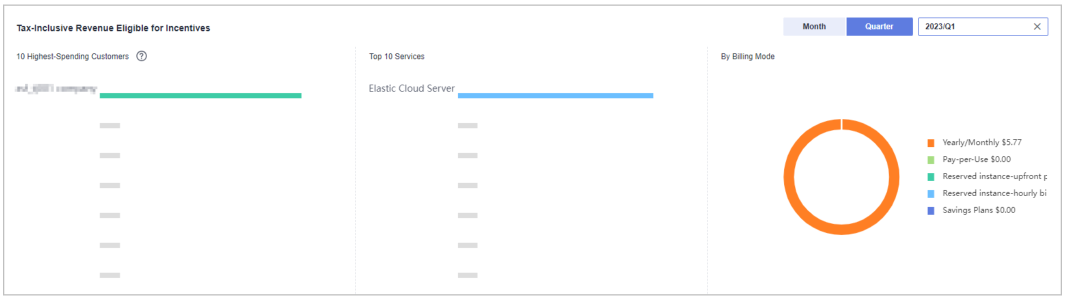
Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 On the top navigation bar, choose **Sales** > **Operations Statistics** > **Revenue**.

Step 4 In the **Monthly Revenue Eligible for Incentives** area, you can view revenue statistics for up to the current month.



In the **Tax-Inclusive Revenue Eligible for Incentives**, you can view the top **10 Highest-Spending Customers** and **Top 10 Services** for a specific month or a quarter. You can also view revenue statistics by billing mode.



In **Revenue Summary**, you can view customer expenditures and refunds.

Click the drop arrow on the left of **Customer Name** to view the incentive details of a customer.

----End

9.6.4 Viewing Incentive Statistics

The incentive dashboard lets you track incentive data in real time through the **Incentive Overview** and **Incentive Distribution by Product** tabs. You can view the total issued incentives and their composition, incentive trend, incentives by incentive program, incentive earnings, and incentive distribution by product, customer type, and policy type. In this way, incentive policies can be optimized and the sales effect can be improved.

Viewing Incentive Overview

You can view the total issued incentives and their composition, incentive trend, incentives by incentive program, and incentive earnings based on the reconciliation period and incentive distribution period.

Step 1 Go to the incentive dashboard page.

a) Sign in to Huawei Cloud as a partner.

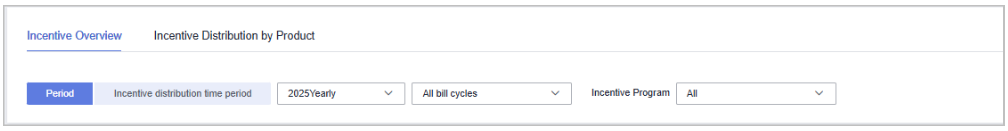
b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) On the top navigation bar, choose **Sales** > **Operations Statistics** > **Incentives**.

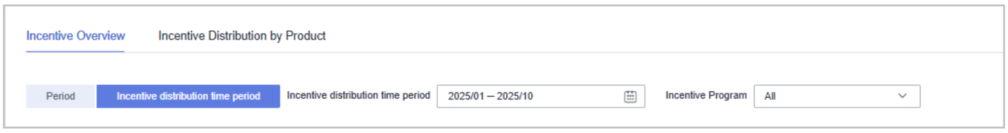
Step 2 Select the **Incentive Overview** tab.

Step 3 View incentive summary data by reconciliation period or incentive distribution period.

- **Period**: Select the target year, billing cycle, and incentive program.



- **Incentive distribution time period**: Select an incentive distribution period and an incentive program. **Note: The incentive distribution period cannot cross years.**

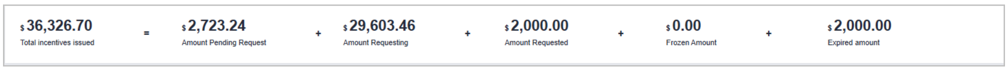


Step 4 View the total issued incentives and their composition, incentive trend, incentive earnings by incentive program, incentive earnings, and incentive earnings summary based on the selected reconciliation period or incentive distribution period.

- Total incentives issued

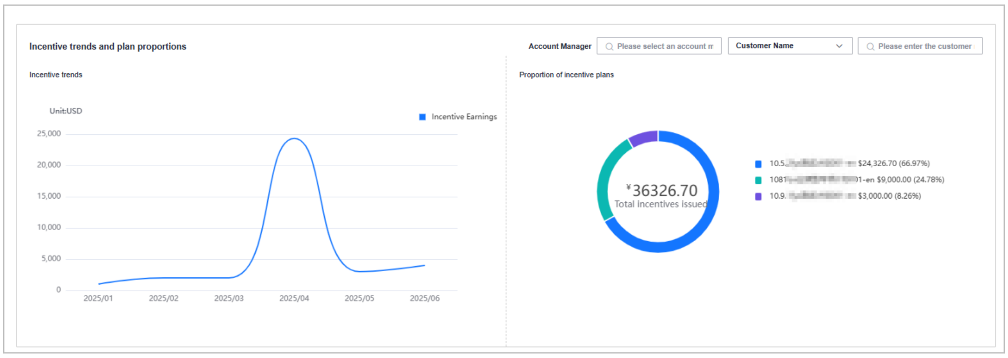
  Check the total issued incentives and their composition.

  Total Incentives Issued = Frozen Amount + Amount Pending Request + Amount Requesting + Amount Requested + Expired Amount



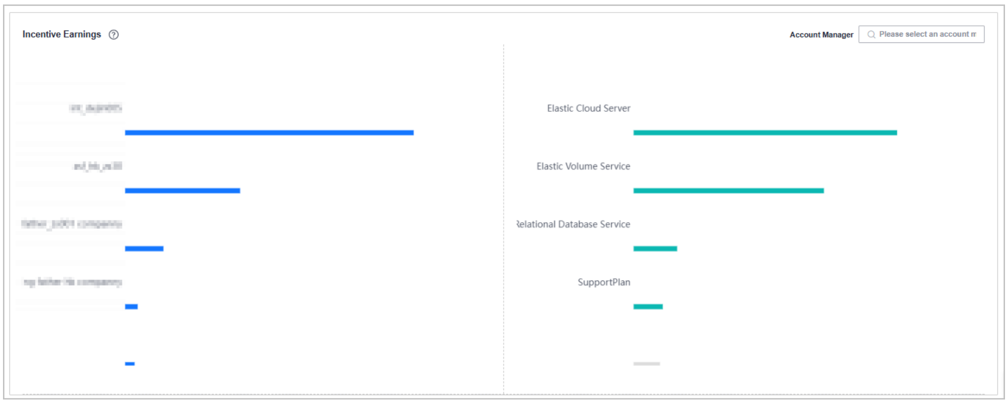
- Incentive trend and incentives by incentive program

  Check the monthly trends for incentives and see what portion each program contributes to the overall total. You can also filter incentives by account manager or customer.



- Incentive earnings

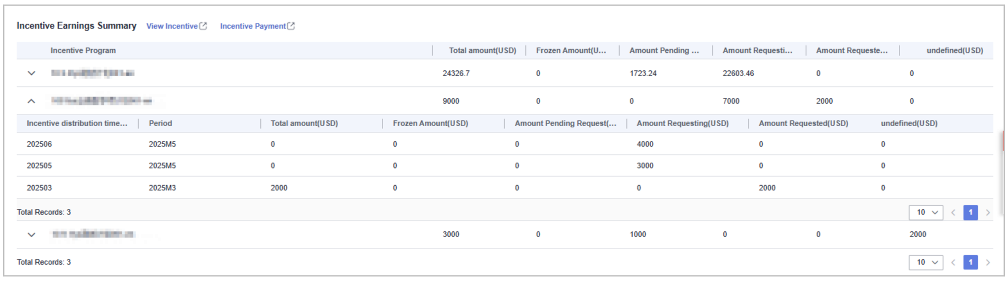
  Check the top five customers and products driving the highest incentives, with options to sort them by account manager.



- Incentive earnings summary

View the incentive earnings summary by incentive program. Click next to an incentive program name to view the incentive earnings summary by incentive distribution time.

- Click **View Incentive** to go to the **Incentives** > **Incentive Management** > **Confirm Incentives** page for incentive reconciliation.
- Click **Incentive Payment** to go to the **Incentives** > **Incentive Management** > **Incentive Payment** page to request incentive payment.



----End

Viewing Incentive Distribution by Product

You can view the incentive distribution by product, customer type, and policy type.

Step 1 Go to the incentive dashboard page.

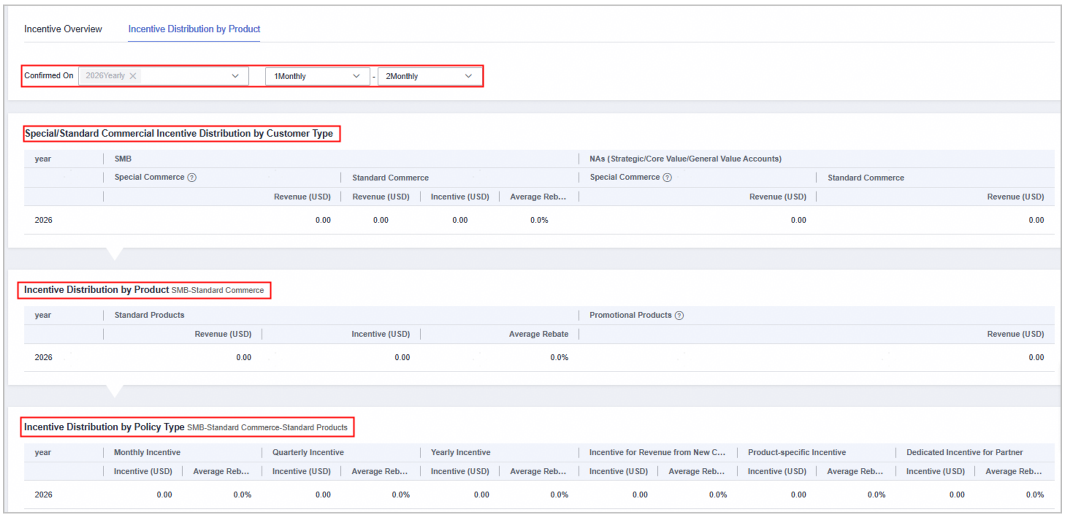
a) Sign in to Huawei Cloud as a partner.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) On the top navigation bar, choose **Sales** > **Operations Statistics** > **Incentives**.

Step 2 Select the **Incentive Distribution by Product** tab.

Step 3 Select the revenue confirmation time (multiple values can be selected) to view the special/standard commercial incentive distribution statistics by customer type, incentive distribution statistics by product, and incentive distribution statistics by policy type.



----End

9.7 KooGallery

9.7.1 Discounts for KooGallery Products

9.7.1.1 Viewing KooGallery Resale Discounts

Once a KooGallery seller sets a resale discount for a product, they can use this discount for settling payments with partners. The priority for applying KooGallery resale discounts is as follows: customer-level discounts are used first, followed by partner-level discounts, and finally product-level discounts.

Partners who have joined the KooGallery Sales Program can view the KooGallery resale discounts in Partner Center.

NOTE

Resale discounts belong to the **Settlement Type**. You can access **Sales** > **Financial Information** > **Partner Bills** to view the orders settled with resale discounts.

Procedure

Step 1 Sign in to **Huawei Cloud** as a partner.

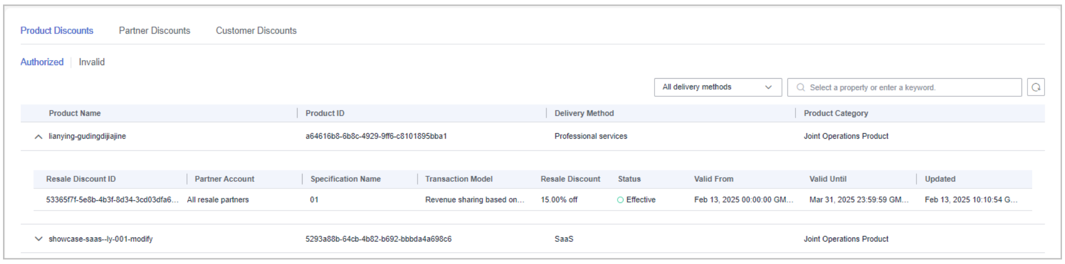
Step 2 Click **Partner Center** in the drop-down list of your account name.

Step 3 Choose **Sales** > **KooGallery** > **Discounts for KooGallery Products** in the menu on the top.

Step 4 The **Product Discounts** tab is displayed by default.

There are two sub-tabs based on the discount status: **Authorized** and **Invalid**. On each sub-tab, the information about the products eligible for this type of discounts is displayed, including the product name, product ID, delivery method, and product category. Access the corresponding sub-tab based on your needs.

You can filter the products by delivery method and property, or enter a keyword to search for discounts.



NOTE

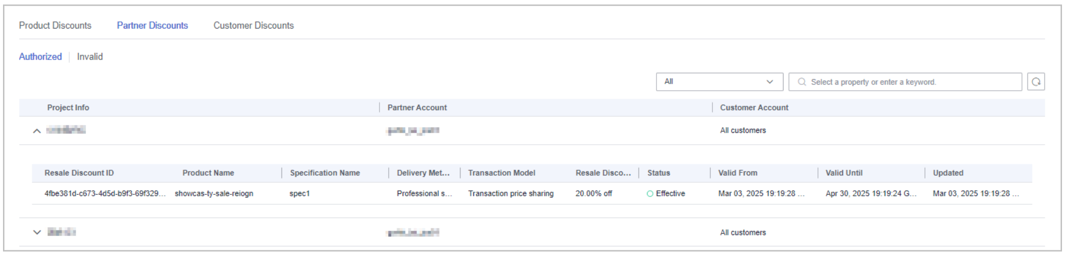
The product discounts can be used for the expenditures of customers of all partners.

Click next to the product name to view more information about a resale discount.

Step 5 Select the **Partner Discounts** tab.

There are two sub-tabs based on the discount status: **Authorized** and **Invalid**. On each sub-tab, the information about the projects eligible for this type of discounts is displayed, including the project information, partner account, and customer account. Access the corresponding sub-tab based on your needs.

You can filter product information by status and property, or enter a keyword to search for discounts.



NOTE

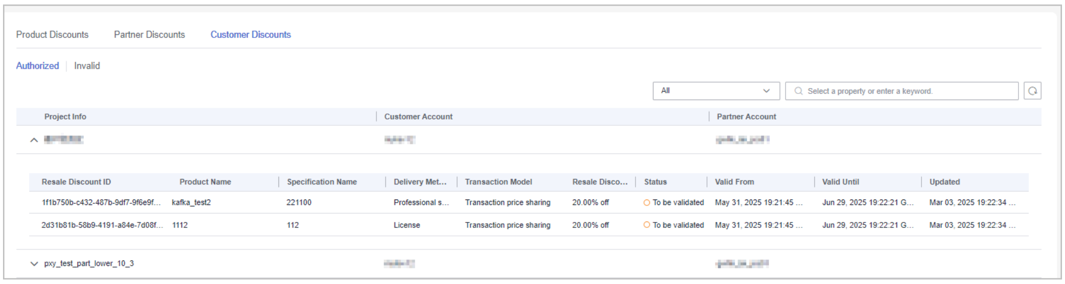
The partner discounts are only available to resale partners and can be used for the expenditures of customers of these partners.

Click next to the project information to view more information about a resale discount.

Step 6 Select the **Customer Discounts** tab.

There are two sub-tabs based on the discount status: **Authorized** and **Invalid**. On each sub-tab, the information about the projects eligible for this type of discounts is displayed, including the project information, customer account,and partner account. Access the corresponding sub-tab based on your needs.

You can filter discount information by status and property, or enter a keyword to search for products.



NOTE

The customer discounts are only available to resale partners and can be used the customer accounts specified by these partners.

Click next to the project information to view more information about a resale discount.

----End

10 Distribution Partner Program

10.1 Overview

The Huawei Cloud Distribution Partner Program is an invitation only program that allows you to enjoy a range of benefits and incentives and develop your businesses through reseller recruitment, technical support, operations support, and value-added services. After joining this program, you will get authorized by Huawei Cloud to sell its products and services to end customers through Huawei Cloud resellers.

Becoming a Distributor

To join the Distribution Partner Program, contact the local ecosystem manager to send you an invitation link.

NOTE

Apply to **join HCPN** before **being invited to join the Distribution Partner Program**. You cannot join the Cloud Solution Provider Program at the same time.

Logging In to Partner Center

Managing Basic Information

Managing Organization Information

Inviting and Managing Huawei Cloud Resellers

Distributors can invite and manage their Huawei Cloud resellers in Partner Center.

Inviting a Huawei Cloud Reseller

Accepting a Cooperation Invitation from a Distributor

Assisting Huawei Cloud Resellers in Businesses

Distributors can assist Huawei Cloud resellers in businesses with customers.

NOTE

After a customer is associated with a reseller, the customer account is frozen by default. The customer cannot purchase products or services until the distributor of their associated reseller unfreezes the account and sets a budget for the customer.

A reseller needs authorization from their distributor to set budgets, freeze or unfreeze accounts, and freeze or unfreeze resources for their customers. For details, see **Setting Account Freezing and Budget Setting Permissions for Resellers** .

Querying Resellers' Customers

Setting Account Freezing and Budget Setting Permissions for Resellers

Setting a Monthly Budget for a Reseller's Customer

Setting a One-off Budget for a Reseller's Customer

Freezing the Account of a Reseller's Customer

Freezing Both an Account and Resources of a Reseller's Customer

Unfreezing the Account of a Reseller's Customer

Unfreezing Both an Account and Resources of a Reseller's Customer

Viewing Customer Orders of a Reseller

Viewing Customer Expenditures of a Reseller

Managing Bills

A distributor can view and export bills and view invoices in Partner Center.

NOTE

- Huawei Cloud generates bills for the expenditures of resellers' customers and sends the bills to corresponding distributor, and the distributor needs to pay the bills.
- Huawei Cloud will not engage itself in the settlement with the resellers. The settlement rules between a reseller and its associated distributor are defined by both of them.

Querying Partner Bills

Payment

Viewing Invoices

Managing Revenues and Incentive Earnings

A distributor can view the revenues and apply for incentives in Partner Center.

NOTE

Huawei Cloud does not provide revenues and incentives for resellers of a distributor, and the expenditures of resellers' customers will be counted into the revenue of the distributor.

Business Information Authentication

Applying to Issue Incentive Earnings

10.2 Distributor

10.2.1 Reseller Management

10.2.1.1 Sending an Email to Invite a Reseller

A Huawei Cloud distributor can invite an enterprise user for association by sending an email to them in Partner Center. After the association is complete, the enterprise user becomes a reseller of this distributor. Then, the distributor can sell and deliver Huawei Cloud solutions to end customers through the reseller.

Important Notes

- Only enterprise users in the authorized regions are eligible to be invited as resellers.
- An enterprise user that is already a Huawei Cloud reseller cannot be invited.

Procedure

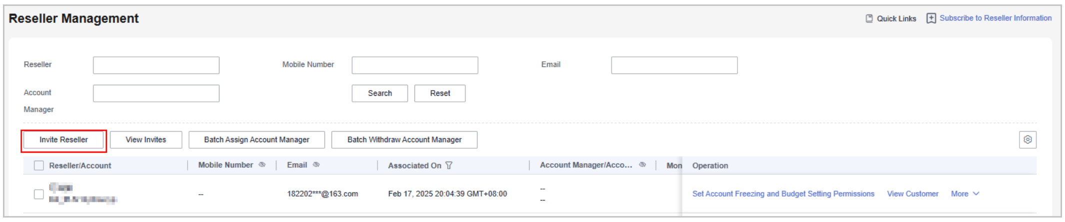
Step 1 Go to the **Reseller Management** page.

a) Log in to **Huawei Cloud** as a distributor.

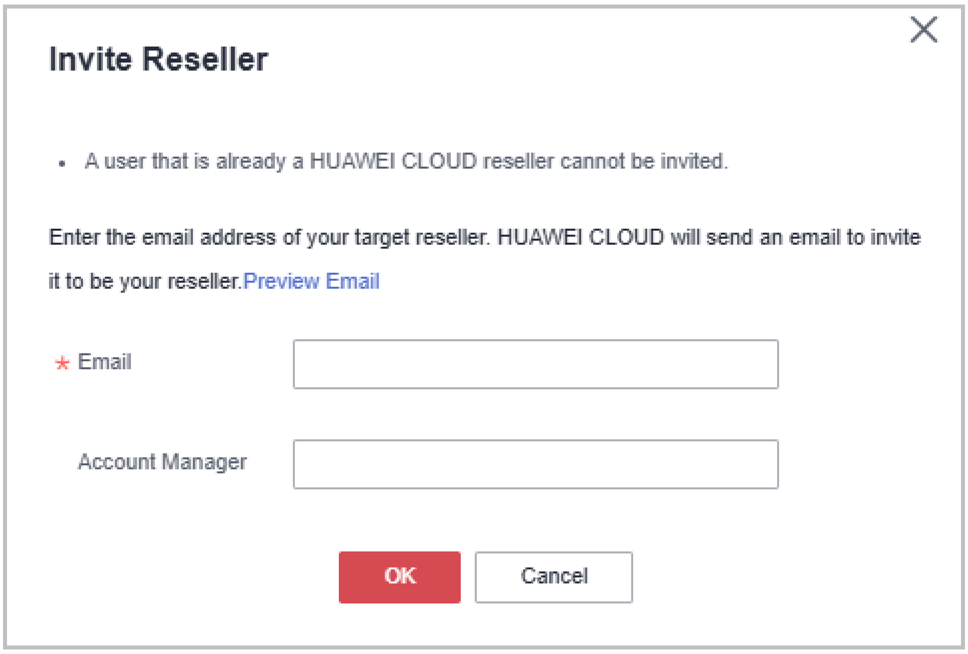
b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) In the top navigation, choose **Sales** > **Resellers** > **Reseller Management**.

Step 2 Click **Invite Reseller**.



Step 3 Enter the email address of the target enterprise user (mandatory) and the name of the account manager responsible for the customer, and click **OK**.



Huawei Cloud will send an invitation email to the target customer.

After the customer receives the invitation email, they can click the link in the email and perform the association. For details, see **Accepting a Cooperation Invitation from a Distributor**.

----End

Other Operations

- Viewing invitation records

  Click **View Invites** to switch to the **Invitation Record** page. You can view the invitation records.

- Resending an invitation

  On the **Invitation Record** page, click **Resend Invitation** in the **Operation** column to send an invitation again to a customer. You can also select multiple invitation records and click **Batch Invite** to resend invitations to the customers involved.

10.2.1.2 Setting Account Freezing and Budget Setting Permissions for Resellers

A distributor can grant resellers the permissions to set customer budgets, freeze customer accounts and resources, and grant monthly budget quotas, one-time budget quotas, or both. After the permissions are granted to resellers, the distributor will no longer be responsible for account freezing or unfreezing and budget setting of the resellers' customers. When a reseller sets monthly or one-time budgets for their customers, the budgets cannot exceed the budget quota granted by their associated distributor.

In addition, the distributor can revoke these permissions. After the permissions are revoked, resellers will no longer be able to manage customer budgets, accounts, and resources. However, the customer budgets already granted will not be automatically canceled. The distributor can adjust customer budgets and freeze or unfreeze customer accounts for their resellers on the **Sales** > **Customers** > **Customer Management** > **Resellers' Customers** page in Partner Center.

NOTE

- A **monthly budget** reflects the total expenditures (calculated based on the list prices) of a customer the latest month. The budget will restore in the following month. If a distributor sets only monthly budget quotas for associated resellers, these resellers can only set monthly budgets for their own customers. For details about how a Huawei Cloud reseller sets monthly budgets for their customers, see **Setting Monthly Budgets for Customers**.
- A **one-time budget** reflects the total expenditures (calculated based on the list prices) of a customer. It will not automatically restore. If a distributor sets only one-time budget quotas for associated resellers, these resellers can only set one-time budgets for their own customers. For details about how a reseller sets one-time budgets for their customers, see **Setting One-Time Budgets for Customers**.
- If a distributor sets both monthly and one-time budget quotas for their resellers, these resellers can set monthly or one-time budgets for their own customers. The two budget modes can be switched.
- A distributor can grant a monthly budget quota, a one-time budget quota, or both to a reseller.
- For details about how a Huawei Cloud reseller freezes or unfreezes the accounts and resources of their customers, see **Freezing Both an Account and Resources**.

Procedure

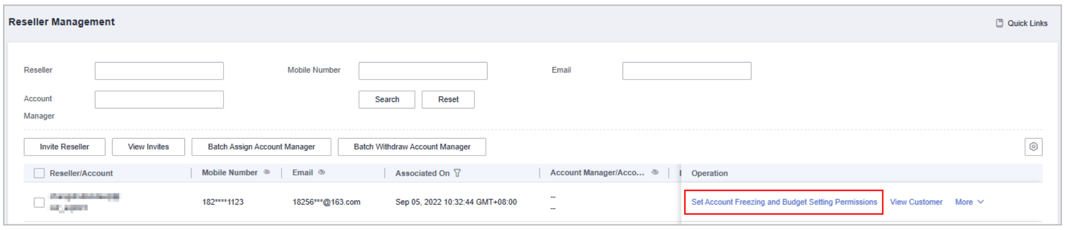
Step 1 Go to the **Reseller Management** page.

a) Log in to **Huawei Cloud** as a distributor.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

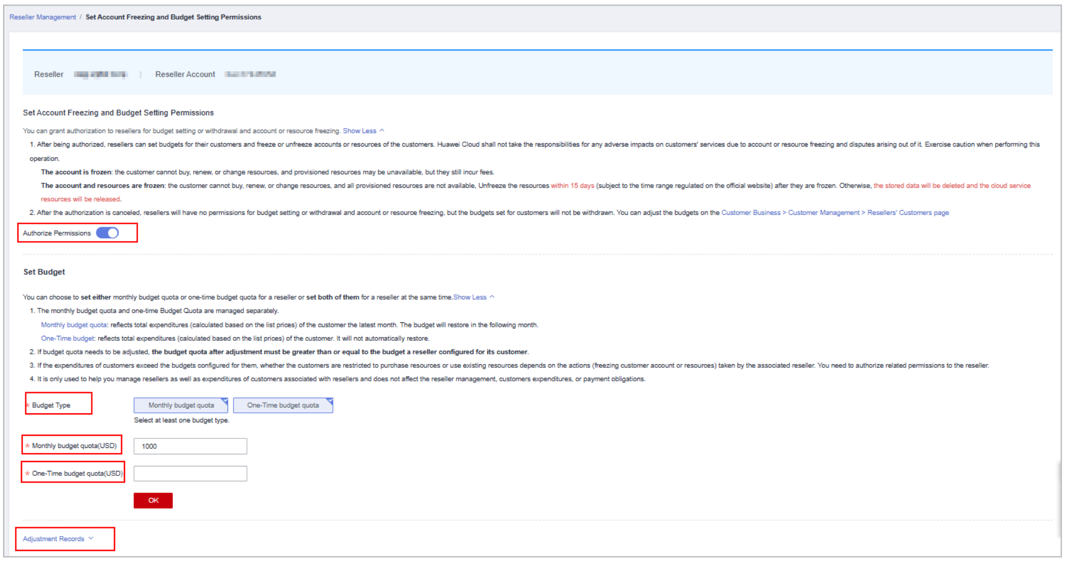
c) In the top navigation, choose **Sales** > **Resellers** > **Reseller Management**.

Step 2 Click **Set Account Freezing and Budget Setting Permissions** in the **Operation** column for the target reseller.



- You can search for a reseller by reseller name, mobile number, email address, or account manager name.
- You can filter resellers using in the columns related to association time, whether customer account freezing and budget setting permissions are authorized, and whether the permissions for placing orders and performing O&M on behalf of customers are authorized.

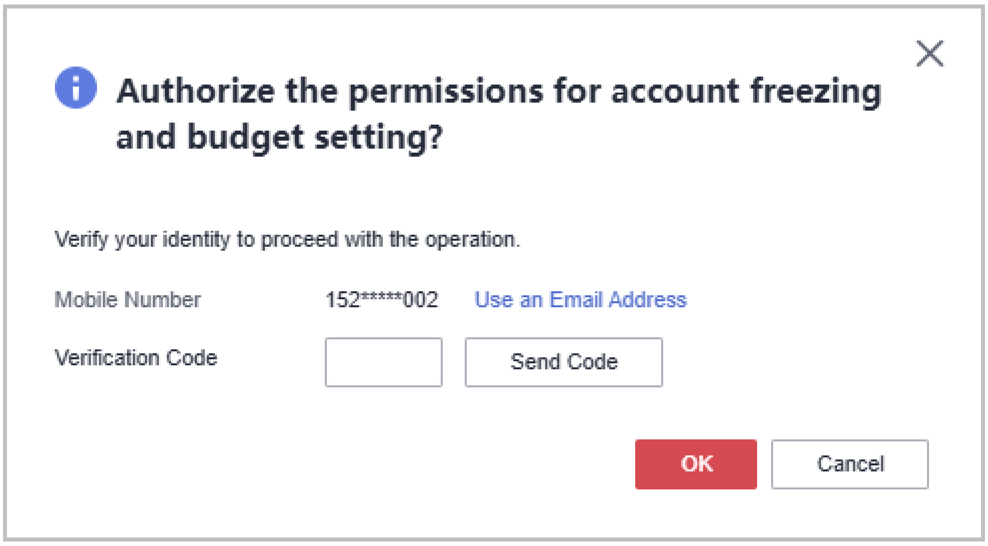
Step 3 Toggle on next to **Authorize Permissions** to grant permissions. Select at least one budget type and set a monthly budget quota, a one-time budget quota, or both. Click **OK**.



NOTE

- You can click **Adjustment Records** to view the authorization and budget setting records.

Step 4 In the displayed dialog box, enter the verification code and click **OK** to finish the authorization.



NOTE

- After the authorization is successful, you can access the **Set Account Freezing and Budget Setting Permissions** page to adjust the budget quotas if necessary.
- A budget quota after adjustment must be greater than or equal to the total budget the reseller set for their customers.

----End

Other Operations

- **Revoking permissions**

  Click **Set Account Freezing and Budget Setting Permissions** in the **Operation** column for the target reseller. Toggle off  next to **Authorize**

Permissions to cancel the authorization. In the displayed dialog box, enter the verification code and click **OK**.

10.2.1.3 Authorizing a Reseller to Place Orders and Perform O&M on the Behalf of Customers

A distributor can authorize associated resellers to place orders and perform O&M on behalf of customers, and the distributor can also withdraw the permissions. After obtaining the permissions from the distributor, resellers must request authorization from customers before configuring, purchasing, and managing resources on behalf of the customers. For details, see **Request Authorization from a Customer**, **Placing Orders on Customers' Behalf**, and **Performing Resource O&M on Customers' Behalf**. If the permissions are withdrawn, resellers cannot perform the preceding operations.

Procedure

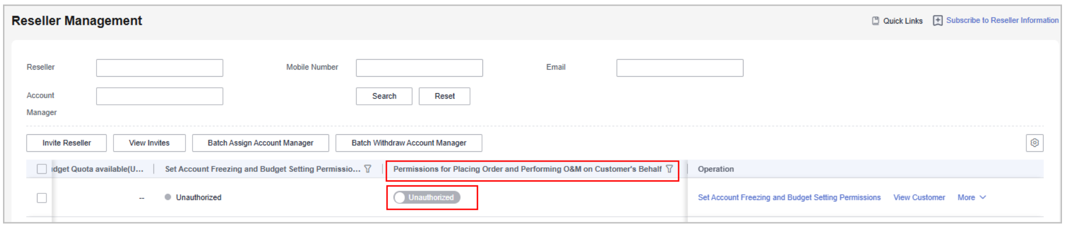
Step 1 Go to the **Reseller Management** page.

a) Log in to **Huawei Cloud** as a distributor.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

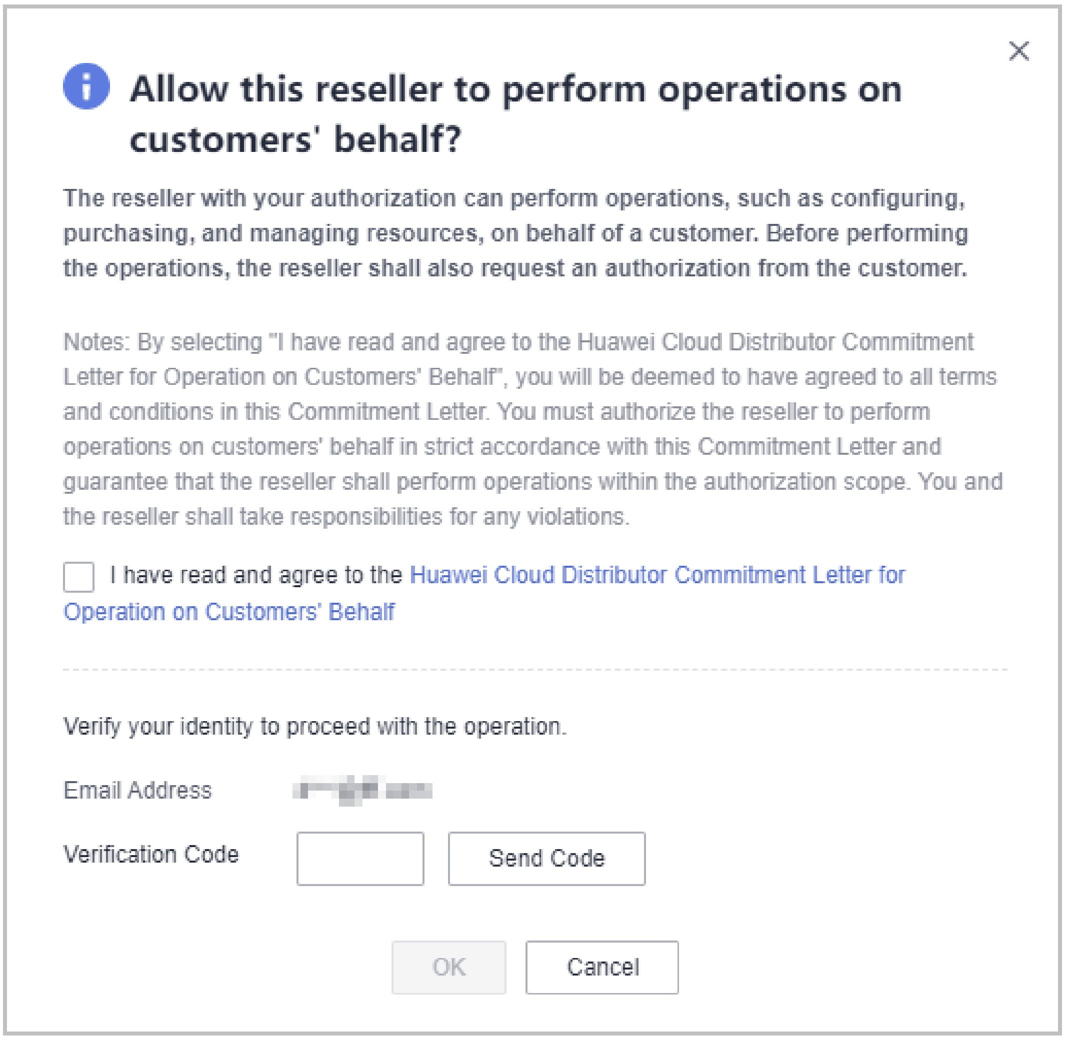
c) In the top navigation, choose **Sales** > **Resellers** > **Reseller Management**.

Step 2 In the **Permissions for Placing Order and Performing O&M on Customer's Behalf** column, toggle on the switch for the target reseller.



- You can search for a reseller by reseller name, mobile number, email address, or account manager name.
- You can filter resellers using  in the columns related to association time, whether customer account freezing and budget setting permissions are authorized, and whether the permissions for placing orders and performing O&M on behalf of customers are authorized.

Step 3 Select **I have read and agree to the Huawei Cloud Distributor Commitment Letter for Operation on Customers' Behalf**, enter the verification code, and click **OK**.



NOTE

- Selecting **I have read and agree to the Huawei Cloud Distributor Commitment Letter for Operation on Customers' Behalf** is only necessary in the first authorization.
- Only authorized resellers can place orders and perform O&M on behalf of their customers.

----End

Other Operations

- **Withdraw permissions.**

  Toggle off the switch in the **Permissions for Placing Order and Performing O&M on Customer's Behalf** column, enter the verification code, and click **OK**.

10.2.1.4 Assigning an Account Manager to a Reseller

Distributors have the option to assign an account manager to oversee specific resellers. Once assigned, the account manager can manage those resellers and view their customer data. If needed, distributors can also remove account managers from resellers.

Procedure

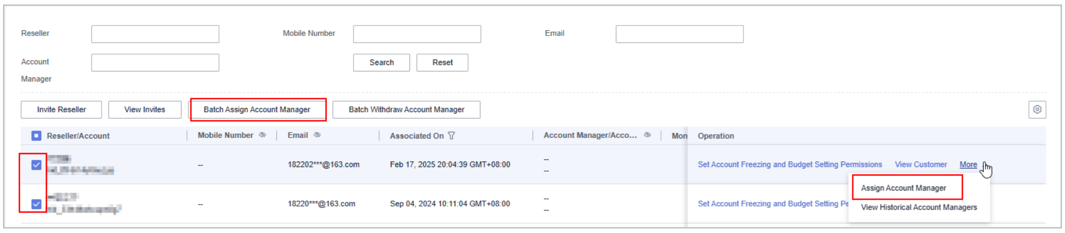
Step 1 Go to the **Reseller Management** page.

a) Log in to **Huawei Cloud** as a distributor.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

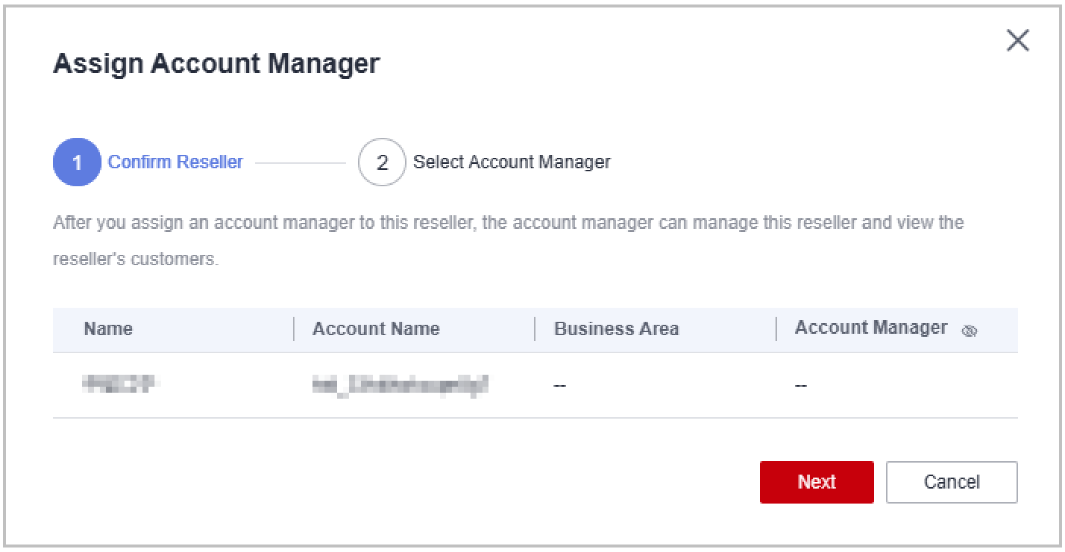
c) In the top navigation, choose **Sales** > **Resellers** > **Reseller Management**.

Step 2 Click **More** > **Assign Account Manager** in the **Operation** column for a reseller, or select one or multiple resellers and click **Batch Assign Account Manager** above the list.



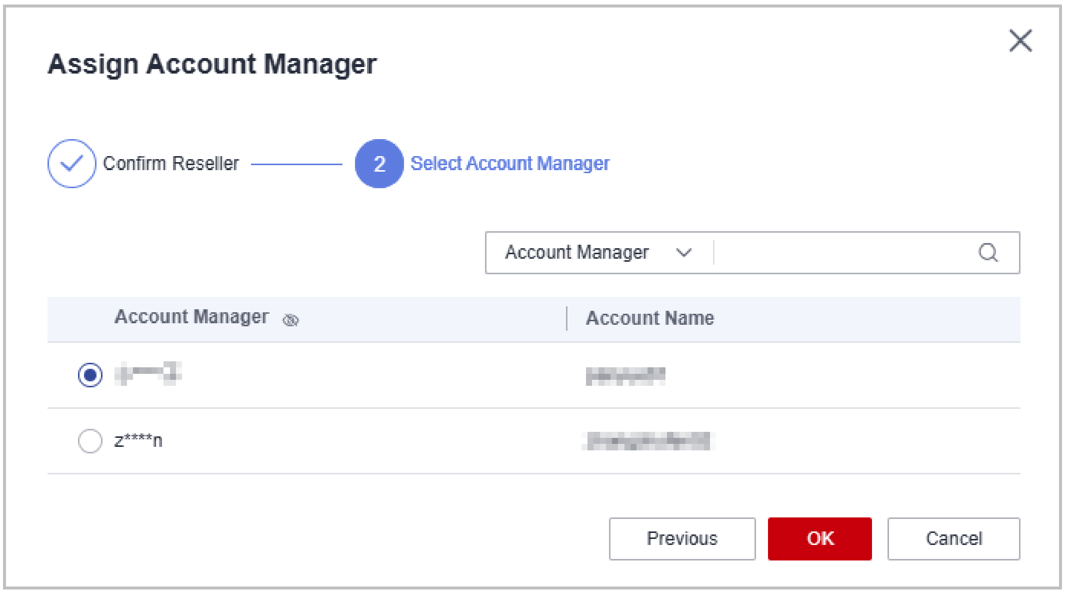
- You can search for a reseller by reseller name, mobile number, email address, or account manager name.
- You can filter resellers using in the columns related to association time, whether customer account freezing and budget setting permissions are authorized, and whether the permissions for placing orders and performing O&M on behalf of customers are authorized.

Step 3 In the displayed dialog box, confirm the reseller information (including reseller name, account name, business area, and account manager name). Click **Next**.



- Click next to **Account Manager** to show or hide the full names of account managers.

Step 4 Select the target account manager and click **OK**. A message is displayed indicating that the account manager has been assigned successfully.



- A distributor can query account managers by account manager name or account.

----End

Other Operations

- **Changing the account manager of a reseller**

  Click **More** > **Assign Account Manager** in the **Operation** column for the target reseller (having an account manager assigned). In the dialog box that is displayed, select another account manager as the new account manager of the reseller.

- **Withdrawing the account manager of a reseller**

  Click **More** > **Withdraw Account Manager** in the **Operation** column for the target reseller, or select one or multiple resellers and click **Batch Withdraw Account Manager** above the list. In the dialog box that is displayed, click **OK**.

10.2.2 Leads and Opportunities

10.2.2.1 Opportunity Management

10.2.2.1.1 Business Opportunities

Adding an Opportunity

A distributor can create and modify opportunities and specify the progress of opportunities for the customers of its resellers.

Precautions

- An account manager can create opportunities for their preregistered customers or associated customers, and the opportunities belong to the account manager.

- Account manager directors can only view opportunities.

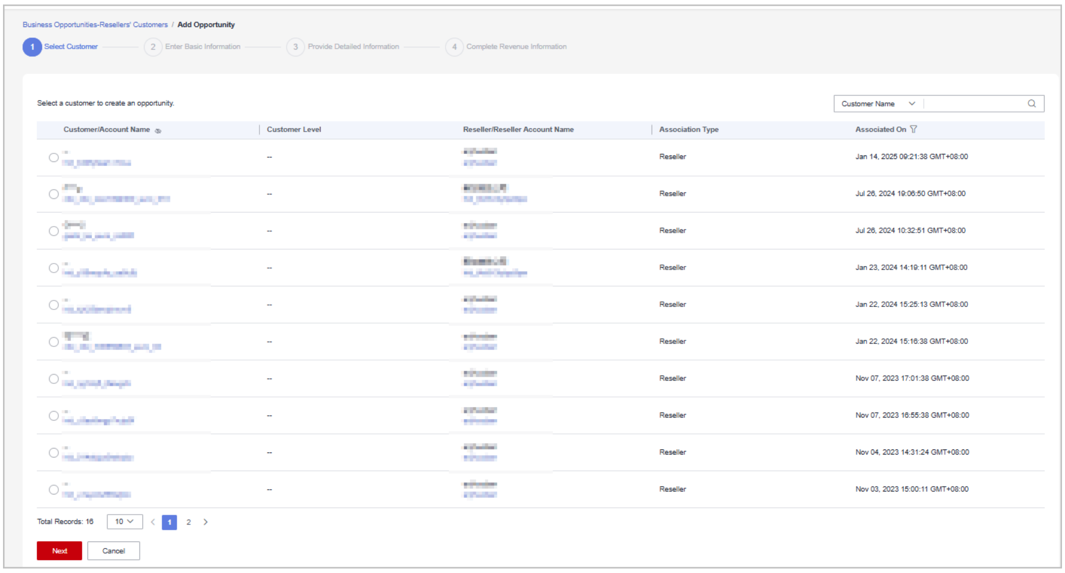
Procedure

Step 1 Sign in to **Huawei Cloud** as a partner.

Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 In the top navigation, select **Sales** > **Leads and Opportunities** > **Opportunity Management**. The **Business Opportunities** tab is displayed by default.

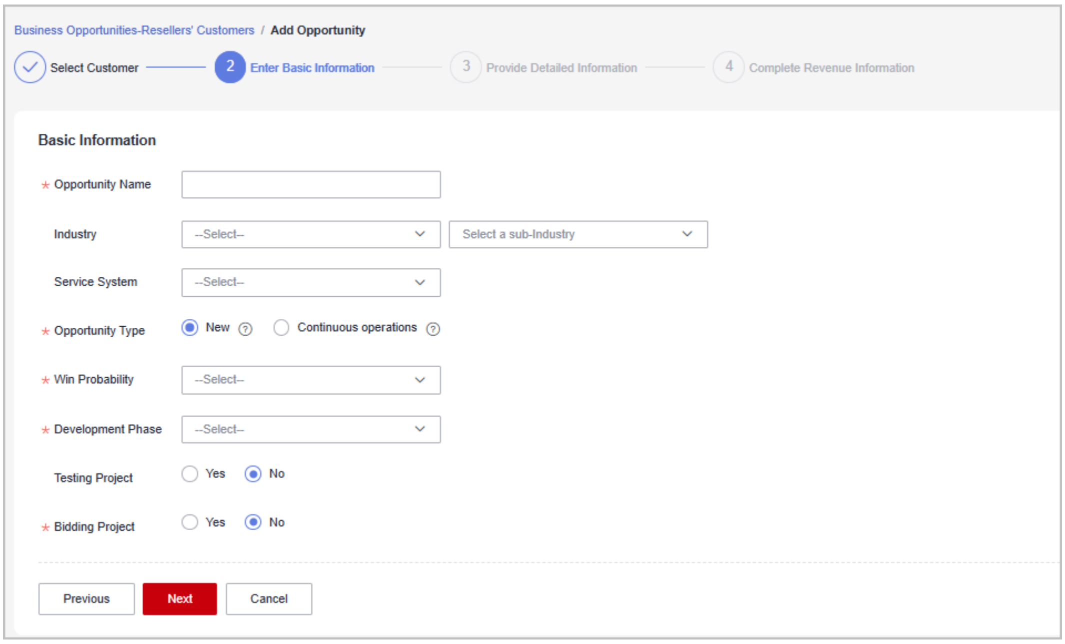
Step 4 Click **Add Opportunity**. On the displayed page, select a preregistered customer or an associated customer to create an opportunity. Click **Next**.



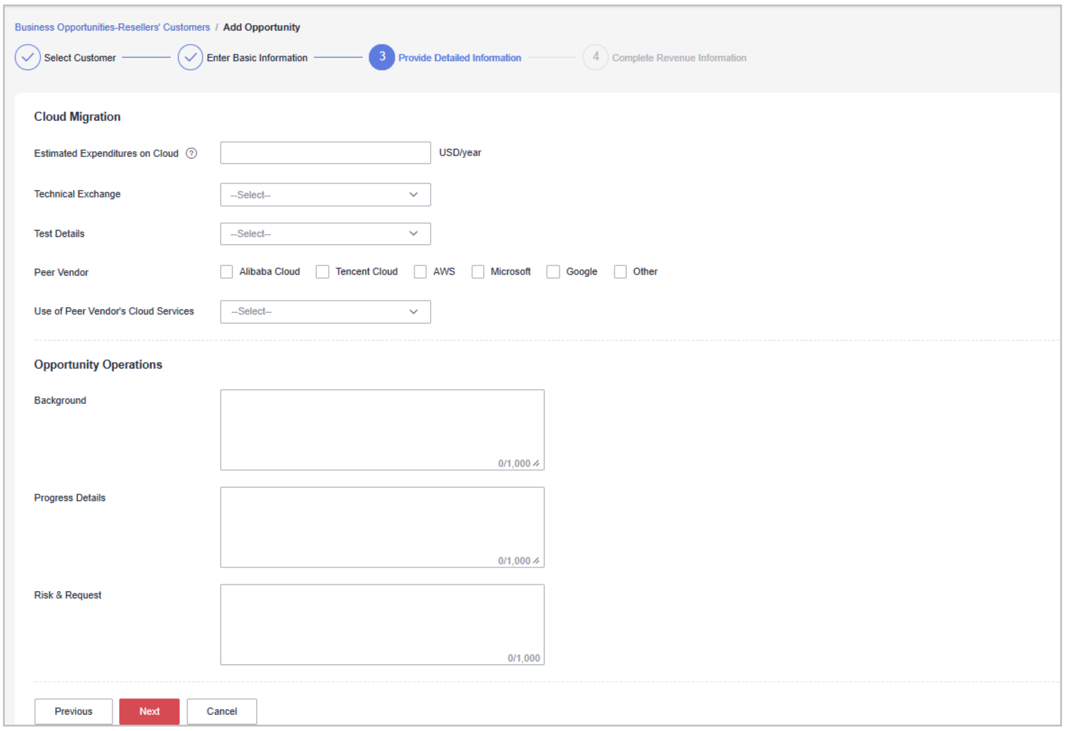
NOTE

- Click the eye icon next to a header to show or hide the complete content in the column. The content is hidden by default. For example, you can click the eye icon next to **Customer/Account Name** to show or hide the complete content of customer names.

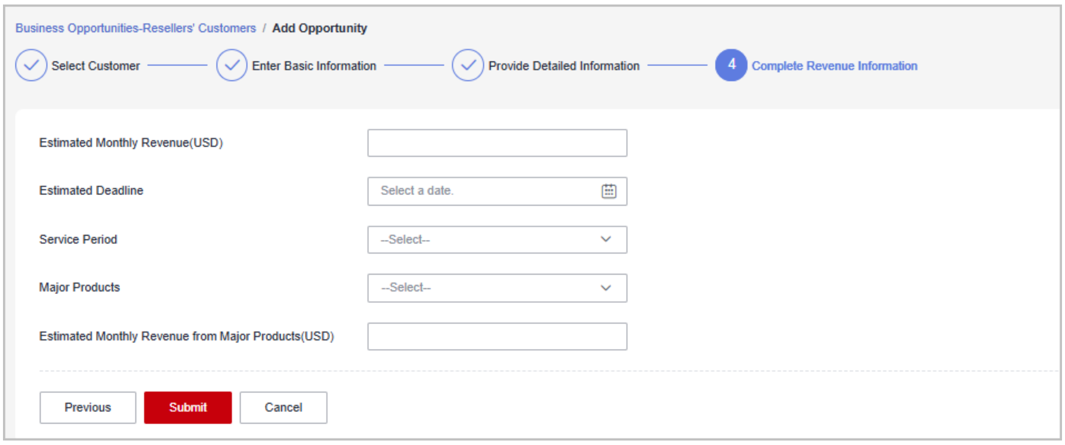
Step 5 Enter basic information and click **Next**.

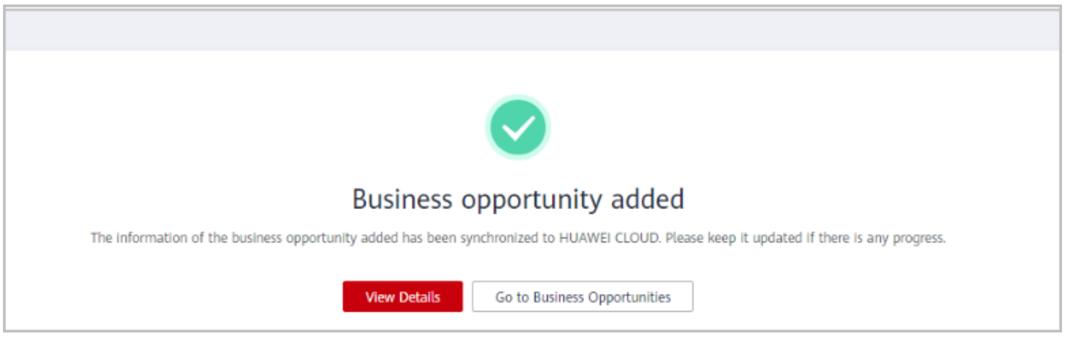


Step 6 Specify the detailed information and click **Next**.



Step 7 Specify the revenue information and click **Submit**. A message indicating the opportunity has been successfully added is displayed. You can click **View Details** or **Go to Business Opportunities**.





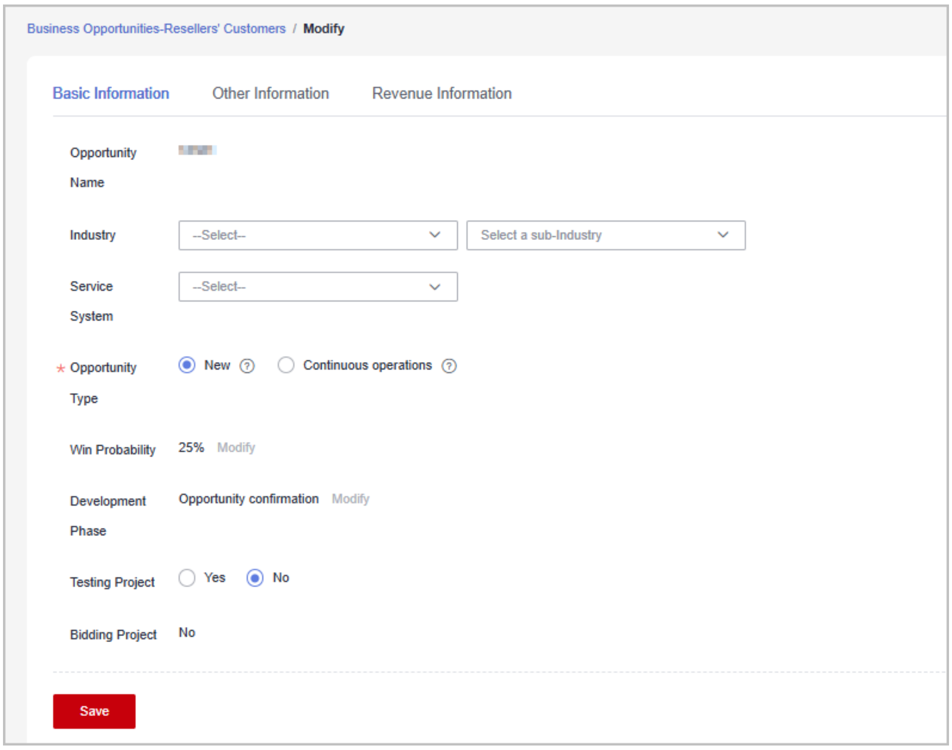
NOTE

All fields on the **Complete Revenue Information** page are mandatory.

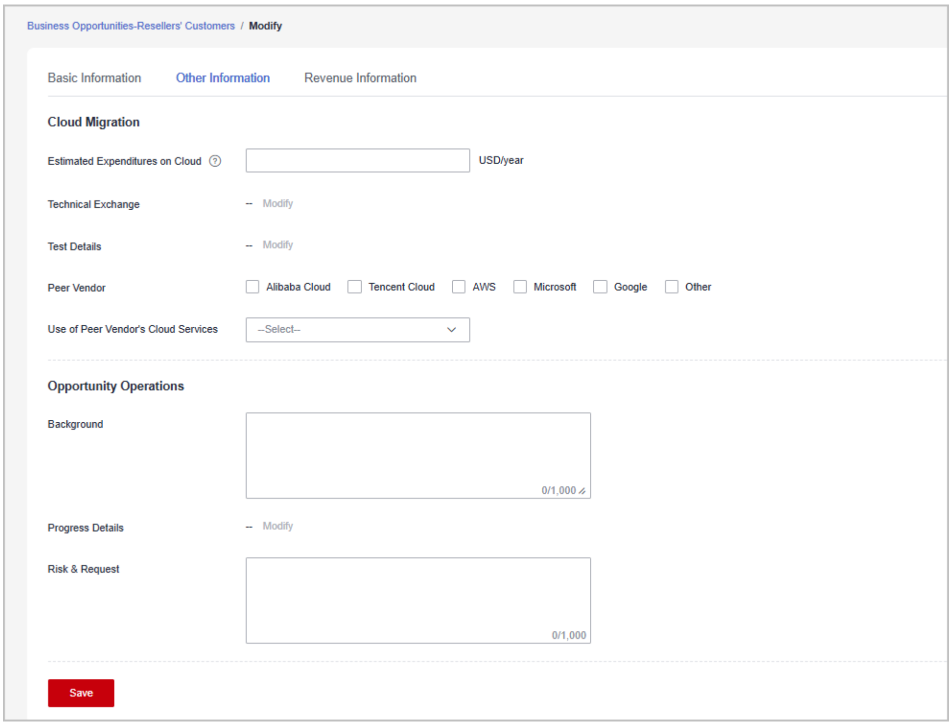
----End

Other Operations

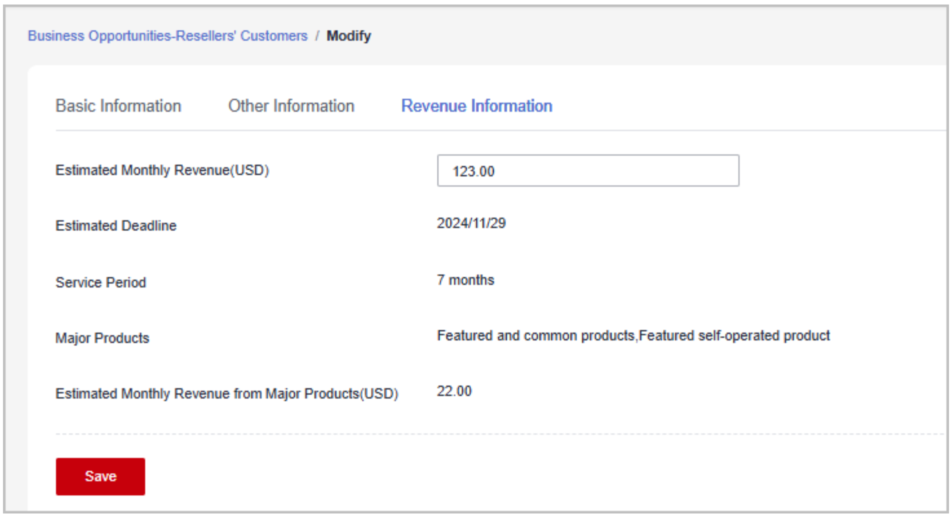
- Modifying an opportunity: Click **Modify** in the **Operation** to modify the opportunity. The progress specified for the opportunity cannot be modified.
  – Change the basic information as needed and save the changes.



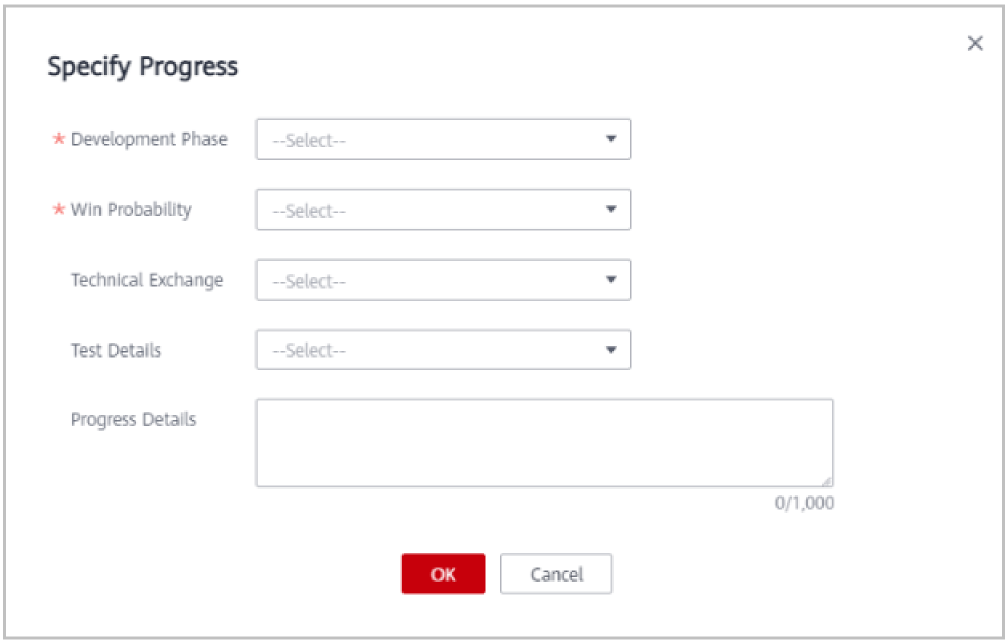
– Change the information on the **Other Information** tab page, and save the changes.



– Change the information on the **Revenue Information** tab page, and save the changes.



- Specifying progress for an opportunity: Click **Specify Progress** in the **Operation** column. In the displayed dialog box, specify **Development Phase**, **Win Probability**, **Technical Exchange**, **Test Details**, and **Progress Details**. The opportunity progress you added will be displayed in the **Progress Details** area on the **Business Opportunities** > **Resellers' Customers** > **Details** page.



Querying an Opportunity

You can view your resellers' customers. You can view customer information, including **Industry**, **Opportunity Type**, **Win Probability**, **Development Phase**, **Estimated Monthly Revenue**, and **Last Updated**.

Precautions

- Account managers can only view their own opportunities.
- Account manager directors can view the opportunities of all their account managers.

Procedure

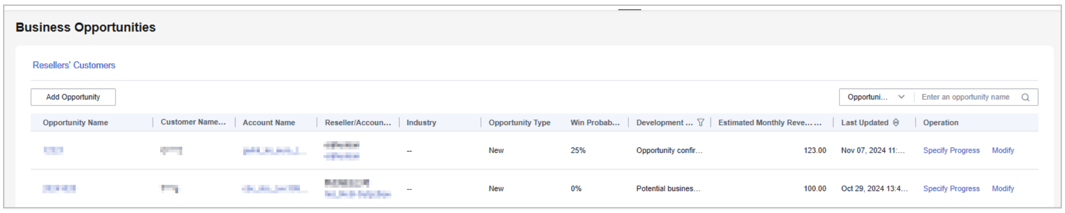
Step 1 Sign in to **Huawei Cloud** as a partner.

Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 In the top navigation, select **Sales** > **Leads and Opportunities** > **Opportunity Management**. The **Business Opportunities** tab is displayed by default.

Step 4 You can configure search criteria as needed to view opportunities.

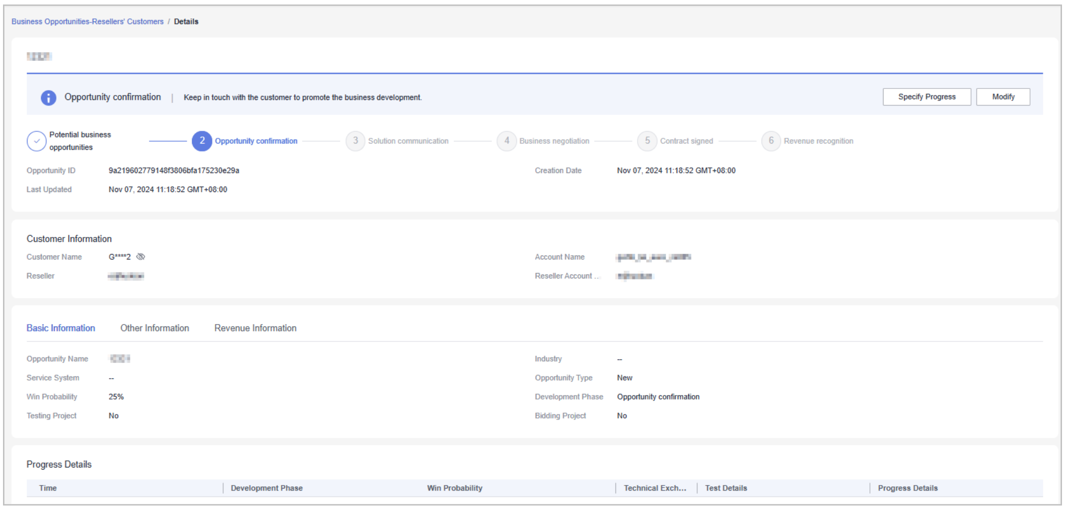
You can query opportunities by opportunity name, customer name, customer account name, and account manager name.



NOTE

Click the eye icon next to a header to show or hide the complete content in the column. The content is hidden by default. For example, you can click the eye icon next to **Customer Name** to show or hide the complete content of customer names.

Step 5 Click an opportunity name to go to its details page where you can view opportunity details and customer information.



- On the **Basic Information** tab page, you can view **Opportunity Name**, **Industry**, **Service System**, **Opportunity Type**, **Win Probability**, **Development Phase**, **Testing Project**, and **Bidding Project**.
- On the **Other Information** tab page, you can view the cloud migration and opportunity operations of the customer.

- On the **Revenue Information** tab page, you can view the **Estimated Monthly Revenue**, **Estimated Deadline**, **Service Period**, **Major Products**, and **Estimated Monthly Revenue from Major Products**.

----End

10.2.3 Customers

10.2.3.1 Customer Management

10.2.3.1.1 Viewing Customer Information

You can check the used budget and the basic information of all customers associated with your managed resellers.

Procedure

Step 1 Access the **Customer Management** page.

a) Log in to **Huawei Cloud** as a distributor.

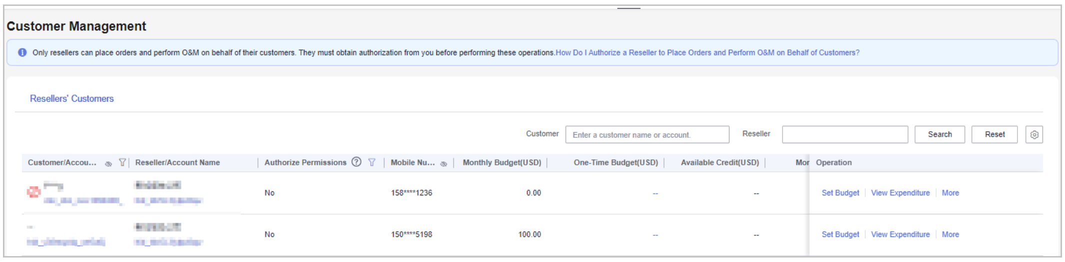
b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) In the top navigation bar, select **Sales** > **Customers** > **Customer Management**.

Step 2 Click the **Resellers' Customers** tab.

Step 3 Set search criteria to search for customers

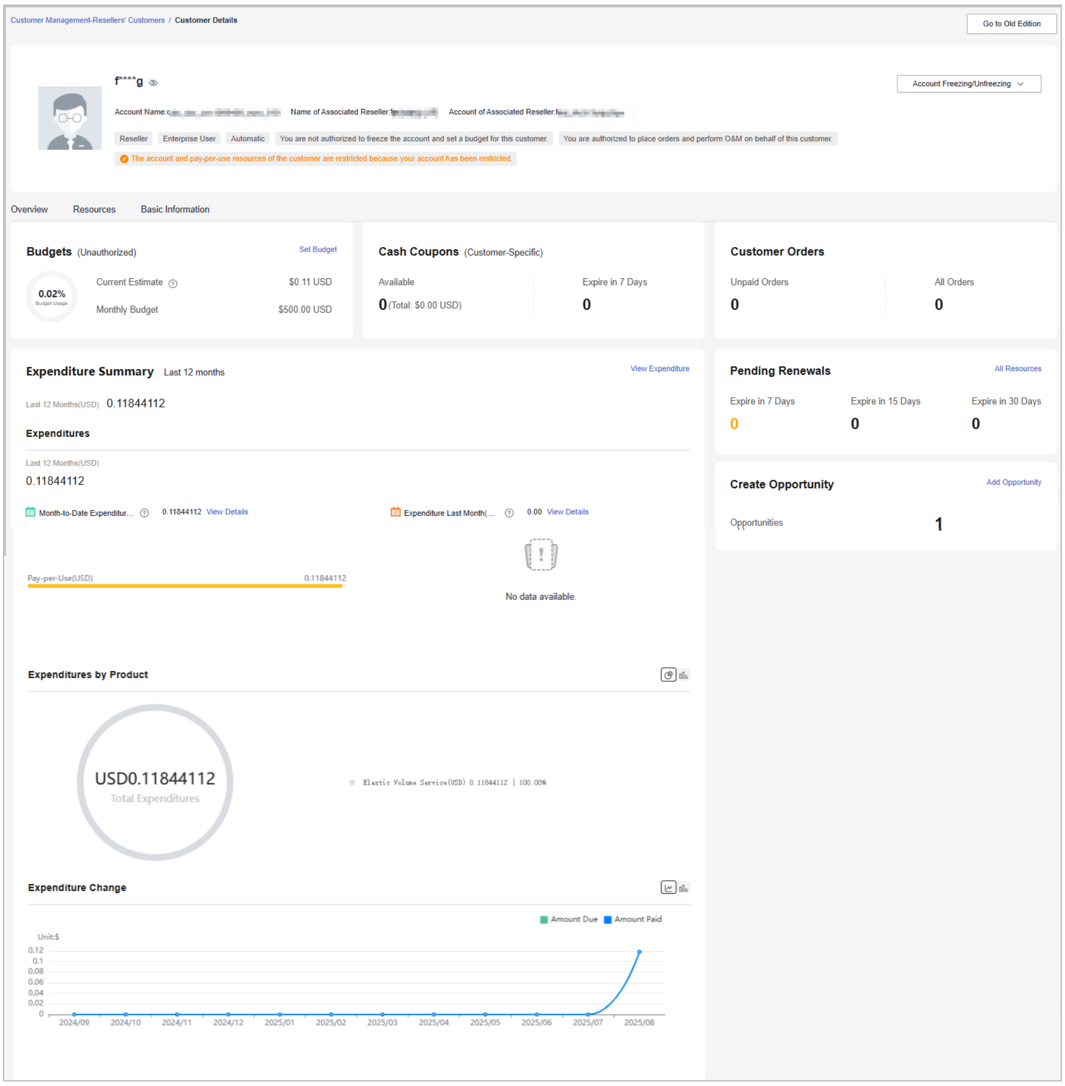
You can search for customers by customer name, customer account name, and reseller name.



NOTE

- Click the eye icon next to a header to view complete contents in the column. For example, you can click the eye icon next to **Email** to view complete email addresses.
- On the **Resellers' Customers** tab, you can check whether resellers are authorized in the **Authorize Permissions** column of the customer list. You can click next to **Authorize Permissions** to filter customers. If resellers are not authorized, you are responsible for setting monthly budgets and freezing or unfreezing accounts for the customers of these resellers.

Step 4 Click a customer or account name to view customer details.


Customer Management-Resellers' Customers / Customer Details
Go to Old Edition
f***g
Account Freezing/Unfreezing
Account Name:
Name of Associated Reseller:
Account of Associated Reseller:
Reseller
Enterprise User
Automatic
You are not authorized to freeze the account and set a budget for this customer.
You are authorized to place orders and perform O&M on behalf of this customer.
The account and pay-per-use resources of the customer are restricted because your account has been restricted.
Overview
Resources
Basic Information
Budgets (Unauthorized)
Set Budget
0.02%
Current Estimate
$0.11 USD
Monthly Budget
$500.00 USD
Cash Coupons (Customer-Specific)
Available
0 (Total: $0.00 USD)
Expire in 7 Days
0
Customer Orders
Unpaid Orders
0
All Orders
0
Expenditure Summary Last 12 months
View Expenditure
Last 12 Months(USD) 0.11844112
Expenditures
Last 12 Months(USD)
0.11844112
Month-to-Date Expenditur... 0.11844112 View Details
Expenditure Last Month(... 0.00 View Details
Pay-per-Use(USD) 0.11844112
No data available.
Pending Renewals
All Resources
Expire in 7 Days
0
Expire in 15 Days
0
Expire in 30 Days
0
Create Opportunity
Add Opportunity
Opportunities
1
Expenditures by Product
USD0.11844112
Total Expenditures
Expenditure Change
Amount Due
Amount Paid
Unit:$
0.12
0.1
0.08
0.06
0.04
0.02
0
2024/09
2024/10
2024/11
2024/12
2025/01
2025/02
2025/03
2025/04
2025/05
2025/06
2025/07
2025/08

NOTE

- You can click the buttons in the **Account Freezing/Unfreezing** drop-down list to freeze or unfreeze the account or both the account and resources.
- On the **Overview** tab, you can view budget usage. You can also click **Set Budget** to set a monthly budget or one-time budget for the customer.
- On the **Overview** tab, you can view the customer's cash coupons, including available coupons and coupons that will expire in 7 days.
- On the **Overview** tab, you can check customer orders. Click the number under **Unpaid Orders** or **All Orders** to view order information.
- On the **Overview** tab, you can view the customer's resources to be renewed. To manage resources for the customer, you can click **O&M on Customers' Behalf** to obtain customer authorization first and then perform operational tasks for the customer as needed. Click **All Resources** to view your yearly/monthly resources, pay-per-use resources, reserved instances, and savings plans. Click the number under **Expire in 7 Days**, **Expire in 15 Days**, or **Expire in 30 Days** to view the yearly/monthly resources, pay-per-use resources, reserved instances, and savings plans that will expire in 7, 15, or 30 days.
- On the **Overview** tab, you can view expenditure summary including **Expenditures**, **Expenditures by Product**, and **Expenditure Change**. You can click **View Expenditure** to view expenditure details. Click **View Details** next to **Month-to-Date Expenditures** or **Expenditure Last Month** to view expenditure details of this month or last month. You can click the icons in **Expenditures by Product** and **Expenditure Change** to check the rankings by expenditures on different products and the different types of charts, respectively.
- On the **Overview** tab, you can click **Add Opportunity** to create an opportunity for a preregistered customer or an associated customer. You can also click the number next to **Opportunities** to view detailed information.
- On the **Resources** tab, you can view and export yearly/monthly resources, pay-per-use resources, and savings plans.

----End

Other Operations

A partner can perform the following operations on the **Customer Management** page:

- Click **Set Monthly Budget** to set a monthly budget for your resale customer. For details, see **Setting a Monthly Budget for a Customer** and **Setting One-Time Budgets for Customers**.
- Click **View Orders** to view all orders of a customer.
- Click **More** > **View Resources** to view a customer's pay-per-use and yearly/monthly resources. For details, see **Viewing a Customer's Resources**.
- Click **Customer Spend** to view all expenditure details of a customer.
- You need to set monthly budgets, freeze accounts, or unfreeze accounts for your resellers' customers.

10.2.3.1.2 Setting a Monthly Budget for a Customer

A **monthly budget** reflects the total expenditures (calculated based on the list prices) of a customer the latest month. The budget will restore in the following month. The expenditure of the current month on certain monthly-settled cloud services, such as CDN billed by 95th percentile bandwidth, will not be counted into the used budget.

When setting a monthly budget for resellers' customers, the distributor needs to select a budget exhaustion policy (automatic or manual freezing). After the setting is successful, the customer can spend according to the budgets obtained.

NOTE

If the distributor has granted the reseller the permission to freeze and unfreeze accounts and set budgets for its customers, the distributor does not directly manage the account freezing and budget setting of the reseller's customers. For details, see **Setting Account Freezing and Budget Setting Permissions for Resellers**.

Procedure

Step 1 Access the **Customer Management** page.

a) Log in to **Huawei Cloud** as a distributor.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) In the top navigation bar, select **Sales** > **Customers** > **Customer Management**.

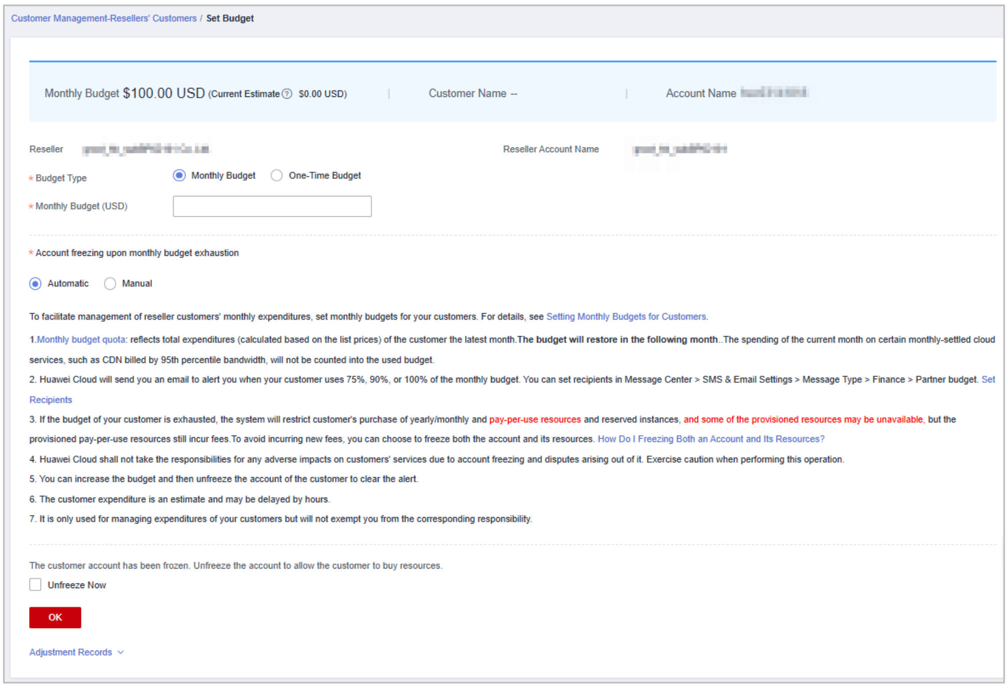
Step 2 Click the **Resellers' Customers** tab.

Step 3 On the customer list, select the target customer, and click **Set Budget** in the **Operation** column.

Step 4 Set the **Budget Type** to **Monthly Budget**, enter the monthly budget value, and select whether to automatically freeze the account upon budget exhaustion.

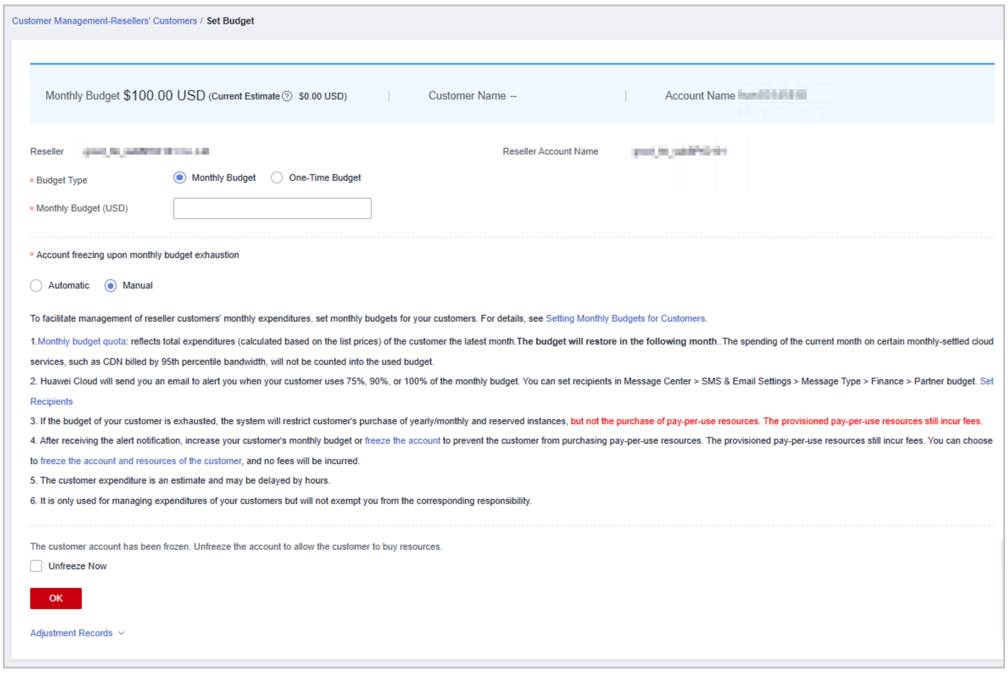
Automatic: the system automatically freezes an account upon budget exhaustion.

- When the customer's budget usage exceeds 75%, 90%, or 100%, Huawei Cloud will send a warning notification to you. You can go to **Message Center** > **SMS & Email Settings** > **Message Type** > **Finance** > **Partner budget** to set the recipient.
- When the customer's budget usage reaches 100%, the system automatically restricts the customer from purchasing monthly, yearly, and reserved instances, and from enabling pay-per-use resources. Some of the provisioned resources may be unavailable, but they still incur fees. To avoid incurring additional charges for those resources, please promptly freeze both the account and the resources. For details, see **Unfreezing Both an Account and Resources**.
- Huawei Cloud is not responsible for any adverse impacts on customer services or any disputes arising from account freezing.
- After the customer account is restricted, you can increase the customer budget and manually unfreeze the account to clear the alarm.
- Customer expenditure monitoring is not a real time task. There may be a delay of a few hours.
- This tool is used only to help you manage customer consumption and does not affect your responsibilities for managing customer consumption.



Manual account freezing: After customers exhaust their budget, you need to manually freeze customer accounts.

- For details about manual account freezing, see **Freezing an Account** and **Freezing Both an Account and Resources**.
- When the customer's budget usage exceeds 75%, 90%, or 100%, Huawei Cloud will send a warning notification to you. You can go to **Message Center** > **SMS & Email Settings** > **Message Type** > **Finance** > **Partner budget** to set the recipient.
- When the customer's budget usage reaches 100%, the customer cannot purchase yearly/monthly and reserved instances. But, they can still purchase pay-per-use resources, and the provisioned pay-per-use resources still incur fees.
- Upon receiving an alert, you may take actions such as raising the customer's monthly budget to clear the alert, freezing the customer account to prevent new pay-per-use resources (provisioned pay-per-use resources still incur fees), or freezing both the account and resources so that all provisioned cloud services will be unavailable (no more fees will be incurred).
- Customer expenditure monitoring is not a real time task. There may be a delay of a few hours.
- This tool is used only to help you manage customer consumption and does not affect your responsibilities for managing customer consumption.



NOTE

- If a customer account is frozen, the customer cannot purchase resources. If you want to unfreeze the account, select **Unfreeze Now** and click **OK**.
- After a customer is associated with a partner in the resale model, the customer account is frozen by default. When the account is frozen, the customer cannot buy, renew, or change resources. Some of the provisioned resources may be unavailable, but they still incur fees. The partner can select **Unfreeze Now** when setting a monthly budget for this customer.
- You can view adjustment records of monthly budgets by clicking **Adjustment Records**.
- Click the eye button next to **Customer Name** to show or hide the complete content of customer name.
- Having no budget will not prevent the customer from purchasing pay-per-use resources, and the provisioned pay-per-use resources still incur fees. To avoid incurring additional charges for those resources, please promptly freeze both the account and the resources. For details, see **Freezing Both an Account and Resources**.
- The budget type can be changed. The new budget type will take effect immediately. After you have changed the budget type from one-time budget to monthly budget for a customer, pay attention to the current estimate (the data is an estimate and may be delayed by about 10 minutes). In this case, the current estimate is equal to the month-to-date expenditure. When you change the budget type from monthly budget to one-time budget for a customer, the accumulated expenditure is calculated only from the month when the budget type is changed.

Step 5 A message is displayed indicating that the monthly budget has been set successfully.

NOTE

- Setting a budget is a sensitive operation. You are advised to enable the verification code function to enhance account security. For details about how to enable verification code function, see **Managing Basic Information**.
- Automatic account freezing is a high-risk operation. If you select the automatic account freezing policy after the budget is exhausted, you must enter the verification code even if the verification code function is disabled.

Step 6 Click **OK**.

----End

10.2.3.1.3 Setting One-Time Budgets for Customers

A one-time budget reflects total expenditures (calculated based on the list prices) of a customer the latest month. **It will not automatically restore.**

When setting an one-time budget for resellers' customers, the distributor needs to select a budget exhaustion policy (automatic or manual freezing). After the setting is successful, the customer can spend according to the budgets obtained.

NOTE

If the distributor has granted the reseller the permission to freeze and unfreeze accounts and set budgets for its customers, the distributor does not directly manage the account freezing and budget setting of the reseller's customers. For details, see **Setting Account Freezing and Budget Setting Permissions for Resellers**.

Procedure

Step 1 Access the **Customer Management** page.

a) Log in to **Huawei Cloud** as a distributor.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) In the top navigation bar, select **Sales** > **Customers** > **Customer Management**.

Step 2 Click the **Resellers' Customers** tab.

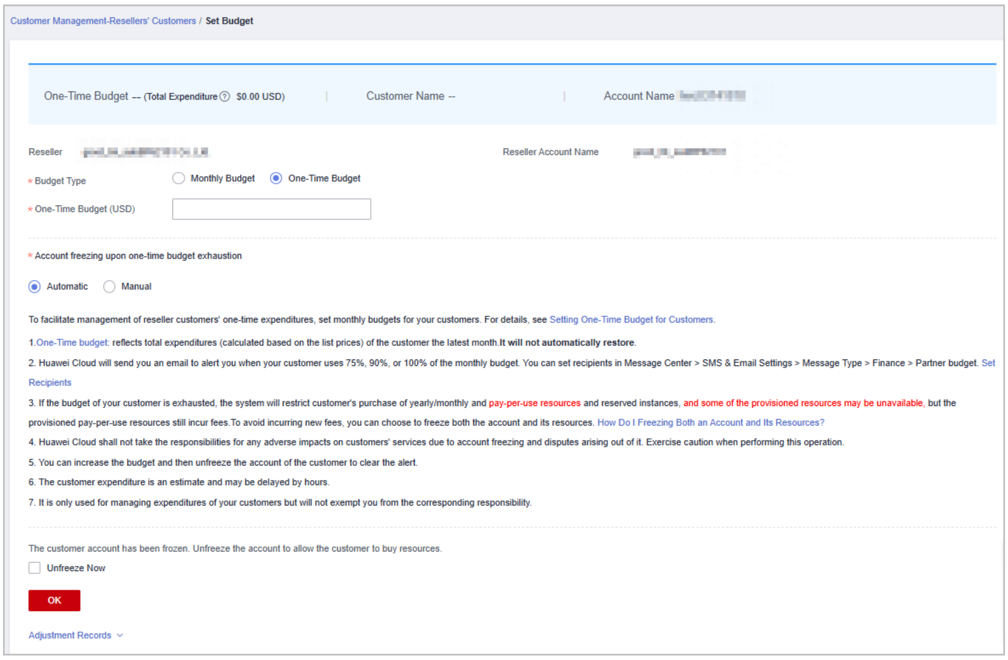
Step 3 On the customer list, select the target customer, and click **Set Budget** in the **Operation** column.

Step 4 Set the **Budget Type** to **One-Time Budget**, enter the one-time budget value, and select whether to automatically freeze the account upon budget exhaustion.

Automatic: the system automatically freezes an account upon budget exhaustion.

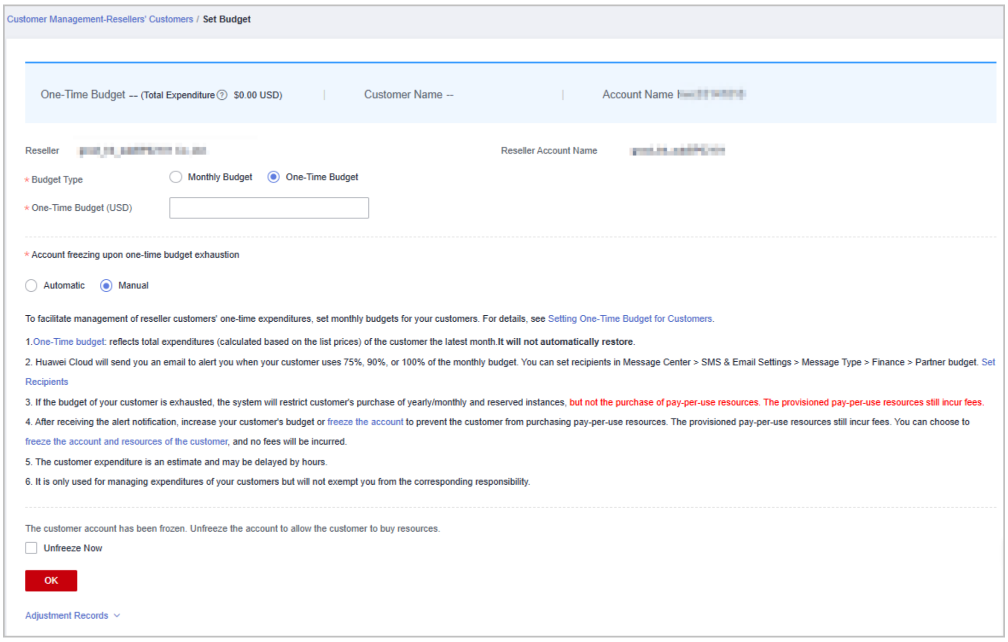
- When the customer's budget usage exceeds 75%, 90%, or 100%, Huawei Cloud will send a warning notification to you. You can go to **Message Center** > **SMS & Email Settings** > **Message Type** > **Finance** > **Partner budget** to set the recipient.
- When the customer's budget usage reaches 100%, the system automatically restricts the customer from purchasing monthly, yearly, and reserved instances, and from enabling pay-per-use resources. Some of the provisioned resources may be unavailable, but they still incur fees. To avoid incurring additional charges for those resources, please promptly freeze both the account and the resources. For details, see **Unfreezing Both an Account and Resources**.
- Huawei Cloud is not responsible for any adverse impacts on customer services or any disputes arising from account freezing.
- After the customer account is restricted, you can increase the customer budget and manually unfreeze the account to clear the alarm.

- Customer expenditure monitoring is not a real time task. There may be a delay of a few hours.
- This tool is used only to help you manage customer consumption and does not affect your responsibilities for managing customer consumption.



Manual account freezing: After customers exhaust their budget, you need to manually freeze customer accounts.

- For details about manual account freezing, see **Freezing an Account** and **Freezing Both an Account and Resources**.
- When the customer's budget usage exceeds 75%, 90%, or 100%, Huawei Cloud will send a warning notification to you. You can go to **Message Center** > **SMS & Email Settings** > **Message Type** > **Finance** > **Partner budget** to set the recipient.
- When the customer's budget usage reaches 100%, the customer cannot purchase yearly/monthly and reserved instances. But, they can still purchase pay-per-use resources, and the provisioned pay-per-use resources still incur fees.
- Upon receiving an alert, you may take actions such as raising the customer's budget to clear the alert, freezing the customer account to prevent new pay-per-use resources (provisioned pay-per-use resources still incur fees), or freezing both the account and resources so that all provisioned cloud services will be unavailable (no more fees will be incurred).
- Customer expenditure monitoring is not a real time task. There may be a delay of a few hours.
- This tool is used only to help you manage customer consumption and does not affect your responsibilities for managing customer consumption.



NOTE

- If a customer account is frozen, the customer cannot purchase resources. If you want to unfreeze the account, select **Unfreeze Now** and click **OK**.
- After a customer is associated with a partner in the resale model, the customer account is frozen by default. When the account is frozen, the customer cannot buy, renew, or change resources. Some of the provisioned resources may be unavailable, but they still incur fees. The partner can select **Unfreeze Now** when setting a one-time budget for this customer.
- To view the one-time budget adjustment record, click **Adjustment Records** on the displayed **Set Budget** page.
- Click the eye button next to **Customer Name** to show or hide the complete content of customer name.
- Having no budget will not prevent the customer from purchasing pay-per-use resources, and the provisioned pay-per-use resources still incur fees. To avoid incurring additional charges for those resources, please promptly freeze both the account and the resources. For details, see **Freezing Both an Account and Resources**.
- The budget type can be changed. The new budget type will take effect immediately. After you have changed the budget type from one-time budget to monthly budget for a customer, pay attention to the current estimate (the data is an estimate and may be delayed by about 10 minutes). In this case, the current estimate is equal to the month-to-date expenditure. When you change the budget type from monthly budget to one-time budget for a customer, the accumulated expenditure is calculated only from the month when the budget type is changed.

Step 5 A message is displayed indicating one-time budget setting success.

NOTE

- Setting a budget is a sensitive operation. You are advised to enable the verification code function to enhance account security. For details about how to enable verification code function, see **Managing Basic Information**.
- Automatic account freezing is a high-risk operation. If you select the automatic account freezing policy after the budget is exhausted, you must enter the verification code even if the verification code function is disabled.

Step 6 Click **OK**.

----End

10.2.3.1.4 Freezing an Account

Distributors can freeze accounts of resellers' customers associated in the resale model. If the account of a customer associated in the resale model is frozen, the customer cannot buy, renew, or change resources. Some of the provisioned resources may be unavailable, but they still incur fees.

NOTE

- After a customer is associated with a partner in resale model, the customer's account is frozen by default. For details about how to unfreeze an account, see **Unfreezing an Account**. To freeze resources, see **Freezing Both an Account and Resources**.
- If the distributor has granted the reseller the permission to freeze and unfreeze accounts and set budgets for its customers, the distributor does not directly manage the account freezing and budget setting of the reseller's customers. For details, see **Setting Account Freezing and Budget Setting Permissions for Resellers**.
- If your reseller account is frozen, you cannot unfreeze customer accounts.
- In KooGallery, you can freeze only images and pay-per-use products. Other products (such as SaaS and yearly/monthly licenses) are not supported now. If you have any requirements on resource control, submit a service ticket.

Impacts of Freezing Only Accounts

The following table describes the impacts on customers associated in the reseller model after their accounts are frozen.

Operation Type	Supported Operations	Operations Not Supported
Operations on yearly/monthly cloud services	• Unsubscribing from resources • Modifying resource names	• Purchasing resources • Modifying specifications • Renewing subscription to resources • Changing yearly/monthly resources to pay-per-use resources • Operations on resources • Deleting resources
Operations on pay-per-use cloud services (operations on pay-per-use instances and spot instances)	• Modifying resource names • Viewing resource information	• Purchasing resources • Modifying specifications • Changing pay-per-use resources to yearly/monthly resources • Operations on resources • Deleting resources

Procedure

Step 1 Access the **Customer Management** page.

a) Log in to **Huawei Cloud** as a distributor.

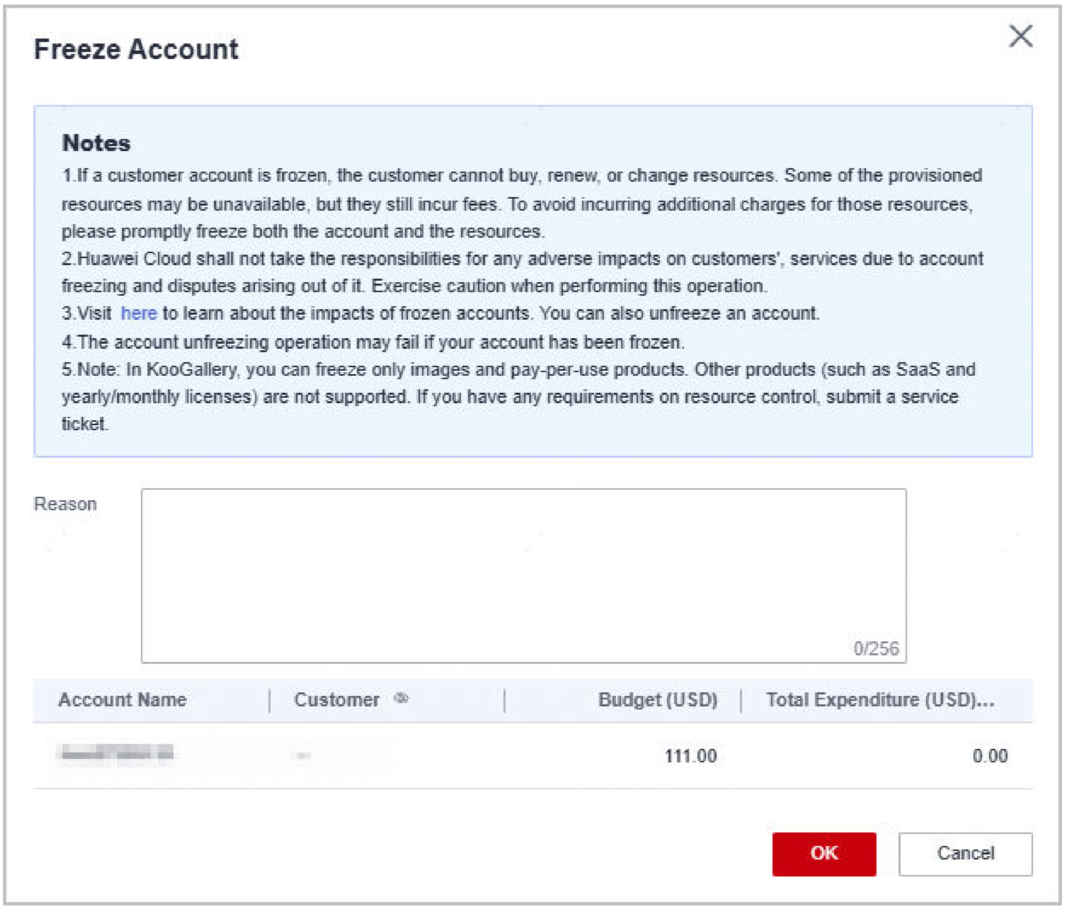
b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) In the top navigation bar, select **Sales** > **Customers** > **Customer Management**.

Step 2 Click the **Resellers' Customers** tab.

Step 3 Locate the target customer and click **Freeze Account** in the **Operation** column. The **Freeze Account** page is displayed.

You can search for customers by whether the account is automatically frozen, association type, association time, customer name, customer account, customer ID, account manager name, month-to-date expenditure, resource expiration date, mobile number, budget usage, or customer tag.



Step 4 Enter the reason.

Step 5 Click **OK**.

A message is displayed indicating that the account is frozen.

NOTE

Account freezing is a critical operation. You are advised to enable the verification code function to enhance account security. For details about how to enable verification code function, see **Managing Basic Information**.

----End

10.2.3.1.5 Freezing Both an Account and Resources

Distributors can freeze accounts and resources of resellers' customers associated in the reseller model. After a customer's account and resources are frozen, the customer cannot purchase cloud services, renew subscriptions, or change resources, and all their cloud services cannot be used. Unfreeze the resources within 15 days (subject to the time range regulated on the official website) of when they are frozen. Otherwise, the stored data will be deleted and the cloud service resources will be released. **Exercise caution when using this function.**

NOTE

- If the distributor has granted the reseller the permission to freeze and unfreeze accounts and set budgets for its customers, the distributor does not directly manage the account freezing and budget setting of the reseller's customers. For details, see **Setting Account Freezing and Budget Setting Permissions for Resellers**.
- If your reseller account is frozen, you cannot unfreeze customer accounts.
- In KooGallery, you can freeze only images and pay-per-use products. Other products (such as SaaS and yearly/monthly licenses) are not supported now. If you have any requirements on resource control, submit a service ticket.

Freezing Both an Account and Resources

Step 1 Access the **Customer Management** page.

a) Log in to **Huawei Cloud** as a distributor.

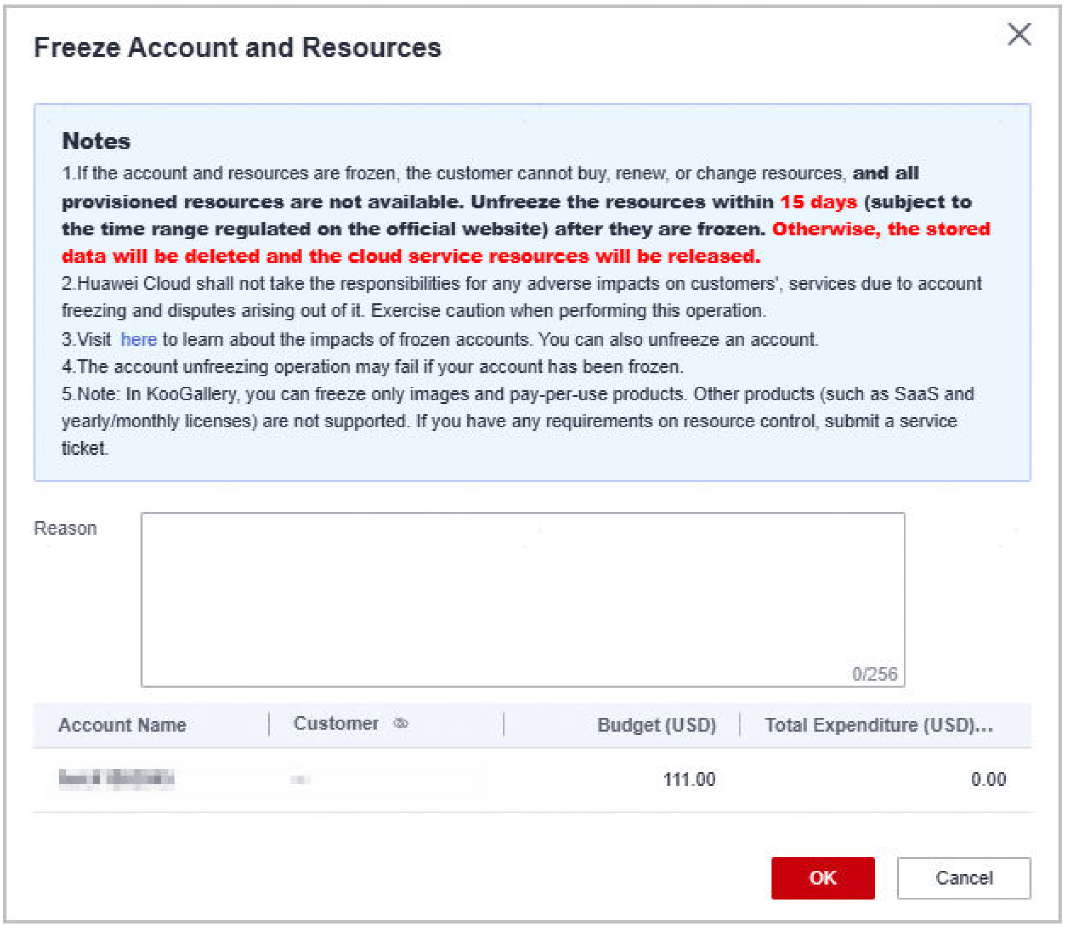
b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) In the top navigation bar, select **Sales** > **Customers** > **Customer Management**.

Step 2 Click the **Resellers' Customers** tab.

Step 3 Locate the target customer and click **Freeze Account and Resources** in the **Operation** column.

You can search for customers by whether the account is automatically frozen, association type, association time, customer name, customer account, customer ID, account manager name, month-to-date expenditure, resource expiration date, mobile number, budget usage, or customer tag.



Step 4 Enter the reason.

Step 5 Click **OK**.

A message is displayed indicating that the account and resources are frozen.

NOTE

- Account and resource freezing is a critical operation. You are advised to enable the verification code function to enhance account security. For details about how to enable verification code function, see **Managing Basic Information**.
- You can unfreeze both accounts and resources of your customers on the **Customers** tab. For details, see **Unfreezing Both an Account and Resources**.

----End

10.2.3.1.6 Unfreezing an Account

When the accounts of resellers' customers are frozen, the distributor can unfreeze the accounts.

NOTE

- After a customer is associated with a partner in reseller model, the customer's account is frozen by default.
- If the distributor has granted the reseller the permission to freeze and unfreeze accounts and set budgets for its customers, the distributor does not directly manage the account freezing and budget setting of the reseller's customers. For details, see **Setting Account Freezing and Budget Setting Permissions for Resellers**.
- If your reseller account is frozen, you cannot unfreeze customer accounts.

Procedure

Step 1 Access the **Customer Management** page.

a) Log in to **Huawei Cloud** as a distributor.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

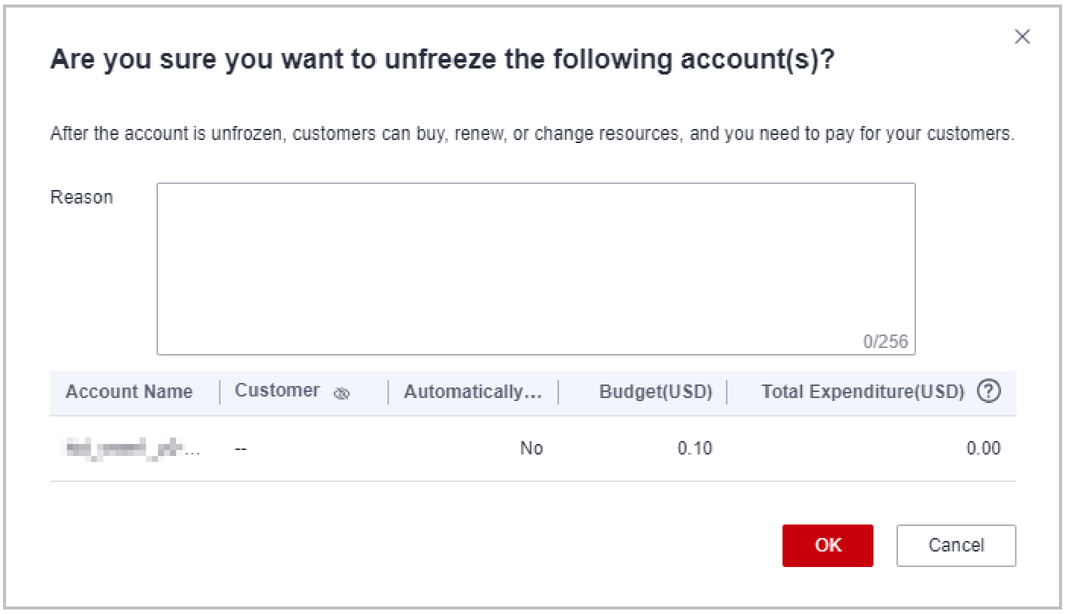
c) In the top navigation bar, select **Sales** > **Customers** > **Customer Management**.

Step 2 Click the **Resellers' Customers** tab.

Step 3 Locate the target customer and click **Unfreeze Account** in the **Operation** column.

You can search for customers by whether the account is automatically frozen, association type, association time, customer name, customer account, customer ID, account manager name, month-to-date expenditure, resource expiration date, mobile number, budget usage, or customer tag.

Step 4 Enter the reason and click **OK**. A message is displayed, indicating that the account is unfrozen.



NOTE

Unfreezing an account is a sensitive operation. You are advised to enable the verification code function to enhance account security. For details about how to enable verification code function, see **Managing Basic Information**.

----End

10.2.3.1.7 Unfreezing Both an Account and Resources

When the accounts and resources of resellers' customers are frozen, the distributor can unfreeze the accounts.

NOTE

- If the distributor has granted the reseller the permission to freeze and unfreeze accounts and set budgets for its customers, the distributor does not directly manage the account freezing and budget setting of the reseller's customers. For details, see **Setting Account Freezing and Budget Setting Permissions for Resellers**.
- If your reseller account is frozen, you cannot unfreeze customer accounts.

Procedure

Step 1 Access the **Customer Management** page.

a) Log in to **Huawei Cloud** as a distributor.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

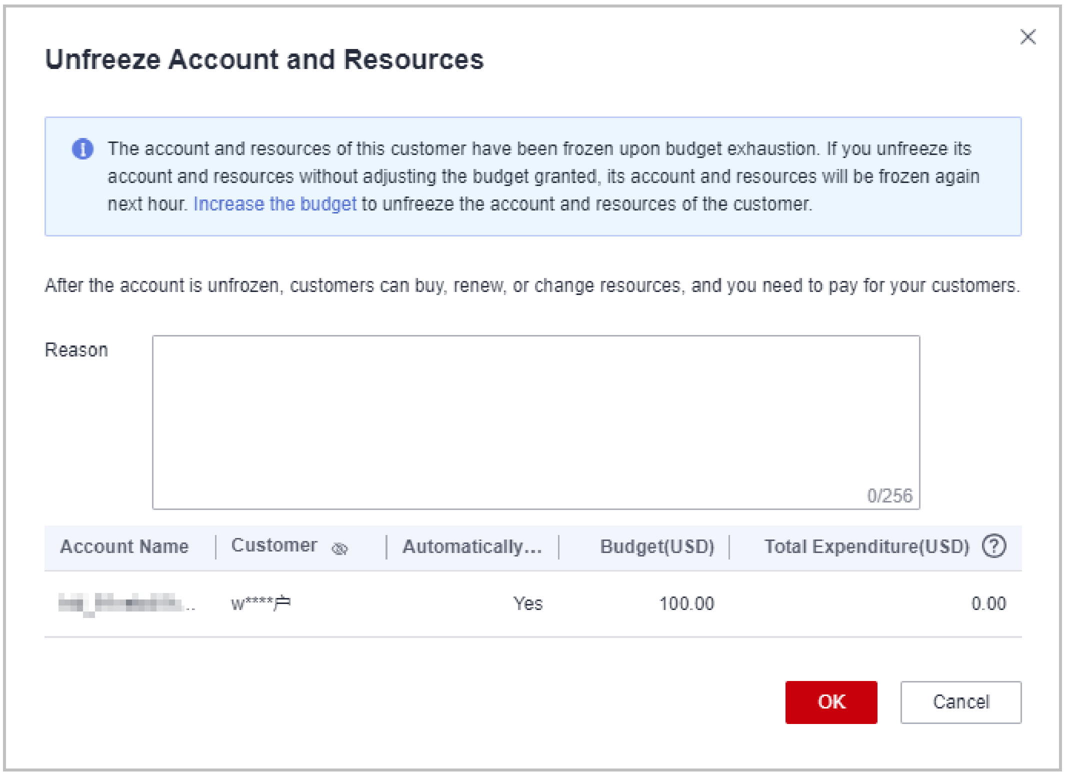
c) In the top navigation bar, select **Sales** > **Customers** > **Customer Management**.

Step 2 Click the **Resellers' Customers** tab.

Step 3 Locate the target customer and click **Unfreeze Account and Resources** in the **Operation** column.

You can search for customers by whether the account is automatically frozen, association type, association time, customer name, customer account, customer ID, account manager name, month-to-date expenditure, resource expiration date, mobile number, budget usage, or customer tag.

Step 4 Enter the reason and click **OK**. A message is displayed, indicating that the account and resources are unfrozen.



NOTE

Account and resource unfreezing is a sensitive operation. You are advised to enable the verification code function to enhance account security. For details about how to enable verification code function, see **Managing Basic Information**.

----End

10.2.3.1.8 Viewing a Customer's Resources

Distributors can view pay-per-use or yearly/monthly resources, reserved instances, and savings plans of customers associated with their resellers.

Procedure

Step 1 Access the **Customer Management** page.

a) Log in to **Huawei Cloud** as a distributor.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) In the top navigation bar, select **Sales** > **Customers** > **Customer Management**.

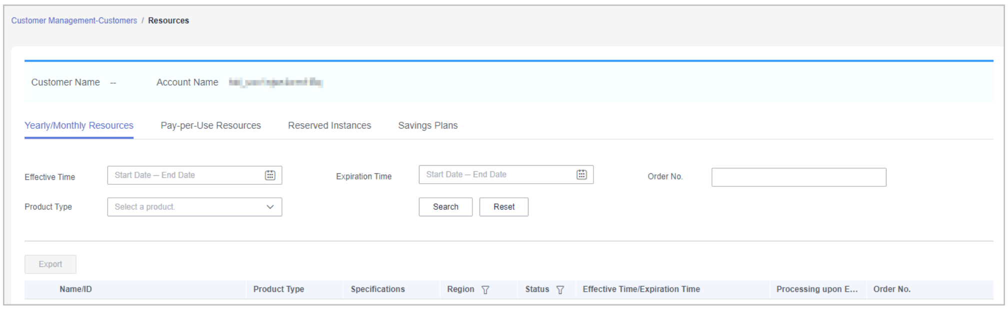
Step 2 Click the **Resellers' Customers** tab.

Step 3 Set the search criteria for a fuzzy search. Select a target customer and choose **More** > **View Resource** to enter the resource management page.

Step 4 View the resources purchased by customers.

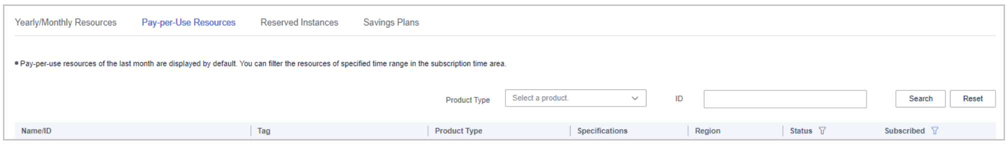
- View yearly/monthly resources.

On the **Yearly/Monthly Resources** page, set the search criteria and query the desired yearly/monthly resource records.



- View pay-per-use resources.

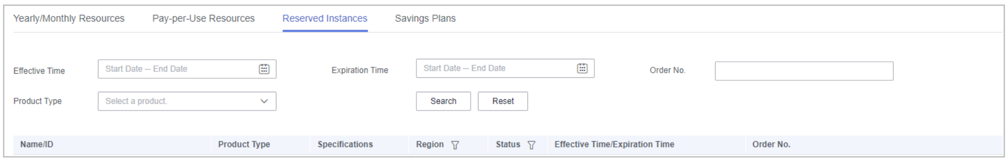
  On the **Pay-per-use Resources** page, set the search criteria and query the desired pay-per-use resource records.



> **NOTE**
>
> Pay-per-use resources of the last month are displayed by default. You can filter the resources of specified time range in the subscription time area.

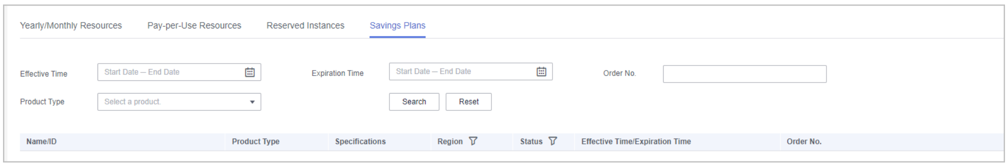
- View the reserved instances.

  On the **Reserved Instance** page, set the search criteria and query the desired reserved instance records.



- View savings plans.

  On the **Savings Plans** tab, set search options to query target savings plans.



----End

10.2.3.2 Customer Orders

10.2.3.2.1 Viewing a Customer's Orders

Distributors can query the order data generated for the yearly/monthly products purchased by their resellers' customers and export the order data to the local PC for offline viewing.

NOTE

- Only operators assigned the account manager role can view orders of their own customers.
- Distributors can view the order data of pay-per-use resources requested by their customers by choosing **Sales** > **Customers** > **Customer Management** > **Resellers' Customers** > **View Resources**. For details, see **Viewing a Customer's Resources**.
- Customer sensitive information is hidden by default. To view the complete content, click the eye button next to the sensitive information.

Viewing a Customer's Orders

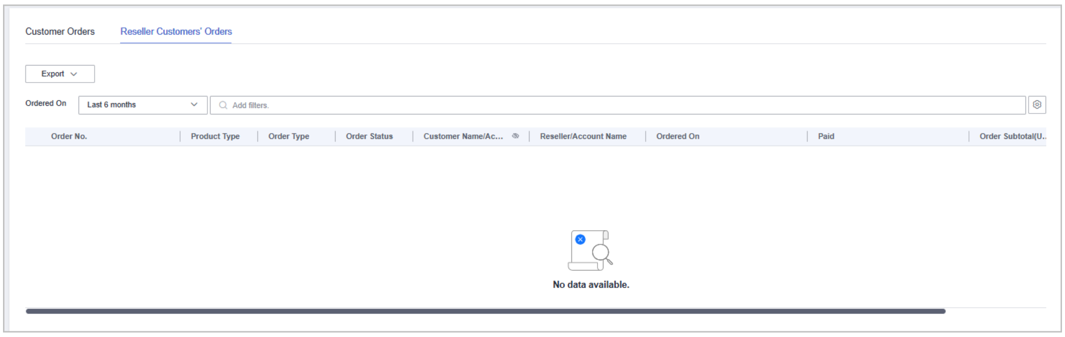
Step 1 Access the **Customer Orders** page.

a) Log in to **Huawei Cloud** as a distributor.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) In the top navigation, choose **Sales** > **Customers** > **Customer Orders**.

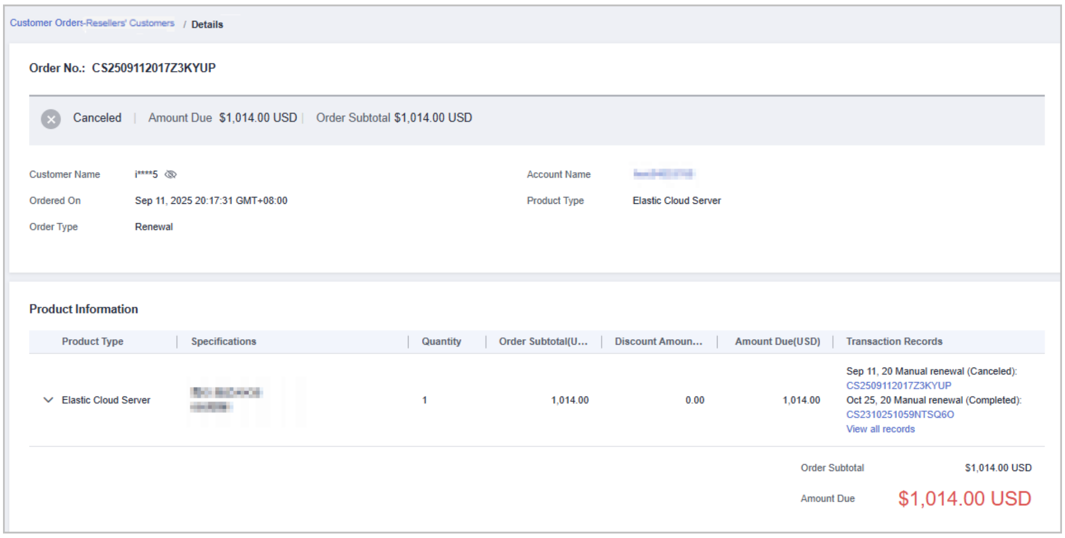
Step 2 Click the **Reseller Customers' Orders** tab. Select the order time and enter the reseller name or account name to query data.



Step 3 Set filter criteria to filter required orders.

- You can filter customer orders by customer name, customer account name, account ID, product type, order No., order type, order status, and payment time.
- If an order is completed and is not unsubscribed, move over the  icon in the **Amount Paid** column to check the payment details.

Step 4 Click **View Order Details** in the **Operation** column of the target order to view the order details.



- If the order is changed from yearly/monthly to pay-per-use, or the customer cancels the order, you can view the original order information in the **Transaction Records** column. If there are more than two transaction records, you can click **View all records** to view all transaction records.

----End

Exporting Customer Orders

Step 1 Access the **Customer Orders** page.

a) Log in to **Huawei Cloud** as a distributor.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) In the top navigation, choose **Sales** > **Customers** > **Customer Orders**.

Step 2 Click the **Reseller Customers' Orders** tab.

Step 3 Click **Export** to export customer orders.

- Choose **Export** > **Export Selected**. The message **Export task created.** is displayed.

  NOTE

  When using the export function of Partner Center, please note that any sensitive information, such as customer names, mobile numbers, and email addresses, will be anonymized.

Step 4 Choose **Export** > **View Export** to switch to the **Export History** page.

Step 5 Click **Download** in the **Operation** column to download and view the exported orders.

----End

10.2.3.3 Customer Expenditures

10.2.3.3.1 Viewing Expenditure Summary

Distributors can view the expenditure summary data of their resellers' customers and export expenditure details.

Precautions

- The expenditure summary data of the current day can only be queried after 24:00 of the following day. The actual expenditures are subject to expenditure details.
- If a customer is assigned with an account manager, customer expenditures are counted from the second day following the assignment.
- Customer expenditure data is used by partners to view the expenditures of all their customers. Customers expenditure data cannot be used as the basis for partners' settlement, payment, and invoicing.
- The customer expenditure data can be traced back to a maximum of 36 months ago.

Viewing Expenditure Summary

Step 1 Access the **Customer Expenditure** page.

a) Log in to **Huawei Cloud** as a distributor.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

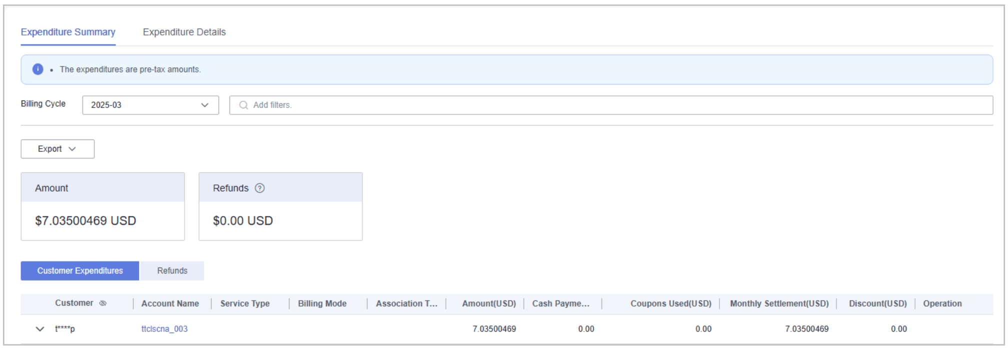
c) In the top navigation, select **Sales** > **Customers** > **Customer Expenditure**.

Step 2 Click the **Expenditure Summary** tab.

Step 3 Set search options to view customer expenditure summary as needed.

The search criteria include the expenditure time, customer name, account manager name, and association type.

- View total expenditure amount and refund amount.



NOTE

Click the eye icon next to a header to show or hide the complete content in the column. For example, you can click the eye icon next to **Customer** to show or hide the complete content of customer names.

- View expenditure and refund data of each customer.
  - Expenditures

Click the **Customer Expenditures** tab to view expenditures of each customer.

– Refunds

Click the **Refunds** tab to view refunds of each customer.

----End

Export expenditure summary.

Step 1 Access the **Customer Expenditure** page.

a) Log in to **Huawei Cloud** as a distributor.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) In the top navigation, select **Sales** > **Customers** > **Customer Expenditure**.

Step 2 Click the **Expenditure Summary** tab.

Step 3 Click **Export** > **Export Customer Bills**. Set the search options and click **OK**. When the export is complete, a message is displayed indicating that the export task has been created.

Step 4 Choose **Export** > **View Export** to switch to the **Export History** page.

Step 5 Click **Download** in the **Operation** column to download and view the exported expenditure records. You can view the exported expenditure summary on the local PC.

NOTE

When using the export function of Partner Center, please note that any sensitive information, such as customer names, mobile numbers, and email addresses, will be anonymized.

----End

10.2.3.3.2 Viewing Expenditure Details

Distributors can view and export expenditure details of their resellers' customers to better understand customers' consumption behavior, facilitating reconciliation and customer management.

Viewing Expenditure Details

Step 1 Access the **Customer Expenditure** page.

a) Log in to **Huawei Cloud** as a distributor.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

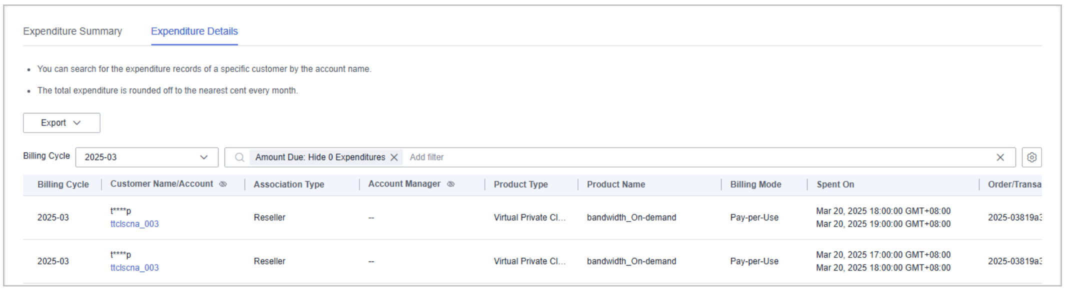
c) In the top navigation, select **Sales** > **Customers** > **Customer Expenditure**.

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

Step 3 Set search options to search for expenditure details.

You can check expenditure details of a customer in a billing cycle, including the customer name, customer account name, association type, account manager name, product type, product name, order number, expenditure amount, and payment status.

You can filter customer expenditure details by **Billing Cycle**, **Amount Due**, **Customer Name**, **Customer Account**, **Account Manager**, **Association Type**, **Product Type**, **Billing Mode**, **Bill Type**, **Region**, **Order/Transaction ID**, **Resource Name**, and **Resource ID**.



NOTE

- Click the eye icon next to a header to show or hide the complete content in the column. The content is hidden by default. For example, you can click the eye icon next to **Customer Name/Account** to show or hide the complete content of customer names.
- You can select a calendar month (up to 18 months ago) for **Billing Cycle**.
- Expenditure details for the current month with amount due greater than zero are displayed by default, that is, **Hide 0 Expenditures** is selected by default for **Amount Due**. If you want to view all expenditure details of the current month, select **All** for **Amount Due**.

----End

Exporting Expenditure Details

Step 1 Access the **Customer Expenditure** page.

a) Log in to **Huawei Cloud** as a distributor.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) In the top navigation, select **Sales** > **Customers** > **Customer Expenditure**.

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

Step 3 Click **Export** > **Export Selected**, specify the transaction time, and click **Export**.

Step 4 Choose **Export** > **View Export** to switch to the **Export History** page.

Step 5 Click **Download** in the **Operation** column to download and view the exported expenditure records. You can view the exported expenditure details on the local PC.

NOTE

- A maximum of 5,000,000 records can be exported at a time.
- When using the export function of Partner Center, please note that any sensitive information, such as customer names, mobile numbers, and email addresses, will be anonymized.

----End

10.2.4 Financial Information

10.2.4.1 Bill Management

10.2.4.1.1 Partner Bill Description

A bill is generated for the resource consumption of a partner on Huawei Cloud, and the partner needs to request an invoice and pay for the bill. Expenditures of a distributor on Huawei Cloud come from the customers who are associated with the resellers of the distributor in the resale model.

NOTE

In the resale model, resellers are responsible for the customers' billing and invoicing, and Huawei Cloud does not directly provide related services to the customers.

Calculation Rule of the Amount Due

The calculation rule is as follows:

Amount Due = Settlement amount - Coupons used + Tax

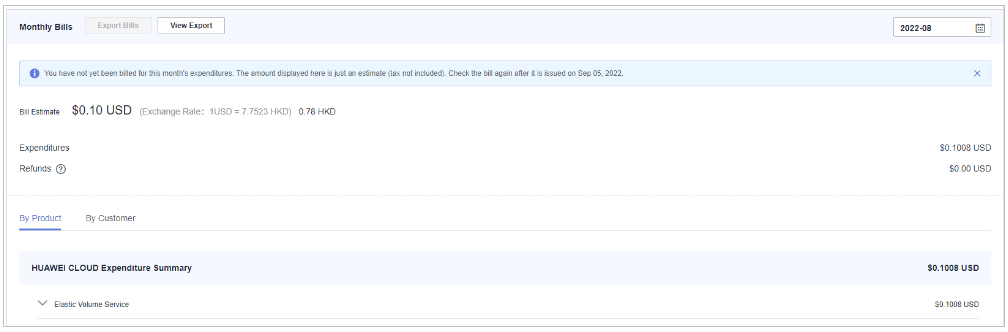
NOTE

The tax calculation rule is determined based on the partner registration area. The tax includes VAT, CGST, SGST, or IGST. The contained parts vary according to the region.

Bill Precision

- Before June 2021, bills on resources for long-term use (for example, pay-per-use resources or spot instances) were settled by hour, day, or month. The settled amount was accurate to the second decimal place, while the remaining decimal places were directly truncated.
- From June to July in 2021, the amount of bills on resources for long-term use (for example, pay-per-use resources or spot instances) is rounded off and summarized to obtain the total amount.
- From August 2021, the amounts during bill generation are no longer truncated. Only the total amount shown in the monthly bill is rounded off to the second decimal place. The following is an example:

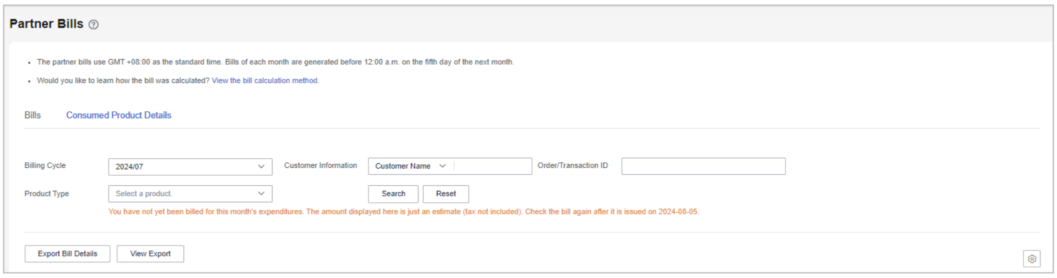
  Expenditures ($8,083.8494925) + Refunds (-$853.8495) + Adjustments (-$37.9425) = $7192.0574925 (rounded off to the second decimal place $7,192.06)



- On the **By Product** or **By Customer** tab of the **Financial Information** > **Partner Bills** > **Bills** page, the exact amount is displayed.
- On the **Financial Information** > **Coupons** page, cash coupon balance is accurate to two decimal places.
- The amount of coupons used in bill run is accurate to eight decimal places.
- The amounts of list price, discounted amount, amount due, cash payment, cash coupons used, and monthly settlement on the **Customers** > **Customer Expenditure** page are accurate to eight decimal places.
- The **Current Estimate** displayed on the **Customers** > **Customer Management** > **Set Budget** page is accurate to eight decimal places.
- The amount on the **Operations Statistics** > **Expenditures** page is rounded to the nearest hundredth. The amounts in the related APIs and exported expenditures are accurate to eight decimal places.

10.2.4.1.2 Partner Bill Fields

In Partner Center, you can export bill details on the **Consumed Product Details** tab of the **Sales** > **Financial Information** > **Partner Bills page**.



Field	Description	Example Value
Customer ID	Unique ID of a customer.	055b11dfc50XXX
Billing Cycle	A reconciliation duration agreed between the customer and partner. Usually it is a calendar month. When a billing cycle ends, the system calculates all the fees a partner needs to pay during this billing cycle and generates a bill.	2019-09
Customer Name	Name of a customer.	GrootXXX

Field	Description	Example Value
Account Name	Account of a customer.	jingXXX
Partner ID	Unique ID of the partner that a customer is associated with. **NOTE** If the customer is already associated with a cloud reseller, set this parameter to the ID of the reseller.	a90cdfbd259845afa0596 21XXX
Partner Name	Name of the partner that a customer is associated with. **NOTE** If the customer is already associated with a cloud reseller, set this parameter to the name of the reseller.	zhangsan
Partner Account Name	Account name of the partner that a customer is associated with. **NOTE** If the customer is already associated with a cloud reseller, set this parameter to the account name of the reseller.	zhangsanXXX
Bill Type	Bill types of the customer, including: ● Expenditure ● Refund ● Adjustment	Expenditure
Billing Mode	Product billing mode, including: ● Pay-per-use ● Yearly/monthly ● Reserved instance–subscription ● Reserved instance–hourly billing ● Savings plans-subscription ● Savings plans-hourly billing ● Savings plans used	Pay-per-use
Product Type	Cloud service name.	Elastic Volume Service
Product Type Code	Cloud service type code.	hws.service.type.ebs
Product Name	Name of the cloud service product purchased by a customer.	HD3 linear EVS monthly package
Product ID	Unique ID of a cloud service product.	00301-28215-0--0

Field	Description	Example Value
Application	Application name of a cloud service hardware product.	XXX
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.	Common I/O | 10.0 GB
Resource Type	Cloud service resource type.	Cloud storage
Resource Type Code	Resource type code of the cloud service.	hws.resource.type.volume
Region	A separate geographic area that provides public cloud resources.	EU-Dublin
Cloud Service Region Code	Code of a cloud service region.	eu_west_101
Order ID/ Transaction ID	**Order ID**: indicates the unique ID of a "yearly/monthly" or "reserved instance–subscription" order. **Transaction ID**: indicates the unique ID of a "pay-per-use" or "reserved instance–hourly billing" transaction.	CS19091216532XXXX
Original Order ID	Unique ID of an order before it is unsubscribed from.	XVS1909121653XXXX

Field	Description	Example Value
Transaction Time	Time when a transaction was executed in the transaction bill of a customer. ● Transaction time of a "yearly/monthly" or "reserved instance–subscription" order indicates the time when an order is paid. ● Time of a "pay-per-use" or "reserved instance–hourly billing" transaction indicates the time when the consumption ends. For example, if the consumption time is 2020-09-10 00:16:50 GMT+08:00 to 2020-09-28 09:00:00 GMT+08:00, the transaction time of this pay-per-use bill is 2020-09-28 09:00:00 GMT+08:00.	2020-09-28 09:00:00 GMT+08:00
Order Type	Type of a "yearly/monthly" or "reserved instance–subscription" order, including: ● New purchase ● Renewal ● Change ● Unsubscription ● Price adjustment	Unsubscription
Number of Terms	Term of a yearly/monthly product order.	1
Term Unit	Unit of a term for a yearly/monthly product order.	Month
Whether a Spot Instance	Whether a spot instance product.	N
Billing Item Code	Code of a usage type.	aom.count
Billing Item Name	Billing dimension of pay-per-use cloud services, such as duration, capacity, upstream traffic, and more.	Quantity
Unit Price	Unit price of a product.	0.15
Unit	Unit of product usage price, such as GB/hour, Mbps/hour, and GB.	Dollar/10,000 (times)

Field	Description	Example Value
Usage	Usage of pay-per-use products or resources in a specified period (usage of packages and reserved instances not included), including the usage duration, used capacity, used times, and used traffic.	46800
Usage Unit	Measurement unit of the usage for pay-per-use products or resources during a specified period.	Second
Package Usage	Resource package usage in a specified period. If the usage does not exceed the product or resource quota contained in the resource package, the product and resources will not be billed separately.	1200
Unit (Package Usage)	Measurement unit of the resource package usage in a specified period.	Second
Reserved Instance Usage	Reserved instance usage in a specified period. If the usage does not exceed the reserved instance quota contained in the reserved instance package, the product and resources will not be billed separately.	300
Unit (Reserved Instance Usage)	Measurement unit of the reserved instance package usage in a specified period.	Second
Customer Expenditure (USD)	Total amount generated by customer orders.	1000
Settlement Type	Settlement type of a product, including: ● Common product ● Promotional product ● No discount ● Special discount request	Common product
Settlement Discount	● Discount that Huawei Cloud set for partners. ● Fixed unit price agreed by Huawei Cloud and the partner.	25%

Field	Description	Example Value
Payment (USD)	• If **Settlement Discount** is the discount set by Huawei Cloud for partners, Settlement Amount = Consumption amount (USD) x (1 - Settlement discount) • If **Settlement Discount** is the fixed price agreed by Huawei Cloud and the partner, Settlement amount = Fixed unit price x Usage x Linear size (optional) x Usage Days/Total (optional) **NOTE** **Linear size** specifies the specifications of a cloud service product. For example, the value of **Linear size** for the cloud service product whose specification is **EVS General-Purpose SSD|10.0 GB** is **10.0 GB**.	750
Coupons Used (USD)	Cash coupons deducted for a partner's bill. If a bill type is **Refund**, this field indicates the cash coupons that should be refunded to a customer. Field **Whether to Refund Coupons** determines whether the cash coupons will be refunded. For details about cash coupon usage rules, see **Usage Rules**.	100
Whether to Refund Coupons	Whether to refund the deducted cash coupons to the partner when a partner requests a refund.	Yes
Tax-Exclusive Amount Due (USD)	Amount due of a partner's bill, with tax not included. Amount to be paid (tax excluded) = Settlement amount – Coupons used	675
Tax Amount	Tax calculation rules are subject to the region where the partner is registered. The taxes cover VAT, CGST, SGST, IGST, and more, but vary with region.	10
Amount Due (USD)	Amount due. Amount due = Amount to be paid (tax not included) + Tax	685

Field	Description	Example Value
Usage Days/ Total	**(Number of measurement points in a month/288)/Number of days in the month** For example, company A pays for CDN by 95th percentile bandwidth, and the number of measurement points in September is **4320**. The value of **4320/288** is the number of days counted as valid days when the total traffic consumed by CDN exceeds 0 bytes. The number of valid days is the ratio of the number of valid days to the number of days in the current month (15/30).	50%
Quantity	Quantity of orders	1
RI Hours Purchased	Number of purchased RI hours	8760
Unsubscription Reason	Reason for unsubscribing from an order	Incorrect parameters selected for cloud services
Total Usage (Pricing Unit)	Usage displayed in the unit used for pricing. 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**.	268
Usage Unit (for Pricing)	Usage unit used for pricing a product	Count (Times)
Package Usage (Pricing Unit)	Package usage measured in the unit used for pricing. The value is truncated to a maximum of 10 decimal places.	0.00
Usage in Reserved Instances (Pricing Unit)	RI usage measured in the unit used for pricing. The value is truncated to a maximum of 10 decimal places.	0.00

Field	Description	Example Value
Conversion factor	Used to change the usage unit to the usage unit (for pricing). For example, the conversion factor between seconds and hours is 3600.	1
Start time	Time when billing for the cloud service starts.	2024/05/31 16:00:00 GMT+08:00
End time	Time when billing for the cloud service ends.	2024/06/20 22:59:59 GMT+08:00

10.2.4.1.3 Querying Partner Bills

Partners can view and export their monthly bills. Partner Center provides partners with bill estimate of the current month. The bill estimate updates every day. It does not cover taxes and has not been deducted using cash coupons.

Precautions

The partner bill for each month is generated before 12:00 (Beijing Time) on the fifth day of the following month.

Procedure

Step 1 Sign in to **Huawei Cloud** as a partner.

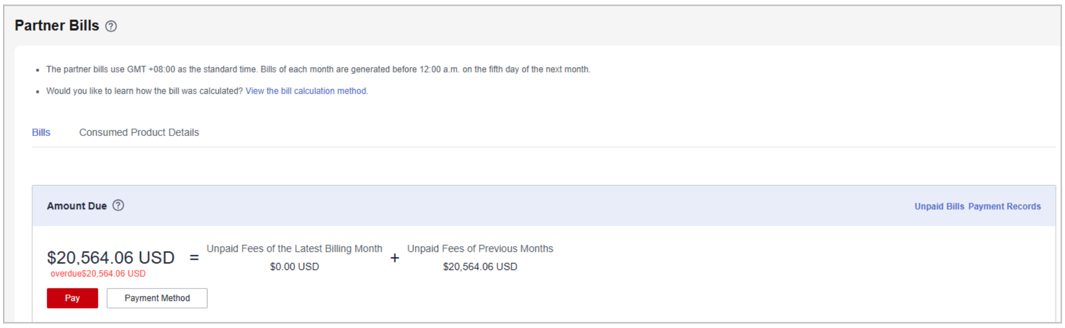
Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 In the top navigation, select **Sales** > **Financial Information** > **Partner Bills**.

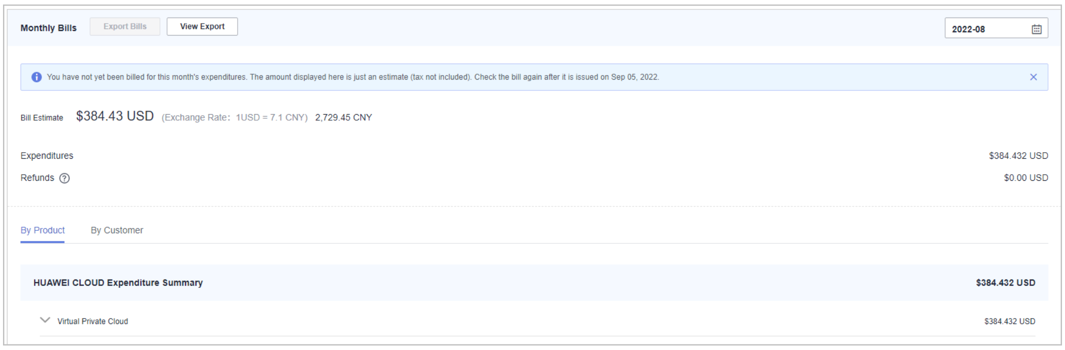
Step 4 In the **Amount Due** pane, you can query the amount to be paid, including the unpaid fees of current month and those of previous months.

NOTE

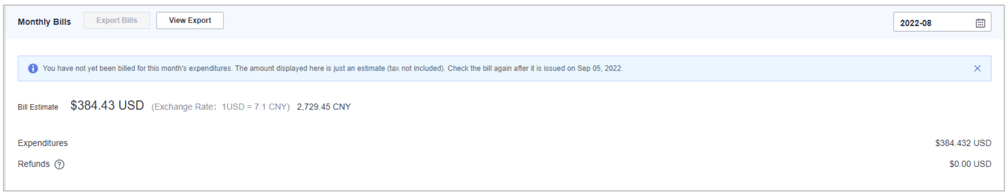
- Click **Pay** to pay the bill. For details, see **Payment**.
- You can click **Unpaid Bills** to see the bills that you need to pay.
- You can click **Payment record** to switch to the account statements to view the payment records.



Step 5 In the **Monthly Bills** pane, select a month and query the bills of this month.



- In the **Bill Estimate** area, you can query the monthly amount due and the expenditures, refunds, and adjustments.

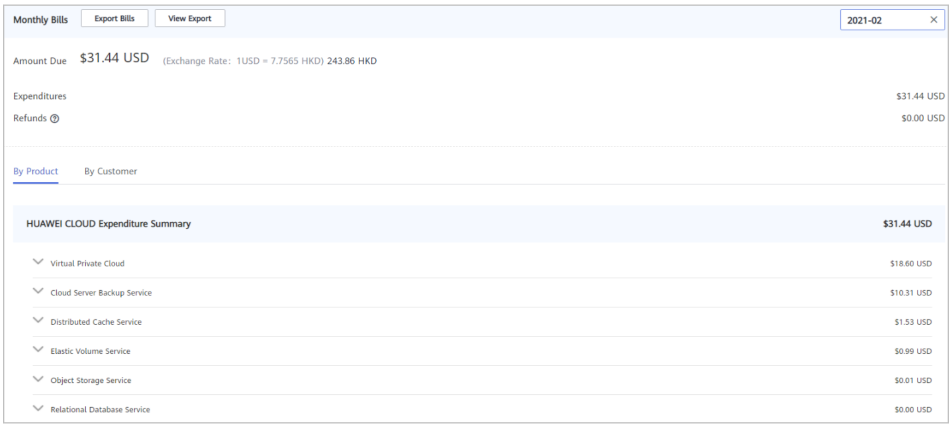


NOTE

- Refunds contain the amount returned to you due to order cancellation or specifications changes.
- If the unsubscribed amount of all customers associated by reseller model is greater than the partner's expenditures, the amount on the bill is negative and the amount due is 0.
- You can query **Invoice No.** in the **Amount Due** area, click the invoice number and download the invoice.

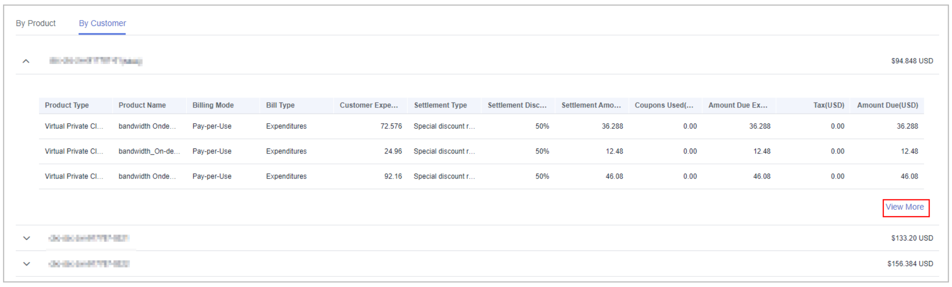
- You can query the expenditure summary by product or by customer.
  - By product

    On the **By Product** tab, you can query the expenditures of customers associated with the partner by reseller model in HUAWEI CLOUD and KooGallery. The expenditure records can be filtered by region, and refunds and adjustments records are displayed in the **Others** area.



  - By customer

On the **By Customer** tab, you can query the expenditures of each customer associated by reseller model in HUAWEI CLOUD and KooGallery.

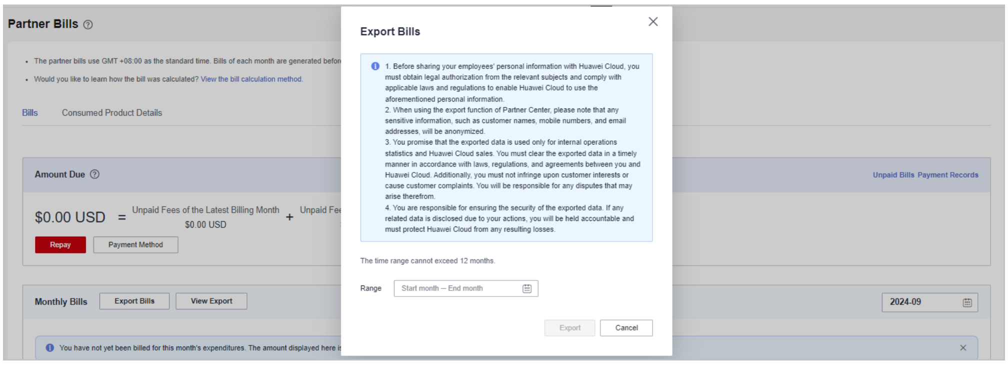


Click **View More** to query the expenditure details of the customer.

Step 6 Export partner bills and view export history.

- Export bills.

  Click **Export Bills**, select the **Range**, click OK, and click **Export**. A message is displayed, indicating that the export task is created successfully.



NOTE

  – You can export up to 12 months of bills.
  – When using the export function of Partner Center, please note that any sensitive information, such as customer names, mobile numbers, and email addresses, will be anonymized.

- View the export history.
  a. Click **View Export** to go to the **Export History** page.
  b. Click **Download** in the **Operation** column to download and view the exported bills.

----End

10.2.4.1.4 Querying Bill Details

You can view and export bill details in Partner Center.

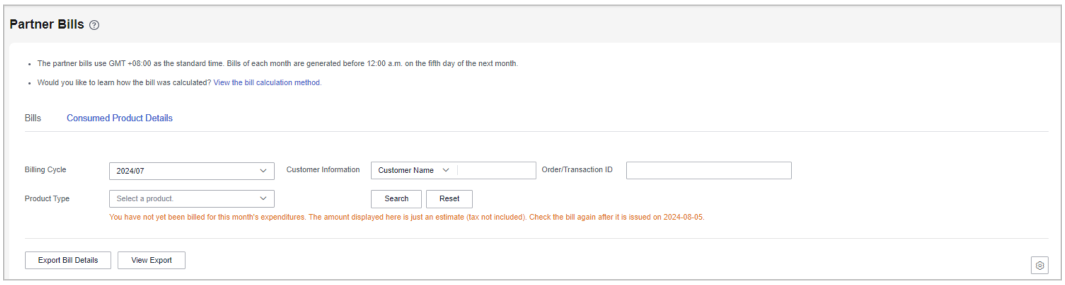
Procedure

Step 1 Sign in to Huawei Cloud as a partner.

Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 In the top navigation, select **Sales** > **Financial Information** > **Partner Bills**.

Step 4 On the displayed page, click the **Consumed Product Details** tab. Then, select a billing cycle to view bill details.



Step 5 Export bill details and view the export history.

- Export bill details.

  Click **Export Bill Details**. A message is displayed, indicating that the export task is created.

  NOTE

  When using the export function of Partner Center, please note that any sensitive information, such as customer names, mobile numbers, and email addresses, will be anonymized.

- View the export history.
  a. Click **View Export**. The **Export History** page is displayed.
  b. Click **Download** in the **Operation** column to download and view the exported bill.

----End

10.2.4.2 Funds

10.2.4.2.1 Payment

After you set a budget for your customer, and then the customer has purchased products and services on Huawei Cloud in a month, you will receive a bill from Huawei Cloud on the fourth day of the following month. The billing cycle is one calendar month by default.

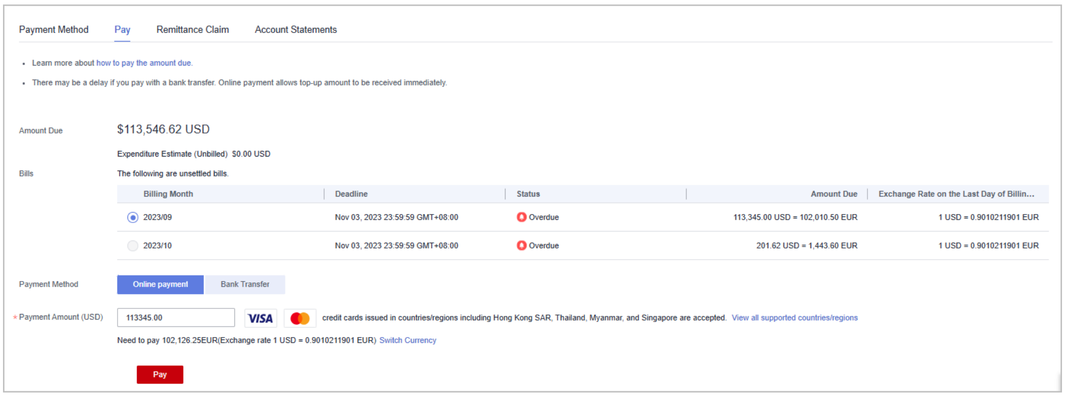
You can pay the bill before the due date, or Huawei Cloud will automatically deduct the amount from your account balance on the due date. If your account balance is insufficient, you can make online payments or transfer money to pay the bill.

Online Payment

Step 1 Sign in to **Huawei Cloud** as a partner.

Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 Choose **Sales** > **Financial Information** > **Funds** in the menu on the top. Click the **Pay** tab.



NOTE

You can also click **Pay** in the **Amount Due** area on the **Home** page.

You can also pay in the **Amount Due** area on the **Bills** tab of the **Financial Information** > **Partner Bills** page.

Step 4 Set **Payment Method** to **Online payment**, enter the payment amount, select a credit card, and click **Pay**.

NOTE

- The payment amount cannot be greater than the amount due.
- The maximum individual online payment is $40,000 USD.

Step 5 On the online payment page, specify the credit card information and click **Pay**.

After the payment is successful, the **Account Statements** page is displayed. You can view the top-up records and payment records.

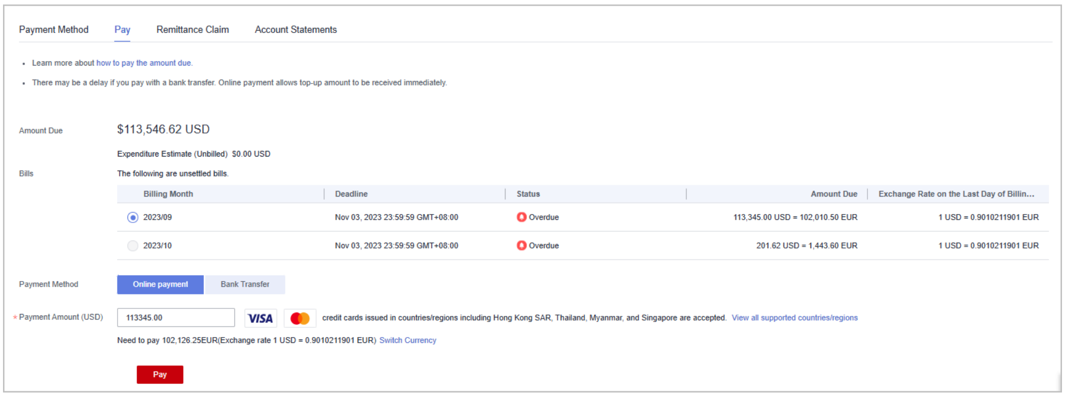
----End

Bank Transfer

Step 1 Sign in to **Huawei Cloud** as a partner.

Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 Choose **Sales** > **Financial Information** > **Funds** in the menu on the top. Click the **Pay** tab.



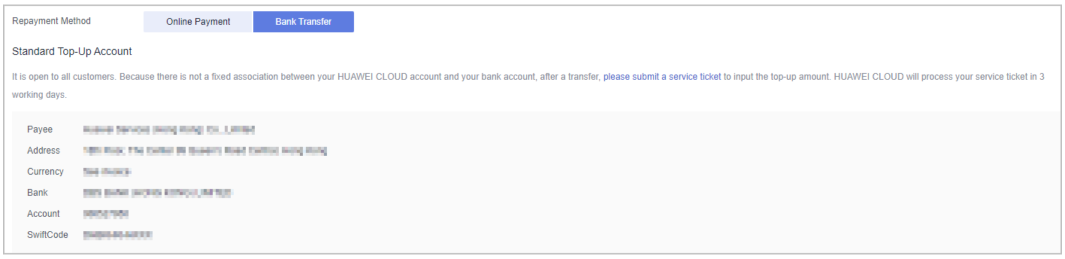
NOTE

You can also click **Pay** in the **Amount Due** area on the **Home** page.

You can also pay in the **Amount Due** area on the **Bills** tab of the **Financial Information** > **Partner Bills** page.

Step 4 Click **Bank Transfer** for **Payment Method**.

You need to submit a service ticket to Huawei after you transfer money to the standard top-up account.



NOTE

- You can view the bank transfer account information on the invoices issued to you or on the **Billing Center**. The Billing Center displays only the most current account details. The accounts on historical invoices may be different.
- To ensure timely and accurate payment confirmation, please make payment based on the account and currency information on the invoice, and specify the invoice number.
- The money will be transferred to the top-up account in two or three days within the same country/region. The money transfer may take longer time across countries/regions. The arrival time is subject to the bank transaction. Contact your bank to learn about the detailed banking procedures and money arrival time.

Step 5 After you transfer the money, do as follows:

1. Click **please submit a service ticket** to go to the **Create Service Ticket** page. For details about how to submit a service ticket, see **Submitting a Service Ticket**.
2. Enter the bank transfer information.

NOTE

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

3. Upload the bank transfer certificate and submit the service ticket. After the bank transfer is complete, Huawei Cloud will top up your account upon receipt of the request from the service ticket within three working days.

----End

Other Operations

- Click **Unpaid Bills**. On the displayed dialog box, you can view the unpaid bills.

  NOTE

  Overdue bills will affect your credit on Huawei Cloud. Please make the payment timely to avoid service interruption.

- Click **Payment record**. You can view the payment records on the **Account Statements** page.

10.2.4.2.2 Remittance Claim

After you transfer money offline to Huawei Cloud through a standard top-up account, claim the transferred money. Successfully claimed amount will arrive in your Huawei Cloud account.

The money will be transferred to the top-up account in two or three days within the same country/region. The money transfer may take longer time across countries/regions. The arrival time is subject to the bank transaction. Contact your bank to learn about the detailed banking procedures and money arrival time.

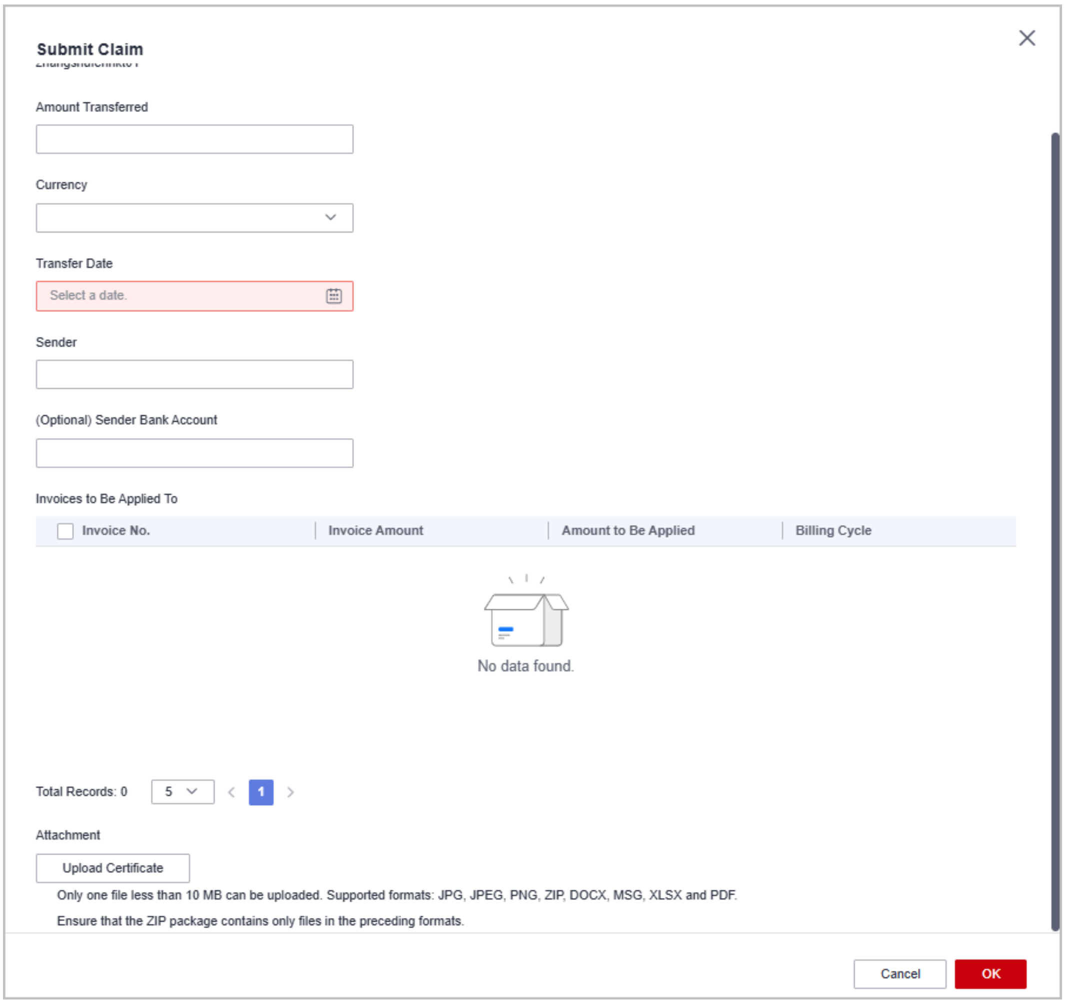
Procedure

Step 1 Sign in to **Huawei Cloud** as a partner.

Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 Choose **Sales** > **Financial Information** > **Funds** in the menu on the top. Click the **Remittance Claim** tab.

Step 4 Click **Submit Claim**. On the displayed page, enter the bank transfer information, including the transferred amount, currency, transfer date, sender, and sender's bank account (optional), select the invoice to be applied, upload the bank transfer certificate, and click **OK**.



Step 5 You can view the review status of the remittance claim application you submitted.

NOTE

- After you claim a remittance, Huawei Cloud will complete its approval within one working day.
- Please fill in the information in the remittance form and ensure that the information is correct.
- After the application is approved, those selected invoices will be preferred.

----End

10.2.4.2.3 Viewing Account Statements

Partners can query and export statements of their top-up accounts.

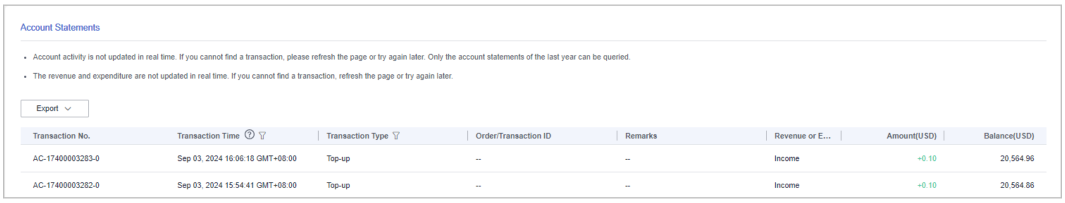
Procedure

Step 1 Sign in to **Huawei Cloud** as a partner.

Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 On the top navigation bar, select **Sales** > **Financial Information** > **Funds**.

Step 4 Go to the **Account Statements** page.



Step 5 Set the transaction time and transaction type to search for desired account statements.

NOTE

- You can search for account statements across months. For account statements of more than 12 months ago, submit a service ticket to obtain them.
- When **Transaction Type** is **Transaction mode change**, the transaction was about allocating balance to a partner subaccount.

----End

Other Operations

Exporting account statements:

- Export the selected records.

  Choose **Export** > **Export Selected**. On the page that is displayed, learn the precautions and click **Got It**. A message is displayed indicating that the export task has been created successfully.

  NOTE

  When using the export function of Partner Center, please note that any sensitive information, such as customer names, mobile numbers, and email addresses, will be anonymized.

- View the export history.
  a. Choose **Export** > **Export History** to open the **Export History** page.
  b. Click **Download** in the **Operation** column to download and view the completed account statements.

10.2.4.3 Invoice Management

Huawei Cloud will automatically create corresponding invoices after generating the bills for the partner. The system normally creates the invoice of the previous month on the fifth day of the current month.

You can view and download the invoices automatically issued by Huawei Cloud, and configure whether to receive the invoice notification email when there is no expenditure record in the current month.

In addition, you can add or modify your invoice information. Then, the system will create the invoices based on your configured information.

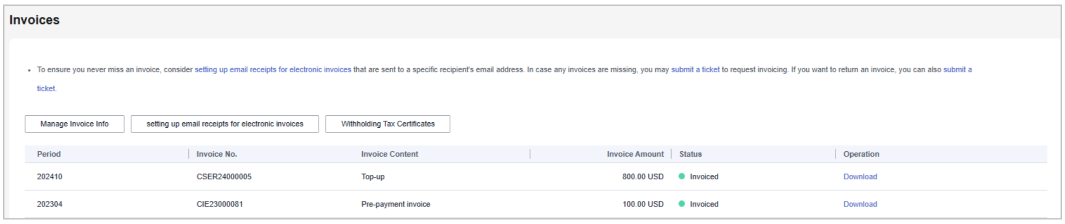
Partners who meet the conditions can also manage WHT certificates. For details, see **WHT Certificate Management**.

Viewing Invoices

Step 1 Use your partner account to log in to **Huawei Cloud**.

Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 On the top navigation, choose **Sales** > **Financial Information** > **Invoices** and view the invoices automatically issued by the Huawei Cloud system.



NOTE

- If you find that not all invoices are created, click **submit a ticket** in the note to request invoicing, and enter the required information and upload the expenditure bill on the displayed page to create an invoice creation service ticket.
- If you need to return an invoice, click **submit a ticket** in the note to return an invoice, and enter the required information and upload a picture or scanning copy of the original invoice on the displayed page to create an invoice returning service ticket.

Step 4 Click **Download** in the **Operation** column to download the invoices.

NOTE

Alternatively, you can choose **Sales** > **Financial Information** > **Partner Bills**, click **Invoice No.** in the **Monthly Bills** area, and then download the invoices.

----End

Managing Invoice Information

You can add or modify the invoice information.

- To add information, go to the **Invoices** page and click **Manage Invoice Info**. In the **Manage Invoice Info** dialog box, configure **Address** and **Email** and click **Save**. You can add invoice information only when you perform the operation for the first time.
- To modify information, go to the **Invoices** page and click **Invoice Info Management**. In the **Manage Invoice Info** dialogue box, modify **Address** and **Email** and click **Modify**.

NOTE

The system automatically obtains the tax ID that you have entered during your registration. You cannot modify the tax ID here.

Receiving Invoices by Emails

You can also set whether to receive invoice notifications when there is no expenditure record in the current month on the **Invoices** page.

To enable or disable email receiving, go to the **Invoices** page and click **setting up email receipts for electronic invoices**. In the **setting up email receipts for**

electronic invoices dialogue box, turn the toggle switch on or off to enable or disable the setting of receiving or not receiving the invoice notification when there are no expenditure records in the current month.

WHT Certificate Management

You can manage your WHT certificates or receipts in Partner Center. After you have withheld taxes as required and obtained a WHT certificate issued by the tax authority, you can submit the certificate on the Huawei Cloud official website and follow up the certificate processing flow.

Precautions

- The WHT certificate management function is available only to partners below.

Registered Country	Signing Entity
Malaysia	Sparkoo Technologies Singapore Pte. Ltd.
Thailand	Sparkoo Technologies (Thailand) Co., Ltd.
Philippines	Huawei Technologies Phils. Inc.

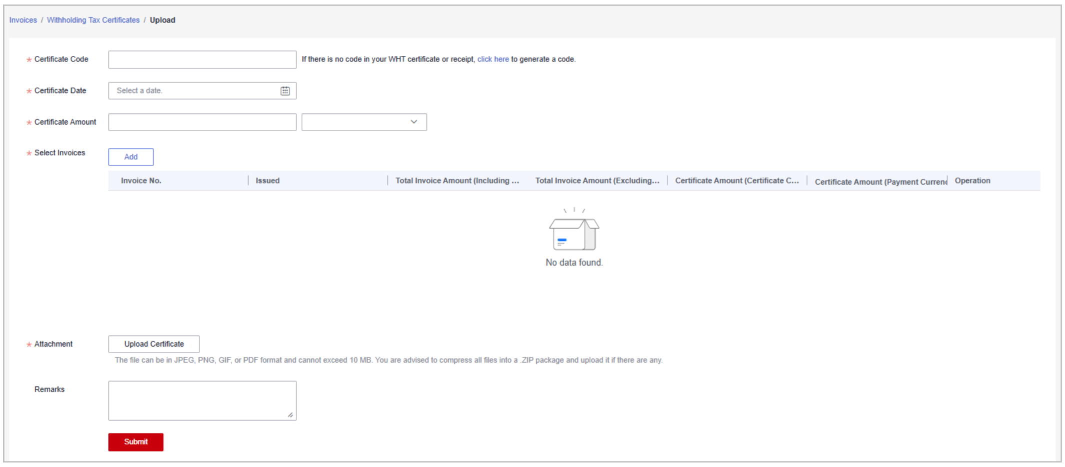
Step 1 Sign in to **Huawei Cloud** as a partner.

Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 On the top navigation bar, select **Sales** > **Financial Information** > **Invoices**, and click **Withholding Tax Certificates**.

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

Step 5 On the displayed **Upload** page, configure the following parameters and click **Submit**.



Parameter	Description
Certificate Code	Specify the code in the WHT certificate. If no code is available in the certificate, enter the code generated by the system.
Certificate Date	Select the date when the WHT certificate is issued. Click and select the date (year-month-day) in the certificate.
Certificate Amount	Enter the total amount according to the amount and currency in the certificate. Select the currency from the drop-down list box.
Select Invoices	Click **Add** and select the invoices according to the WHT certificate. You can select multiple invoices, because one certificate can match multiple invoices. One invoice can be selected only once. The following invoice information is displayed: (Multiple invoices are displayed in multiple lines if there are any): ● Invoice No.: Automatically displayed according to the selected invoice. ● Issued: Time when the invoice was issued. This field is automatically displayed according to the selected invoice. ● Total Invoice Amount (Including VAT) (Payment Currency): Automatically displayed according to the selected invoice. ● Total Invoice Amount (Excluding VAT) (Payment Currency): Automatically displayed according to the selected invoice. **NOTE** The payment currency is the currency used in the invoice, that is, the currency selected in **Partner Center** > **Partner Information** > **Basic Information** > **Preferences** > **Payment Currency**. ● Certificate Amount (Certificate Currency): Specified manually for each invoice. The sum of the specified amounts must be equal to the **Certificate Amount** value. If only one invoice is selected, the **Certificate Amount** value is displayed and can be edited. ● Certificate Amount (Payment Currency): Manually specified. Convert the **Certificate Amount (Certificate Currency)** value to a value with two decimal places in the currency used for the payment.
Certificate Attachment	Upload a signed or scanned copy of the WHT certificate. The file to be uploaded can be a JPEG, PNG, GIF, or PDF file and cannot exceed 10 MB. For multiple files, compress them into a .zip package and upload it.
Remarks	Manually specified.

----End

Precautions

After uploading the WHT certificate, you can view the uploading record on the **Withholding Tax Certificates** page, such as the uploading time, review time, and review status (to be reviewed, approved, or rejected). Click **Download** in the **Operation** column to download the certificate. Click **Details** in the **Operation** column to view the WHT certificate details.

10.2.4.4 Contracts and Commerce

10.2.4.4.1 Viewing Commercial Discounts

A commercial discount is granted after approval by Huawei Cloud based on a special bidding project. The system automatically matches and applies the commercial discount when generating a partner's bill.

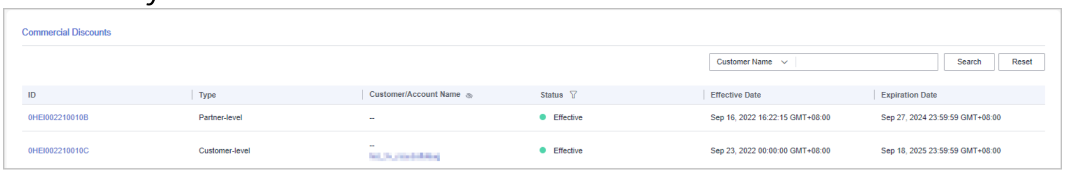
Procedure

Step 1 Sign in to **Huawei Cloud** as a partner.

Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 In the top navigation, select **Sales** > **Financial Information** > **Contracts and Commerce** to view commercial discounts.

You can search for commercial discounts using customer name or account or filter discounts by status.



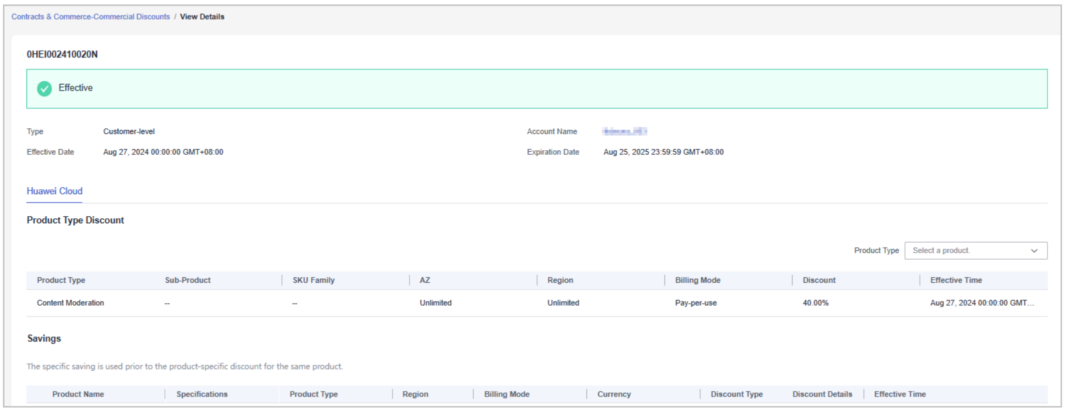
NOTE

- Click an account name to view details about the customer.
- Click the eye icon next to a header to show or hide the complete content in the column. The content is hidden by default. For example, you can click the eye icon next to **Customer/Account Name** to show or hide the complete content of customer names.

Step 4 Click a discount ID to switch to the details page where you can check the discount details, product-specific discount, and savings.

The **Product Type Discount** area displays the product type, subproduct, SKU family, AZ, region, billing mode, discount, and effective time. You can search and filter by product type.

The **Savings** area displays the product name, specifications, product type, region, billing mode, currency, discount type, discount details, and effective time.



NOTE

- A commercial discount may only include either **Product Type Discount** or **Savings**.
- The specific saving is used prior to the product-specific discount for the same product.

----End

10.2.4.5 Coupon Management

10.2.4.5.1 Usage Rules

HUAWEI CLOUD directly issues cash coupons to the partners. These coupons can be deducted for settlement when a bill is generated.

Partners can obtain cash coupons by:

- **Applying to issue incentives as cash coupons** in Partner Center.
- Contacting the ecosystem manager to requesting PoC test coupons.

Cash coupon usage rules are as follows:

- Cash coupons will be deducted for transactions in sequence when a bill is generated.
- Cash coupons assigned to a specific customer will be preferentially used.
- Cash coupons will not be refunded if partners unsubscribe from or downgrade their resources.

  NOTE

  Cash coupons are refunded only in the following unsubscription scenarios: resource unsubscription (the order has not taken effect), unsubscription due to order exceptions, and unsubscription from a renewal period (the renewal period has not taken effect).

10.2.4.5.2 Viewing Cash Coupons

After receiving cash coupons, distributors can view the cash coupon balance, validity, applicable product, customer, billing mode, and remarks in Partner Center. They can use cash coupons to pay for their bills.

NOTE

Sensitive information is hidden by default. To view the complete content, click the eye button next to the sensitive information.

Procedure

Step 1 Access the **Cash Coupons** page.

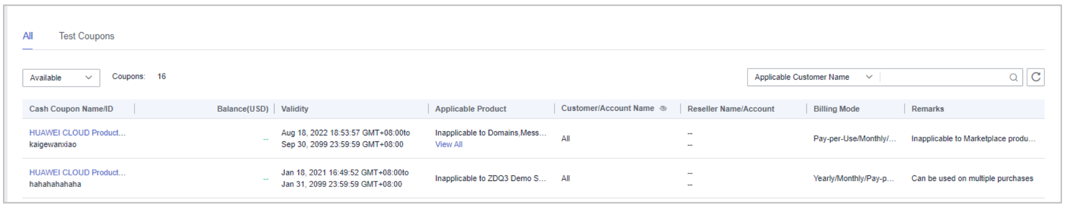
a) Log in to **Huawei Cloud** as a distributor.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) In the top navigation, select **Sales** > **Financial Information** > **Coupons**.

Step 2 Click different tabs to view different types of coupons.

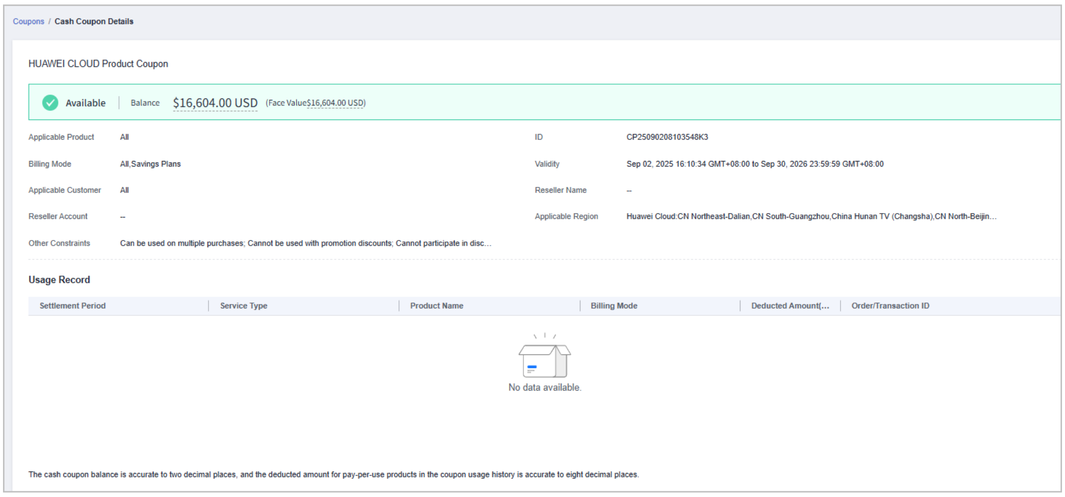
You can click the **All** tab to view all coupons or the **Test Coupons** tab to view test coupons. The **All** tab contains coupons on the **Test Coupons** tab.



Step 3 Set search criteria to query the required coupons.

- You can enter a customer name or account name to search for all coupons that are available to a specific customer.
- You can filter cash coupons by status (available, used, and invalid).

Step 4 To view the details and usage records of a cash coupon, click the cash coupon name.



----End

Other Operations

1. View all information about the customer to which the coupon is applicable.
   Click the customer account to go to the customer details page.
2. View the cash coupon quota history and usage records.
   Click **the cash coupon quota history** above the list to view the records.
3. View the coupons that have expired for more than two years.
   Click on **the coupons that have expired for more than two years** to view the corresponding coupons.

10.2.4.5.3 Enabling/Disabling Test Coupon Balance Notification

Partner Center sends notifications about test coupon usage to the partners.

The system will email partners their reseller customers' monthly coupon usage and estimated amount due seven days, and then again three days, before the end of each month. If there are not enough coupons for PoC testing, contact the ecosystem manager to request more.

Usage notification is enabled by default. Partners can disable it in the Partner Center.

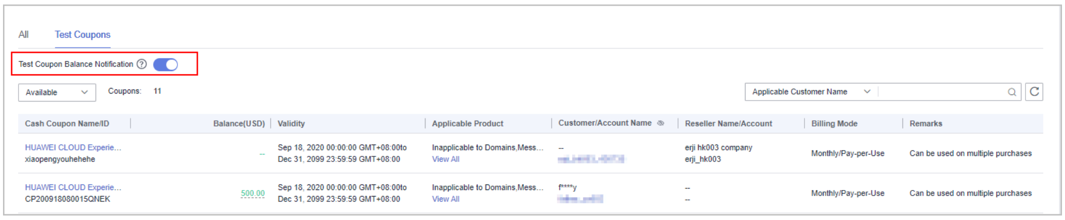
Procedure

Step 1 Sign in to **Huawei Cloud** as a partner.

Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 In the top navigation, select **Sales** > **Financial Information** > **Coupons**.

Step 4 On the **Test Coupons** page, enable or disable **Test Coupon Balance Notification** as needed.



NOTE

- To view the details and usage records of a cash coupon, click the cash coupon name.
- To view customer details, click an account name.
- To view historical quota and usage records of cash coupons, click **the cash coupon quota history** at the top of the page.
- You can filter cash coupons by status (available, used, and invalid).
- You can enter a customer name or account name to search for all coupons that are available to a specific customer.
- Click the eye icon next to a header to show or hide the complete content in the column. The content is hidden by default. For example, you can click the eye icon next to **Customer/Account Name** to show or hide the complete content of customer names.

----End

10.2.5 Incentives

10.2.5.1 Product Discounts and Incentives

10.2.5.1.1 Querying Product Incentives

You can query product-specific incentive policies in Partner Center.

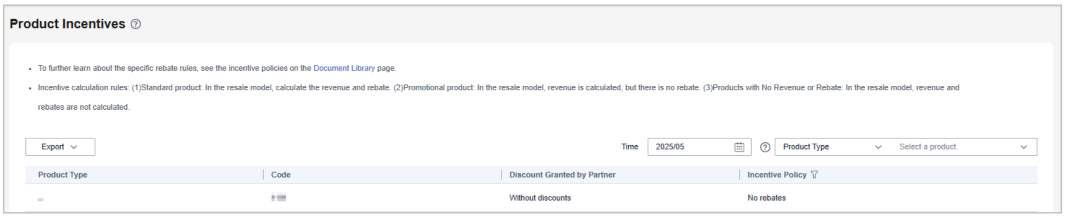
Incentive calculation rules: 1. Standard product: Both revenue and rebate will be calculated in the reseller model. 2. Promotional product: In the reseller model, revenue will be calculated, but there is no rebate. 3. Products with No Revenue or Rebate: In the reseller model, neither revenue nor rebate will be calculated.

Procedure

Step 1 Use your account to log in to **Huawei Cloud**.

Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 In the top navigation, select **Sales** > **Incentives** > **Product Incentives**.



Step 4 Search for and select a product type to query the applicable incentive policy.

Data on the **Product Discounts and Incentives** page is updated in real time. To query historical records, reset the time and search it again.

NOTE

Click  next to **Incentive Policy** in the product list to query the products which the specific incentive policies apply to and the discount policies.

----End

10.2.5.2 Indicator Information

The **Indicator Information** page displays the applicable scope, statistical period, and value of different indicators.

You can confirm whether the incentive conditions are met based on the indicator values.

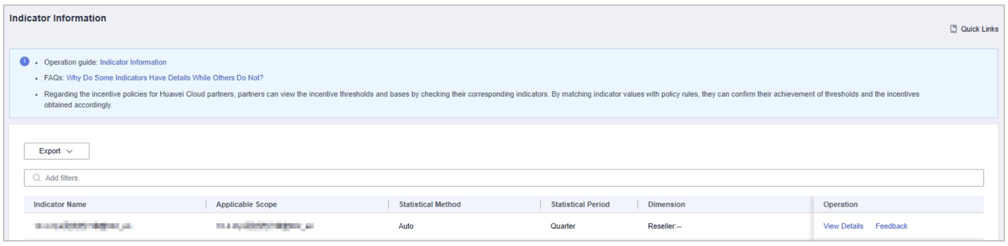
Procedure

Step 1 Use your account to log in to **Huawei Cloud**.

Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 In the top navigation, select **Sales** > **Incentives** > **Indicator Information**. On the **Indicator Information** page, you can:

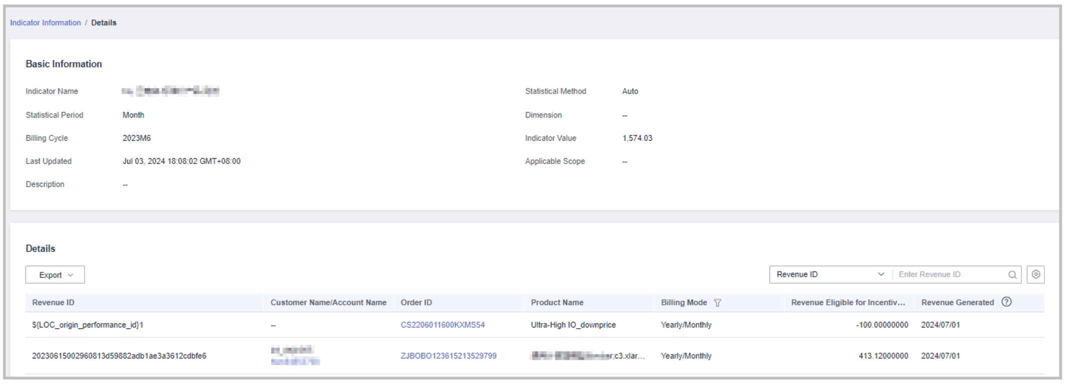
- View the indicator name, applicable scope, statistical method, statistical period, dimension, customer name, billing cycle, and indicator value.
- Click the search box and select filters such as billing cycle, applicable scope, indicator name, statistical period, dimension, and customer name.



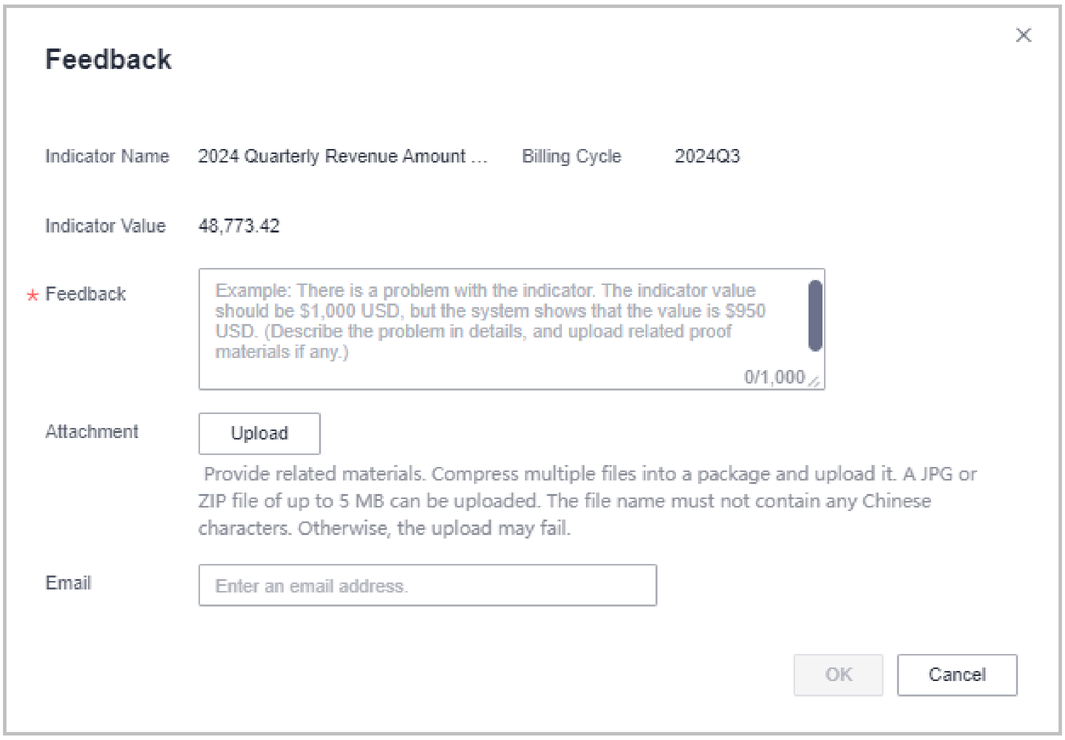
Step 4 Click **View Details** in the **Operation** column to switch to the **Details** page where you can view the basic information and details about an indicator.

- In the upper right corner of the **Details** area, enter a **Revenue ID** or an **Order Number** to search for information.
- You can export and download indicator data.
  - Exporting indicators

    Click **Export** > **Export Selected**. The system will display **Export task created**.
  - View export history
    1. Click **Export** > **View Export** to enter the export history page.
    2. Click **Download** in the **Operation** column to download and view indicator data in the **Completed** state.



Step 5 Click **Feedback** in the **Operation** column and provide feedback on the indicator data.



----End

Other Operations

- Export indicator information.

  Choose **Export** > **Export Selected**. On the page that is displayed, learn the precautions and click **Got It**. The message **Export task created.** is displayed.
- View export history.

  a. Click **Export** > **View Export** to enter the export history page.

  b. Click **Download** in the **Operation** column to download and view indicator information in the **Completed** state.
- View operation guide and FAQs related to indicator information.

  Click **Quick Links** in the upper right corner. In the displayed dialog box, click the **Operation Guide** or **FAQs** tab to view the corresponding content.

Follow-up Operations

Once the incentive conditions are met, Partner Center automatically calculates the incentive amount. You can follow the operations described in **Confirming Incentive Earnings** to reconcile the incentive obtained.

10.2.5.3 Revenue Management

10.2.5.3.1 Revenue Amount Description

All payments made by a partner to Huawei Cloud for the resources purchased by customers associated with the partner in the Resale model are counted as the revenue of this partner. Expenditures generated from cash coupons issued by

Huawei Cloud, value-added tax, sales tax, goods and service tax, and other turnover taxes, as well as the expenditures on the products with no revenue or rebate cannot be included in the revenue. The revenue defined here is only for Cloud Solution Providers and Distributors, and Huawei Cloud will not generate revenue for resellers.

10.2.5.3.2 Querying Revenues

Partners can query customer revenues and details.

Precautions

Revenue data can be viewed the next working day.

Procedure

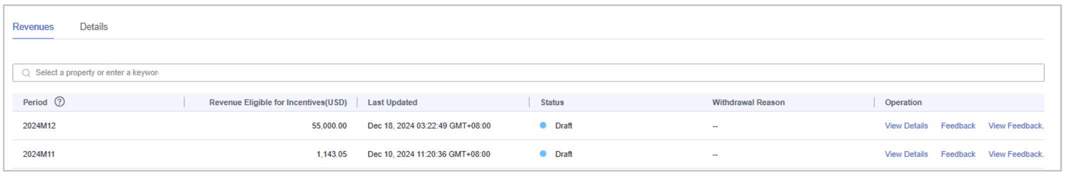
Step 1 Use your account to log in to **Huawei Cloud**.

Step 2 In the drop-down list of your account name, click **Partner Center**.

Step 3 In the top navigation, select **Sales** > **Incentives** > **Revenue Management**.

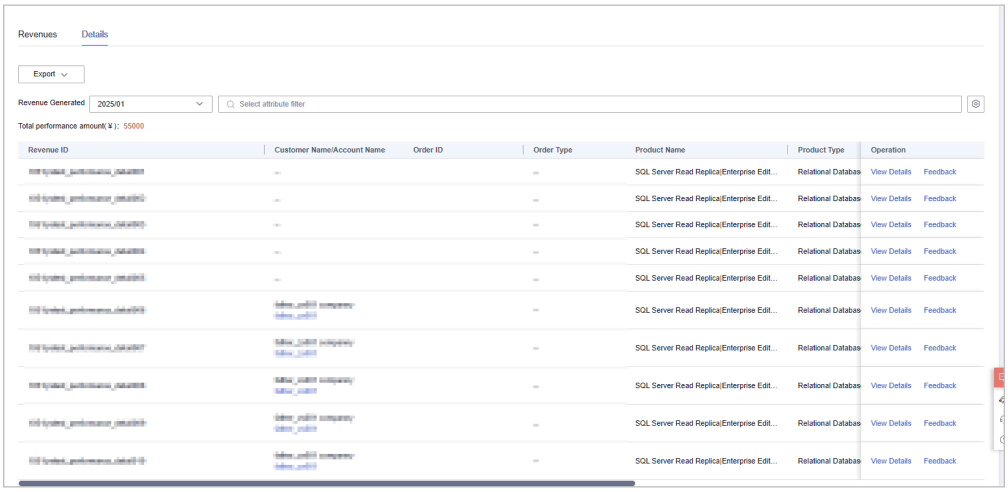
Step 4 Select the **Revenues** tab and check the information including **Period**, **Revenue Eligible for Incentives**, and **Status**.

You can filter revenues by period and status or enter a keyword to query a revenue.

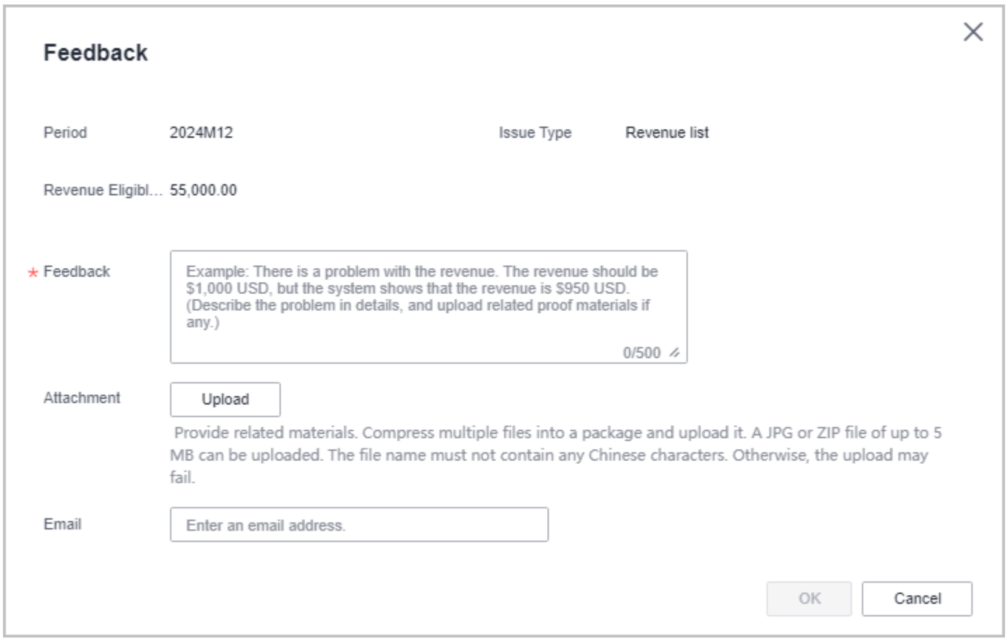


- The data that has not been reviewed in the previous month is in the **Draft** state. The data that has been reviewed is in the **Final** state. The data of the current month is in the **Estimated** state.
- Click **View Details** in the **Operation** column to switch to the **Details** tab page to view revenue details.

  You can filter the data using filters including revenue generation time, elite provider name, order number, customer name, customer account, feedback, product type, order type, and billing mode, and view the total revenue in real time.



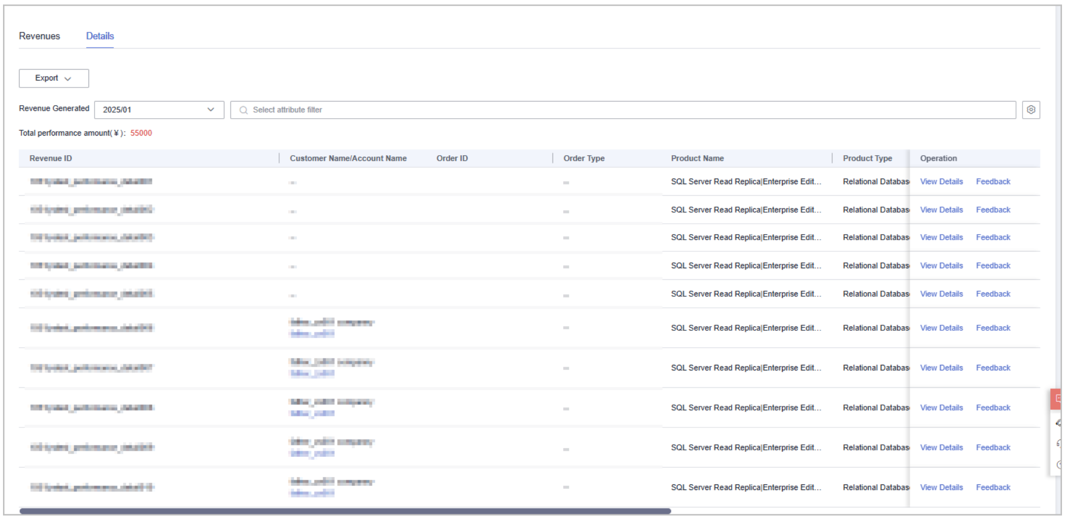
- Click **Feedback** in the **Operation** column to enter your feedback on revenue issues and click **OK**.



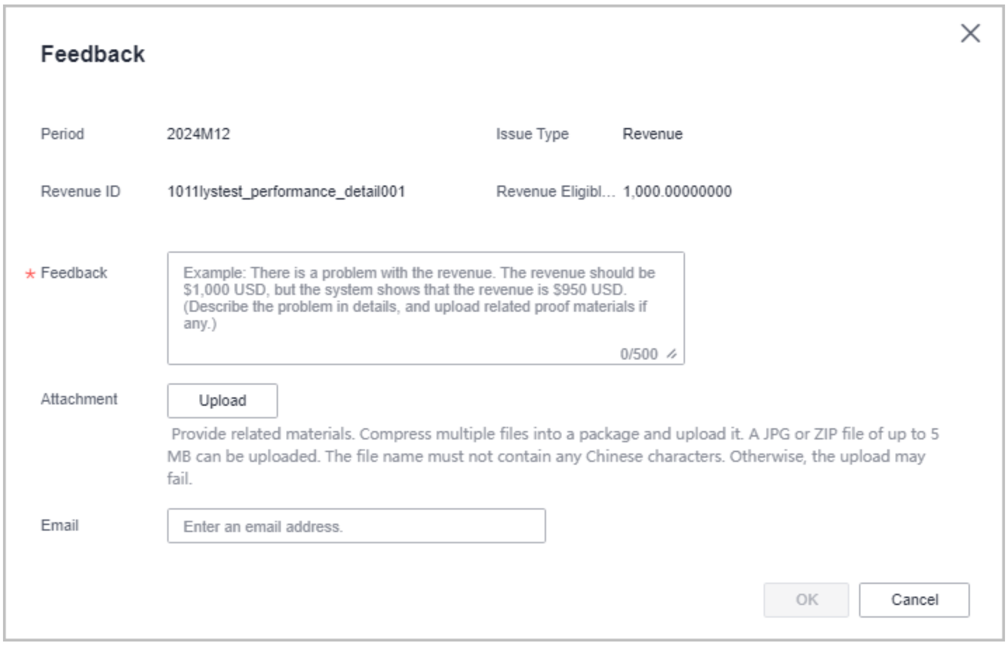
- Click **View Feedback** in the **Operation** column to view the handling result.

Step 5 Select the **Details** tab and check the information including the revenue ID, order ID, product name, and billing mode.

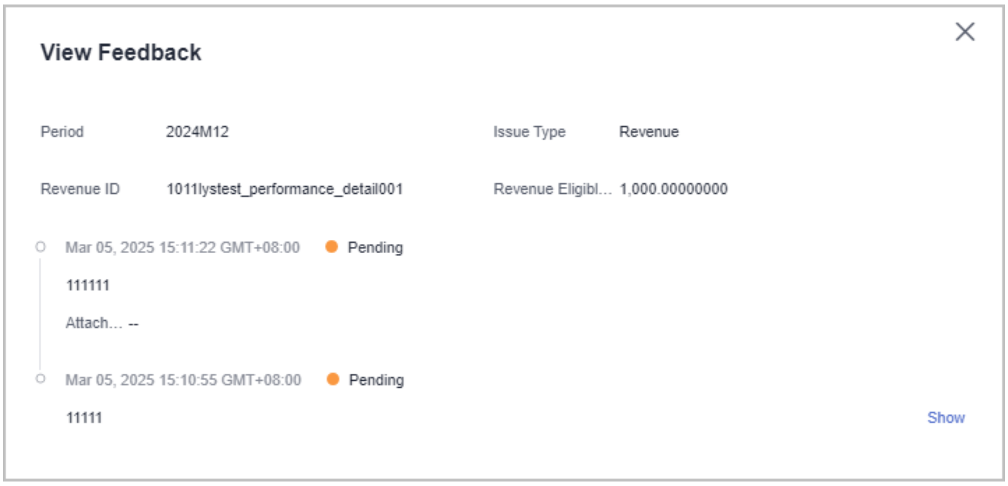
You can filter the data using filters including revenue generation time, elite provider name, order number, customer name, customer account, feedback, product type, order type, and billing mode, and view the total revenue in real time.



- Click a customer name or account name to view customer details in **Customers** > **Customer Management**.
- Click an order ID to view order details in **Customers** > **Customer Orders** page.
- Click **View Details** in the **Operation** column to view revenue details, including revenues, expenditures, and other details.
- Click **Feedback** in the **Operation** column to enter your feedback on revenue issues and click **OK**.



- Click **View Feedback** in the **Operation** column to view the handling result.



Step 6 Export Revenue Details

- Export by Revenue Generation Time

  Click **Export** > **Export by Revenue Generation Time**. Select the generation time and click **Export**. The system will display **Export task created**.

- Export selected records.

  Click **Export** > **Export Selected**. The system will display **Export task created**.

- View export history

  a. Click **Export** > **View Export** to enter the export history page.

  b. Click **Download** in the **Operation** column to download and view revenue details in the **Completed** status.

----End

10.2.5.4 Incentive Earning Management

10.2.5.4.1 Description of Incentive Earnings Distribution Statuses

The following table describes the incentive earning distribution statuses.

Current Step	Next Step	Current Status	Message	Suggested Operation
Submit an application.	Process the application.	Pending Submission	Please request your incentive earnings or enable the auto pay function.	**Applying to Issue Incentive Earnings**
Completed	None	Completed	- (Cash coupons have been issued.) Log in to Partner Center and access **Sales** > **Financial Information** > **Coupons** > **All** to confirm it.	None

Current Step	Next Step	Current Status	Message	Suggested Operation
		Completed	Unexpected errors occurred during the cash coupon issuing.	Contact the customer service.

10.2.5.4.2 Description of Incentive Earnings Statuses

The following table describes the incentive earnings statuses.

Status	Description
Estimated	Indicates the estimated incentive earnings based on the revenues of the current billing cycle.
Pending confirmation	Indicates that the officially generated incentive statements are waiting for partner confirmations.
Issuing	Indicates that the officially generated incentive statements are waiting for Huawei operations personnel reviews.
Issued	Indicates that incentive earnings have been issued.

10.2.5.4.3 Confirming Incentive Earnings

You need to confirm your Huawei Cloud revenue and your incentive earnings in the system before submitting

a payment request.

Confirming Incentive Earnings

Step 1 Sign in to **Huawei Cloud** as a partner.

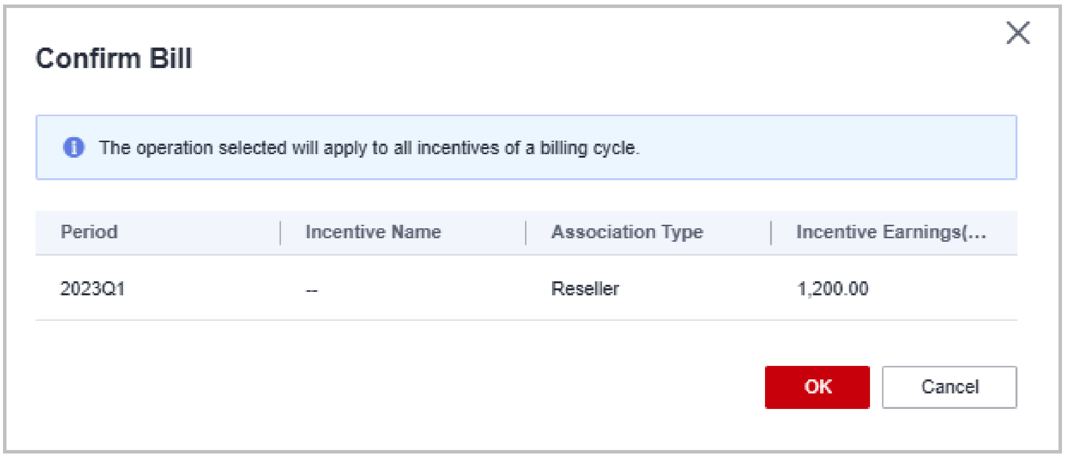
Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 In the top navigation, select **Sales** > **Incentives** > **Incentive Management**. Select **Confirm Incentives** > **Summary**.

Select incentive summary data in the **Pending Confirmation** state in the search box.

Step 4 Confirm incentive earnings.

Click **Confirm Bill** in the **Operation** column. In the dialog box that is displayed, confirm the reconciliation period, incentive name, association type, and incentive amount. After confirming that the information is correct, click **OK**. A message is displayed, indicating that the incentive reconciliation is successful.



NOTE

- You can check the processing progress in the **Status** column.
- If an incentive has not been reconciled and confirmed before the deadline, the system will automatically confirm it after the deadline.
- Multiple incentive earnings in the same reconciliation period will be reconciled together.

----End

Viewing Incentive Earning Details

Step 1 Sign in to **Huawei Cloud** as a partner.

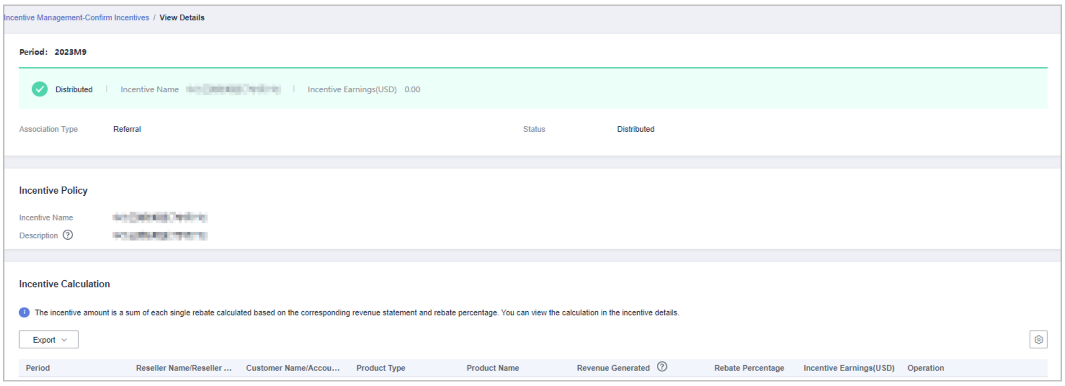
Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 In the top navigation, select **Sales** > **Incentives** > **Incentive Management**.

The **Incentive Management** page is displayed.

Step 4 Select **Confirm Incentives** > **Summary**.

Step 5 Click an **Incentive ID** to view the incentive status, incentive policy, and incentive calculation.



----End

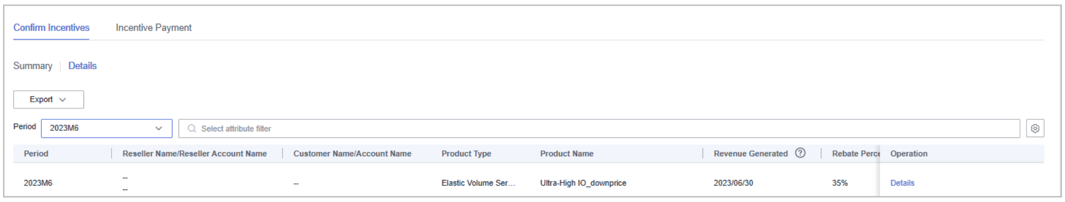
Viewing and Exporting Incentive Details for Reconciliation

Step 1 Sign in to **Huawei Cloud** as a partner.

Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 In the top navigation, select **Sales** > **Incentives** > **Incentive Management**.

Step 4 Select **Confirm Incentives** > **Details**.



Step 5 After selecting a reconciliation period, you can select an attribute in the search box to filter incentive details. Currently, the following attributes are supported: feedback, incentive program, customer name, customer account, order ID, incentive ID, and product type.

- Click **Feedback** in the operation column to enter your feedback on reconciliation details and click **OK**.
- Click **Details** in the **Operation** column to view incentive details.

Step 6 Export incentive details.

- Export by incentive program.

  Click **Export** > **Export by Incentive Program**. Select **Period** and **Incentive Program** and click **Export**. The message "Export task created" is displayed.

  Export selected records.
- Choose **Export** > **Export Selected**. A message is displayed, indicating that the export task has been created.
- View export history.
  a. Choose **Export** > **View Export** to enter the **Export History** page.
  b. Click **Download** in the **Operation** column to download and view the completed incentive details.

----End

10.2.5.4.4 Applying to Issue Incentive Earnings

After the incentive data is calculated and reconciled, you can request payment of the incentives.

The incentives can be issued as cash coupons. There is no approval or invoice required, and no amount thresholds need to be met. You can get the cash coupons within about 10 minutes. The cash coupons are valid for one year and can be used to pay your bills.

NOTE

When a partner applies for incentive distribution, all the expenditures in the corresponding billing cycle must be paid. (reseller customers' expenditures should be paid by their associated partners.) If not all the expenditures generated in a billing cycle are paid, the incentive earnings of the billing cycle will be frozen and cannot be applied for. The incentive earnings will be unfrozen the next day after all the expenditures are paid.

Prerequisites

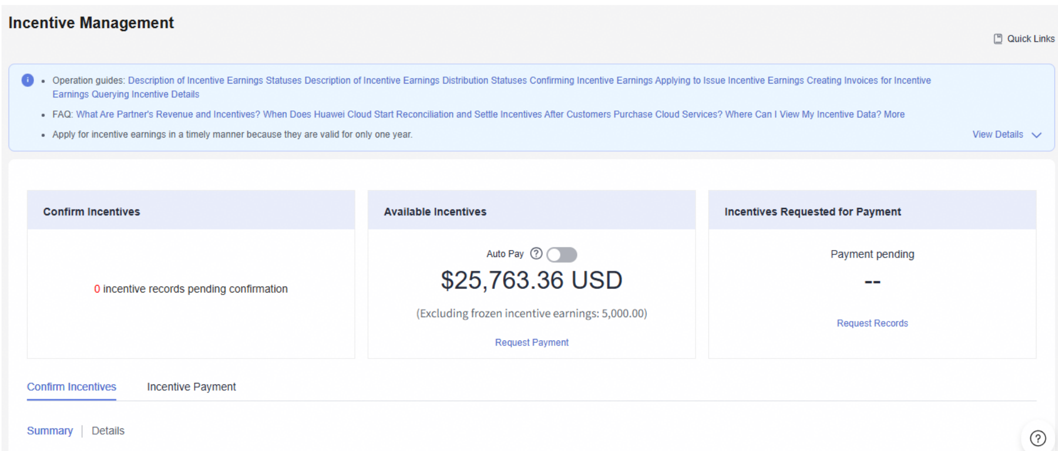
You have completed business information authentication. For details, see **Business Information Authentication**.

Procedure

Step 1 Sign in to **Huawei Cloud** as a partner.

Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 In the top navigation, select **Sales** > **Incentives** > **Incentive Management**.



NOTE

The incentive earnings that can be applied for does not include the frozen incentive earnings. You can click **View Freezing Reason** of the target period to query the freezing reason for the incentive earning.

Step 4 You can switch to the **Request Payment** page in either of the following methods:

- In the **Available Incentives** area, click **Request Payment**.

- On the **Incentive Payment** > **Incentive Distribution** tab, click **Request Payment**.

The **Request Payment** page is displayed.

Step 5 In the **Request Payment** dialog box, configure **Payment Options**, click **OK**.

NOTE

- When you apply for incentive earnings payment, the system selects all the incentive earnings to be applied for by default. If you want to apply for the payment of a single incentive earning or part of the incentive earnings, select the required items.
- Apply for incentive earnings timely because they are valid for only one year.
- Exchange for cash coupons (This option is applicable not only to incentives specific for revenues from new customers, incentives for quarterly and annual increased revenues, and special incentives in the partner resale model. There is no approval or invoice required, and no amount thresholds need to be met. You can get the cash coupons within about 10 minutes. The cash coupons are valid for one year and can be used to pay your bills.)
- If you have a negative incentive earning, this item is selected by default and cannot be deselected. The negative amount will be first deducted before the incentive earnings are paid. You can request payment only when the incentive earning to be requested for payment is greater than 0.
- Expired incentive earnings cannot be paid. Incentive earnings attached to an application rejected while pending submission are no longer subject to expiry.

Step 6 In the displayed dialog box, click **Submit**.

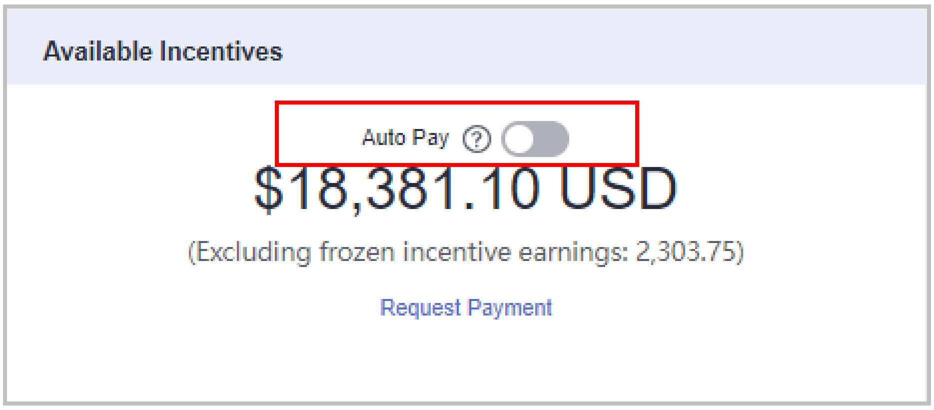
The system displays a message indicating that the operation is successful.

Step 7 (Optional) Enable automatic payment.

NOTE

After you enable this function, the system will automatically pay the incentive earnings to your account on the fifth day after the incentive earnings records were generated.

1. On the **Incentive Management** page, click after **Auto Pay** in the **Available Incentives** area.



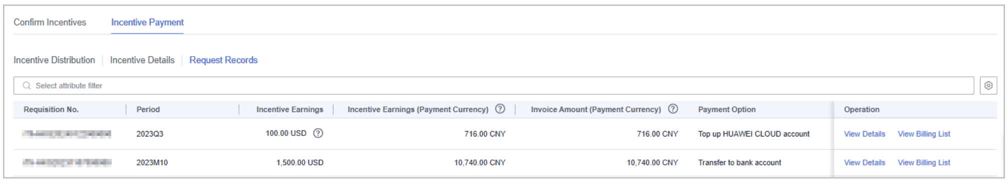
2. In the **Modify Auto Pay Options** dialog box, configure the incentive earnings payment options.
3. Click **OK**.

Step 8 (Optional) View the request history.

View the reconciliation period, payment requisition number, incentive amount, incentive amount (payment currency), invoice amount (payment currency), payment option, and status of an incentive payment application.

You can select an attribute in the search box to filter application records. Currently, the following attributes are supported: period, status, and payment option.

1. On the **Incentive Management** page, click **Incentive Payment** > **Request Records** tab to view request history.



2. Click **View Details** in the **Operation** column. In the **Requisition Details** page, you can view information such as **Incentive Earnings** and **Incentive Earning Details**.

NOTE

You can specify Period and click **Search** to query all incentive earning application records in this period.

----End

10.2.5.4.5 Viewing Incentive Details

You can filter incentive details by order ID, incentive program, customer name, customer account name, account manager name, and product type.

Procedure

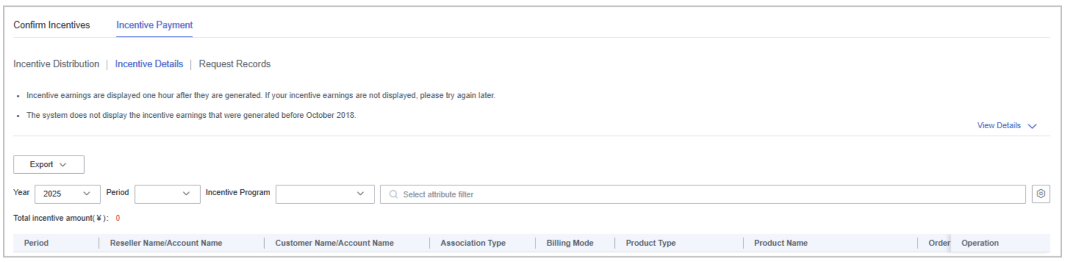
Step 1 Use your account to log in to **Huawei Cloud**.

Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 In the top navigation, select **Sales** > **Incentives** > **Incentive Management**.

Step 4 Select the **Incentive Payment** > **Incentive Details** tab.

You can select the year, reconciliation period, and incentive program, as well as the attributes in the search box to filter incentive details data, and view the total incentive amount in real time. Currently, the following attributes are supported: order ID, customer name, customer account, account manager, product type, association type, and billing mode.



Step 5 Click **Details** in the **Operation** column to view incentive details.

Step 6 Export incentive details.

- Export incentive details.

  Choose **Export** > **Export Selected**, set export options, and click **OK**. The message "Export task created" is displayed.

- View export history.

  a. Click **Export** > **View Export** to enter the export history page.

  b. Click **Download** in the **Operation** column to download and view incentive data in the **Completed** state.

----End

10.2.6 Operation Statistics

10.2.6.1 Viewing Expenditure Statistics

The expenditure page displays expenditure statistics of a customer in three categories: overview, trend, and distribution.

- **Overview**: displays the amount and amount paid of a customer by expenditure period, customer, and customer manager.
- **Expenditure Trend**: displays the expenditure trend chart and list of a customer by time (month and day), expenditure period, grouping basis (service type, billing mode, association type, partner account, account manager, and customer account), and amount type.
- **Expenditure Distribution**: displays the expenditure distribution chart and list of a customer by time (month and day), expenditure period, grouping basis (service type, billing mode, association type, partner account, account manager, and customer account), and amount type.

NOTE

Amount types include **Amount** and **Amount Paid**.

- **Amount**: The amount that you need to pay based on the list price.
- **Amount Paid**: The total after the value of any cash coupons is deducted from **Amount**.
- Amount Paid = Amount – Cash Coupons Used

Precautions

A customer's expenditures generated since the day when the customer is assigned to the account manager will belong to its account manager.

When a distributor filters expenditure statistics by account manager name, the account manager must be the one under the distributor, not the one under the reseller.

For details about the expenditure statistics rules, click **here**.

Viewing the Expenditure Overview

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

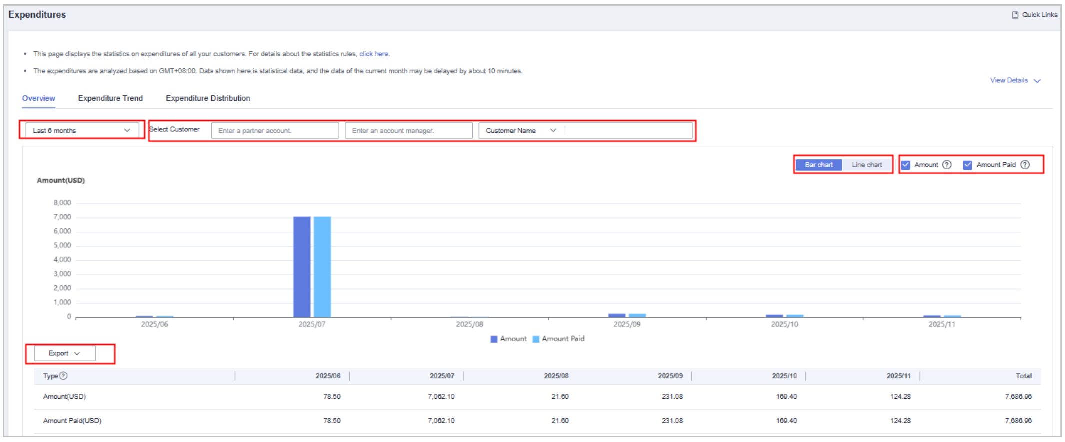
a) Log in to **Huawei Cloud** as a distributor.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) On the top navigation bar, choose **Sales** > **Operations Statistics** > **Expenditures**.

Step 2 Click the **Overview** tab.

Step 3 By default, the system displays the amount and amount paid of all customers in the last six months in a bar chart.



- If you enter a reseller's account, the system displays the amount and amount paid of the customers of the reseller.
- If you enter the name of an account manager, the system displays the amount and amount paid of the customers managed by the manager (managed by the distributor).
- If you enter the customer name or account name, the system displays the amount and amount paid of the customer.
- If you click the **Bar chart** or **Line chart** button, the system displays the amount and amount paid in different forms.
- If you deselect the **Amount** or **Amount Paid** check box, the bar chart or line chart displays only the data that you have selected.
- You can filter the expenditure data as required. After confirming the filter criteria, click **Export** > **Export Selected** to export the filtered customer expenditure data. Click **Export** > **View Export**, and click **Download** in the **Operation** column to download the exported expenditure data that is in the **Completed** state.

----End

Viewing the Expenditure Trend

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

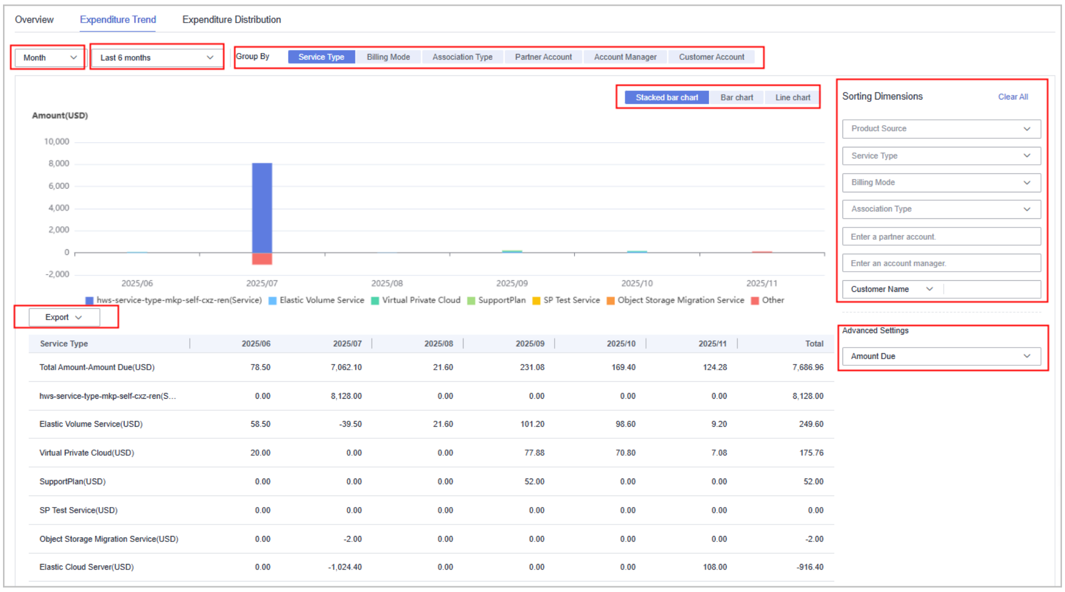
a) Log in to **Huawei Cloud** as a distributor.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) On the top navigation bar, choose **Sales** > **Operations Statistics** > **Expenditures**.

Step 2 Click the **Expenditure Trend** tab.

Step 3 By default, you can view the amount of all customers in the last six months by month and service type in a stacked bar chart.



- If you select **Day**, you can query the amount of a customer in a specified period by day.
- You can select the last three months, last six months, last year, or a custom time period (up to 18 months) to query the expenditure trend.
- If you select other grouping criteria, the expenditure trend of the customer is displayed based on the selected criteria.
- If you filter the expenditure trend data by product source (including KooGallery and Huawei Cloud), service type, billing mode, association type, partner account, account manager (managed by the distributor), customer name, and customer account, the filtered data is displayed in the trend chart and list.
- If you select **Amount Paid** in the **Advanced Settings** area, the expenditure distribution chart and list display the filtered amount paid data.
- You can filter the expenditure trend data as required. After confirming the filter criteria, click **Export** > **Export Selected** to export the filtered expenditure trend data. Click **Export** > **View Export**, and click **Download** in the **Operation** column to download the exported expenditure trend data that is in the **Completed** state.

----End

Viewing Expenditure Distribution

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

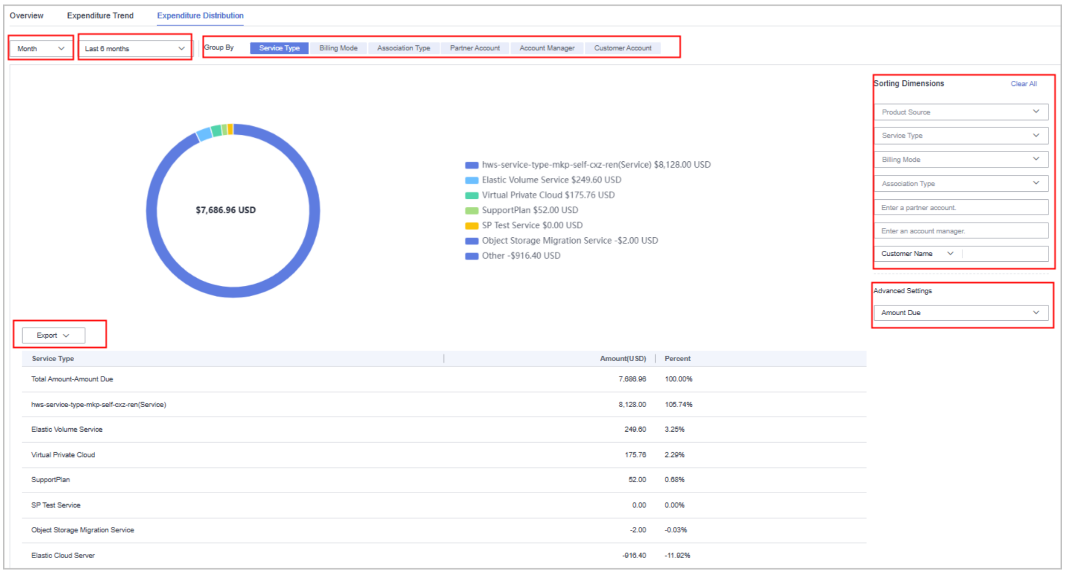
a) Log in to **Huawei Cloud** as a distributor.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) On the top navigation bar, choose **Sales** > **Operations Statistics** > **Expenditures**.

Step 2 Click the **Expenditure Distribution** tab.

Step 3 By default, you can view the amount of all customers in the last six months by month and service type in a pie chart.



- If you select **Day**, you can query the amount of a customer in a specified period by day.
- You can select the last three months, last six months, last year, or a custom time period (up to 18 months) to query the expenditure distribution.
- If you select other grouping criteria, the expenditure distribution of the customer is displayed based on the selected criteria.
- If you filter the expenditure trend data by product source (including KooGallery and Huawei Cloud), service type, billing mode, association type, account manager (managed by the distributor), customer name, and customer account, the filtered data is displayed in the distribution chart and list.
- If you select **Amount Paid** in the **Advanced Settings** area, the expenditure distribution chart and list display the filtered amount paid data.
- You can filter the expenditure distribution data as required. After confirming the filter criteria, click **Export** > **Export Selected** to export the filtered expenditure distribution data. Click **Export** > **View Export**, and click **Download** in the **Operation** column to download the exported expenditure distribution data that is in the **Completed** state.

----End

10.2.6.2 Viewing Revenue Statistics

Partners can view the revenue trend, revenue statistics, and revenue summary.

Precautions

- Account managers can view the revenue of different customers. If an account manager is assigned with a new customer, the expenditures of the new customer will be counted as the account manager's revenue from the following day of the assignment.

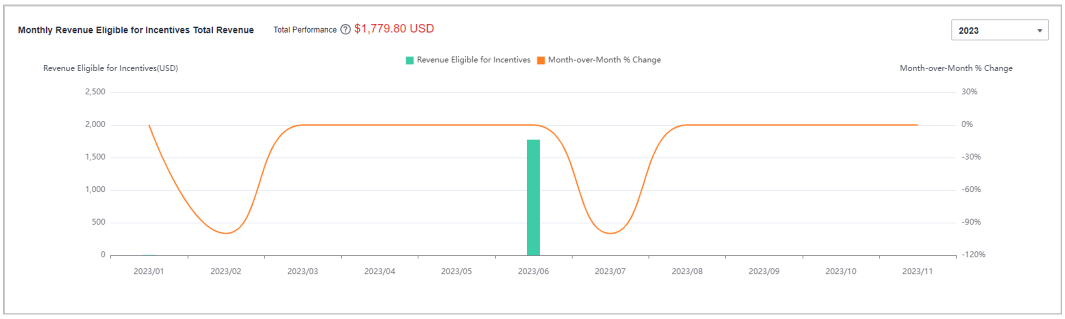
Procedure

Step 1 Sign in to **Huawei Cloud** as a partner.

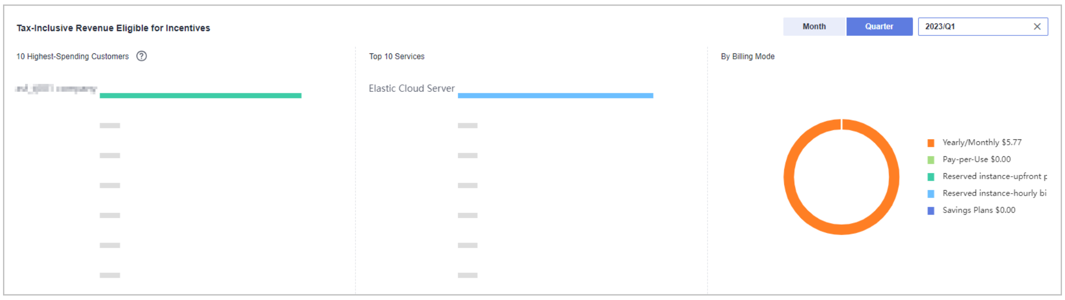
Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 On the top navigation bar, choose **Sales** > **Operations Statistics** > **Revenue**.

Step 4 In the **Monthly Revenue Eligible for Incentives** area, you can view revenue statistics for up to the current month.



In the **Tax-Inclusive Revenue Eligible for Incentives**, you can view the top **10 Highest-Spending Customers** and **Top 10 Services** for a specific month or a quarter. You can also view revenue statistics by billing mode.



In **Revenue Summary**, you can view customer expenditures and refunds.

Click the drop arrow on the left of **Customer Name** to view the incentive details of a customer.

----End

10.2.6.3 Viewing Incentive Statistics

The incentive dashboard lets you track incentive data in real time through the **Incentive Overview** and **Incentive Distribution by Product** tabs. You can view the total issued incentives and their composition, incentive trend, incentives by incentive program, incentive earnings, and incentive distribution by product, customer type, and policy type. In this way, incentive policies can be optimized and the sales effect can be improved.

Viewing Incentive Overview

You can view the total issued incentives and their composition, incentive trend, incentives by incentive program, and incentive earnings based on the reconciliation period and incentive distribution period.

Step 1 Go to the incentive dashboard page.

a) Sign in to **Huawei Cloud** as a partner.

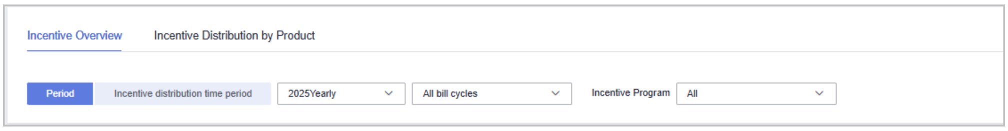
b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) On the top navigation bar, choose **Sales** > **Operations Statistics** > **Incentives**.

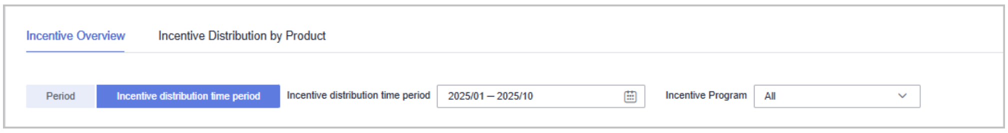
Step 2 Select the **Incentive Overview** tab.

Step 3 View incentive summary data by reconciliation period or incentive distribution period.

- **Period**: Select the target year, billing cycle, and incentive program.



- **Incentive distribution time period**: Select an incentive distribution period and an incentive program. **Note: The incentive distribution period cannot cross years.**

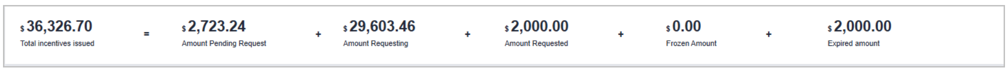


Step 4 View the total issued incentives and their composition, incentive trend, incentive earnings by incentive program, incentive earnings, and incentive earnings summary based on the selected reconciliation period or incentive distribution period.

- Total incentives issued

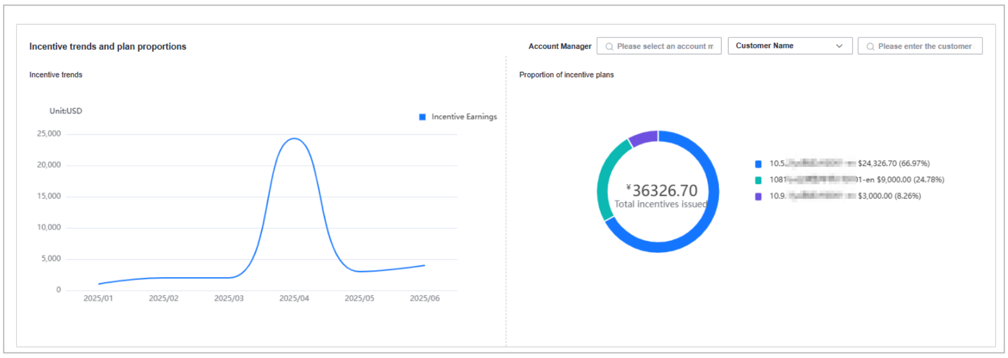
  Check the total issued incentives and their composition.

  Total Incentives Issued = Frozen Amount + Amount Pending Request + Amount Requesting + Amount Requested + Expired Amount



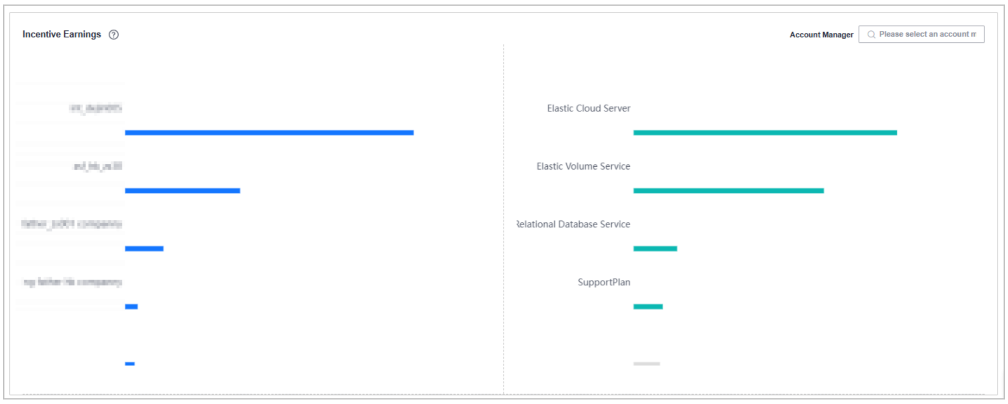
- Incentive trend and incentives by incentive program

Check the monthly trends for incentives and see what portion each program contributes to the overall total. You can also filter incentives by account manager or customer.



- Incentive earnings

  Check the top five customers and products driving the highest incentives, with options to sort them by account manager.

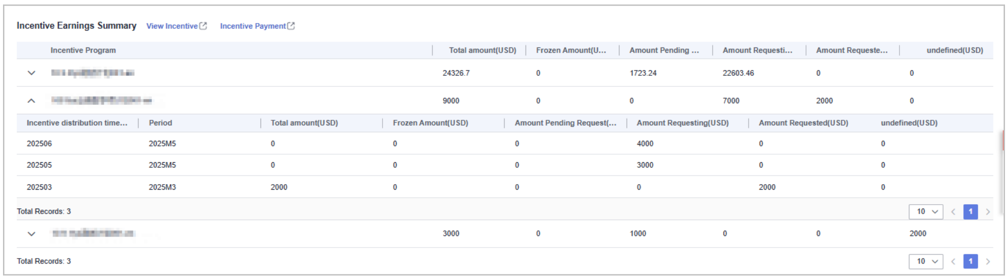


- Incentive earnings summary

  View the incentive earnings summary by incentive program. Click next to an incentive program name to view the incentive earnings summary by incentive distribution time.

  – Click **View Incentive** to go to the **Incentives** > **Incentive Management** > **Confirm Incentives** page for incentive reconciliation.

  – Click **Incentive Payment** to go to the **Incentives** > **Incentive Management** > **Incentive Payment** page to request incentive payment.



----End

Viewing Incentive Distribution by Product

You can view the incentive distribution by product, customer type, and policy type.

Step 1 Go to the incentive dashboard page.

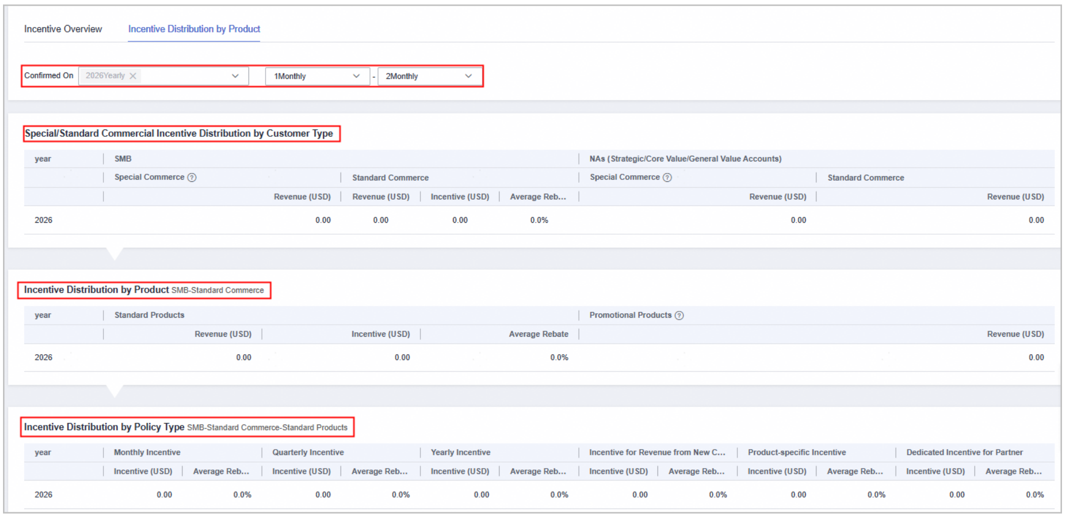
a) Sign in to **Huawei Cloud** as a partner.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) On the top navigation bar, choose **Sales** > **Operations Statistics** > **Incentives**.

Step 2 Select the **Incentive Distribution by Product** tab.

Step 3 Select the revenue confirmation time (multiple values can be selected) to view the special/standard commercial incentive distribution statistics by customer type, incentive distribution statistics by product, and incentive distribution statistics by policy type.



----End

10.2.7 KooGallery

10.2.7.1 Discounts for KooGallery Products

10.2.7.1.1 Viewing KooGallery Resale Discounts

Once a KooGallery seller sets a resale discount for a product, they can use this discount for settling payments with partners. The priority for applying KooGallery resale discounts is as follows: customer-level discounts are used first, followed by partner-level discounts, and finally product-level discounts.

Partners who have joined the KooGallery Sales Program can view the KooGallery resale discounts in Partner Center.

NOTE

Resale discounts belong to the **Settlement Type**. You can access **Sales** > **Financial Information** > **Partner Bills** to view the orders settled with resale discounts.

Procedure

Step 1 Sign in to **Huawei Cloud** as a partner.

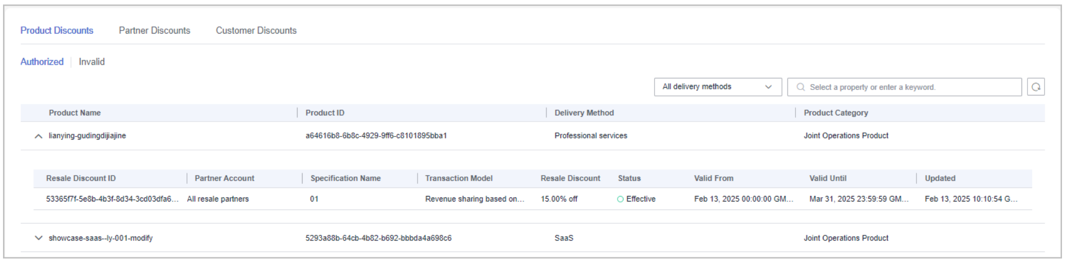
Step 2 Click **Partner Center** in the drop-down list of your account name.

Step 3 Choose **Sales** > **KooGallery** > **Discounts for KooGallery Products** in the menu on the top.

Step 4 The **Product Discounts** tab is displayed by default.

There are two sub-tabs based on the discount status: **Authorized** and **Invalid**. On each sub-tab, the information about the products eligible for this type of discounts is displayed, including the product name, product ID, delivery method, and product category. Access the corresponding sub-tab based on your needs.

You can filter the products by delivery method and property, or enter a keyword to search for discounts.



NOTE

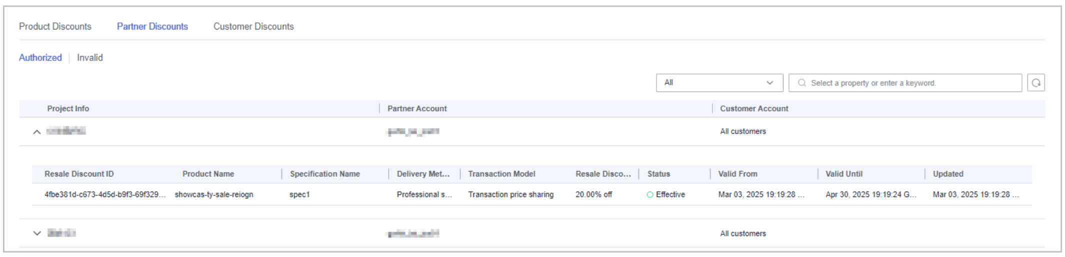
The product discounts can be used for the expenditures of customers of all partners.

Click next to the product name to view more information about a resale discount.

Step 5 Select the **Partner Discounts** tab.

There are two sub-tabs based on the discount status: **Authorized** and **Invalid**. On each sub-tab, the information about the projects eligible for this type of discounts is displayed, including the project information, partner account, and customer account. Access the corresponding sub-tab based on your needs.

You can filter product information by status and property, or enter a keyword to search for discounts.



NOTE

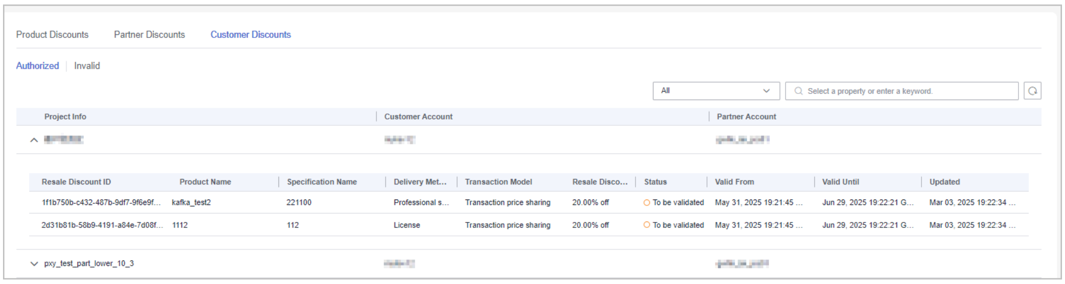
The partner discounts are only available to resale partners and can be used for the expenditures of customers of these partners.

Click next to the project information to view more information about a resale discount.

Step 6 Select the **Customer Discounts** tab.

There are two sub-tabs based on the discount status: **Authorized** and **Invalid**. On each sub-tab, the information about the projects eligible for this type of discounts is displayed, including the project information, customer account,and partner account. Access the corresponding sub-tab based on your needs.

You can filter discount information by status and property, or enter a keyword to search for products.



NOTE

The customer discounts are only available to resale partners and can be used the customer accounts specified by these partners.

Click next to the project information to view more information about a resale discount.

----End

10.3 Distributor's Resellers

10.3.1 Transaction Model

10.3.1.1 Overview

A Huawei Cloud reseller is developed and managed by a Huawei Cloud distributor. Resellers will be responsible for presales consulting, product selling, and providing related services.

A transaction model indicates how a Huawei Cloud reseller cooperates with a customer. Currently, only the Reseller model is supported.

Reseller model: A Huawei Cloud reseller develops customers through this model. Once a customer is associated with a Huawei Cloud reseller in this model, this customer directly deals with the Huawei Cloud reseller, and the distributor associated with this Huawei Cloud reseller issues invoices to and collects payments from the customer. Then, Huawei Cloud makes a settlement with the distributor (Huawei Cloud issues invoices to and collects payments from the distributor).

Huawei Cloud will not engage itself in the settlement of the resellers. The settlement rules between a reseller and their associated distributor are defined by the reseller and the distributor.

The following describes the operations of Huawei Cloud resellers in this model.

10.3.1.2 Reseller Model

The reseller model is an association type between a Huawei Cloud reseller and their customers. A Huawei Cloud reseller associated with customers in this model can perform the following operations.

Developing Customers

A reseller can develop customers and sell Huawei Cloud products and services to them. For details about how to develop customers, see **Customer Development**.

Controlling the Budget

A distributor can set monthly or one-time budgets for customers of their associated resellers. In this way, the monthly expenditures of the customers can be well managed.

A monthly budget reflects total expenditures (calculated based on the list prices) of the customer the latest month. The budget will restore in the following month. A one-time budget reflects total expenditures (calculated based on the list prices) of the customer. It will not automatically restore. Resellers associated with a distributor can view their customers' budget usage on the customer details page.

Distributors and resellers will receive alerts if their customers' budget usage exceeds a certain limit. Resellers can ask their distributors to adjust monthly budgets or freeze the accounts for their customers. If a customer's account is **frozen**, the customer cannot buy, renew, or change resources. Some of the provisioned resources may be unavailable, but they still incur fees. If both the account and resources of a customer are **frozen**, the customer cannot buy, renew, or change resources, and all provisioned resources are not available. Unfreeze the resources within 15 days (subject to the time range regulated on the official website) of when they are frozen. Otherwise, the stored data will be deleted and the cloud service resources will be released.

If a customer uses up their budget, Huawei Cloud will automatically restrict the customer from purchasing yearly/monthly products and reserved instances. However, the customer can still purchase pay-per-use resources. A distributor can further restrict a customer from purchasing pay-per-use resources.

NOTE

- After a customer is associated with a reseller, the customer account is frozen by default. The customer cannot purchase products or services until the distributor associated with the reseller sets a monthly budget and unfreezes the account for the customer.
- A reseller needs authorization from their distributor to set budgets, freeze or unfreeze accounts, and freeze or unfreeze resources for their customers. For details, see **Setting Account Freezing and Budget Setting Permissions for Resellers** .

Purchasing Huawei Cloud Products

The expenditures displayed on Billing Center for your customer are calculated based on list prices. These figures are used as a reference for cloud service resource usage. They do not represent the money spent. The actual payment amount of a customer is determined by you and your customers.

Querying Customer Expenditures

Resellers can check their customers' expenditures in Partner center.

For details, see **Viewing a Customer's Orders** and **Customer Expenditures**.

Customers expenditure summary is not the partner bill and cannot be used as the basis for partners' settlement, payment, or billing.

NOTE

- The expenditure summary data has a latency. The actual expenditure data is subject to the expenditure details.
- The expenditure summary and details are collected based on Beijing time (GMT+08:00).
- The expenditure summary and details do not include the tax.
- Cash coupons will be deducted from the customer account before the bill of the customer's pay-per-use product fees is generated at the end of the month. The deducted cash coupons calculated before the settlement contain only the cash coupons deducted when the order is paid.

10.3.2 Leads and Opportunities

10.3.2.1 Customer Development

10.3.2.1.1 Preregistering Customers

Customer preregistration is a mechanism provided by Huawei Cloud for partners to register customers in advance, helping them seize customer development opportunities. This mechanism prevents customer development conflicts between partners and between partners and Huawei Cloud.

A partner can preregister potential customers. Within the validity period of preregistration, the partner can send invitation links to preregistered customers. After receiving the invitation link, customers can register and associate with the partner. Once the association is successful, the customers become customers of the partner.

A partner can send **emails** or **hyperlinks or QR codes** to invite potential customers.

Prerequisites

You must reserve your mobile number or email address in the Partner Center before preregistering a customer. In addition, you must add a mobile number or email address on the **Partner Information** > **Basic Information** > **Account Information** page.

Constraints

1. A customer cannot be preregistered by a partner if the customer:
   - Is registered with the Huawei Cloud Chinese mainland website.
   - Has been associated with another partner.
   - Has been preregistered by another partner.
   - Is a consumer cloud user.
   - Has signed contracts with Huawei Cloud.
   - Has cash expenditure records and has not been preregistered by the Huawei Cloud direct sales team.
   - Has been associated with an enterprise master in the unified accounting model.

   NOTE

   If you are not sure whether a customer falls under any of the previously mentioned scenarios, try either of the following methods:
   - Directly preregister the customer. Then, the system will display the failure cause.
   - Contact your ecosystem manager to query the customer status. You can find the contact information of your ecosystem manager in the upper right corner of the **Home** page.
2. A partner can submit a request for manual preregistration review if the customer:
   - Registers in a country that is inconsistent with the location where the partner develops business.

   NOTE

   1. If you are not sure whether a customer falls under any of the previously mentioned scenarios, try either of the following methods:
      - Directly preregister the customer. Then, the system will display the failure cause.
      - Contact your ecosystem manager to query the customer status. You can find the contact information of your ecosystem manager in the upper right corner of the **Home** page.
   2. The manual preregistration review will be completed within two working days.
3. The maximum number of customers allowed in the pending review and preregistered statuses is capped at 100. Once this limit is reached, no pre-registrations are allowed.
4. The validity period of preregistration is 15 days. A preregistered customer cannot be preregistered by another partner until the current validity period has expired.
5. Ensure that the email address provided for preregistering a customer is consistent with the email address that was used by the customer for account creation. Email inconsistency will lead to a customer invitation failure. Double check the email address before preregistration.

Procedure

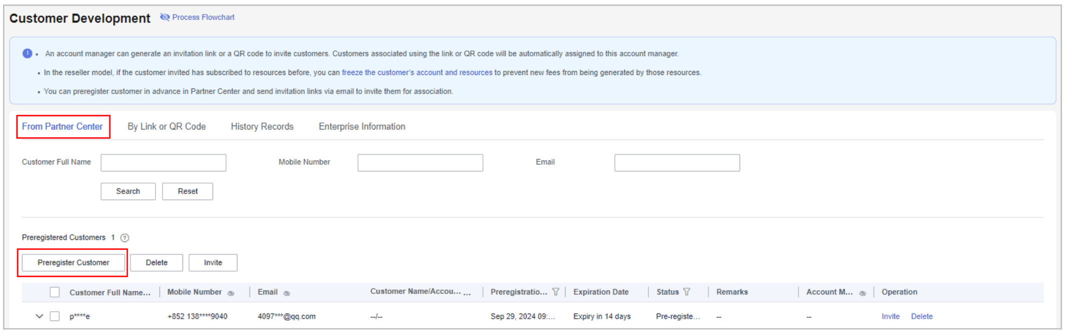
Step 1 Access the **Customer Development** page.

a) Log in to **Huawei Cloud** as a reseller.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) In the top navigation, select **Sales** > **Leads and Opportunities** > **Customer Development**.

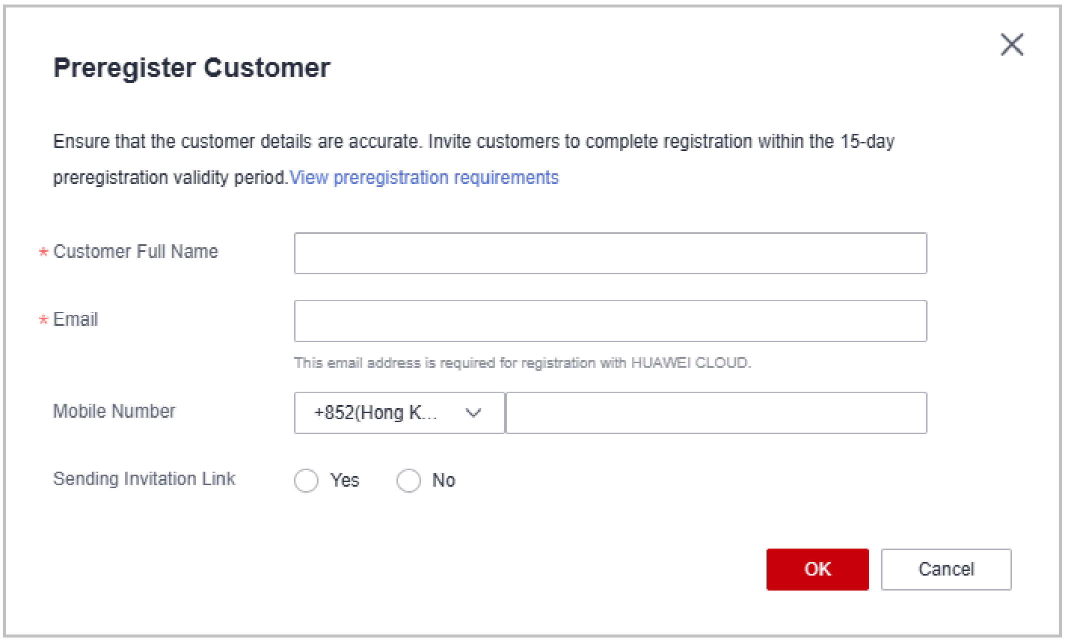
Step 2 On the **From Partner Center** tab page, click **Preregister Customer**.



NOTE

Click next to a header to show or hide the complete content in the column. The content is hidden by default. For example, you can click next to **Mobile Number** to show or hide the complete content of mobile numbers.

Step 3 Enter the full name, email address, and mobile number of the customer, select whether to send an invitation link, and click **OK**.



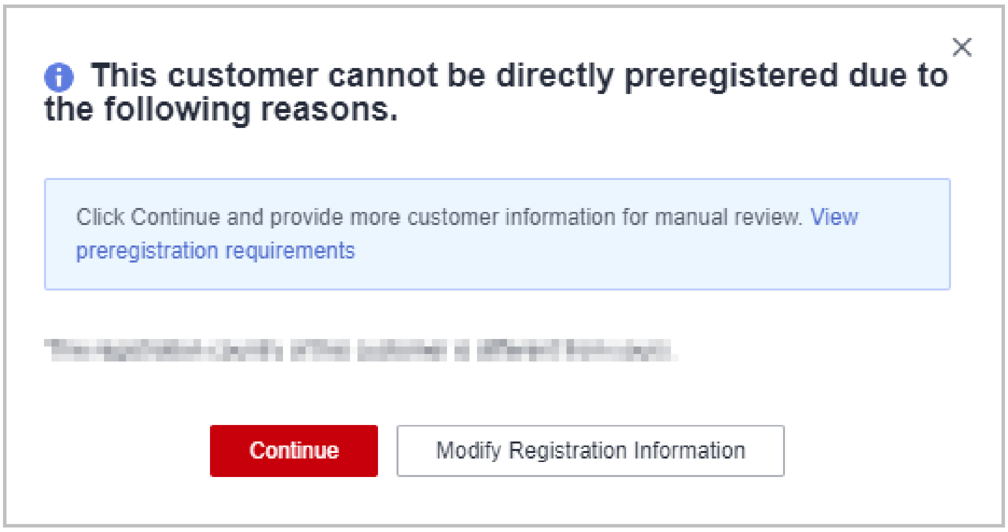
NOTE

- The email address can contain only letters, digits, underscores (_), hyphens (-), and periods (.).
- If **Sending Invitation Link** is set to **Yes**, once a customer is preregistered, the system will automatically send an invitation link to the customer.
- If **Sending Invitation Link** is set to **No**, once a customer is preregistered, you need to **send an email** or **send a hyperlink and QR code** to invite the customer for association.
- Regardless of whether you select **Yes** or **No** for **Sending Invitation Link**, the association type is Reseller.

Step 4 A message is displayed indicating that the preregistration is successful.

If the system displays a message indicating that the customer does not meet the preregistration conditions, you need to submit a manual review request.

1. In the dialog box that is displayed, click **Continue**.



2. In the displayed dialog box, fill in the potential additional expenditures and the communication process with the customer, including project details and customer account information, and click **Submit**.
3. You can query the preregistered customer by full name, mobile number, or email on the **From Partner Center** tab page. If the status of the customer changes to **Pre-registered**, the preregistration is successful. Then, you can invite the customer for association.

   NOTE

   For customers in the **Under review** state, you can contact your ecosystem manager if you have any questions. You can find the contact information of your ecosystem manager in the upper right corner of the **Home** page.

----End

Other Operations

1. Click **Delete** in the **Operation** column to delete a customer. You can also select multiple customers and click **Delete** next to **Preregister Customer** to delete them.

2. You can click **Process Flowchart** to view the online development process guide.

NOTE

- You cannot delete customers whose status is **Under review** or **Associated**.
- After a preregistered customer is deleted, the preregistration for the customer becomes invalid.

10.3.2.1.2 Inviting Pre-Registered Customers by Emails

Resellers can send emails to one or more pre-registered customers to invite them to complete the association. Once the association is successful, the customers become customers of resellers. Then, resellers can sell Huawei Cloud products and services to these customers.

NOTE

- When a partner invites a customer for association, the association type in Partner Center is Reseller.
- **Not preregistered** customers are the partner's historical customers.
- After a partner sends an association invitation to a customer, the customer can click the invitation link to associate with the partner. For details, see **Associating with a Partner Using an Invitation Link**.
- After a customer is associated with a partner, the customer account will be frozen by default and some of their resources will be inaccessible until the account is unfrozen. You can set a budget for the customer and unfreeze their account. To ensure the customer's cloud services are not impacted, submit a service ticket to request association in the background.
- A partner can also invite customers by hyperlinks or QR codes. For details, see **Inviting Customers by Hyperlinks or QR Codes**.

Prerequisites

A partner must pre-register a customer before sending an email to the customer. For details about pre-registering a customer, see **Preregistering Customers**.

Procedure

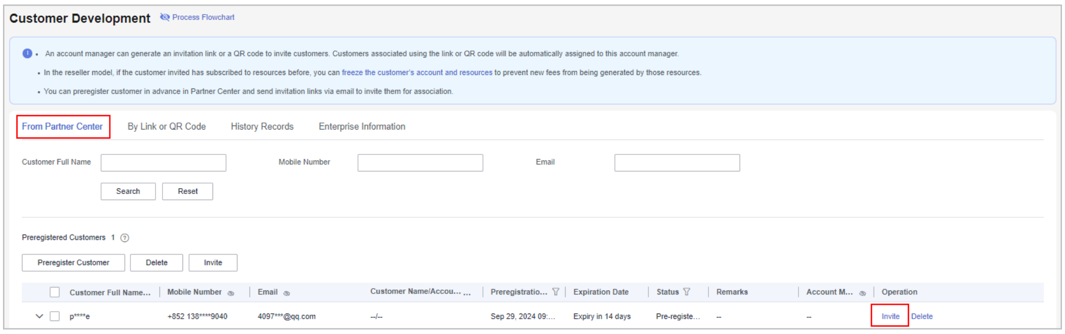
Step 1 Access the **Customer Development** page.

a) Log in to **Huawei Cloud** as a reseller.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) In the top navigation, select **Sales** > **Leads and Opportunities** > **Customer Development**.

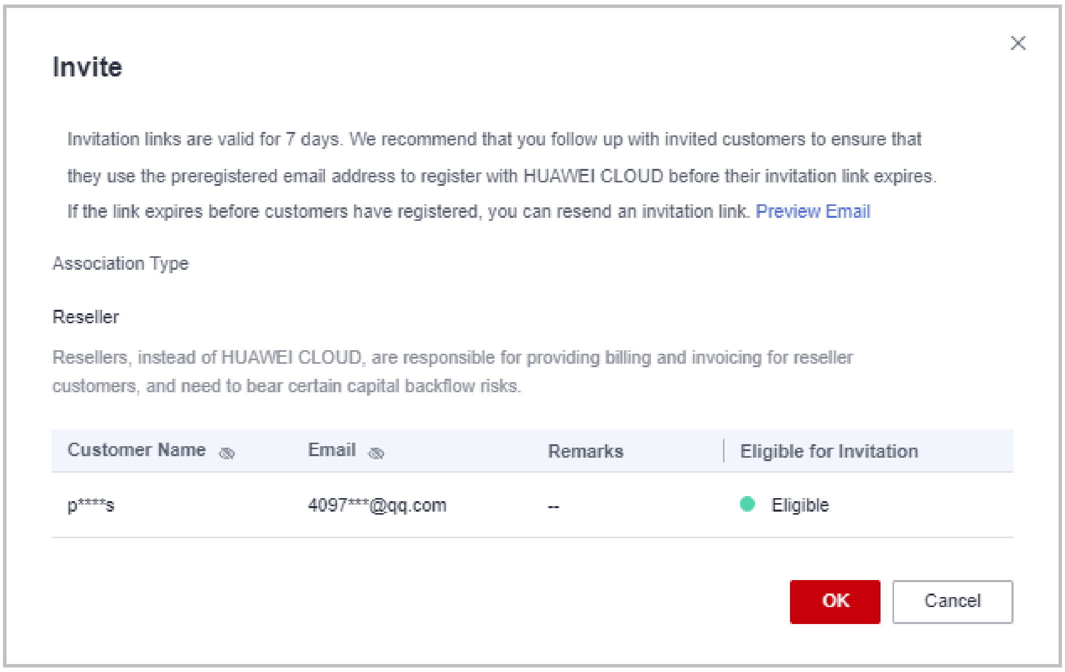
Step 2 In the customer list, select a customer and click **Invite** in the **Operation** column.



NOTE

- You can select multiple customers and click **Invite** to batch send invitation emails to the customers.
- You can click the eye icon before **Process Flowchart** to view the process guide for developing customers by sending invitation emails.
- Click the eye icon next to a header to view complete contents in the column. For example, you can click the eye icon next to **Email** to view complete emails.

Step 3 In the displayed dialog box, click **OK**.



NOTE

- The association type is Reseller. In this model, a customer signs a contract with the partner. The partner is responsible for the customer's contracts, billing, invoices, and support services, and the customer pays to the partner.
- Invitation links have a validity period. Notify invited customers of completing registration within the validity period.
- Click **Preview Email** to view the invitation email content.

The system automatically sends invitation emails to customers. After receiving the invitation emails, the customers click the links provided in the emails to register with Huawei Cloud and associate with the partners. For details, see **Associating with a Partner Using an Invitation Link**.

----End

10.3.2.1.3 Inviting Customers by Hyperlinks or QR Codes

Except for **sending emails**, partners can send hyperlinks and QR codes to invite potential customers. Once the association is successful, the customers become customers of partners. Partners can sell Huawei Cloud products and services to these customers.

NOTE

- After a partner sends an association invitation to a customer, the customer can click the invitation link to associate with the partner. For details, see **Associating with a Partner Using an Invitation Link**.
- When a partner invites a customer for association, the association type in Partner Center is Reseller.

Precautions

- The general-purpose invitation link or QR code generated by a partner administrator or operator contains a customized tag, indicating the account name of the administrator or operator.
- After an account manager or account director invites customers by invitation links and QR codes, the customers will be automatically associated with and assigned to the account manager or account director.

Procedure

Step 1 Access the **Customer Development** page.

a) Log in to **Huawei Cloud** as a reseller.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) In the top navigation, select **Sales** > **Leads and Opportunities** > **Customer Development**.

Step 2 Click the **By Link or QR Code** tab.

Step 3 Obtain the invitation link and QR code.

You can invite a customer using a general-purpose/customized invitation link and QR code or a promotional link.

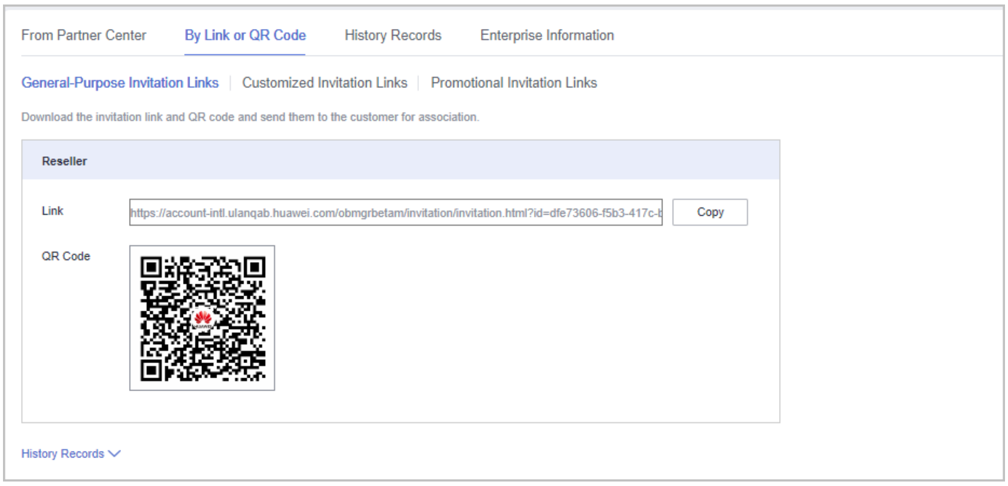
After receiving the invitation, the customer can click the link or scan the QR code to register with Huawei Cloud and associate with the partner. For details, see **Associating with a Partner Using an Invitation Link**.

NOTE

- When creating a custom invitation link and a QR code, add a tag to them. Then you can identify associated customers by tag. You can view customers' custom tags in the customer list on the **Customers** > **Customer Management** page.
- If you do not want to create a custom tag for a customer, use the general invitation link and QR code.
- The invitation link and QR code for a promotional activity are valid only for a period of time. Remind your customers to complete the registration within the validity period.
- You can click the eye icon before **Process Flowchart** to view the process guide for developing customers by hyperlinks or QR codes.

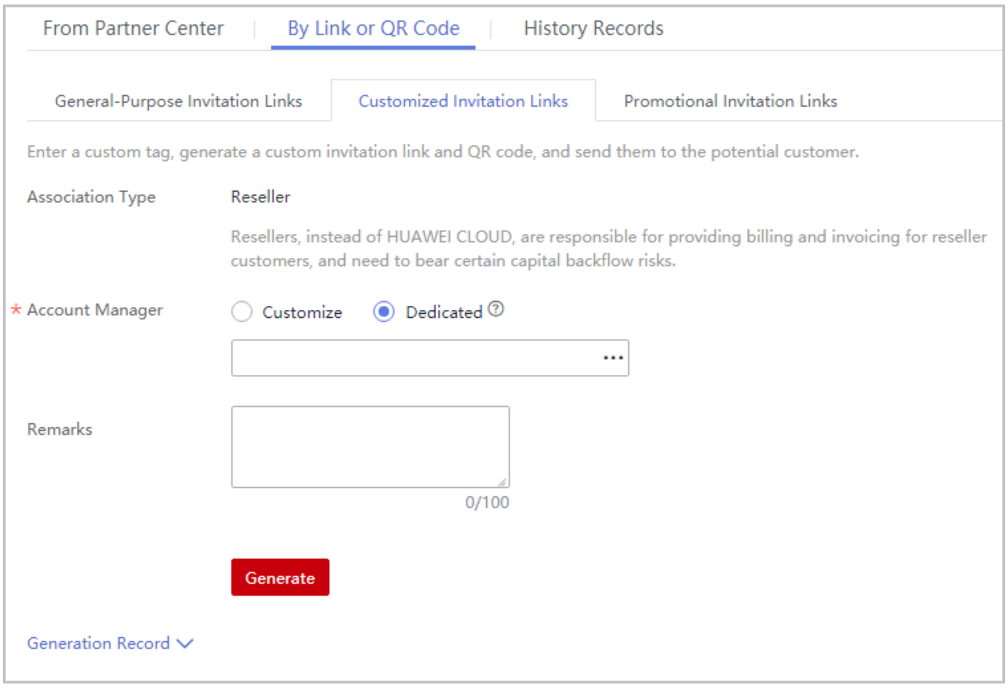
Invite a pre-registered customer by a general-purpose invitation link and QR code.

1. Click the **General-Purpose Invitation Links** tab.
2. Click **Copy** after **Link** or click **Download** on the **QR Code** picture to obtain the invitation link or QR code and send it to a pre-registered customer offline, such as by email.



Invite a pre-registered customer by a customized invitation link or QR code.

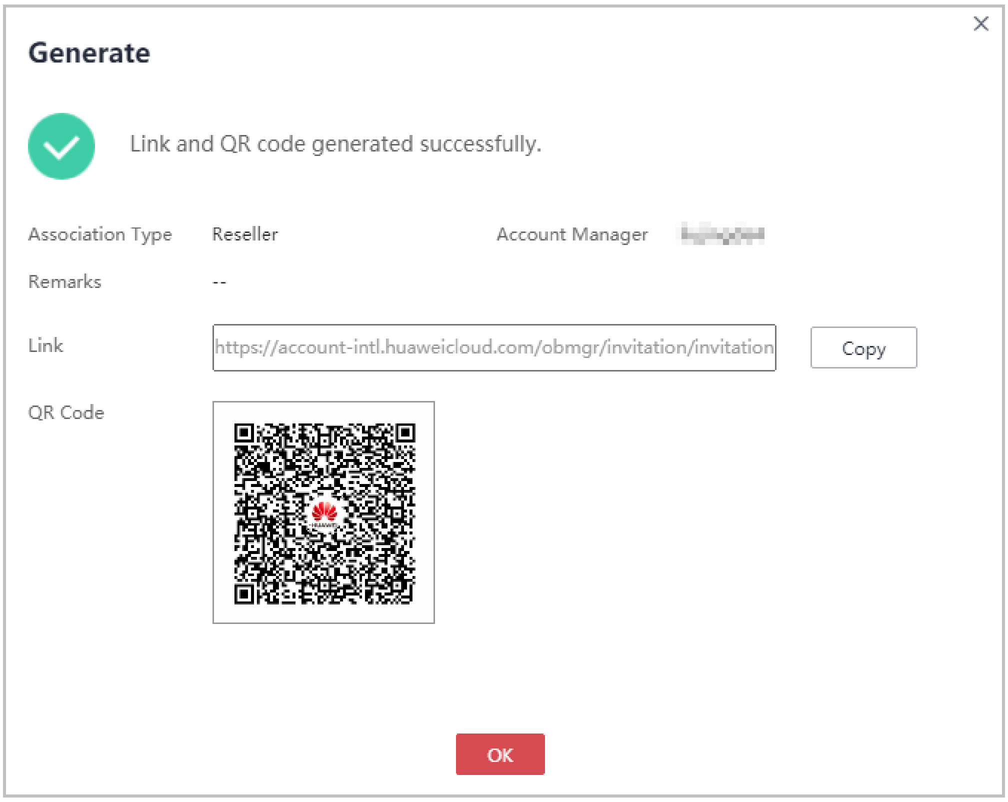
1. Click the **Customized Invitation Links** tab.
2. Set **Account Manager** and click **Generate**.



NOTE

You can generate up to 100 invitation links within 24 hours.

3. On the **Generate** page, click **Copy** after **Link** or click **Download** on the **QR Code** picture to obtain the invitation link or QR code and send it to a pre-registered customer offline, such as by email.



NOTE

You can click **Generation Record** to view historical customized invitation links. You can also send a historical invitation link or QR code to a potential customer.

Invite a pre-registered customer by a promotional invitation link.

1. No promotion activity is available.

----End

10.3.2.1.4 Managing Invited Customers

The reseller can view the customer association status and track the association progress in Partner Center after sending an invitation link to a customer.

Viewing the Association Failure Cause

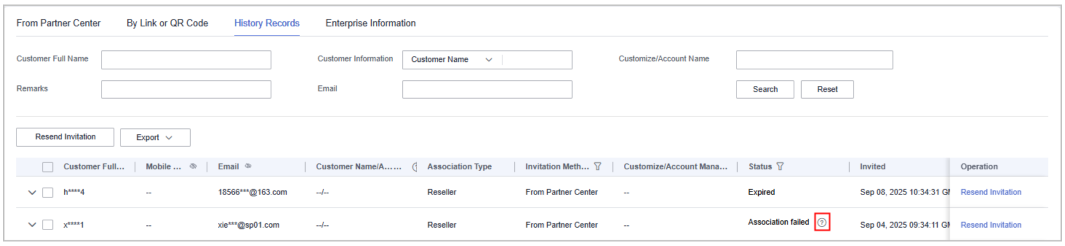
Step 1 Access the **History Records** page.

a) Log in to **Huawei Cloud** as a reseller.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) In the top navigation, select **Sales** > **Leads and Opportunities** > **Customer Development**. On the displayed page, click the **History Records** tab.

Step 2 In the customer list, filter customers whose status is **Association failed**. Hover the cursor over next to **Association failed** to view the cause of the association failure.



----End

Association Failure Causes and Suggested Operations

Message	Suggested Operation
The system is busy. Try later.	Contact the customer service.
The invitation link does not exist.	Send the invitation email again.
The invitation link has expired.	Send the invitation email again.
The invitation code has been used.	Send the invitation email again.
The invitation link has been used.	Send the invitation email again.

Message	Suggested Operation
Prepaid partners cannot develop customers in reseller model.	Send the invitation email again.
Failed to associate with the partner because the customer has been registered by another partner.	The customer cannot be associated with a partner in this condition.
Failed to set the customer to a partner's customer because the customer is already a partner or is applying for becoming a partner.	The customer cannot be associated with a partner in this condition.
Failed to associate with the partner because the customer already associates with another partner.	The customer cannot be associated with a partner in this condition.
Failed to associate with the partner because the customer has a special contract.	The customer cannot be associated with a partner in this condition.
Failed to associate with the partner because the customer uses a Huawei internal account.	The customer cannot be associated with a partner in this condition.
Failed to associate with the partner in the reseller model because the customer has associated with an independent accounting member account as the enterprise master account.	The customer cannot be associated with a partner in Reseller model.
Failed to associate with the partner in the reseller model because the customer was using an enterprise member account to do so.	The customer cannot be associated with a partner in Reseller model.
Failed to associate with the partner because the customer has a consumption record.	Remind the customer to submit a service ticket or contact the customer service to associate with the partner.
Failed to associate with the partner because the top-up account has a balance and the outstanding invoice amount is greater than the limit.	Remind the customer to submit a service ticket or contact the customer service to associate with the partner.
Failed to associate with the partner because the customer registration time exceeds the limit.	Remind the customer to submit a service ticket or contact the customer service to associate with the partner.
Failed to associate with the partner because the customer has overdue payment.	Remind the customer to top up the account and settle the overdue payment and then submit a service ticket or contact the customer service to associate with the partner.

Message	Suggested Operation
Failed to associate with the partner by reseller model because the bill run of the customer's credit account is created and the account has overdue payment.	Remind the customer to settle all the overdue payments and then submit a service ticket or contact the customer service to associate with the partner.
Association not supported. This customer has valid service support plans.	Remind the customer to unsubscribe from the service support plans and then submit a request for association.
Association not supported. This enterprise member account has valid service support plans.	Remind the customer to unsubscribe from the service support plan of this member account and then submit a request for association.

Resending an invitation email

If a pre-registered customer is not associated with the account or the invitation email has expired, resellers can send an invitation email again. If a pre-registered customer fails to be associated with the account, resellers can send an invitation email again after modifying the information as prompted.

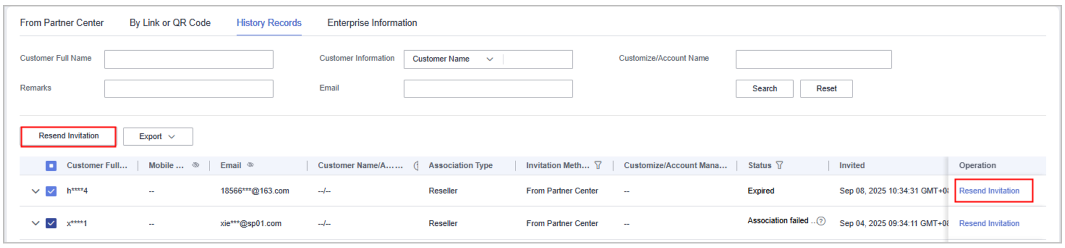
Step 1 Access the **History Records** page.

a) Log in to **Huawei Cloud** as a reseller.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) In the top navigation, select **Sales** > **Leads and Opportunities** > **Customer Development**. On the displayed page, click the **History Records** tab.

Step 2 After determining the target customer, click **Resend Invitation** in the **Operation** column of the customer. Or you can select one or more target customers and click **Resend Invitation** above the customer list.



Step 3 In the displayed dialog box, confirm the customer information and click **OK**.

----End

Viewing Invited Customers

On the **History Records** page, resellers can view customers who have received invitations and those who have accepted invitations and registered with Huawei Cloud.

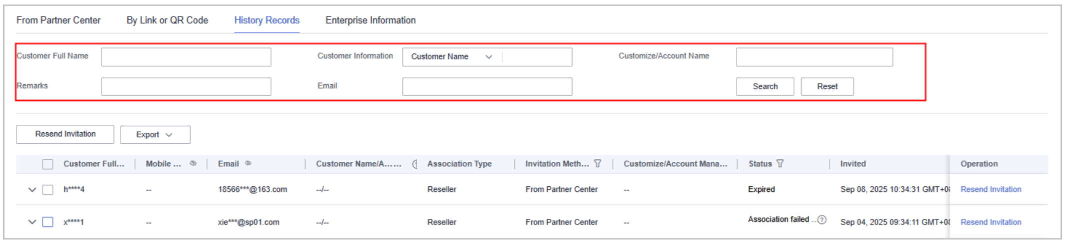
Step 1 Access the **History Records** page.

a) Log in to **Huawei Cloud** as a reseller.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) In the top navigation, select **Sales** > **Leads and Opportunities** > **Customer Development**. On the displayed page, click the **History Records** tab.

Step 2 Set search criteria to query for the invited customers to be viewed.



- You can check the invited customers by customer full name, customer information (customer name and account), custom tag, account manager's account name, remarks, and email address.
- You can also filter the customer list by invitation method and status.

Step 3 Click ⌄ to view information about invited customers.

NOTE

- The email address in the **History Records** is the one entered during partner registration.
- You can click the eye icon next to a field to view or hide the complete content of the field. The content is hidden by default. For example, you can click the eye icon next to **Mobile Number** to view or hide the complete content of the mobile number.

----End

Exporting Invited Customers

Resellers can export all records of invited customers to view them offline.

Step 1 Access the **History Records** page.

a) Log in to **Huawei Cloud** as a reseller.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) In the top navigation, select **Sales** > **Leads and Opportunities** > **Customer Development**. On the displayed page, click the **History Records** tab.

Step 2 Click **Export All** to export records of all invited customers.

NOTE

When using the export function of Partner Center, please note that any sensitive information, such as customer names, mobile numbers, and email addresses, will be anonymized.

Step 3 Choose **Export** > **View Export** to switch to the **Export History** page.

Step 4 When the export status is updated to **Completed**, click **Download** in the **Operation** column to download the record to your local PC. Then you can view all invited customers offline.

----End

10.3.3 Customers

10.3.3.1 Customer Management

10.3.3.1.1 Viewing Customer Information

A reseller can query all the associated customers' current estimate and basic information.

Procedure

Step 1 Access the **Customer Management** page.

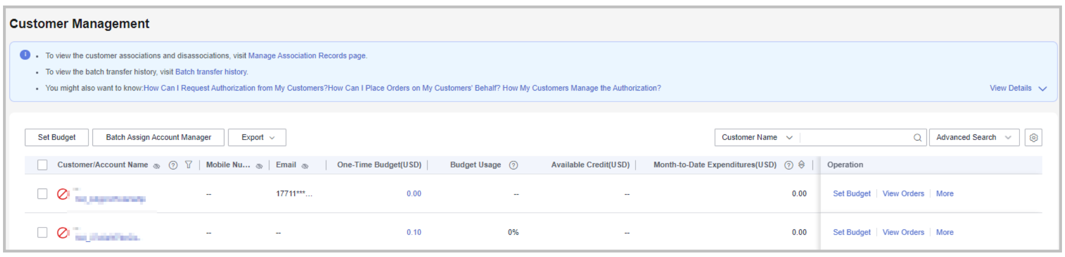
a) Log in to **Huawei Cloud** as a reseller.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

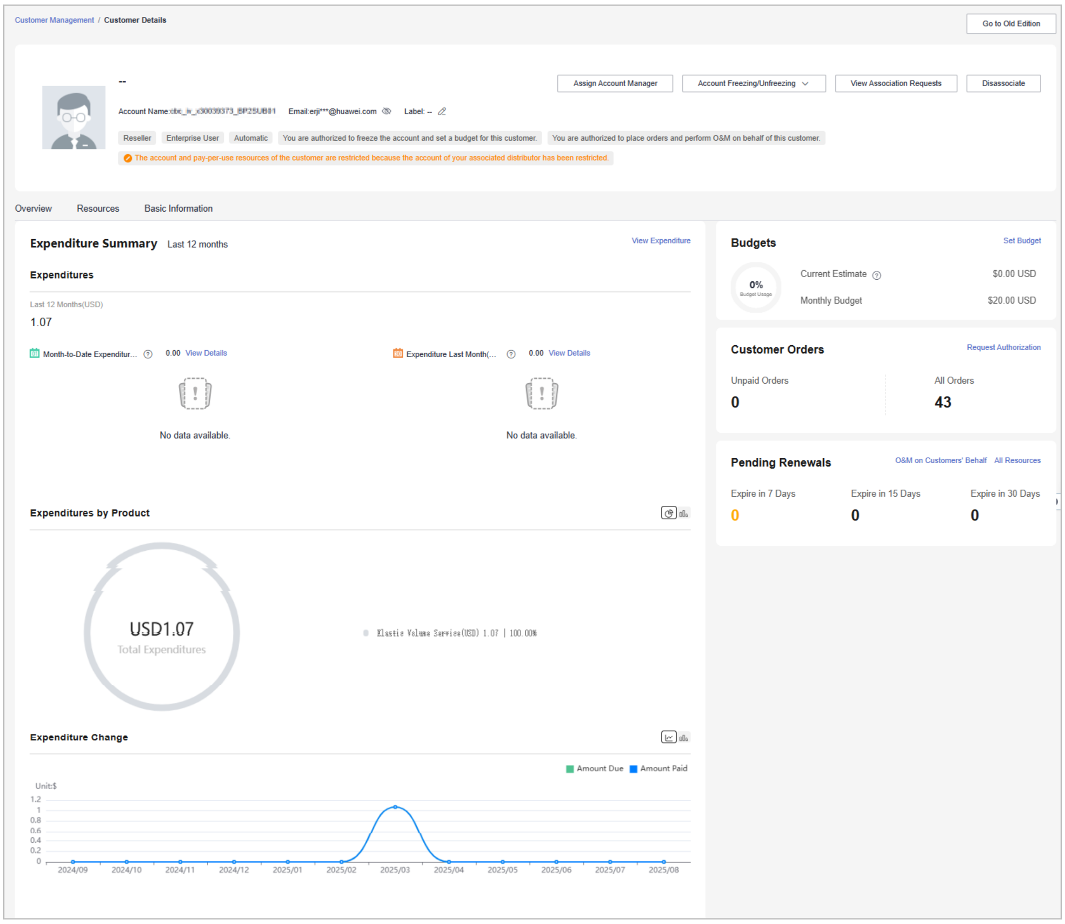
c) In the top navigation bar, select **Sales** > **Customers** > **Customer Management**.

Step 2 Set search criteria to search for customers

You can search for customers by customer name, customer account, customer ID, account manager name, month-to-date expenditure, resource expiration date, mobile number, and customer tag.



Step 3 Click the account name in the customer list. On the displayed **Customer Details** page, you can view all information about the customer, including budget management, customer orders, expenditure overview, resources, and basic information. Click different tabs to view the required information.



View and handle customer overview information.

- **Account manager assignment/change**: You can click **Assign Account Manager** to assign an account manager for the customer. If you need to change the account manager for a customer, you can click **Account Manager: *****.
- **Account or resource freezing/unfreezing**: If you are assigned the permissions for freezing accounts and setting budgets for your customers, you can click the button from the drop-down list of **Account Freezing/Unfreezing** to unfreeze both accounts and resources for your customers.
- **Association operation record querying**: Click **View Association Requests** to view the association operation records. You can then process the association.
- **Disassociation**: Click **Disassociate** to disassociate from the customer.

On the **Overview** tab page, you can view and process the customer's overview information (budget, coupons, customer orders, resources to be renewed, business opportunities, and expenditure summary).

- **Budget management**: On the budget management card, view the budget usage. If your distributor has granted you the permission to freeze customer accounts and set budgets, you can click **Set Budget** to set a monthly or one-off budget for the customer.
- **Customer orders**: On the customer order card, view the customer orders. If your distributor has granted you the permission to order on behalf of

customers and perform O&M, you can apply for customer authorization to perform operations on behalf of the customer. Click the number under **Unpaid Orders** or **All Orders** to view order information. After obtaining the permission for performing operations on the customer's behalf, you can click **Place Order on Customers' Behalf** to place an order to purchase yearly/monthly resources for the customer associated in the reseller model.

- **Pending renewal**: On the pending renewal card, view the customer's resources to be renewed. To manage resources for the customer, you can click **O&M on Customers' Behalf** to obtain customer authorization first and then perform operational tasks for the customer as needed. Click **All Resources** to view customers' yearly/monthly resources, pay-per-use resources, reserved instances, and savings plans. Click the number under **Expire in 7 Days**, **Expire in 15 Days**, or **Expire in 30 Days** to view the yearly/monthly resources, pay-per-use resources, reserved instances, and savings plans that will expire in 7, 15, or 30 days.
- **Expenditure overview**: On the expenditure overview card, you can view the expenditure, product proportion, and expenditure trend. Click **View Details** to view the customer's expenditures. Click **View Details** next to **Month-to-Date Expenditures** or **Expenditure Last Month** to view expenditure details of this month or last month. You can click the icons in **Expenditures by Product** and **Expenditure Change** to check the rankings by expenditures on different products and the different types of charts, respectively.

Click the **Resources** tab to view the customer's yearly/monthly resources, pay-per-use resources, reserved instances, and savings plans.

- **Yearly/Monthly resources**: Click the **Yearly/Monthly** tab to view the information about yearly/monthly resources, including the name/ID, product type, product specifications, cloud service region, status, effective time, and expiration time. You can search for resources by product type, effective time, expiration time, and order No., and filter resources by cloud service region and status. Click **Export** to export all yearly/monthly resource records of a customer.
- **Pay-per-use resources**: Click the **Pay-per-use Resources** tab to view information about pay-per-use resources, including the name/ID, tag, product type, product specifications, cloud service region, status, subscription time, and payment account. You can search for resources by product type or ID and filter the resource list by subscription time or status. Click **Export** to export all pay-per-use resource records of a customer.
- **Reserved instances**: Click the **Reserved Instances** tab to view the information about reserved instances, including the name/ID, product type, product specifications, cloud service region, status, effective time, expiration time, and order No. You can search for reserved instances by product type, effective time, expiration time, and order No., and filter resources by cloud service region and status.
- **Savings plans**: Click the **Savings Plans** tab to view the savings plan information, including the name/ID, product type, product specifications, cloud service region, status, effective and expiration time, and order number. You can search for resources by product type, effective time, expiration time, and order No., and filter resources by cloud service region and status.

Click the **Basic Information** tab to view the basic information and tags of the customer.

- **Basic information and tags**: The basic information includes the customer account ID, company name, association type, association time, industry, and customer properties.
- **Historical account managers**: You can click **Account Manager History** to view the list of historical account managers assigned to the customer.

----End

Other Operations

Other operations on the **Customer Management** page

A partner can perform the following operations on the **Customer Management** page:

Operation	Description
Viewing association records	Click **Manage Association Records** to view historical association and disassociation records. For details, see Diss_0000712.xml#Diss_0000712/section7204112543113.
Exporting customer information to the local PC	1. Click **Export** > **Export Selected** to export all the customers of the partner. **NOTE** • Only the administrator can export the customer list. If other operators need to export the customer list, they need to contact the administrator. • When using the export function of Partner Center, please note that any sensitive information, such as customer names, mobile numbers, and email addresses, will be anonymized. 2. Click **Export** > **View Export**. On the **Export History** page, click **Download** in the **Operation** column to download and view the exported customers.
Setting budgets for customers	Click **Set Budget** in the **Operation** column or select multiple customers and click **Set Budget** to set the monthly budget and one-off budget for customers associated in the reseller model. For details, see **Setting Monthly Budgets for Customers** and **Setting One-Time Budgets for Customers**.
Canceling association	Click **More** > **Disassociate** to disassociate from a customer. For details, see **Disassociate from a Customer.**.
Viewing customer orders	Click **View Orders** to view all orders of a customer.
Viewing customer resources	Choose **More** > **View Resources** in the **Operation** column to view a customer's pay-per-use and yearly/monthly resources. For details, see **Viewing a Customer's Resources**.
Viewing customer expenditures	Click **More** > **Customer Spend** to view all expenditure details of a customer.

Operation	Description
Assigning an account manager to a customer	Choose **More** > **Assign Account Manager** to assign an account manager to a customer. For details, see **Assigning an Account Manager for a Customer**.

10.3.3.1.2 Managing Customer Association Relationships

When a partner no longer provides products and services based on Huawei Cloud for a customer, the partner can disassociate from the customer and handle the disassociation request initiated by the customer.

NOTE

- Only the partner administrator can disassociate from the customer and handle the disassociation request initiated by the customer.
- After a partner submits a disassociation request, the customer can access **My Account** > **My Partner** to handle the request. For details, see **Handling a Disassociation Request Initiated by a Partner**

Precautions

1. A partner or customer can initiate three disassociation requests within three months. They need to submit a service ticket or contact the customer service to initiate requests beyond the maximum allowed.
2. You cannot disassociate from a customer who is using an enterprise master account that has been associated with any independent accounting member.
3. If you need to disassociate from a customer whose account has been manually frozen, you need to unfreeze the customer account first.
4. You cannot disassociate from a customer if this customer has any valid reserved instance or partner support plan.
5. You cannot disassociate from a customer if this customer has any valid service support plan.
6. You cannot disassociate from a customer whose enterprise master account has unified accounting members with valid service support plans.
7. If the customer is a Huawei Cloud NA customer, the disassociation request needs to be pre-reviewed by Huawei. The pre-review takes a maximum of three working days.

Disassociate from a Customer.

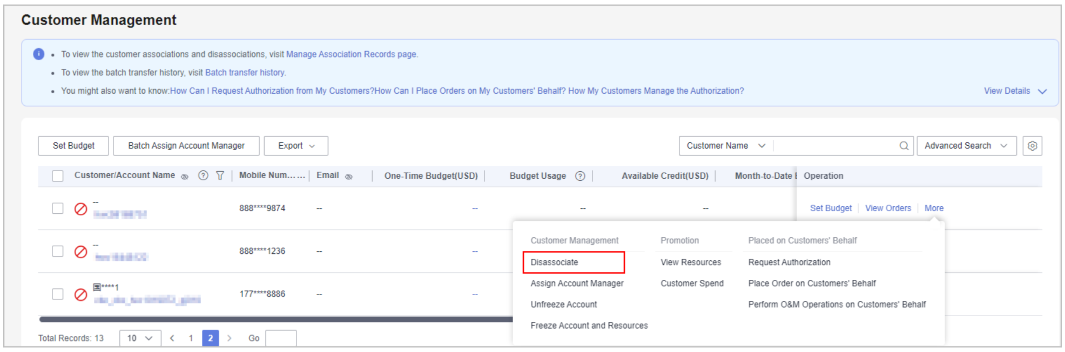
Step 1 Access the **Customer Management** page.

a) Log in to **Huawei Cloud** as a reseller.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) In the top navigation bar, select **Sales** > **Customers** > **Customer Management**.

Step 2 Locate the target customer and click **More** > **Disassociate** in the **Operation** column.

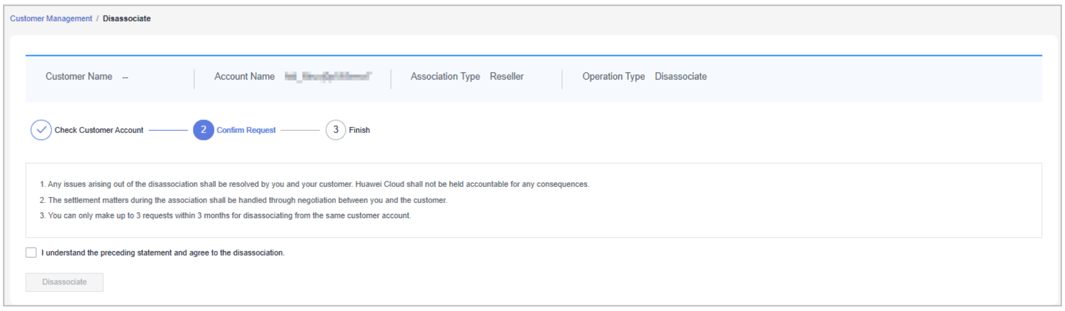


- You can search for customers by whether the account is automatically frozen, association type, association time, customer name, customer account, customer ID, account manager name, month-to-date expenditure, resource expiration date, mobile number, budget usage, or customer tag.
- You can click the eye icon next to a field to view or hide the complete content of the field. The content is hidden by default. For example, you can click the eye icon next to **Customer/Account Name** to show or hide the complete content of customer names.

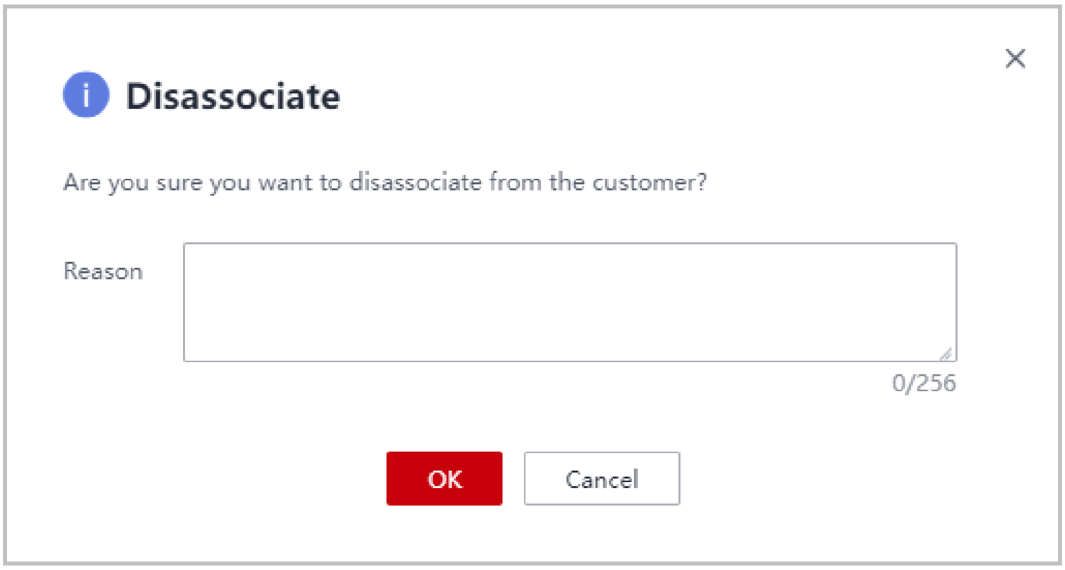
Step 3 If the account passes the check, select **I understand the preceding statement and confirm to disassociate from the partner account**, and click **Disassociate**.

NOTE

If the account fails the check, handle the failed items as prompted. Then check the account again.



Step 4 In the displayed dialog box, enter the reason for the request and click **OK**.



Step 5 The system displays a message indicating that the request for disassociating from the customer has been submitted. After your customer completes the processing, you will be notified of the processing result at the first time. Please wait.

> **NOTE**
>
> Disassociation is a critical operation. You are advised to enable the verification code function to enhance account security. For details about how to enable verification code function, see **Managing Basic Information**.

----End

Viewing Association Records and Handling Disassociation Requests

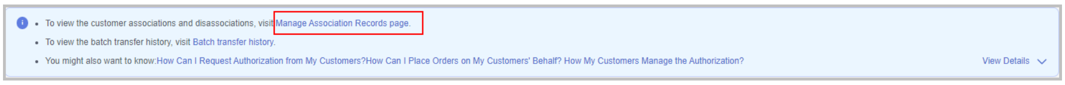
Step 1 Access the **Customer Management** page.

a) Log in to **Huawei Cloud** as a reseller.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

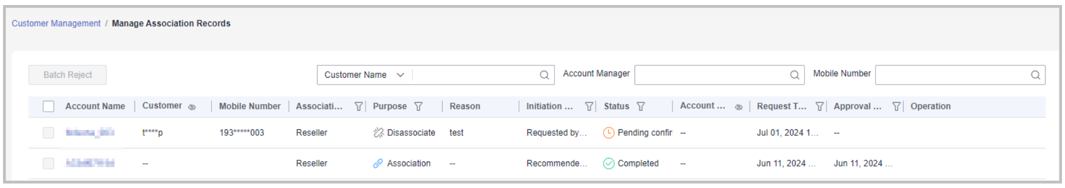
c) In the top navigation bar, select **Sales** > **Customers** > **Customer Management**.

Step 2 Click **Manage Association Records**.



Step 3 On the displayed page, you can query the association and disassociation records.

Click **Agree** or **Reject** in the **Operation** column.



NOTE

Handling disassociation requests initiated by a customer is a sensitive operation. You are advised to enable the verification code verification function to improve account security. For details about how to enable verification code function, see **Managing Basic Information**.

----End

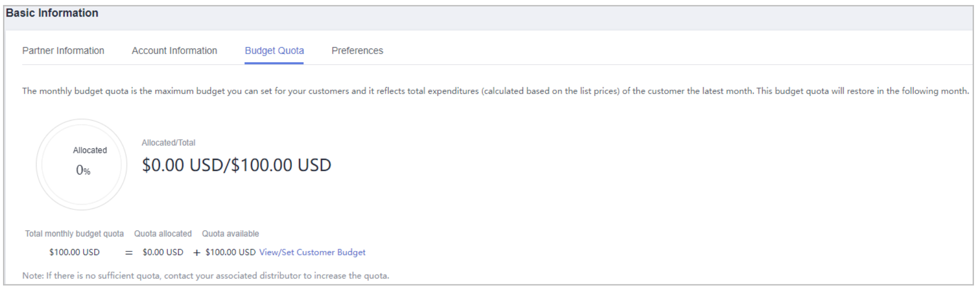
10.3.3.1.3 Setting Monthly Budgets for Customers

A **monthly budget** reflects the total expenditures (calculated based on the list prices) of a customer the latest month. The budget will restore in the following month. The expenditure of the current month on certain monthly-settled cloud services, such as CDN billed by 95th percentile bandwidth, will not be counted into the used budget.

A distributor can authorize the budget setting permission for its associated resellers and allocate them a monthly budget quota, and then the resellers can set monthly budgets for their customers. When setting a monthly budget, the reseller needs to select a budget exhaustion policy (automatic or manual freezing). After the setting is successful, the customer can spend according to the budgets obtained.

NOTE

- A distributor can grant a monthly budget quota and/or one-time budget quota to a reseller.
- A reseller who does not have the permission to set a monthly budget for their customers can contact the associated distributor to set a monthly budget quota.
- A reseller who has permissions for setting monthly budgets and one-time budgets for their customers can change the budget type for the customers. The new budget type takes effect immediately.
- The budget set by you for your customers cannot exceed the budget quota configured by your distributor. You can view the monthly budget granted by your distributor in **Partner Center** > **Partner Information** > **Basic Information** > **Budget Quota**.



Procedure

Step 1 Access the **Customer Management** page.

a) Log in to **Huawei Cloud** as a reseller.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) In the top navigation bar, select **Sales** > **Customers** > **Customer Management**.

Step 2 On the customer list, select the target customer, and click **Set Budget** in the **Operation** column.

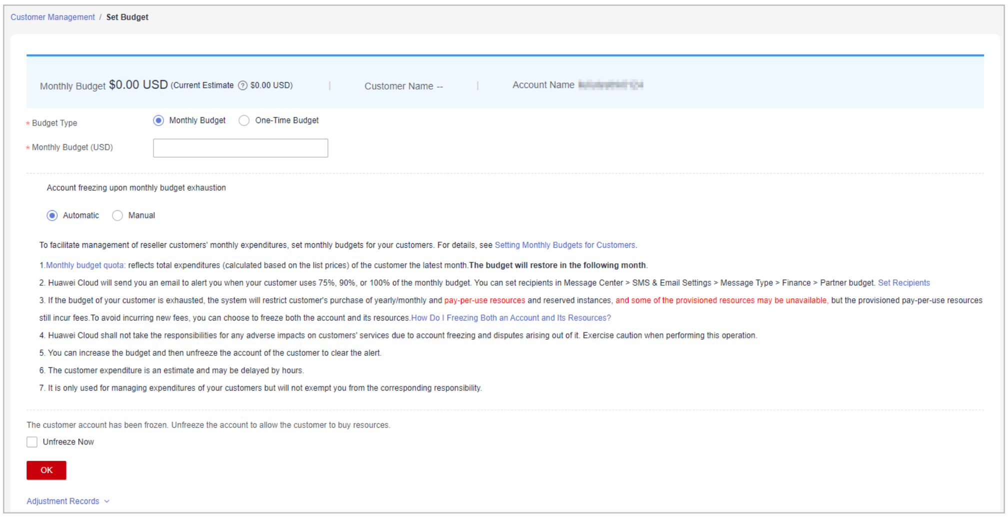
NOTE

You can select multiple customers and click **Set Budget** above the customer list to achieve batch budget setting. This method will overwrite the original budget of the customer.

Step 3 Set the **Budget Type** to **Monthly Budget**, enter the monthly budget value, and select whether to automatically freeze the account upon budget exhaustion.

Automatic: the system automatically freezes an account upon budget exhaustion.

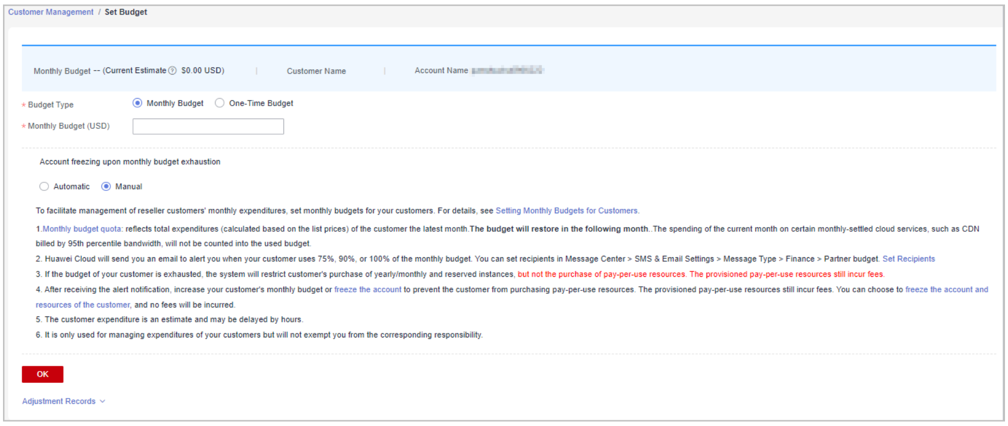
- When the customer's budget usage exceeds 75%, 90%, or 100%, Huawei Cloud will send a warning notification to you. You can go to **Message Center** > **SMS & Email Settings** > **Message Type** > **Finance** > **Partner budget** to set the recipient.
- When the customer's budget usage reaches 100%, the system automatically restricts the customer from purchasing monthly, yearly, and reserved instances, and from enabling pay-per-use resources. Some of the provisioned resources may be unavailable, but they still incur fees. To avoid incurring additional charges for those resources, please promptly freeze both the account and the resources. For details, see **Freezing Both an Account and Resources**.
- Huawei Cloud is not responsible for any adverse impacts on customer services or any disputes arising from account freezing.
- After the customer account is restricted, you can increase the customer budget and manually unfreeze the account to clear the alarm.
- Customer expenditure monitoring is not a real time task. There may be a delay of a few hours.
- This tool is used only to help you manage customer consumption and does not affect your responsibilities for managing customer consumption.



Manual account freezing: After customers exhaust their budget, you need to manually freeze customer accounts.

- For details about manual account freezing, see **Freezing an Account** and **Freezing Both an Account and Resources**.

- When the customer's budget usage exceeds 75%, 90%, or 100%, Huawei Cloud will send a warning notification to you. You can go to **Message Center** > **SMS & Email Settings** > **Message Type** > **Finance** > **Partner budget** to set the recipient.
- When the customer's budget usage reaches 100%, the customer cannot purchase yearly/monthly and reserved instances. But, they can still purchase pay-per-use resources, and the provisioned pay-per-use resources still incur fees.
- Upon receiving an alert, you may take actions such as raising the customer's monthly budget to clear the alert, freezing the customer account to prevent new pay-per-use resources (provisioned pay-per-use resources still incur fees), or freezing both the account and resources so that all provisioned cloud services will be unavailable (no more fees will be incurred).
- Customer expenditure monitoring is not a real time task. There may be a delay of a few hours.
- This tool is used only to help you manage customer consumption and does not affect your responsibilities for managing customer consumption.



NOTE

- If a customer account is frozen, the customer cannot purchase resources. If you want to unfreeze the account, select **Unfreeze Now** and click **OK**.
- After a customer is associated with a partner in the resale model, the customer account is frozen by default. When the account is frozen, the customer cannot buy, renew, or change resources. Some of the provisioned resources may be unavailable, but they still incur fees. The partner can select **Unfreeze Now** when setting a monthly budget for this customer.
- You can view adjustment records of monthly budgets by clicking **Adjustment Records**.
- Click the eye button next to **Customer Name** to show or hide the complete content of customer name.
- Having no budget will not prevent the customer from purchasing pay-per-use resources, and the provisioned pay-per-use resources still incur fees. To avoid incurring additional charges for those resources, please promptly freeze both the account and the resources. For details, see **Freezing Both an Account and Resources**.
- The budget type can be changed. The new budget type will take effect immediately. After you have changed the budget type from one-time budget to monthly budget for a customer, pay attention to the current estimate (the data is an estimate and may be delayed by about 10 minutes). In this case, the current estimate is equal to the month-to-date expenditure. When you change the budget type from monthly budget to one-time budget for a customer, the accumulated expenditure is calculated only from the month when the budget type is changed.

Step 4 A message is displayed indicating that the monthly budget has been set successfully.

NOTE

- Setting a budget is a sensitive operation. You are advised to enable the verification code function to enhance account security. For details about how to enable verification code function, see **Managing Basic Information**.
- Automatic account freezing is a high-risk operation. If you select the automatic account freezing policy after the budget is exhausted, you must enter the verification code even if the verification code function is disabled.

Step 5 Click **OK**.

----End

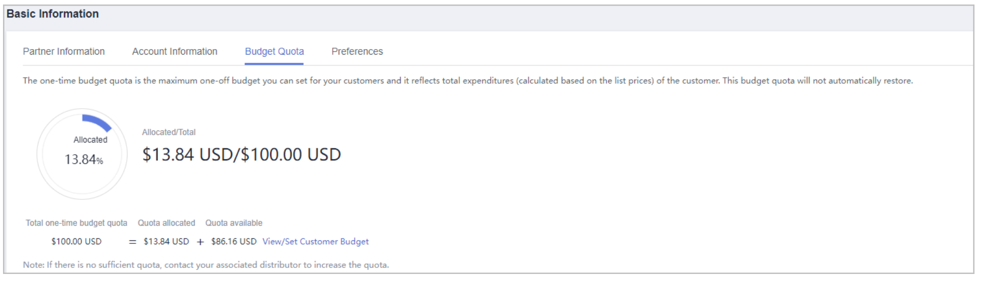
10.3.3.1.4 Setting One-Time Budgets for Customers

A one-time budget reflects total expenditures (calculated based on the list prices) of a customer the latest month. **It will not automatically restore.**

A distributor can authorize the budget setting permission for its associated resellers and allocate them a one-time budget quota, and then the resellers can set one-time budgets for their customers. When setting a one-time budget, the reseller needs to select a budget exhaustion policy (automatic or manual freezing). After the setting is successful, the customer can spend according to the budgets obtained.

NOTE

- A distributor can grant a monthly budget quota and/or one-time budget quota to a reseller.
- A reseller who does not have the permission to set a one-time budget for their customers can contact the associated distributor to set a one-time budget quota.
- A reseller who has permissions for setting monthly budgets and one-time budgets for their customers can change the budget type for the customers. The new budget type takes effect immediately.
- The one-time budget set by a reseller for its customers cannot exceed the budget quota configured by the distributor. You can view the one-time budget granted by your distributor in **Partner Center** > **Partner Information** > **Basic Information** > **Budget Quota**.



Procedure

Step 1 Access the **Customer Management** page.

a) Log in to **Huawei Cloud** as a reseller.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) In the top navigation bar, select **Sales** > **Customers** > **Customer Management**.

Step 2 On the customer list, select the target customer, and click **Set Budget** in the **Operation** column.

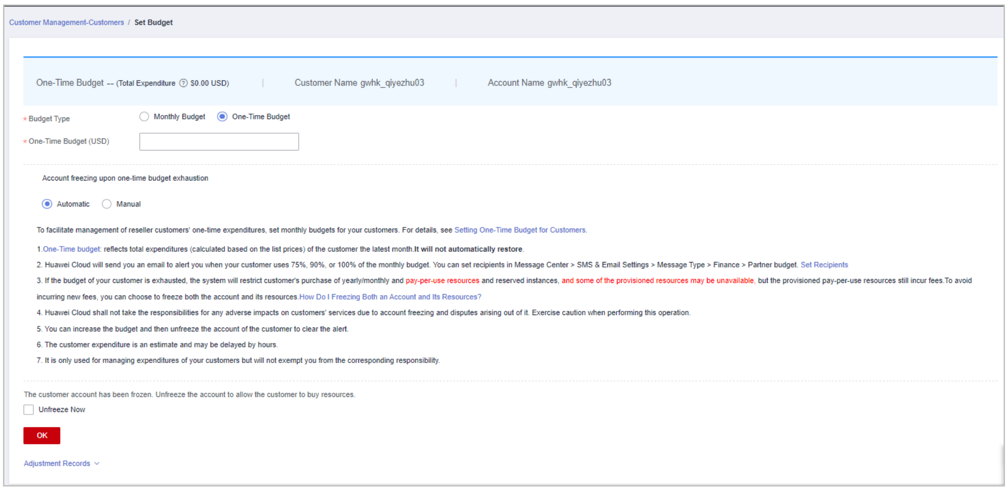
NOTE

You can select multiple customers and click **Set Budget** above the customer list to achieve batch budget setting. This method will overwrite the original budget of the customer.

Step 3 Set the **Budget Type** to **One-Time Budget**, enter the one-time budget value, and select whether to automatically freeze the account upon budget exhaustion.

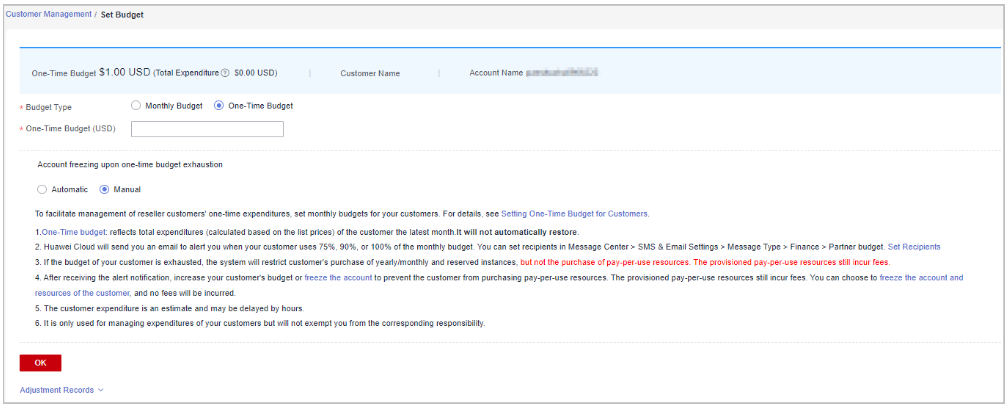
Automatic: the system automatically freezes an account upon budget exhaustion.

- When the customer's budget usage exceeds 75%, 90%, or 100%, Huawei Cloud will send a warning notification to you. You can go to **Message Center** > **SMS & Email Settings** > **Message Type** > **Finance** > **Partner budget** to set the recipient.
- When the customer's budget usage reaches 100%, the system automatically restricts the customer from purchasing monthly, yearly, and reserved instances, and from enabling pay-per-use resources. Some of the provisioned resources may be unavailable, but they still incur fees. To avoid incurring additional charges for those resources, please promptly freeze both the account and the resources. For details, see **Freezing Both an Account and Resources**.
- Huawei Cloud is not responsible for any adverse impacts on customer services or any disputes arising from account freezing.
- After the customer account is restricted, you can increase the customer budget and manually unfreeze the account to clear the alarm.
- Customer expenditure monitoring is not a real time task. There may be a delay of a few hours.
- This tool is used only to help you manage customer consumption and does not affect your responsibilities for managing customer consumption.



Manual account freezing: After customers exhaust their budget, you need to manually freeze customer accounts.

- For details about manual account freezing, see **Freezing an Account** and **Freezing Both an Account and Resources**.
- When the customer's budget usage exceeds 75%, 90%, or 100%, Huawei Cloud will send a warning notification to you. You can go to **Message Center** > **SMS & Email Settings** > **Message Type** > **Finance** > **Partner budget** to set the recipient.
- When the customer's budget usage reaches 100%, the customer cannot purchase yearly/monthly and reserved instances. But, they can still purchase pay-per-use resources, and the provisioned pay-per-use resources still incur fees.
- Upon receiving an alert, you may take actions such as raising the customer's budget to clear the alert, freezing the customer account to prevent new pay-per-use resources (provisioned pay-per-use resources still incur fees), or freezing both the account and resources so that all provisioned cloud services will be unavailable (no more fees will be incurred).
- Customer expenditure monitoring is not a real time task. There may be a delay of a few hours.
- This tool is used only to help you manage customer consumption and does not affect your responsibilities for managing customer consumption.



NOTE

- If a customer account is frozen, the customer cannot purchase resources. If you want to unfreeze the account, select **Unfreeze Now** and click **OK**.
- After a customer is associated with a partner in the resale model, the customer account is frozen by default. When the account is frozen, the customer cannot buy, renew, or change resources. Some of the provisioned resources may be unavailable, but they still incur fees. The partner can select **Unfreeze Now** when setting a one-time budget for this customer.
- You can view adjustment records of one-time budgets by clicking **Adjustment Records**.
- Click the eye button next to **Customer Name** to show or hide the complete content of customer name.
- Having no budget will not prevent the customer from purchasing pay-per-use resources, and the provisioned pay-per-use resources still incur fees. To avoid incurring additional charges for those resources, please promptly freeze both the account and the resources. For details, see **Freezing Both an Account and Resources**.
- The budget type can be changed. The new budget type will take effect immediately. After you have changed the budget type from one-time budget to monthly budget for a customer, pay attention to the current estimate (the data is an estimate and may be delayed by about 10 minutes). In this case, the current estimate is equal to the month-to-date expenditure. When you change the budget type from monthly budget to one-time budget for a customer, the accumulated expenditure is calculated only from the month when the budget type is changed.

Step 4 A message is displayed indicating one-time budget setting success.

NOTE

- Setting a budget is a sensitive operation. You are advised to enable the verification code function to enhance account security. For details about how to enable verification code function, see **Managing Basic Information**.
- Automatic account freezing is a high-risk operation. If you select the automatic account freezing policy after the budget is exhausted, you must enter the verification code even if the verification code function is disabled.

Step 5 Click **OK**.

----End

10.3.3.1.5 Freezing an Account

If the distributor of a reseller has granted the reseller the permissions for freezing and unfreezing accounts and setting budgets for its customers, the reseller can freeze the accounts of its customers associated by reseller model. If the account of the customer associated by reseller model is frozen, the customer cannot buy, renew, or change resources. Some of the provisioned resources may be unavailable, but they still incur fees.

NOTE

- After a customer is associated with a partner in reseller model, the customer's account is frozen by default. For details about how to unfreeze an account, see **Unfreezing an Account**. To freeze resources, see **Freezing Both an Account and Resources**.
- If your reseller account is frozen, you cannot unfreeze customer accounts.
- In KooGallery, you can freeze only images and pay-per-use products. Other products (such as SaaS and yearly/monthly licenses) are not supported now. If you have any requirements on resource control, submit a service ticket.

Impacts of Freezing Only Accounts

The following table describes the impacts on customers associated in the reseller model after their accounts are frozen.

Resource Type	Supported Operation	Operation Not Supported
Yearly/monthly	• Unsubscribing from resources • Modifying resource names	• Purchasing resources • Modifying specifications • Renewing resources • Changing billing mode to pay-per-use • Managing resources • Deleting resources
Pay-per-use (pay-per-use and spot instances)	• Modifying resource names • Viewing resource information	• Purchasing resources • Modifying specifications • Changing billing mode to yearly/monthly • Managing resources • Deleting resources

Procedure

Step 1 Access the **Customer Management** page.

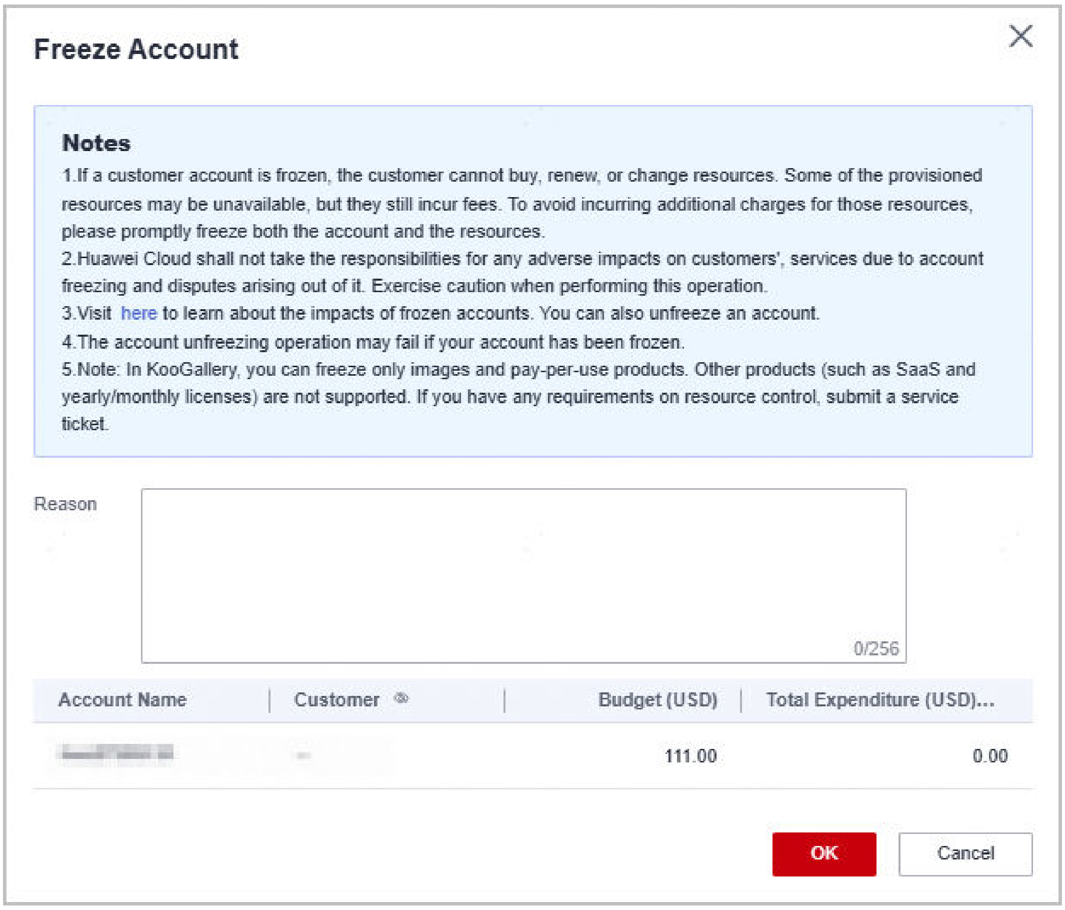
a) Log in to **Huawei Cloud** as a reseller.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) In the top navigation bar, select **Sales** > **Customers** > **Customer Management**.

Step 2 Locate the target customer and click **Freeze Account** in the **Operation** column. The **Freeze Account** page is displayed.

You can search for customers by whether the account is automatically frozen, association type, association time, customer name, customer account, customer ID, account manager name, month-to-date expenditure, resource expiration date, mobile number, budget usage, or customer tag.



Step 3 Enter the reason.

Step 4 Click **OK**.

A message is displayed indicating that the account is frozen.

NOTE

Account freezing is a critical operation. You are advised to enable the verification code function to enhance account security. For details about how to enable verification code function, see **Managing Basic Information**.

----End

10.3.3.1.6 Freezing Both an Account and Resources

If the distributor of a reseller has granted the reseller the permissions for freezing and unfreezing accounts and setting budgets for its customers, the reseller can freeze the accounts and resources of its customers associated by reseller model. If the account and resources of a customer associated by reseller model are frozen, the customer cannot buy, renew, or change resources, and all their cloud resources provisioned cannot be used. Unfreeze the resources within 15 days (subject to the time range regulated on the official website) of when they are frozen. Otherwise, the stored data will be deleted and the cloud service resources will be released. **Exercise caution when using this function.**

NOTE

- If your reseller account is frozen, you cannot unfreeze customer accounts.
- In KooGallery, you can freeze only images and pay-per-use products. Other products (such as SaaS and yearly/monthly licenses) are not supported now. If you have any requirements on resource control, submit a service ticket.

Procedure

Step 1 Access the **Customer Management** page.

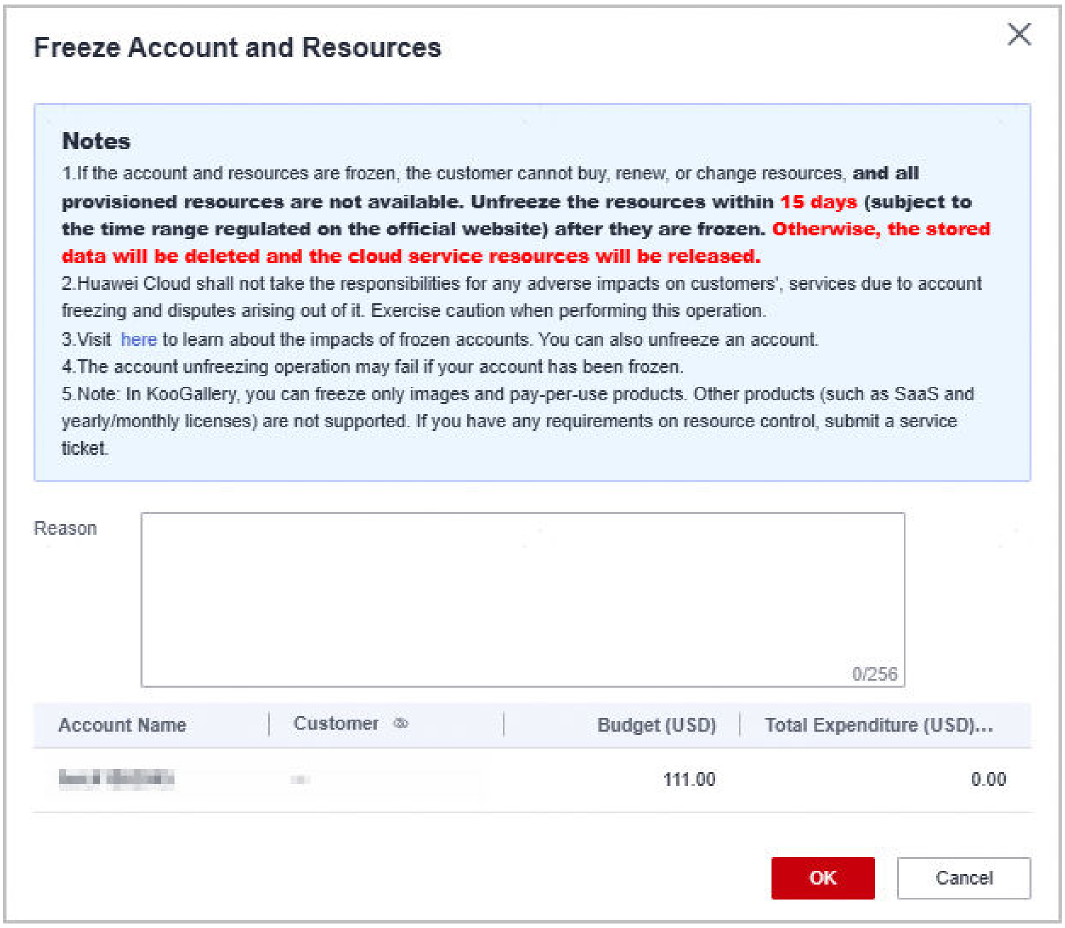
a) Log in to **Huawei Cloud** as a reseller.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) In the top navigation bar, select **Sales** > **Customers** > **Customer Management**.

Step 2 Locate the target customer and click **Freeze Account and Resources** in the **Operation** column. The **Freeze Account and Resources** page is displayed.

You can search for customers by whether the account is automatically frozen, association type, association time, customer name, customer account, customer ID, account manager name, month-to-date expenditure, resource expiration date, mobile number, budget usage, or customer tag.



Step 3 Enter the reason.

Step 4 Click **OK**.

A message is displayed indicating that the account and resources are frozen.

NOTE

Account and resource freezing is a critical operation. You are advised to enable the verification code function to enhance account security. For details about how to enable verification code function, see **Managing Basic Information**.

----End

10.3.3.1.7 Unfreezing an Account

If the reseller has obtained the permissions for freezing and unfreezing accounts and setting budgets for its customers from the distributor, the reseller can unfreeze the accounts of its customers associated by reseller model.

NOTE

- After a customer is associated with a partner in reseller model, the customer's account is frozen by default.
- If your reseller account is frozen, you cannot unfreeze customer accounts.

Procedure

Step 1 Access the **Customer Management** page.

a) Log in to **Huawei Cloud** as a reseller.

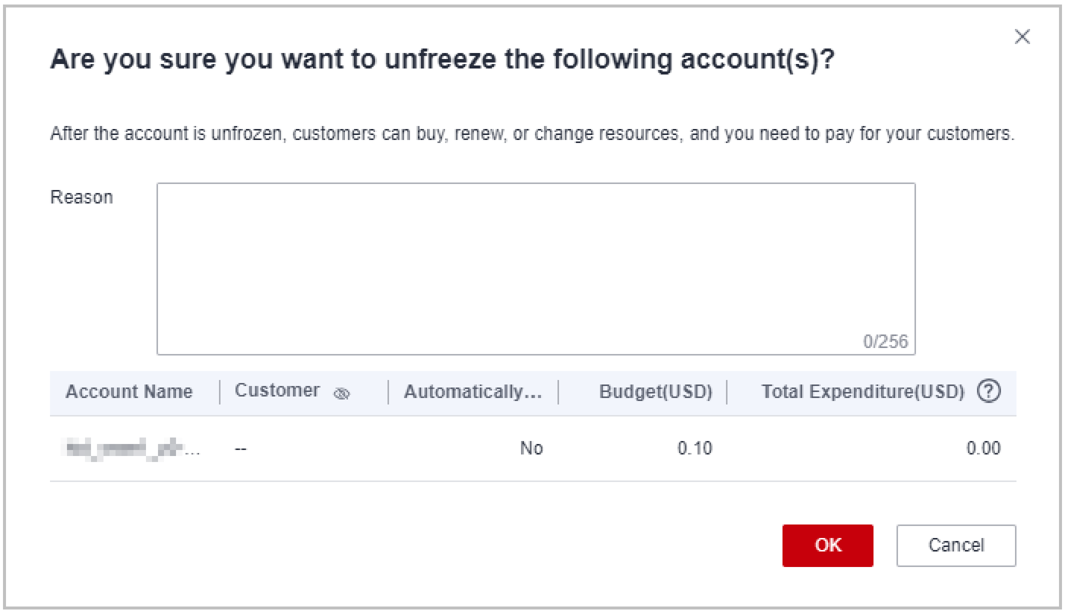
b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) In the top navigation bar, select **Sales** > **Customers** > **Customer Management**.

Step 2 Locate the target customer and click **Unfreeze Account** in the **Operation** column.

You can search for customers by whether the account is automatically frozen, association type, association time, customer name, customer account, customer ID, account manager name, month-to-date expenditure, resource expiration date, mobile number, budget usage, or customer tag.

Step 3 Enter the reason and click **OK**. A message is displayed indicating that the account is unfrozen.



NOTE

Account unfreezing is a sensitive operation. You are advised to enable the verification code function to enhance account security. For details about how to enable verification code function, see **Managing Basic Information**.

----End

10.3.3.1.8 Unfreezing Both an Account and Resources

If the reseller has obtained the permissions for freezing and unfreezing accounts and setting budgets for its customers from the distributor, the reseller can unfreeze the accounts and resources of its customers associated by reseller model.

NOTE

If your reseller account is frozen, you cannot unfreeze customer accounts.

Unfreezing Both an Account and Resources

Step 1 Access the **Customer Management** page.

a) Log in to **Huawei Cloud** as a reseller.

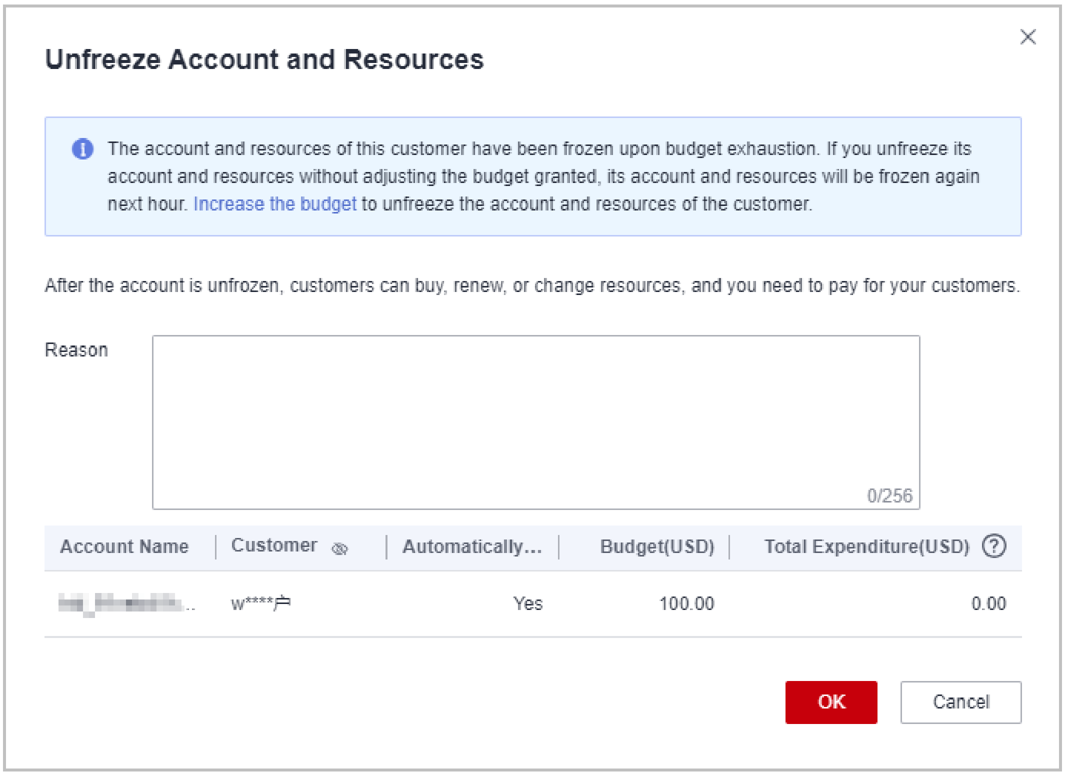
b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) In the top navigation bar, select **Sales** > **Customers** > **Customer Management**.

Step 2 Locate the target customer and click **Unfreeze Account and Resources** in the **Operation** column.

You can search for customers by whether the account is automatically frozen, association type, association time, customer name, customer account, customer ID, account manager name, month-to-date expenditure, resource expiration date, mobile number, budget usage, or customer tag.

Step 3 Enter the reason and click **OK**. A message is displayed, indicating that the account and resources are unfrozen.



NOTE

Account and resource unfreezing is a sensitive operation. You are advised to enable the verification code function to enhance account security. For details about how to enable verification code function, see **Managing Basic Information**.

----End

10.3.3.1.9 Viewing a Customer's Resources

A reseller can view pay-per-use, yearly/monthly, reserved instance, and savings plan resources of its customers. With the information, resellers can help customers optimize resource allocation, avoid resource waste, reduce costs, and provide more accurate technical support and services.

Procedure

Step 1 Access the **Customer Management** page.

a) Log in to **Huawei Cloud** as a reseller.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) In the top navigation bar, select **Sales** > **Customers** > **Customer Management**.

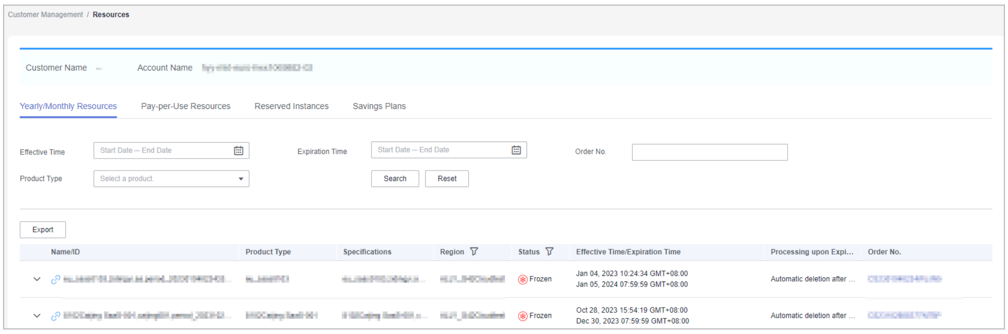
Step 2 Locate the target customer and click **More** > **View Resources** in the **Operation** column. The resource management page is displayed.

You can search for customers by whether the account is automatically frozen, association type, association time, customer name, customer account, customer ID, account manager name, month-to-date expenditure, resource expiration date, mobile number, budget usage, or customer tag.

Step 3 View the resources purchased or provisioned by customers.

- View yearly/monthly resources.

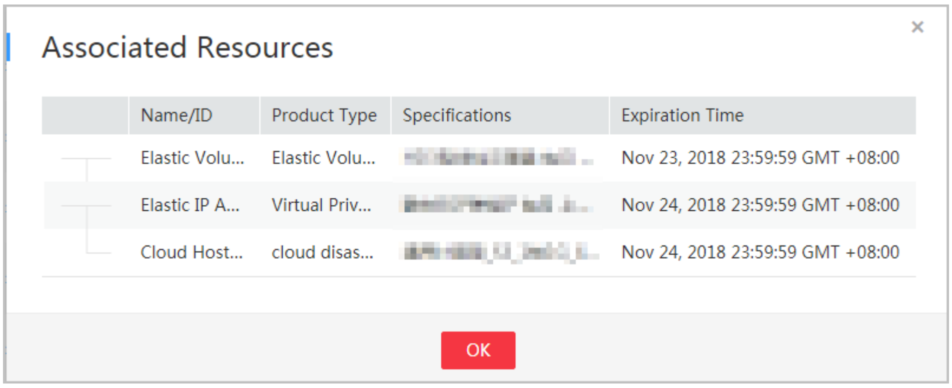
  On the **Yearly/Monthly Resources** page, set the search criteria and query the desired yearly/monthly resource records.



  – Click **Export** to export all yearly/monthly resource records of a customer.

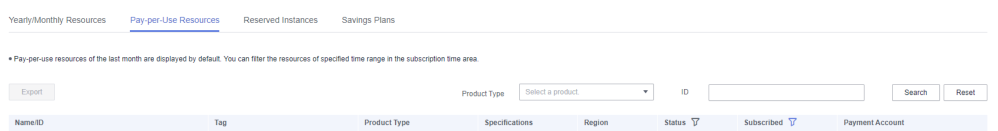
  – Click to check instance information and resource status.

  – Click to check associated resources.



- View pay-per-use resources.

  On the **Pay-per-use Resources** tab, set search options to query target pay-per-use resources.

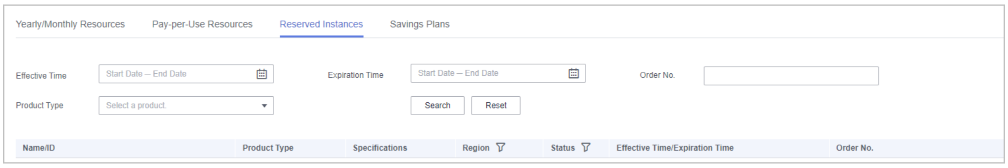


  Click **Export** to export all pay-per-use resource records of a customer.

  NOTE

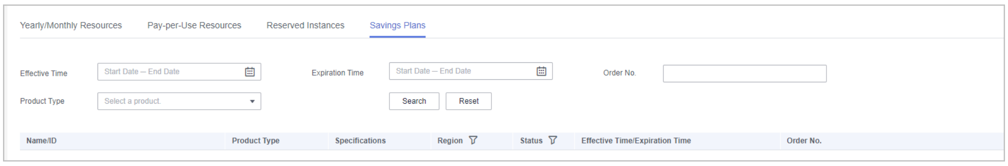
- View reserved instances.

  On the **Reserved Instances** tab, set search options to query target instances.



- View savings plans.

  On the **Savings Plans** tab, set search options to query target savings plans.



----End

10.3.3.1.10 Request Authorization from a Customer

Before configuring resources, purchasing products, and managing them for customers associated by reseller mode, a reseller needs to contact its distributor for authorization of order placement and O&M on behalf of the customers and then obtain the authorization from the customers. The reseller can perform these operations on behalf of the customers only after the customers agree.

Procedure

Step 1 Access the **Customer Management** page.

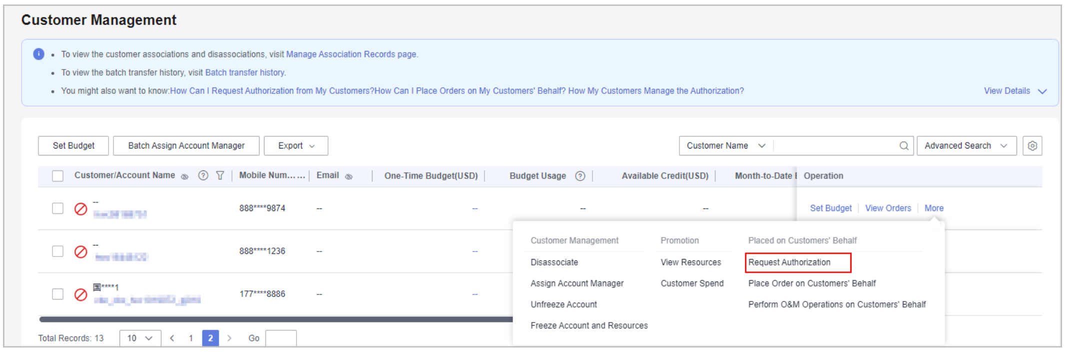
a) Log in to **Huawei Cloud** as a reseller.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

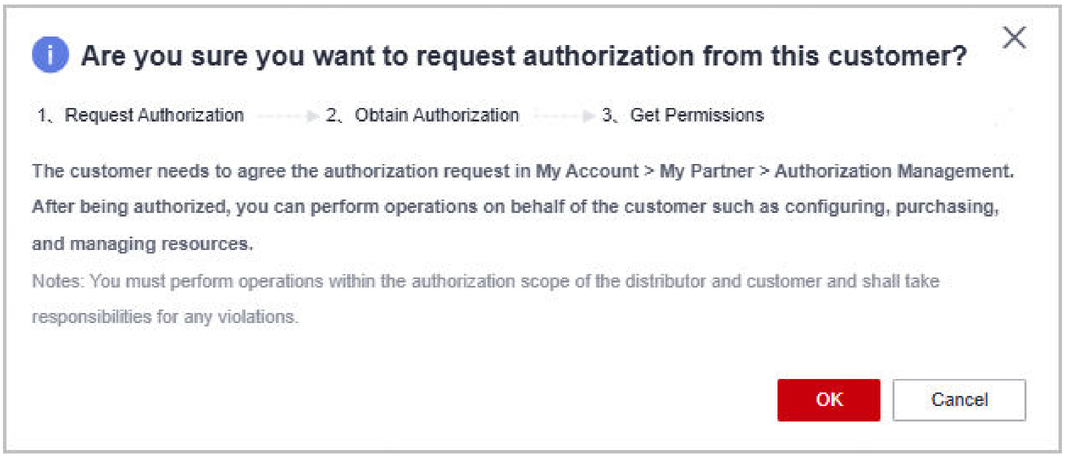
c) In the top navigation bar, select **Sales** > **Customers** > **Customer Management**.

Step 2 Locate the target customer and click **More** > **Request Authorization** in the **Operation** column.

You can search for customers by whether the account is automatically frozen, association type, association time, customer name, customer account, customer ID, account manager name, month-to-date expenditure, resource expiration date, mobile number, budget usage, or customer tag.



Step 3 Click **OK**.



Step 4 A message is displayed, indicating that the authorization request has been sent to the customer. The customer can manage authorization requests in **My Account** > **My Partner**. For details, see **Managing Authorization Requests of Partners**.

----End

10.3.3.1.11 Placing Orders on Customers' Behalf

Resellers can purchase yearly/monthly resources (such as ECSs and EVS disks) and enable pay-per-use resources for customers on their behalf in the partner center.

When you place an order on behalf of a customer, the system automatically switches to the customer account. To switch the account back, click **Switch Role**.

NOTE

Currently, partners can place orders to purchase the following cloud services on customers' behalf: ECS, EVS, and EIP.

Prerequisites

- Before placing an order on behalf of a customer associated by reseller mode, a reseller needs to contact its distributor to obtain the permission for order placement and O&M on behalf of the customer.
- Before placing an order on behalf of a customer associated by reseller mode, a reseller needs to obtain the customer's authorization. For details, see **Request Authorization from a Customer**.

Procedure

Step 1 Access the **Customer Management** page.

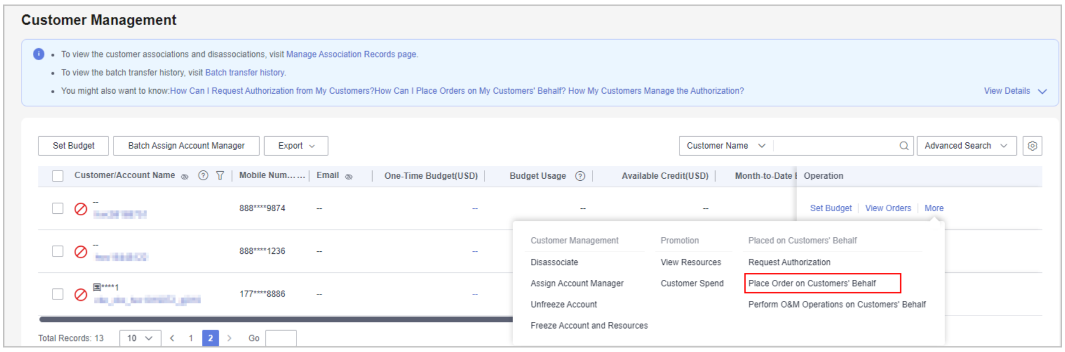
a) Log in to **Huawei Cloud** as a reseller.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) In the top navigation bar, select **Sales** > **Customers** > **Customer Management**.

Step 2 Locate the target customer and click **More** > **Place Order on Customers' Behalf** in the **Operation** column.

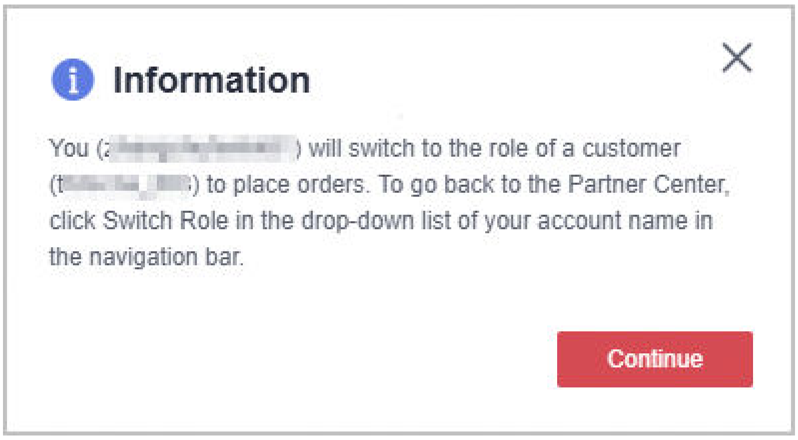
You can search for customers by whether the account is automatically frozen, association type, association time, customer name, customer account, customer ID, account manager name, month-to-date expenditure, resource expiration date, mobile number, budget usage, or customer tag.



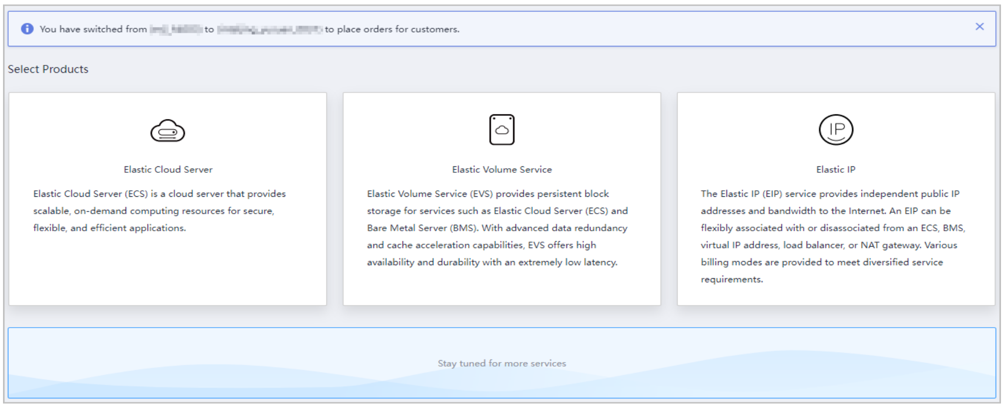
NOTE

Click the eye icon next to a header to show or hide the complete content in the column. The content is hidden by default. For example, you can click the eye icon next to **Customer/Account Name** to show or hide the complete content of customer names.

Step 3 In the displayed dialog box, click **OK**.



Step 4 On the **Select Products** page, select a cloud service and place an order as prompted.



NOTE

When you place orders on a customer's behalf, your partner account will be switched to the customer account. To switch the account back, click **Switch Role**.

----End

Other Operations

You can choose **Customer** > **Customer Orders** and view the orders of yearly/monthly resources placed on customers' behalf. You can also choose **Customers** > **Customer Management** and choose **More** > **View Resources** to query pay-per-use resources provisioned on customers' behalf.

10.3.3.1.12 Performing Resource O&M on Customers' Behalf

Resource O&M ensures efficient, stable, and secure running of resources in the cloud computing environment. Professional resource O&M improves resource utilization, reduces costs, and detects and resolves potential resource problems, thereby providing better services for customers.

Resellers can perform resource O&M on behalf of their customers in Partner Center.

When the reseller performs resource O&M on behalf of a customer, the system automatically switches to the customer account. To switch the account back, click **Switch Role**.

Prerequisites

- Before performing resource O&M on behalf of a customer associated by reseller mode, a reseller needs to contact its distributor to obtain the permission for order placement and O&M on behalf of the customer.
- Before performing resource O&M on behalf of a customer associated by reseller mode, a reseller needs to obtain the customer's authorization. For details, see **Request Authorization from a Customer**.

Procedure

Step 1 Access the **Customer Management** page.

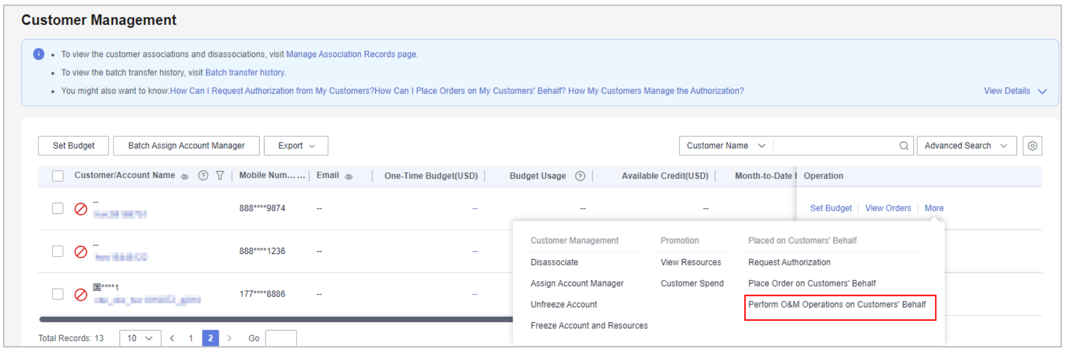
a) Log in to **Huawei Cloud** as a reseller.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) In the top navigation bar, select **Sales** > **Customers** > **Customer Management**.

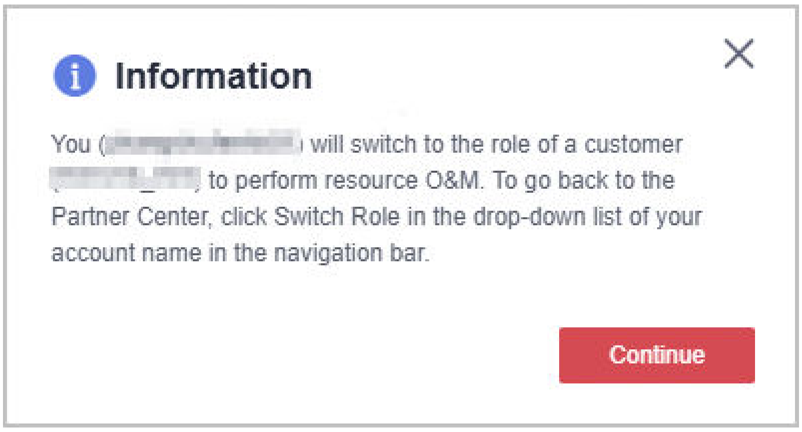
Step 2 Locate the target customer and click **More** > **Perform O&M Operations on Customers' Behalf** in the **Operation** column.

You can search for customers by whether the account is automatically frozen, association type, association time, customer name, customer account, customer ID, account manager name, month-to-date expenditure, resource expiration date, mobile number, budget usage, or customer tag.



> **NOTE**
>
> Click the eye icon next to a header to show or hide the complete content in the column. The content is hidden by default. For example, you can click the eye icon next to **Customer/Account Name** to show or hide the complete content of customer names.

Step 3 In the displayed dialog box, click **OK**.



Step 4 On the console page, perform resource O&M operations as prompted.

----End

10.3.3.1.13 Assigning an Account Manager for a Customer

A reseller can assign an account manager to a customer. The account manager can understand customer requirements and feedback, and provide personalized services and support for the customer.

> **NOTE**
>
> If a customer is associated with a partner via an invitation email, invitation link, or QR code sent by the account manager, the customer is assigned to the account manager after the association. In this case, the partner does not need to assign another account manager to the customer.

Precautions

After an account manager is assigned for a customer, the account manager can manage the customer. Specifically, the account manager can view the expenditure records of the customer, and the customer's consumption and revenues generated during the management period belong to the account manager.

Procedure

Step 1 Access the **Customer Management** page.

a) Log in to **Huawei Cloud** as a reseller.

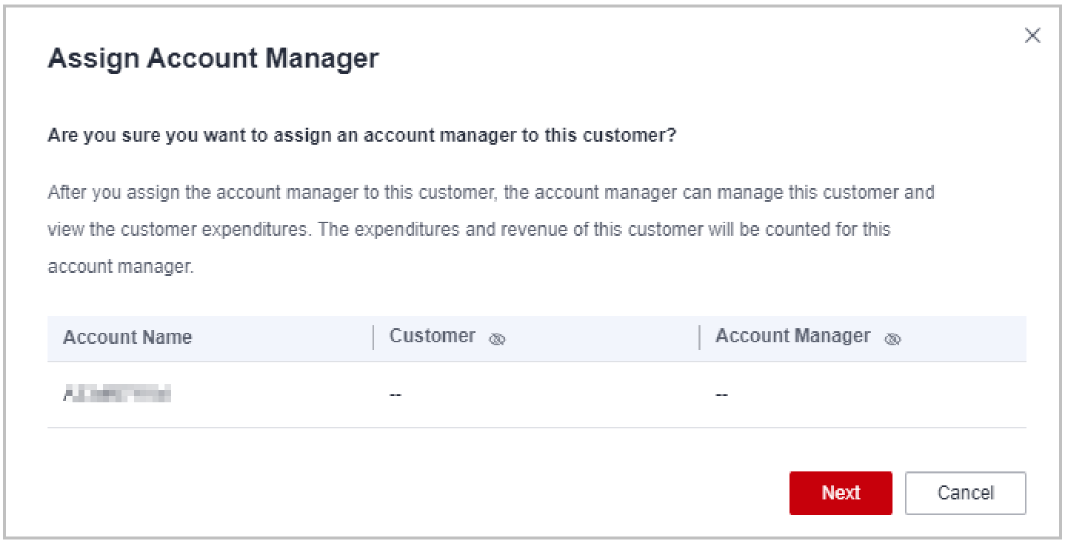
b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) In the top navigation bar, select **Sales** > **Customers** > **Customer Management**.

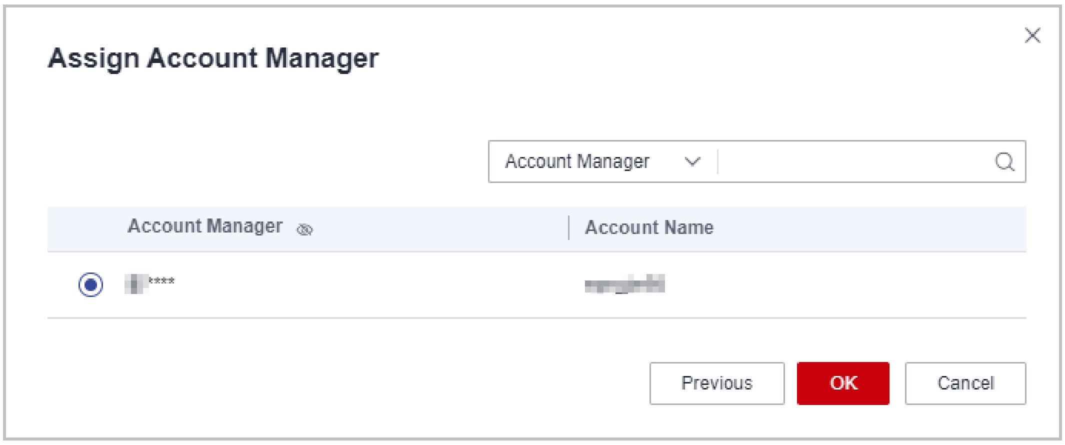
Step 2 Locate the target customer and click **More** > **Assign Account Manager** in the **Operation** column. You can also select multiple customers and click **Batch Assign Account Manager**.

You can search for customers by whether the account is automatically frozen, association type, association time, customer name, customer account, customer ID, account manager name, month-to-date expenditure, resource expiration date, mobile number, budget usage, or customer tag.

Step 3 Confirm the customer information and click **Next**.



Step 4 Select the target account manager and click **OK**.



Step 5 A message, indicating the account manager has been successfully assigned, is displayed.

----End

10.3.3.2 Customer Assignment

10.3.3.2.1 Assigning Customers to an Account Manager

A partner can assign customers to an account manager, and view or unassign the assigned customers.

An account manager can view the customers assigned by the partner on the **Customers** > **Customer Management**.

After an account manager is assigned for a customer, the account manager can manage the customer. Specifically, the account manager can view the expenditure records of the customer, and the customer's consumption and revenues generated during the management period belong to the account manager.

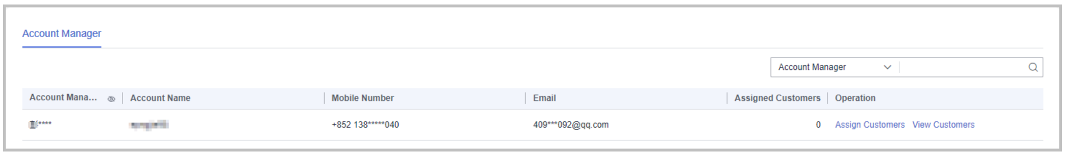
Procedure

Step 1 Sign in to **Huawei Cloud** as a partner.

Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 On the top navigation bar, select **Sales** > **Customers** > **Customer Assignment**.

The **Customer Assignment** page is displayed.



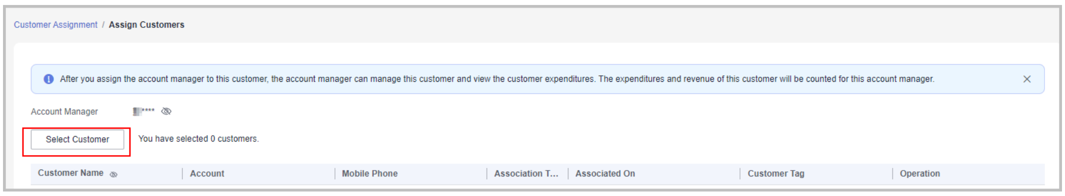
NOTE

If no account manager is available on the **Customer Assignment** page, choose **Account Management** > **Organization Management** > **Users** > **Create User** and add account managers. For details, see **Creating a User**.

Click the eye icon next to a header to show or hide the complete content in the column. The content is hidden by default. For example, you can click the eye icon next to **Account Manager** to show or hide the complete content of account manager names.

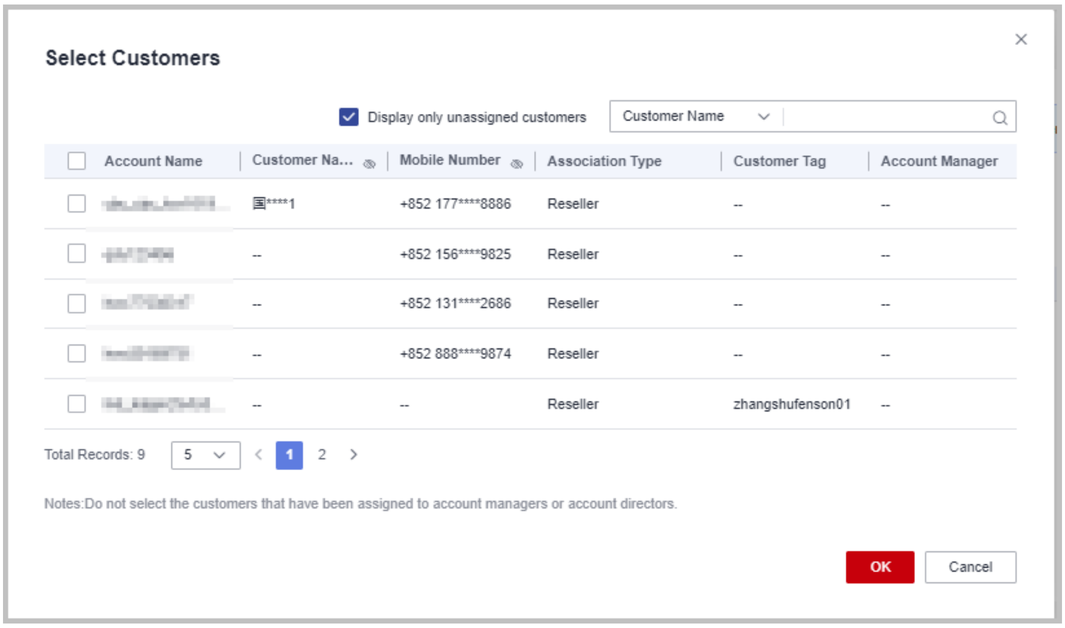
Step 4 Click **Assign Customers** in the **Operation** column.

The **Assign Customers** page is displayed.



Step 5 Click **Select Customer**.

Step 6 In the **Select Customers** dialog box, select a customer whom you want to assign to the account manager and click **OK**.



NOTE

You cannot select a customer who has already been assigned to an account manager. You can select **Display only unassigned customers** to display all unassigned customers.

Step 7 Confirm the added customer in the customer list and click **OK**.

Step 8 The message "Customers have been assigned successfully" is displayed.

NOTE

You can click **Delete** in the **Operation** column to delete an added customer.

----End

Other Operations

- Viewing the customer list

  Click **View Customers** in the **Operation** column. On the **View Customers** page, view the account manager information and the customers assigned to the account manager.

- Unassigning customers

  After you remove the account manager, this customer will not be managed by the account manager. The expenditures and revenue of this customer will no longer be counted for the account manager.

  – Unassigning a single customer

    Click **View Customers** in the **Operation** column. On the **View Customers** page, click **Unassign** in the **Operation** column. Then in the displayed dialog box, click **OK**.

  – Batch unassigning customers

Click **View Customers** in the **Operation** column. On the **View Customers** page, select target customers and click **Unassign Customers**. Then in the displayed dialog box, click **OK**.

NOTE

The unassignment will take effect on the 1st of next month (GMT +08:00). The customer expenditures are still counted into this account manager before the effective date.

10.3.3.3 Customer Orders

10.3.3.3.1 Viewing a Customer's Orders

Partners can query the order data generated for the yearly/monthly products purchased by their customers and export the order data to the local PC for offline viewing.

NOTE

- Only operators assigned the account manager role can view orders of their own customers.
- To view the order data of pay-per-use resources enabled by your customers, choose **Sales** > **Customers** > **Customer Management** > **View Resource**. For details, see **Viewing a Customer's Resources**.
- Customer sensitive information is hidden by default. To view the complete content, click the eye button next to the sensitive information.

Viewing a Customer's Orders

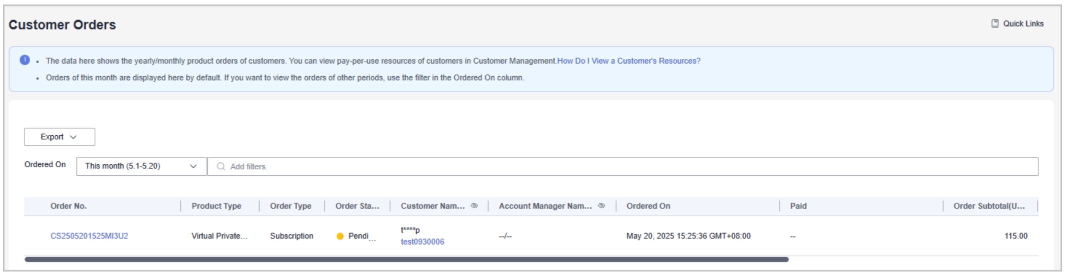
Step 1 Access the **Customer Orders** page.

a) Log in to **Huawei Cloud** as a partner.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) In the top navigation, choose **Sales** > **Customers** > **Customer Orders**.

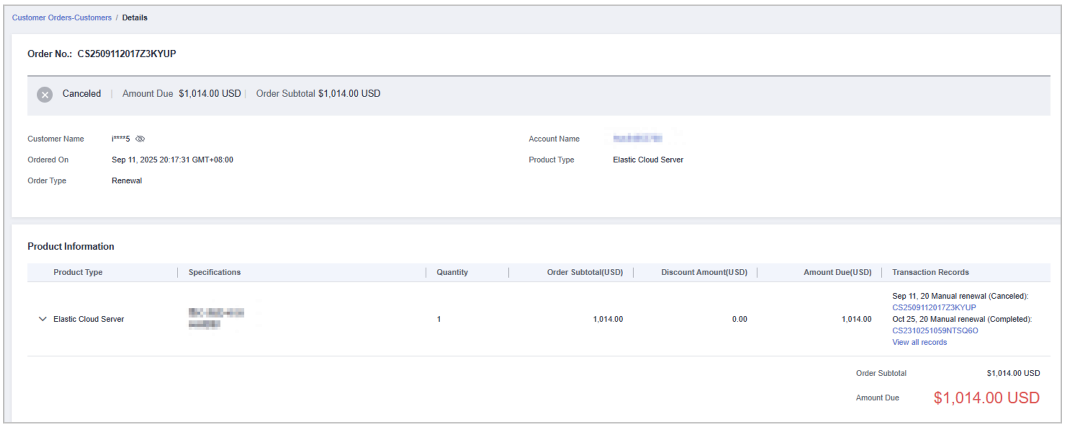
Step 2 Select the order time and set filter criteria to filter required orders.



- A partner can filter customer orders by the following attributes: customer name, customer account name, product type, order No., order type, and order status.
- If an order is completed and is not unsubscribed, move over the  icon in the **Amount Paid** column to check the payment details.

Step 3 Click **View Order Details** in the **Operation** column of the target order to view the order details.

If the order is changed from yearly/monthly to pay-per-use, or the customer cancels the order, you can view the original order information in the **Transaction Records** column. If there are more than two transaction records, you can click **View all records** to view all transaction records.



----End

Exporting Customer Orders

Step 1 Access the **Customer Orders** page.

a) Log in to **Huawei Cloud** as a partner.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) In the top navigation, choose **Sales** > **Customers** > **Customer Orders**.

Step 2 Click **Export** to export customer orders.

- To export all customer orders, click **Export** > **Export All**. The message "Records exported successfully" is displayed.
- To export selected customer orders, search by order time and filters, then click **Export** > **Export Selected**. The system will display **Records exported successfully**.

  NOTE

  When using the export function of Partner Center, please note that any sensitive information, such as customer names, mobile numbers, and email addresses, will be anonymized.

Step 3 Choose **Export** > **View Export** to switch to the **Export History** page.

Step 4 Click **Download** in the **Operation** column to download and view the exported orders.

----End

10.3.3.4 Customer Expenditures

10.3.3.4.1 Querying Expenditure Summary

A partner can view the expenditure summary of a customer and export the expenditure details.

Precautions

- The expenditure summary data of the current day can only be queried after 24:00 of the following day. The actual expenditures are subject to expenditure details.
- Customer expenditures are counted from the second day following the assignment of a customer to an account manager.
- You can view expenditures of customers associated with you in the referral and reseller models. Customers expenditure data cannot be used as the basis for partners' settlement, payment, and invoicing.
- The customer expenditure data can be traced back to a maximum of 36 months ago.

Procedure

Step 1 Sign in to **Huawei Cloud** as a partner.

Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

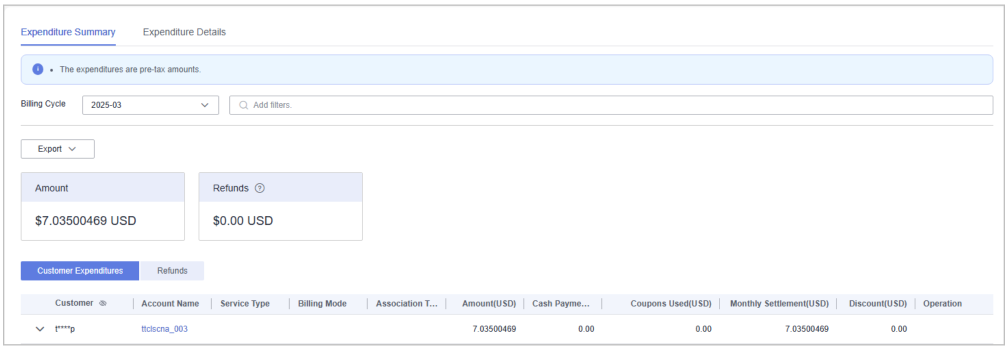
Step 3 In the top navigation, select **Sales** > **Customers** > **Customer Expenditure**.

Step 4 Click the **Expenditure Summary** tab.

Step 5 Set search options to filter expenditure summary.

Search options include **Customer Name**, **Spent On**, and **Account Manager**.

- View total expenditure amount and refund amount.



NOTE

Click the eye icon next to a header to show or hide the complete content in the column. The content is hidden by default. For example, you can click the eye icon next to **Customer** to show or hide the complete content of customer names.

- View expenditure and refund data of each customer
  - Expenditures

    Click the **Customer Expenditures** tab to view expenditure data of each customer.

– Refunds

Click the **Refunds** tab to view refund data of each customer.

----End

Other Operations

Export expenditure summary.

- Export customer expenditures.

  Click **Export** > **Export Customer Bills**. Set the search options and click **OK**. When the export is complete, a message is displayed indicating that the export task has been created.

  NOTE

  When using the export function of Partner Center, please note that any sensitive information, such as customer names, mobile numbers, and email addresses, will be anonymized.

- View the export history.
  a. Choose **Export** > **View Export** to switch to the **Export History** page.
  b. Click **Download** in the **Operation** column to download and view the exported expenditure records.

10.3.3.4.2 Querying Expenditure Details

A partner can view and export customer expenditure details.

Procedure

Step 1 Sign in to **Huawei Cloud** as a partner.

Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

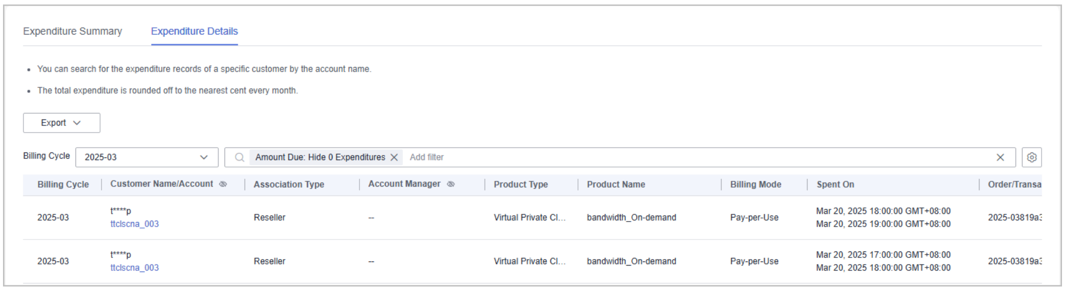
Step 3 In the top navigation, select **Sales** > **Customer Business** > **Customer Expenditure**.

Step 4 Click the **Expenditure Details** tab.

Step 5 Set search options to search for expenditure details.

You can check expenditure details of a customer in a billing cycle, including the customer name, customer account name, association type, account manager name, product type, product type code, account ID, product name, order number, expenditure amount, and payment status.

You can filter customer expenditure details by **Billing Cycle**, **Amount Due**, **Customer Name**, **Customer Account**, **Account Manager**, **Product Type**, **Billing Mode**, **Bill Type**, **Region**, **Order/Transaction ID**, **Resource Name**, and **Resource ID**.



NOTE

- Click the eye icon next to a header to show or hide the complete content in the column. The content is hidden by default. For example, you can click the eye icon next to **Customer Name/Account** to show or hide the complete content of customer names.
- You can select a calendar month (up to 36 months ago) for **Billing Cycle**.
- Expenditure details for the current month with amount due greater than zero are displayed by default, that is, **Hide 0 Expenditures** is selected by default for **Amount Due**. If you want to view all expenditure details of the current month, select **All** for **Amount Due**.

----End

Other Operations

Export expenditure details.

- Export the selected records.

  Click **Export** > **Export Selected**, specify the transaction time, and click **Export**. A message is displayed indicating that the export task has been created.

  NOTE

  - A maximum of 5,000,000 records can be exported at a time.
  - When using the export function of Partner Center, please note that any sensitive information, such as customer names, mobile numbers, and email addresses, will be anonymized.
- View the export history.
  a. Choose **Export** > **View Export** to switch to the **Export History** page.
  b. Click **Download** in the **Operation** column to download and view the exported expenditure details.

10.3.4 Operations Dashboard

10.3.4.1 Viewing Customer Statistics

A partner can view the customer statistics, including the number of customers, newly associated customers, customer analysis, and disassociated customers.

Procedure

Step 1 Sign in to **Huawei Cloud** as a partner.

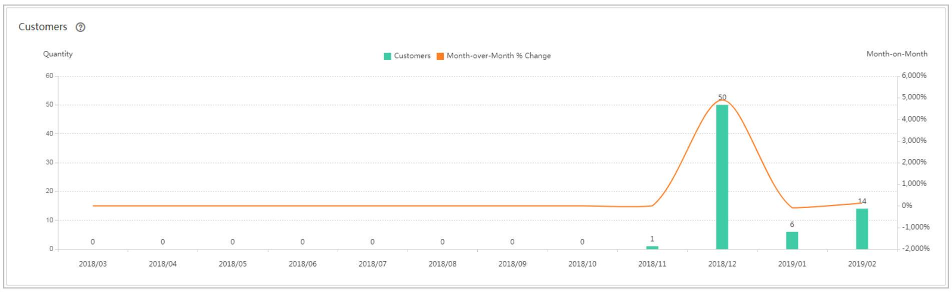
Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 Select **Sales** > **Operations Statistics** > **Customers** on the top navigation bar.

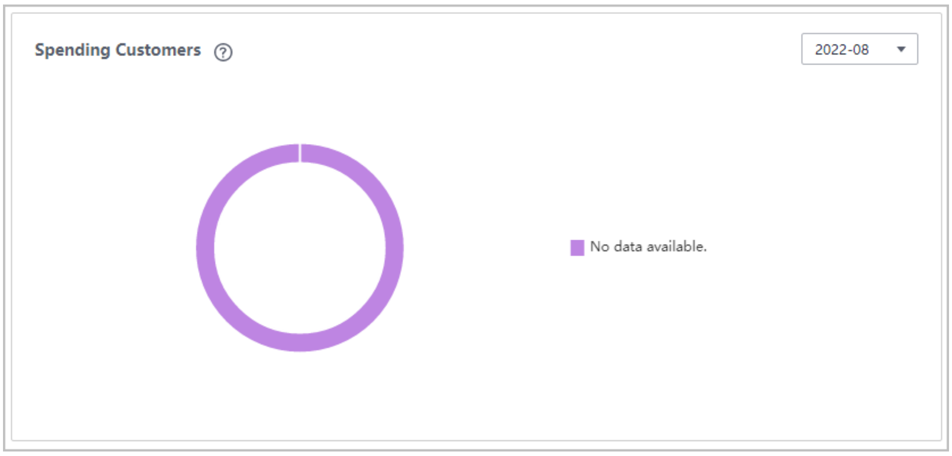
- Click the **Overview** tab.
  - In the statistics area, you can check the **Total Customers**, **Total Associations**, and **Spending Customers This Month**.

  - Click **Select Account Manager or Director** to sort out the customers that you want to view.

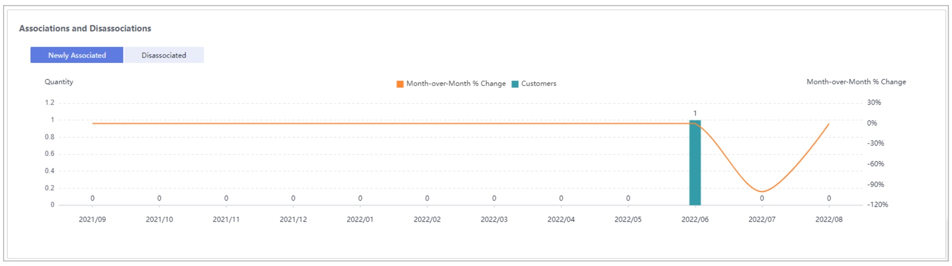
    In the **Customers** area, you can view the trend of the number of customers in the whole year.



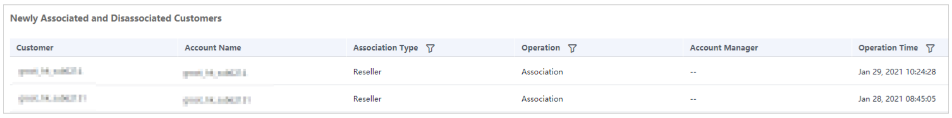
    In the **Spending Customers** area, you can view the number of customers with cash expenditures and other expenditures by month.



- Click the **Associated and Disassociated Records** tab and click **Select Account Manager or Director** to sort out the customers that you want to view.
  - In the **Associations and Disassociations** area, you can view the number of customers newly associated and disassociated in the recent year.



  - In the **Newly Associated and Disassociated Customers** area, set **Association Type**, **Operation**, and **Operation Time** as the search criteria and view the desired records.



----End

10.3.4.2 Viewing Expenditure Statistics

The expenditure page displays expenditure statistics of a customer in three categories: overview, trend, and distribution.

- **Overview**: displays the amount and amount paid of a customer by expenditure period, customer, and customer manager.
- **Expenditure Trend**: displays the expenditure trend chart and list of a customer by time (month and day), expenditure period, grouping basis (service type, billing mode, association type, account manager, and customer account), and amount type.
- **Expenditure Distribution**: displays the expenditure distribution chart and list of a customer by time (month and day), expenditure period, grouping basis (service type, billing mode, association type, account manager, and customer account), and amount type.

NOTE

Amount types include **Amount** and **Amount Paid**.

- **Amount**: The amount that you need to pay based on the list price.
- **Amount Paid**: The total after the value of any cash coupons is deducted from **Amount**.
- Amount Paid = Amount – Cash Coupons Used

Precautions

A customer's expenditures generated since the day when the customer is assigned to the account manager will belong to its account manager.

For details about the expenditure statistics rules, click **here**.

Viewing the Expenditure Overview

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

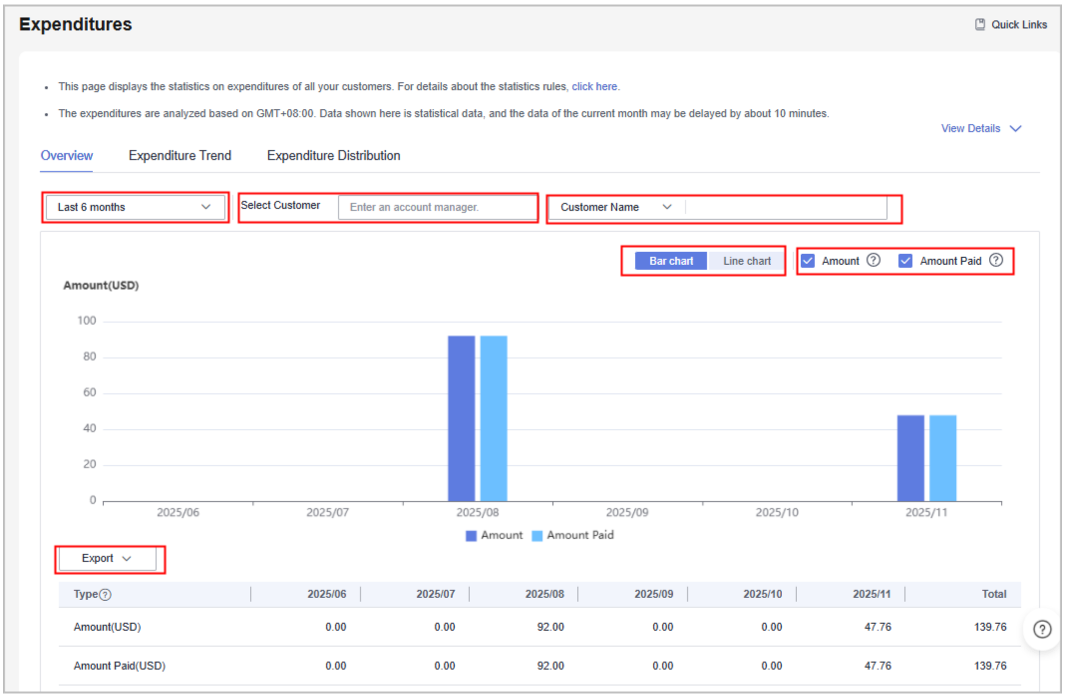
a) Sign in to **Huawei Cloud** as a partner.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) On the top navigation bar, choose **Sales** > **Operations Statistics** > **Expenditures**.

Step 2 Click the **Overview** tab.

Step 3 By default, the system displays the amount and amount paid of all customers in the last six months in a bar chart.



- If you enter the name of a customer manager, the system displays the amount and amount paid of the customers managed by the customer manager.
- If you enter the customer name or account name, the system displays the amount and amount paid of the customer.
- If you click the **Bar chart** or **Line chart** button, the system displays the amount and amount paid in different forms.
- If you deselect the **Amount** or **Amount Paid** check box, the bar chart or line chart displays only the data that you have selected.
- You can filter the expenditure data as required. After confirming the filter criteria, click **Export** > **Export Selected** to export the filtered customer expenditure data. Click **Export** > **View Export**, and click **Download** in the **Operation** column to download the exported expenditure data that is in the **Completed** state.

----End

Viewing the Expenditure Trend

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

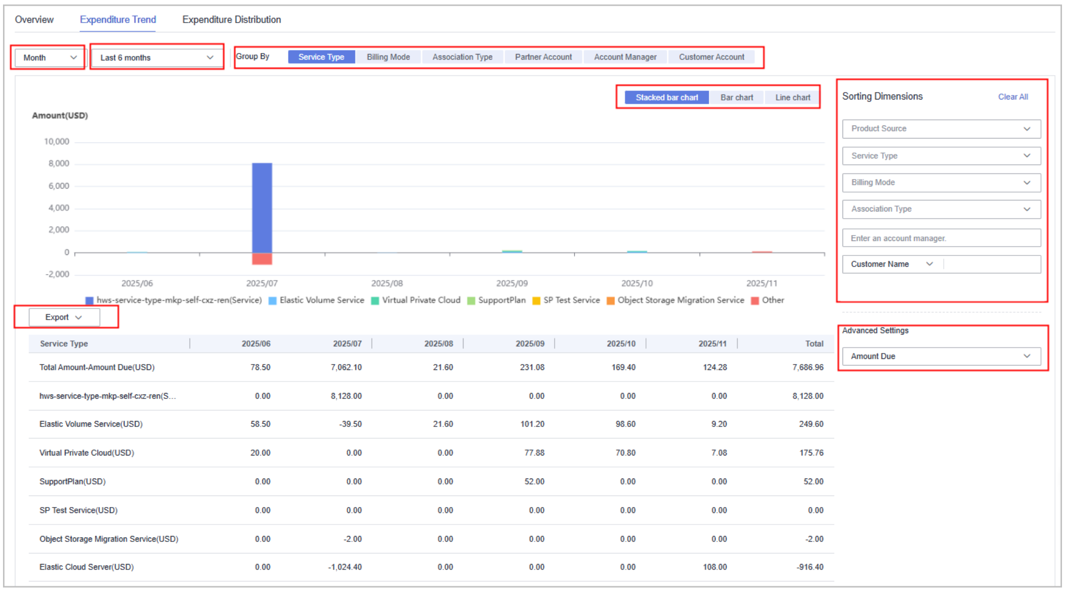
a) Sign in to **Huawei Cloud** as a partner.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) On the top navigation bar, choose **Sales** > **Operations Statistics** > **Expenditures**.

Step 2 Click the **Expenditure Trend** tab.

Step 3 By default, you can view the amount of all customers in the last six months by month and service type in a stacked bar chart.



- If you select **Day**, you can query the amount of a customer in a specified period by day.
- You can select the last three months, last six months, last year, or a custom time period (up to 18 months) to query the expenditure trend.
- If you select other grouping criteria, the expenditure trend of the customer is displayed based on the selected criteria.
- If you filter the expenditure trend data by product source (including KooGallery and Huawei Cloud), service type, billing mode, association type, account manager, customer name, and customer account, the filtered data is displayed in the trend chart and list.
- If you select **Amount Paid** in the **Advanced Settings** area, the expenditure trend chart and list display the filtered amount paid data.
- You can filter the expenditure trend data as required. After confirming the filter criteria, click **Export** > **Export Selected** to export the filtered expenditure trend data. Click **Export** > **View Export**, and click **Download** in the **Operation** column to download the exported expenditure trend data that is in the **Completed** state.

----End

Viewing Expenditure Distribution

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

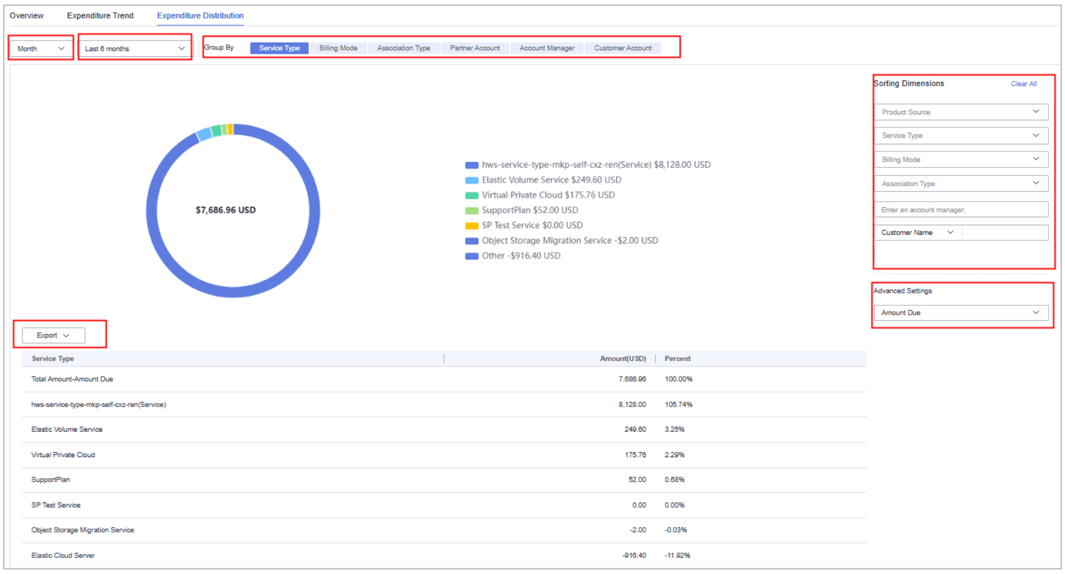
a) Sign in to Huawei Cloud as a partner.

b) Click **Partner Center** in the drop-down list of your account name in the upper right corner.

c) On the top navigation bar, choose **Sales** > **Operations Statistics** > **Expenditures**.

Step 2 Click the **Expenditure Distribution** tab.

Step 3 By default, you can view the amount of all customers in the last six months by month and service type in a pie chart.



Service Type	Amount(USD)	Percent
Total Amount-Amount Due	7,686.96	100.00%
hws-service-type-mkp-self-cxz-ren(Service)	8,128.00	105.74%
Elastic Volume Service	249.60	3.25%
Virtual Private Cloud	175.76	2.29%
SupportPlan	52.00	0.68%
SP Test Service	0.00	0.00%
Object Storage Migration Service	-2.00	-0.03%
Elastic Cloud Server	-916.40	-11.92%

- If you select **Day**, you can query the amount of a customer in a specified period by day.
- You can select the last three months, last six months, last year, or a custom time period (up to 18 months) to query the expenditure distribution.
- If you select other grouping criteria, the expenditure distribution of the customer is displayed based on the selected criteria.
- If you filter the expenditure trend data by product source (including KooGallery and Huawei Cloud), service type, billing mode, association type, account manager, customer name, and customer account, the filtered data is displayed in the distribution chart and list.
- If you select **Amount Paid** in the **Advanced Settings** area, the expenditure distribution chart and list display the filtered amount paid data.
- You can filter the expenditure distribution data as required. After confirming the filter criteria, click **Export** > **Export Selected** to export the filtered expenditure distribution data. Click **Export** > **View Export**, and click **Download** in the **Operation** column to download the exported expenditure distribution data that is in the **Completed** state.

----End

11 Operations of Partner Customers

11.1 Requesting Association with a Partner

You can request to associate with a partner in the reseller model in either of the following ways:

- Contact a Huawei Cloud partner to obtain an online or offline invitation link and click the link to complete the registration and association.
- Contact a Huawei Cloud partner to obtain a QR code and scan the QR code to complete the registration and association.

If you already have a Huawei Cloud account, you can only associate with a partner through the **online invitation link**.

CAUTION

After you are associated with a partner, your account will be automatically frozen. You cannot buy, renew, or change resources. Some of the provisioned resources may be unavailable, but they still incur fees. To normally run services, you must contact your associated partner to set a budget and unfreeze your account. To avoid any impact on your cloud services due to association, it is recommended that you stop the online association and reach out to your partner to submit a service ticket for association in the background.

Precautions

- A customer cannot be associated with a partner if the customer:
  - Registers with Huawei Cloud (Chinese mainland).
  - Has been associated with another partner.
  - Has signed a special contract with Huawei Cloud, such as offline directly-signed contract, authorized telemarketing contract with discounts, or directly-signed special offer contract.
  - Has registered for more than seven days or has cash expenditure records. The customer must contact the partner for registration before association.

  - Has unpaid bills. The customer must top up their account to pay off the bills before association.
  - Is using an enterprise member account (resource or cloud account) associated with a master account in the unified accounting mode.
- A customer cannot be associated with a partner in reseller model if the customer:
  - Has signed a professional service contract with Huawei Cloud.
  - Has valid reserved instances (RIs).
  - Is using an enterprise member account.
  - Is using an enterprise master account that has associated with independent accounting member accounts.
  - Has joined the Software Partner, Service Partner, Learning Partner, or System Integrator (SI) development path.
  - Has valid stored-value cards. The customer must use up these cards before association.
  - Has valid service support plans. The customer must unsubscribe from these plans before they can be associated with the partner in the reseller model.
  - Is using an enterprise master account that has member accounts with valid service support plans. The customer must have their member accounts unsubscribe from these plans before associating with a partner in the reseller model.
  - Has unpaid orders. The customer must pay for or cancel these orders before they can be associated with a partner in the reseller model.
- If a customer is associated with a partner in reseller model, the customer's cash coupons:
  - Can only be used to deduct the customer's expenditures generated before the association.
- In the reseller model, if a customer invited has subscribed to resources before, you can **freeze both an account and resources** to prevent new fees from being generated by those resources.

Procedure

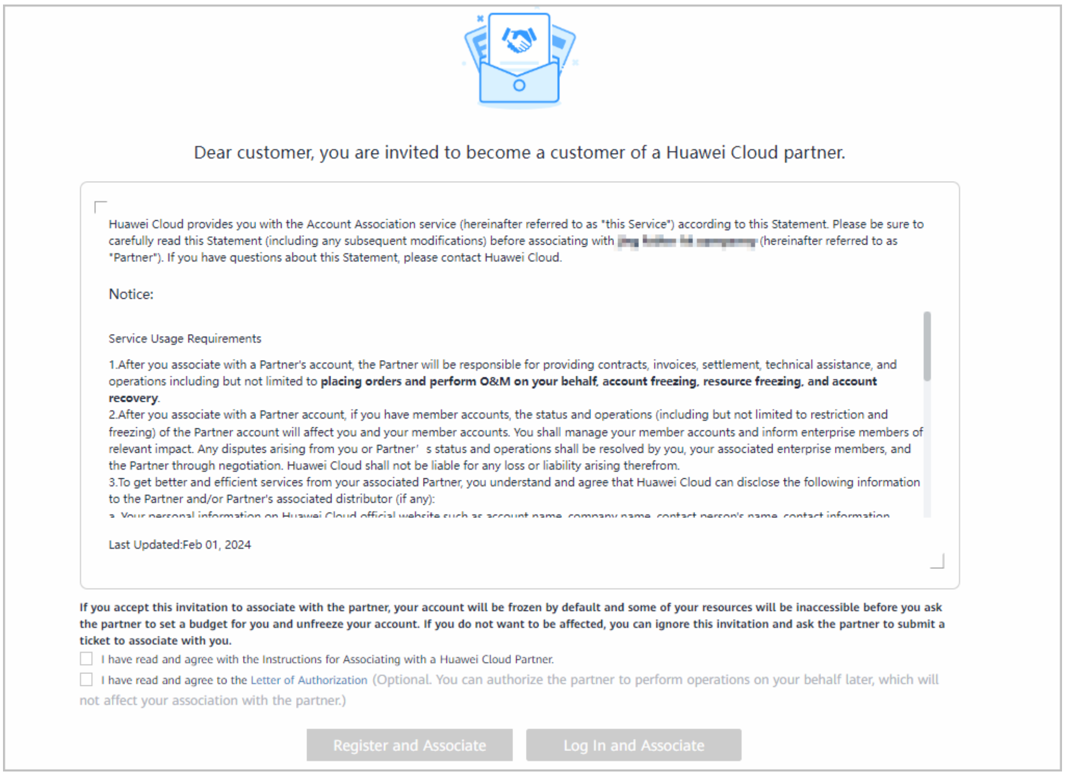
Step 1 Click the invitation link sent by the partner or scan the QR code sent by the partner.

> **CAUTION**
>
> If you already have a Huawei Cloud account, contact your partner to send you an invitation link again.

Step 2 Read the *Instructions for Associating with a Huawei Cloud Partner*.

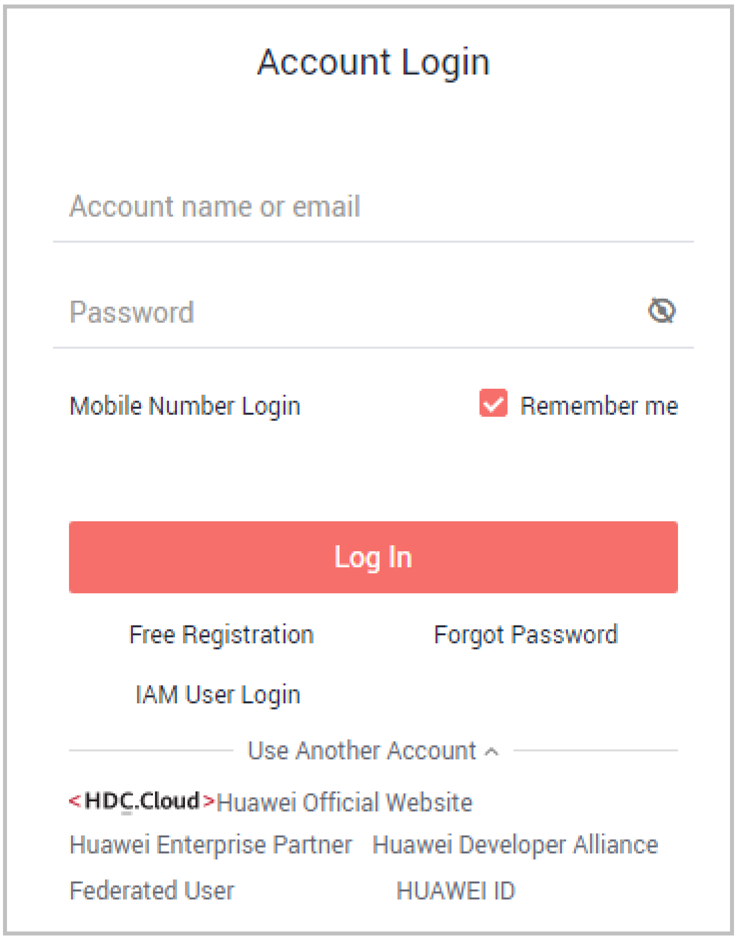
1. Select I have read and agree with the *Instructions for Associating with a Huawei Cloud Partner*.
2. (Optional) Select **I have read and agree to the Letter of Authorization**. This operation does not affect the current association process. If you select this

option, your partner has the permission to place orders and perform O&M on your behalf.

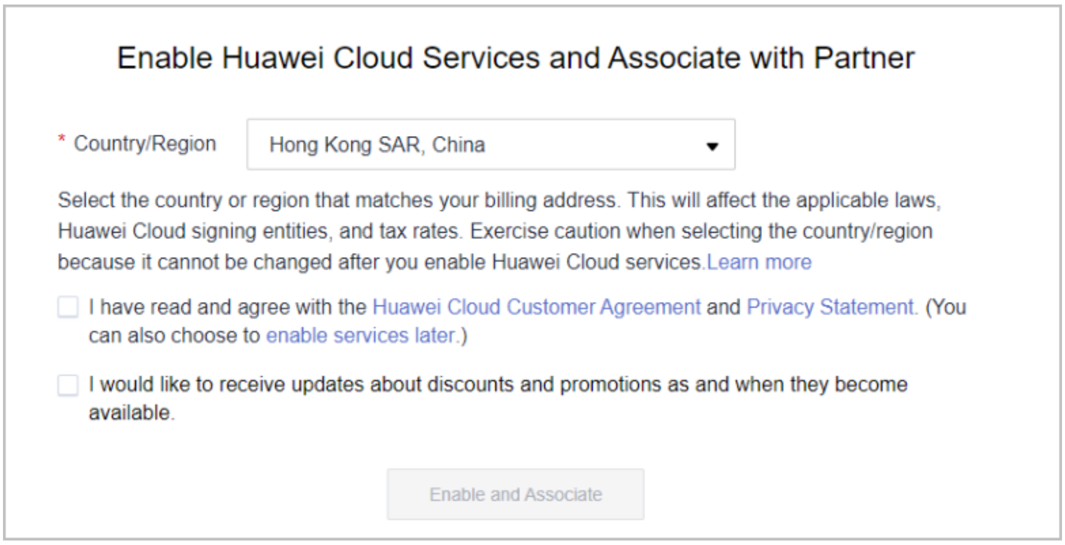


Step 3 Associate with the partner.

- Registering a new Huawei Cloud account to associate with a partner
  a. Click **Register for Association** to go to the account registration page.
  b. Select **Country/Region**, set **Password** and **Email**, enter the email verification code, and click **Register**.
- Using an existing Huawei Cloud account to associate with a partner (only applicable to the scenario where an online invitation link is received)
  a. Click **Login for Association**.
  b. On the login page, enter your account name and password, and click **Log In**.



Step 4 Select the country or region that matches your billing address and select **I have read and agree with the Huawei Cloud Customer Agreement and Privacy Statement.** You can also choose to enable services later. Click **Enable and Associate** to enable Huawei Cloud services and associate with the partner.



----End

11.2 Disassociating from a Partner

11.2.1 Disassociating from a Partner

If a customer associated with a partner in the reseller model wants to disassociate from the partner, the customer can request disassociation in My Account.

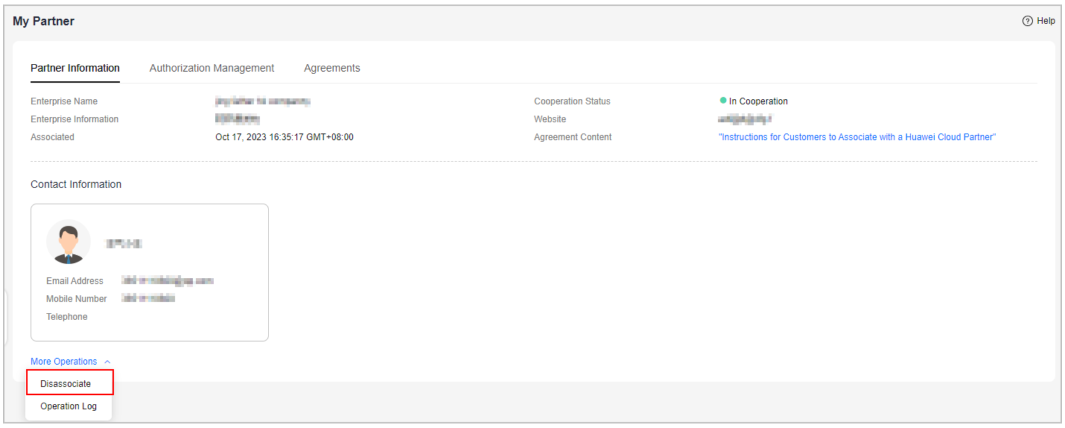
Precautions

1. Only three disassociation requests can be initiated by a customer within a three-month period.
2. After the disassociation, the customer shall promptly update their account information and configure a valid payment method. Failure to do so may result in the initiation of a grace period and retention period, consequent to payment failure. During the grace period, the customer can access and use only some of their resources. During the retention period, they cannot access or use their resources but the data stored in the resources can be retained. 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.
3. For customers associated with a partner in the Reseller model, they cannot apply to disassociate from the partner if they are in one of the following conditions:
   - If the account of a customer is an enterprise master account, and the account is associated with independent accounting members, the customer needs to disassociate from all independent accounting members before disassociating from the partner.
   - If the customer account is frozen, the customer must contact the partner to unfreeze the account, and then apply for disassociation.
   - If the customer account and resources are frozen, the customer must contact the partner to unfreeze the account and resources, and then apply for disassociation.
   - A customer has valid RIs or a partner support plan. In this case, the customer needs to unsubscribe from the RIs or the partner support plan before disassociating from the partner.
   - The customer has not set the currency. To disassociate from a partner, the customer needs to go to the account center and set a currency first.
   - A customer has an effective special commerce contract. In this case, the customer needs to contact the partner offline to handle it before applying for canceling the association relationship.
   - The customer has a valid support plan. In this case, the customer needs to unsubscribe from the support plan before disassociating from the partner.
   - If the customer account is an enterprise master account that has member accounts with valid service support plans, the customer needs to unsubscribe from those plans before disassociating from the partner.

Initiating a Disassociation Request

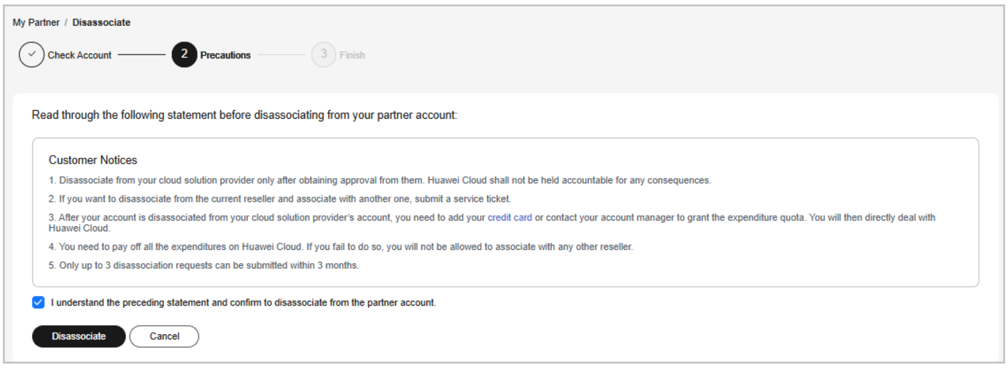
Step 1 Go to the **My Partner** page.

Step 2 Click **More Operations** > **Disassociate** at the bottom of the page to initiate a disassociation request.



Step 3 Verify your account and confirm the disassociation.

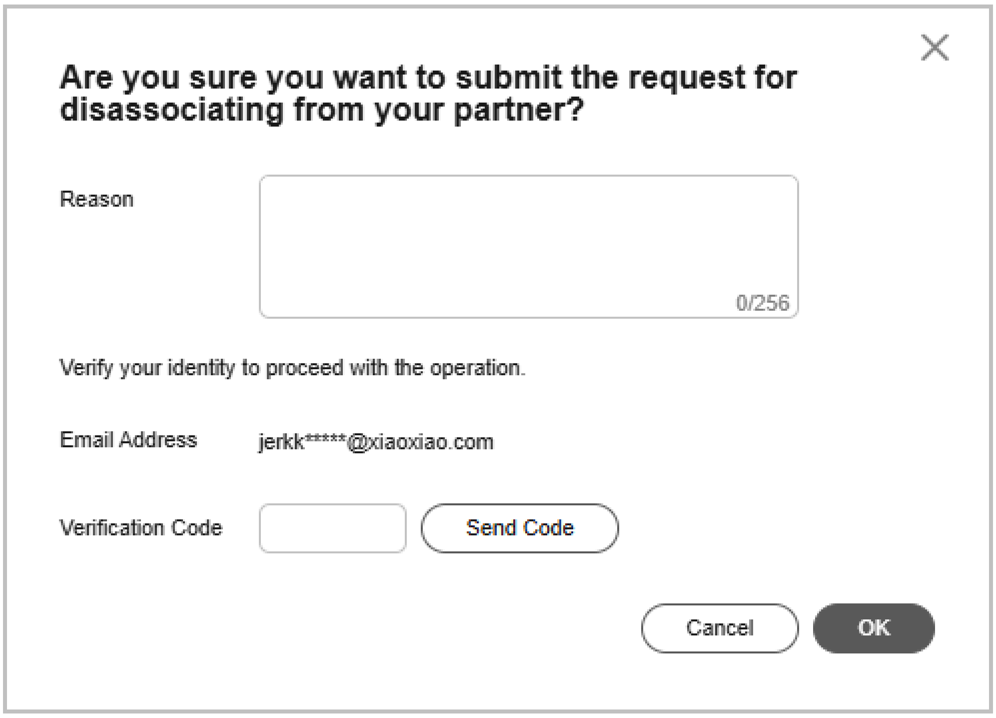
- If the account passes the check, select **I understand the preceding statement and confirm to disassociate from the partner account**, and click **Disassociate**.



- If the account fails the check, handle the failed items as prompted. Then check the account again.

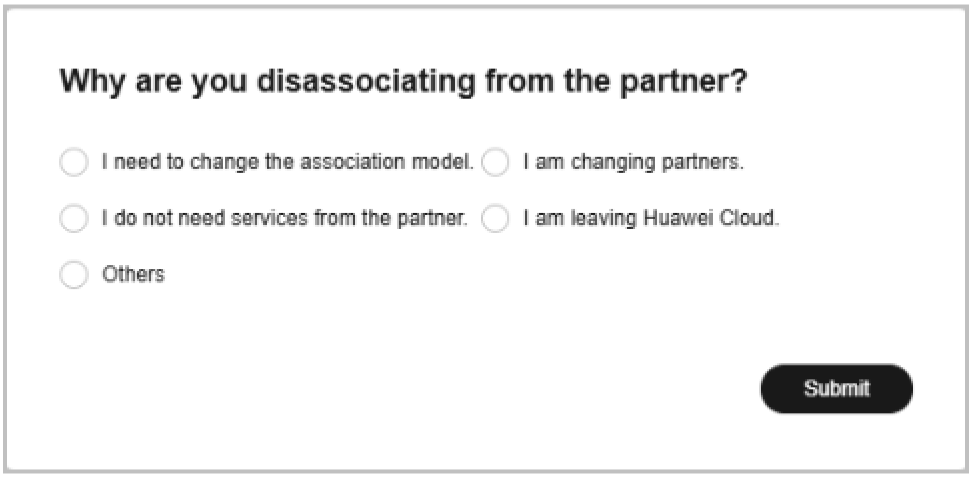
Step 4 Obtain the verification code, enter it, and click **OK**.

- If there is only an email address linked to your account, click **Send Code**.
- If there is only a mobile number linked to your account, click **Send Code**.
- If both a mobile number and an email address are linked to your account, you have to choose either email or mobile number to receive the verification code, and then click **Send Code**.



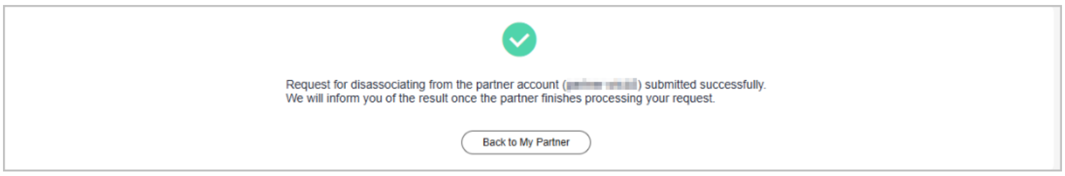
Step 5 Specify the reason.

Select the reason for disassociating from the partner and click **Submit**.



Step 6 Verify that the disassociation request has been submitted successfully.

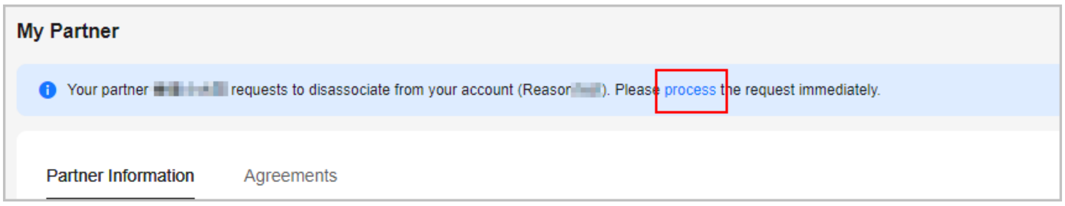
The system displays a message indicating that the request for disassociating from the partner has been submitted successfully. After your partner completes the processing, you will be notified of the processing result.



----End

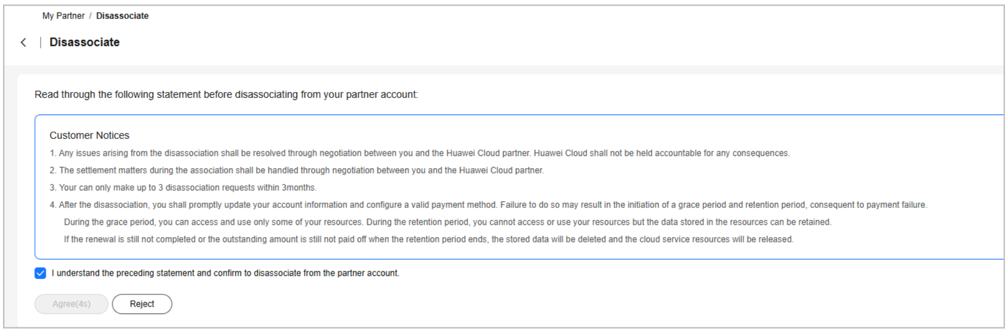
Handling a Disassociation Request Initiated by a Partner

Step 1 Go to the **My Partners** page and click **process**.



Step 2 Verify you account.

- If the account passes the check, read the precautions carefully.



- If the account fails the check, handle the failed items as prompted. Then check the account again.

  If you do not agree to the disassociation, you can go to the next step even if the account fails the check.

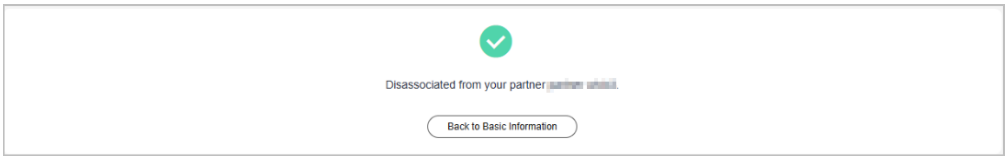
Step 3 Confirm whether to agree to the disassociation. The disassociation request initiated by the partner will be processed.

Agree to the disassociation.

1. Select **I understand the preceding statement and confirm to disassociate from the partner account** and click **Agree**.
2. Obtain the verification code, enter it, and click **OK**.

- If there is only an email address linked to your account, click **Send Code**.
- If there is only a mobile number linked to your account, click **Send Code**.
- If both a mobile number and an email address are linked to your account, you have to choose either email or mobile number to receive the verification code, and then click **Send Code**.

3. The system displays a message indicating that you have been successfully disassociated from the partner.

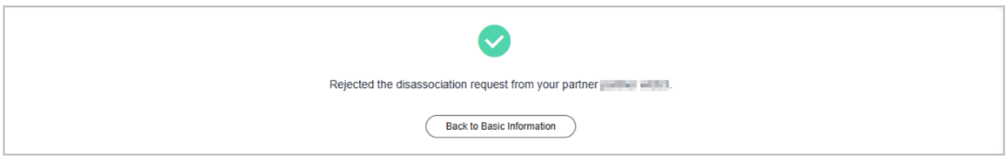


Disagree with the disassociation.

1. Click **Reject**.
2. Obtain the verification code, enter it, and click **OK**.

- If there is only an email address linked to your account, click **Send Code**.
- If there is only a mobile number linked to your account, click **Send Code**.
- If both a mobile number and an email address are linked to your account, you have to choose either email or mobile number to receive the verification code, and then click **Send Code**.

3. The system displays a message indicating that you have rejected the disassociation request submitted by the partner.

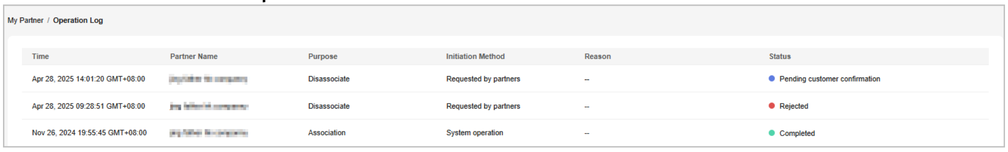


----End

Other Operations

- Viewing operation logs

Access **My Partner** > **Partner Information** and click **More Operations** > **Operation Log**. On the displayed page, you can view the logs of association and disassociation operations.



11.3 Topping Up a Huawei Cloud Account

If the account balance is insufficient to pay for an order, top up the account.

- **For customers associated in the Reseller model**, go to **My Account > My Partner** to view the partner's contact information and contact them to adjust the budget.

11.4 Buying Huawei Cloud Products

After logging in to Huawei Cloud, you can select the required product on the **Products** page and click the product to go to its introduction page. Then, click **Buy** and complete the purchase as prompted.

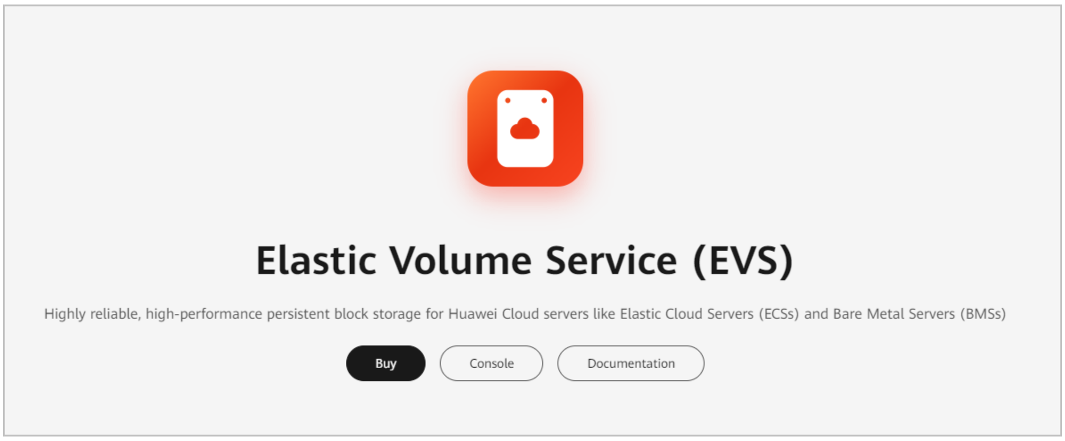
Procedure

The following procedure shows how to buy an EVS disk:

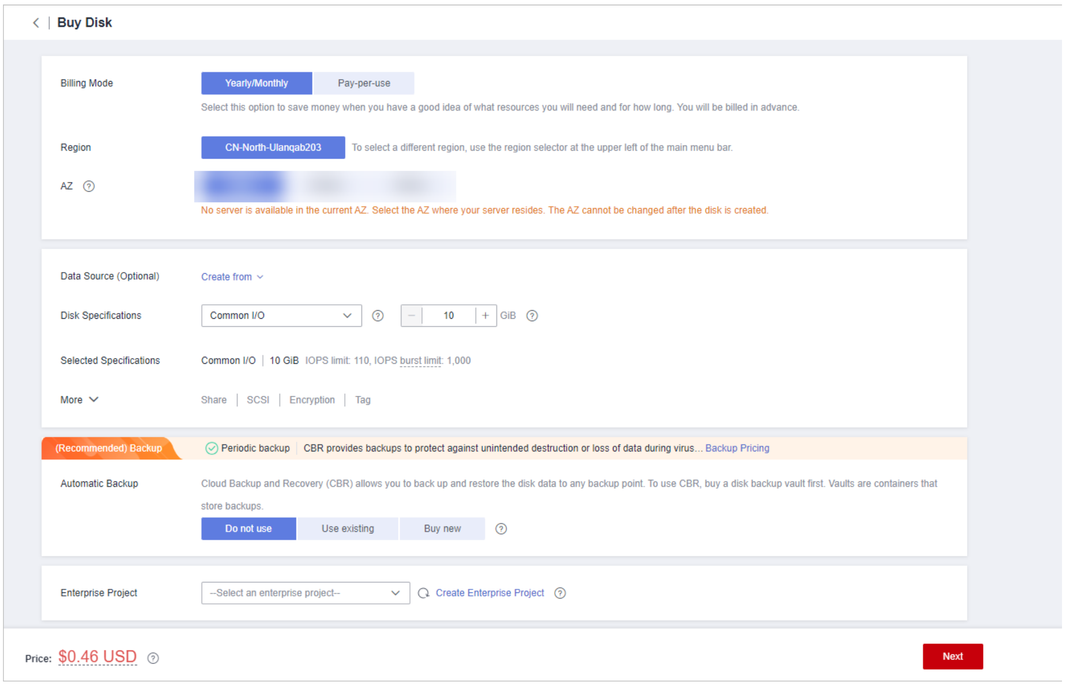
Step 1 Go to the **All Products** page.

Step 2 Select **Storage** > **Elastic Volume Service (EVS)**.

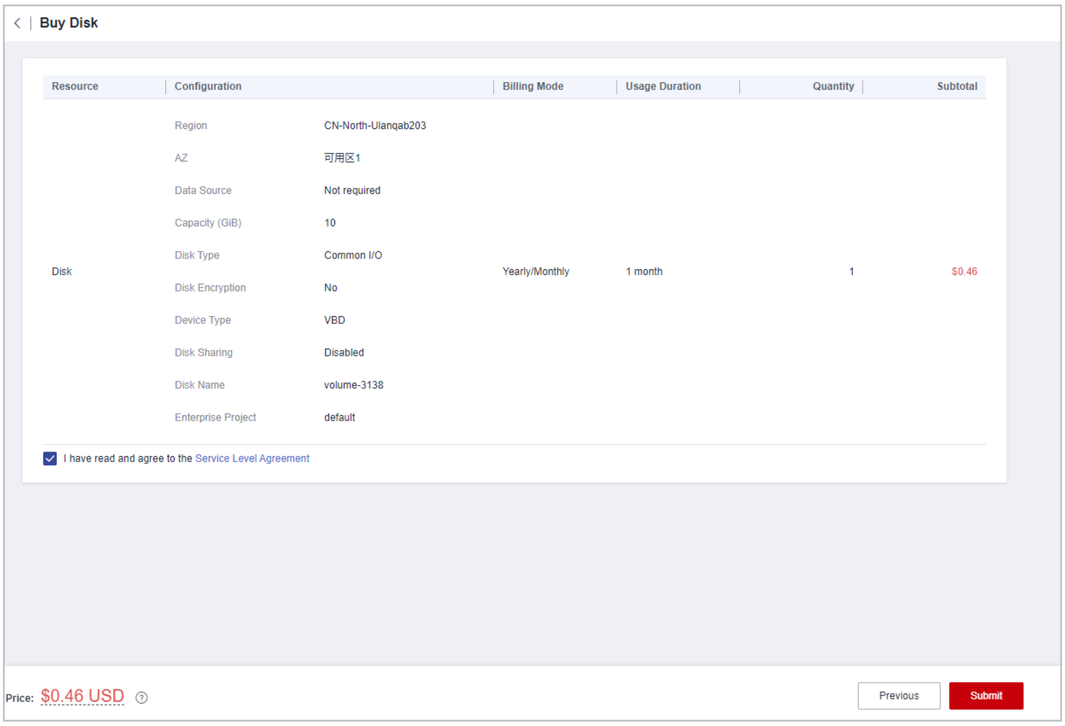
Step 3 Click **Buy**.



Step 4 Set the product information and click **Next**.



Step 5 Confirm order information, select **I have read and agree to the Service Level Agreement (SLA)**, and click **Submit**.



Step 6 On the **Pay** page, select a payment method and complete the payment.

----End

11.5 Managing Authorization Requests of Partners

If you need a partner to place orders or perform O&M on your behalf, contact the partner to initiate an authorization request. You can manage authorization requests on the **My Account** > **My Partners** page. After authorization, the partner can perform operations on your behalf. If you want to stop the operation, you can cancel the authorization at any time.

Procedure

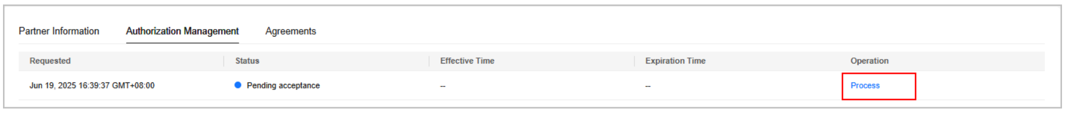
Step 1 Use your customer account to log in to **Huawei Cloud**.

Step 2 Click **My Account** in the drop-down list of your account name.

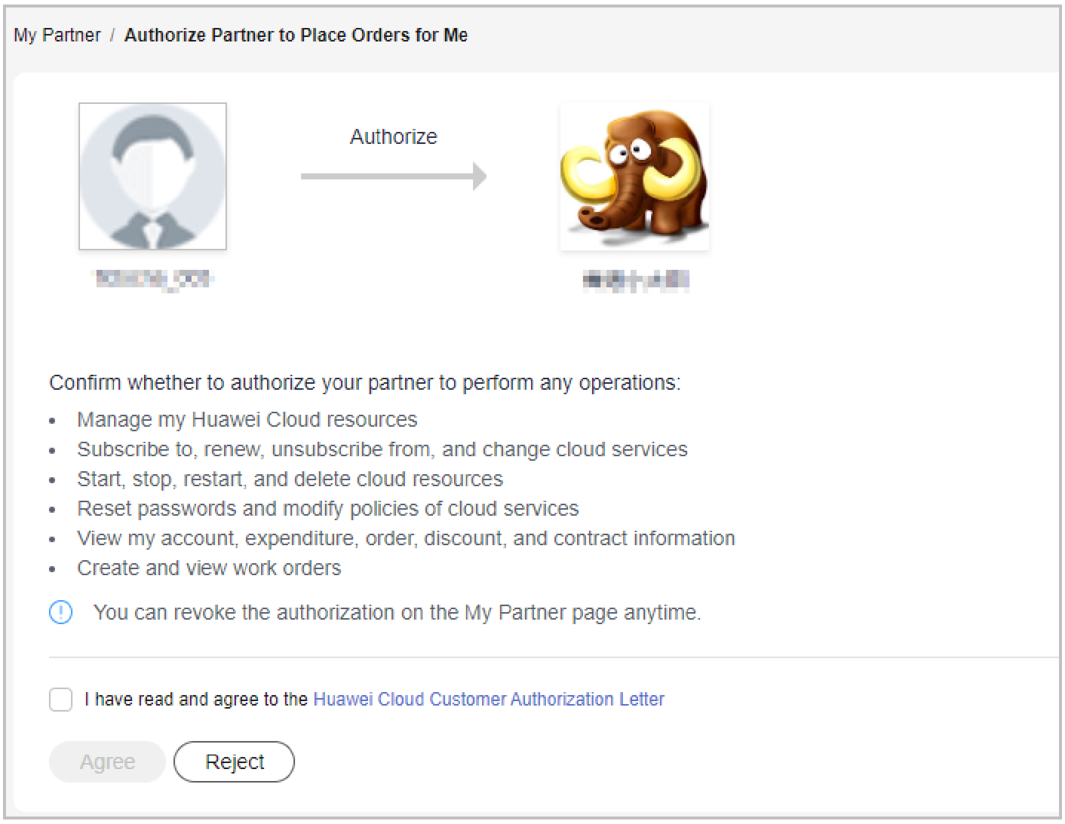
Step 3 In the navigation pane on the left, choose **My Partner**.

Step 4 Select the **Authorization Management** tab.

Step 5 Select an authorization request and click **Process** in the **Operation** column.



Step 6 Select **I have read and agree to the Huawei Cloud Customer Authorization Letter** and click **Agree**.



In the displayed dialog box, enter the verification code and click **OK**.

NOTE

After the authorization is successful, you are advised to enable CTS immediately so that you can view the records of operations performed by the partner on your resources.

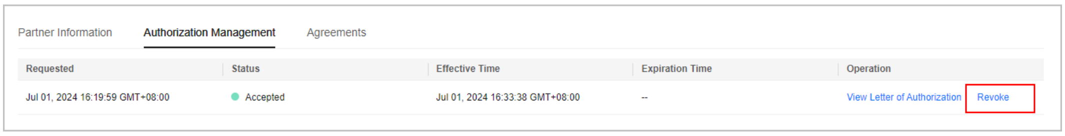
----End

Follow-up Operations

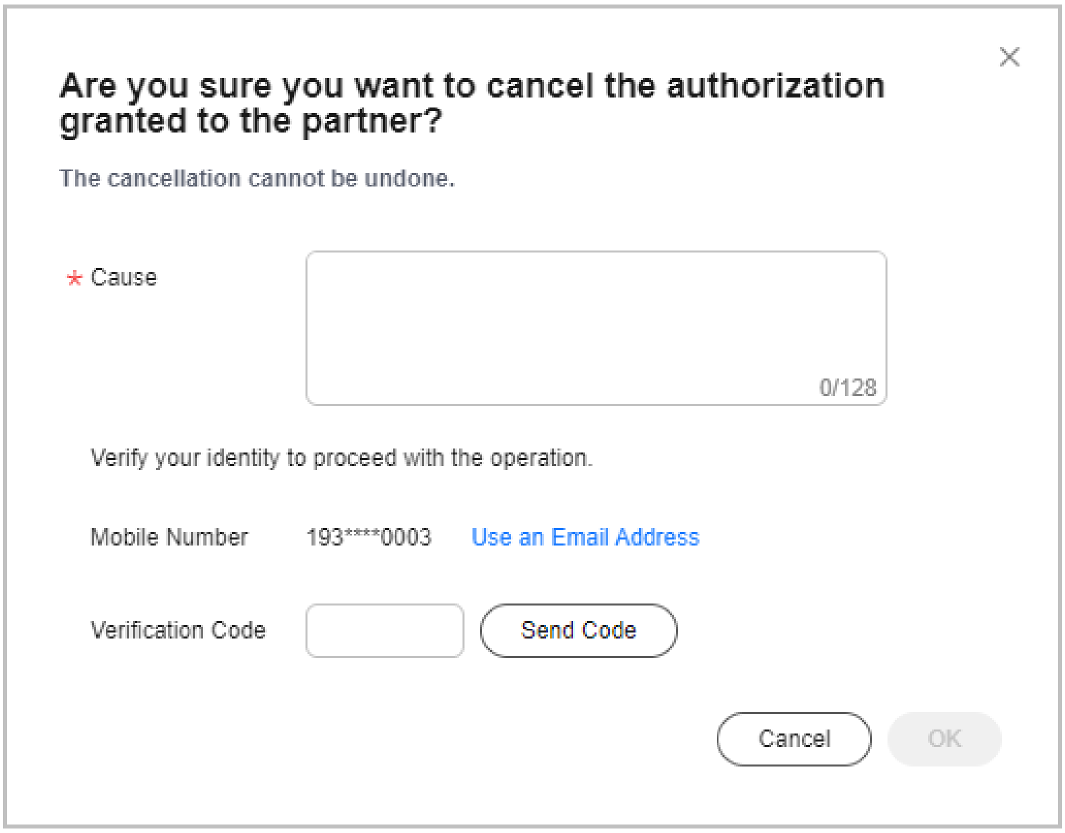
Step 1 In the navigation pane on the left, choose **My Partner**.

Step 2 Select the **Authorization Management** tab.

Step 3 Click **Revoke** in the **Operation** column if you want to cancel the authorization granted to a partner.



Step 4 Enter the reason and verification code and click **OK**.



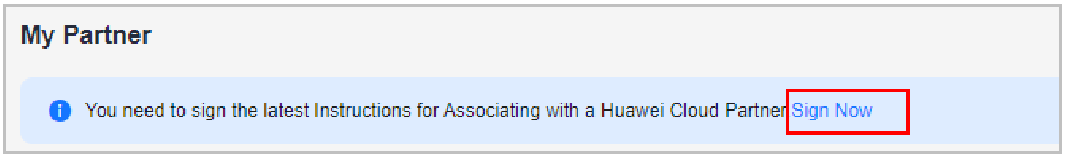
----End

11.6 Signing Instructions for Customers to Associate with a Huawei Cloud Partner

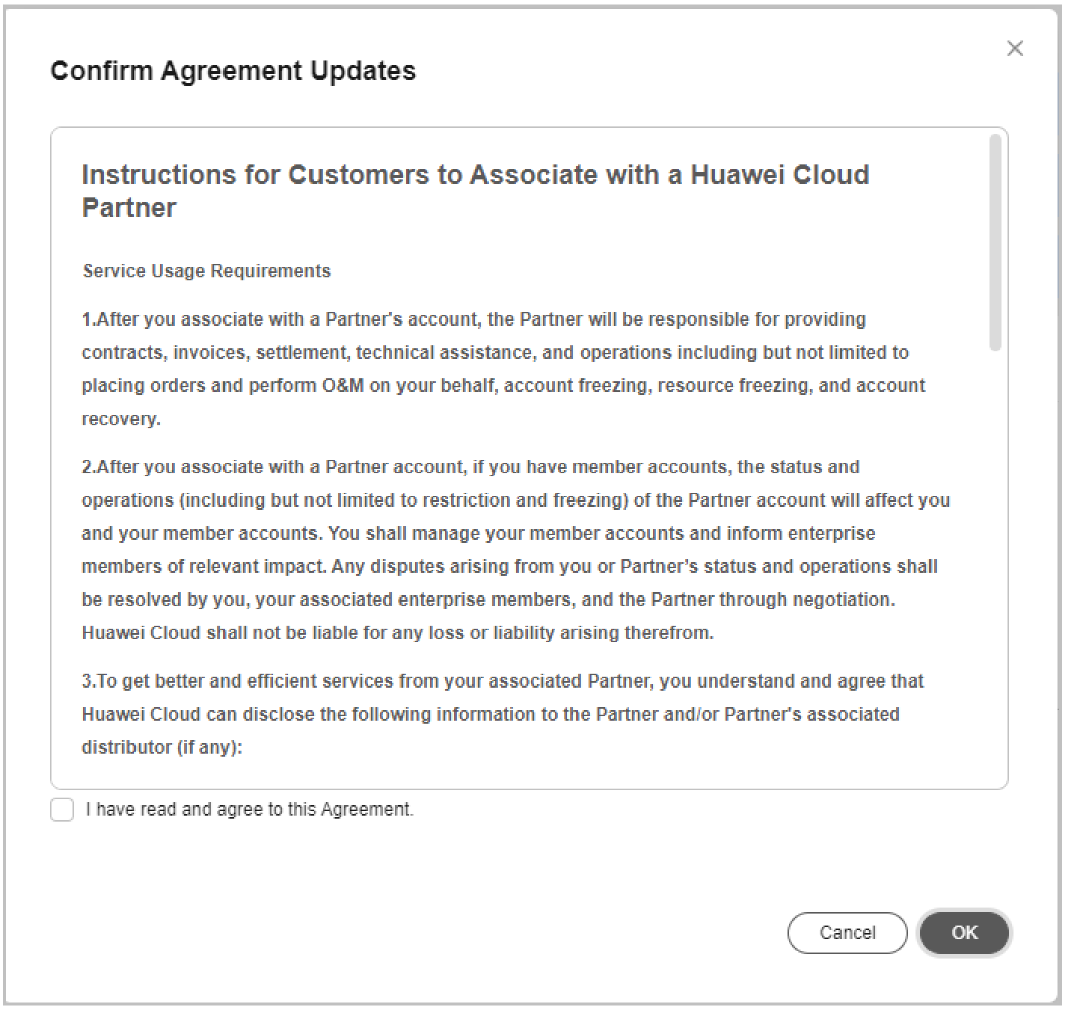
Procedure

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

Step 2 View the displayed message and click **Sign Now**.



Step 3 View content in the dialog box displayed, select **I have read and agree to this Agreement**, and click **OK**.



NOTE

When a customer signs in to Huawei Cloud, a message will be automatically displayed to inform the customer of the updated *Instructions for Customers to Associate with a Huawei Cloud Partner*. The customer can click **OK** to sign the new *Instructions for Customers to Associate with a Huawei Cloud Partner*.

Step 4 A message is displayed indicating that the Agreement is signed.

Click **Agreements** to view signed agreements, including information of agreement name, version, and time.

NOTE

Please refer to the latest updated version of the *Instructions for Associating with a Huawei Cloud Partner*. For historical signed versions, visit **Earlier Versions** in Help Center on the official website.

----End

11.7 Cloud Trace Service

11.7.1 Operations Supported by Cloud Trace Service

Scenario

Cloud Trace Service (CTS) allows you to record customer-related operations for further queries, auditing, and backtracking.

Prerequisites

You have enabled CTS.

Supported Operations

Table 11-1 Supported operations

Operation	Resource Type	Trace Name
Inviting customers to associate with partners	csbchannelsales	addBpInviteTraceLog

Operation	Resource Type	Trace Name
Inviting customers to create Huawei Cloud accounts and associate with partners	csbchannelsales	customerEnter
Confirming authorization	csbchannelsales	confirmCustomerAgentAuthorizationApply
Requesting disassociation and association mode change	accountInfo	applyUnbindOrSwitchCooperation
Reviewing and approving requests	accountInfo	approvePartnerOrCustomerApply
Applying for unified payment by partners	order	applyPartnerPayment
Confirming or rejecting authorization	csbchannelsales	confirmCustomerAgentAuthorizationApply
Requesting disassociation and association mode change	csbchannelsales	applyUnbindOrSwitchCooperation
Reviewing and approving requests	csbchannelsales	approvePartnerOrCustomerApply

11.7.2 Viewing Traces

Scenario

CTS allows you to record customer related operations that are performed by calling APIs. CTS stores operation records for the last seven days.

This section describes how to view the operation records on the CTS console.

Procedure

1. Sign in to the management console.
2. Click  in the upper left corner, and select the target region and project.
3. Choose **Service List** > **Management & Governance** > **Cloud Trace Service**.
4. Choose **Trace List** in the navigation pane.
5. In the upper right corner, select a time range from **Last 1 hour**, **Last 1 day**, and **Last 1 week**, or select **Customize** to specify a time range as needed. And

specify filter criteria as needed. The following filter criteria are available: You can filter operation events with a combination of four criteria:

- **Trace Type**, **Trace Source**, **Resource Type**, and **Search By**.

  Select a filter criterion from the drop-down list of **Search By**.

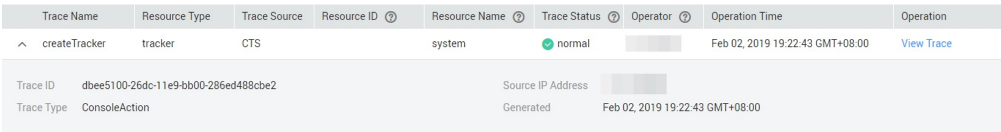
  If you select **Trace name**, you need to select a specific trace name.

  If you select **Resource ID**, you need to enter a specific resource ID.

  If you select **Resource name**, you need to enter a specific resource name.
- **Operator**: Select a specific operator (a user other than tenant).
- **Trace Status**: Select **Normal**, **Warning**, or **Incident**.
- **Time Range**: You can query traces generated during any time range of the last seven days.

6. Expand the trace to view details.

Figure 11-1 Trace details



7. Locate a trace and click **View Trace** in the **Operation** column.

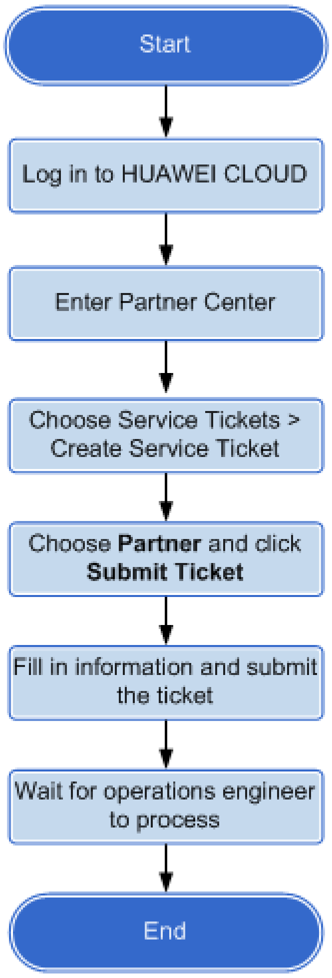
   For details about CTS, see **Cloud Trace Service User Guide**.

12 Partner Support Management

12.1 Help and Feedback

When you encounter a problem and need help or feedback, you can submit a service ticket, contact Huawei Cloud pre-sales or after-sales service personnel, or contact the local Huawei Cloud ecosystem manager.

Help and Feedback Process



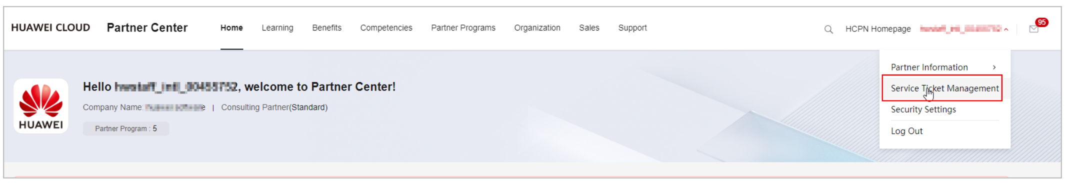
Procedure

Step 1 Use your partner account to log in to .

Step 2 In the drop-down list of your account name, click **Partner Center**.

You are navigated to the Partner Center.

Step 3 Click **Service Ticket Management** in the drop-down list of your account name in the upper right corner.



Step 4 Choose **Service Tickets** > **Create Service Ticket** in the navigation pane on the left.

Step 5 Specify **Partners** for **My Service/Product**.

Step 6 Select an issue category.

- Click **Create Now**, describe the problem, upload an attachment, and click **Submit**.

----End

Other Operations

12.2 Viewing the Document Library

You can check and download documents related to partner policies, benefits, products and solutions, and marketing in Document Library of Partner Center.

Prerequisites

You have joined a partner program or a partner development path.

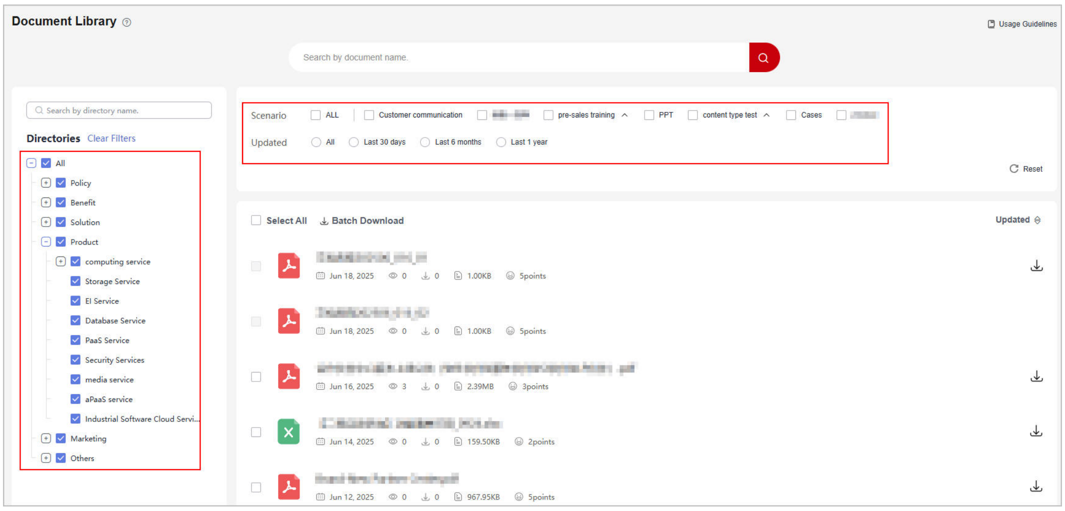
Procedure

Step 1 Use your partner account to log in to .

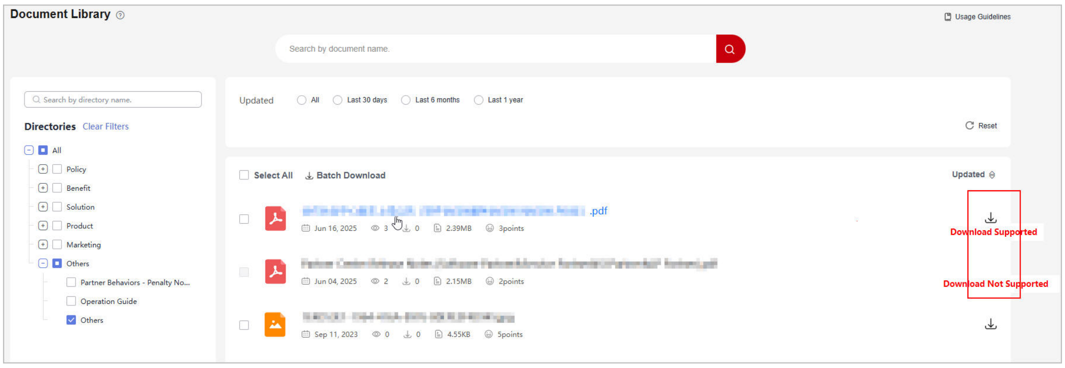
Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 Choose **Support** > **Document Library** in the menu on the top.

Step 4 On the displayed page, you can find desired documents using filters such as the directory, update time, and scenario.



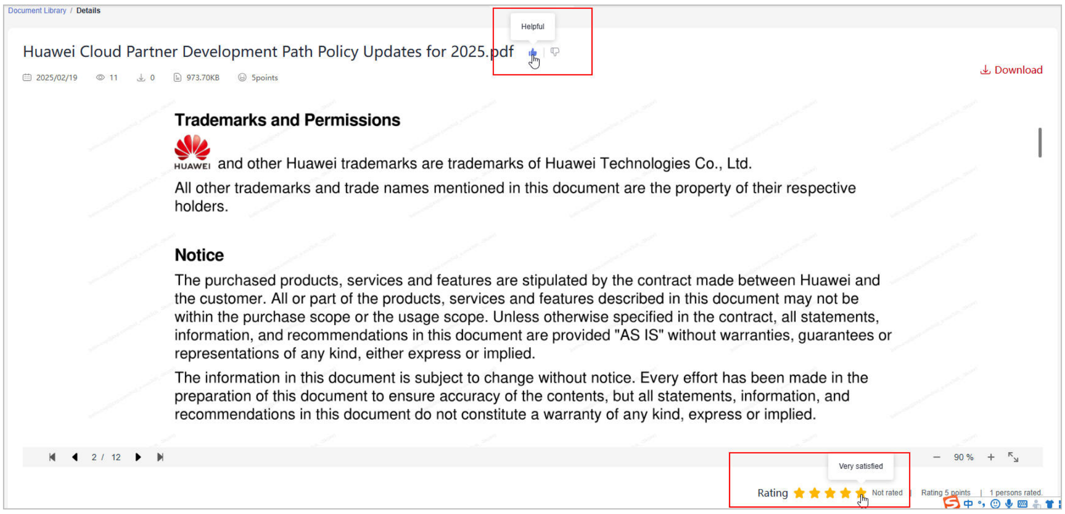
Step 5 In the list of found documents, click a document name to view the document details.



NOTE

If there is a download icon next to the document name, it indicates that this document can be downloaded. If no download icon is displayed for a document, the document cannot be downloaded.

Step 6 After browsing the document on the details page, you can hit the like or dislike button and rate the document.



- If the document is helpful or not, you can give it a thumbs up or thumbs down.
- Rating: Once you have reviewed the content, assign a rating from 1 to 5 to reflect how effectively the document meets your needs.
- Download: Click the download icon to download a document to the local PC.

----End

13 Appendix

13.1 HCPN Agreement

13.1.1 HCPN Partner Behavior Regulations

Please check the HCPN Partner Behavior Regulations.pdf.

Download address: https://res-static.hc-cdn.cn/cloudbu-site/intl/zh-cn/bpconsole&oce/HCPN_Partner_Behavior_Regulations_eu.pdf

13.2 HCPN Badge Usage Guide

Definition

The HCPN Badge ("the badge") is intended for use by HUAWEI CLOUD partners to demonstrate their identity, tier, and business area with a purpose for customers to identify the partners as well as for partners to promote its products and services.

Qualification

HUAWEI CLOUD partners can use the HCPN logo only after obtaining approval from HUAWEI. Partners will enjoy non-exclusive, non-transferable, worldwide, and royalty-free right to use the HCPN logo in accordance with the terms of the HCPN Agreement. For example, they can use the latest version of the HCPN logo on their websites or advertisements to show their partnership with HUAWEI CLOUD.

Approvable examples

Applicable Scope

This usage guide applies to partners outside of the Chinese Mainland who have been granted a license to use the badge. The badge shall be used only in compliance with this guide and the *HUAWEI CLOUD Brand Guide*. If you are unsure whether you are allowed to use the badge, contact your HUAWEI CLOUD partner manager for guidance.

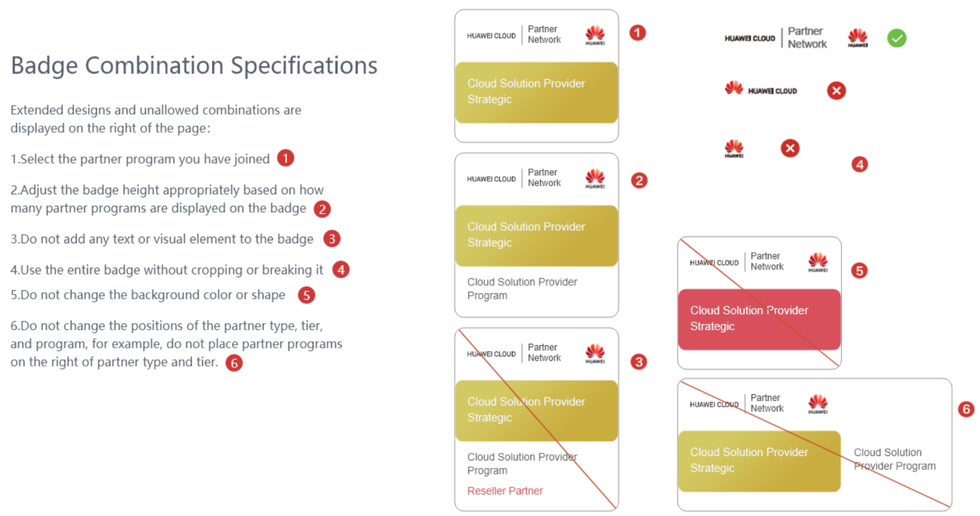
Usage Instructions

1. Partners shall use the badge only according to the terms of the *HCPN Certification Agreement*.
2. Application Scenarios

Websites	Permitted. The HCPN badge can be used to promote the products and services involved in the HCPN Partner Programs.
Online ads	Permitted. The HCPN badge can be used to promote the products and services involved in the HCPN Partner Programs.
Marketing materials	Permitted. Partners can use the HCPN badge in marketing materials to demonstrate that their products or solutions are powered by HUAWEI CLOUD. Marketing materials include but are not limited to manuals, leaflets, data/sales sheets, white papers, case studies, and event promotions.
Event materials	Permitted. Partners can use the HCPN badge in event materials to demonstrate that their products or solutions are powered by HUAWEI CLOUD. Event materials include but are not limited to booth graphics, presentations, demos, and any other printed or digital event marketing assets.
Email marketing	Permitted. Partners can use the HCPN badge in email marketing materials to demonstrate that their products or solutions are powered by HUAWEI CLOUD.

Partner business cards	Permitted. Partners can use the HCPN badge on business cards to demonstrate that their products or solutions are powered by HUAWEI CLOUD.
Outdoor ads	Restricted use. Outdoor ads include but are not limited to metro ads, outdoor billboards, airport ads, printed ads, and TV ads. If partners require the badge in outdoor ads to promote their products and services, they need to ask their ecosystem manager to submit an application to Huawei Cloud.
Social media	Not permitted.
Promotional items	Not permitted.

3. Use the HCPN badge as a whole and do not break it up to use separately.
4. Align your branding elements with the HCPN log or make your branding elements more prominent than the HCPN badge. Use your company name in the promotional materials to make it clear they are produced by your company. Do not include Huawei or HUAWEI CLOUD in the email subject line or printed cover.
5. Use the badge only in the marketing materials for the enrolled partner programs. Do not exaggerate the content or scope of your cooperation with Huawei or HUAWEI CLOUD in any way. Do not imply that Huawei or HUAWEI CLOUD sponsors your promotional activities or has partnered with you beyond the partner program.
6. Do not behave in any way that may affect or damage the reputation of Huawei or HUAWEI CLOUD, including but not limited to degrading Huawei or HUAWEI CLOUD products, services, or partners.
7. HCPN badge combination standards



8. Before downloading the HCPN logo, you are obligated to register all website links, ADs, and marketing materials on which you will use the HCPN logo. We

may review customer materials irregularly to ensure that the HCPN log is used in compliance with this Guide and the *HUAWEI CLOUD Brand Guide*.

9. HUAWEI CLOUD reserves the right to modify this Guide and take appropriate measures against any unauthorized or non-compliant use of the HCPN logo.

13.3 HCPN Badge Usage Guide (New)

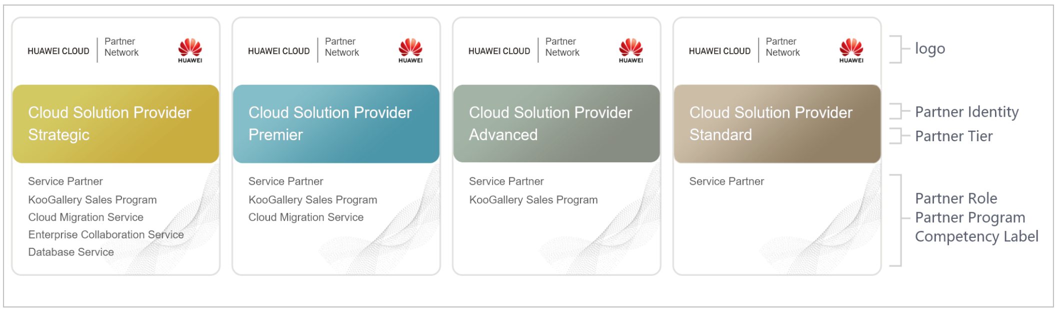
Definition

The HCPN Badge ("the badge") is intended for use by Huawei Cloud partners to demonstrate their identity, tier, and business area with a purpose for customers to identify the partners as well as for partners to promote its products and services.

Qualification

Huawei Cloud partners can use the HCPN badge only after obtaining approval from HUAWEI. Partners will enjoy non-exclusive, non-transferable, worldwide, and royalty-free right to use the HCPN badge in accordance with the terms of the HCPN Agreement. For example, they can use the latest version of the HCPN badge on their websites or advertisements to show their partnership with Huawei Cloud.

Examples



Applicable Scope

This usage guide applies to partners outside the Chinese Mainland who have been granted a license to use the badge. The badge shall be used only in compliance with this guide and the *HUAWEI CLOUD Brand Guide*. If you are unsure whether you are allowed to use the badge, contact your Huawei Cloud partner manager for guidance.

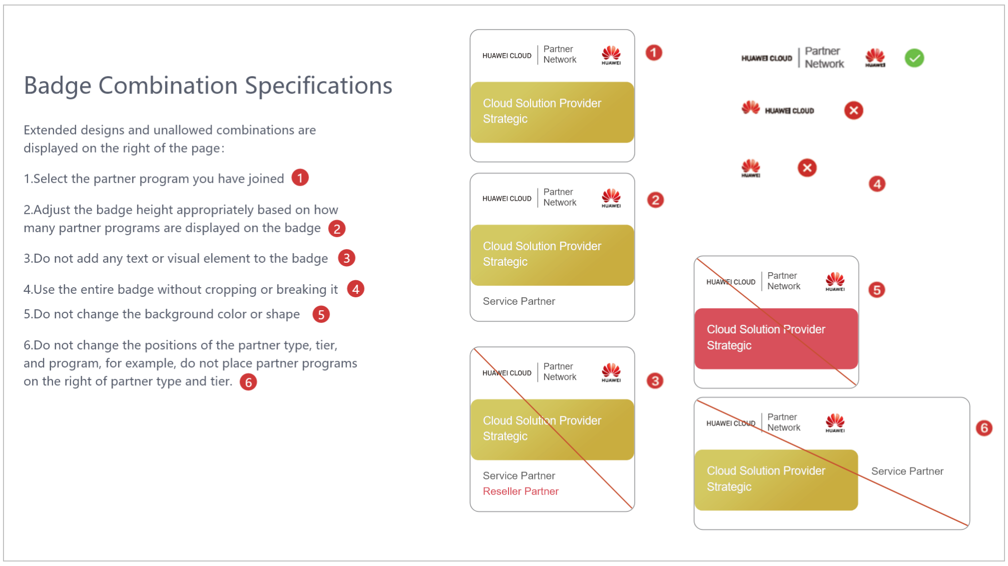
Usage Instructions

1. Partners shall use the badge only according to the terms of the *HCPN Certification Agreement*.
2. Application Scenarios

Websites	Permitted. The HCPN badge can be used to promote the products and services involved in the HCPN Partner Programs.
Online ads	Permitted. The HCPN badge can be used to promote the products and services involved in the HCPN Partner Programs.

Marketing materials	Permitted. Partners can use the HCPN badge in marketing materials to demonstrate that their products or solutions are powered by Huawei Cloud. Marketing materials include but are not limited to manuals, leaflets, data/sales sheets, white papers, case studies, and event promotions.
Event materials	Permitted. Partners can use the HCPN badge in event materials to demonstrate that their products or solutions are powered by HUAWEI CLOUD. Event materials include but are not limited to booth graphics, presentations, demos, and any other printed or digital event marketing assets.
Email	Permitted. Partners can use the HCPN badge in email marketing materials to demonstrate that their products or solutions are powered by Huawei Cloud.
Partner business cards	Permitted. Partners can use the HCPN badge in email marketing materials to demonstrate that their products or solutions are powered by Huawei Cloud.
Outdoor ads	Restricted use. Outdoor ads include but are not limited to metro ads, outdoor billboards, airport ads, printed ads, and TV ads. If partners require the badge in outdoor ads to promote their products and services, they need to ask their ecosystem manager to submit an application to Huawei Cloud.
Social media	Not permitted.
Promotional items	Not permitted.

3. Use the HCPN badge as a whole and do not break it up to use separately.
4. Align your branding elements with the HCPN badge or make your branding elements more prominent than the HCPN badge. Use your company name in the promotional materials to make it clear they are produced by your company. Do not include Huawei or Huawei Cloud in the email subject line or printed cover.
5. Use the badge only in the marketing materials for the enrolled partner programs. Do not exaggerate the content or scope of your cooperation with Huawei or Huawei Cloud in any way. Do not imply that Huawei or Huawei Cloud sponsors your promotional activities or has partnered with you beyond the partner program.
6. Do not behave in any way that may affect or damage the reputation of Huawei or Huawei Cloud, including but not limited to degrading Huawei or Huawei Cloud products, services, or partners.
7. HCPN badge combination standards



8. Before downloading the HCPN badge, you are obligated to register all website links, ADs, and marketing materials on which you will use the HCPN badge. We may review customer materials irregularly to ensure that the HCPN badge is used in compliance with this Guide and the *HUAWEI CLOUD Brand Guide*.
9. HUAWEI CLOUD reserves the right to modify this Guide and take appropriate measures against any unauthorized or non-compliant use of the HCPN badge.

13.4 HCPN Partner Competency Badge Usage Guide

HCPN Partner Competency Badge Usage Guide

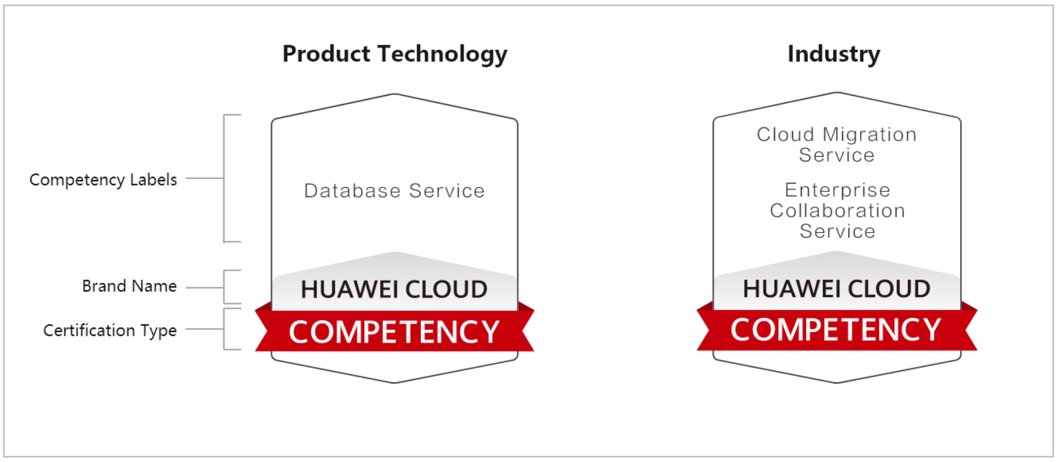
I. Application Scope

This document applies to partners who have obtained authorization for using badges of certified competencies.

II. Definition

Competency badges are granted by Huawei Cloud to partners for their certified competencies. Partners can use badges to show their expertise and successful experience in product technologies, services, and comprehensive capabilities when they develop customers and markets.

Example competency badges



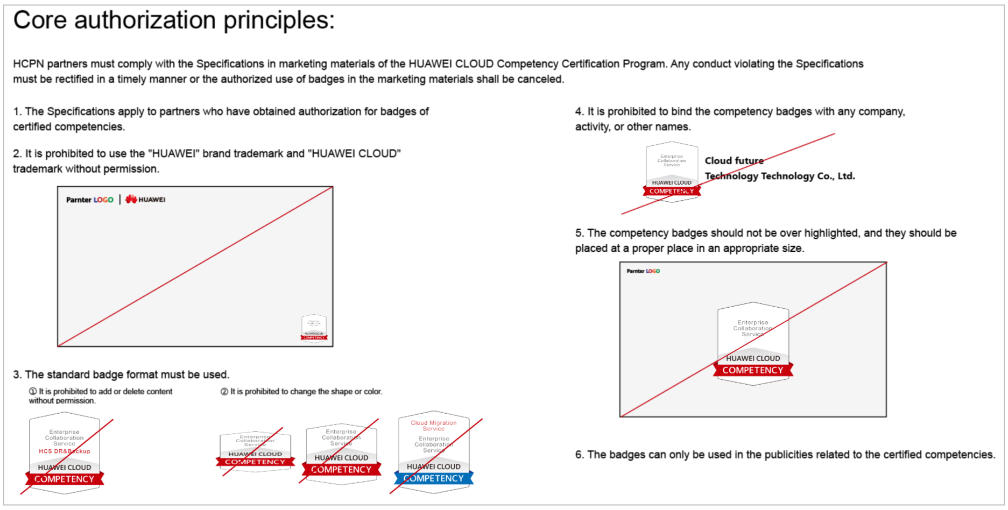
III. Qualification

Badges are only granted to the partners who meet the requirements specified in *Huawei Cloud Partner Competency Program* and obtain competency certification approval from Huawei Cloud. The badges are non-exclusive and non-transferable, and they are limited to the and can only be used for general purposes.

IV. Important Notes for Badge Usage

1. Partners must use the badges in accordance with the terms in the *Huawei Cloud Partner Network Certification Agreement* and the requirements in this document. If partners have any questions about the qualification and requirements, they can contact the corresponding Huawei Cloud ecosystem manager.
2. A badge must be used as a whole and cannot be broken up and used separately. Any elements and the scale of the badge cannot be changed. The use of badges must comply with the *Specifications for Authorized Use of Competency Badges*.

   Example standards in the Specifications for Authorized Use of Competency Badges

3. A partner needs to focus on its company and products when using badges to support company and product publicity, and should not over highlight the badges. In any publicity activities, a partner shall clearly indicate that all

publicity behaviors are its own unilateral behaviors and have nothing to do with Huawei Cloud. Partners shall independently bear all related responsibilities. Without prior written authorization from Huawei Cloud, partners shall not use the brands, names, or trademarks of Huawei Cloud and its affiliates.

4. Partners shall use the badges in accordance with the provisions of this document and the content and scope of the badges authorized by Huawei Cloud. Partners shall not exaggerate the content, scope, and tier of the cooperation with Huawei Cloud in any way, and shall not imply or express to third parties that there are cooperation relationships with Huawei Cloud that are beyond the partner competency program. For example, Huawei Cloud and its affiliates are the sponsors of partners' promotional activities.
5. When using badges, partners shall not conduct any behavior that may affect or damage the reputation of Huawei Cloud and its affiliates, including, but not limited to, degrading the products, services, or partners of Huawei Cloud and its affiliates. Otherwise, Huawei Cloud reserves the right to cancel the authorized use of competency badges and request partners to assume the corresponding responsibilities and liabilities.
6. Partners must comply with the following regulations when using the competency badges:

<table>
<tr><td>Websites</td><td rowspan="3">Partners can use the competency badges within the authorized scope if the following conditions are met:
1. Partners' official website content, marketing materials, and exhibition materials must comply with laws and regulations to ensure that the use of the competency badges on such materials will not cause any adverse impact or losses to Huawei Cloud and its affiliates.
2. Partners shall only use the competency badges on their own official websites, marketing materials, and exhibition materials.
3. HCPN partners can use the competency badges granted by Huawei Cloud to show their expertise and successful experience in product technologies, services, and comprehensive capabilities and win recognition from customers. However, the Huawei Cloud competency badge cannot be used together with the HCPN badge. The use of competency badges must comply with Specifications for Authorized Use of Competency Badges. The competency badges shall not be used together with partner's logo side by side or placed above the logo.</td></tr>
<tr><td>Partners' marketing emails</td></tr>
<tr><td>Partners' exhibition materials</td></tr>
</table>

Partners' marketing emails	Partners can use the competency badges in marketing emails if the following conditions are met: 1. The marketing email content and email marketing activities and methods of partners shall comply with laws and regulations to ensure that the use of the competency badges on related materials will not cause any adverse impact or losses to Huawei Cloud and its affiliates. 2. Partners can only use the competency badges in their own marketing emails. 3. The use of competency badges in marketing emails must comply with *Specifications for Authorized Use of Competency Badges*. *Note that the competency badges cannot be used in email signatures*
Offline and online ads	Restricted use. Partners shall not use the competency badges in offline and online ads unless explicitly authorized by Huawei Cloud in advance. Offline ads include but are not limited to metro ads, outdoor billboards, airport ads, printed ads, and TV ads. Online ads include but are not limited to in-feed ads, Search Engine Marketing (SEM) ads, and splash ads. Partners need to contact the corresponding ecosystem manager to submit an application to Huawei Cloud before using badges in online and offline ads.
Social media	Not permitted. Partners shall not use the competency badges or HCPN badges as the avatar or logo of the partner on social media. The use of the badges in the marketing materials on social media for promotions must comply with the related provisions of this document.
Promotional items	Not permitted.
If there are scenarios that are not listed above, partners can contact the corresponding ecosystem manager.	

7. Huawei Cloud has the right to review the information submitted by partners (including but not limited to the product website links and marketing materials to be released) at any time to ensure that partners comply with requirements in this document and Huawei Cloud Brand Guide.

This document takes effect as of the date of release and remains valid for one year. Huawei Cloud reserves the right to interpret and maintain this document.

13.5 Critical Operations

If the verification code function is enabled, the system will authenticate operator identity through emails or short messages when the operator performs a critical operation. This can help improve your account security.

Involved critical operations are as follows.

Partner Type	Critical Operation

13.6 Tax Help

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

Ireland

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

No.	Code	Country	Tax Rate
1	AT	Austria	20%
2	BE	Belgium	21%
3	CZ	Czech Republic	21%
4	ES	Spain	21%
5	FI	Finland	24%

No.	Code	Country	Tax Rate
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 an 8.1% VAT. We will issue invoices that reflect these taxes to you, and the relevant tax amounts will also appear in your Billing Center. Ireland Sparkoo will pay all VAT collected from Switzerland Customer to the Switzerland Tax authorities. If you have registered a Switzerland VAT number, please select VAT Register as the qualification name and upload a valid qualification certificate and Tax Identification Number (a 12-digit number and character string, e.g. CHE-xxx.xxx.xxx) in the account center on the Huawei Cloud management console. This information is reflected in the invoice we issue to you.

Romania

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

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

Austria

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

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

Czech Republic

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

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

Portugal

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

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

France

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

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

13.7 Tax Notice

Huawei Cloud Partner Terms Change Notice

1. Tax Clauses

According to the tax laws in Malaysia and Kenya, Huawei Cloud updated some clauses in the *Huawei Cloud Cloud Solution Provider Cooperation Agreement* on November 1, 2021, 00:00:00 (GMT+08:00). Major changes are as follows:

The prices of Huawei Cloud and Huawei Cloud KooGallery services did not include withholding tax before November 1, 2021. You need to make an extra payment for the withholding tax to competent tax authorities if it is required by the tax laws.

Since November 1, 2021, 00:00:00 (GMT+08:00), the prices of Huawei Cloud and Huawei Cloud Marketplace services include the withholding tax. When you pay us for Huawei Cloud and Huawei Cloud KooGallery expenditures generated on or after this date, you should withhold/deduct and pay the withholding tax to competent tax authorities, provide a valid withholding tax payment certificate to us, according to the local tax laws and applicable tax treaties and practices.

For example, if the service fee is $100 USD and the withholding tax rate is 10%, you need to pay $90 USD to Huawei Cloud and $10 USD withholding tax to the tax authority, and provide the corresponding withholding tax payment certificate to us.

The example above is for reference only. The actual tax rate or amount may vary according to territories and products. If you have any questions, please submit a **service ticket** to us.

2. Links to the Updated Agreements on the Huawei Cloud Official Website

https://www.huaweicloud.com/eu/declaration/hcpn_spca.html

3. Tax Resident Certificate (TRC) and Delivery Addresses for Withholding Tax Payment Certificate

As the Huawei Cloud entity is a Hong Kong (China) resident, you can download and use the Tax Resident Certificate (TRC) to apply for the preferential tax rate per tax treaties. TRC link: https://res-static.hc-cdn.cn/archive/en-us/support/billing/**HK-Services-TRC-2021-Malaysia.pdf**

If you are a Kenyan user, please provide the following email address to your competent tax authority for them to send us the withholding tax payment certificate: KENYAITAX1351@HUAWEI.COM.

If you are a Malaysian user, please post the withholding tax payment certificate issued by the tax authority to the following address:

Low Ee Lyn

Huawei Technologies (Malaysia) Sdn. Bhd.

Suite 32-01, Level 32, Integra Tower, The Intermark, 348, Jalan, Kuala Lumpur, Malaysia

13.8 Statement for HUAWEI ID Association with Huawei Cloud Partner 1.0

Dear customer, Huawei Cloud Contracting Party as defined in Section 15.4 of **HUAWEI CLOUD Customer Agreement**(hereinafter referred to as "Huawei Cloud", "we", "us", and "our") provides you with the account association service (hereinafter referred to as "this Service") according to this Statement. You shall represent and warrant that you are the employee of Huawei Cloud Partner (hereinafter referred to as "Partner"). If you are not the employee of the Partner, the below Statement is not applicable.

Please be sure to carefully read and accept this Statement (including any subsequent modifications) before associating your HUAWEI ID with Partner in the Partner Center (https://partner-intl.huaweicloud.com/hcpn). By selecting "I have read and agreed to the Statement for HUAWEI ID Association with Huawei Cloud Partner" and start using this Service, you will be deemed to have agreed to and accepted all terms and conditions in this Statement. If you do not agree to any content of this Statement, please stop using this Service.

1. You understand and agree that, to provide you with better management and interaction service in **Partner Center**, we may collect, process, and disclose your personal information, including account name, account ID, personal name, phone number, email address, and learning and exam records and certificates in HUAWEI CLOUD Developer Institute (hereinafter referred to as "personal information") for the following purposes:

(1) Associate you with the partner.

(2) Review the materials or information provided by Partner to decide whether Partner meets the conditions of competency certification, partner program certification, competency improvement (including tier upgrade), or qualification certification for special incentives or subsidies.

We will not share, transfer, or disclose your personal information to any third party without your prior consent unless otherwise required by laws and regulations.

2. You understand and agree that Partner has been granted by you legally to transfer and disclose your personal information to us, and you hereby expressly authorize Huawei Cloud to collect these personal information from the Partner or you so that we could legally use, process, and manage your personal information in accordance with this Statement. For the information you disclosed to the Partner, the Partner shall be responsible for the security of personal information and data in accordance with the agreement between you and the Partner. You could contact the Partner for more information on your personal information protection policies. You understand and agree to have fully read this Statement and been thoughtful when you determine if you agree to associate your account with the Partner.

3. You can disassociate your HUAWEI ID from the Partner in **Partner Center** if necessary. After disassociation, the Partner may still manage your personal information that has already been disclosed to them during the association period, and please contact the Partner to exercise your privacy rights.

4. Huawei Cloud understands the importance of your privacy information, and will take appropriate security measures, including but not limited to encryption, to protect your privacy information. If you have any questions, please contact us through **https://www.huaweicloud.com/eu/declaration/sa_prp.html** or at dpo.sg@huawei.com. For more details about Huawei Cloud privacy policies, see **Privacy Statement**.

5. In respect of matters not covered in this Statement, such as limitation of liabilities, security, and data protection, Huawei Cloud Customer Agreement shall apply. Huawei Cloud may modify this Statement, including the documents and policies referenced herein, at any time at our discretion by posting a revised version on the Website or by otherwise notifying you. Except as otherwise indicated in the modified Statement, documents, or policies, the modified version will come into effect upon posting or as otherwise notified by Huawei Cloud. You will review such terms regularly on the Website. Your continuous use of this Service after the coming into effect of such modification will be deemed as your acceptance to the modified Statement.

Updated: November 17, 2022

13.9 Huawei Cloud Distributor Commitment Letter for Operation on Customers' Behalf

Before accepting the Commitment Letter, you shall read carefully and understand the content of the Huawei Cloud Agreements and this Commitment Letter. By selecting "I have read and agree to the Huawei Cloud Distributor Commitment Letter for Operation on Customers' Behalf", you will be deemed to have agreed to all terms and conditions in this Commitment Letter. If you do not agree to any content of this Commitment Letter, please stop using the service of performing operations on behalf of customers (hereinafter referred to as "this Service").

The Huawei Cloud Distributor (hereinafter referred to as "Distributor") has entered into Huawei Cloud Agreements with Huawei Cloud, including but not limited to Huawei Cloud Partner Network Certification Agreement and Huawei Cloud Distributor Cooperation Agreement, to act as a long-term partner for Huawei Cloud.

To use this Service, Distributor shall authorize Huawei Cloud Resellers (hereinafter referred to as "Resellers") to perform operations on customers' accounts in accordance with the Huawei Cloud Customer Authorization Letter (hereinafter referred to as "Authorization Letter").

Distributor acknowledges and agrees that the authorization only applies to certain operation permission of customers' accounts under the Authorization Letter. This authorization shall not change the rights and obligations under Huawei Cloud Agreements between Huawei Cloud and either the Distributor or the customers.

Distributor hereby makes the following commitment to Huawei Cloud:

1. Distributor guarantees that the Resellers shall not violate Huawei Cloud Agreements, or any applicable laws, regulations, rules, or business ethics when performing operations on customers' accounts.

2. Distributor guarantees that the Resellers shall never modify or delete any customers' cloud services or cloud resources without explicit permission from the customers. Under no circumstances will the Resellers implant any Trojans, viruses, or other malware in Huawei Cloud products and services.

3. Distributor guarantees that Resellers shall perform operations within customers' authorization scope with reasonable care in accordance with the Authorization Letter and Huawei Cloud Agreements, including but not limited to act with duty of loyalty to operations and possible consequences, and shall be liable for the integrity and confidentiality of Resellers' operation and corresponding content.

4. Distributor guarantees that the Resellers shall keep secret and confidential all the information obtained in accordance with the Authorization Letter and Huawei Cloud Agreements, including but not limited to product, commerce, contract, order, expenditure, and resource information. The Resellers shall not copy, transfer, directly or indirectly use confidential information. The Distributor and the Resellers shall be liable for any losses caused to Huawei Cloud and/or the customers due to information leakage.

5. Distributor guarantees that any disputes, controversy, loss, infringement, and liability for breach between Resellers and customers shall be resolved between themselves in accordance with the Commitment Letter, the Authorization Letter, and other agreements applicable. Huawei Cloud shall not intervene in any disagreements or disputes between Resellers and customers, and shall not be liable for any losses, claims, damages, costs, or expenses caused to Distributor, Resellers and/or customers.

The Distributor shall be jointly and severally liable for all behaviors of the Resellers arising from performing operation on customers' behalf.

6. If the Distributor violates the Commitment Letter, the Authorization Letter, Huawei Cloud Agreements, or any applicable laws or regulations, Huawei Cloud

shall be entitled to take measures, including but not limited to verbal or written warnings, decreasing or canceling sales revenue or incentives involved, canceling Partner identity, requesting compensation for all losses, and/or taking legal actions against Distributor.

7. The Commitment Letter shall become effective when the Distributor clicks to agree this Commitment Letter and is valid unless customers cancel the authorization.

8. Any issues not covered in this Commitment Letter shall be resolved in accordance with Huawei Cloud Agreements.

13.10 Huawei Cloud Partner Commitment Letter for Operation on Customers' Behalf

Before accepting the Commitment Letter, you shall read carefully and understand the content of the Huawei Cloud Agreements and this Commitment Letter. By selecting "I have read and agree to the Huawei Cloud Partner Commitment Letter for Operation on Customers' Behalf", you will be deemed to have agreed to all terms and conditions in this Commitment Letter. If you do not agree to any content of this Commitment Letter, please stop using the service of performing operations on behalf of customers (hereinafter referred to as "this Service").

The Huawei Cloud Partner (hereinafter referred to as "Partner") has entered into Huawei Cloud Agreements with Huawei Cloud, including but not limited to Huawei Cloud Solution Provider Cooperation Agreement and Huawei Cloud Partner Network Certification Agreement, to act as a long-term partner for Huawei Cloud.

To use this Service, Partner shall acquire authorization from customers to perform operation on customers' accounts in accordance with the Huawei Cloud Customer Authorization Letter (hereinafter referred to as "Authorization Letter").

Partner acknowledge and agree that the authorization only applies to certain operation permissions of customers' accounts under the Authorization Letter. This authorization shall not change the rights and obligations under Huawei Cloud Agreements between Huawei Cloud and either the Partner or the customers.

Partner hereby makes the following commitments to Huawei Cloud:

1. Partner shall not violate Huawei Cloud Agreements, or any applicable laws, regulations, rules, or business ethics when performing operations on customers' accounts.

2. Partner shall not modify or delete customers' cloud services or cloud resources without explicit permission from the customers. Under no circumstances will the Partner implant any Trojans, viruses, or other malware in Huawei Cloud products and services.

3. Partner shall perform operations within the authorization scope with reasonable care in accordance with the Authorization Letter and Huawei Cloud Agreements, including but not limited to act with duty of loyalty to operations and possible consequences, and shall be liable for the integrity and confidentiality of the operation and corresponding content.

4. Partner shall keep secret and confidential all the information obtained in accordance with the Authorization Letter and Huawei Cloud Agreements, including but not limited to product, commerce, contract, order, expenditure, and resource information. Partner shall not copy, transfer, directly or indirectly use the confidential information and shall be liable for any losses caused to Huawei Cloud and/or the customers due to information leakage.

5. Any disputes, controversy, loss, infringement, and liability for breach between Partner and customers shall be resolved between Partner and customers in accordance with the Commitment Letter, the Authorization Letter, and other agreements applicable. Huawei Cloud shall not intervene in any disagreements or disputes between Resellers and customers, and shall not be liable for any losses, claims, damages, costs, or expenses caused to Partner and/or customers.

6. If the Partner violates the Commitment Letter, the Authorization Letter, Huawei Cloud Agreements, or any applicable laws or regulations, Huawei Cloud shall be entitled to take measures, including but not limited to verbal or written warnings, decreasing or canceling sales revenue or incentives involved, canceling Partner identity, requesting compensation for all losses, and/or taking legal actions against Partner.

7. The Commitment Letter shall become effective when the Partner clicks to agree this Commitment Letter and is valid unless customers cancel the authorization.

8. Any issues not covered in this Commitment Letter shall be resolved in accordance with Huawei Cloud Agreements.

13.11 Huawei Cloud Customer Authorization Letter

As a Huawei Cloud Partner (hereinafter referred to as "we" or "us"), to provide you with the service of performing operations on your behalf (hereinafter referred to as "this Service"), we need your authorization to your account under the Huawei Cloud Customer Authorization Letter (hereinafter referred to as "Authorization Letter"). Before accepting the Authorization Letter, you shall read carefully and fully understand the contents of the Huawei Cloud Website Agreement and this Authorization Letter. By selecting "I have read and agreed to the Huawei Cloud Customer Authorization Letter", you will be deemed to have agreed to all terms and conditions in this Authorization Letter. If you do not agree to any content of this Authorization Letter, please stop using this Service. If you need to cancel or operate the authorization, you may visit **Huawei Cloud My Account** at any time.

This Authorization Letter contains the terms and conditions that govern your authorization to us for the operations and of your own account. You authorize and agree to the following:

1. Scope and Consequence of Authorization

We may use your account to log in to the Huawei Cloud website and perform operations in My Account, Billing Center, Resource Center, Service Tickets, Message Center, cloud service console and other modules.

The authorized operations include but are not limited to the following:

1. Managing your resources.

2. Subscribing to, renewing, unsubscribing from, and changing cloud services.
3. Starting, stopping, restarting, and deleting cloud resources.
4. Resetting passwords and modifying the policies for cloud services.
5. Viewing your account, expenditure, order, discount, and contract information.

You acknowledge and agree that the preceding permission types may not fully cover the operation authorization scope required for providing you with required services.

You further understand and agree that the authorization is granted directly to us for the provision of this Service. This Authorization Letter shall not replace or change your relationship with Huawei Cloud or the rights and obligations under Huawei Cloud Website Agreement. Huawei Cloud shall not be liable for any action related to this Authorization Letter and the subsequent consequences.

Any dispute, controversy, loss, infringement, and liability for breach between you and us arising from the authorization shall be resolved between ourselves. Huawei Cloud shall not be liable for any losses caused to you and/or us.

2. Update and Cancellation of Authorization

This Authorization Letter may be updated from time to time. You may log in to the Huawei Cloud My Account to review the updates. Please regularly review such terms. If you do not agree to the updates, you shall cancel the authorization in the **Huawei Cloud My Account**immediately.

3. Authorization Period

The powers and rights you granted to us under this Authorization Letter shall become effective when you click to agree this Authorization Letter and are valid unless you cancel the authorization on the **Huawei Cloud My Account**.

4. How to Contact Us

If you have any questions about this Authorization Letter, please contact us via **Huawei Cloud My Account**.

14 Change History

Description	Date
This issue is the thirteenth official release. This release incorporates the following changes: ● Modified section **Partner Programs** > **Service Partner Competency Improvement Incentive Program**. ● Modified section **Partner Benefit Request** > **Apply for Market Development Fund (MDF)**. ● Modified section **Partner Benefit Request** > **Funding Head (FH)**.	2025-5-22
This issue is the twelfth official release. This release incorporates the following changes: ● Updated the partner policy in 2025. Updated the certification content of each path in the section "Partner Development Paths" based on the policies for 2025. Updated the section **Partner Build Management** > **Creating a Cloud Software Solution/Creating an Advanced Cloud Software Solution**. Updated the benefits in section "Partner Benefits Request" based on the policies for 2025. ● Added the dedicated personnel data dashboard in section **Partner Organization Management** > **Dedicated Personnel** > **Administrator** > **Inviting a Member**. ● Renamed **Partner Solution Management** as **Partner Build Management**.	2025-3-14

Description	Date
This Issue is the eleventh official release. This release incorporates the following changes: • Added section **Partner Programs** > **Service Partner Competency Improvement Incentive Program**. • Added section **Partner Solution Management** > **Solution Build Management**. • Added section **Partner Benefit Request** > **Competency Improvement Incentive**. • Modified section **Partner Organization Management** > **Dedicated Personnel** > **Members**. • Modified section **Partner Solution Management** > **Creating a Cloud Software Solution/Creating an Advanced Cloud Software Solution**. • Adjusted the document contents. Modified section **Becoming a Partner**. Added section **Development Paths**. Added section **Partner Programs**. Added section **Partner Support Management**. Modified section **Appendix**. • Modified the sales menu. For details, see **Menu Update for the Sales Module**.	2025-1-16
This issue is the tenth official release. This release incorporates the following changes: • Modified section **Becoming a Partner** > **Registering and Joining HCPN**. • Modified section **Becoming a Partner** > **Development Paths**. • Modified section **Becoming a Partner** > **Partner Programs** > **Cloud Solution Provider Program** > **Applying for Upgrading Partner Tier**. • Modified section **Partner Benefit Request** > **Test Coupons** > **Software Partner**. • Modified section **Partner Benefit Request** > **Test Coupons** > **System Integrator (SI)**. • Modified section **Partner Benefit Request** > **Exam Vouchers**. • Modified section **Competency Certification** > **Requesting Competency Certification**. • Modified section **Partner Organization Management** > **Dedicated Personnel** > **Members** > **Filling in Employment Details**. • Modified section **Partner Solution Management**.	2024-8-20

Description	Date
This issue is the ninth official release. This release incorporates the following changes: ● Added section **Partner Benefit Request** > **Test Coupons** > **Software Partner** > **Test Coupons for Basic Software**. ● Modified section **Partner Benefit Request** > **Funding Head (FH)** > **Incentive Reconciliation**. ● Modified section **Partner Organization Management** > **Dedicated Personnel**.	2024-5-24
This issue is the eighth official release. This release incorporates the following changes: ● Added section **Partner Organization Management** > **Dedicated Personnel**. ● Modified section **Joining HCPN** > **Development Paths** > **System Integrator Development Path**. ● Modified section **Joining HCPN** > **Partner Programs** > **Cloud Solution Provider Program**. ● Modified section **Partner Benefit Request** > **Test Coupons**. ● Modified section **Partner Benefit Request** > **Apply for Market Development Fund (MDF)**. ● Modified section **Partner Benefit Request** > **Funding Head (FH)**. ● Modified section **Partner Organization Management**. ● Modified section **Partner Solution Management**. ● Modified section **Viewing the Document Library**.	2024-3-14
This is the seventh official release. This release incorporates the following changes: ● Added **Partner Benefit Request** > **Apply for Market Development Fund (MDF)**. ● Added **Partner Benefit Request** > **Funding Head (FH)**. ● Modified section **Document Library**.	2024-01-11
This issue is the sixth official release. This release incorporates the following changes: ● Added **Partner Information Management** > **Business Information Certification**. ● Modified **Partner Benefit Request** > **Test Coupons**.	2023-12-15

Description	Date
This issue is the fifth official release. This release incorporates the following changes: ● Released the brand-new Partner Center. Modified section **Joining HCPN**. Modified section **Partner Information Management**. Modified section **Partner Benefits**. Modified section **Competency Certification**. Modified section **Partner Organization Management**. Modified section **Partner Solution Management**. Modified section **Help and Feedback**. ● Added **Joining HCPN** > **Development Paths**> **System Integrator Development Path**. ● Modified section **Competency Certification**. ● Added **Partner Benefit Request** > **Exam Vouchers**.	2023-11-7

Description	Date
This issue is the fourth official release. This release incorporates the following changes: ● Added **Cloud Solution Providers** > **Sales Management** > **Viewing Commercial Discounts**. ● Modified **Cloud Solution Providers** > **Customer Business** > **Customer Management** > **Setting One-Time Budgets for Customers**. ● Modified **Cloud Solution Providers** > **Customer Business** > **Customer Management** > **Freezing Customer Accounts and Resources**. ● Added **Cloud Solution Providers** > **Customer Business** > **Customer Management** > **Unfreezing a Customer Account**. ● Modified **Cloud Solution Providers** > **Customer Business** > **Customer Management** > **Placing Orders on Customers' Behalf**. ● Modified **Cloud Solution Providers** > **Customer Business** > **Customer Development** > **Inviting Pre-Registered Customers by Emails**. ● Modified **Cloud Solution Providers** > **Customer Business** > **Customer Development** > **Inviting Pre-Registered Customers by Hyperlinks or QR Codes**. ● Modified **Cloud Solution Providers** > **Customer Business** > **Customer Development** > **Managing Invited Customers**. ● Modified **Cloud Solution Providers** > **Financial Information** > **Repayment**. ● Modified **Cloud Solution Providers** > **Financial Information** > **Invoice Management**. ● Added **Cloud Solution Providers** > **Customer Business** > **Customer Order Management** > **Adjusting the Price of a Customer's Order**. ● Modified **Distribution Partner Program** > **Overview**. ● Modified **Distribution Partner Program** > **Distributor** > **Customer Business** > **Customer Management** > **Querying Customers**. ● Modified **Distribution Partner Program** > **Distributor** > **Customer Business** > **Customer Management** > **Setting Monthly Budgets for Customers**. ● Added **Distribution Partner Program** > **Distributor** > **Customer Business** > **Customer Management** > **Setting One-Time Budgets for Customers**. ● Modified **Distribution Partner Program** > **Distributor** > **Customer Business** > **Customer Management** > **Freezing Customer Accounts and Resources**.	2023-8-3

Description	Date
• Added **Distribution Partner Program** > **Distributor** > **Customer Business** > **Customer Management** > **Unfreezing a Customer Account**. • Modified **Distribution Partner Program** > **Distributor** > **Customer Business** > **Customer Management** > **Placing Orders on Customers' Behalf**. • Modified **Distribution Partner Program** > **Distributor** > **Sales Management** > **Inviting a Huawei Cloud Reseller**. • Added **Distribution Partner Program** > **Distributor** > **Sales Management** > **Setting Account Freezing and Budget Setting Permissions for Resellers**. • Added **Distribution Partner Program** > **Distributor** > **Customer Business** > **Customer Order Management** > **Adjusting the Price of a Customer's Order**. • Added **Distribution Partner Program** > **Distributor's Resellers** > **Customer Business** > **Customer Management** > **Managing Customer Association Relationships**. • Added **Distribution Partner Program** > **Distributor's Resellers** > **Customer Business** > **Customer Management** > **Setting Monthly Budgets for Customers**. • Added **Distribution Partner Program** > **Distributor's Resellers** > **Customer Business** > **Customer Management** > **Setting One-Time Budgets for Customers**. • Added **Distribution Partner Program** > **Distributor's Resellers** > **Customer Business** > **Customer Management** > **Freezing Customer Accounts and Resources**. • Added **Distribution Partner Program** > **Distributor's Resellers** > **Customer Business** > **Customer Management** > **Unfreezing a Customer Account**. • Added **Distribution Partner Program** > **Distributor's Resellers** > **Customer Business** > **Customer Management** > **Placing Orders on Customers' Behalf**. • Modified **Distribution Partner Program** > **Distributor's Resellers** > **Customer Business** > **Customer Management** > **Performing O&M on Customers' Behalf**. • Modified **Operations of Sub-customers of Solution Partners** > **Requesting Association with a Partner**. • Modified **Operations of Sub-customers of Solution Partners** > **Disassociating from a Partner**. • Added **Operations of Sub-customers of Solution Partners** > **Topping Up a HUAWEI CLOUD Account**. • Modified **Operations of Sub-customers of Solution Partners** > **Buying HUAWEI CLOUD Products**. • Added **Operations of Sub-customers of Solution Partners** > **Managing Authorization Requests of Partners**.	

Description	Date
• Modified section "Help and Feedback". • Modified **Appendix** > **Critical Operations**. • Added **Appendix** > **Huawei Cloud Distributor Commitment Letter for Operation on Customers' Behalf**. • Added **Appendix** > **Huawei Cloud Partner Commitment Letter for Operation on Customers' Behalf**.	
This issue is the third official release. This release incorporates the following changes: • Added section **Partner Benefits** > **Cash Coupons** > **Service Partner**. • Modified **Joining HCPN** > **Partner Programs** > **Distribution Partner Program**. • Added **Joining HCPN** > **Registering a Huawei Cloud Account and Enabling Huawei Cloud Services**. • Added **Partner Benefit Request** > **Test Coupons** > **Cloud Solution Provider Program**.	2023-4-28
This issue is the second official release. • Modified section **Resellers' Customers** > **Requesting Association with a Partner**.	2022-12-2
This issue is the first official release.	2022-09-23