Partner Center

User Guide

Issue 10
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HUAWEI TECHNOLOGIES CO., LTD.

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Notice

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

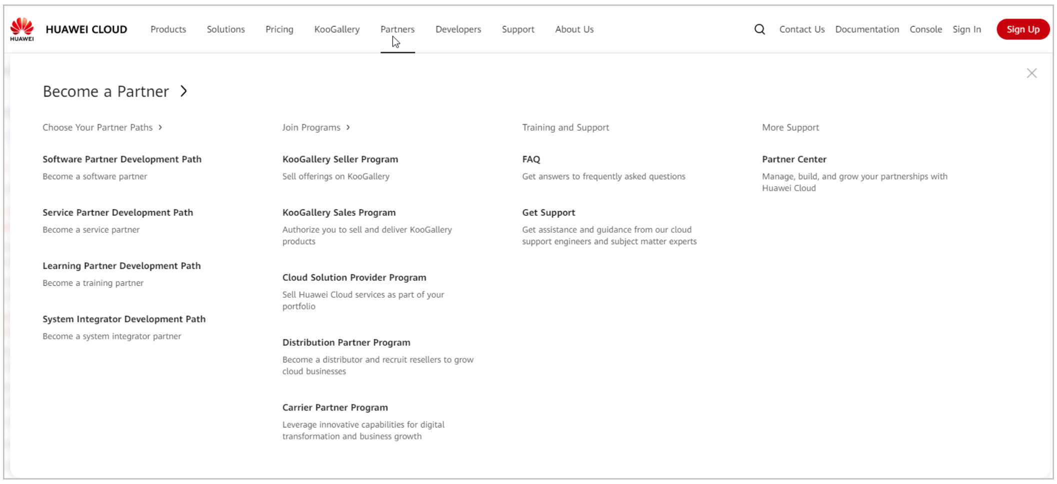
1 Becoming a Partner

1.1 Registering a HUAWEI ID and Enabling Huawei Cloud Services

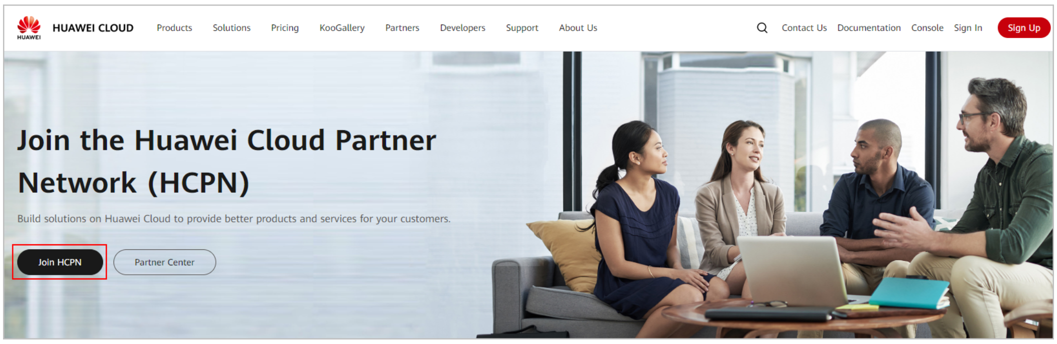
Procedure

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

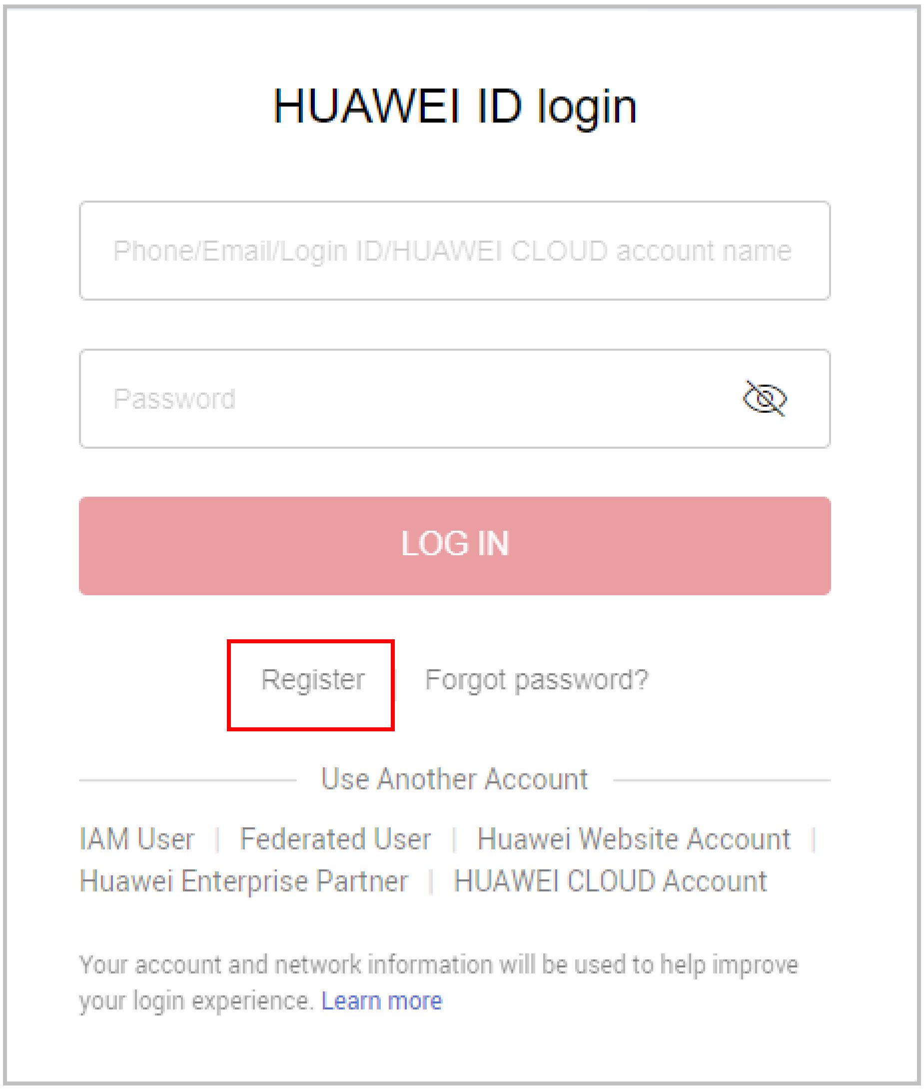
Step 2 Choose **Partners** > **Become a Partner** in the menu on the top.



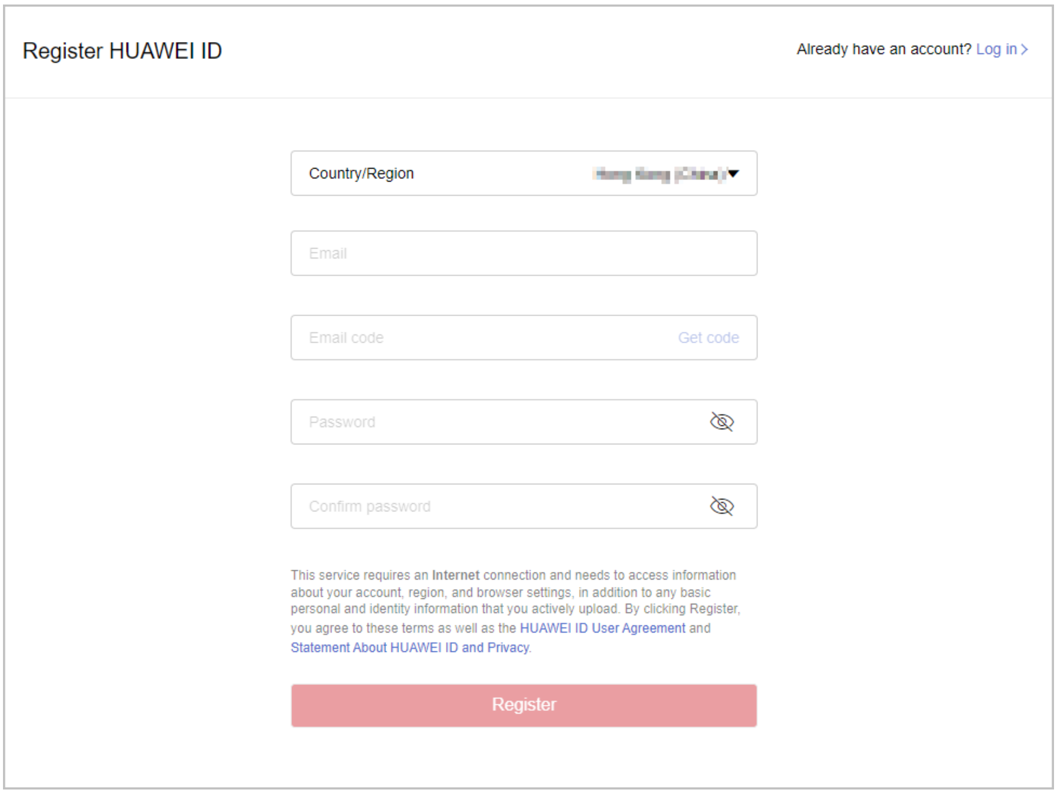
Step 3 Click **Join HCPN**.



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.

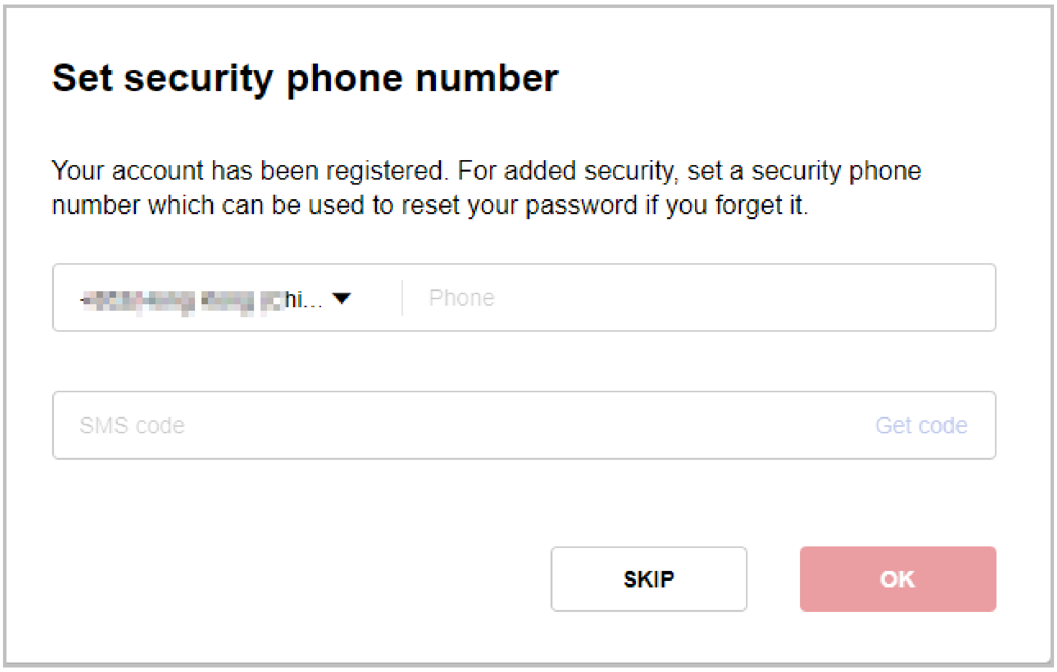
c. Enter the verification code received by email.

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.

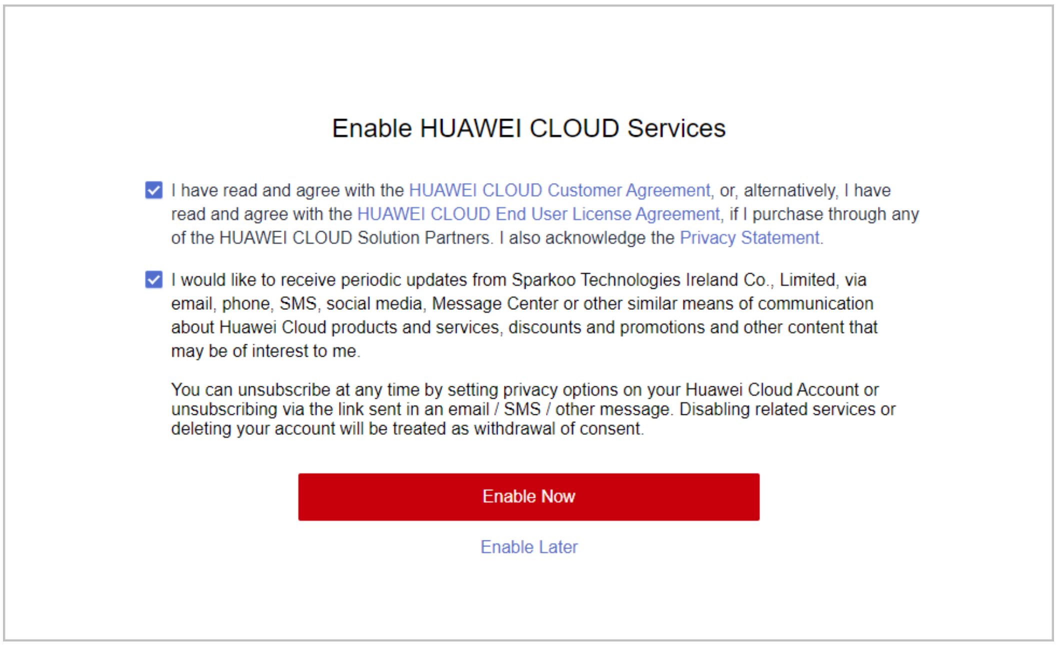


a. Select a country or region and enter a security mobile number.

b. Enter the verification code received by mobile phone.

c. Click **OK**.

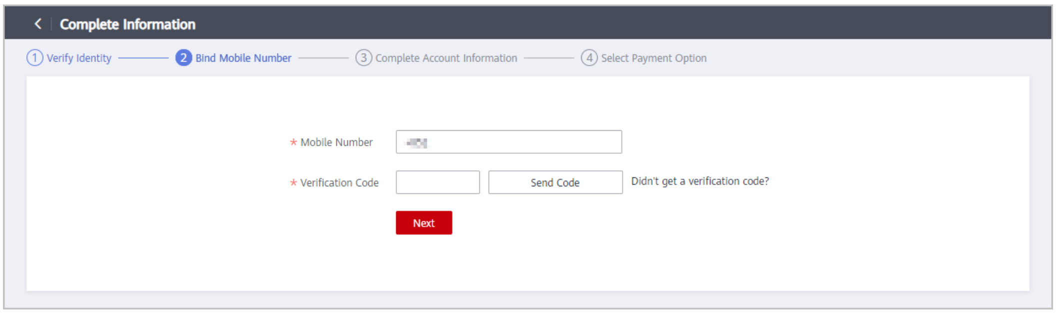
Step 7 Read and agree to the terms and enable Huawei Cloud services.



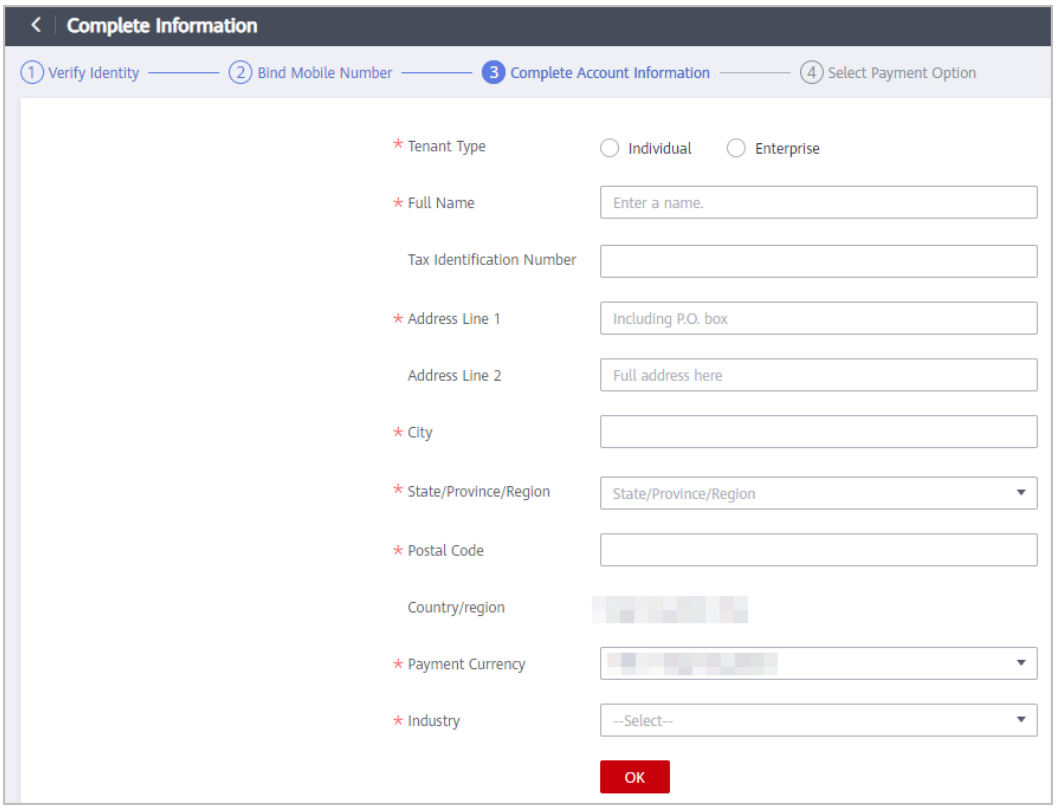
Step 8 Complete the information.

- 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.



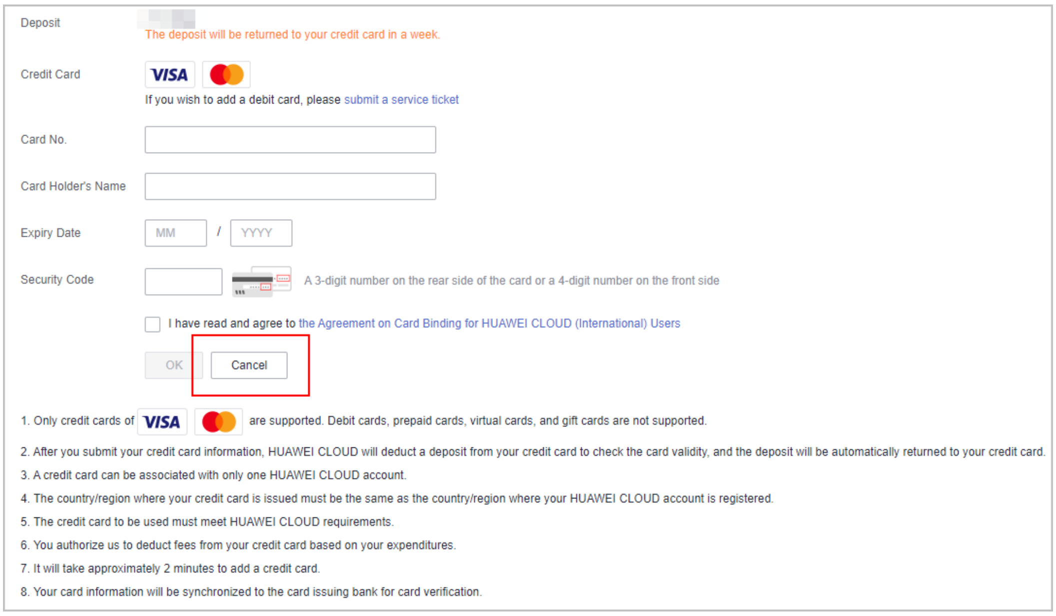
- Complete the account information and click **OK**.



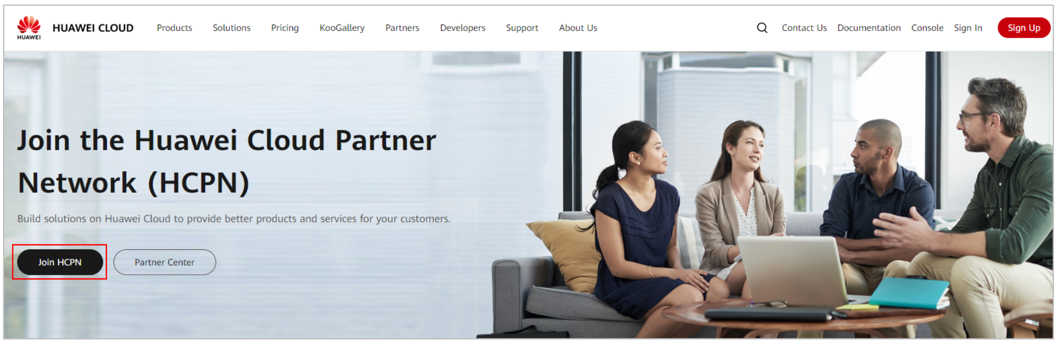
- Click **Cancel** when you enter the **Select Payment Option** page.

⚠ 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**.



----End

1.2 Registering and Joining HCPN

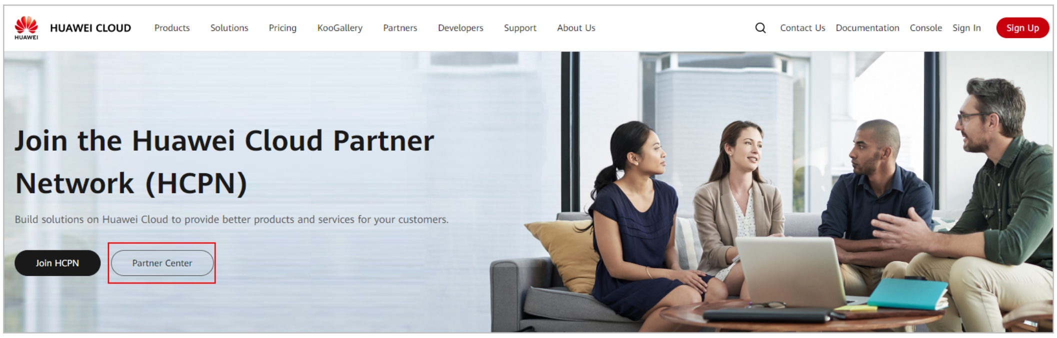
After registering a Huawei Cloud account, you can apply to become a Huawei Cloud Partner Network (HCPN) partner.

Procedure

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

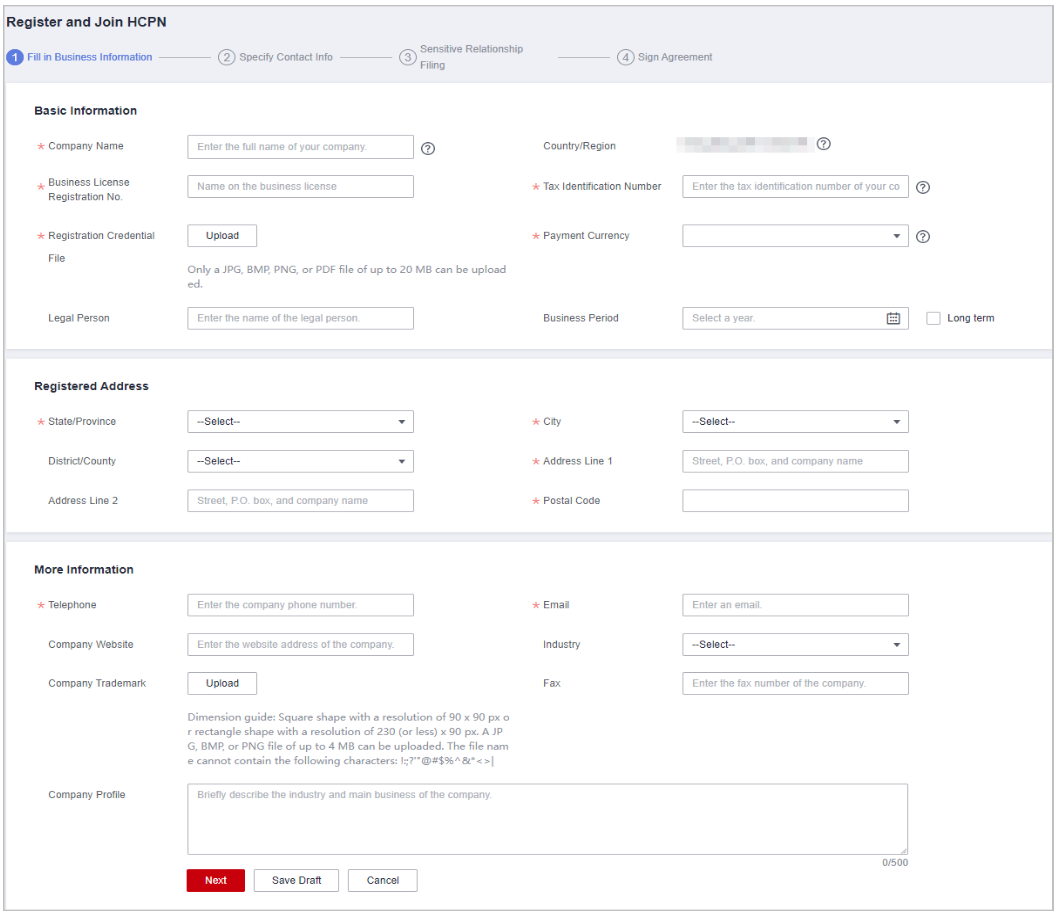
Step 2 Choose **Partners** > **Become a Partner** in the menu on the top.

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

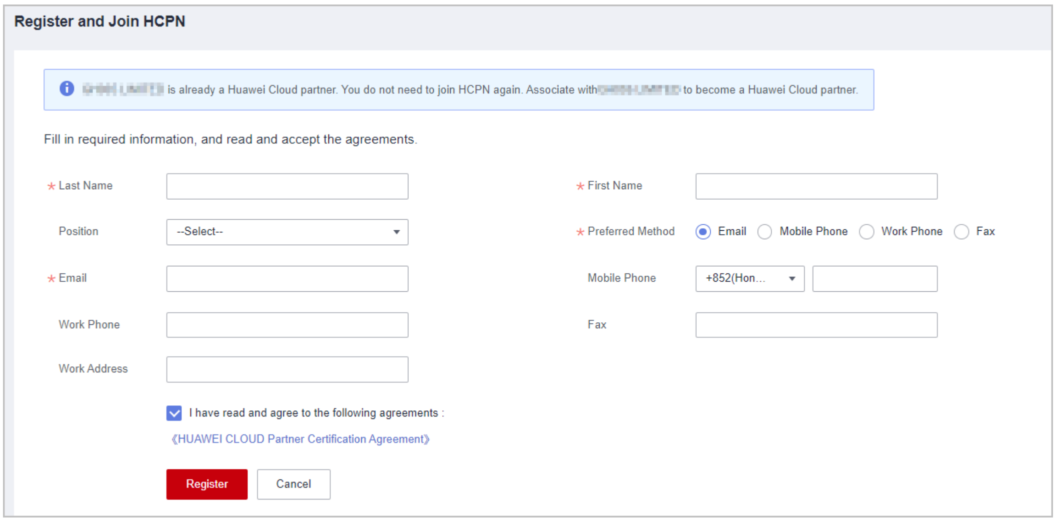


Step 4 Use your partner account to log in to Partner Center.

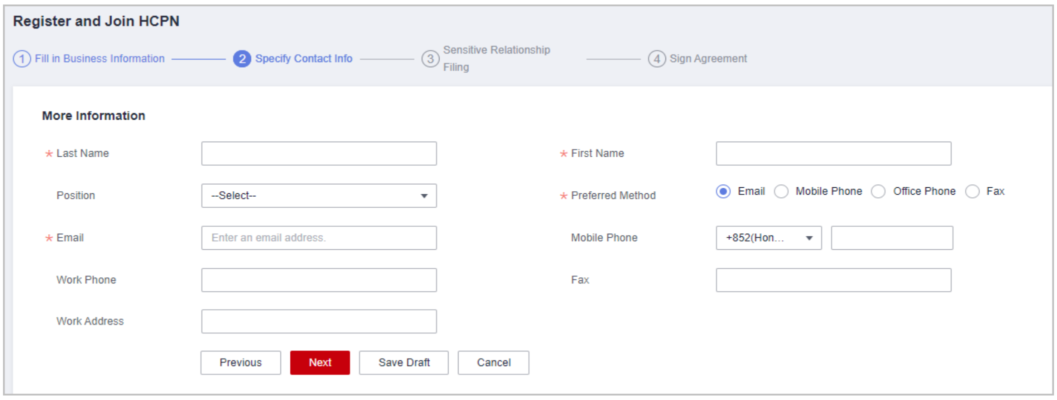
Fill in the business information and click **Next** on the displayed page.



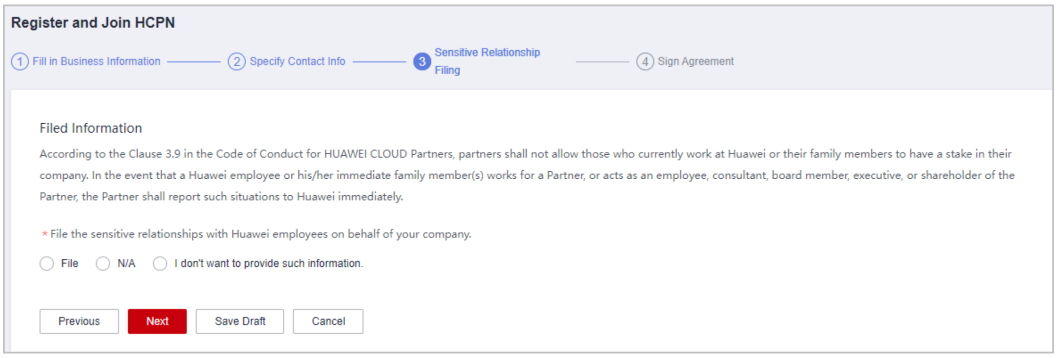
> **NOTE**
>
> If your company is already a Huawei Cloud partner, you do not need to apply to join HCPN. Instead, you can associate with the company to become a Huawei Cloud partner.



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

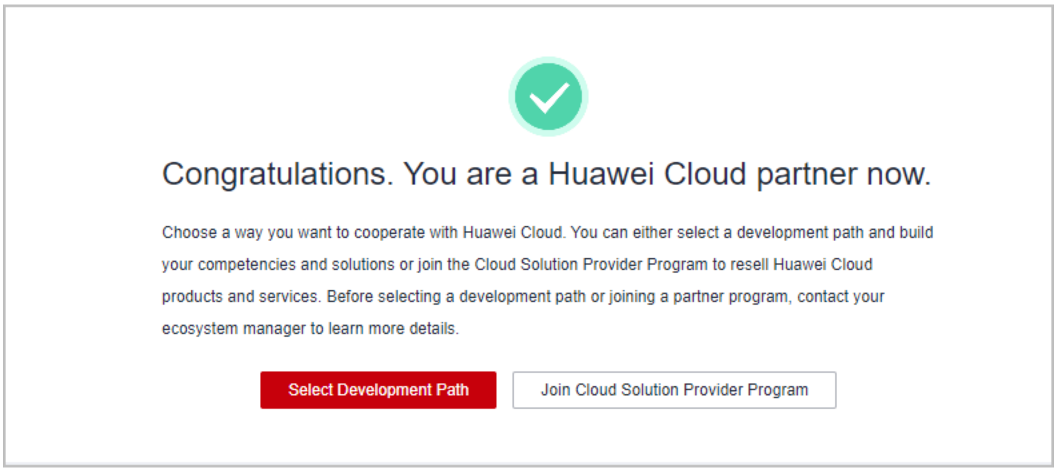


Step 6 File the sensitive relationship and click **Next**.



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.

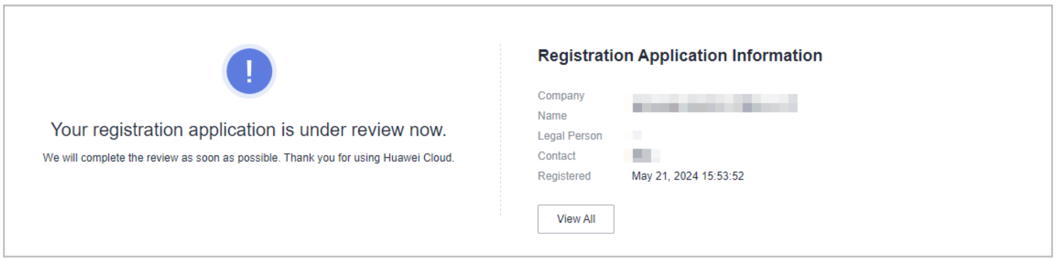


Choose the way you want to cooperate with Huawei Cloud.

- You can click **Select Development Path** and build your solutions and competencies through the partner development path you selected:
  - Software Partner Development Path
  - Service Partner Development Path
  - Learning Partner Development Path
  - Distributor
- You can join a partner program to market and promote your products and services.
  - Cloud Solution Provider Program
  - Distribution Partner Program
  - KooGallery Seller Program
  - KooGallery Sales Program
  - Carrier Partner Program
  - Partner Competency Program

NOTE

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



- Huawei Cloud will review your application as soon as possible.
- 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.**

----End

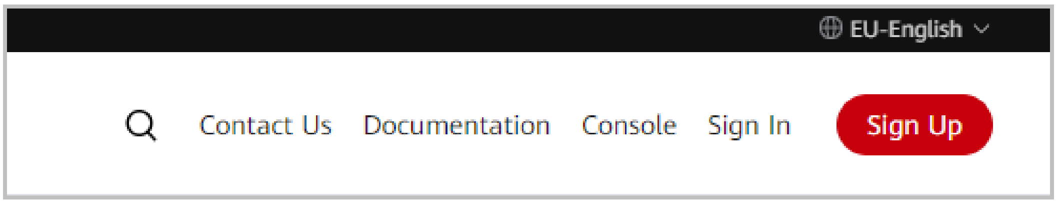
1.3 Logging In to the Partner Center

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

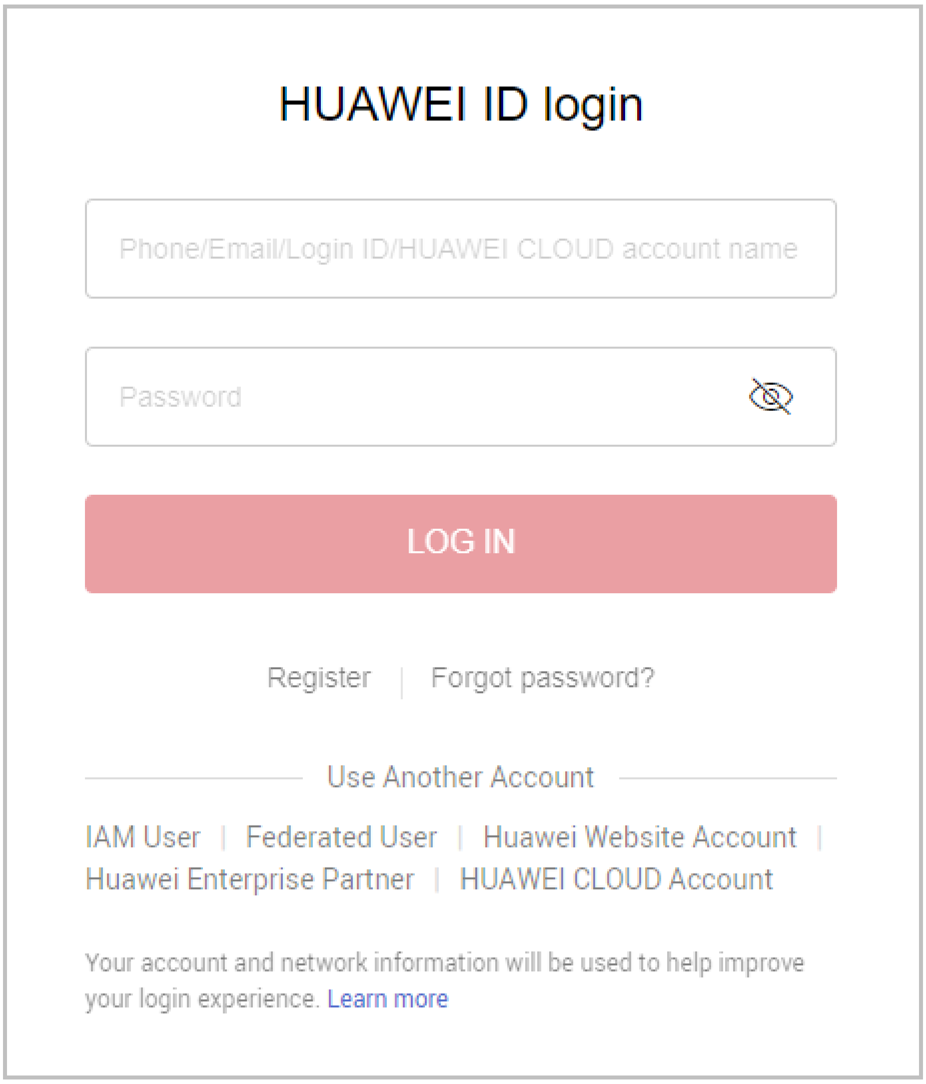
Procedure

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.

----End

1.4 Development Paths

Huawei Cloud provides you with different learning, growth, and business development paths. You can select one or more development paths based on your business needs to turbocharge your success.

1.4.1 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 sustainable business models.

1.4.2 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.

1.4.2.1 Role Selection

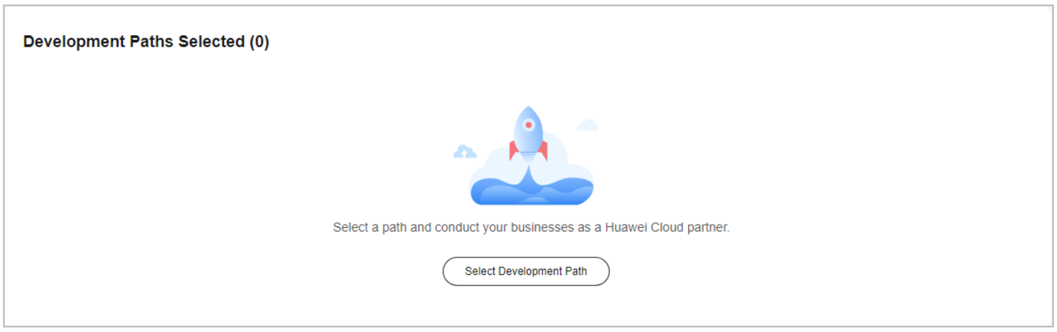
After joining HCPN, you can select a development path and obtain according benefits.

Procedure

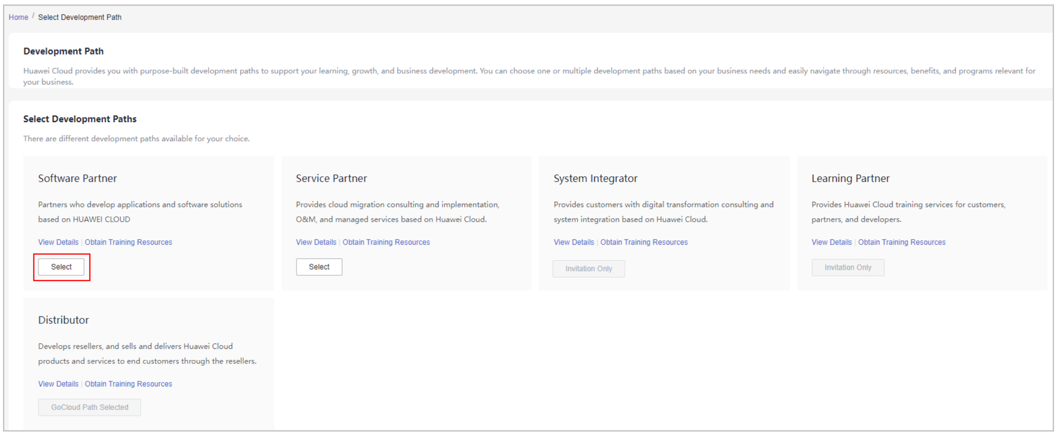
Step 1 Use your account to log in to **Huawei Cloud**.

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.

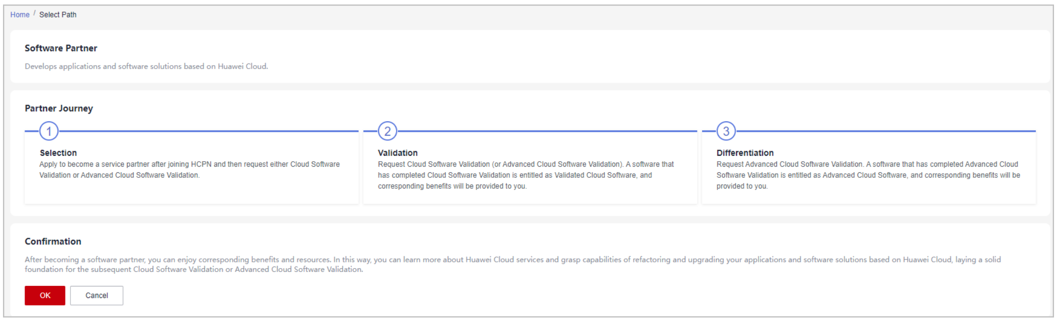


Step 4 Find **Software Partner** on the displayed page and click **Select**.



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

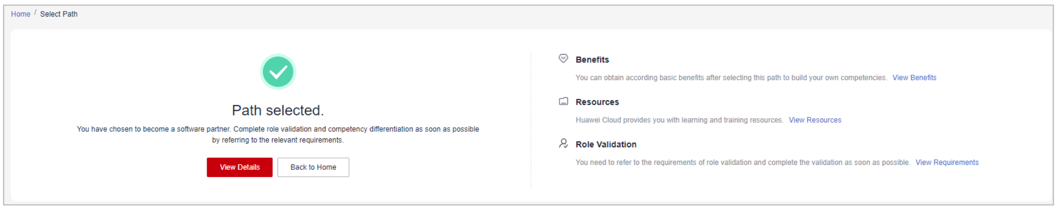
Step 5 Click **OK** on the displayed page.



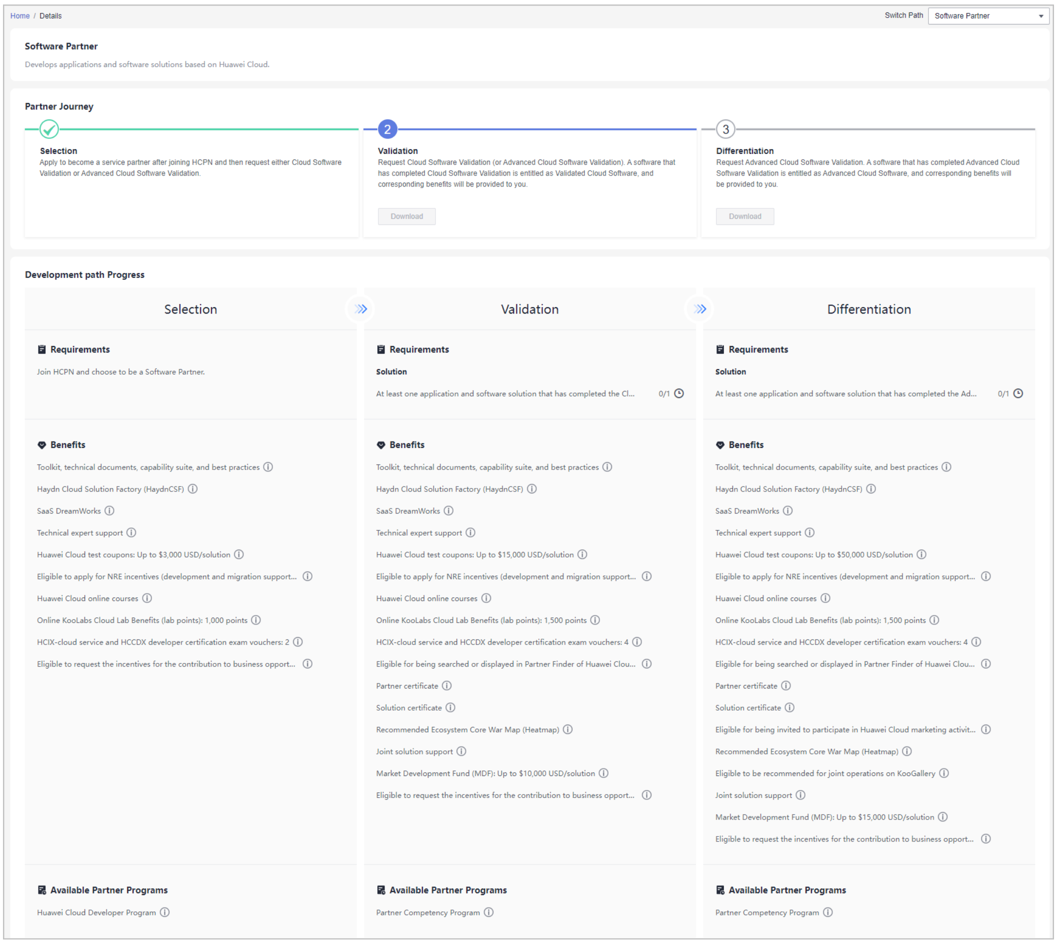
NOTE

- 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.

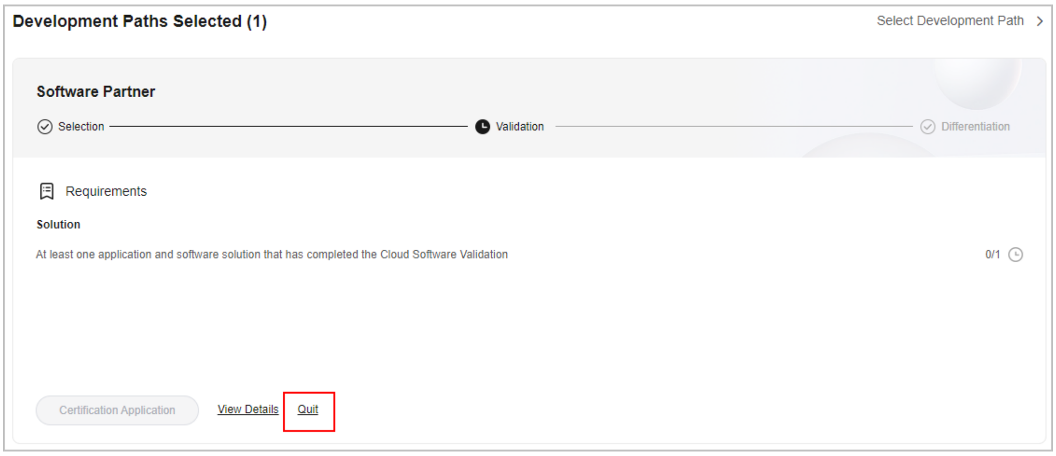
Step 6 Verify that a message, indicating that you have joined the software partner development path, is displayed. Then, click **View Details**, and choose to request role validation.



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



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

1.4.2.2 Role Validation

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

Prerequisites

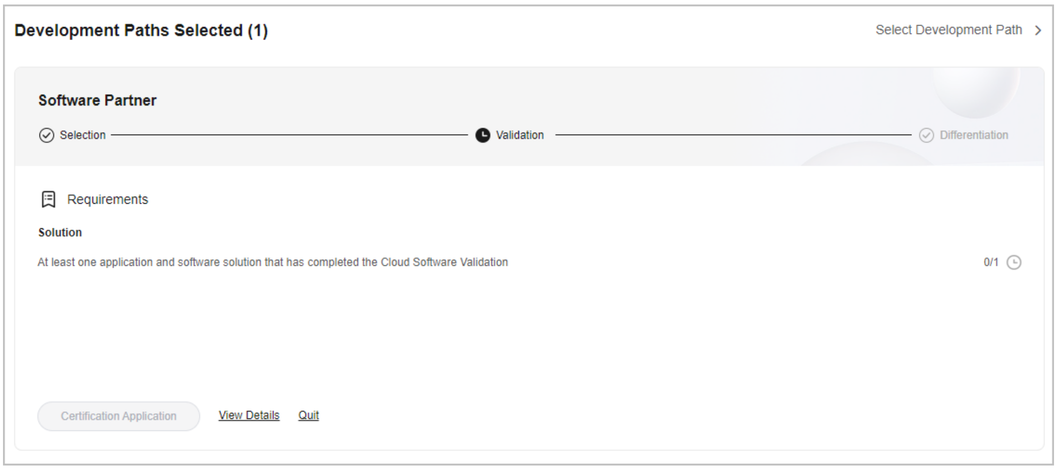
You have joined the software partner development path.

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.



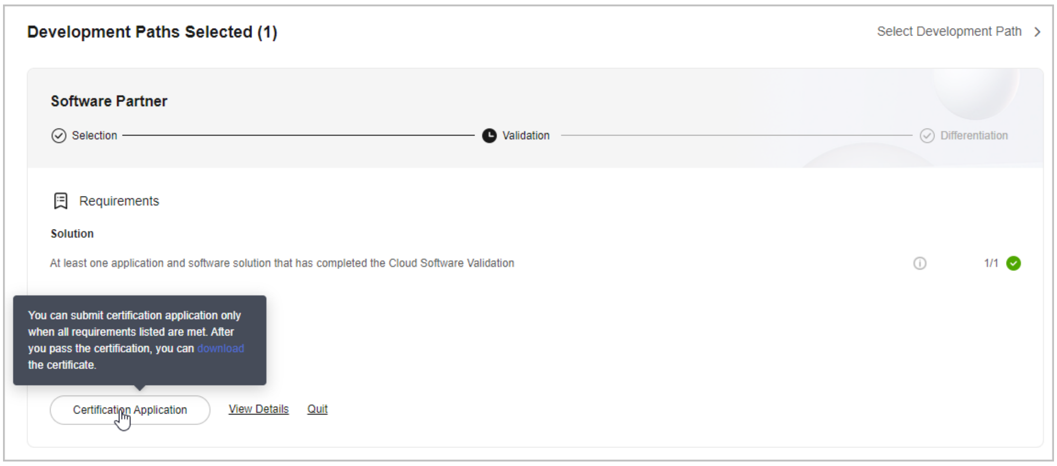
Step 4 Click the requirement **At least one application and software solution that has completed the Cloud Software Validation** to switch to the **Solutions** > **Cloud Software Solutions** page.

Create and certify a cloud software solution.

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.

Step 5 Click **Certification Application** after meeting the role validation requirement.



NOTE

- 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

1.4.2.3 Competency Differentiation

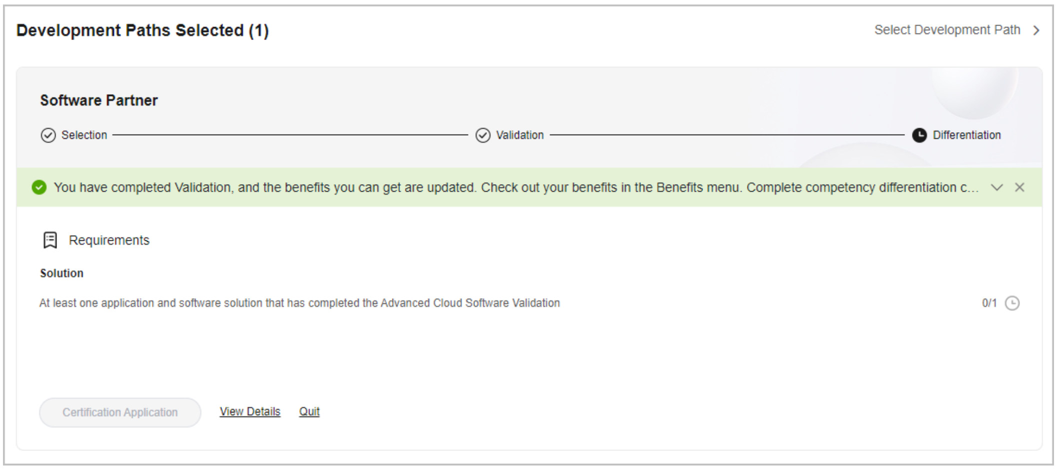
Competency differentiation enables you to explore more competencies differentiated from others and serve customers better so that you can earn customer trust and win more business opportunities.

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.



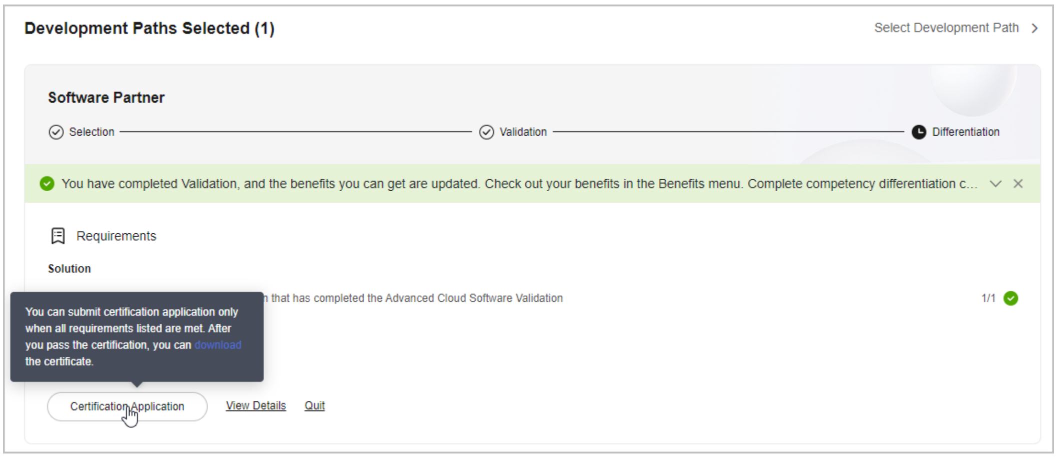
Step 4 Click the requirement **At least one application and software solution that has completed the Advanced Cloud Software Validation** to switch to the **Solutions** > **Advanced Cloud Software Solutions** page.

Create and certify an advanced cloud software solution.

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.

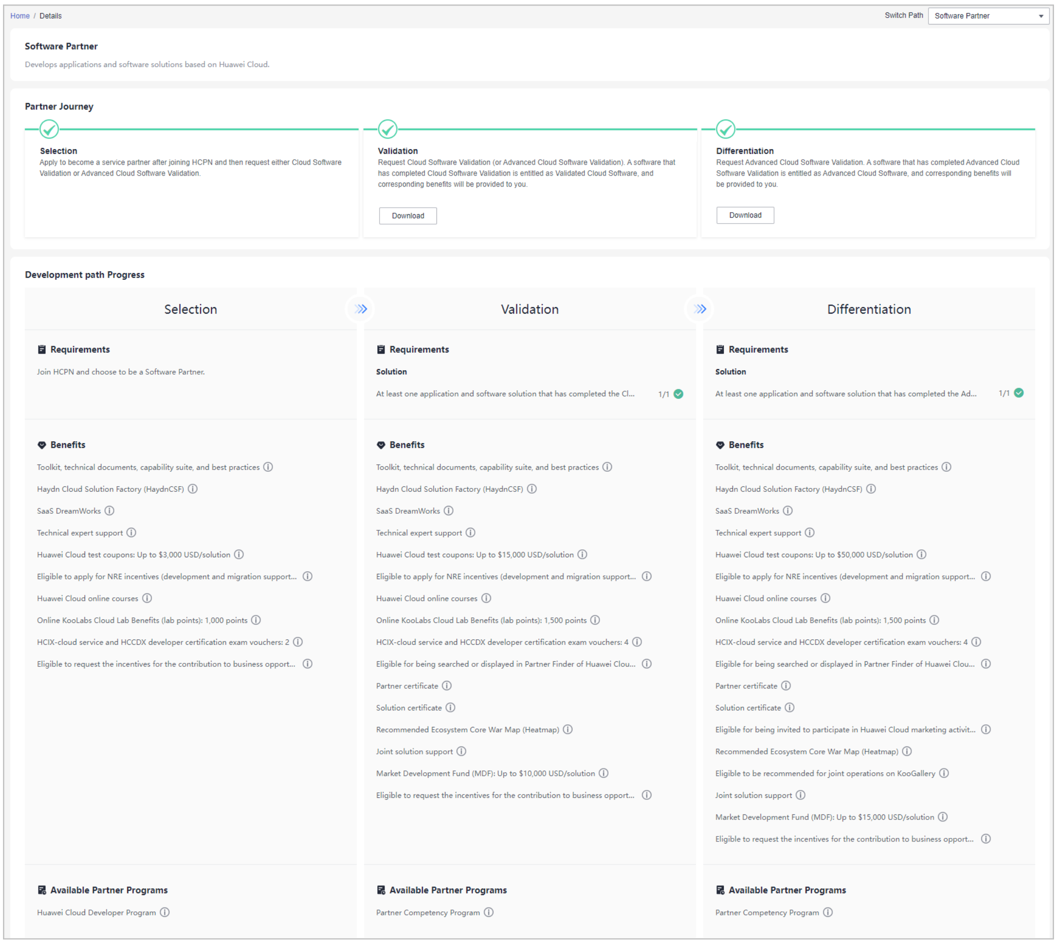
Step 5 Click **Certification Application** after meeting the competency differentiation requirements.



NOTE

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



----End

1.4.3 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.

1.4.3.1 Role Selection

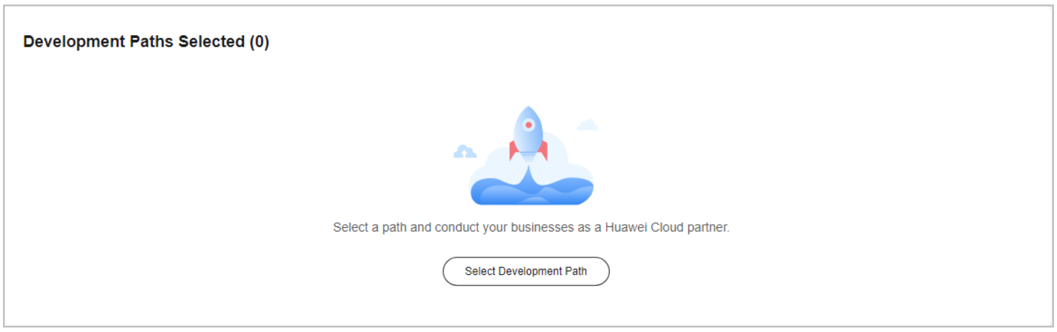
After joining HCPN, you can select a development path and obtain according benefits.

Procedure

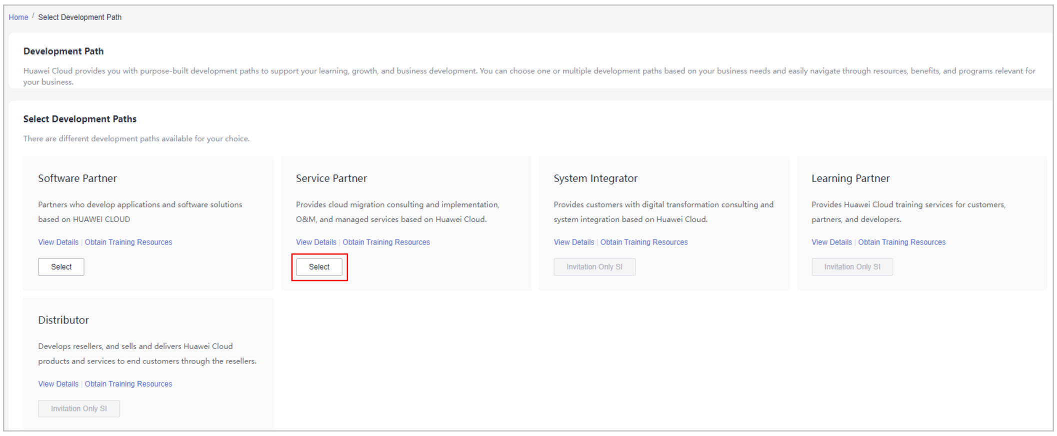
Step 1 Use your account to log in to **Huawei Cloud**.

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.



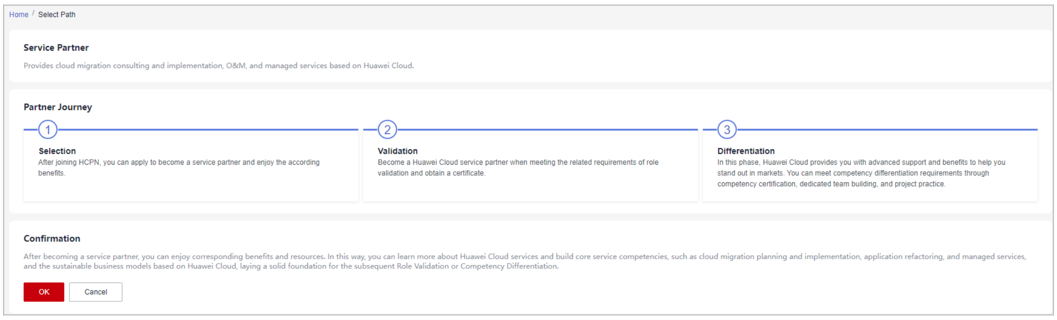
Step 4 Find **Service Partner** on the displayed page and click **Select**.



NOTE

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

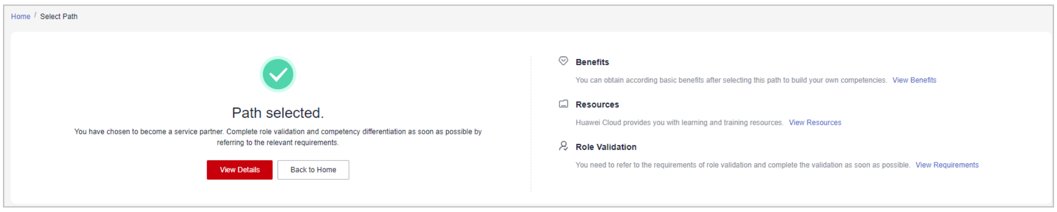
Step 5 Click **OK** on the displayed page.



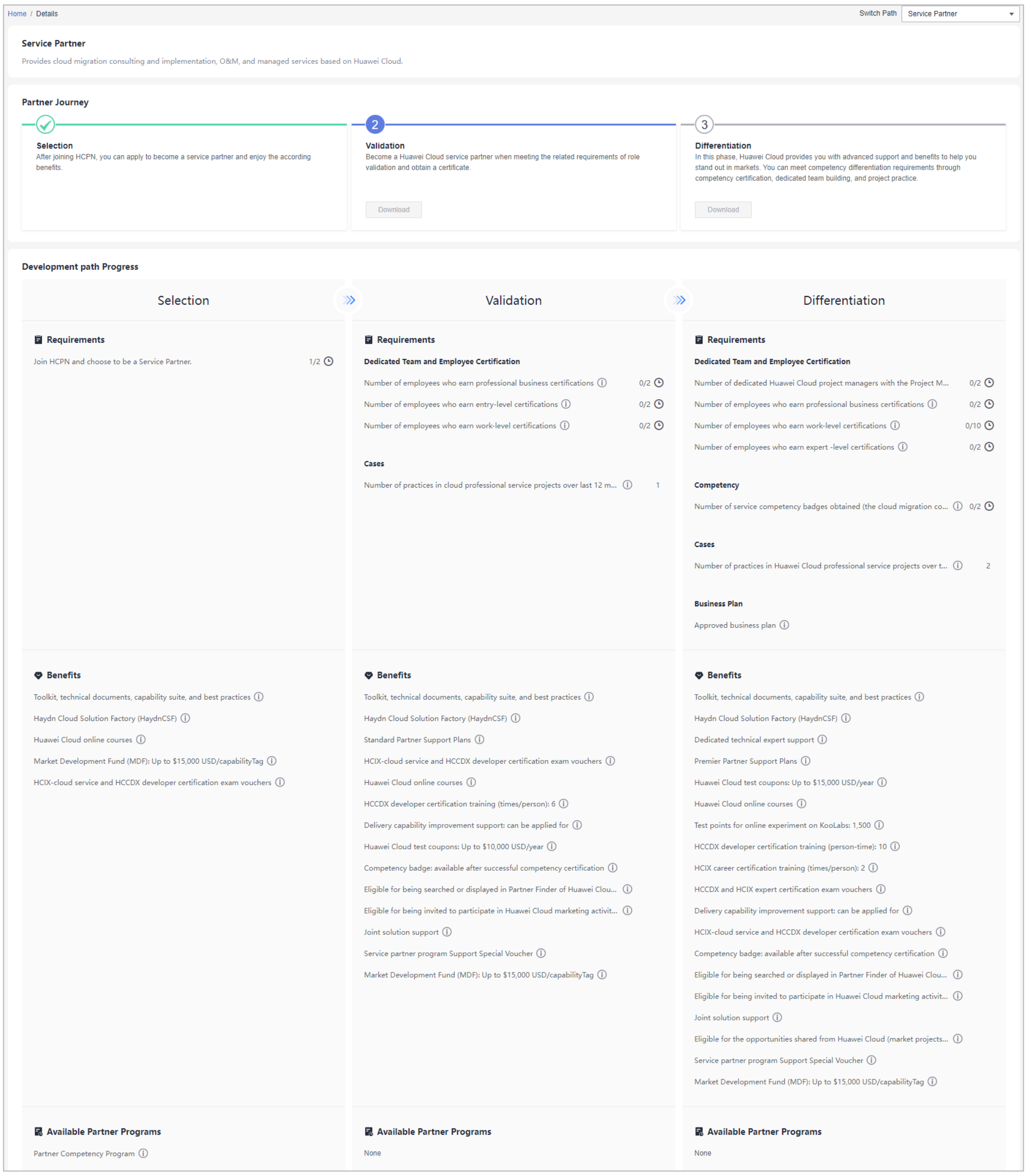
NOTE

- 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.

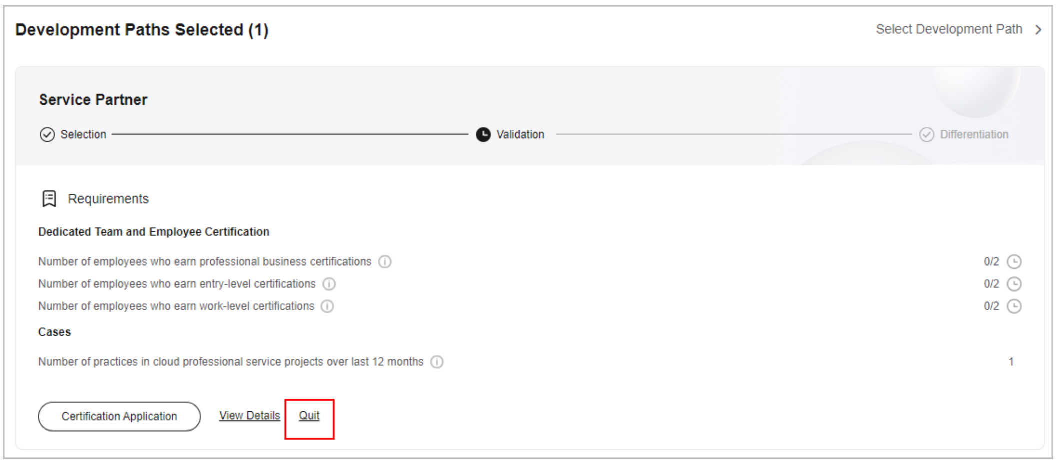
Step 6 Verify that a message, indicating that you have joined the service partner development path, is displayed. Then, click **View Details**, and choose to request role validation.



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


Home / Details
Switch Path
Service Partner
Service Partner
Provides cloud migration consulting and implementation, O&M, and managed services based on Huawei Cloud.
Partner Journey
Selection
After joining HCPN, you can apply to become a service partner and enjoy the according benefits.
2
Validation
Become a Huawei Cloud service partner when meeting the related requirements of role validation and obtain a certificate.
Download
3
Differentiation
In this phase, Huawei Cloud provides you with advanced support and benefits to help you stand out in markets. You can meet competency differentiation requirements through competency certification, dedicated team building, and project practice.
Download
Development path Progress
Selection
Validation
Differentiation
Requirements
Join HCPN and choose to be a Service Partner.
1/2
Requirements
Dedicated Team and Employee Certification
Number of employees who earn professional business certifications
0/2
Number of employees who earn entry-level certifications
0/2
Number of employees who earn work-level certifications
0/2
Cases
Number of practices in cloud professional service projects over last 12 m...
1
Requirements
Dedicated Team and Employee Certification
Number of dedicated Huawei Cloud project managers with the Project M...
0/2
Number of employees who earn professional business certifications
0/2
Number of employees who earn work-level certifications
0/10
Number of employees who earn expert -level certifications
0/2
Competency
Number of service competency badges obtained (the cloud migration co...
0/2
Cases
Number of practices in Huawei Cloud professional service projects over t...
2
Business Plan
Approved business plan
Benefits
Toolkit, technical documents, capability suite, and best practices
Haydn Cloud Solution Factory (HaydnCSF)
Huawei Cloud online courses
Market Development Fund (MDF): Up to $15,000 USD/capabilityTag
HCIX-cloud service and HCCDX developer certification exam vouchers
Benefits
Toolkit, technical documents, capability suite, and best practices
Haydn Cloud Solution Factory (HaydnCSF)
Standard Partner Support Plans
HCIX-cloud service and HCCDX developer certification exam vouchers
Huawei Cloud online courses
HCCDX developer certification training (times/person): 6
Delivery capability improvement support: can be applied for
Huawei Cloud test coupons: Up to $10,000 USD/year
Competency badge: available after successful competency certification
Eligible for being searched or displayed in Partner Finder of Huawei Clou...
Eligible for being invited to participate in Huawei Cloud marketing activit...
Joint solution support
Service partner program Support Special Voucher
Market Development Fund (MDF): Up to $15,000 USD/capabilityTag
Benefits
Toolkit, technical documents, capability suite, and best practices
Haydn Cloud Solution Factory (HaydnCSF)
Dedicated technical expert support
Premier Partner Support Plans
Huawei Cloud test coupons: Up to $15,000 USD/year
Huawei Cloud online courses
Test points for online experiment on KooLabs: 1,500
HCCDX developer certification training (person-time): 10
HCIX career certification training (times/person): 2
HCCDX and HCIX expert certification exam vouchers
Delivery capability improvement support: can be applied for
HCIX-cloud service and HCCDX developer certification exam vouchers
Competency badge: available after successful competency certification
Eligible for being searched or displayed in Partner Finder of Huawei Clou...
Eligible for being invited to participate in Huawei Cloud marketing activit...
Joint solution support
Eligible for the opportunities shared from Huawei Cloud (market projects...
Service partner program Support Special Voucher
Market Development Fund (MDF): Up to $15,000 USD/capabilityTag
Available Partner Programs
Partner Competency Program
Available Partner Programs
None
Available Partner Programs
None

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

1.4.3.2 Role Validation

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

Prerequisites

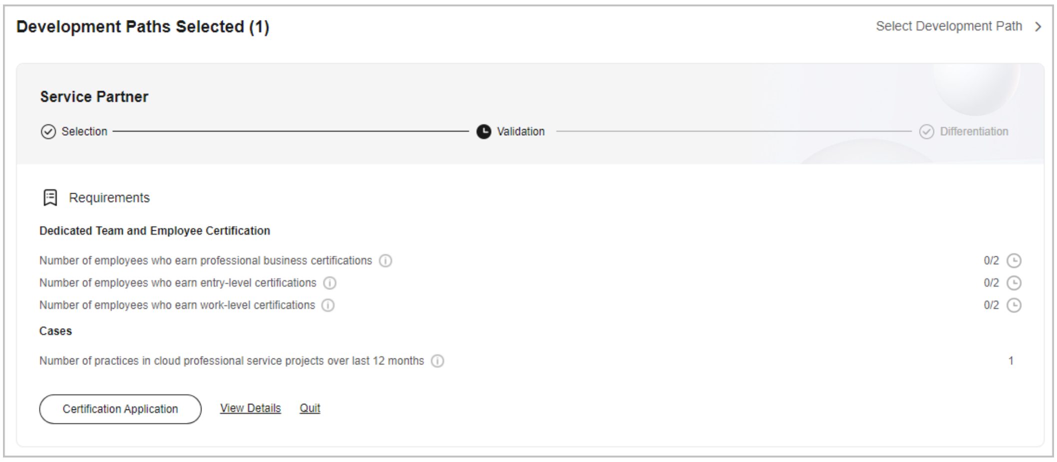
You have joined the service partner development path.

Procedure

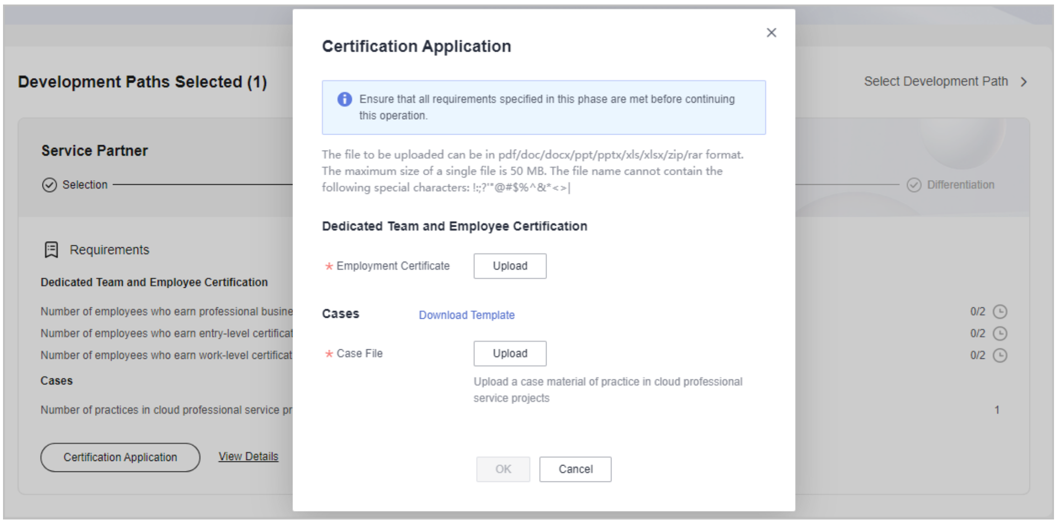
Step 1 Use your account to log in to **Huawei Cloud**.

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.



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

1.4.3.3 Competency Differentiation

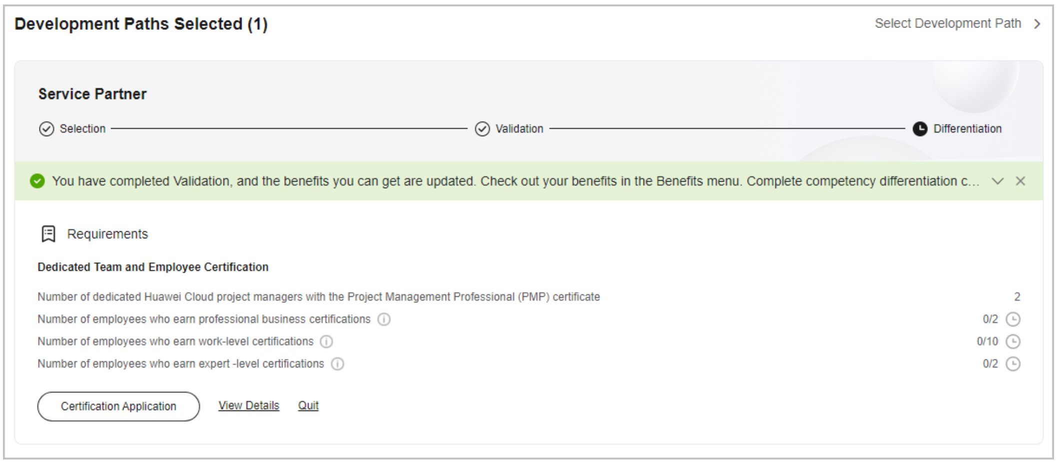
Competency differentiation enables you to explore more competencies differentiated from others and serve customers better so that you can earn customer trust and win more business opportunities.

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.



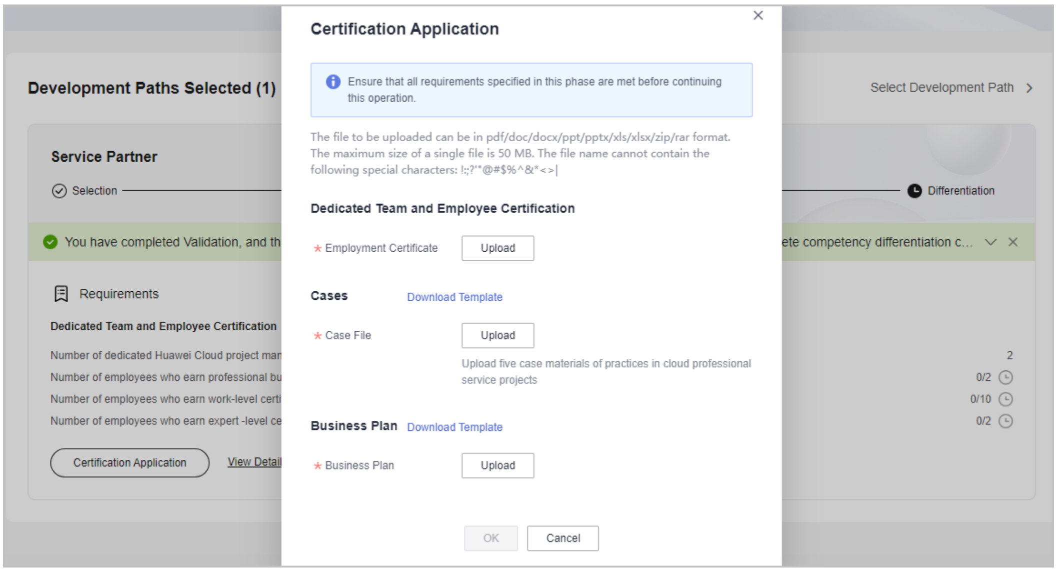
Step 4 Click a requirement to switch to the according page and complete the certification.

NOTE

Requirements:

1. Personnel: **Dedicated Personnel** need to log in to Partner Center and refer to the process flow to supplement certificate information.
2. Competency: **Competency certification** is required (the certification for the cloud migration competency is mandatory).

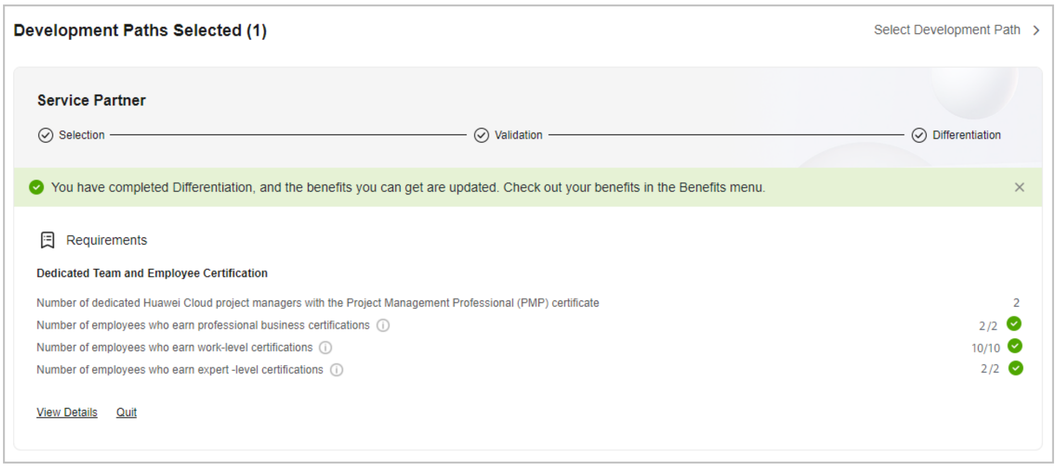
Step 5 Click **Certification Application** after meeting the competency differentiation requirements. In the displayed dialog box, upload required materials and submit them.



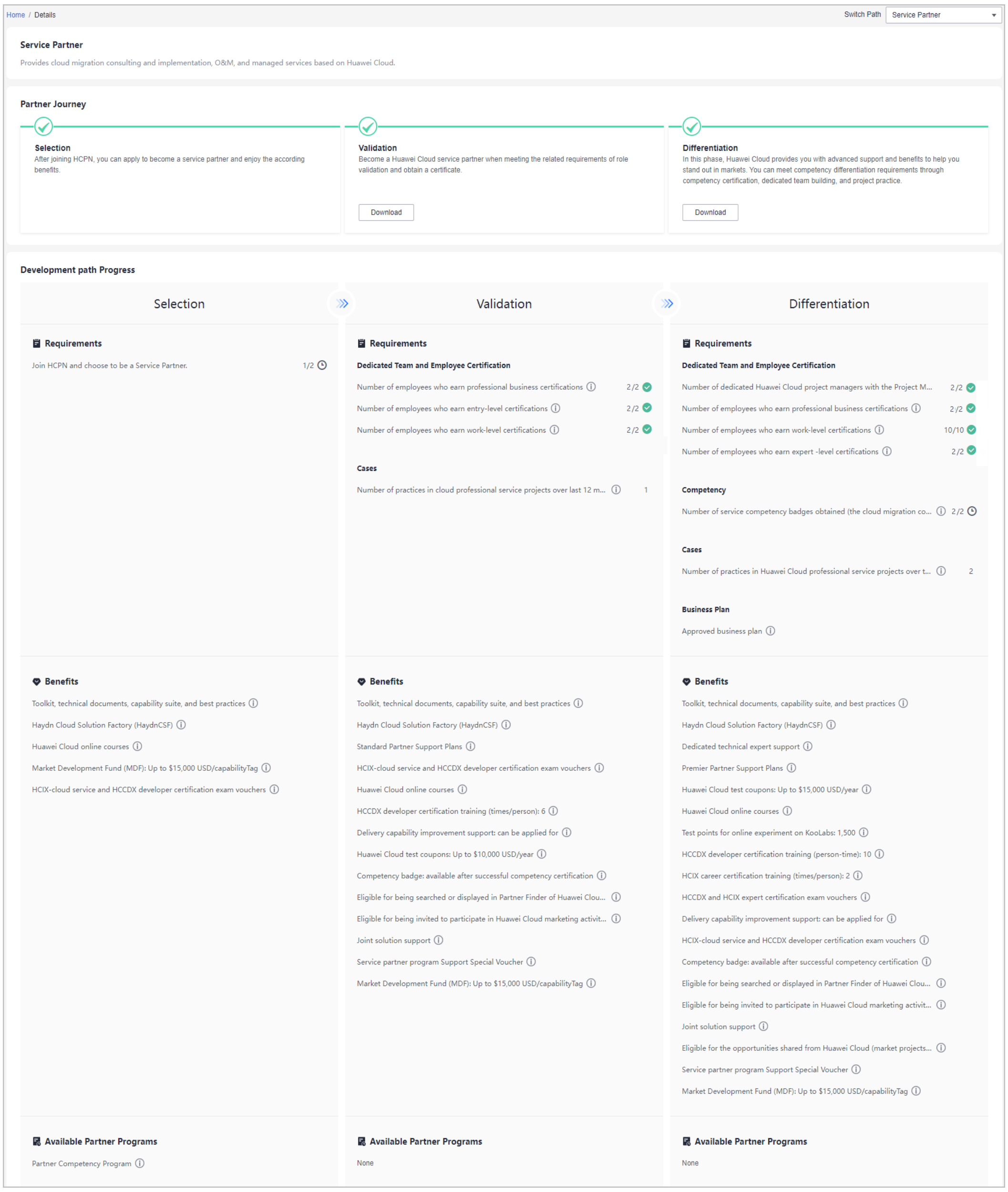
NOTE

- 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.



Step 7 View the available benefits and partner programs for each stage of the entire partner journey on the displayed page.



----End

1.4.4 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.

1.4.4.1 Role Selection

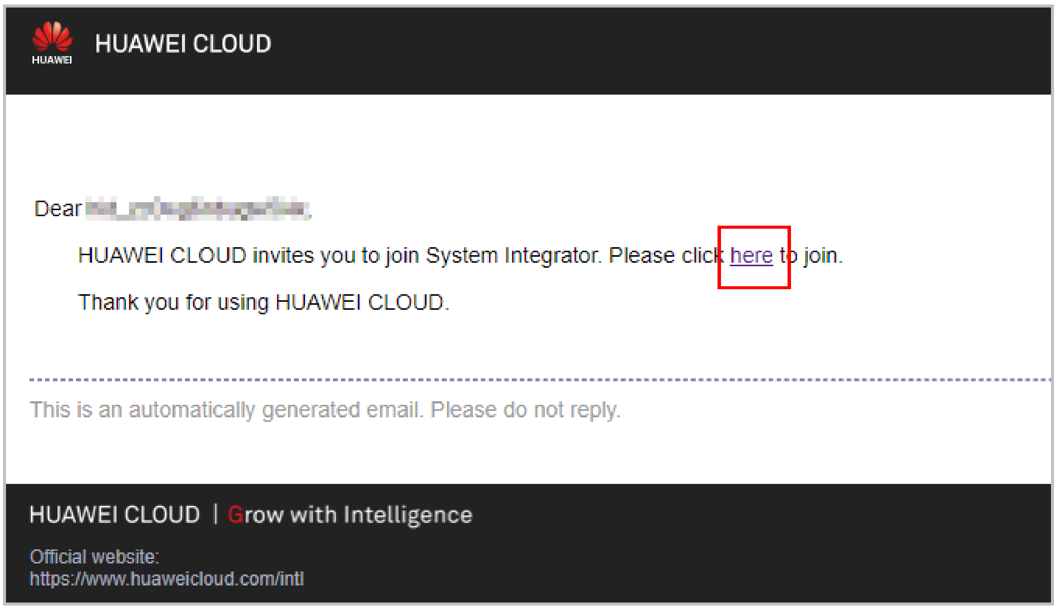
Prerequisites

You have **joined HCPN** and have been invited by Huawei Cloud to join the SI development path.

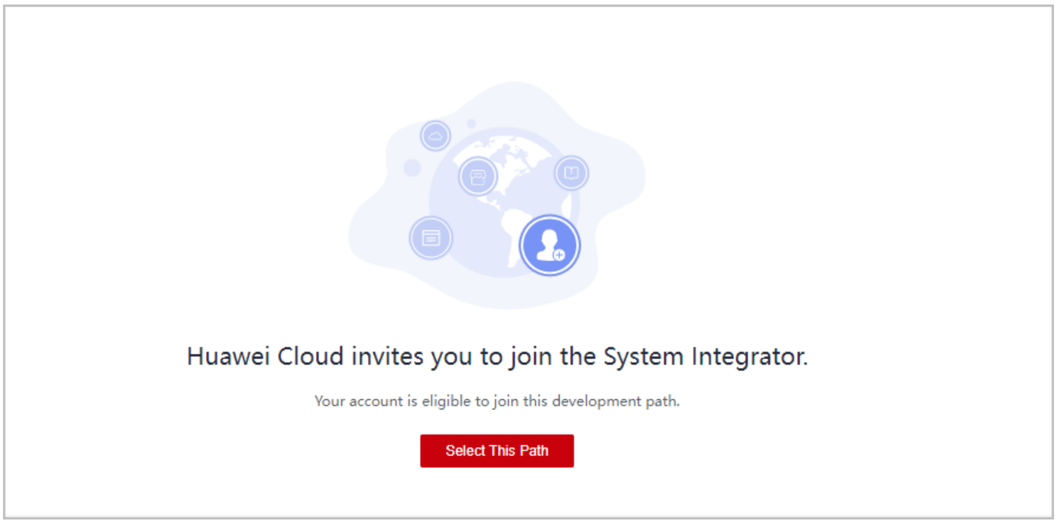
Procedure

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**.



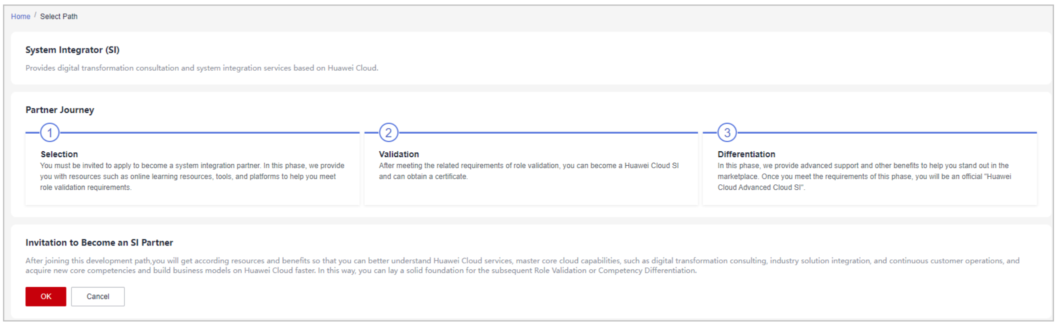
Step 3 Click **Select This Path** on the displayed page.



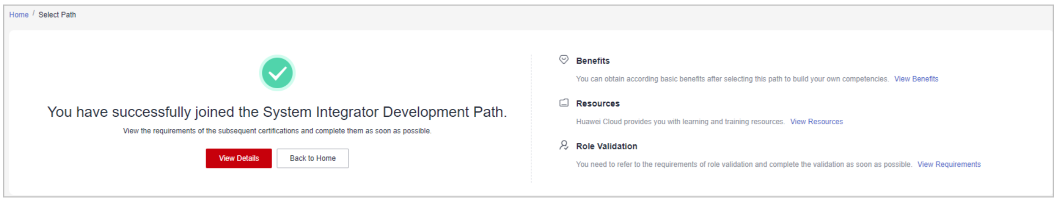
NOTE

Join HCPN before you select a development path.

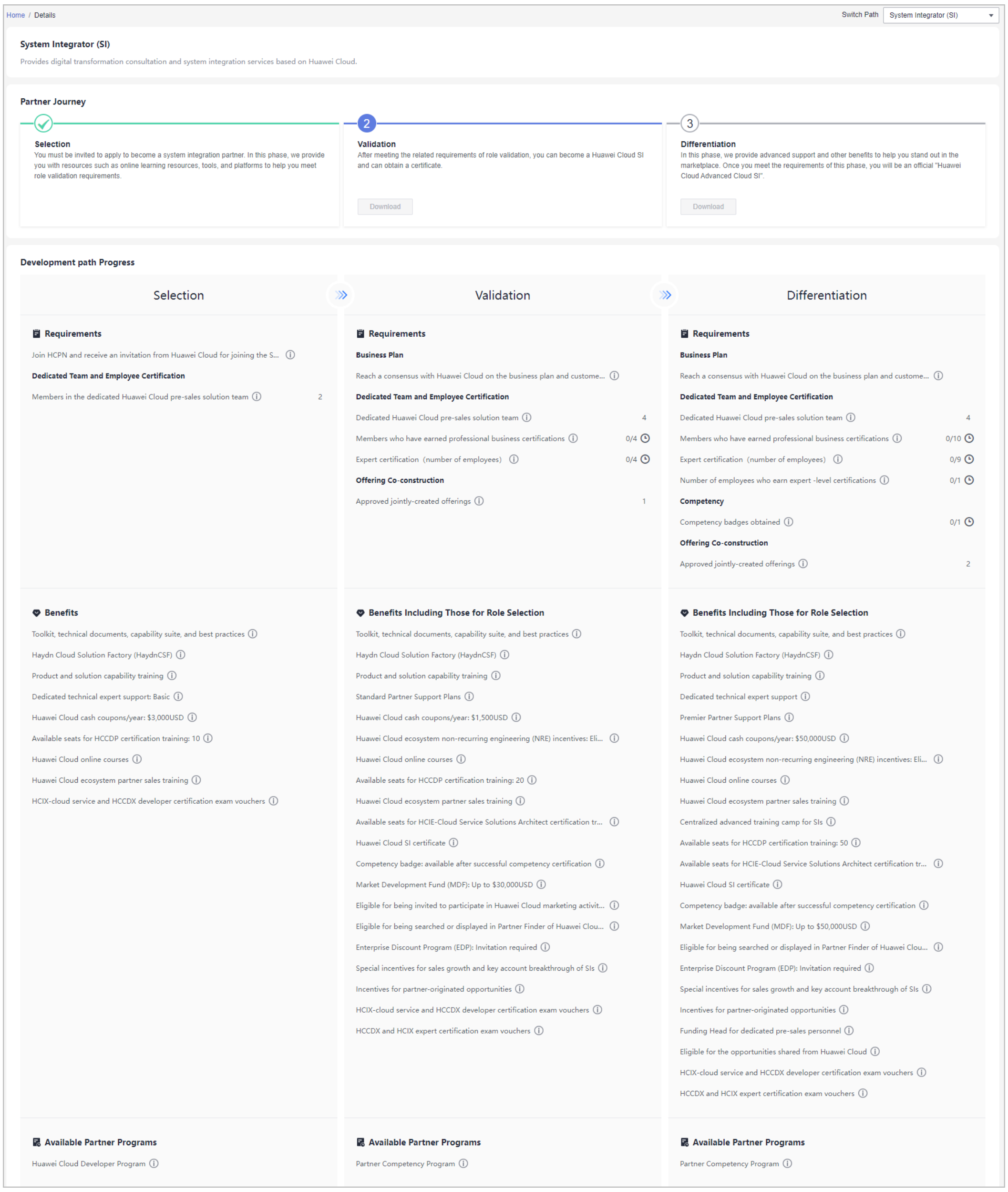
Step 4 Click **OK** on the displayed page.



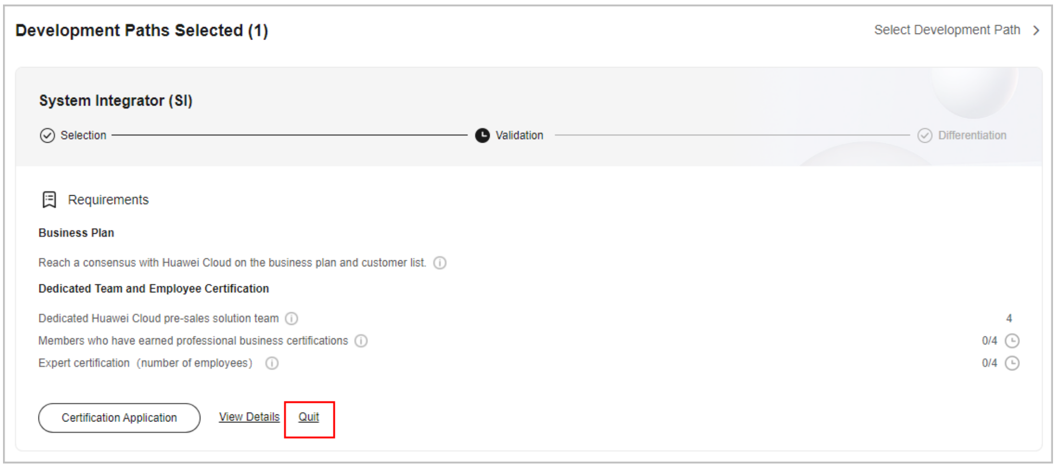
Step 5 A message is displayed indicating that you have successfully joined this path.



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


Home / Details
Switch Path
System Integrator (SI)
System Integrator (SI)
Provides digital transformation consultation and system integration services based on Huawei Cloud.
Partner Journey
Selection
You must be invited to apply to become a system integration partner. In this phase, we provide you with resources such as online learning resources, tools, and platforms to help you meet role validation requirements.
Validation
After meeting the related requirements of role validation, you can become a Huawei Cloud SI and can obtain a certificate.
Download
Differentiation
In this phase, we provide advanced support and other benefits to help you stand out in the marketplace. Once you meet the requirements of this phase, you will be an official "Huawei Cloud Advanced Cloud SI".
Download
Development path Progress
Selection
Validation
Differentiation
Requirements
Join HCPN and receive an invitation from Huawei Cloud for joining the S...
Dedicated Team and Employee Certification
Members in the dedicated Huawei Cloud pre-sales solution team 2
Requirements
Business Plan
Reach a consensus with Huawei Cloud on the business plan and custome...
Dedicated Team and Employee Certification
Dedicated Huawei Cloud pre-sales solution team 4
Members who have earned professional business certifications 0/4
Expert certification (number of employees) 0/4
Offering Co-construction
Approved jointly-created offerings 1
Requirements
Business Plan
Reach a consensus with Huawei Cloud on the business plan and custome...
Dedicated Team and Employee Certification
Dedicated Huawei Cloud pre-sales solution team 4
Members who have earned professional business certifications 0/10
Expert certification (number of employees) 0/9
Number of employees who earn expert -level certifications 0/1
Competency
Competency badges obtained 0/1
Offering Co-construction
Approved jointly-created offerings 2
Benefits
Toolkit, technical documents, capability suite, and best practices
Haydn Cloud Solution Factory (HaydnCSF)
Product and solution capability training
Dedicated technical expert support: Basic
Huawei Cloud cash coupons/year: $3,000USD
Available seats for HCCDP certification training: 10
Huawei Cloud online courses
Huawei Cloud ecosystem partner sales training
HCIX-cloud service and HCCDX developer certification exam vouchers
Benefits Including Those for Role Selection
Toolkit, technical documents, capability suite, and best practices
Haydn Cloud Solution Factory (HaydnCSF)
Product and solution capability training
Standard Partner Support Plans
Huawei Cloud cash coupons/year: $1,500USD
Huawei Cloud ecosystem non-recurring engineering (NRE) incentives: Eli...
Huawei Cloud online courses
Available seats for HCCDP certification training: 20
Huawei Cloud ecosystem partner sales training
Available seats for HCIE-Cloud Service Solutions Architect certification tr...
Huawei Cloud SI certificate
Competency badge: available after successful competency certification
Market Development Fund (MDF): Up to $30,000USD
Eligible for being invited to participate in Huawei Cloud marketing activit...
Eligible for being searched or displayed in Partner Finder of Huawei Clou...
Enterprise Discount Program (EDP): Invitation required
Special incentives for sales growth and key account breakthrough of SIs
Incentives for partner-originated opportunities
HCIX-cloud service and HCCDX developer certification exam vouchers
HCCDX and HCIX expert certification exam vouchers
Benefits Including Those for Role Selection
Toolkit, technical documents, capability suite, and best practices
Haydn Cloud Solution Factory (HaydnCSF)
Product and solution capability training
Dedicated technical expert support
Premier Partner Support Plans
Huawei Cloud cash coupons/year: $50,000USD
Huawei Cloud ecosystem non-recurring engineering (NRE) incentives: Eli...
Huawei Cloud online courses
Huawei Cloud ecosystem partner sales training
Centralized advanced training camp for SIs
Available seats for HCCDP certification training: 50
Available seats for HCIE-Cloud Service Solutions Architect certification tr...
Huawei Cloud SI certificate
Competency badge: available after successful competency certification
Market Development Fund (MDF): Up to $50,000USD
Eligible for being searched or displayed in Partner Finder of Huawei Clou...
Enterprise Discount Program (EDP): Invitation required
Special incentives for sales growth and key account breakthrough of SIs
Incentives for partner-originated opportunities
Funding Head for dedicated pre-sales personnel
Eligible for the opportunities shared from Huawei Cloud
HCIX-cloud service and HCCDX developer certification exam vouchers
HCCDX and HCIX expert certification exam vouchers
Available Partner Programs
Huawei Cloud Developer Program
Available Partner Programs
Partner Competency Program
Available Partner Programs
Partner Competency Program

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

1.4.4.2 Role Validation

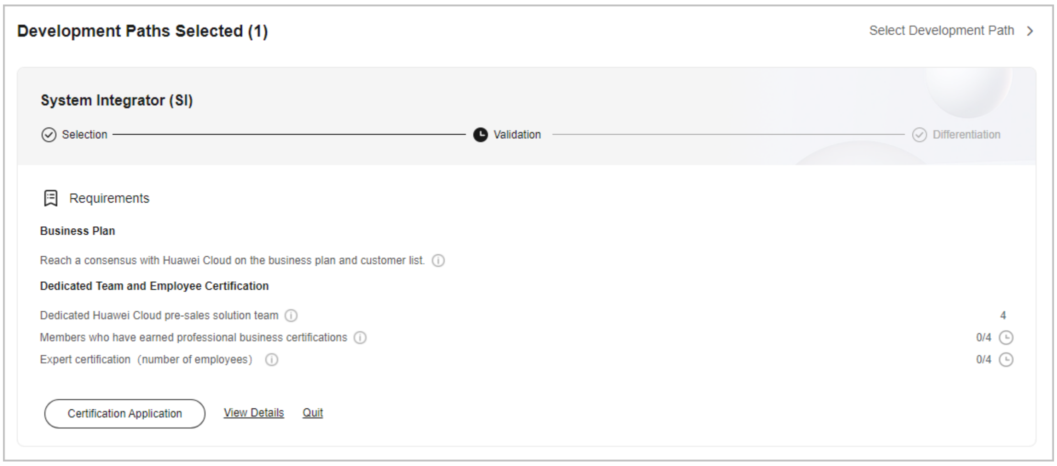
After meeting the minimum requirements for role validation, you can request the role validation to obtain according business support and incentives.

Procedure

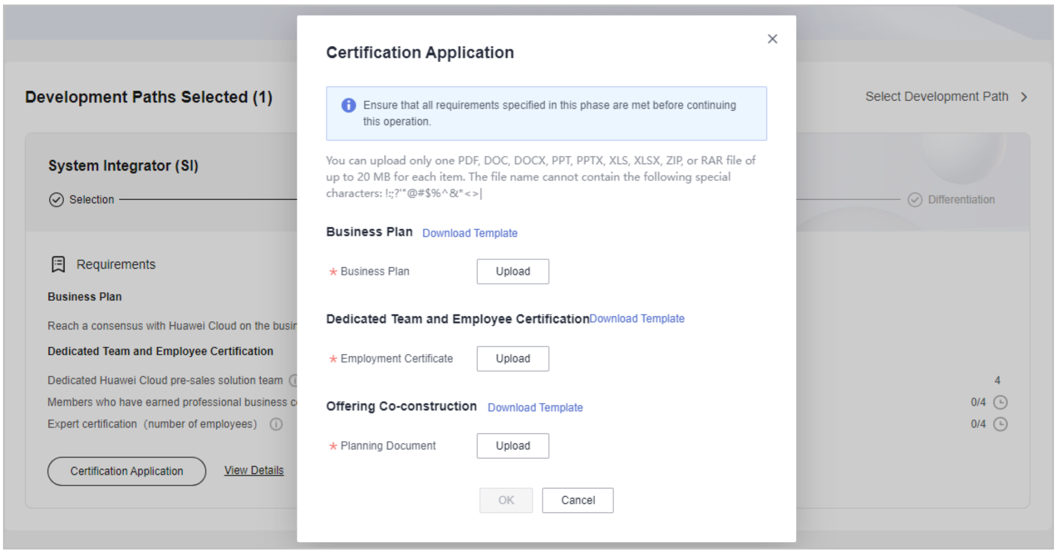
Step 1 Use your account to log in to **Huawei Cloud**.

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.



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

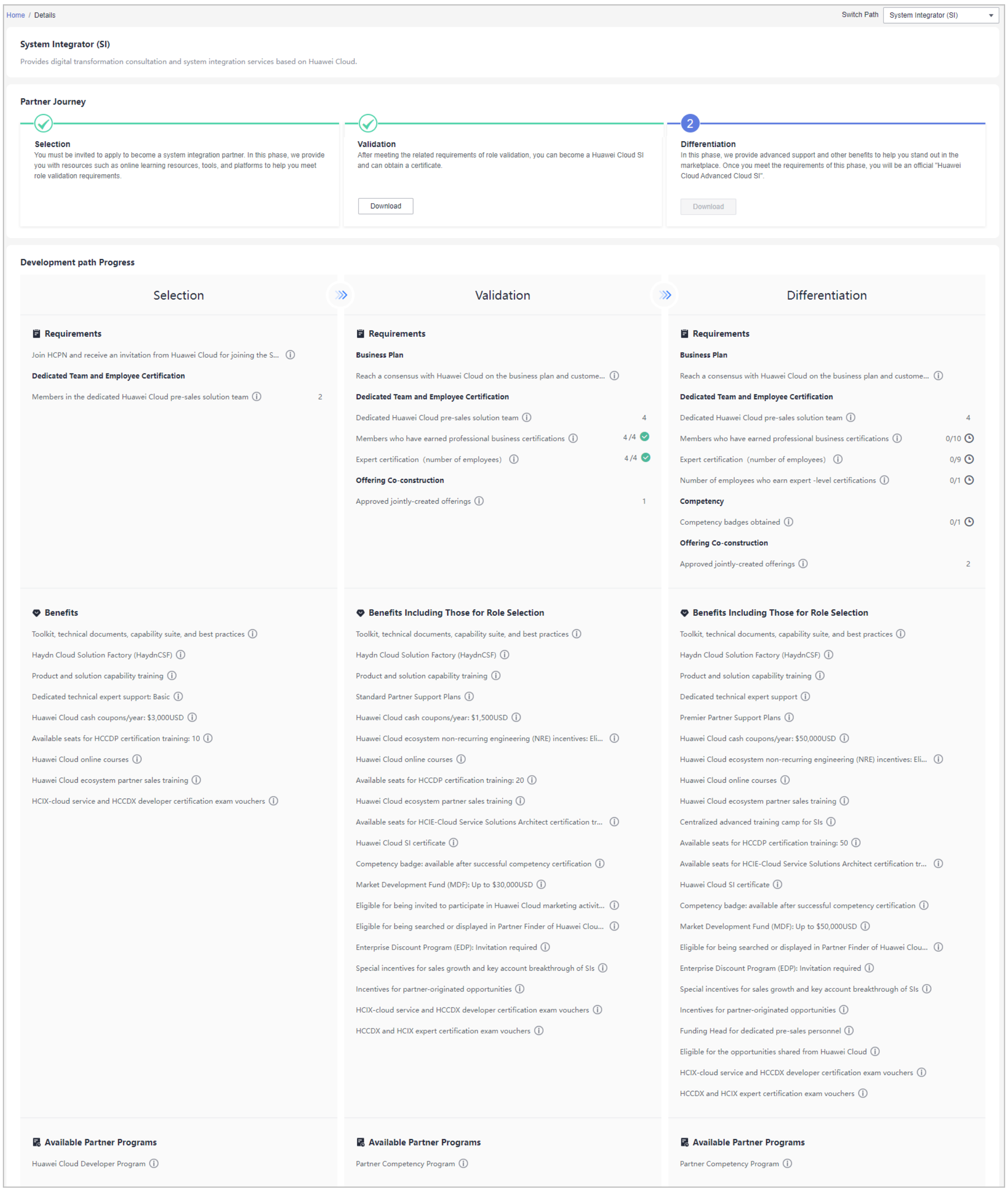


NOTE

- Requirements:
  1. Dedicated team and personnel certification: Members of the dedicated team have earned professional business and developer certifications.

     Dedicated personnel need to log in to Partner Center, choose **Partner Information** > **Basic Information** in the drop-down list of the account name in the upper right corner, switch to the **Account Information** tab, click **View Details** next to **HUAWEI ID**, and maintain the information on the **Certificates** tab page.
  2. Offering co-construction: joint offering creating with Huawei Cloud in the following six months, including cloud software validation, advanced cloud software validation, baseline solution release, and joint operations offering release
- 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 Click **View Details** after the entire journey of the development path certification is complete to view the benefits available.



----End

1.4.4.3 Competency Differentiation

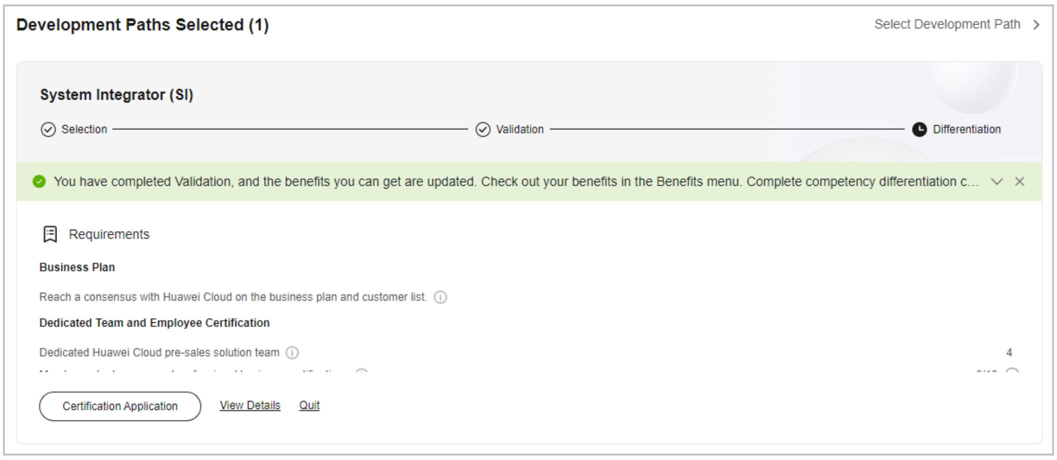
Competency differentiation enables you to explore more competencies differentiated from others and serve customers better so that you can earn customer trust and win more business opportunities.

Procedure

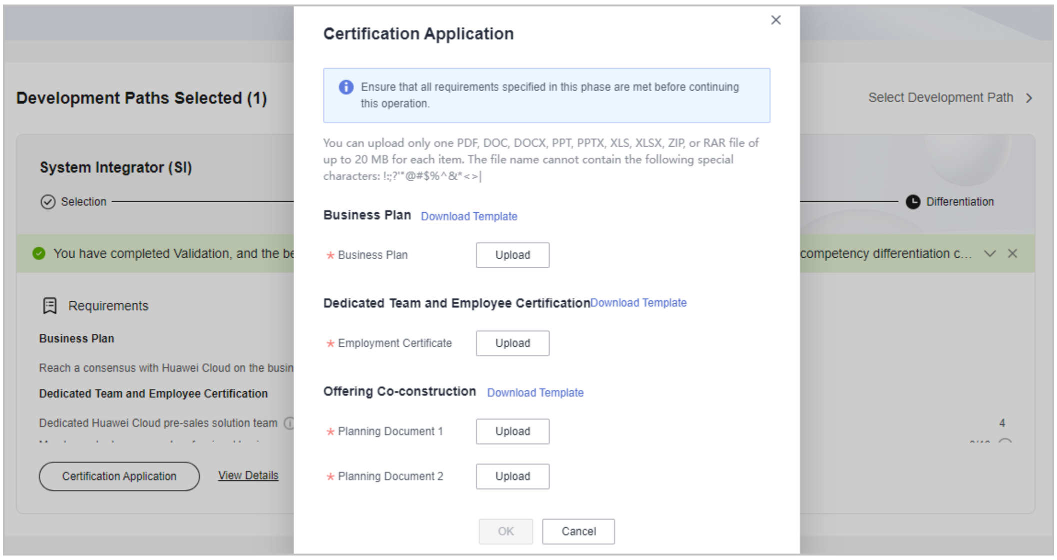
Step 1 Use your account to log in to **Huawei Cloud**.

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.



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

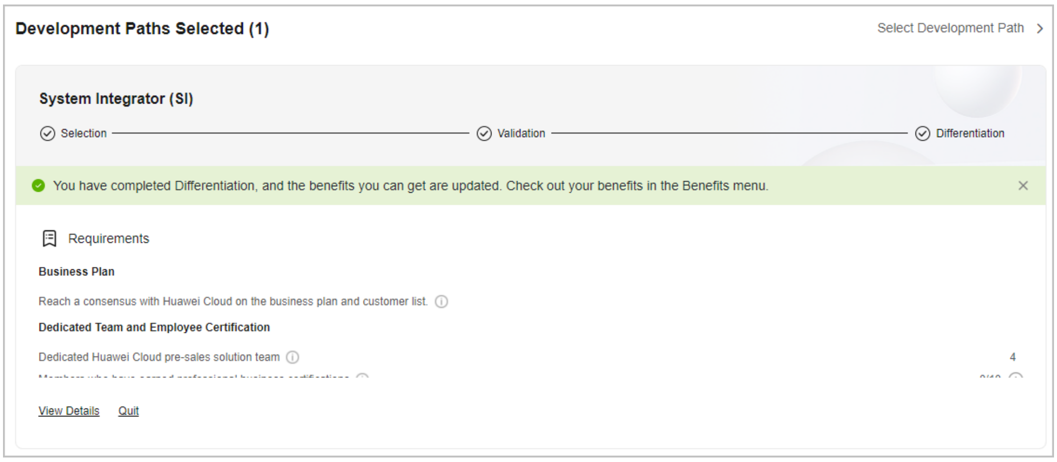


NOTE

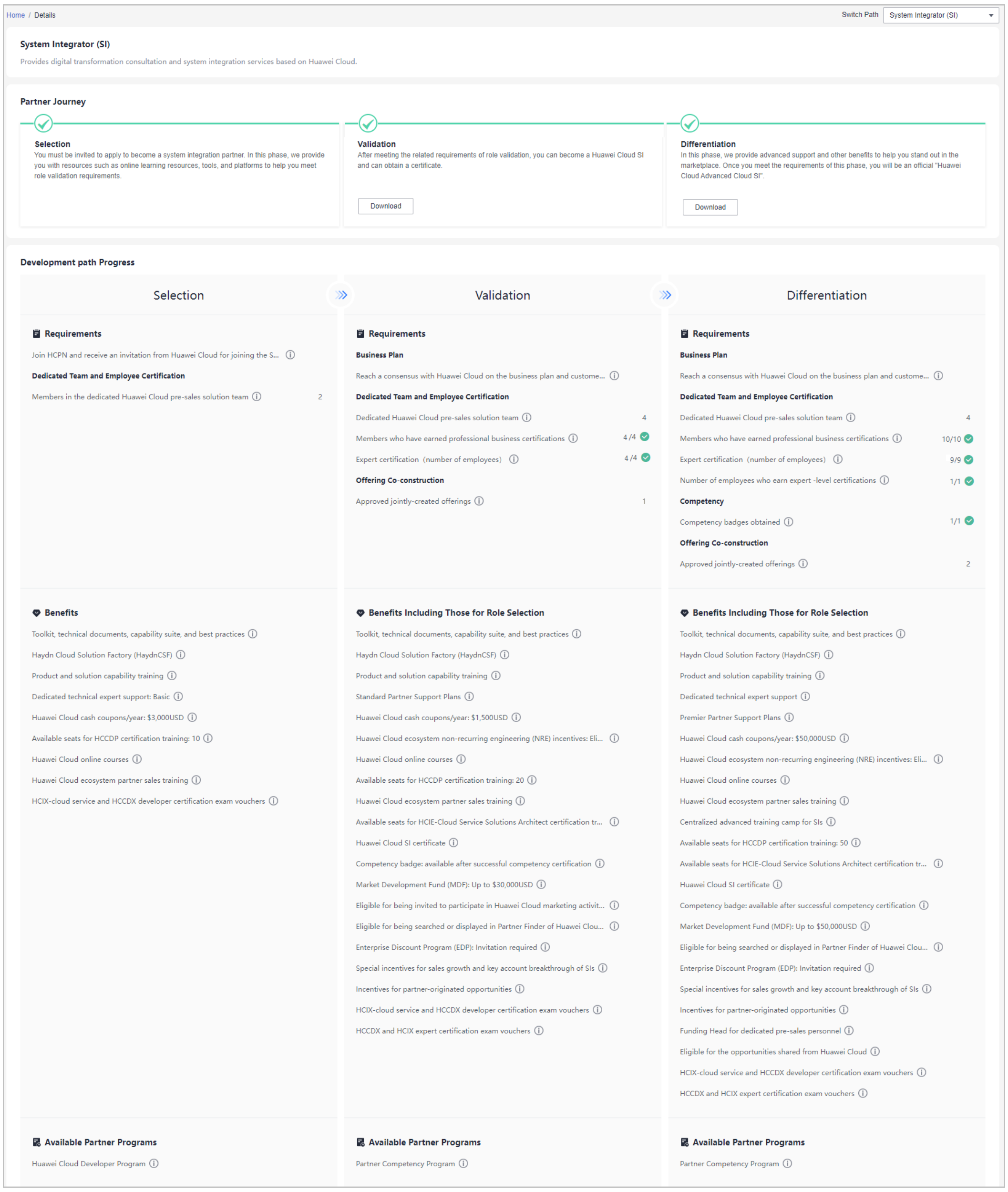
- Requirements:
  1. Dedicated team and personnel certification: Members of the dedicated team have earned professional business and developer certifications.

     Dedicated Personnel need to log in to Partner Center and refer to the process flow to supplement certificate information.
  2. Competency certification: Obtain competency badges by **certifying your competencies**.
  3. Offering co-construction: offerings jointly created with Huawei Cloud in the following six months, including cloud software validation, advanced cloud software validation, baseline solution release, and joint operations offering release
- 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.



Step 6 View the available benefits and partner programs for each stage of the entire partner journey.



----End

1.4.5 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.

1.4.5.1 Role Selection

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

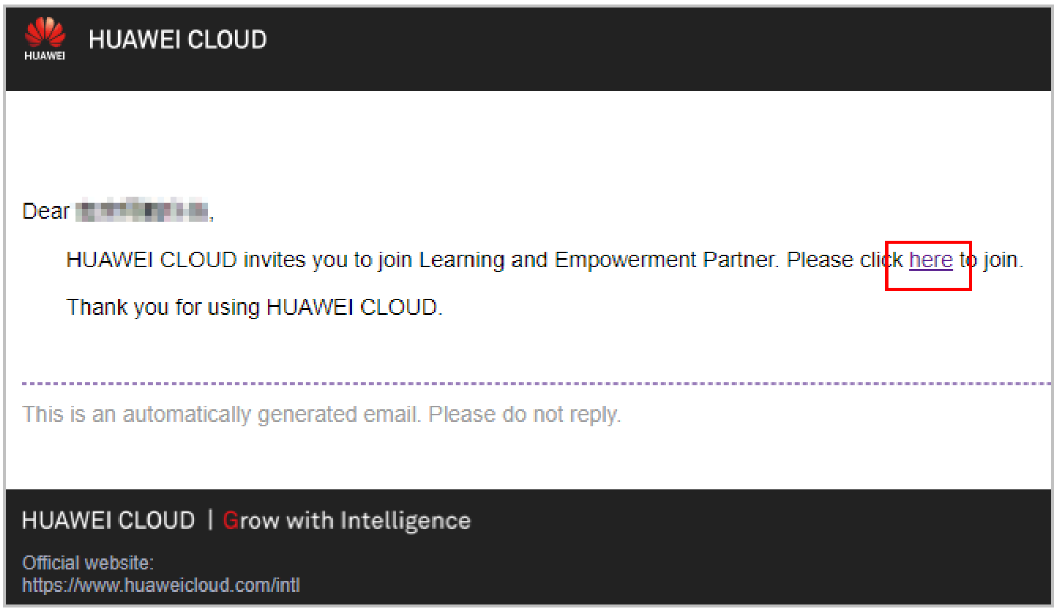
Prerequisites

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

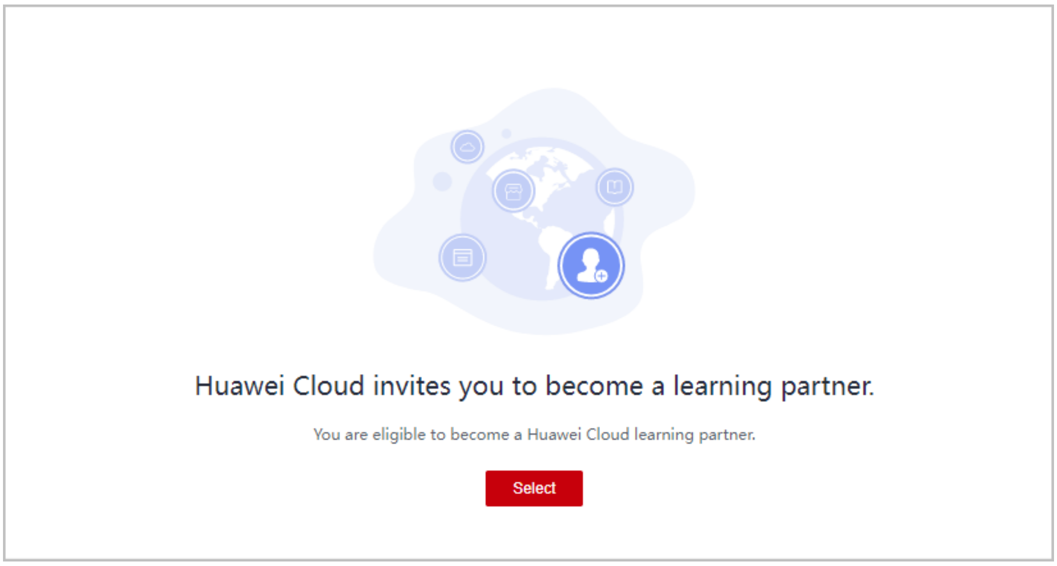
Procedure

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

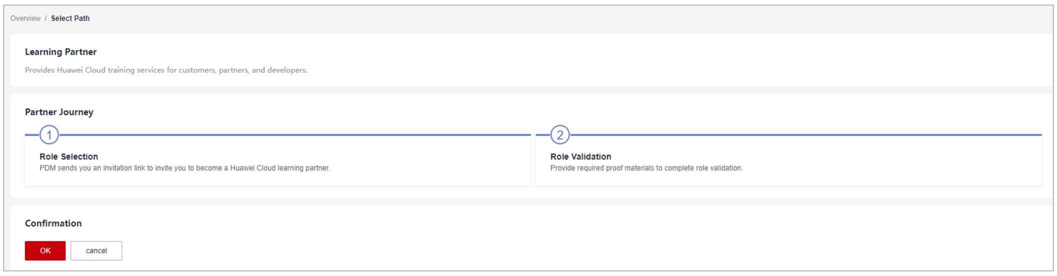
Step 2 Click **here** in the email to go to the login page. **Log in to Partner Center**.



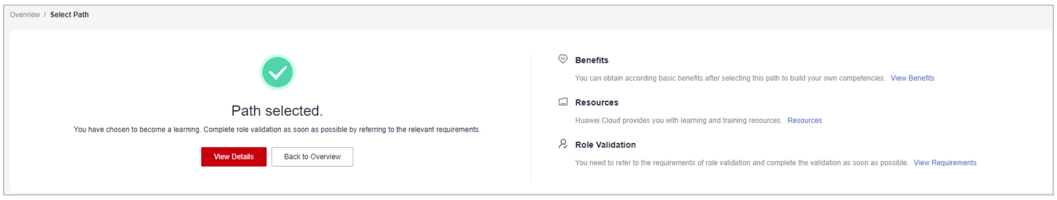
Step 3 Click **Select** on the displayed page.



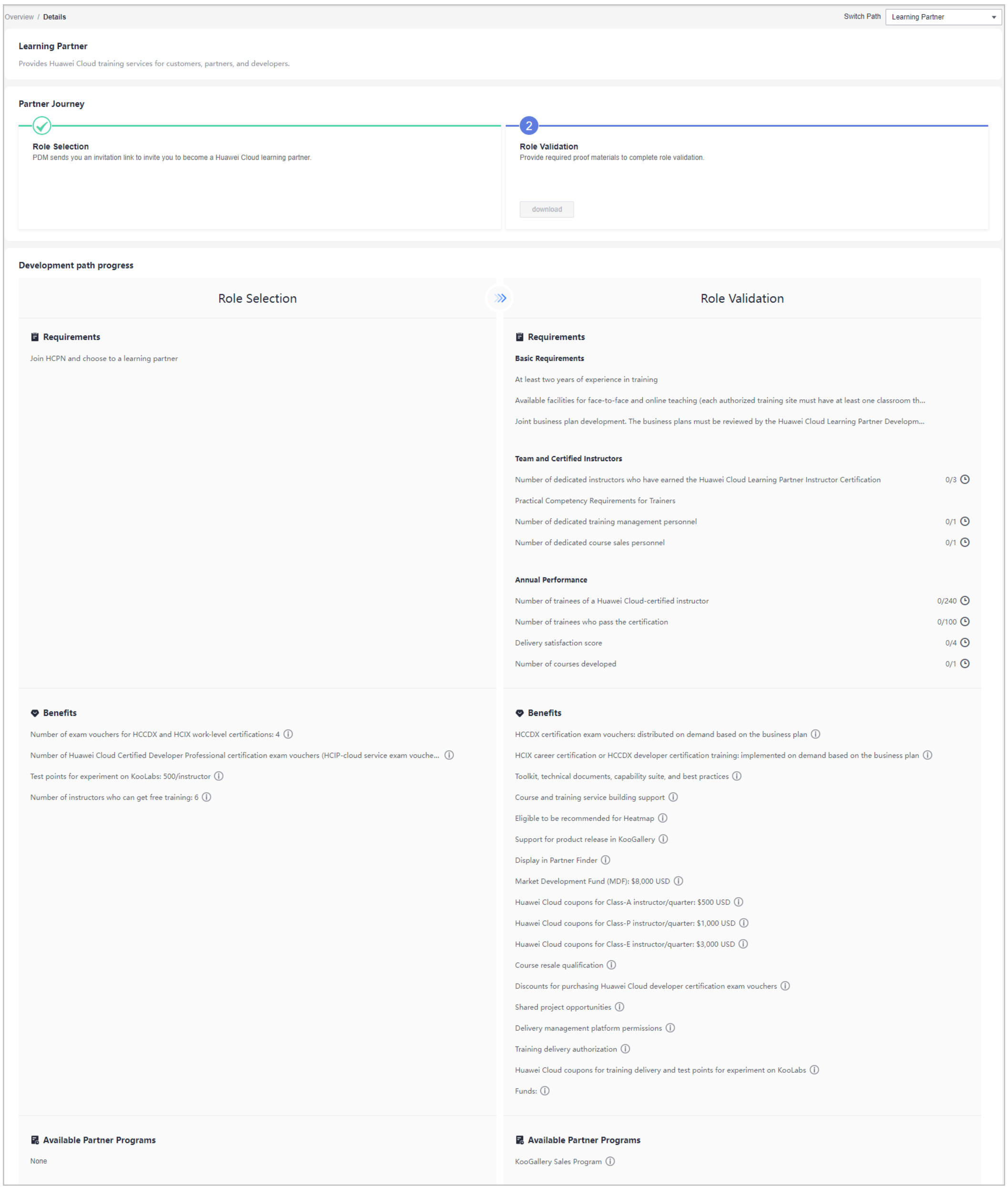
Step 4 Click **OK** on the displayed page.



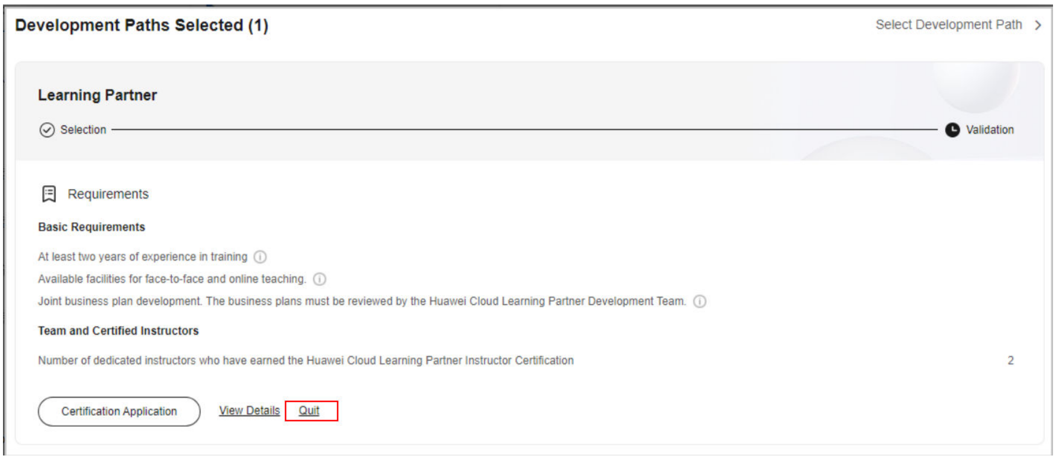
Step 5 Verify that a message, indicating that you have selected the learning partner development path, is displayed.



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


Overview / Details
Switch Path
Learning Partner
Learning Partner
Provides Huawei Cloud training services for customers, partners, and developers.
Partner Journey
Role Selection
PDM sends you an invitation link to invite you to become a Huawei Cloud learning partner.
2
Role Validation
Provide required proof materials to complete role validation.
download
Development path progress
Role Selection
Role Validation
Requirements
Join HCPN and choose to a learning partner
Requirements
Basic Requirements
At least two years of experience in training
Available facilities for face-to-face and online teaching (each authorized training site must have at least one classroom th...
Joint business plan development. The business plans must be reviewed by the Huawei Cloud Learning Partner Developm...
Team and Certified Instructors
Number of dedicated instructors who have earned the Huawei Cloud Learning Partner Instructor Certification
0/3
Practical Competency Requirements for Trainers
Number of dedicated training management personnel
0/1
Number of dedicated course sales personnel
0/1
Annual Performance
Number of trainees of a Huawei Cloud-certified instructor
0/240
Number of trainees who pass the certification
0/100
Delivery satisfaction score
0/4
Number of courses developed
0/1
Benefits
Number of exam vouchers for HCCDX and HCIX work-level certifications: 4
Number of Huawei Cloud Certified Developer Professional certification exam vouchers (HCIP-cloud service exam vouche...
Test points for experiment on KooLabs: 500/instructor
Number of instructors who can get free training: 6
Benefits
HCCDX certification exam vouchers: distributed on demand based on the business plan
HCIX career certification or HCCDX developer certification training: implemented on demand based on the business plan
Toolkit, technical documents, capability suite, and best practices
Course and training service building support
Eligible to be recommended for Heatmap
Support for product release in KooGallery
Display in Partner Finder
Market Development Fund (MDF): $8,000 USD
Huawei Cloud coupons for Class-A instructor/quarter: $500 USD
Huawei Cloud coupons for Class-P instructor/quarter: $1,000 USD
Huawei Cloud coupons for Class-E instructor/quarter: $3,000 USD
Course resale qualification
Discounts for purchasing Huawei Cloud developer certification exam vouchers
Shared project opportunities
Delivery management platform permissions
Training delivery authorization
Huawei Cloud coupons for training delivery and test points for experiment on KooLabs
Funds:
Available Partner Programs
None
Available Partner Programs
KooGallery Sales Program

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

1.4.5.2 Role Validation

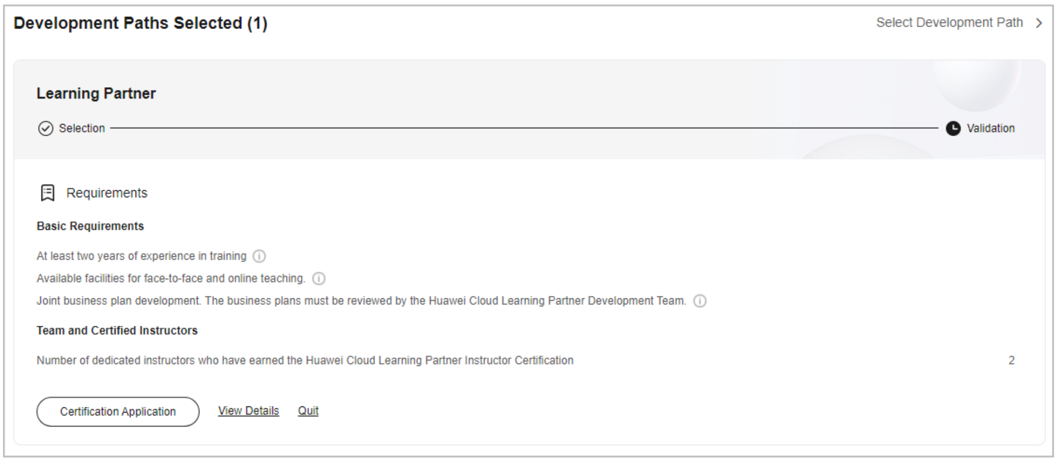
After meeting the minimum requirements for role validation, you can request the role validation to obtain according business support and incentives.

Procedure

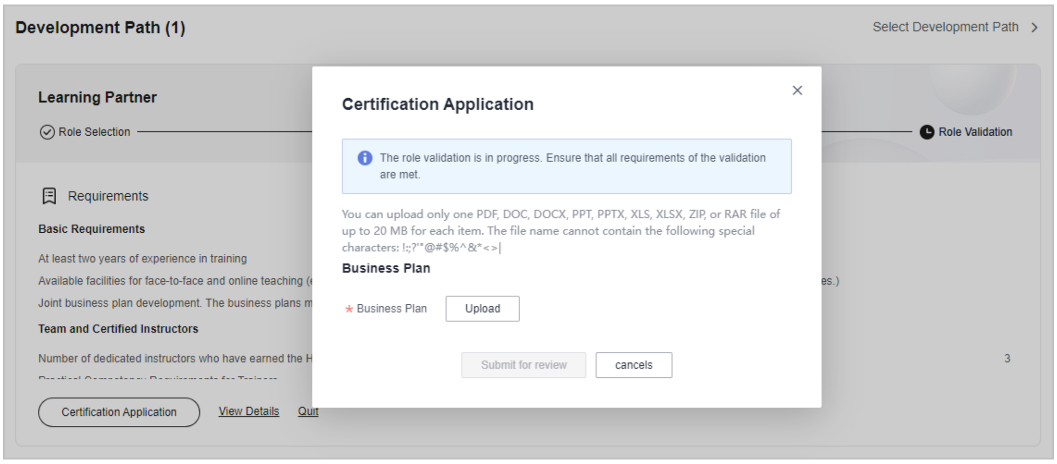
Step 1 Use your account to log in to **Huawei Cloud**.

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.



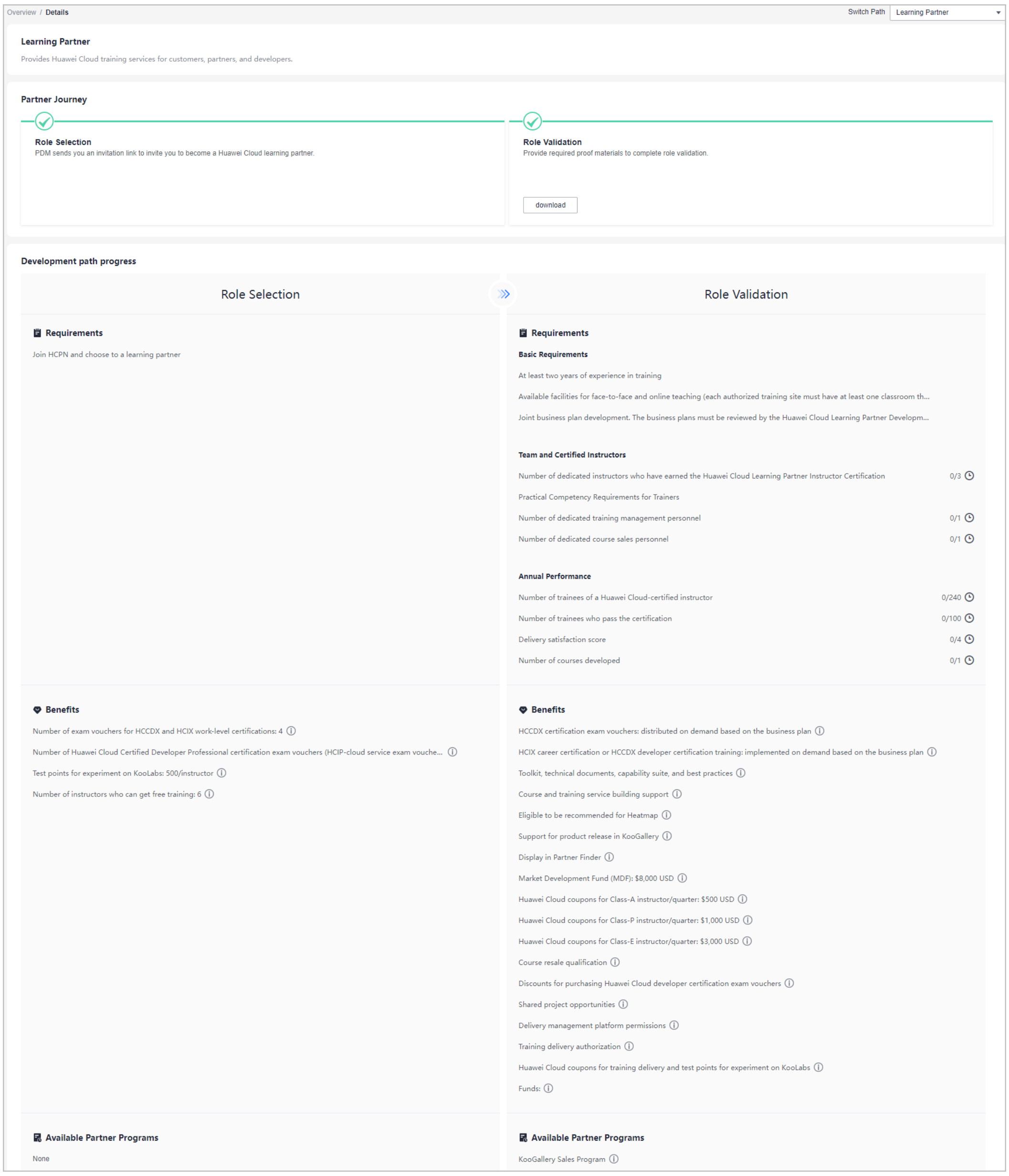
Step 4 Click **Certification Application** after meeting the role validation requirements. In the displayed dialog box, upload required materials and submit them.



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.

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



NOTE

- 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.

----End

1.4.6 Distributor Development Path

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

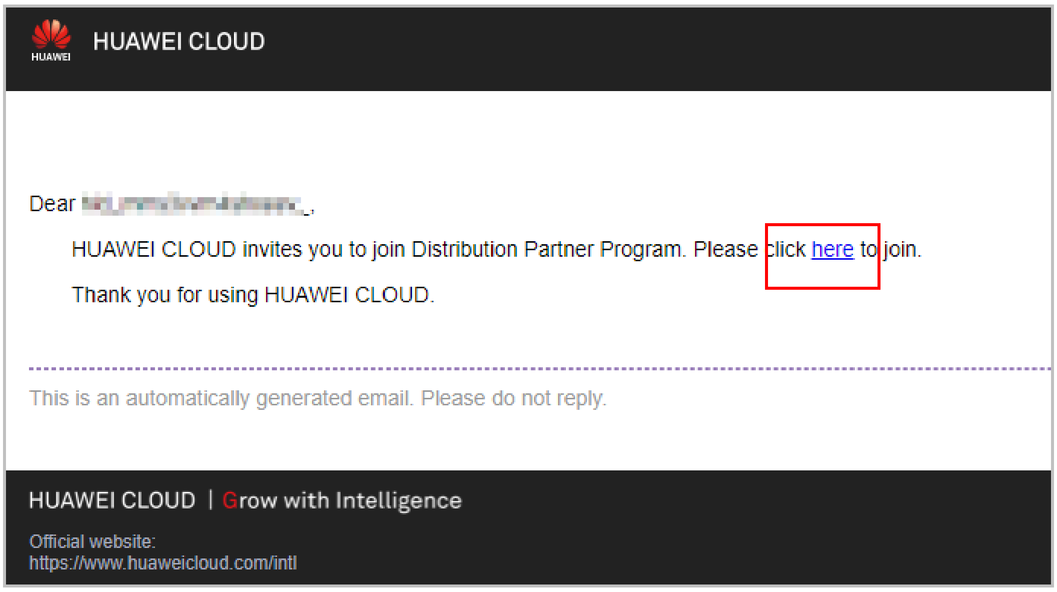
Prerequisites

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

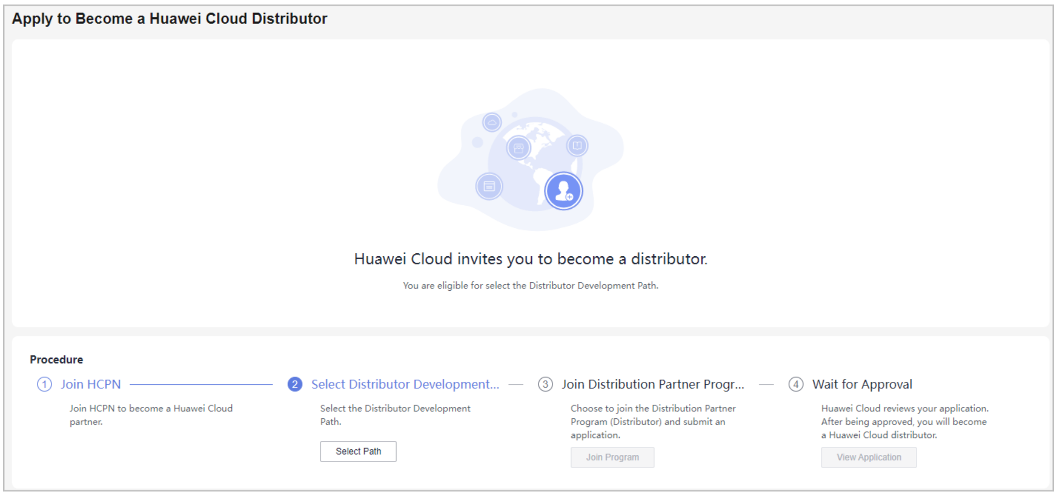
Procedure

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

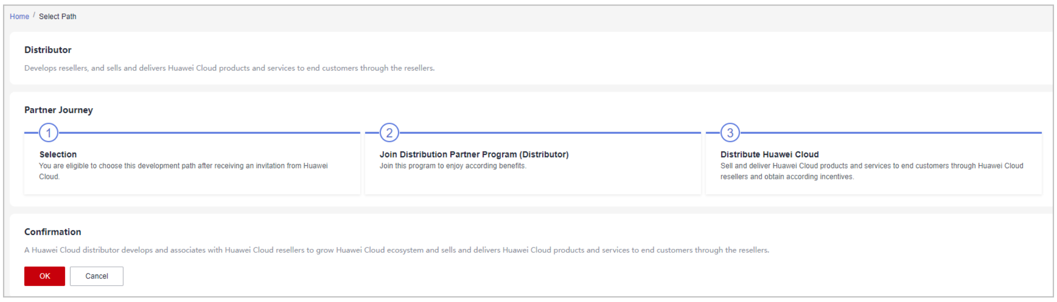
Step 2 Click **here** in the email to go to the login page. **Log in to Partner Center**.



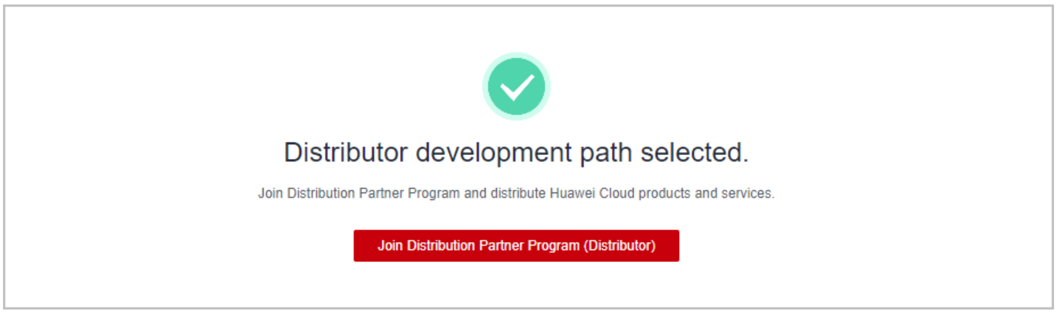
Step 3 Click **Select Path** in the **Select Distributor Development Path** area on the displayed page.



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

1.5 Partner Programs

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

1.5.1 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**.

1.5.2 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**.

1.5.2.1 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:

- 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

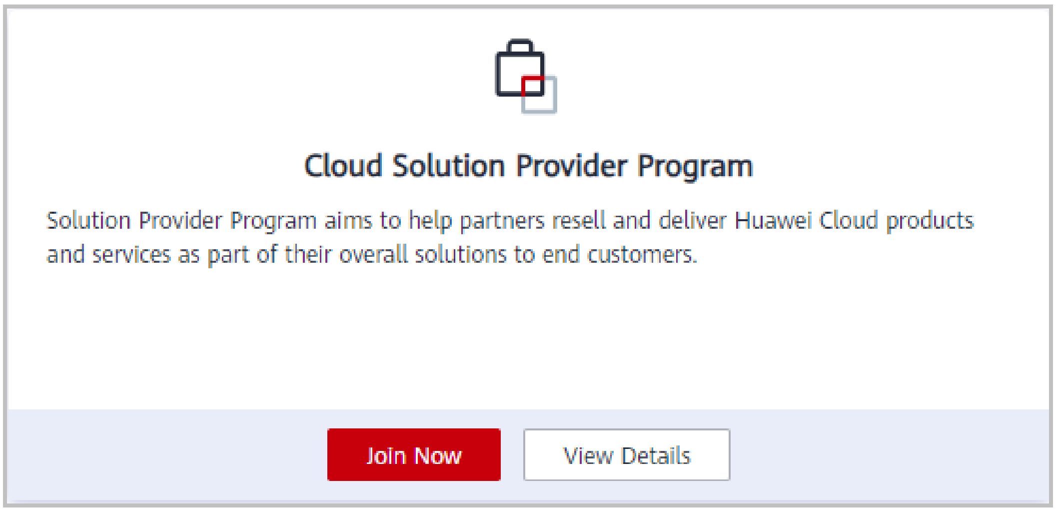
Step 1 Use your partner account to log in to **Huawei Cloud**.

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

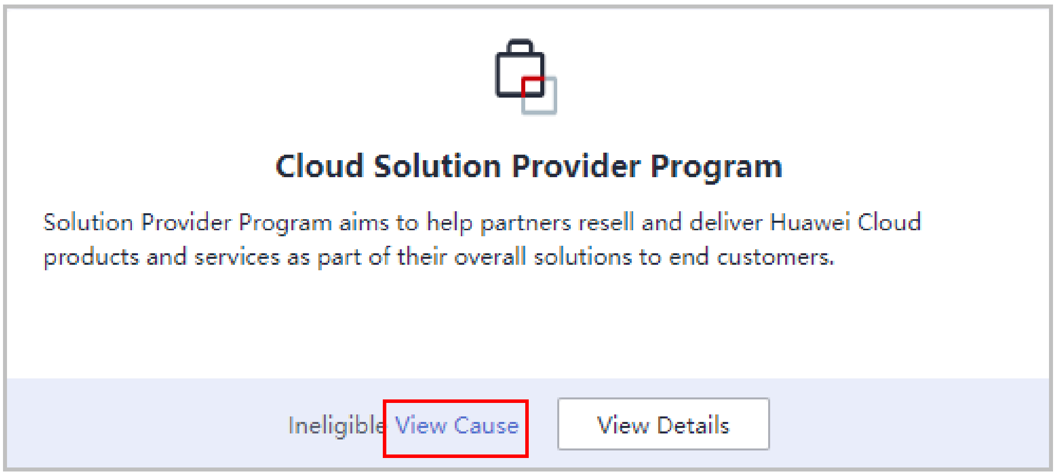
Step 3 Choose **Partner Programs** > **Huawei Cloud Partner Programs** in the menu on the top.

Step 4 Apply to join a partner program.

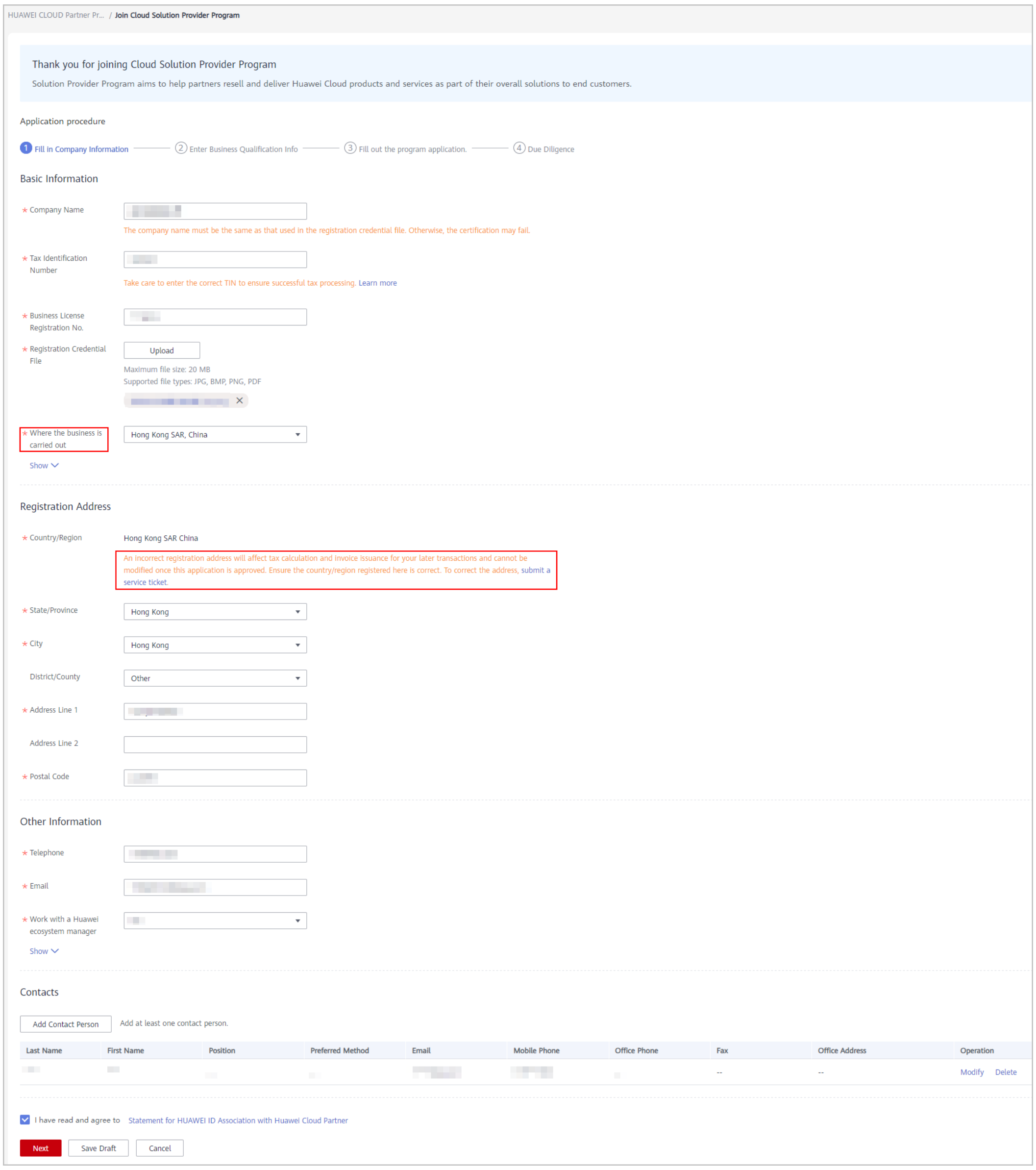
- Select **Cloud Solution Provider Program** and click **Join Now**.



- 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**.



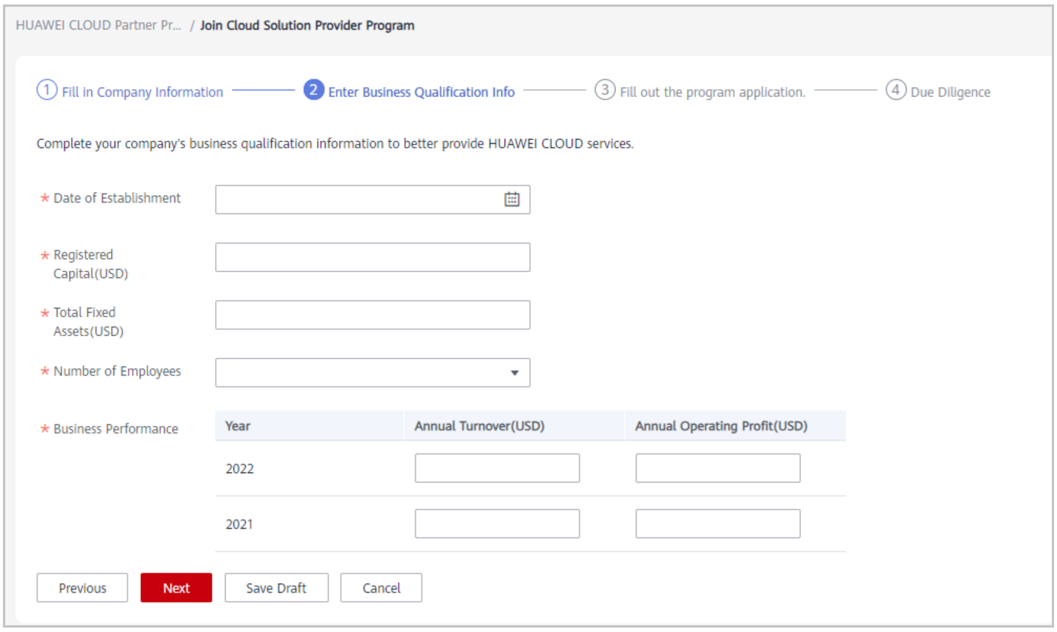
Step 5 Specify required company information, read and agree the agreement below, and click **Next**.



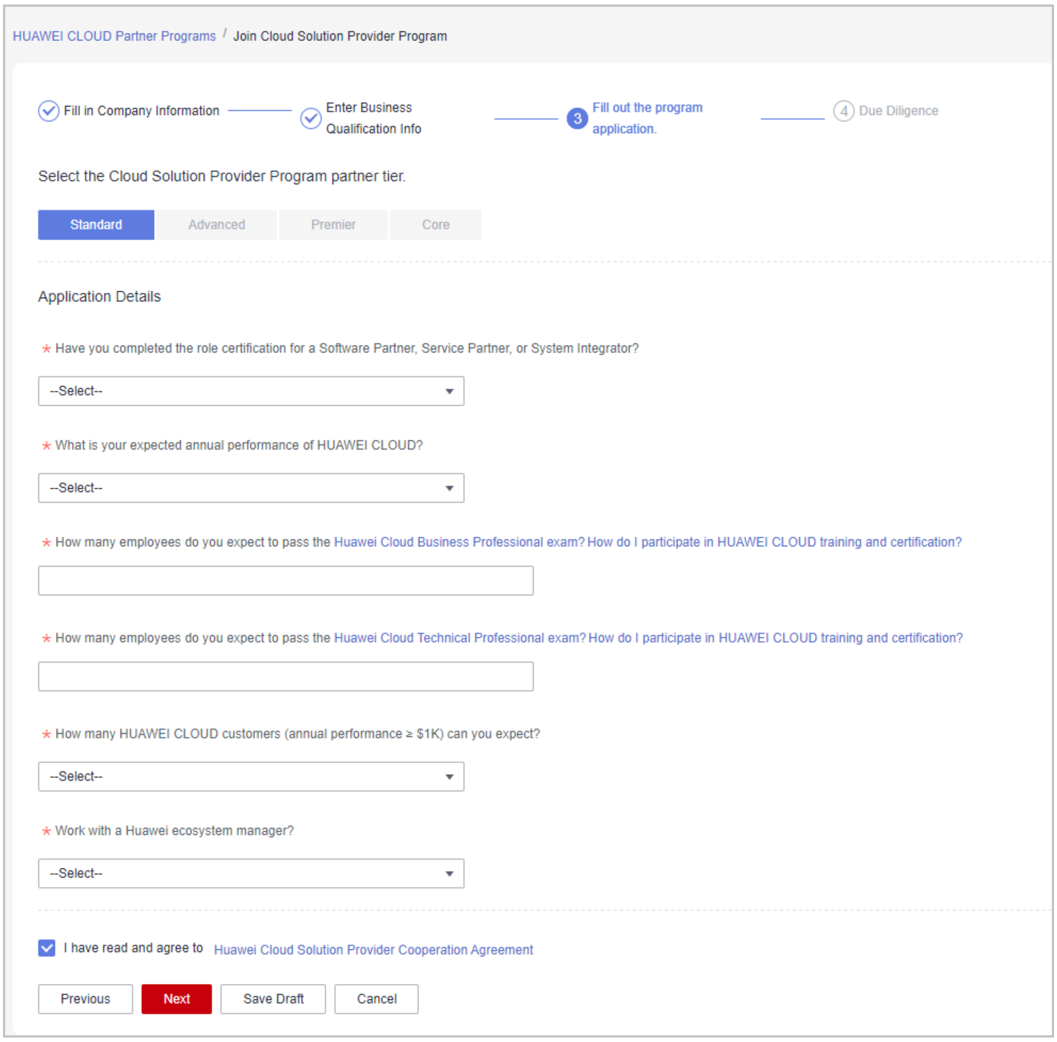
NOTE

- 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.

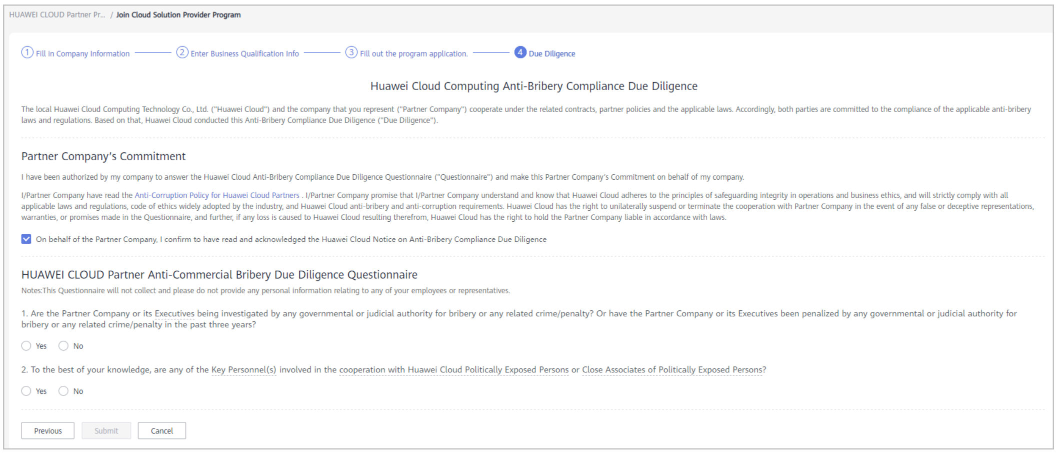
Step 6 Enter business qualification information and click **Next**.



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

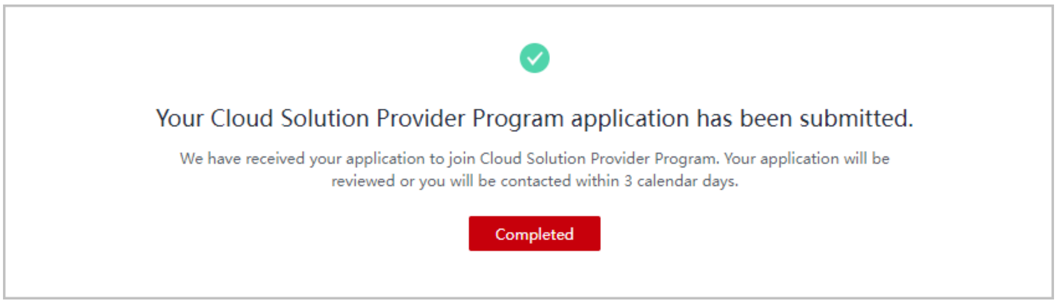


Step 8 Complete the *HUAWEI CLOUD Partner Anti-Commercial Bribery Due Diligence Questionnaire* and click **Submit**.



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

1.5.2.2 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 can request upgrading its partner tier only when one of its accounts has joined **Software Partner Development Path**, **Service Partner Development Path**, or **System Integrator Development Path** and completed the role validation.

Procedure

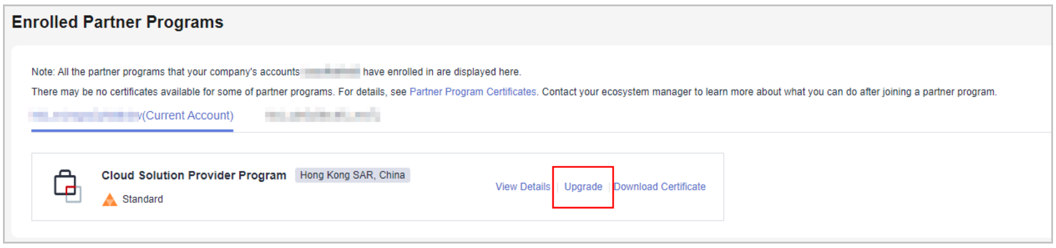
Step 1 Use your partner account to log in to **Huawei Cloud**.

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

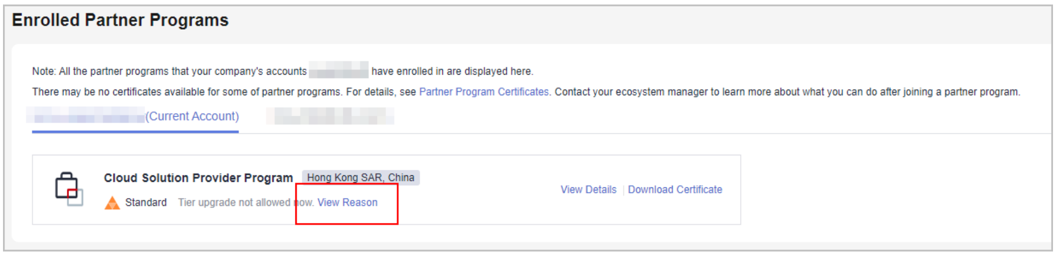
Step 3 Choose **Partner Programs** > **Huawei Cloud Partner Programs** > **Partner Programs Enrolled** in the menu on the top.

Step 4 Apply to upgrade the partner tier.

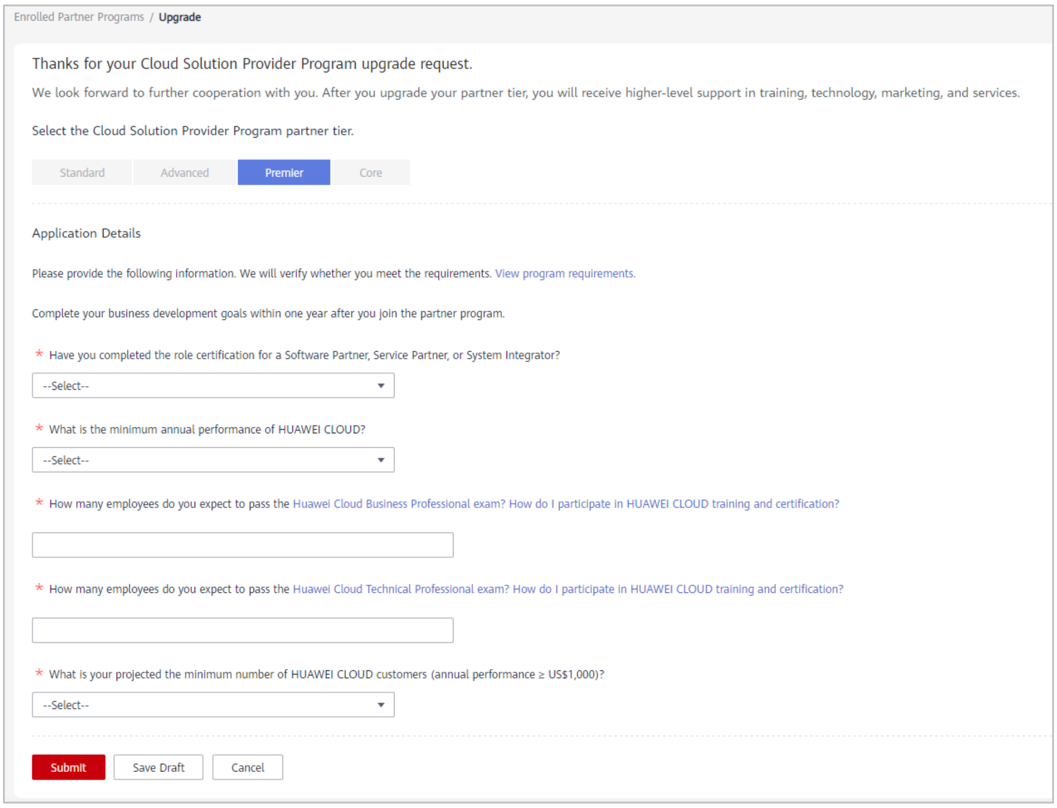
- Click **Upgrade**.



- 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 Select a partner tier and specify the required information.



NOTE

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 Click **Submit**.

After the application is submitted, you can view the review progress on the **Partner Programs** > **Huawei Cloud Partner Programs** > **Partner Programs Requested** > **Partner Level** page.

----End

1.5.3 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.

1.5.3.1 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 reseller. Disassociate from the reseller 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.

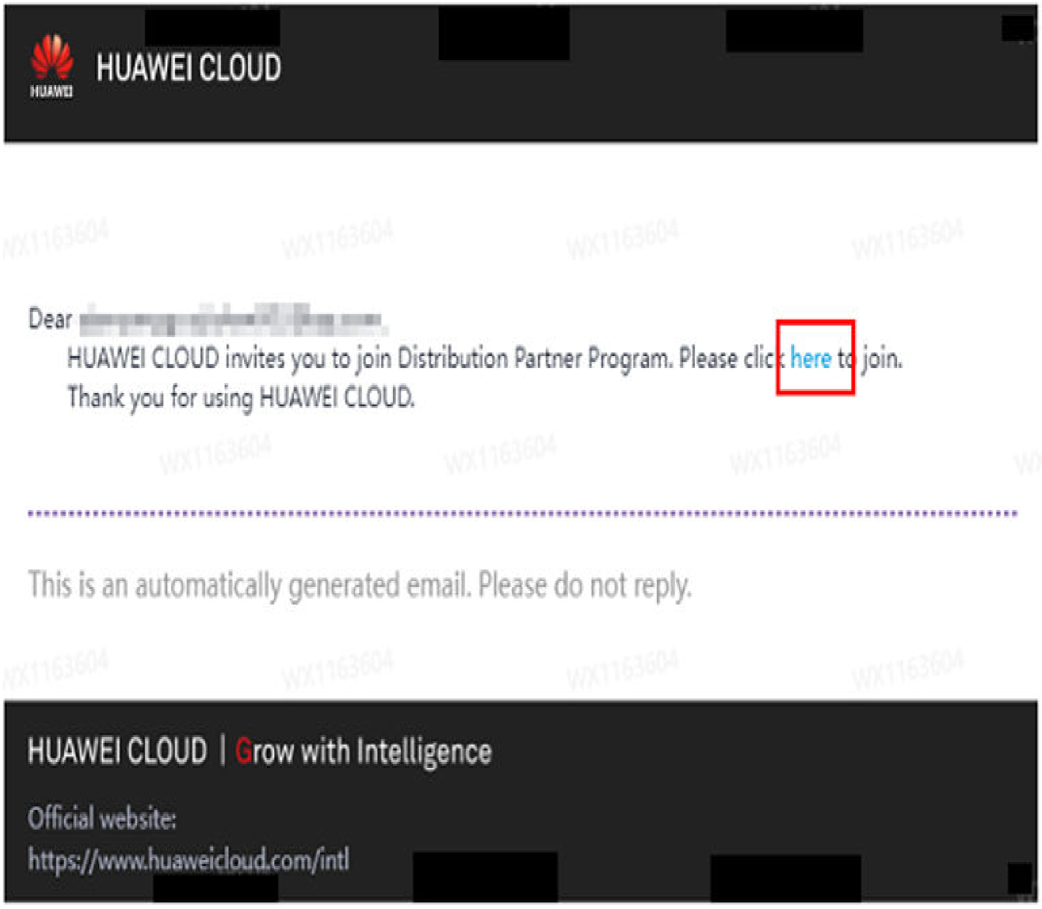
The account cannot purchase or provision cloud services or resources during the application for joining Distribution Partner Program or after the application is approved.

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.

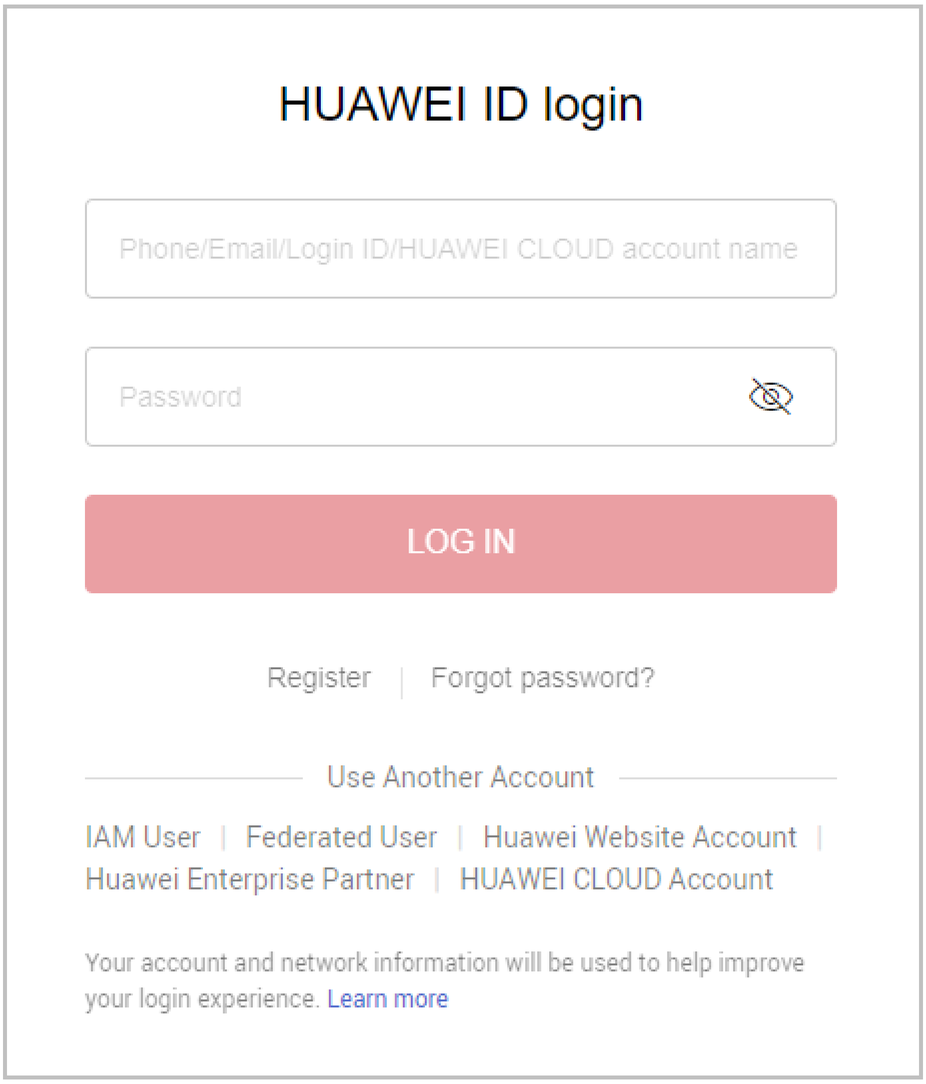
Procedure

Step 1 Check the invitation email.

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

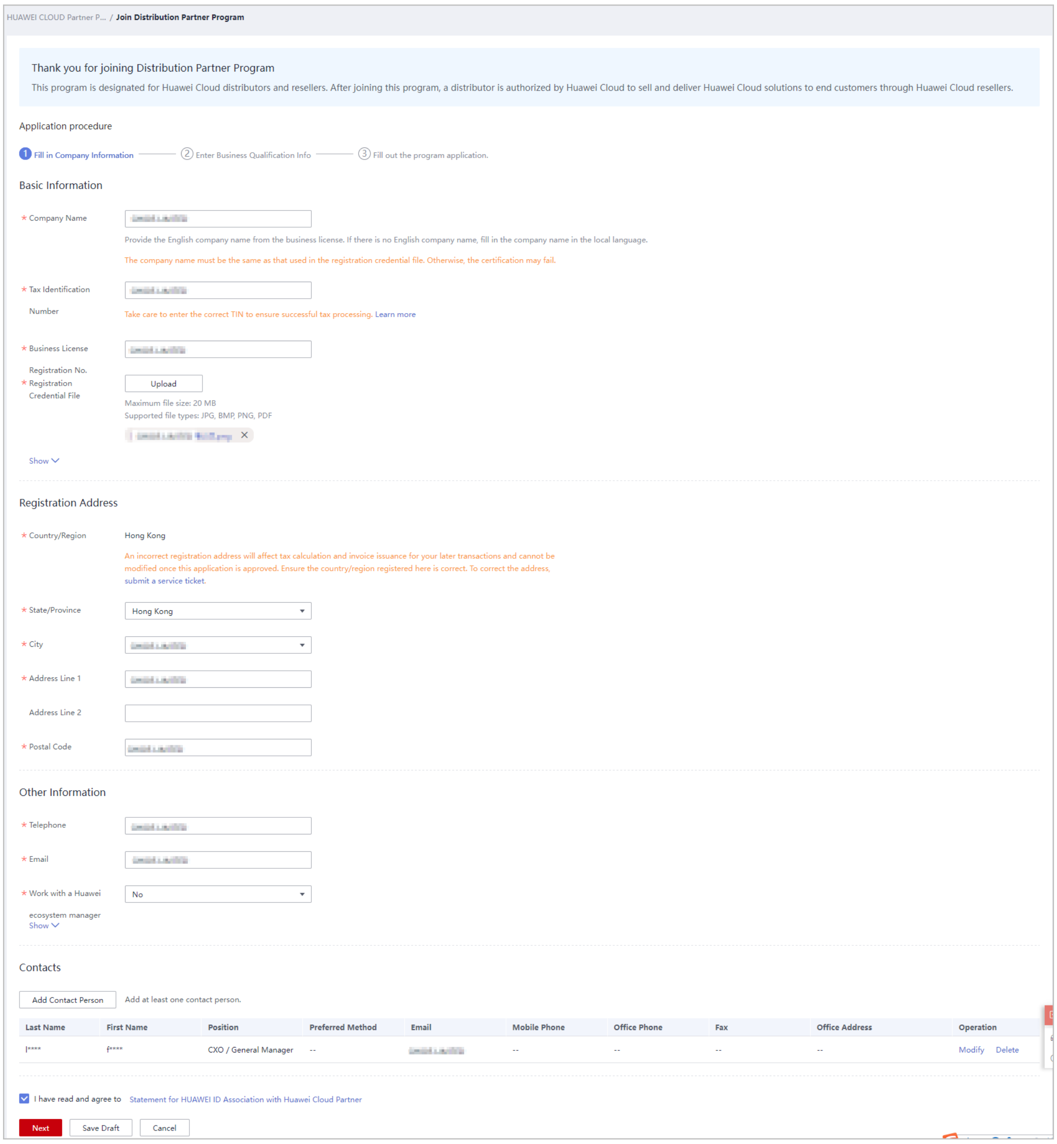


Step 3 Use your account to log in to **Huawei Cloud**.

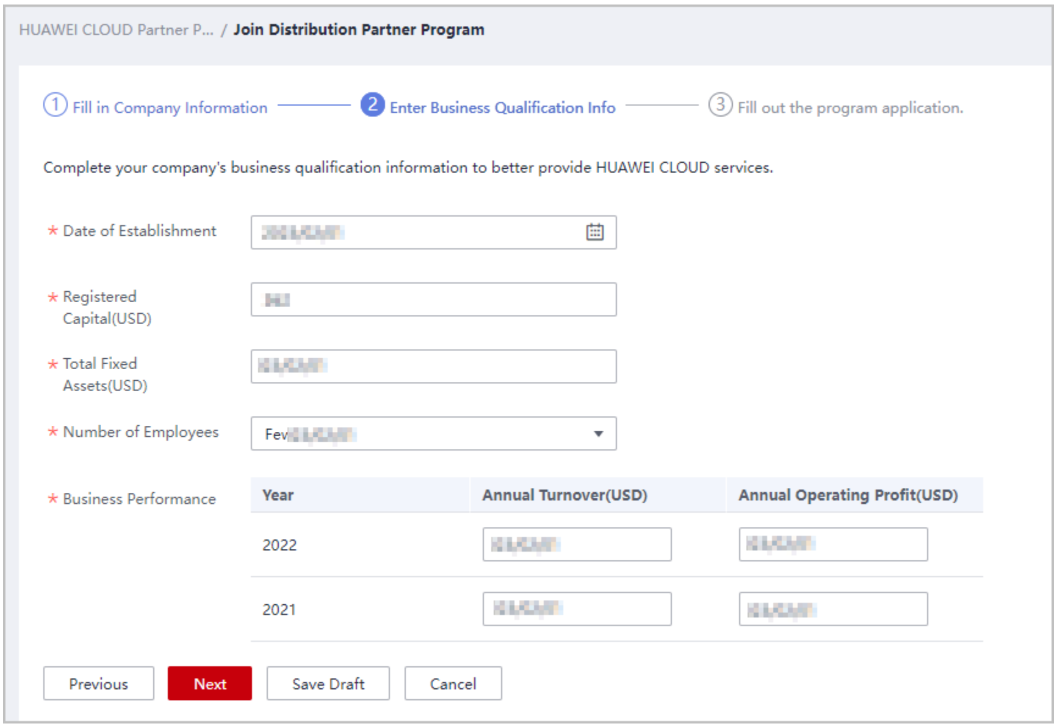


Step 4 Click **Partner Center** in the drop-down list of your account name in the upper right corner. Choose **Partner Programs** > **Huawei Cloud Partner Programs** in the menu on the top. Find **Distribution Partner Program** and click **Join Now**.

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

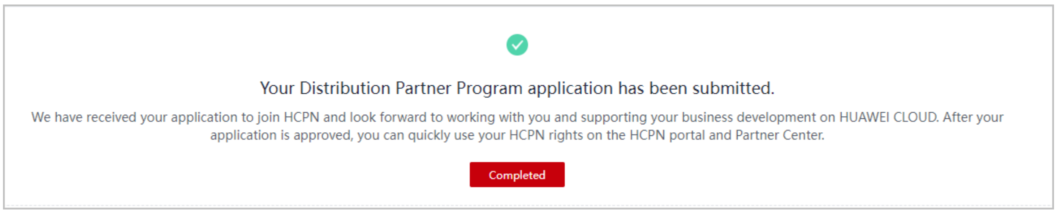


Step 5 Enter business qualification information and click **Next**.



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 reseller. Disassociate from the reseller 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

1.5.3.2 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.

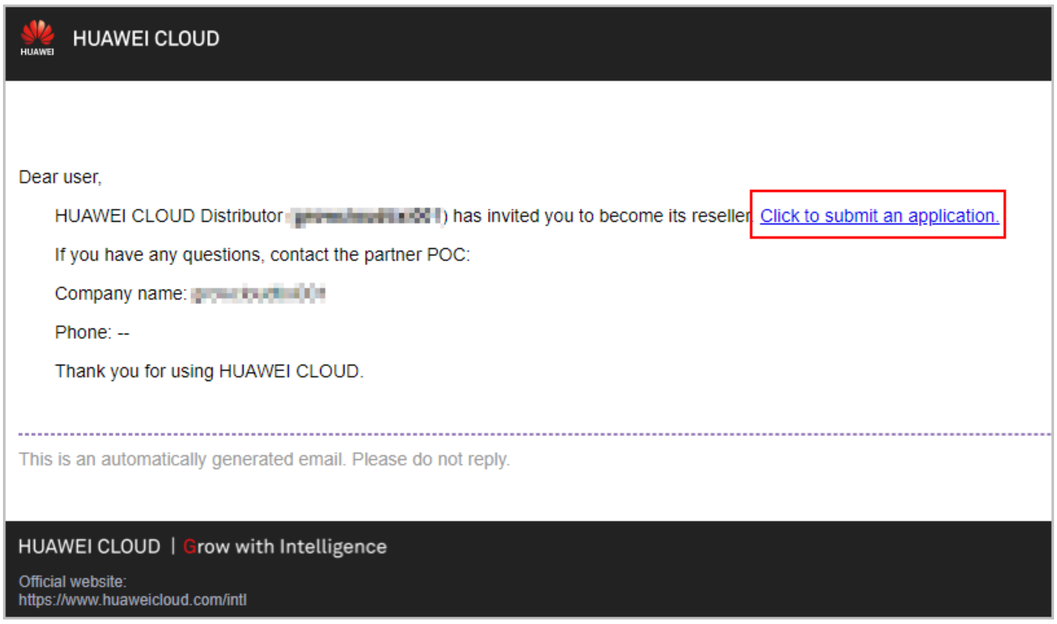
If you have enabled pay-per-use resources for this account, go to the management console to release the resources or register a new account.

Resellers and their associated distributor must be in the same service country.

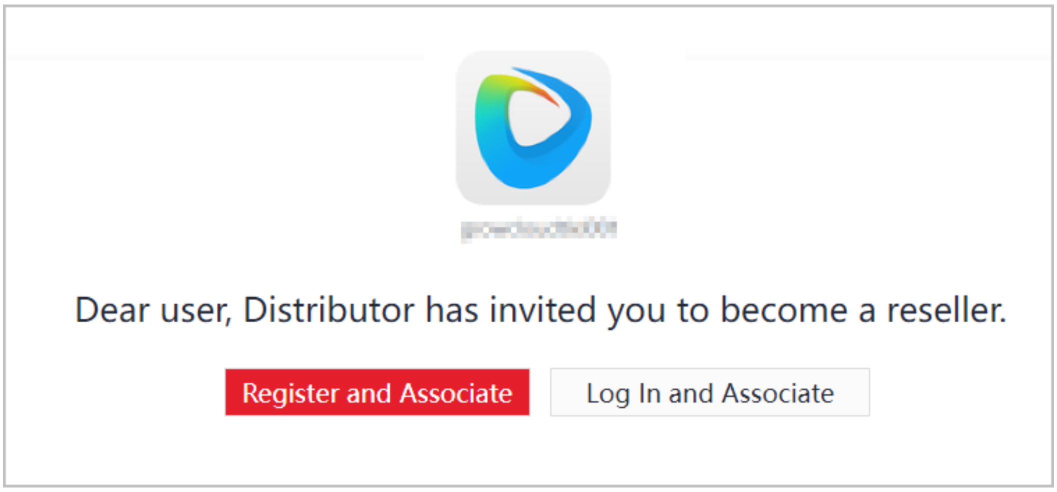
Procedure

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.

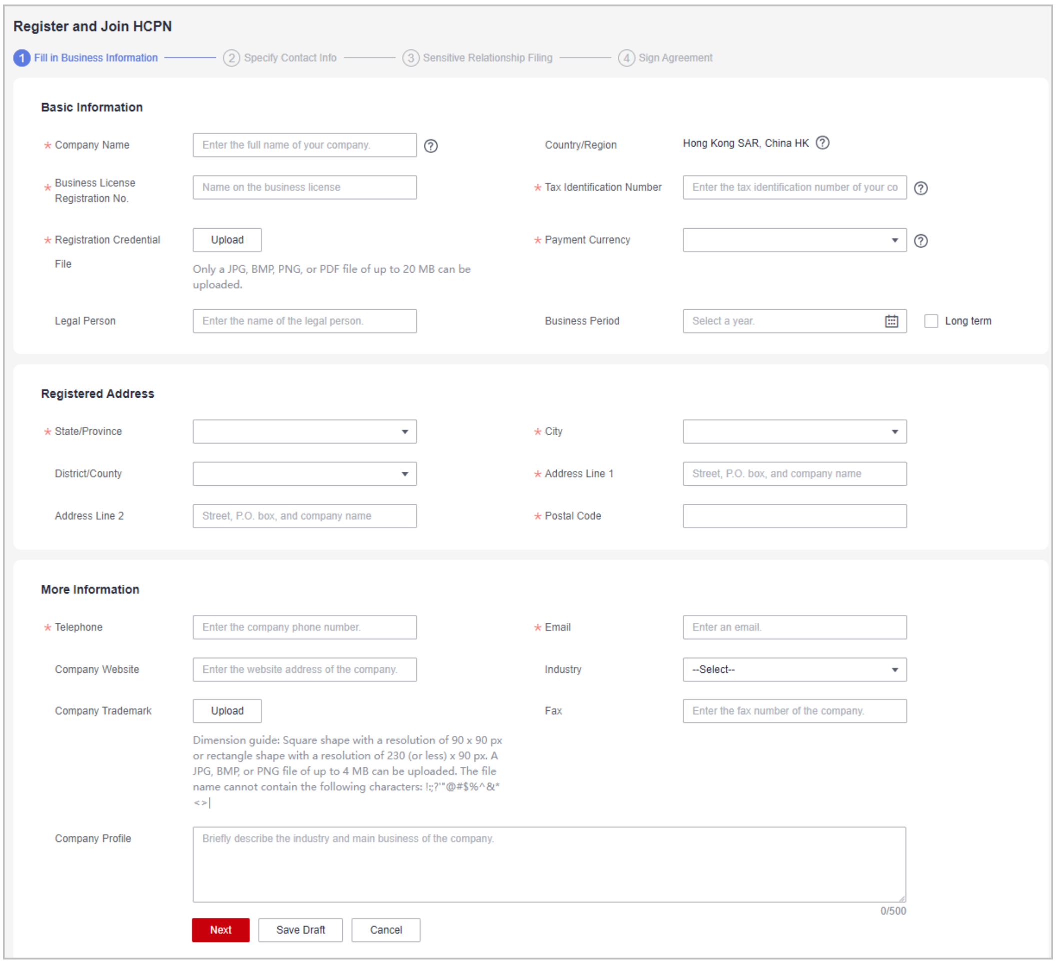


NOTE

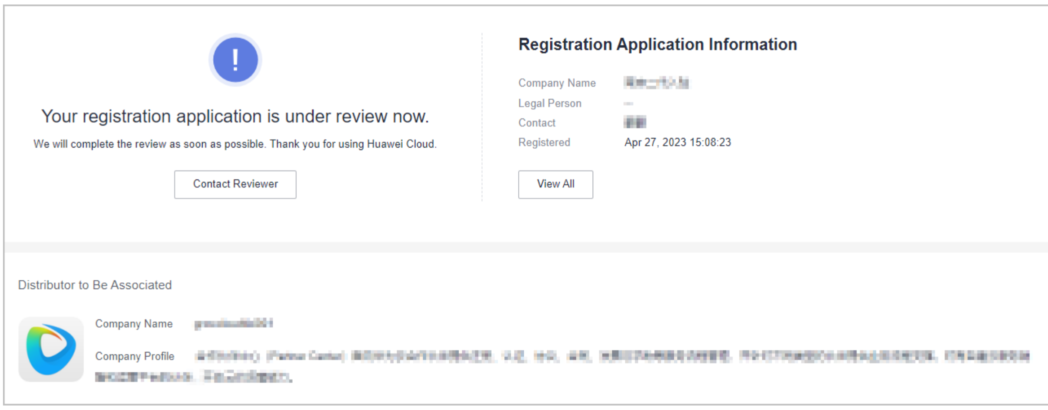
If your company already has a Huawei Cloud account associated with a distributor, do not associate it again.

- If you do not have a Huawei Cloud account, click **Register and Associate**.
  a. **Sign up 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**.

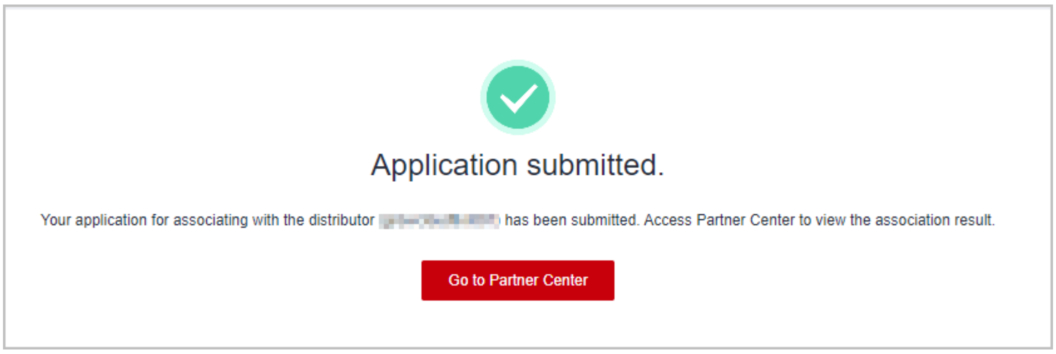


NOTE



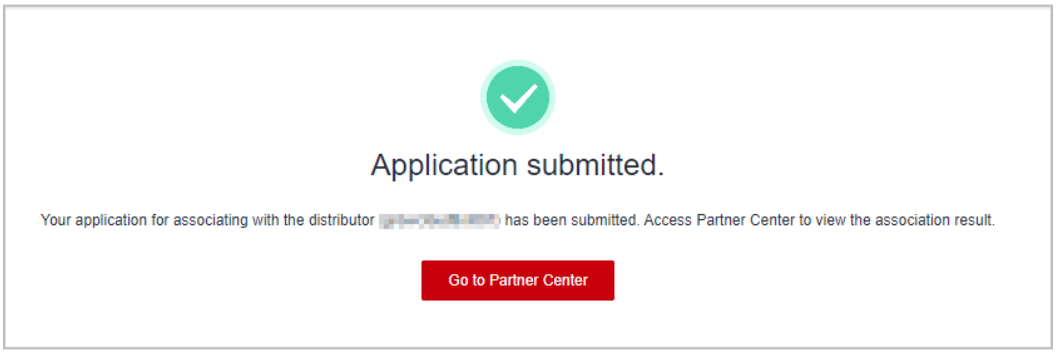
- Huawei Cloud will review your application as soon as possible.
- If your application is rejected, modify the application based on the rejection reason and then submit it again.

d. After joining 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 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. After joining 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.



NOTE

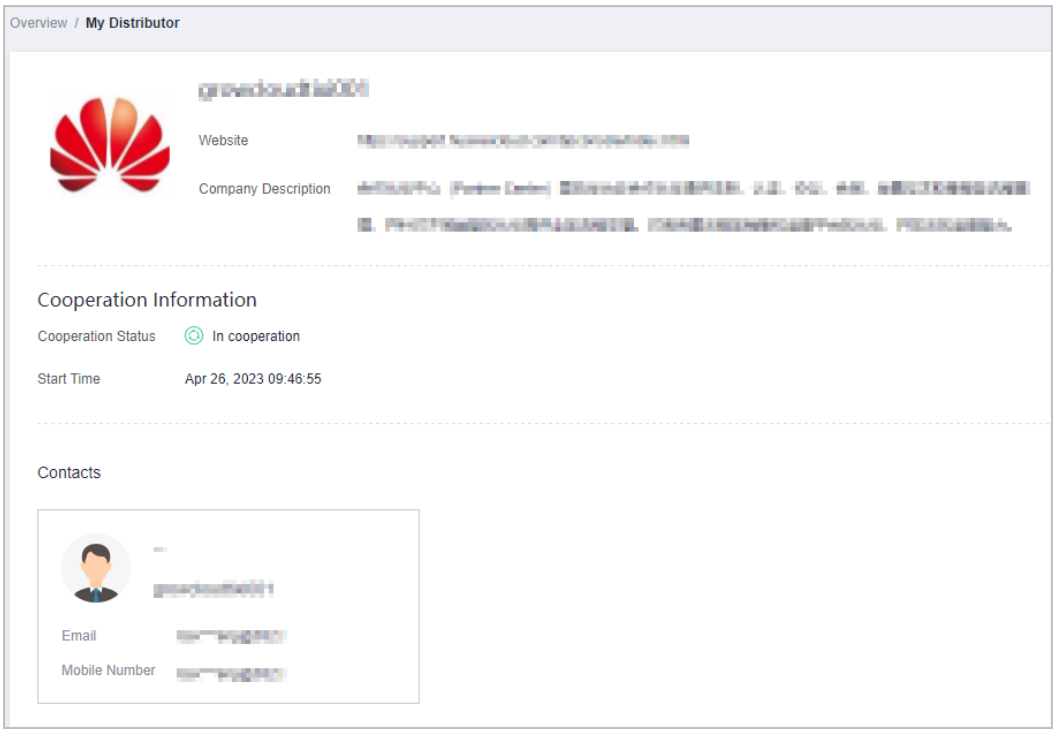
- If the association is restricted, handle it and try again.
- If you do not meet the requirements for joining HCPN, get in touch with the contact person to obtain help.

Step 3 Access Partner Center.

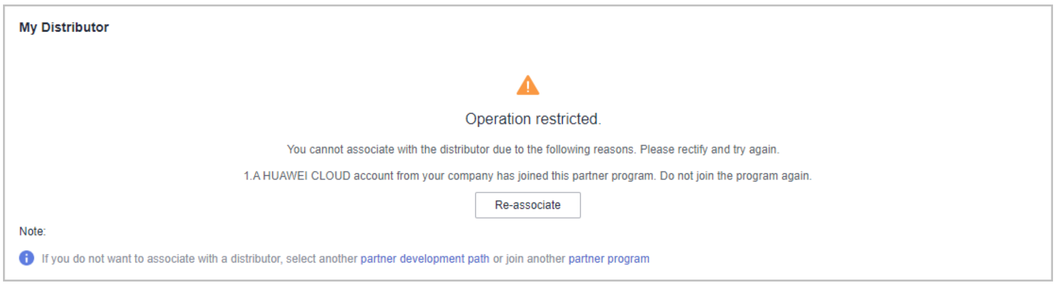
NOTE

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

1.5.3.3 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

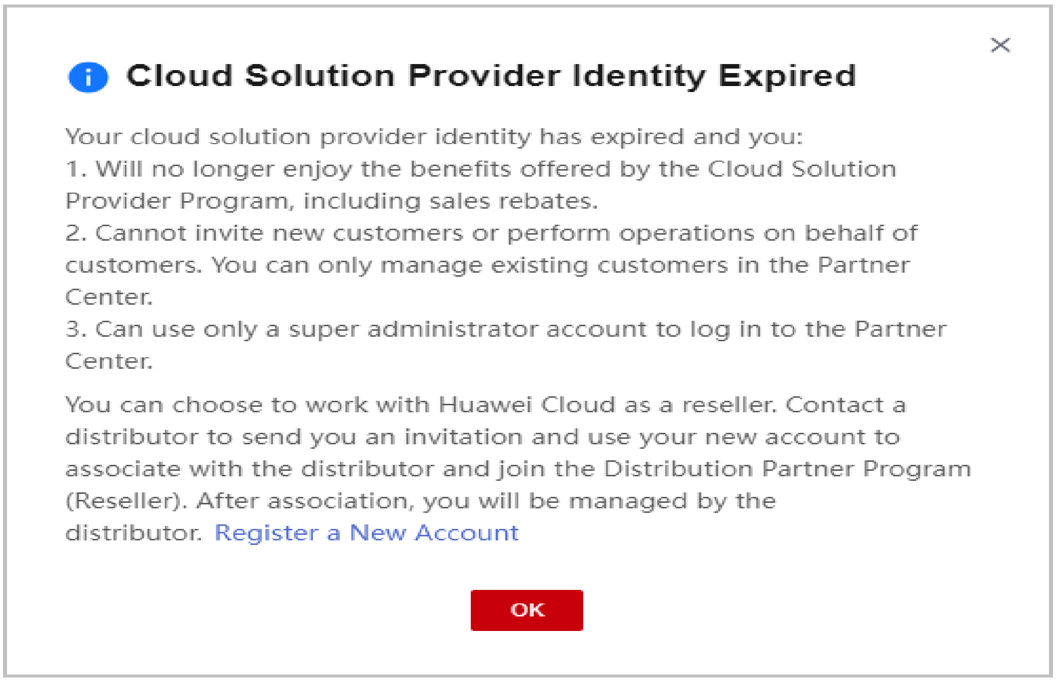
Step 1 Use your partner account to log in to **Huawei Cloud**.

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

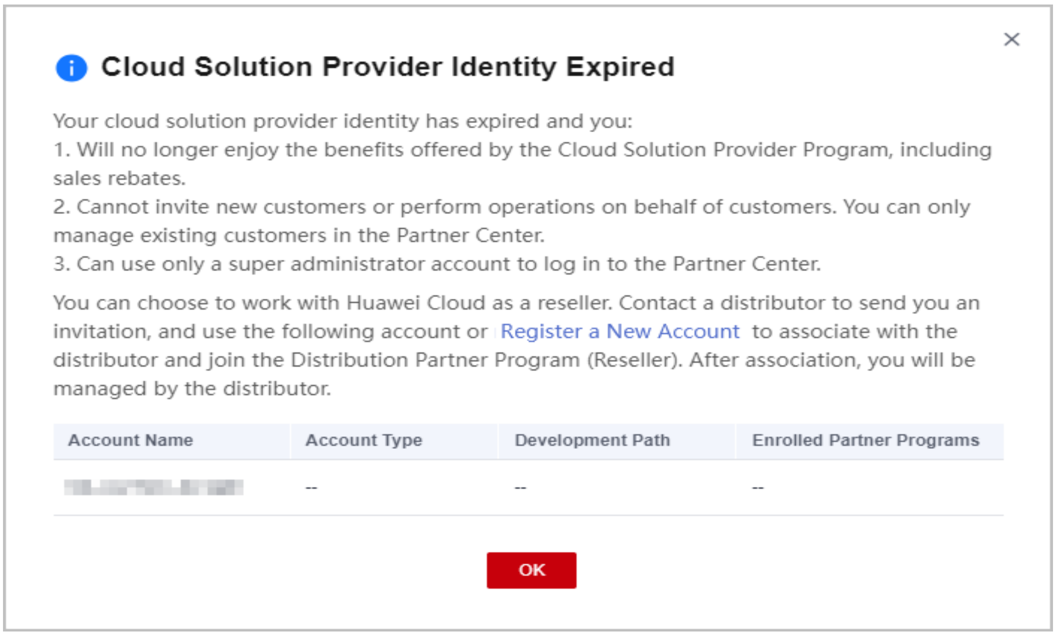
Step 3 View the reminder of your identity expiration on the home page.

Step 4 Apply to become a reseller.

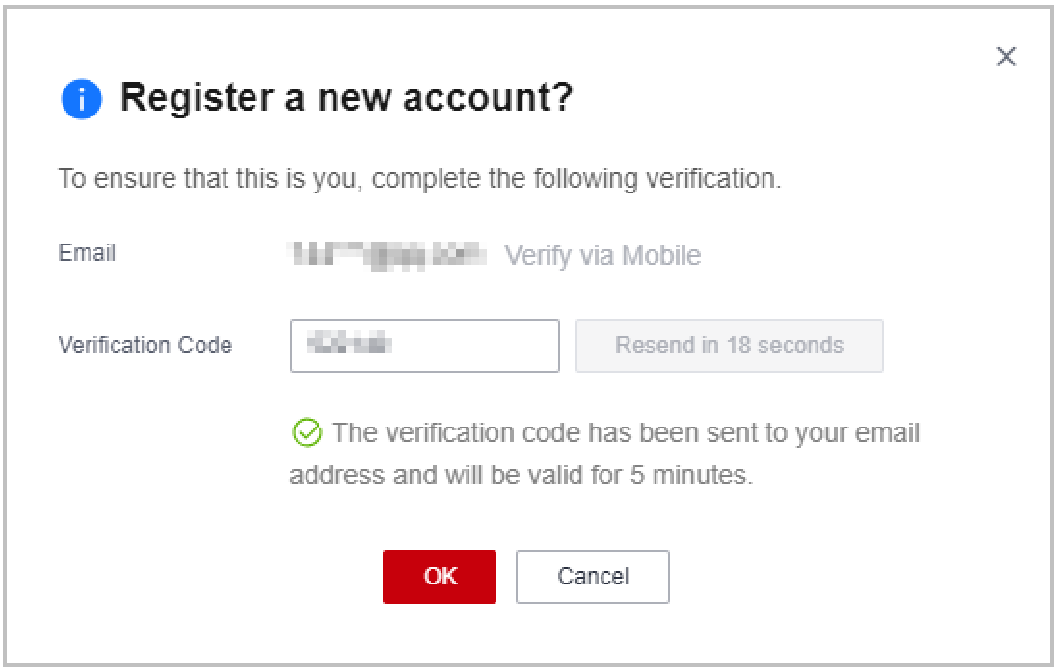
- Register a new account and apply to join Distribution Partner Program (Reseller).



- 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).



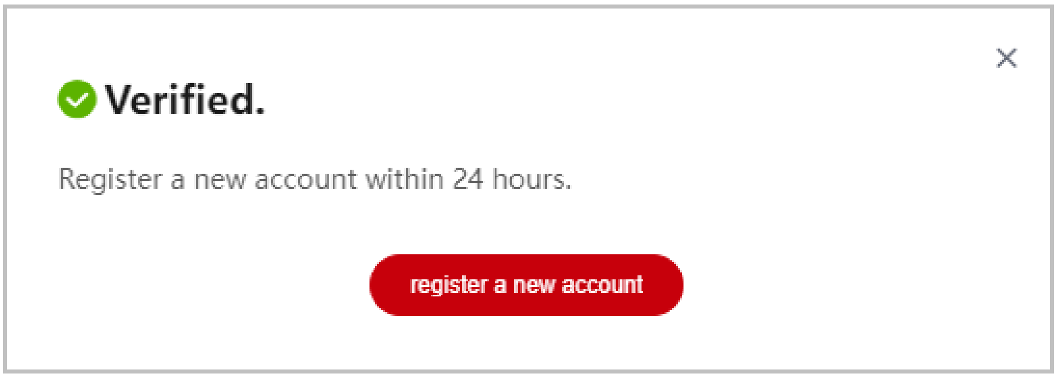
Step 5 Enter the verification code you received.



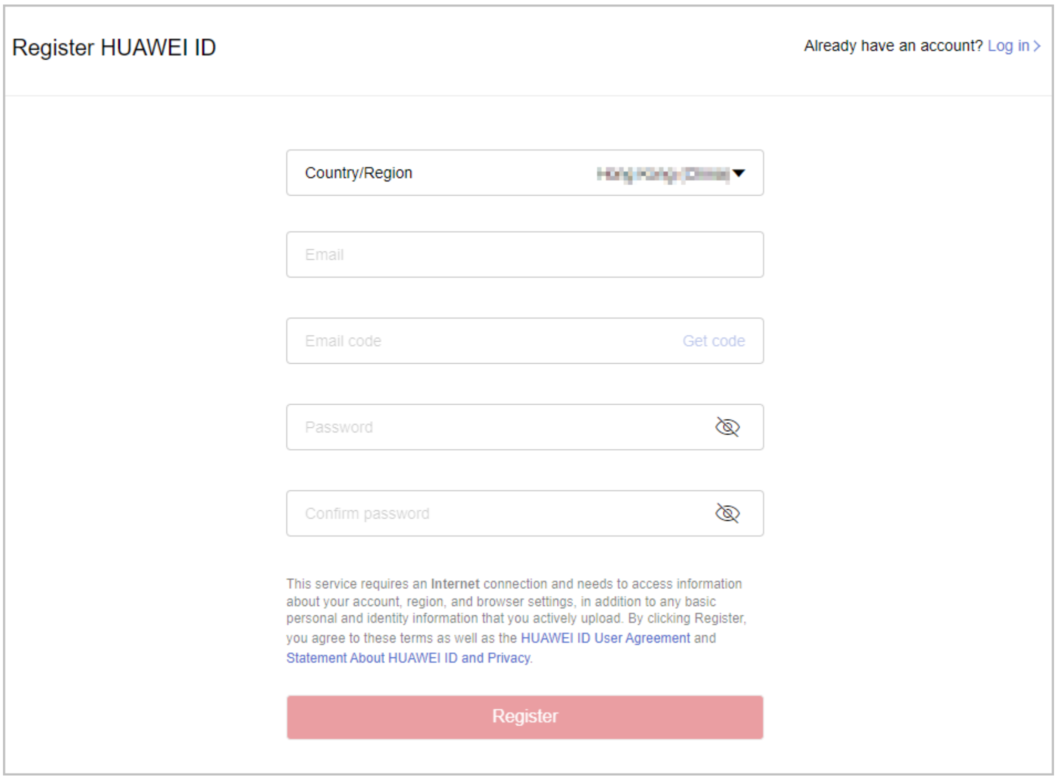
NOTE

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**.

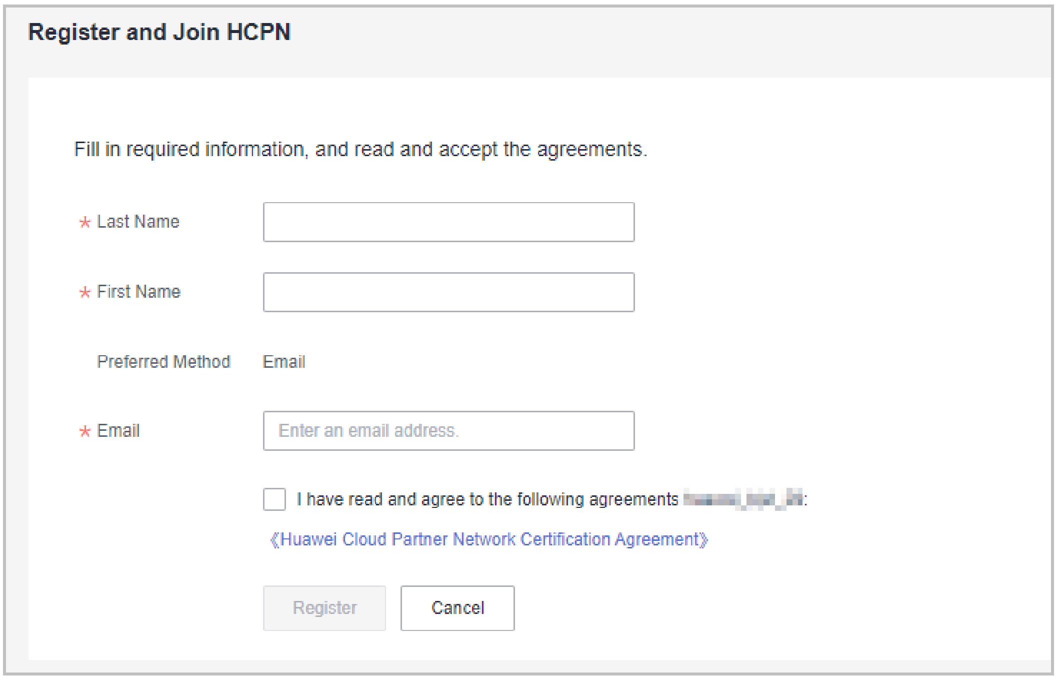


NOTE

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

1.5.4 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**.

1.5.5 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.

1.5.5.1 Applying to Join KooGallery Sales Program

Prerequisites

You have joined the Cloud Solution Provider Program.

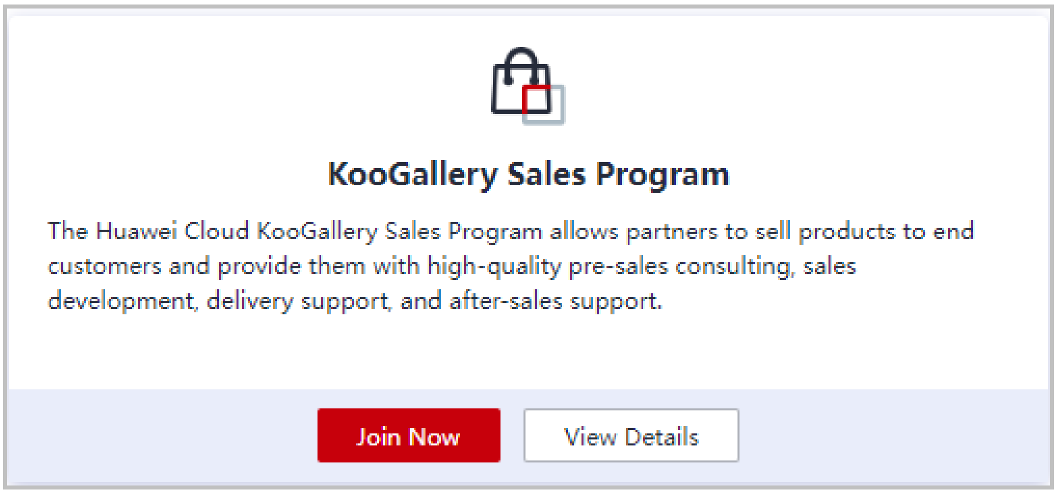
Procedure

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

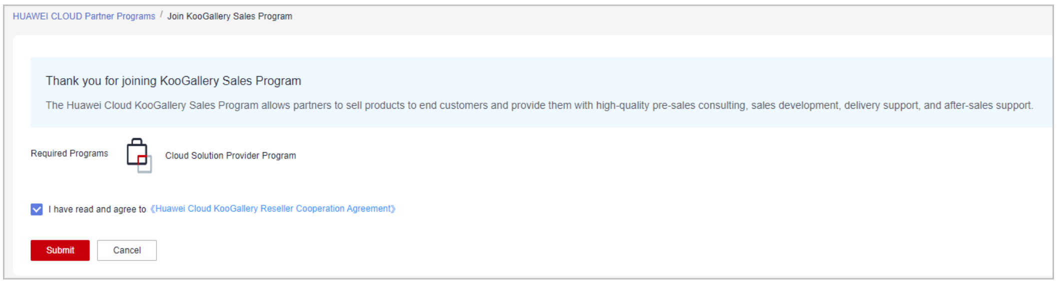
Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

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

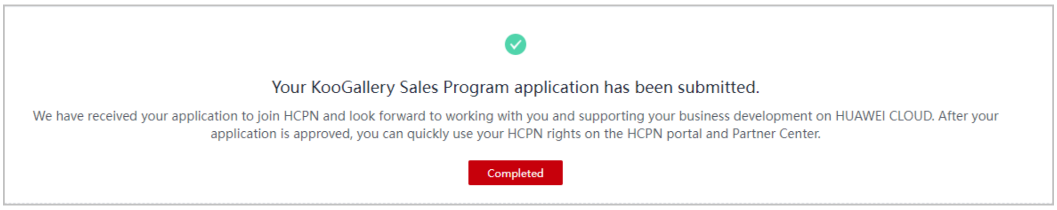
Step 4 Select **KooGallery Sales Program** and click **Join Now**.



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

1.5.6 Carrier Partner Program

Carrier Partner Program has been developed to help telecom operators (carriers) to build cloud offerings for their enterprise customers. The program has been specifically designed to allow carriers to leverage advantages on their broadband networks to provide B2B customers with converged networks and public cloud services. Additionally, the Carrier Partner Program supports telecom operators in their own digital transformation by providing preferential Huawei Cloud services.

1.5.6.1 Applying to Join Carrier Partner Program

Prerequisites

You have joined the Cloud Solution Provider Program.

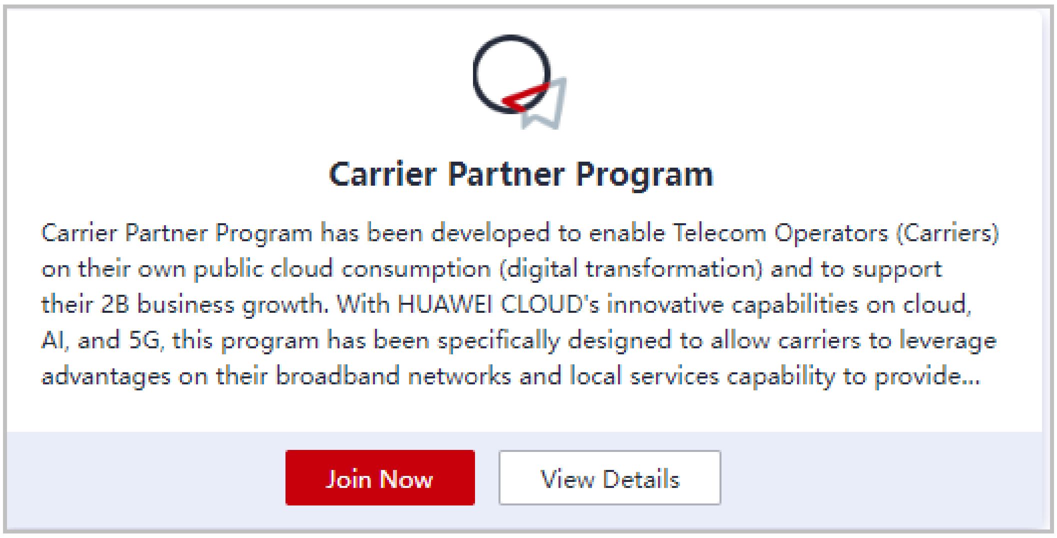
Procedure

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

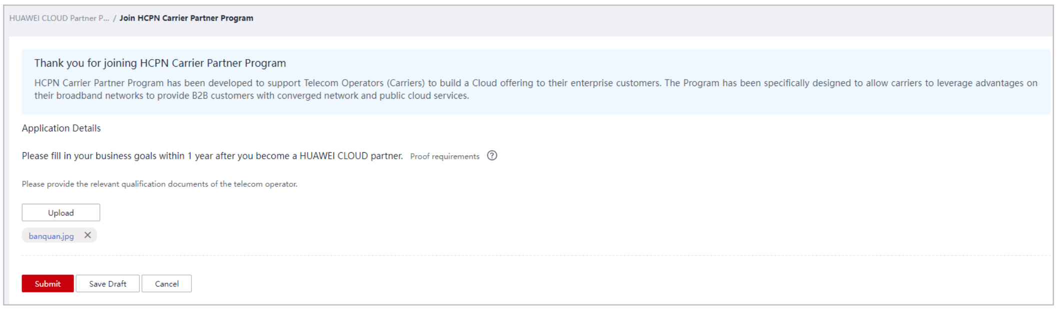
Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

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

Step 4 Select **Carrier Partner Program** and click **Join Now**.



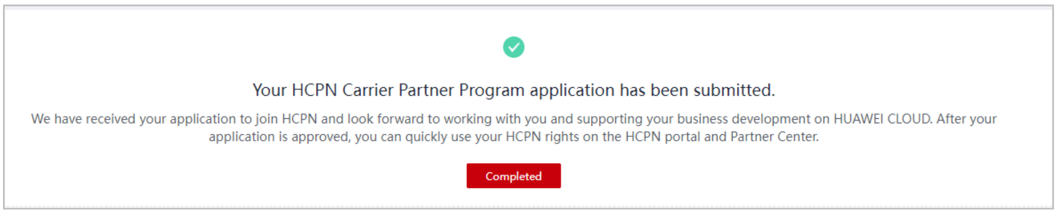
Step 5 Upload required qualification files and click **Submit**.



NOTE

- You can also click **Save Draft**.
- On the **Partner Programs** > **Requested Partner Programs** page, you can view, submit, or delete the draft applications.
- On the **HUAWEI CLOUD Partner Programs** page, you can edit your draft applications.

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



----End

1.5.7 Querying Requested Partner Programs

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

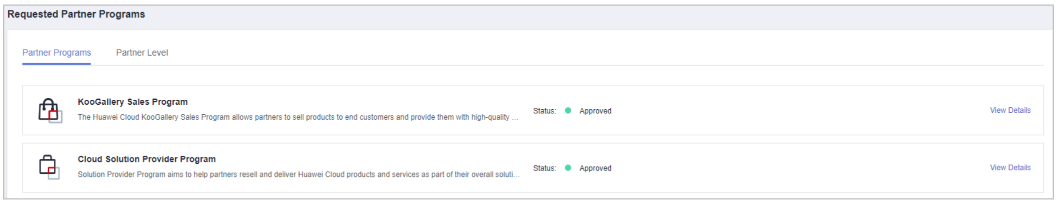
Procedure

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

1.5.8 Querying Enrolled Partner Programs

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

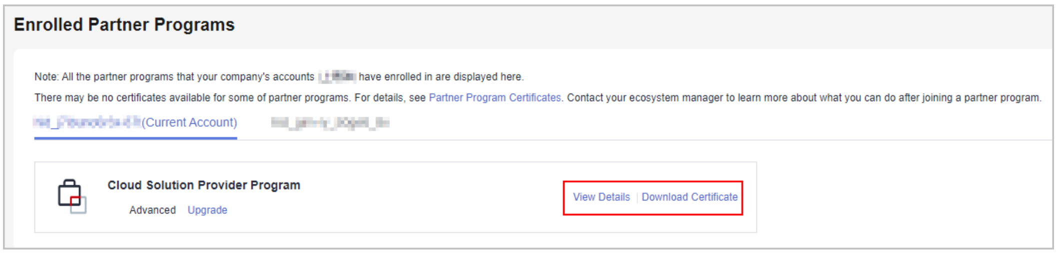
Procedure

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

1.5.9 Querying Signed Agreements and Filing Sensitive Relationships

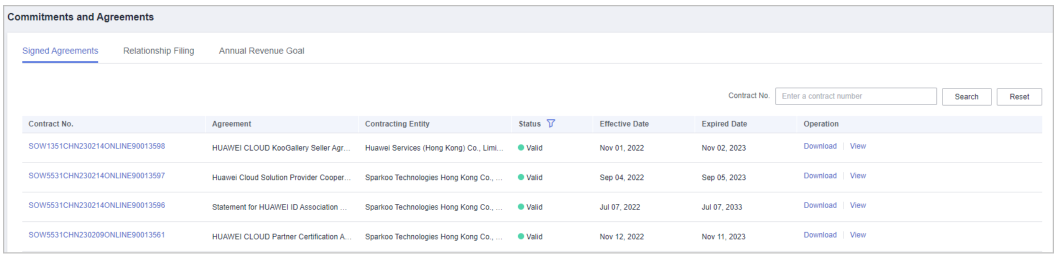
You can query and download signed agreements.

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

1.5.10 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.

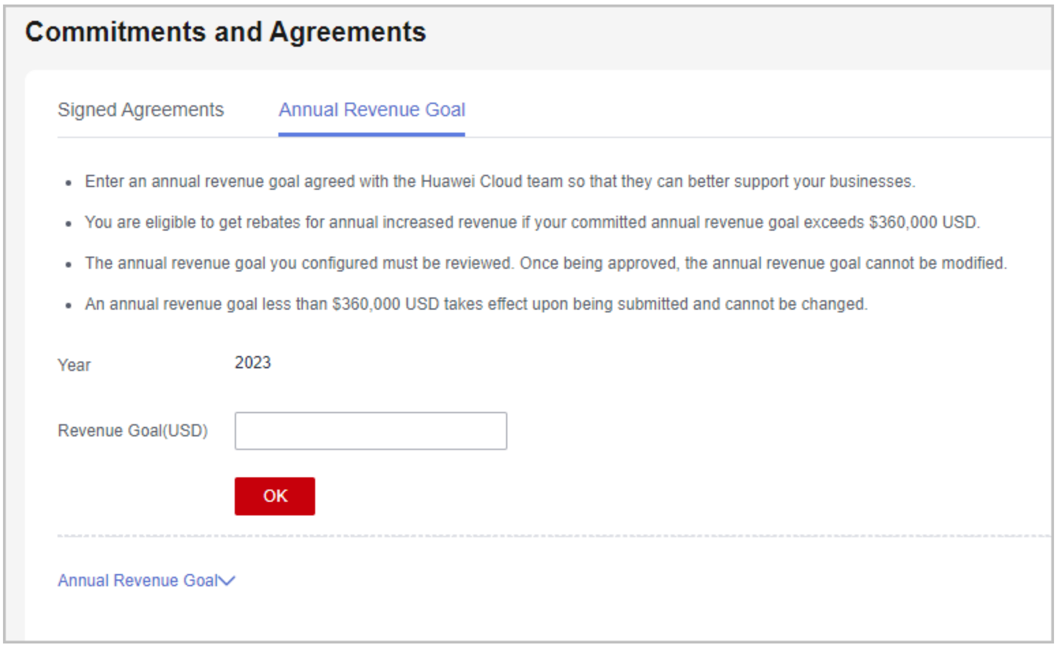
Procedure

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.

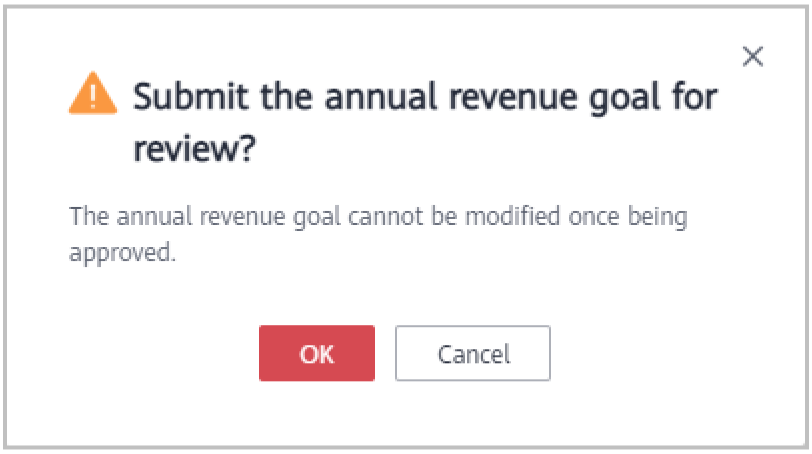
Step 4 Enter a revenue goal and click **OK**.



NOTE

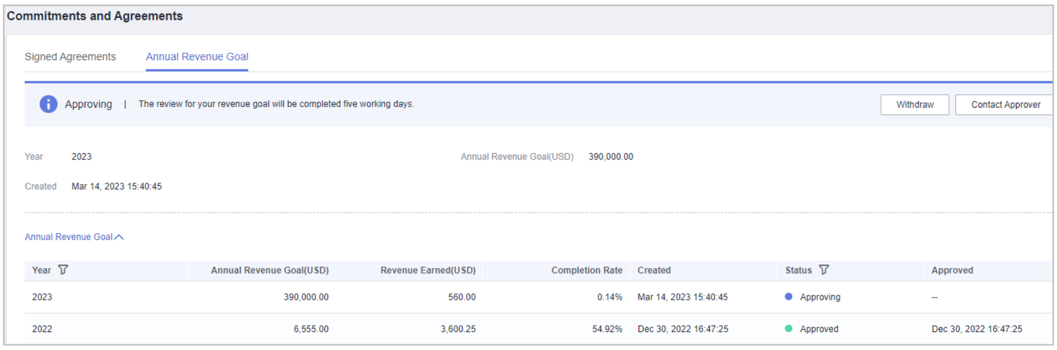
- The annual revenue goal you configured must be reviewed. Once being approved, the annual revenue goal cannot be modified.
- If the committed annual revenue exceeds $360,000 USD, you may obtain an additional rebate for annual revenue growth.
- If the committed annual revenue is less than $360,000 USD, it takes effect immediately upon submission and cannot be modified. Committed annual revenue that is greater than or equal to $360,000 USD must be reviewed.

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

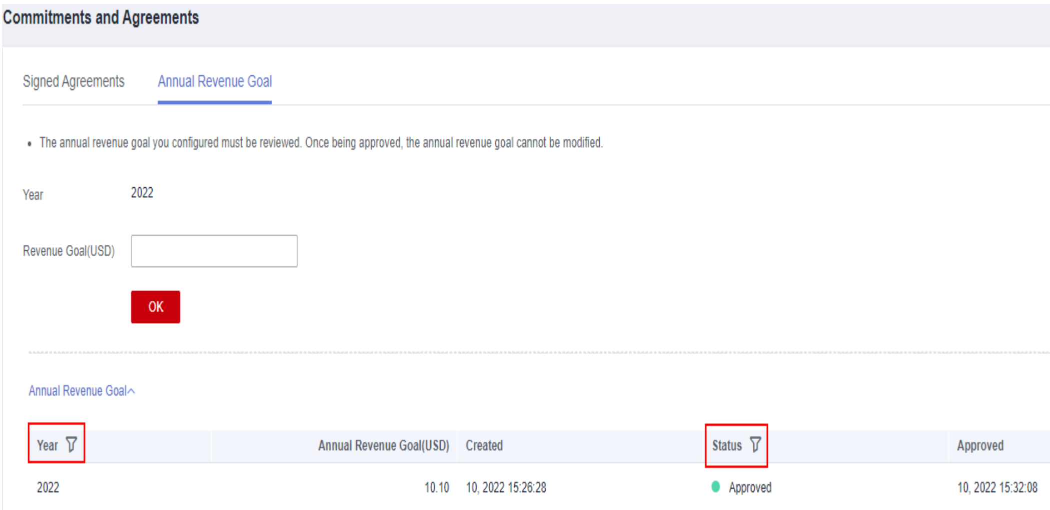
Other Operations

- Withdrawing the Annual Revenue Goal

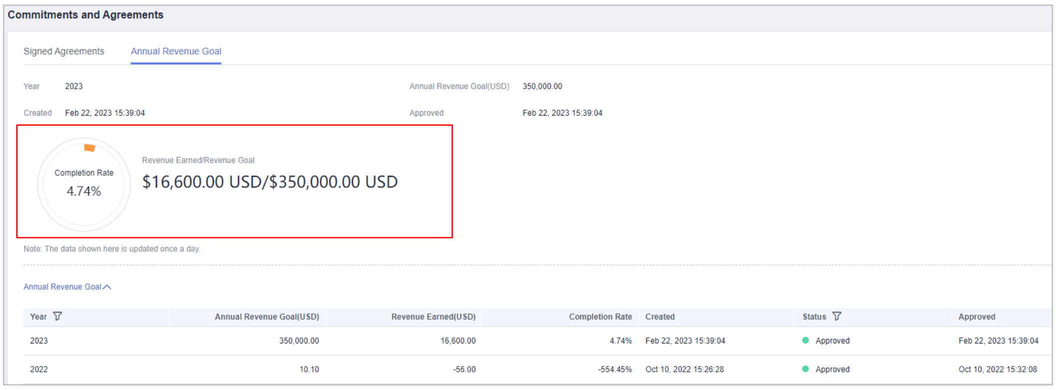
  Click **Withdraw** for the revenue goal in the **Approving** state, enter the reason in the displayed dialog box, and click **OK**.

- 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**.


Commitments and Agreements
Signed Agreements
Annual Revenue Goal
Year
2023
Annual Revenue Goal(USD)
350,000.00
Created
Feb 22, 2023 15:39:04
Approved
Feb 22, 2023 15:39:04
Completion Rate
4.74%
Revenue Earned/Revenue Goal
$16,600.00 USD/$350,000.00 USD
Note: The data shown here is updated once a day.
Annual Revenue Goal
Year
Annual Revenue Goal(USD)
Revenue Earned(USD)
Completion Rate
Created
Status
Approved
2023
350,000.00
16,600.00
4.74%
Feb 22, 2023 15:39:04
Approved
Feb 22, 2023 15:39:04
2022
10.10
-56.00
-554.45%
Oct 10, 2022 15:26:28
Approved
Oct 10, 2022 15:32:08

2 Partner Information Management

2.1 Changing Your Password

Change your password periodically to ensure account security.

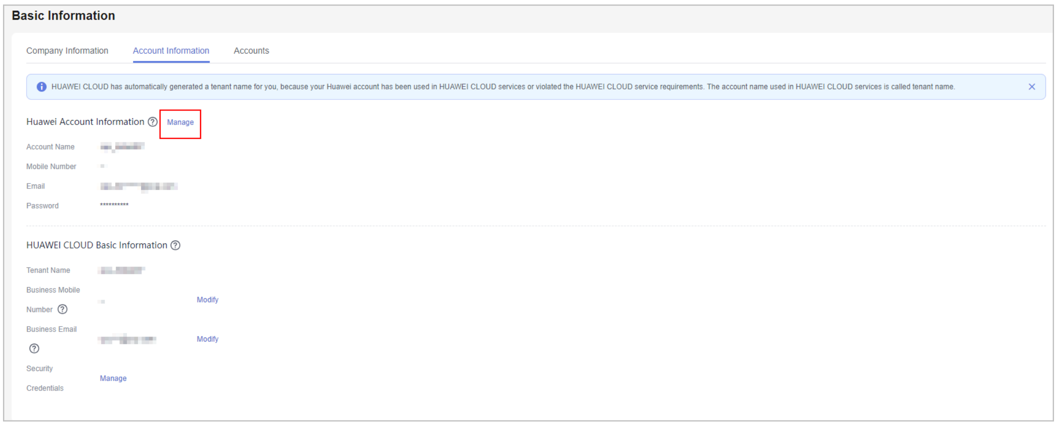
Procedure

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

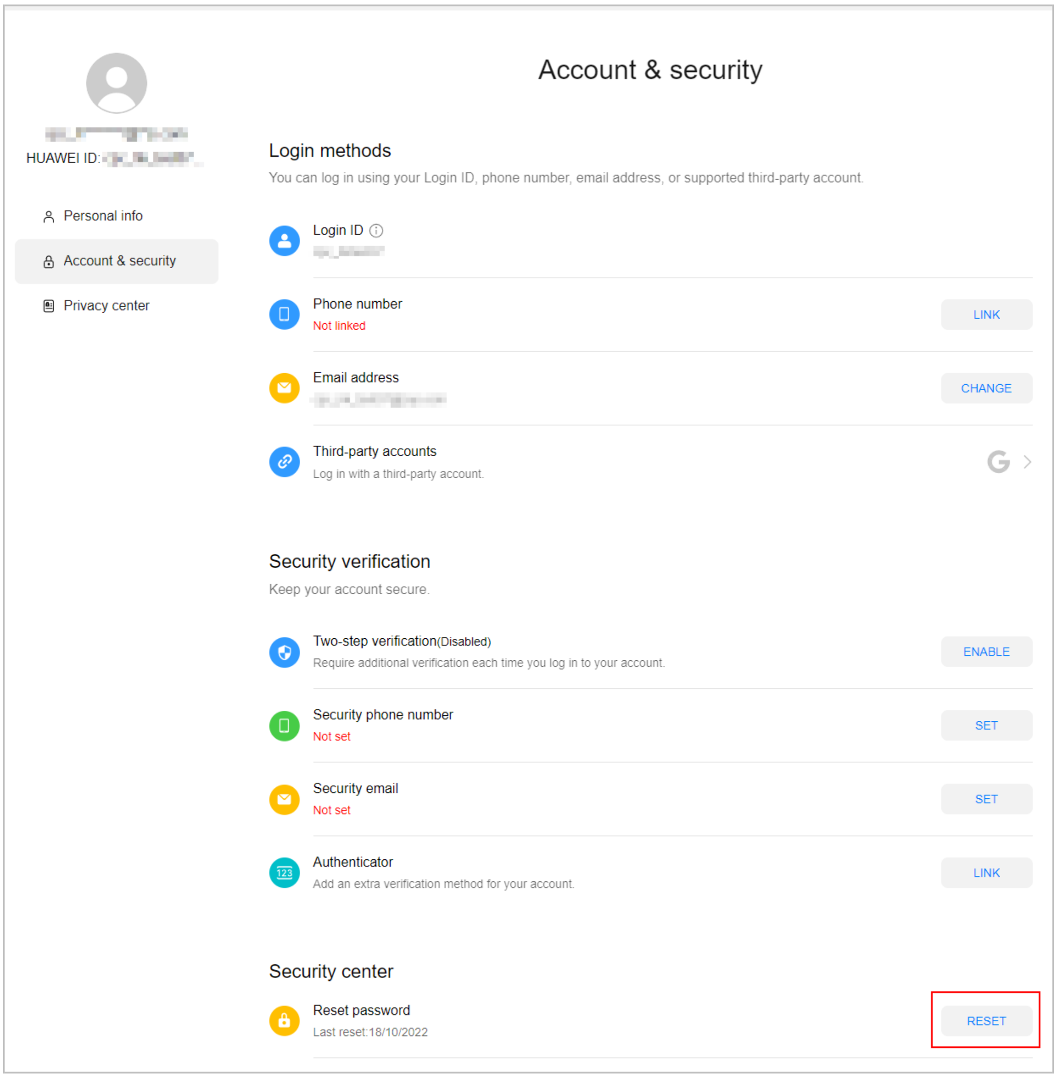
Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

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.

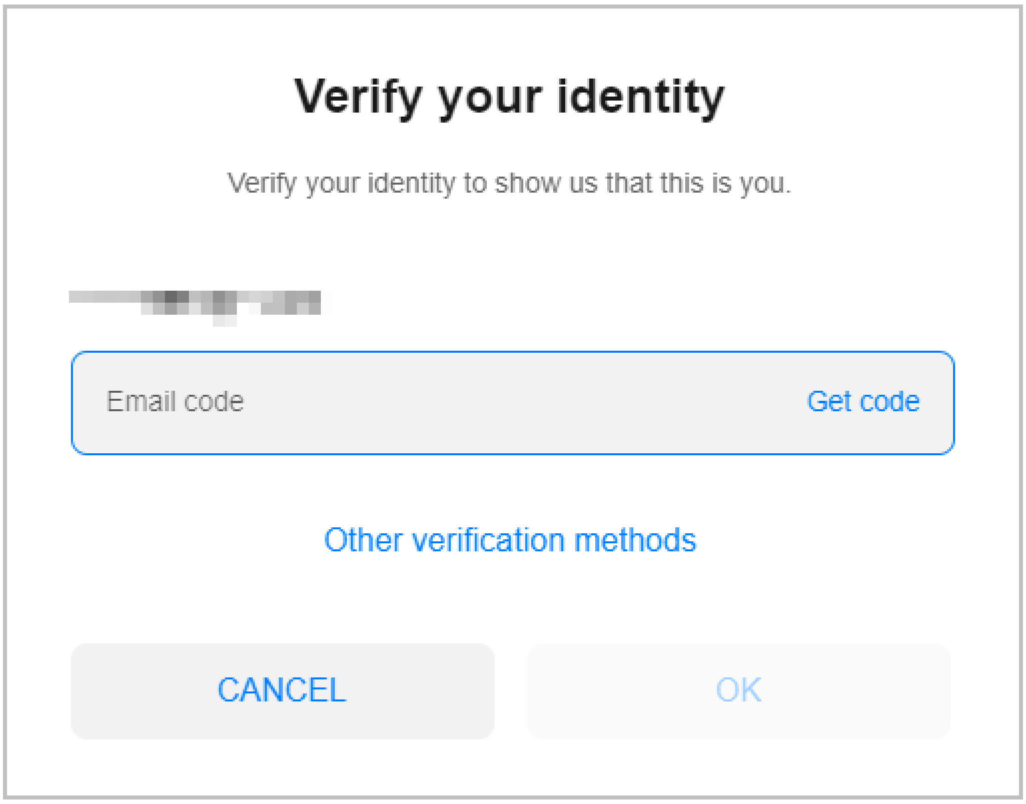
Step 4 In the **Huawei Account Information** area, click **Manage**.



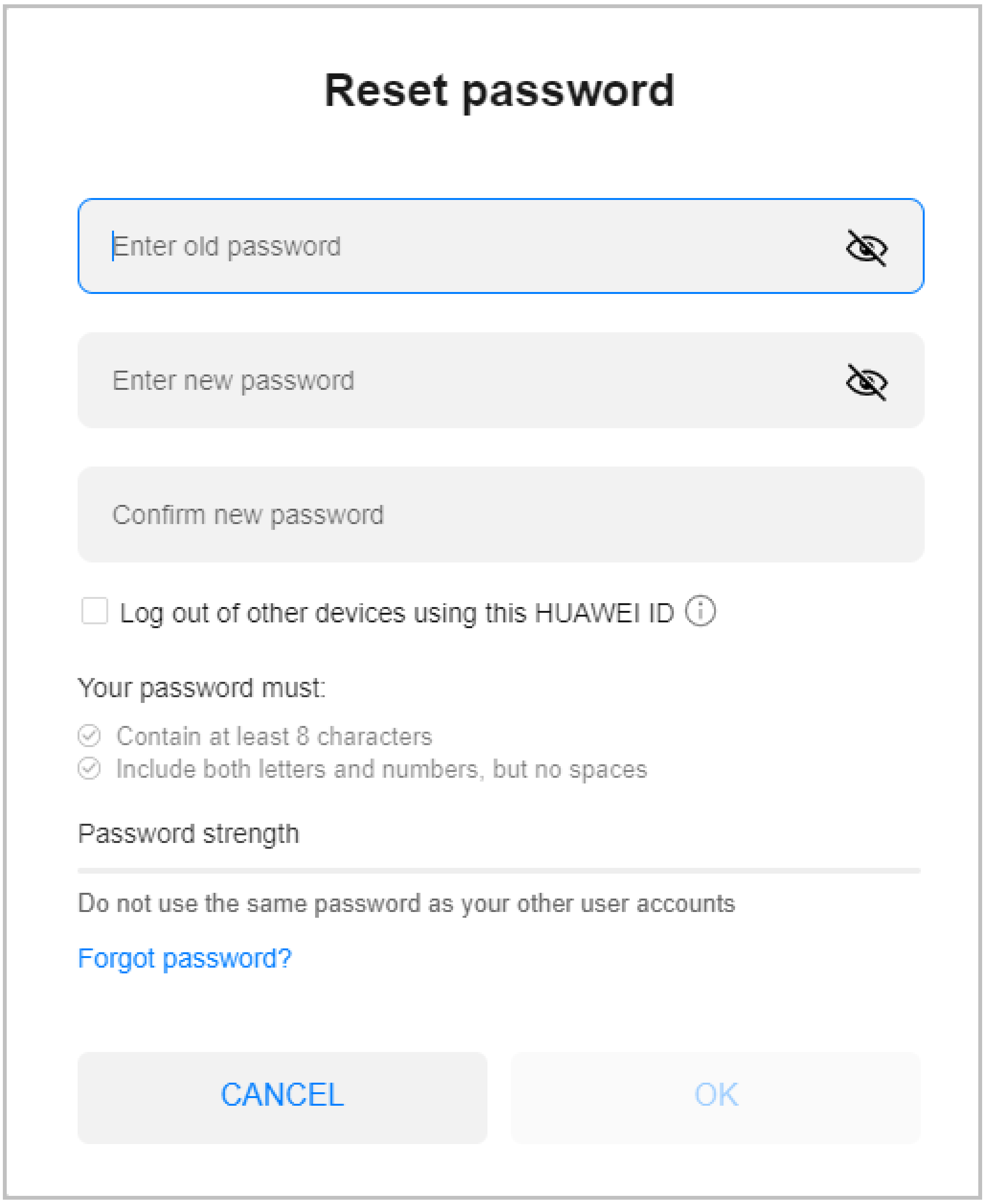
Step 5 In the **Account & security** > **Security center** area, locate **Reset password** and click **RESET**.



Step 6 Verify the identity.



Step 7 Reset the password.



----End

2.2 Managing Basic Information

On the **Basic Information** page, partners can modify the 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.

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.

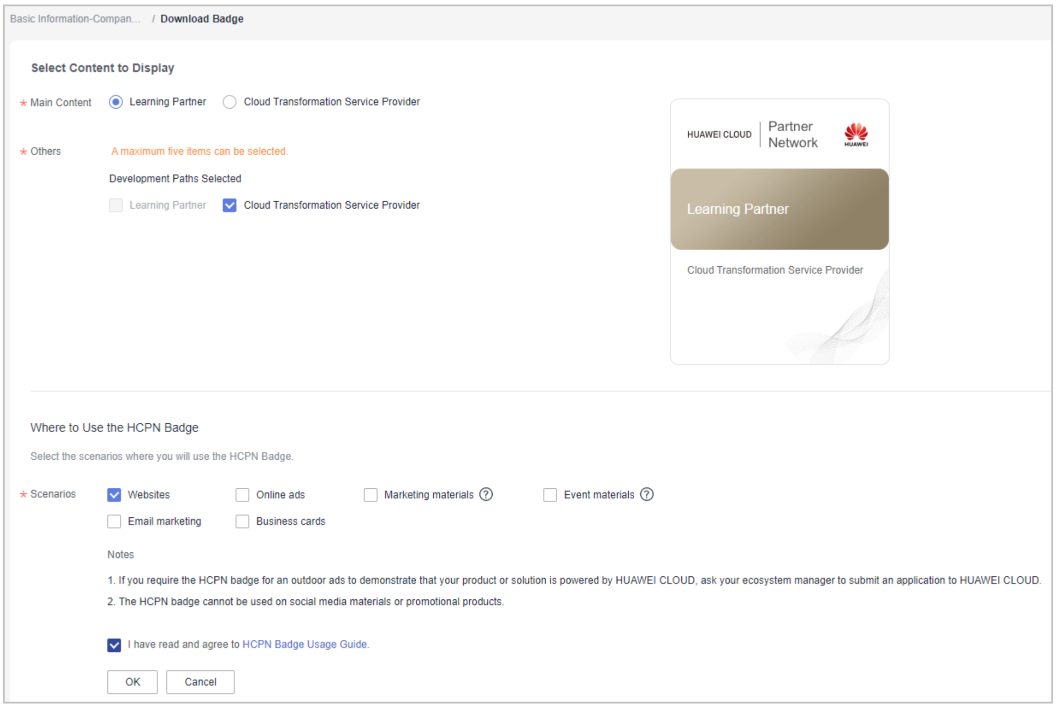
Step 4 Manage the company information.

- Modifying the company information
  - Change the company logo.

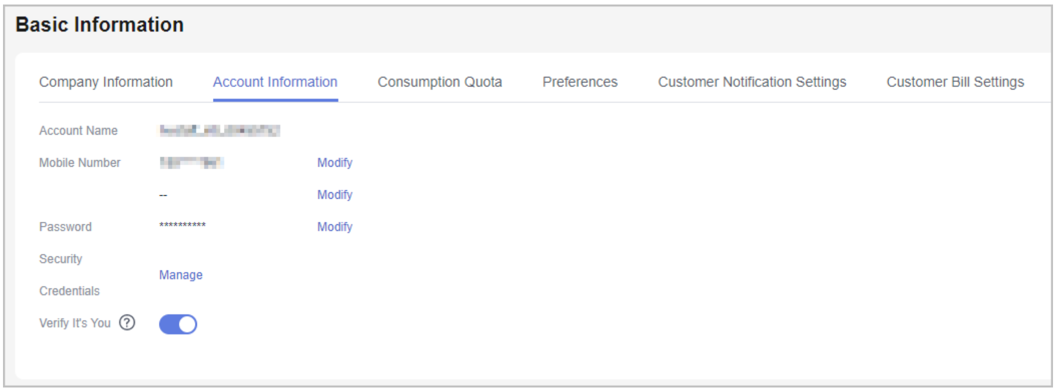
    Click **Change Logo**. Then, click **Upload** and upload a new logo.
  - Modifying the partner information

    On the **Company Information** tab page, click **Modify Partner Info**. On the **Modify Information** page, modify the basic information, registration address, and contact information. Click **Save** to save the modification.
  - Downloading the HCPN badge

    Click **Download Badge**. In the **Select Content to Display** and **Where to Use the HCPN Badge** areas on the **Download Badge** page, select the content to display and the HCPN badge usage scenarios and select **I have read and agree to the HCPN Badge Usage Guide**. Then, click **OK** to download the HCPN badge.



- Modifying the account information



NOTE

- You can set whether to enable the verification code function (disabled by default). After you enable this function, verification code will be required for some operations. For details, see **Critical Operations**.
- You can enable or disable the verification code option as needed.

– Modifying the email address

Click **Modify** next to **Email**. On the **Change Email Address** page that is displayed, verify the identity and enter the new email address.

– Modifying the mobile number

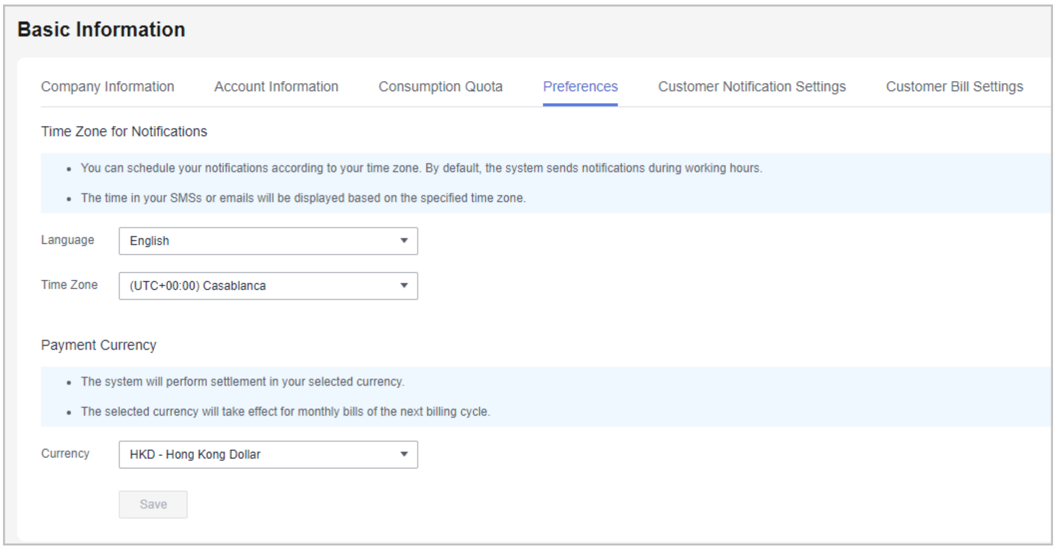
On the **Account Information** tab, click **Modify** next to **Mobile Number**. On the **Change Mobile Number** page that is displayed, verify the identity and enter the new mobile number.

- 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.

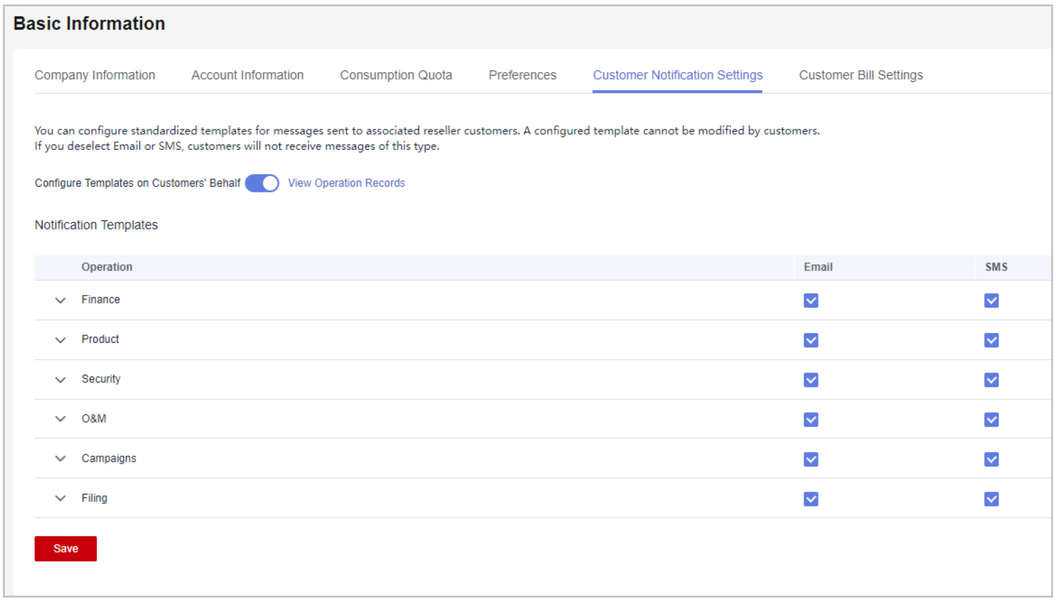
With the language and time zone specified, the system sends notifications during the working hours in the specified time zone. The time in the SMS messages and emails is displayed based on the specified time zone.

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.



- Setting customer notification receiving rules

  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 reseller customers' behalf 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.



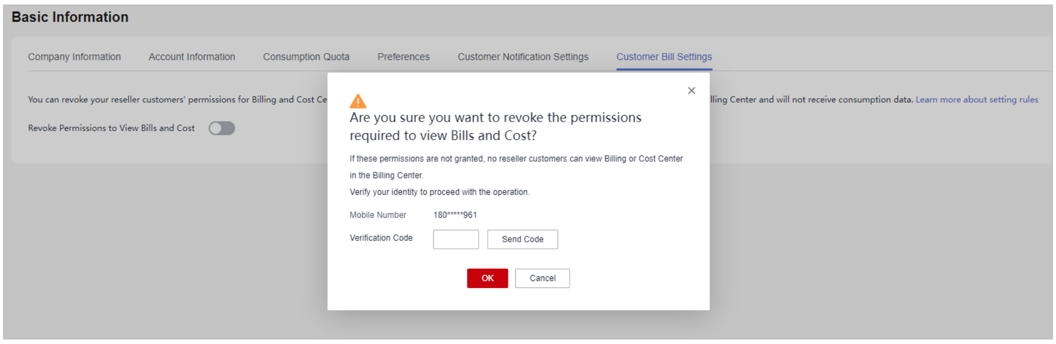
NOTE

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

- Configuring customer bill permissions

  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.

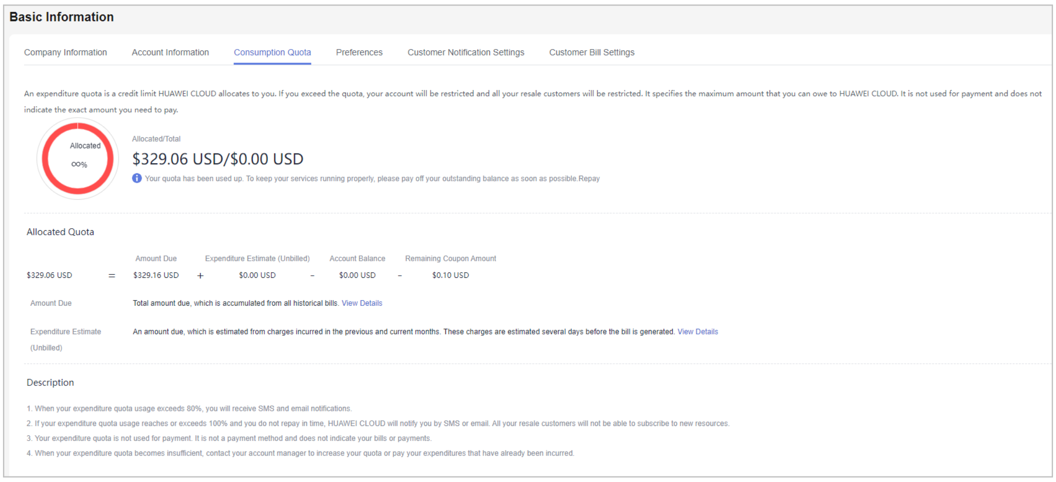


NOTE

- A partner can grant or revoke its 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 partners have enabled the verification code function, a verification code is required.

- 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 repay money in advance.

----End

2.3 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)

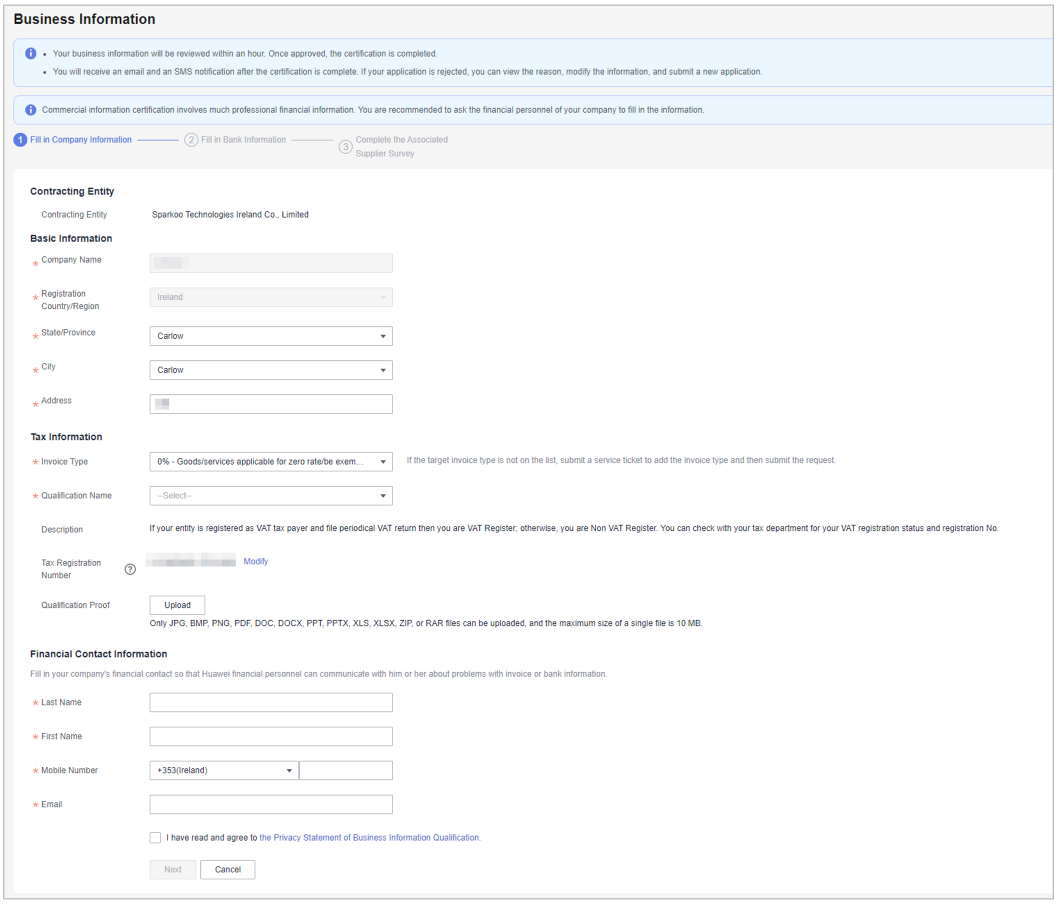
Step 1 Use your account to log in to **Huawei Cloud**.

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.

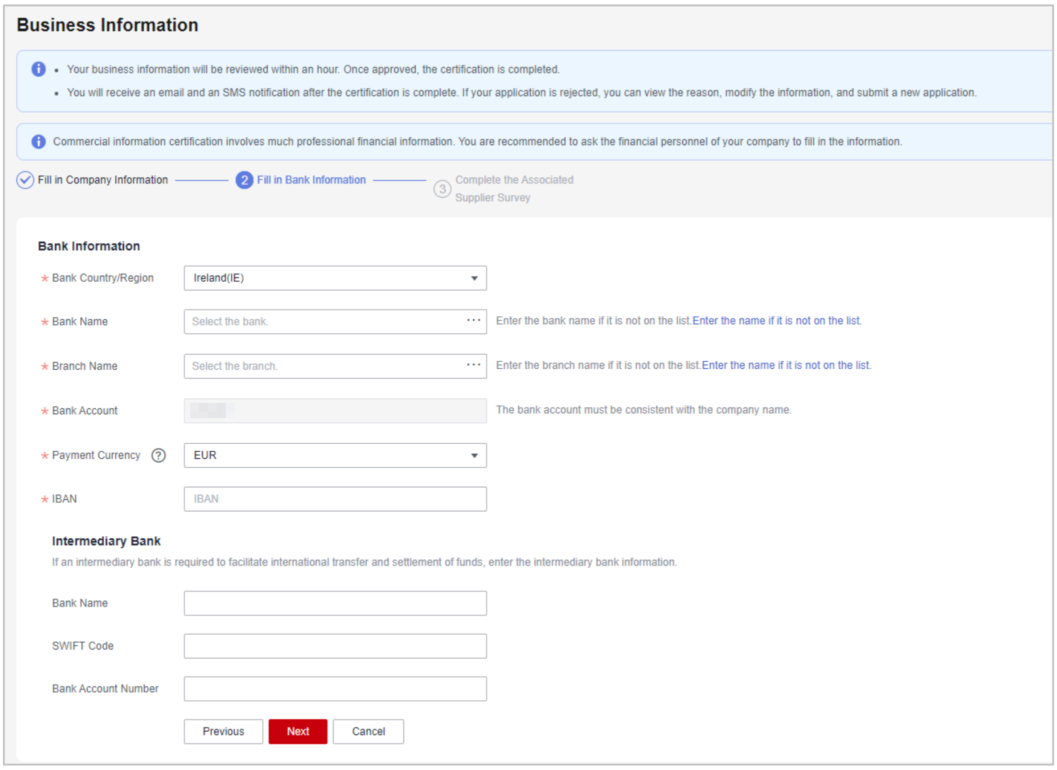
Step 4 Fill in the basic information, tax information, and financial contact information, select **I have read and agree to Privacy Statement of Business Information Qualification**, and click **Next**.



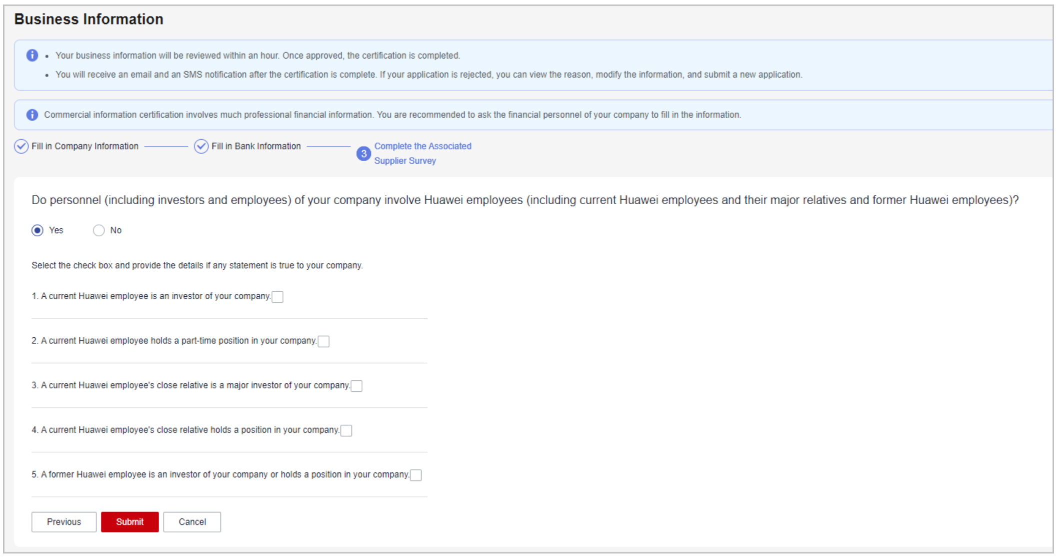
Step 5 Fill in the bank information and click **Next**.

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 an 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.

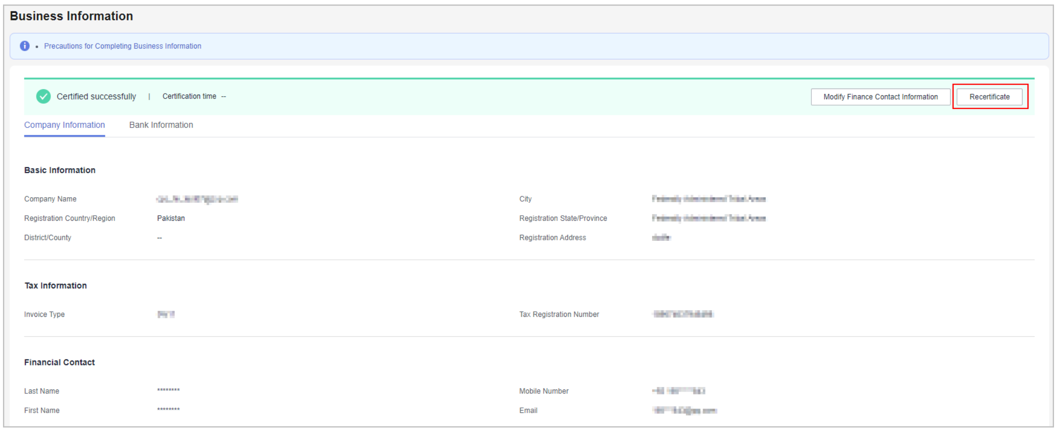
Step 9 (Optional) Click **Submit Bank Confirmation Letter** and upload the copy of the signed or stamped confirmation letter.

Then, wait for the review result.

----End

Business Information Authentication (Again)

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

2.4 Case Management

NOTE

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

Procedure

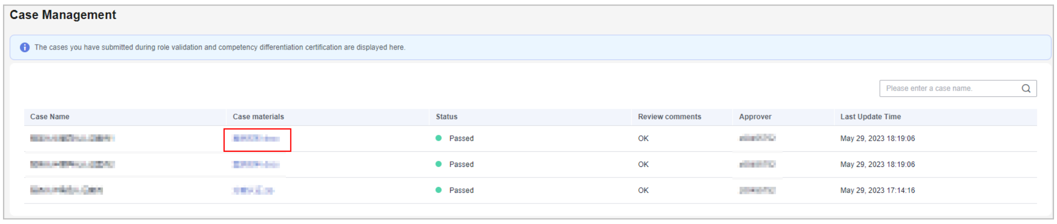
Step 1 Use your account to log in to **Huawei Cloud**.

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

2.5 Business Plan

NOTE

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

Procedure

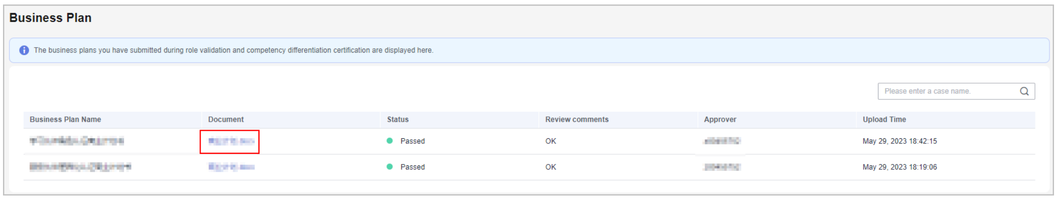
Step 1 Use your account to log in to **Huawei Cloud**.

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.



----End

3 Partner Organization Management

3.1 Member Management

3.1.1 Personnel Management

3.1.1.1 Organization Members, Roles, and Permissions

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

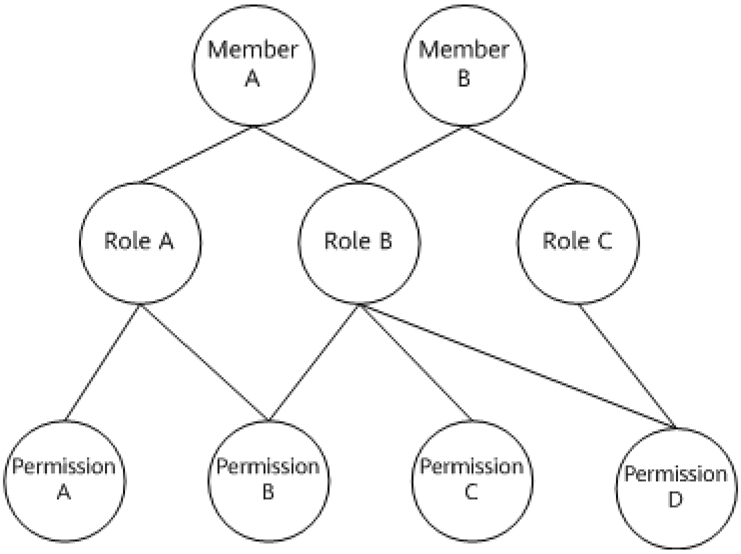
You can create user accounts for your employees and assign them specific roles and permissions.

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.



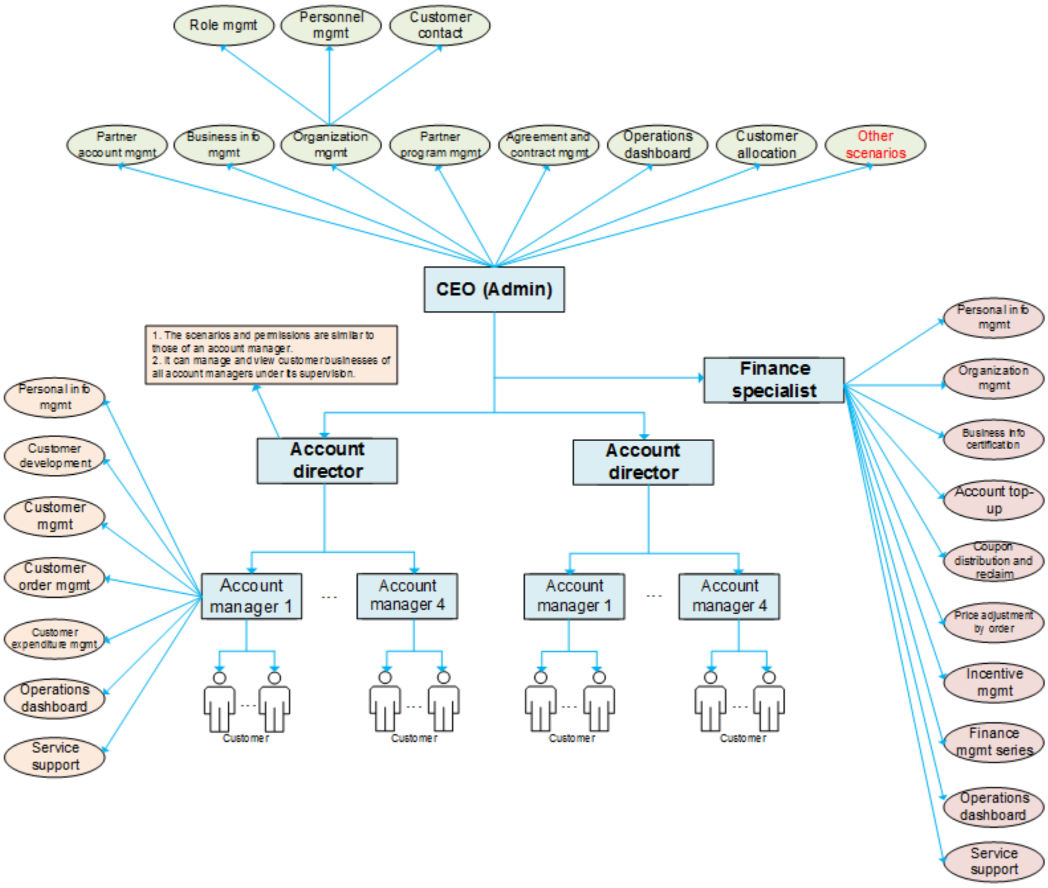
Example:

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.

3.1.1.2 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**.

3.1.1.3 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.

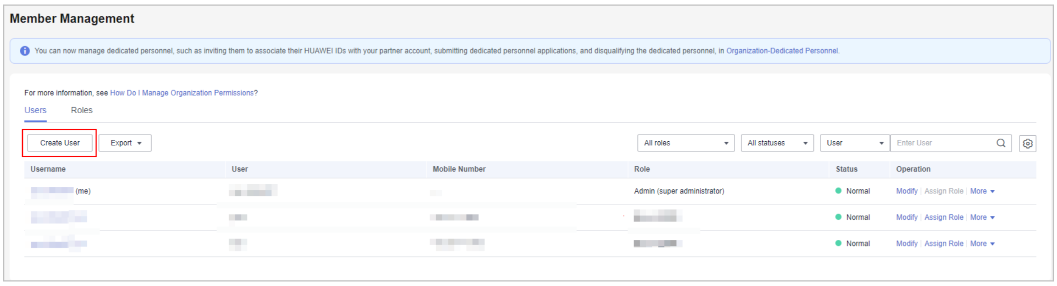
Procedure

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

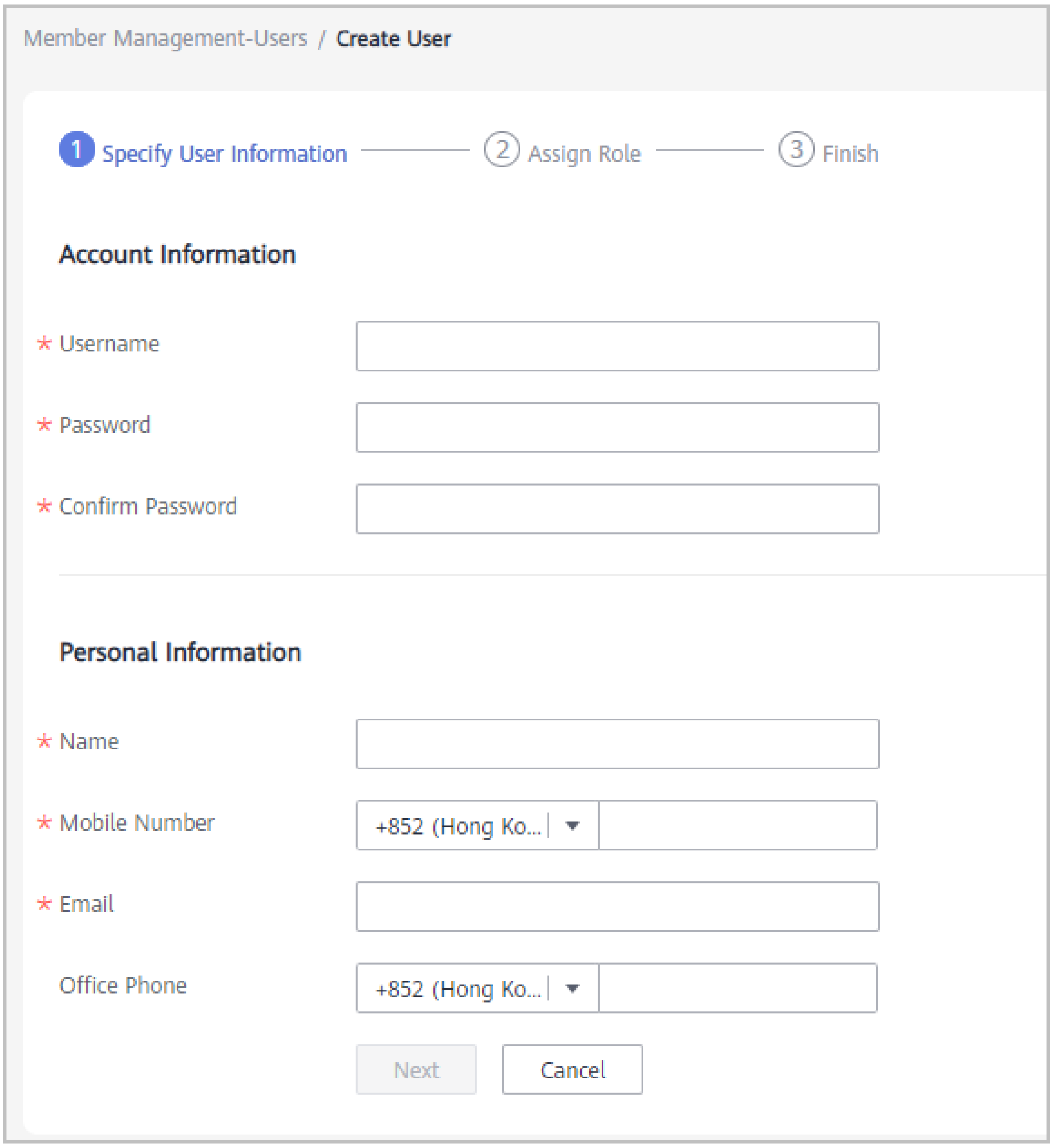
Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

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**.

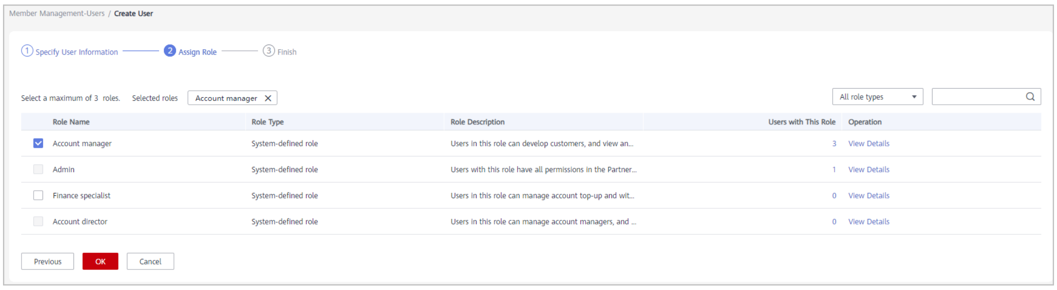


NOTE

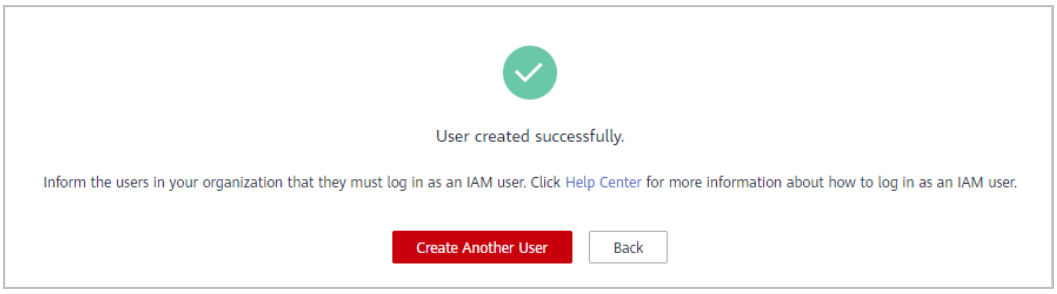
The username cannot be changed once it is confirmed.

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

3.1.1.4 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.

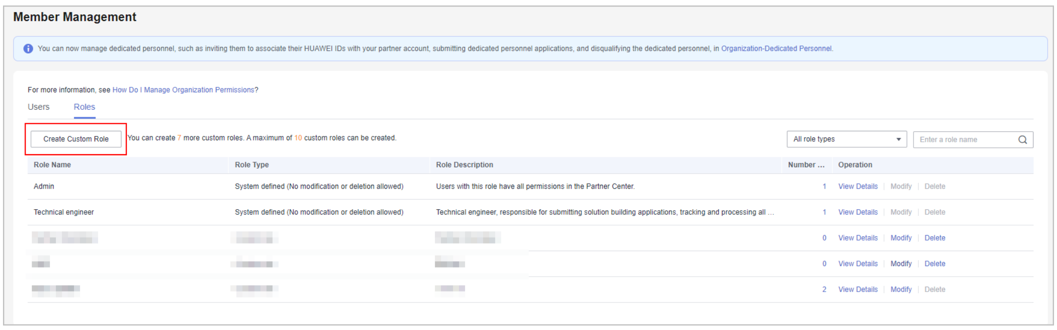
Procedure

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

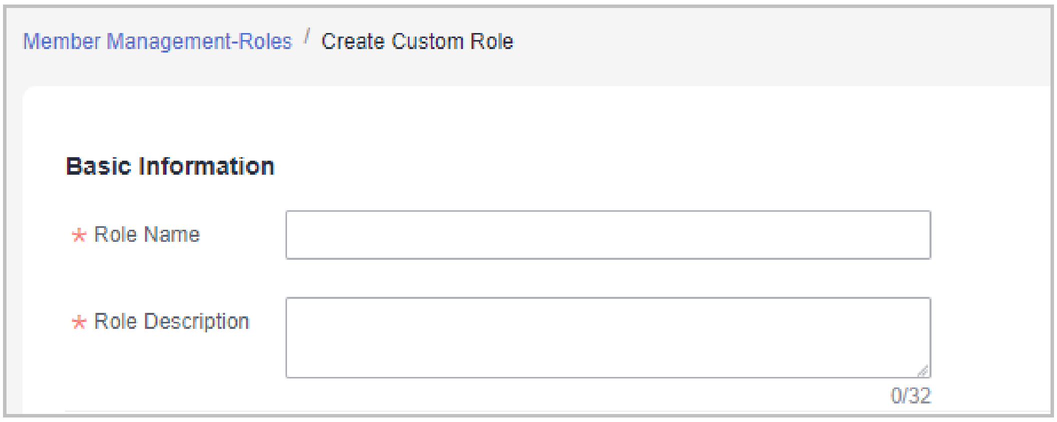
Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

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

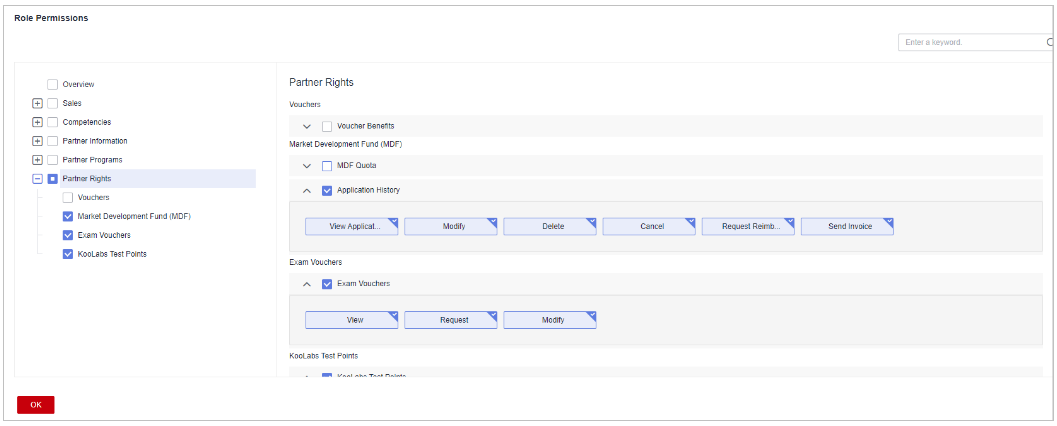
Step 4 Click **Create Custom Role** on the **Roles** tab page.



Step 5 Set the basic information about the new role.



Step 6 Select permissions for the new role.



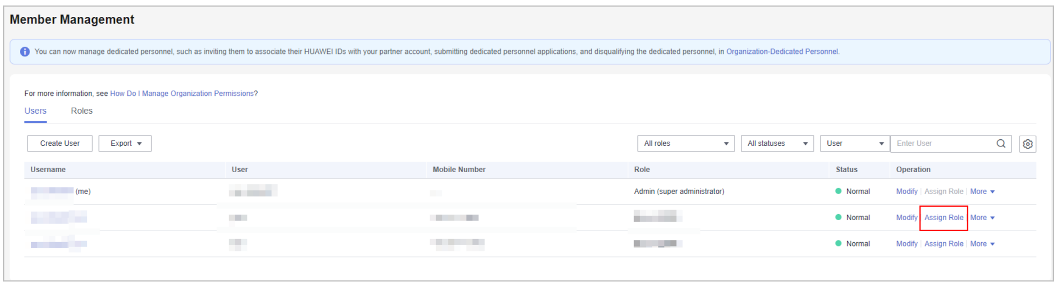
📖 NOTE

- 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.

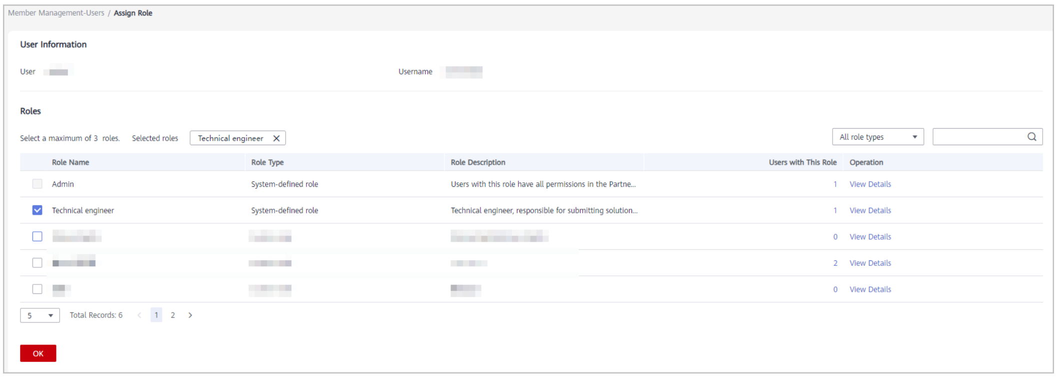
Step 7 Click **OK**.

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.

3.1.1.5 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**.

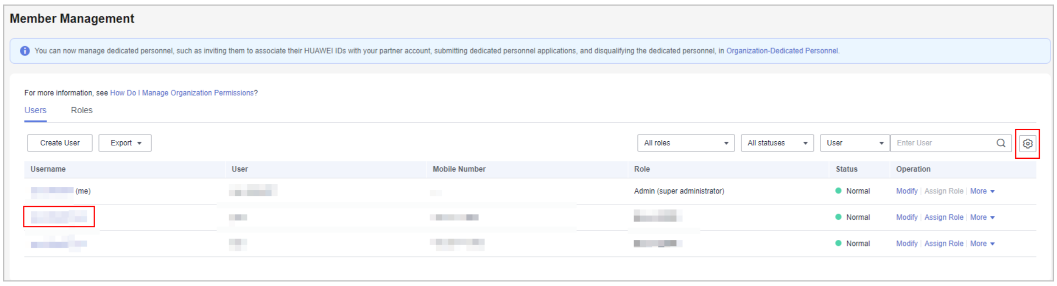
Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

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

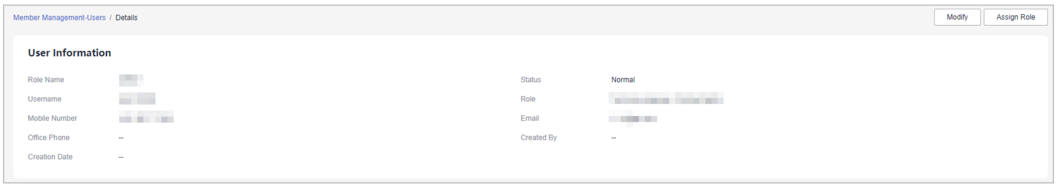
Step 4 Query users by configuring filters, such as role, status, name, and account name, on the **Users** tab page.

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

Step 6 Click the name to view the details.



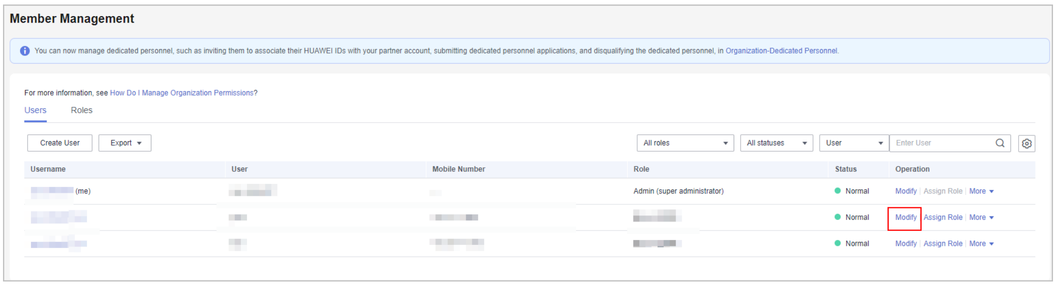
Step 7 View the user details on the displayed page.



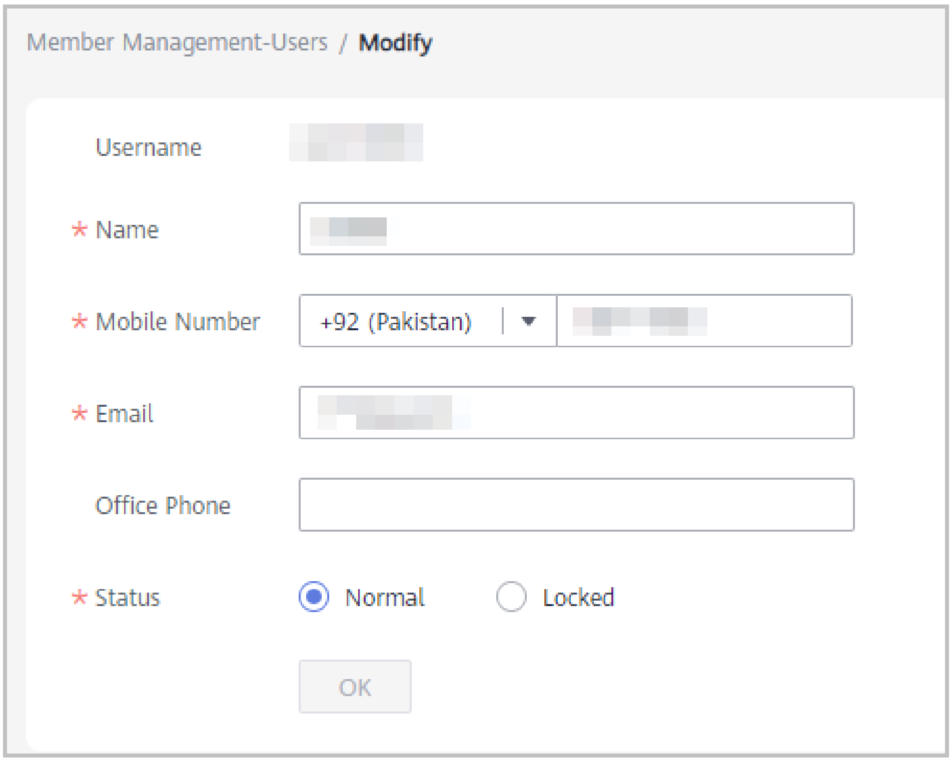
----End

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.

3.1.1.6 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.

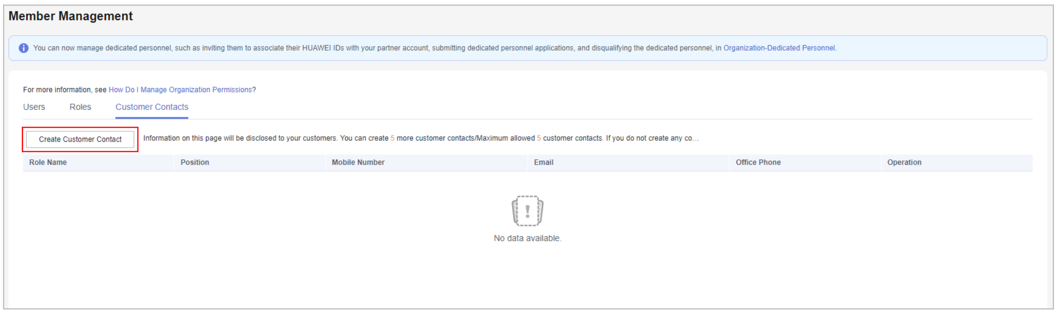
Procedure

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

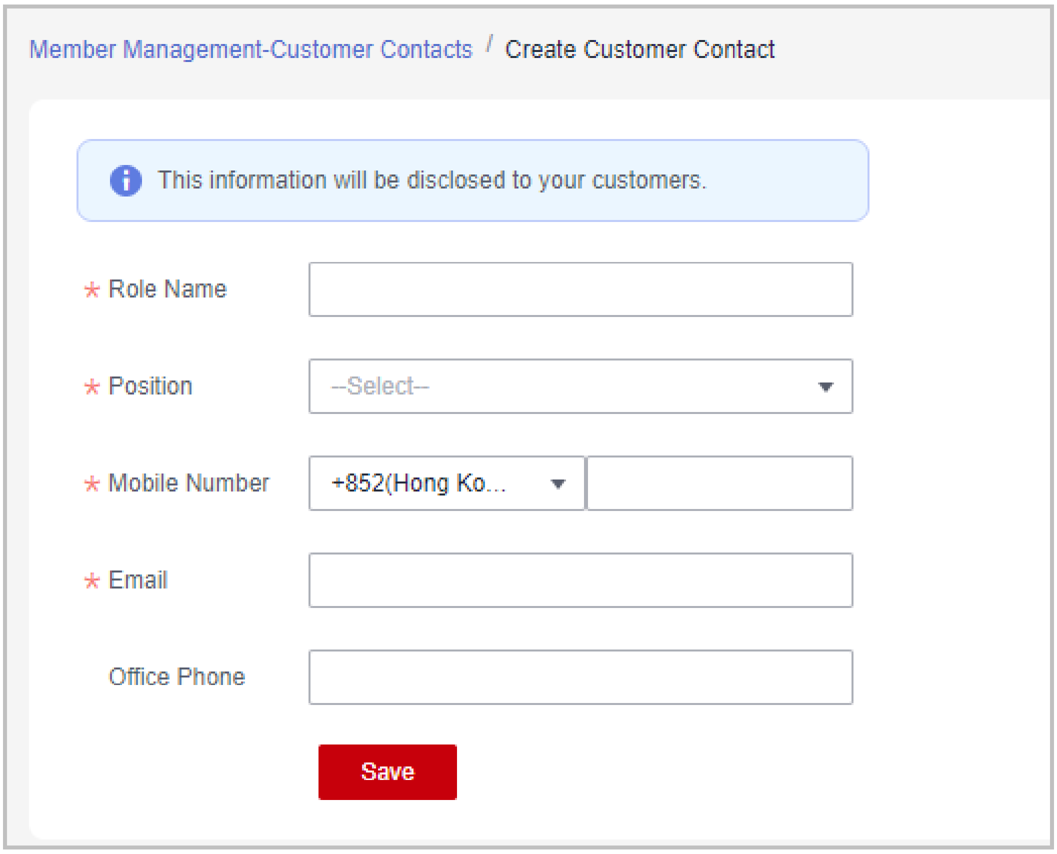
Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

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

3.1.2 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.

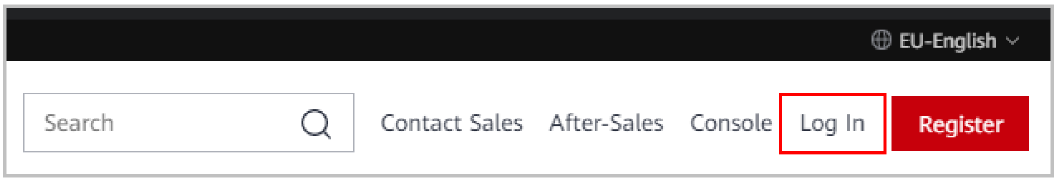
NOTE

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.

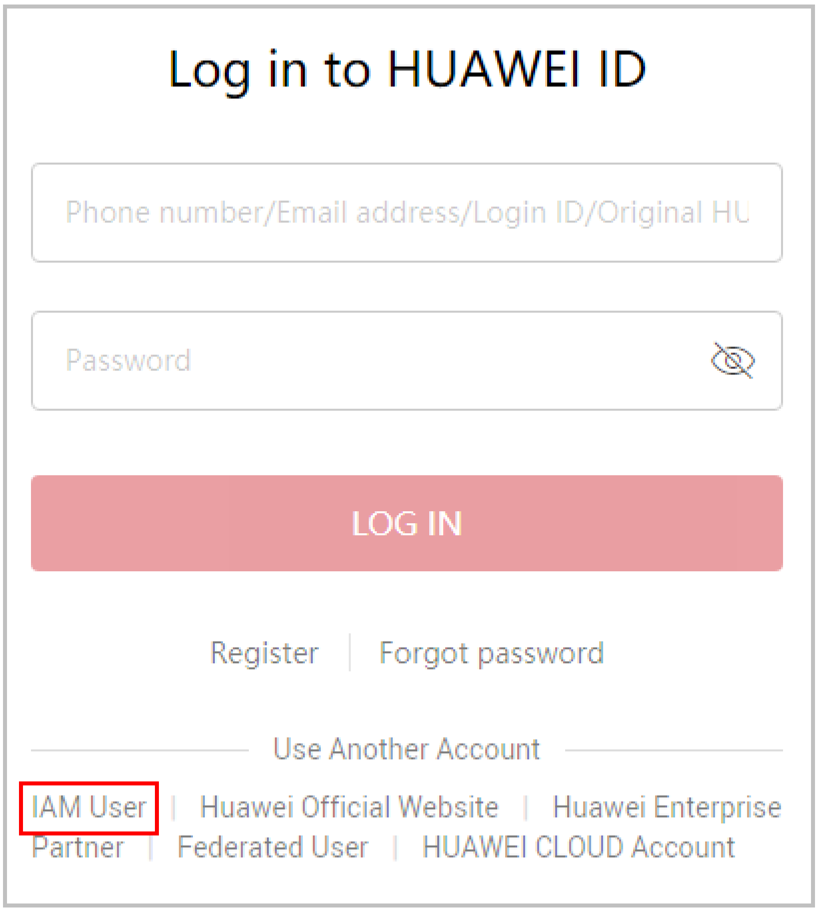
Procedure

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**.

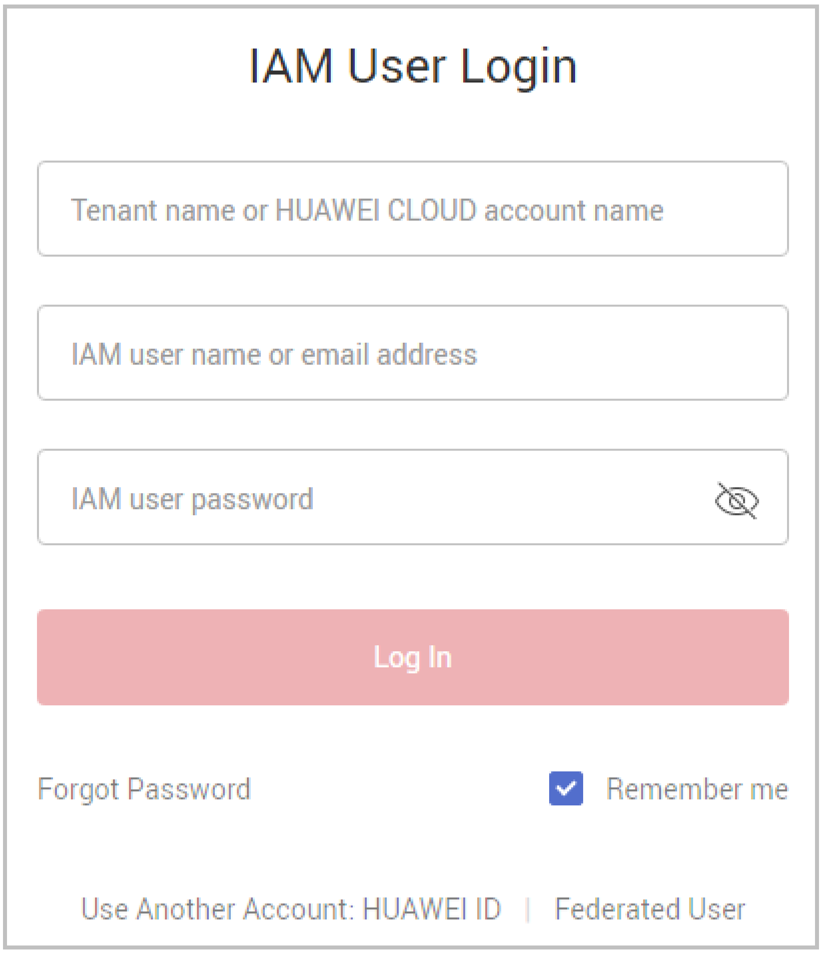


Table 3-1 Login information

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

3.2 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.

3.2.1 Administrator

3.2.1.1 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.

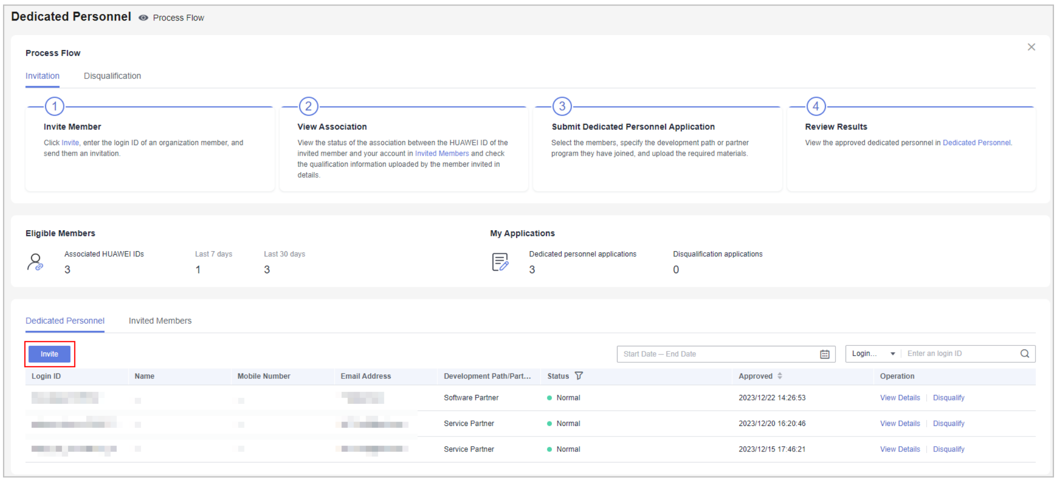
Procedure

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.

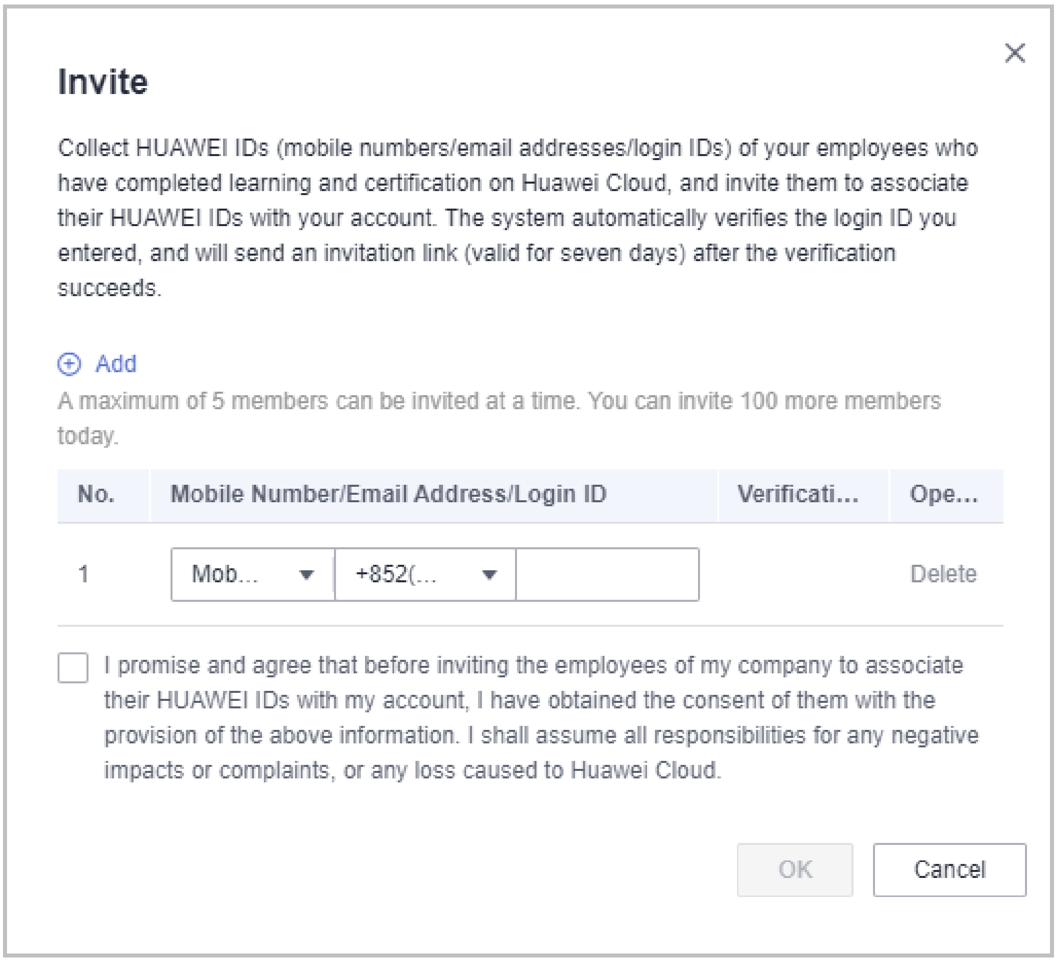
Step 4 Click **Invite** on the tab page that is displayed by default.



NOTE

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

Step 5 Specify the mobile number, email address, or login ID in the displayed dialog box. After the verification for the mobile number, email address, or login ID you entered 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.
- 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

Table 3-2 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.

3.2.1.2 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.

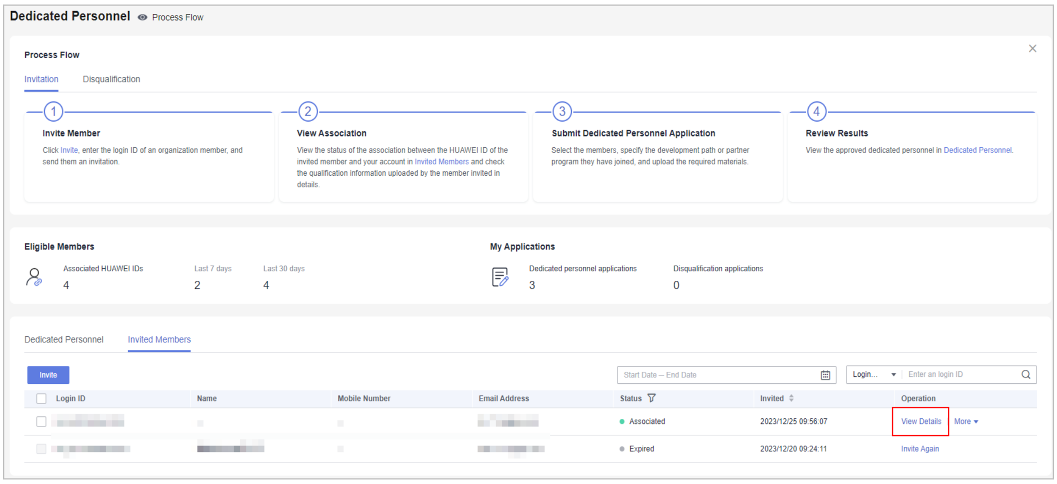
Procedure

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

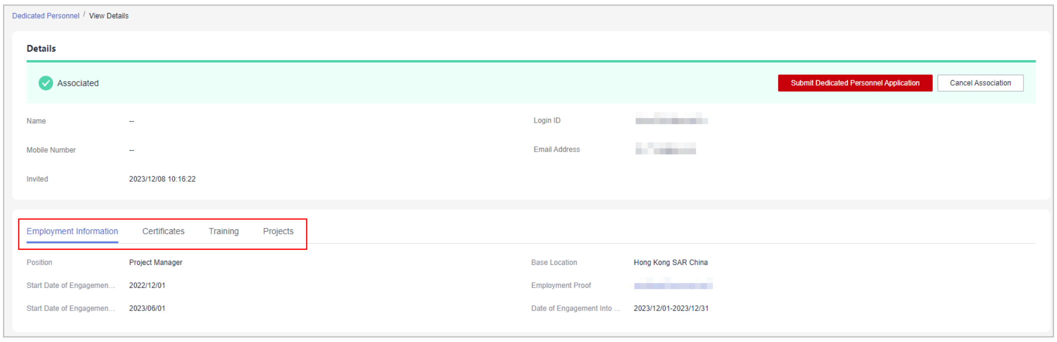
Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

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

3.2.1.3 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.

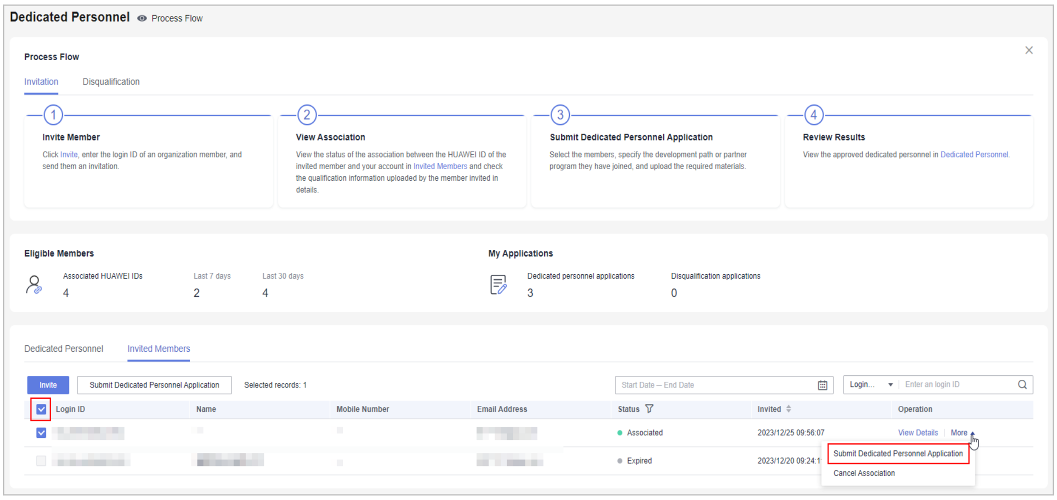
Procedure

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.

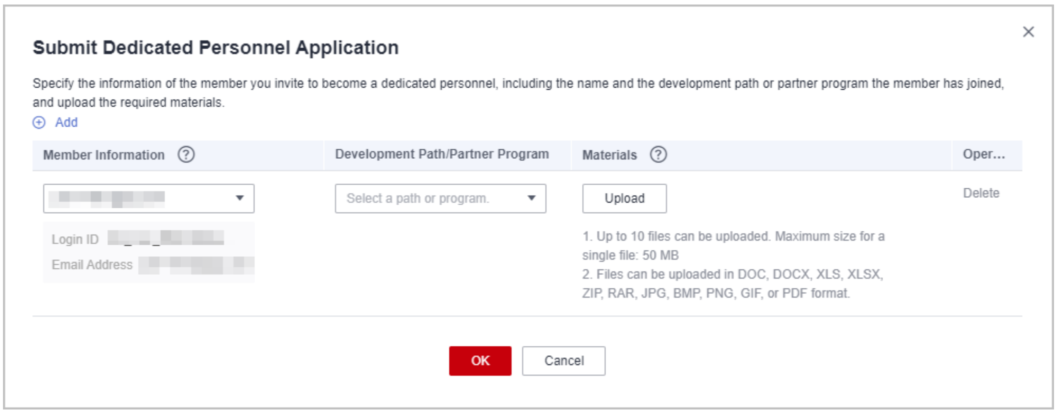
Step 4 Select a member in the **Associated** state on the **Invited Members** tab page and click **More** > **Submit Dedicated Personnel Application** in the **Operation** column.



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.



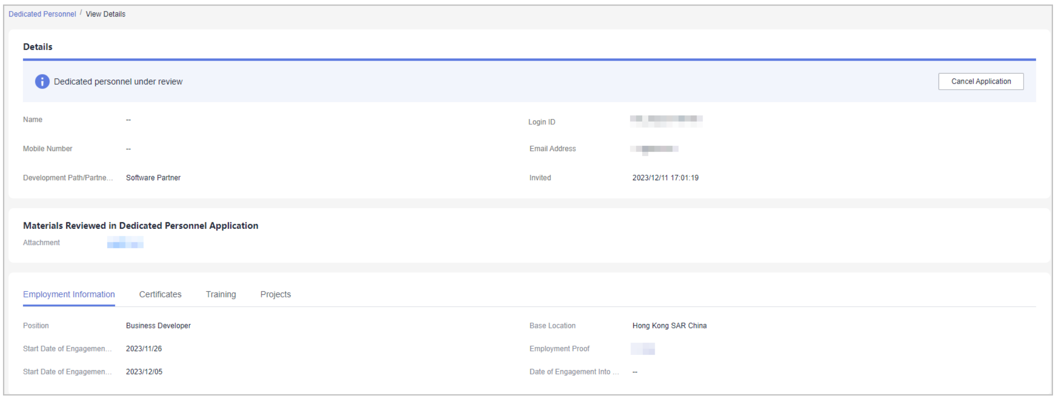
NOTE

- 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.

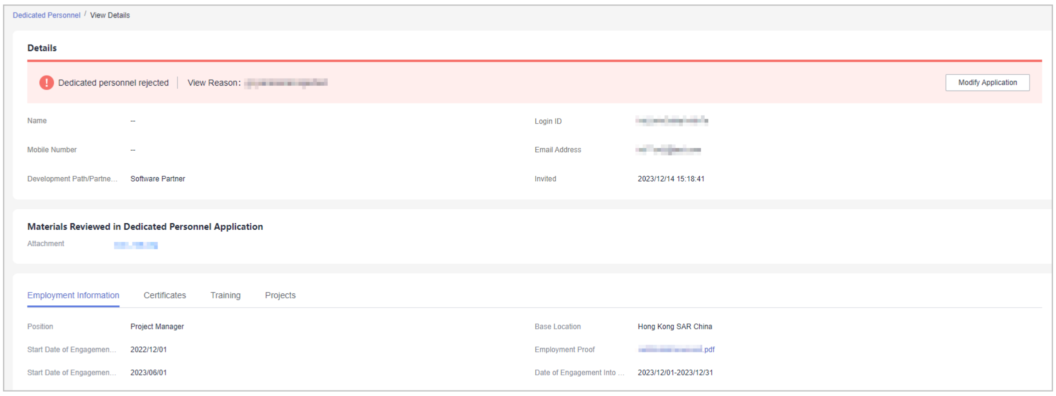
- Find the member for which you have submitted the dedicated personnel application on the **Invited Members** tab page and click **View Details** in the **Operation** column. View the application information and the review status.



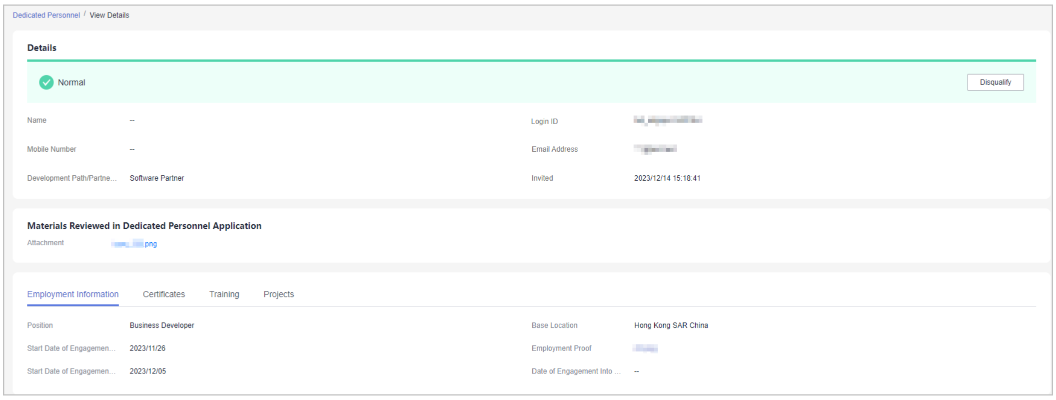
NOTE

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 3-3 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.

3.2.1.4 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.

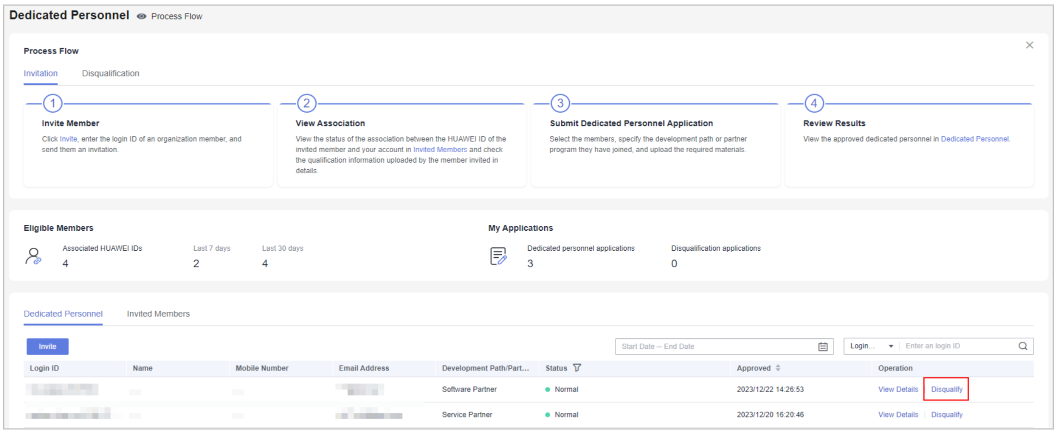
Procedure

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

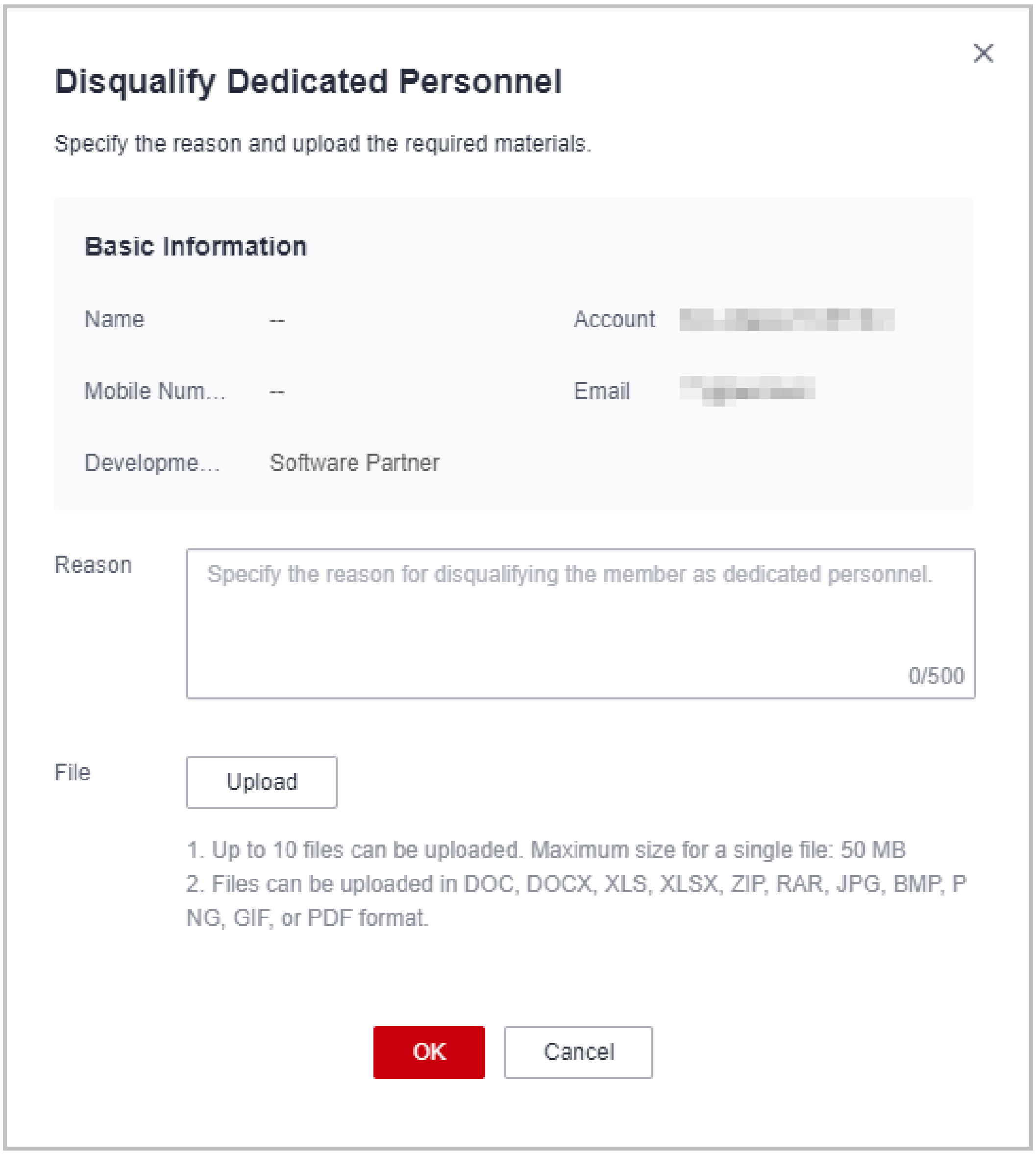
Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

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.

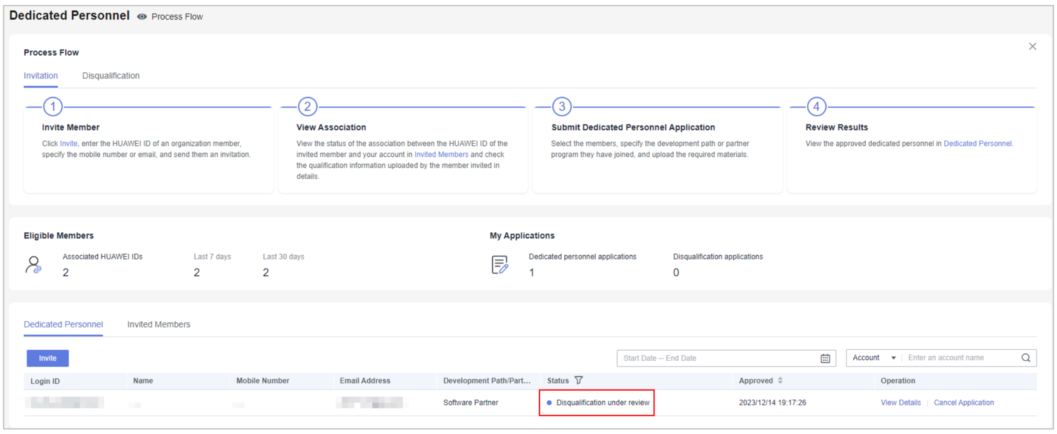


Step 5 Specify the reason and upload the required materials in the displayed dialog box, and click **OK**.



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

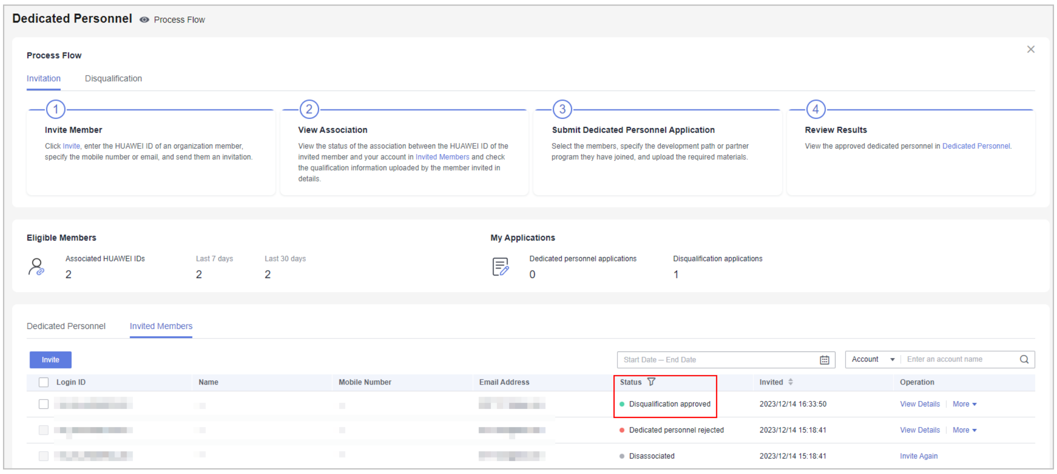
The status changes to **Disqualification under review**.



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

3.2.1.5 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.

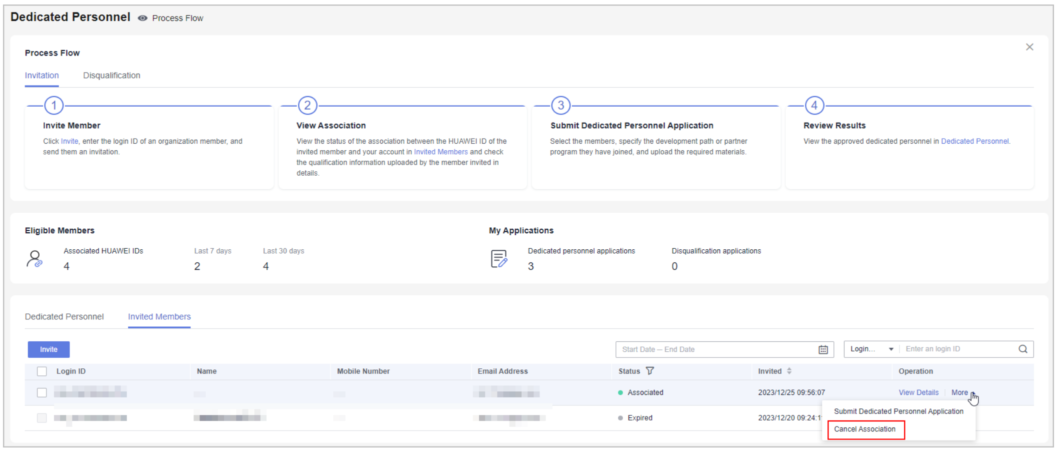
Procedure

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

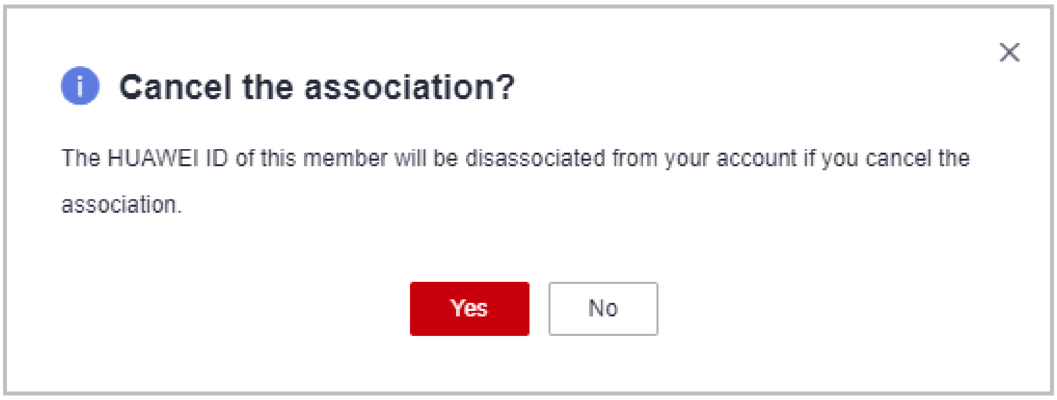
Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

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

3.2.2 Members

3.2.2.1 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:

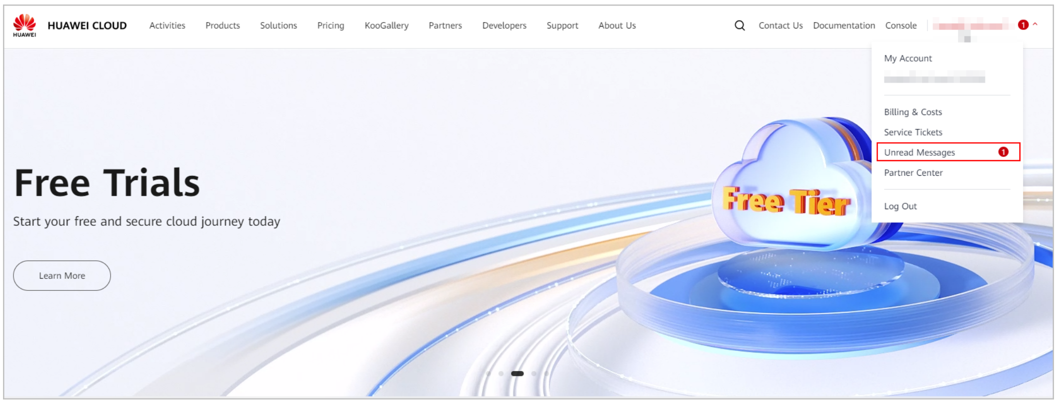
1. The HUAWEI ID has not been authenticated as an enterprise user.
2. The HUAWEI ID is not associated with another partner.
3. The real-name authentication has been completed (only for the Chinese mainland website).
4. The HUAWEI ID is not a Huawei Cloud partner account.
5. The HUAWEI ID has not been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

Procedure

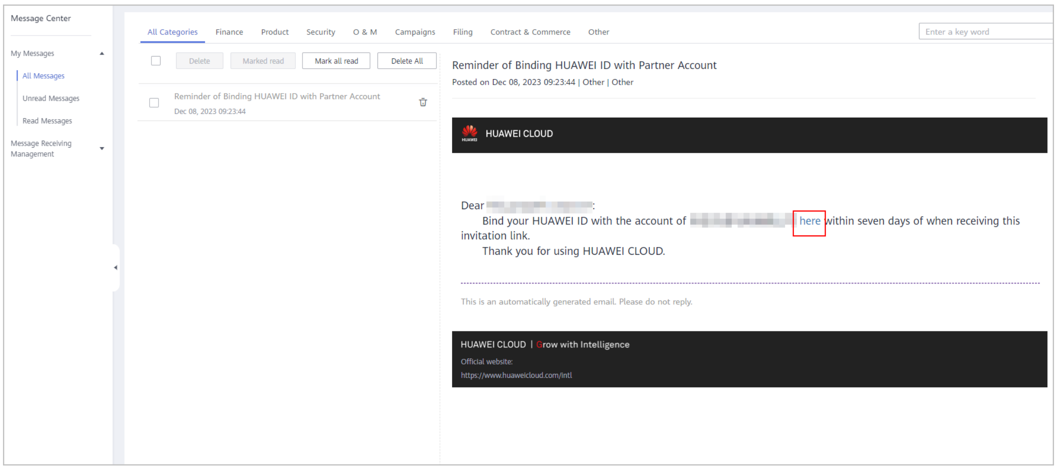
Use the HUAWEI IDs of your employees to perform the following operations.

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

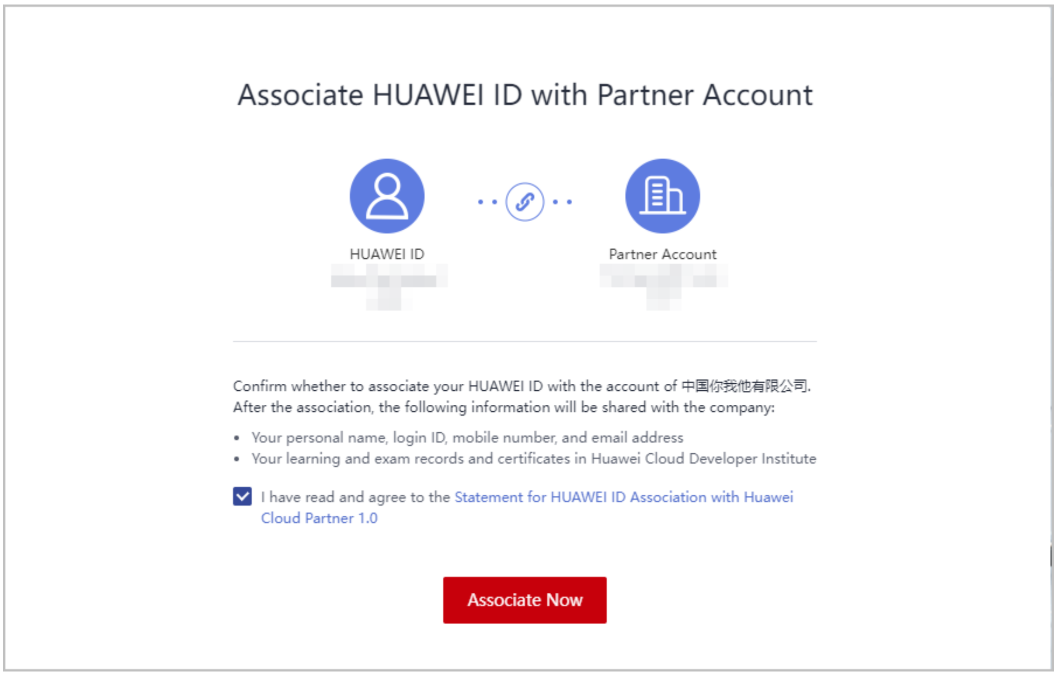
Step 2 Click **Unread Messages** in the drop-down list of your account in the upper right corner.



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



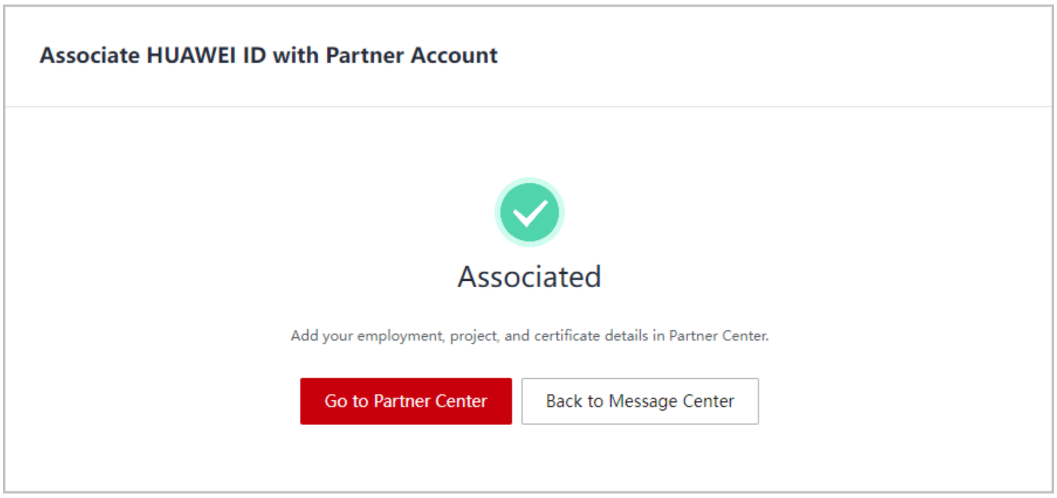
Step 4 Read and agree to the agreement on the displayed page and click **Associate Now**.



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 the HUAWEI ID, other invitations will automatically become invalid.

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

----End

3.2.2.2 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

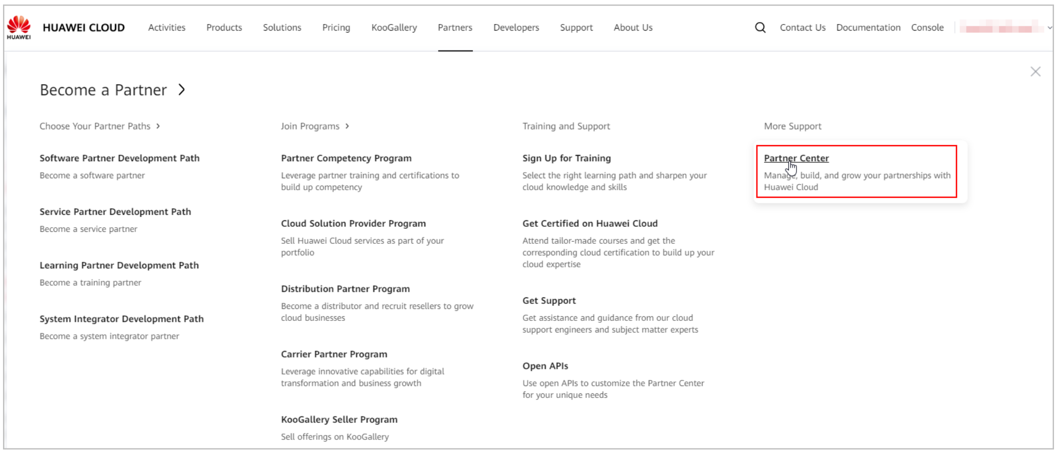
- Provide information about your current employment, upload employment certificates, and specify your base location.

Procedure

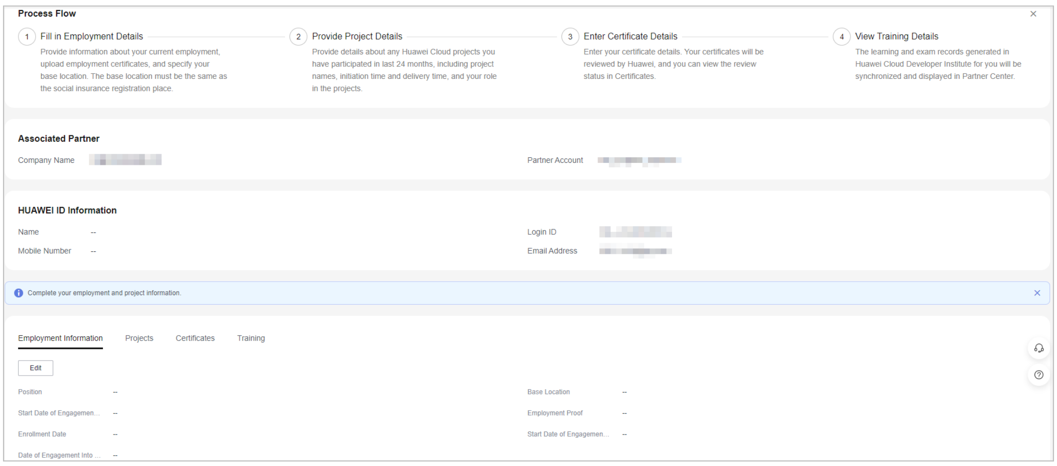
Use the HUAWEI IDs of your employees to perform the following operations.

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

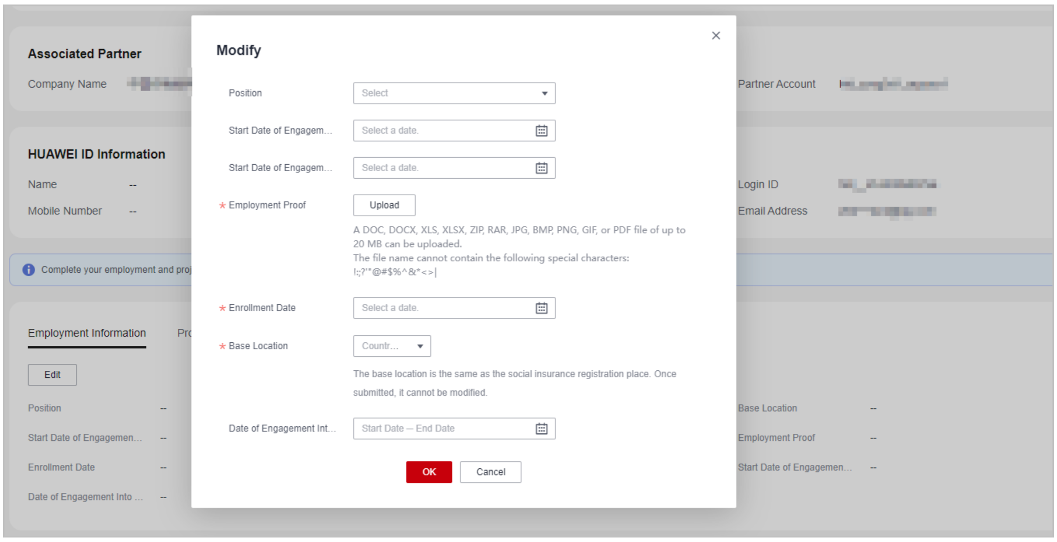
Step 2 Choose **Partners** > **More Support** > **Partner Center** in the menu on the top.



Step 3 Fill in employment details.



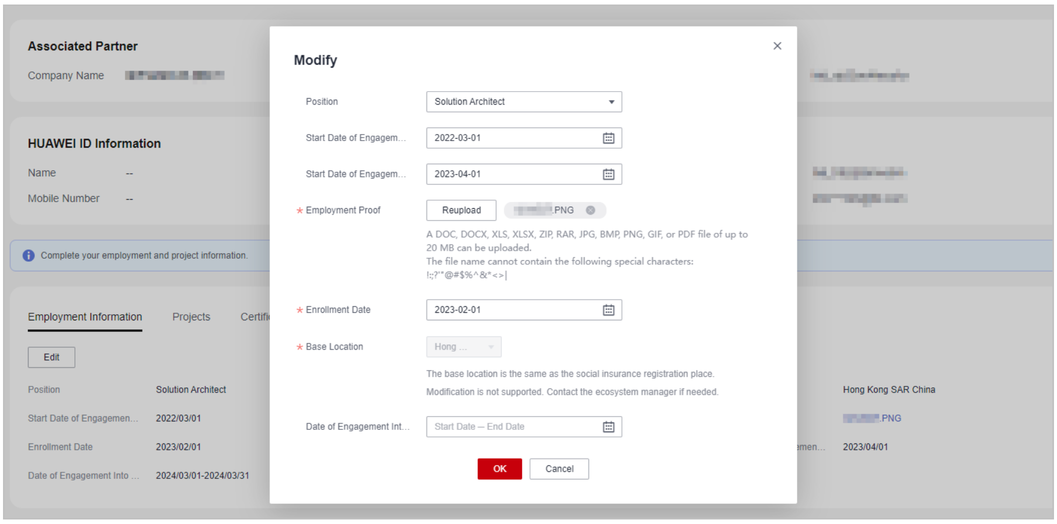
Step 4 Click **Edit** in the **Employment Information** tab, provide required information, and upload the required materials.



📖 **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

3.2.2.3 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

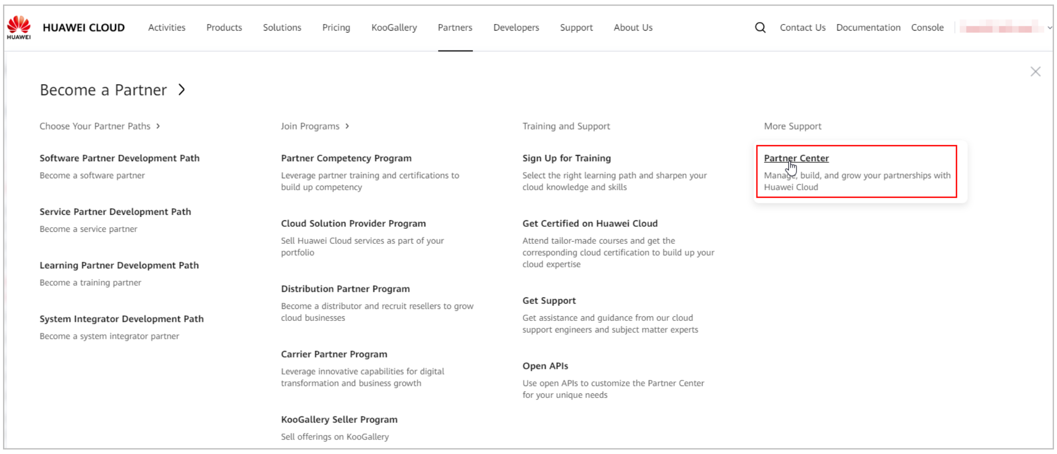
- Provide details about any Huawei Cloud projects you have participated in last 24 months, including project names, initiation time and delivery time, and your role in the projects.

Procedure

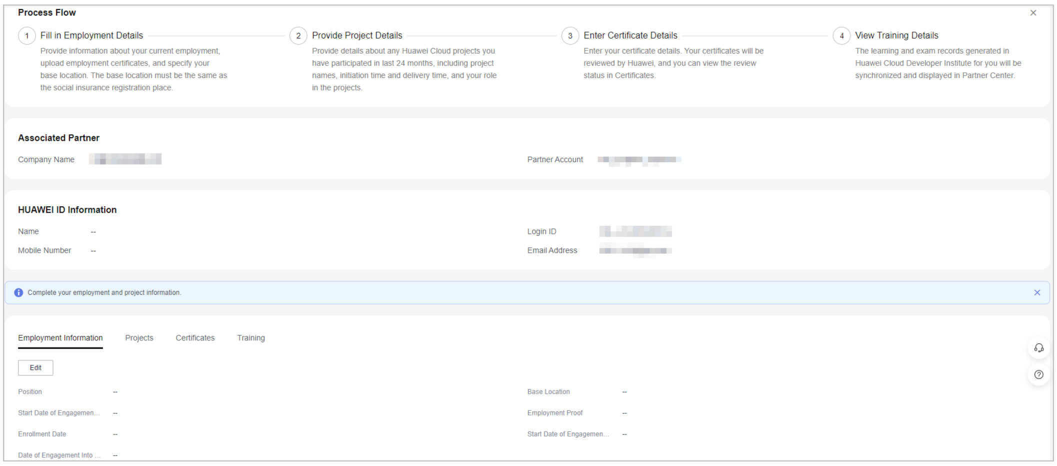
Use the HUAWEI IDs of your employees to perform the following operations.

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

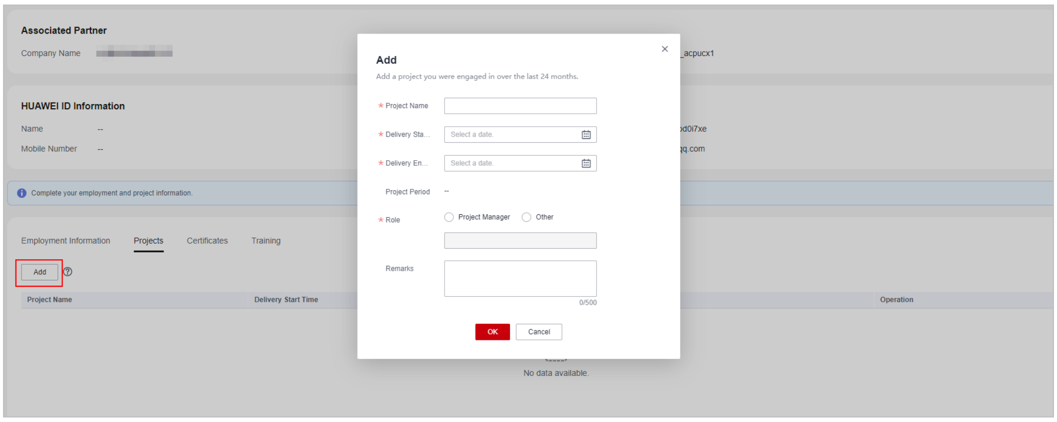
Step 2 Choose **Partners** > **More Support** > **Partner Center** in the menu on the top.



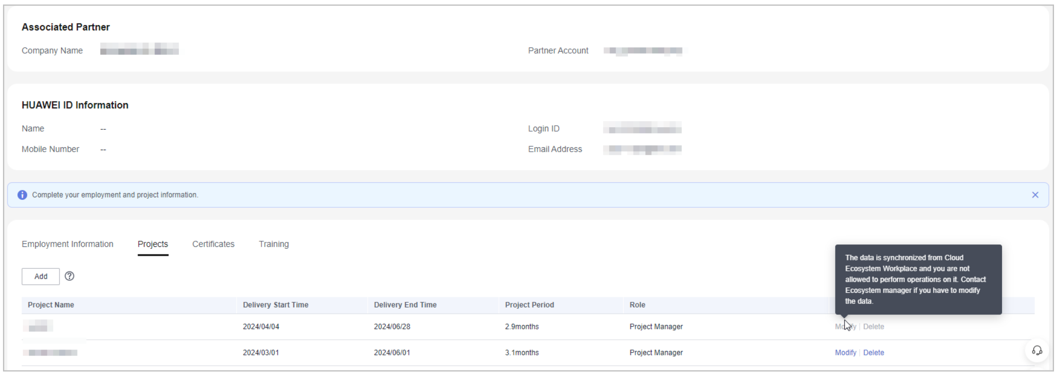
Step 3 Provide project details.



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

3.2.2.4 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

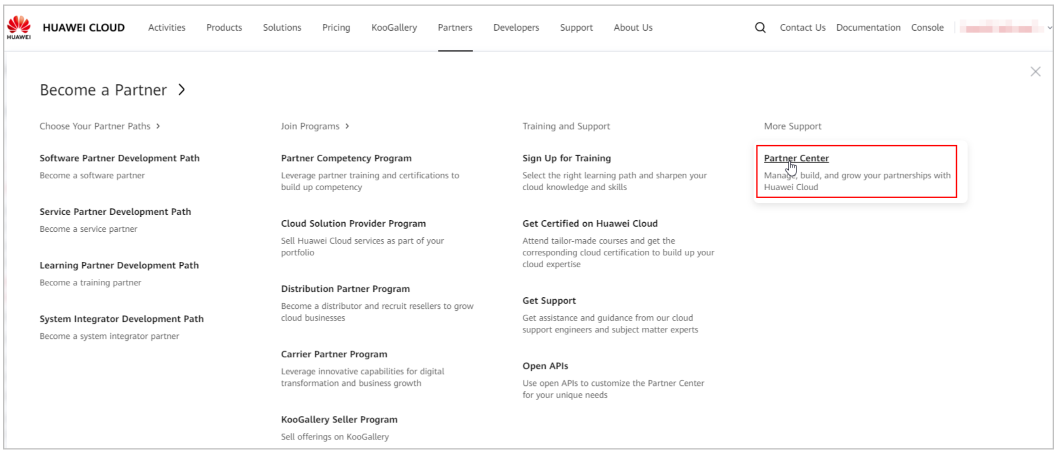
- Career certificates and other certificates need to be manually uploaded.
- The certificates you upload must be valid, and they will be review by Huawei. You can check the review status in the **Certificates** tab.
- You do not need to manually upload the developer certificate and professional certificate.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

Procedure

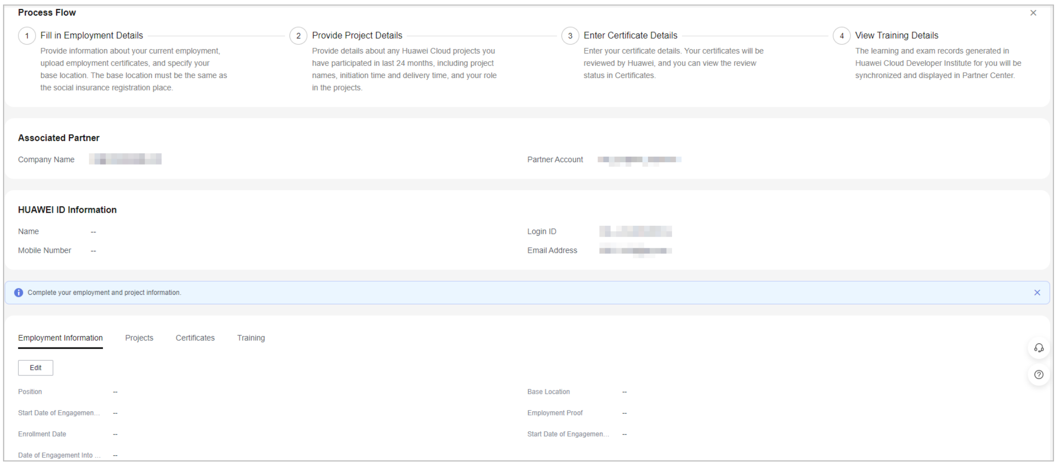
Use the HUAWEI IDs of your employees to perform the following operations.

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

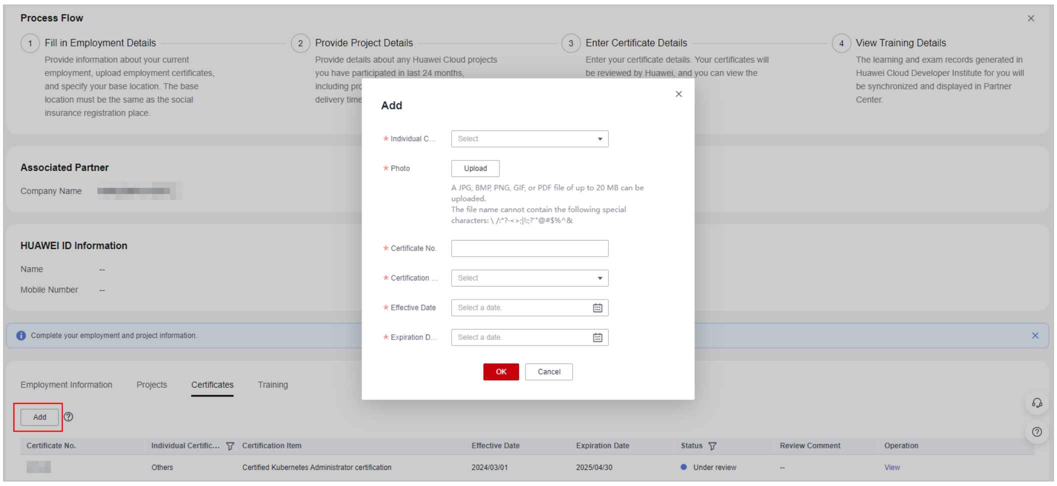
Step 2 Choose **Partners** > **More Support** > **Partner Center** in the menu on the top.



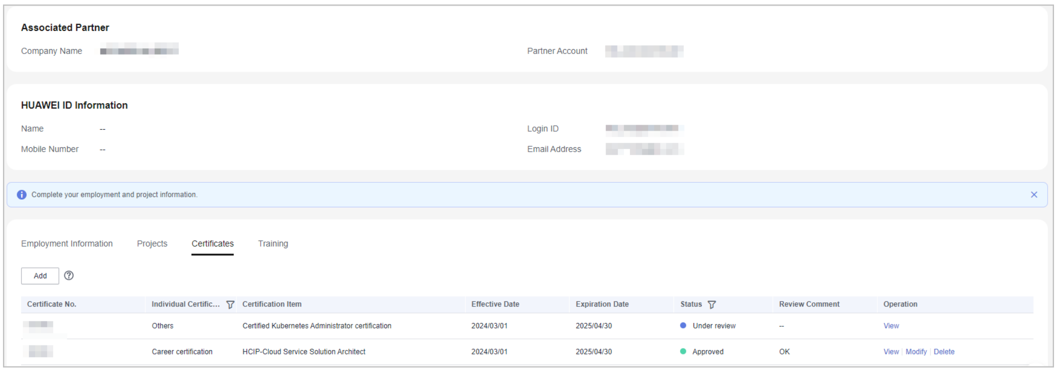
Step 3 Enter certificate details.



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

3.2.2.5 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

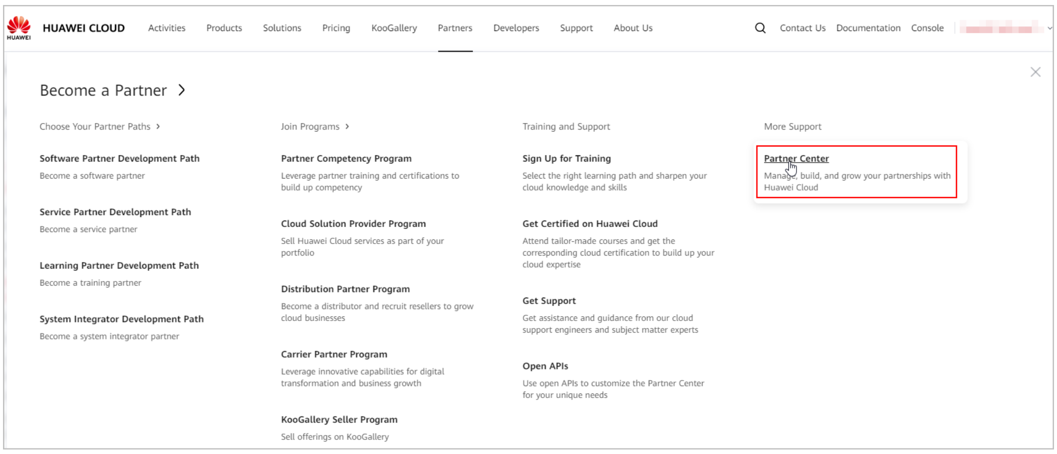
The training records (including course and exam records) generated in Developer Institute will be synchronized to and displayed in Partner Center on the following day. You can view the training details in the **Training** tab.

Procedure

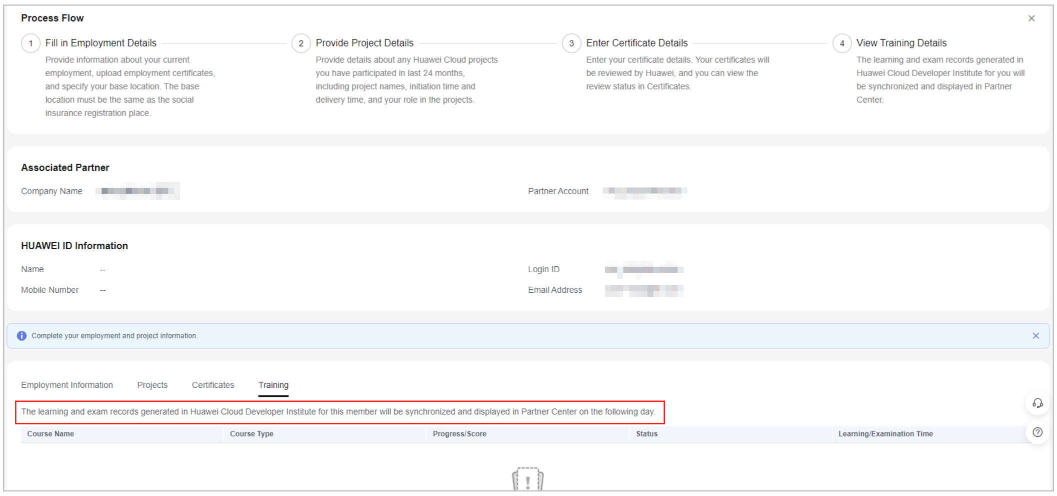
Use the HUAWEI IDs of your employees to perform the following operations.

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.


Process Flow
1 Fill in Employment Details
Provide information about your current employment, upload employment certificates, and specify your base location. The base location must be the same as the social insurance registration place.
2 Provide Project Details
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.
3 Enter Certificate Details
Enter your certificate details. Your certificates will be reviewed by Huawei, and you can view the review status in Certificates.
4 View Training Details
The learning and exam records generated in Huawei Cloud Developer Institute for you will be synchronized and displayed in Partner Center.
Associated Partner
Company Name
Partner Account
HUAWEI ID Information
Name --
Mobile Number --
Login ID
Email Address
Complete your employment and project information.
Employment Information
Projects
Certificates
Training
The learning and exam records generated in Huawei Cloud Developer Institute for this member will be synchronized and displayed in Partner Center on the following day.
Course Name
Course Type
Progress/Score
Status
Learning/Examination Time

----End

4 Partner Solution Management

4.1 Creating a Cloud Software Solution

Prerequisites

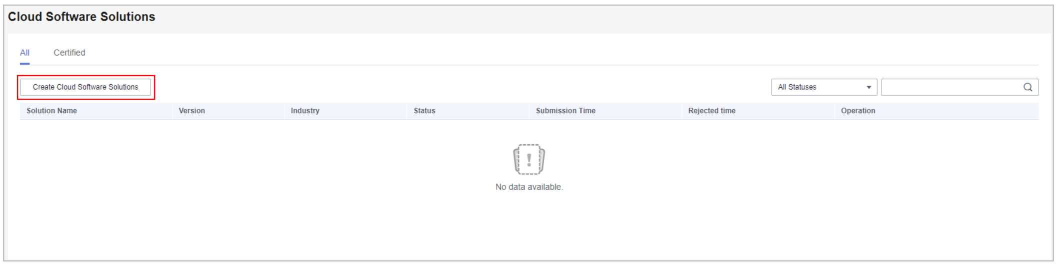
You have joined the software partner development path.

Procedure

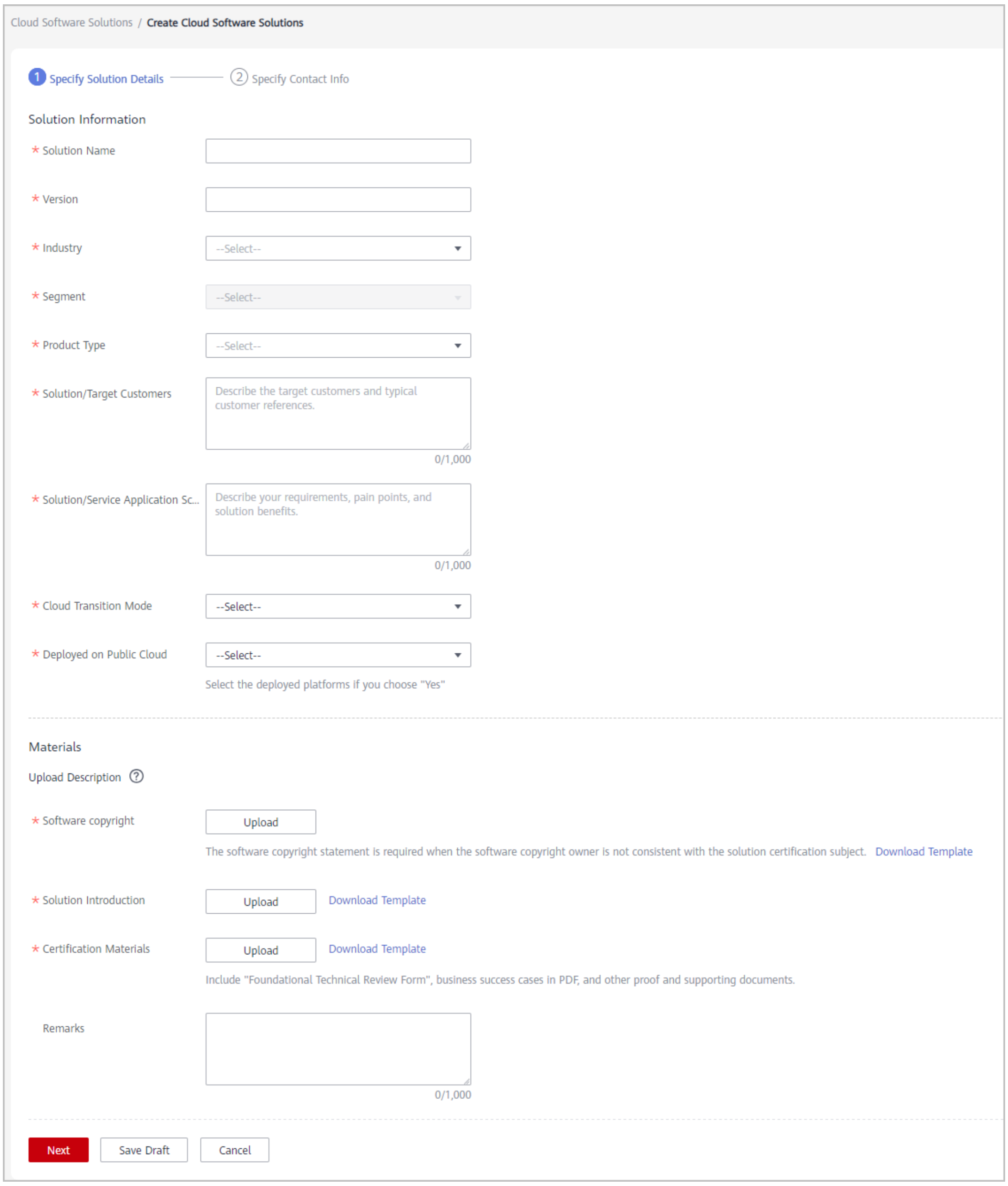
Step 1 Use your account to log in to **Huawei Cloud**.

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

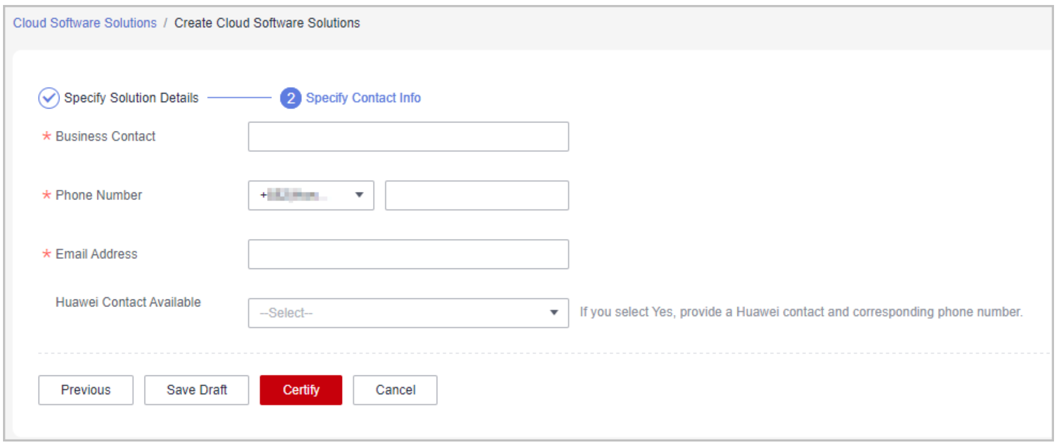
Step 3 Choose **Solutions** > **Cloud Software Solutions** in the menu on the top. Click **Create Cloud Software Solutions** on the page displayed by default.



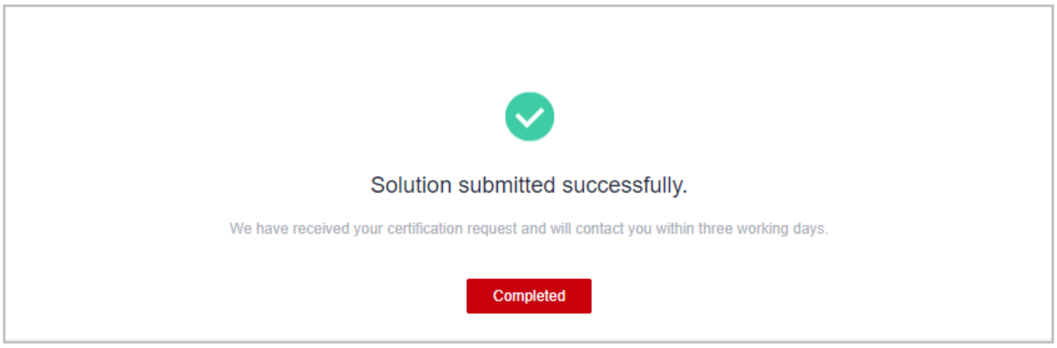
Step 4 Specify solution details and click **Next**.



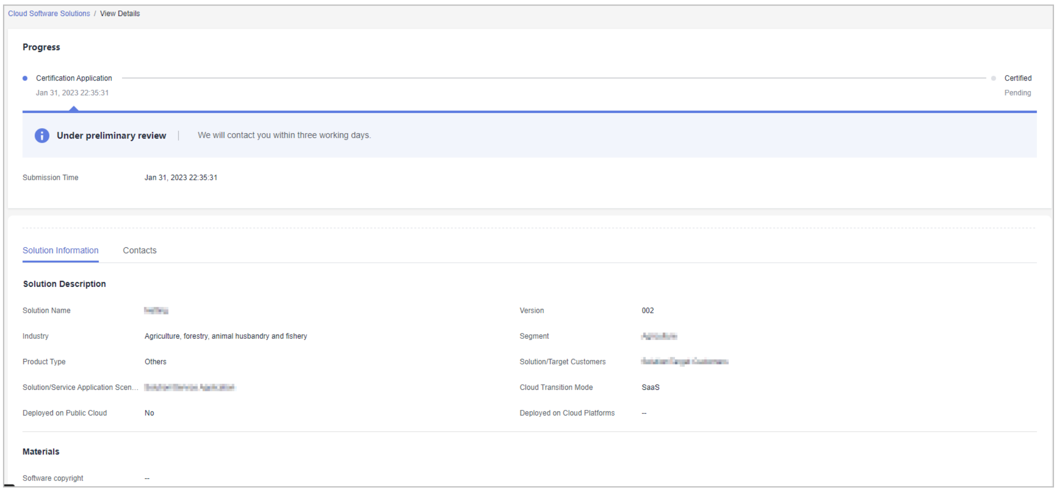
Step 5 Enter the contact information and click **Certify**.



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



Step 7 Click **View Details** in the **Operation** column on the **Cloud Software Solutions** page to view the review status.

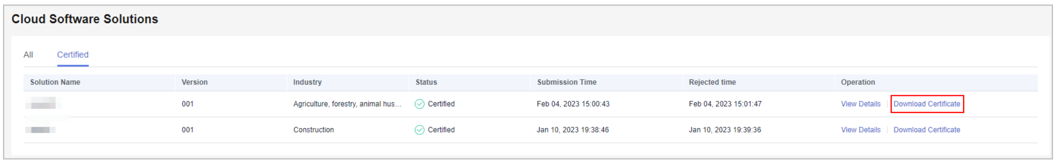


----End

Other Operations

- Downloading the solution certificate

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



4.2 Creating an Advanced Cloud Software Solution

Prerequisites

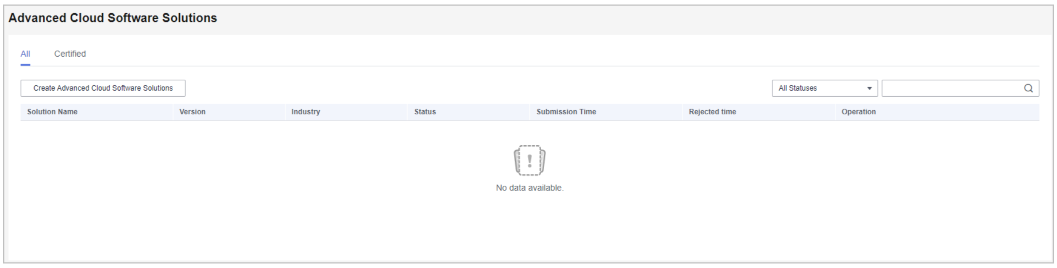
You have joined the software partner development path.

Procedure

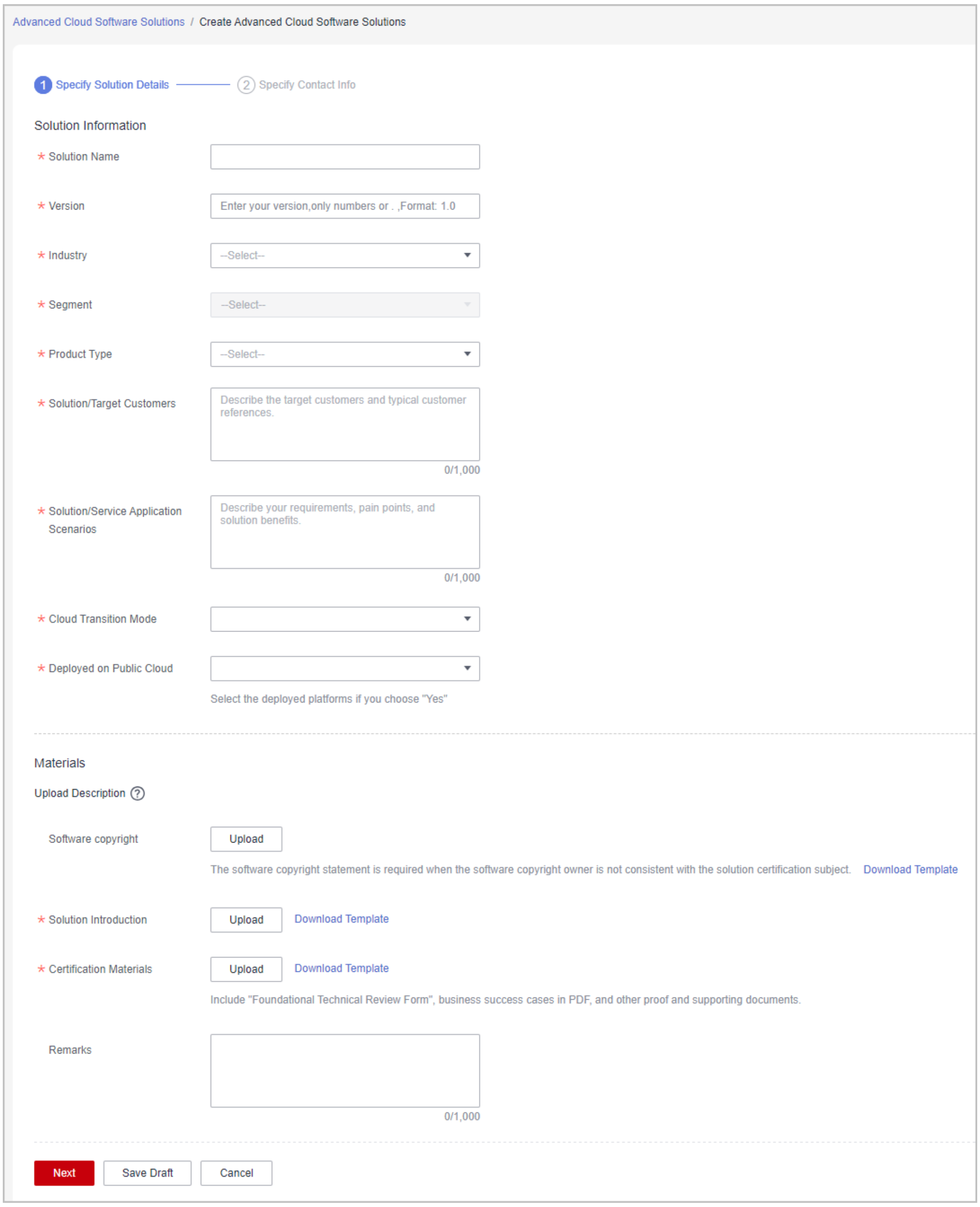
Step 1 Use your account to log in to **Huawei Cloud**.

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

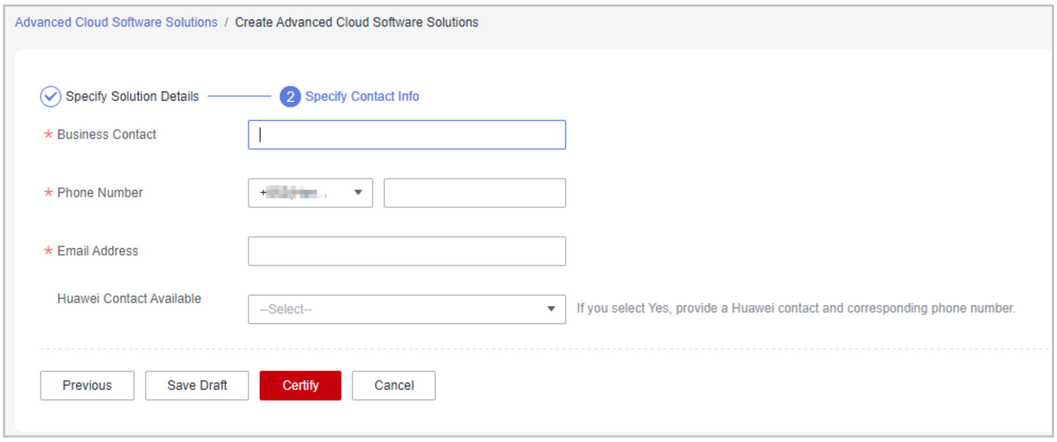
Step 3 Choose **Solutions** > **Advanced Cloud Software Solutions** in the menu on the top. Click **Create Advanced Cloud Software Solutions** on the page displayed by default.



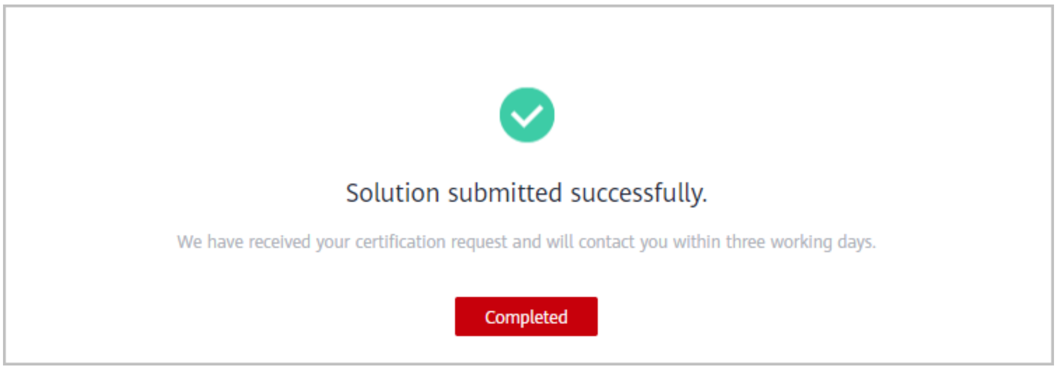
Step 4 Specify solution details and click **Next**.



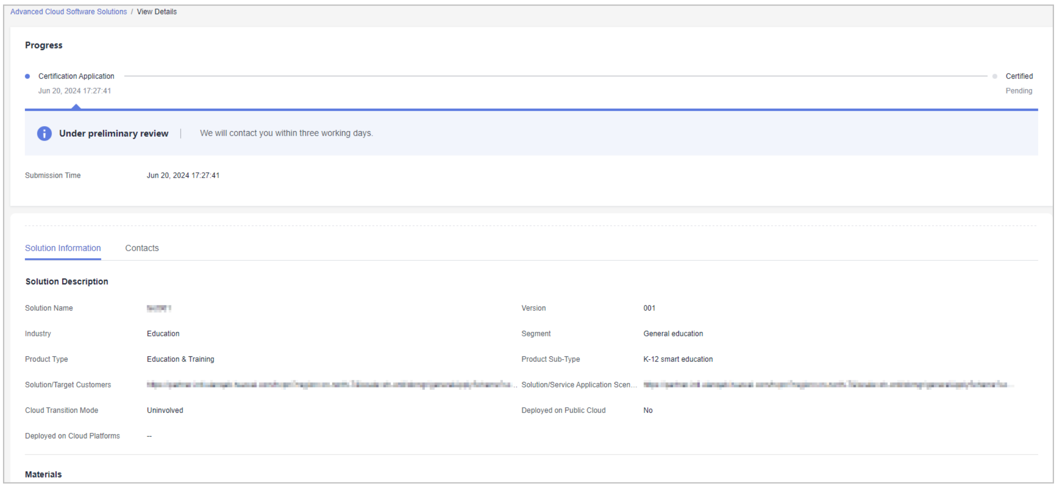
Step 5 Enter the contact information and click **Certify**.



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



Step 7 Click **View Details** in the **Operation** column on the **Advanced Cloud Software Solutions** page to view the review status.

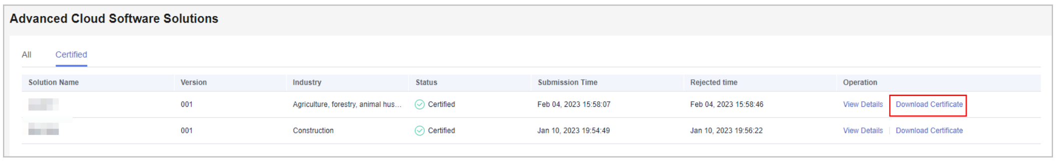


----End

Other Operations

- Downloading the solution certificate

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


Advanced Cloud Software Solutions
All
Certified
Solution Name
Version
Industry
Status
Submission Time
Rejected time
Operation
001
Agriculture, forestry, animal hus...
Certified
Feb 04, 2023 15:58:07
Feb 04, 2023 15:58:46
View Details
Download Certificate
001
Construction
Certified
Jan 10, 2023 19:54:49
Jan 10, 2023 19:56:22
View Details
Download Certificate

5 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.

5.1 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.

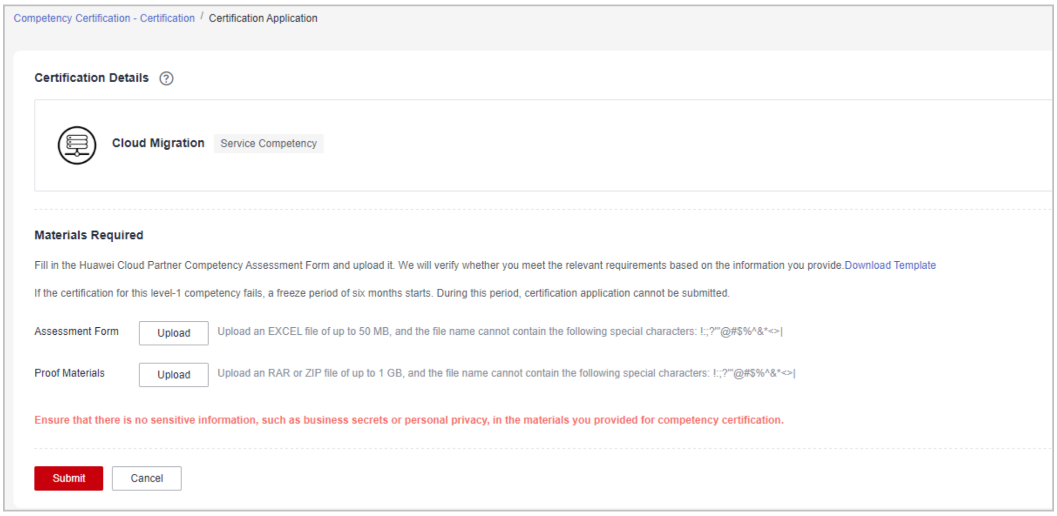
Step 3 Choose **Competencies** > **Competency Certification** in the menu on the top.

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

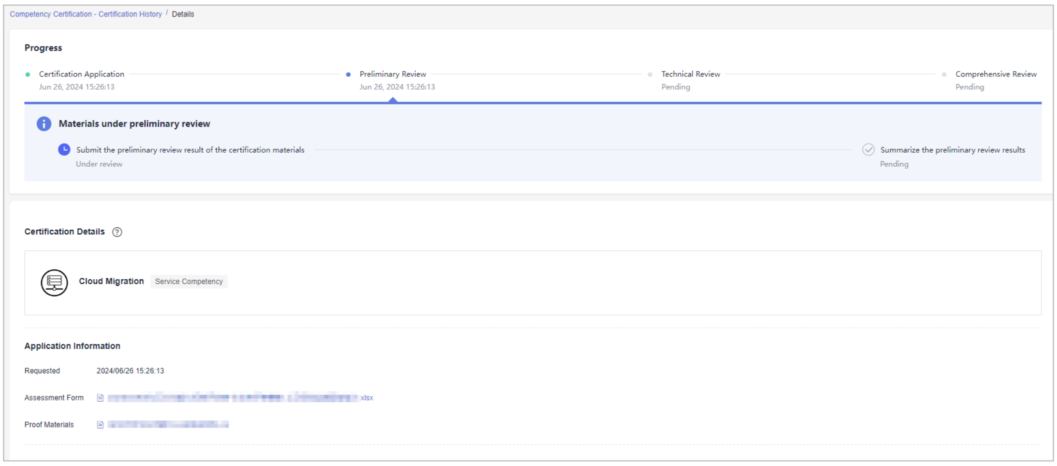
NOTE

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

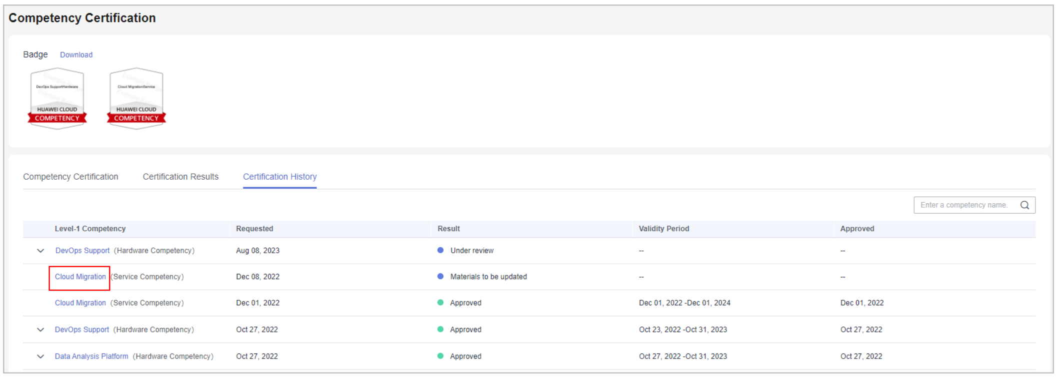
- If you pass the certification, a badge will be generated in Partner Center. You can view and download it.
- If you fail the certification for a level-1 competency, you will be unable to apply for certifying this competency for six months.

Updating Certification Materials

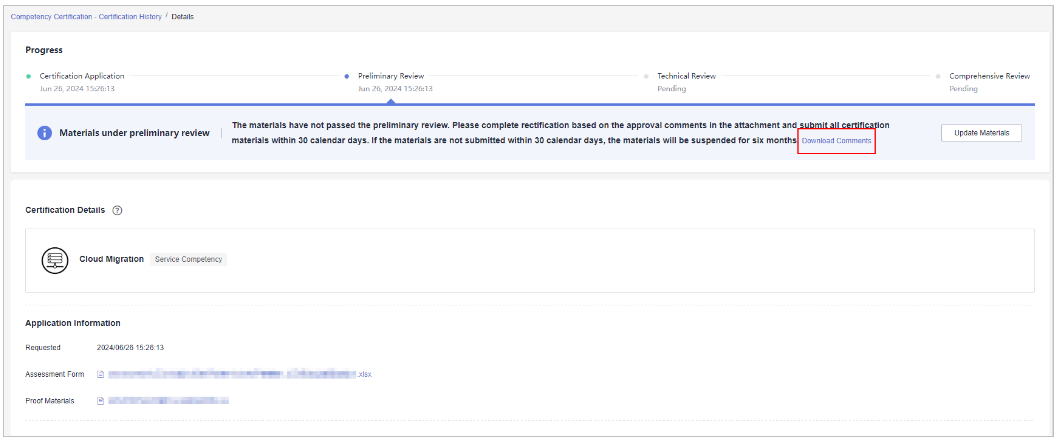
If the materials you submitted for competency certification are rejected, update the materials based on the review comments and submit all required materials for certification.

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.

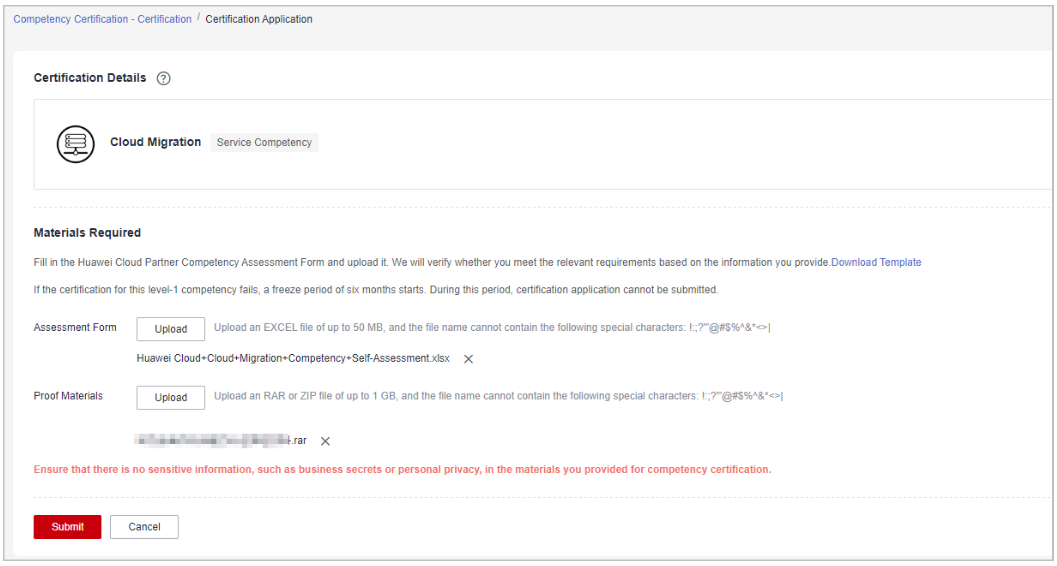


NOTE

In case the materials fail the preliminary or technical review, you have 30 calendar days to revise and resubmit them. If you miss this deadline, the certification process will terminate, and you will be unable to apply for certifying this competency for six months.

Step 4 Modify the materials based on the review comments.

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



----End

5.2 Querying Competencies Certified

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

Procedure

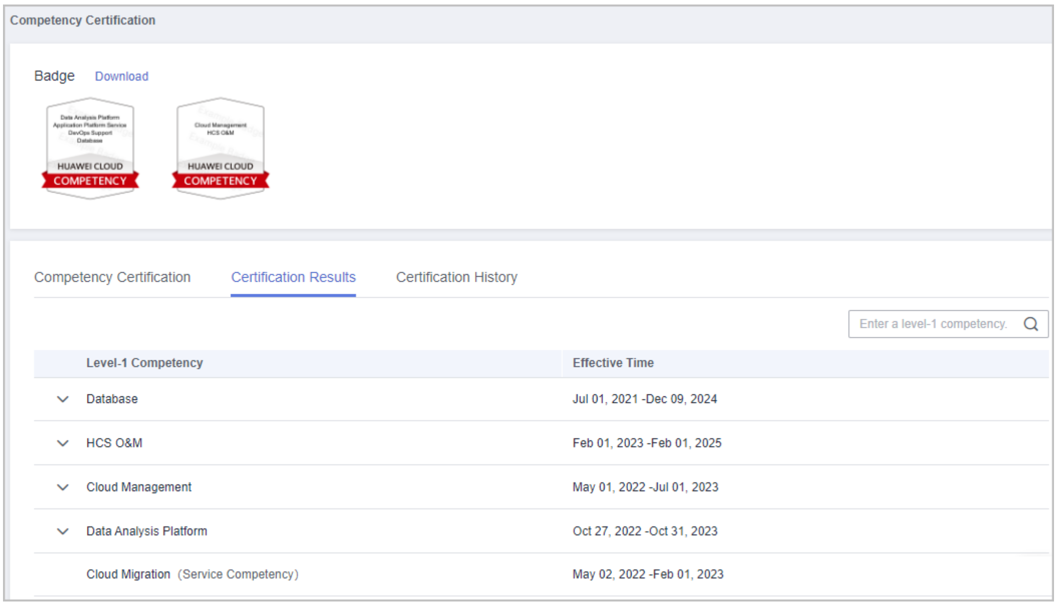
Step 1 Use your account to log in to **Huawei Cloud**.

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

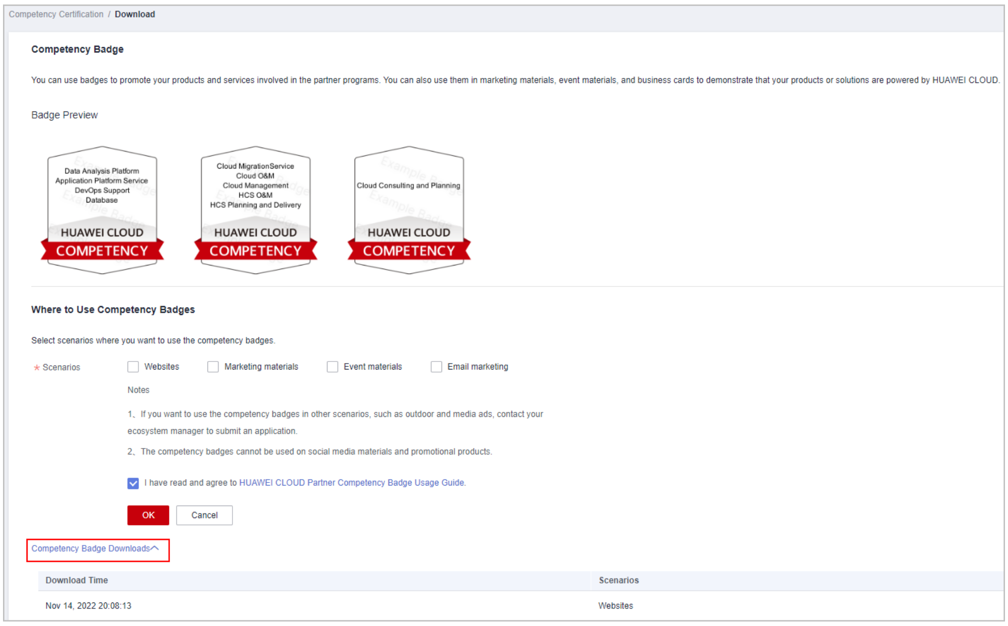
Step 3 Choose **Competencies** > **Competency Certification** in the menu on the top.

The **Competency Certification** page is displayed.

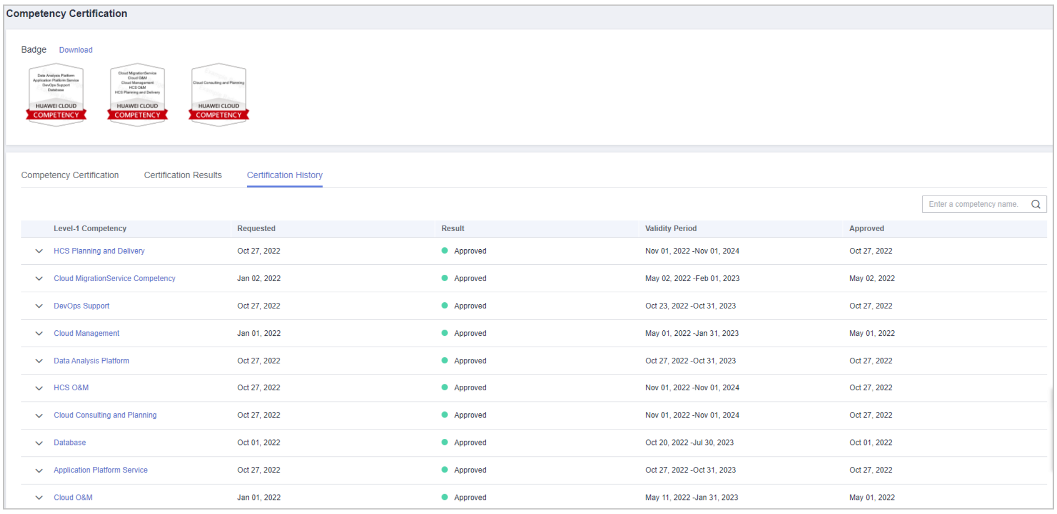
Step 4 Select the **Certification Results** tab and view the results of your certification for level-1 competencies (including the level-2 competencies) and the validity period of the certified competencies.



- 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

6 Partner Benefit Request

6.1 Test Coupons

6.1.1 Software Partner

6.1.1.1 Test Coupons for Cloud Software Solution

Prerequisites

You have joined the Software Development Path and created cloud software solutions (including those in the draft state).

NOTE

Online coupon application is not supported if your account is a customer account associated with a partner. Contact the ecosystem manager to manually issue test coupons.

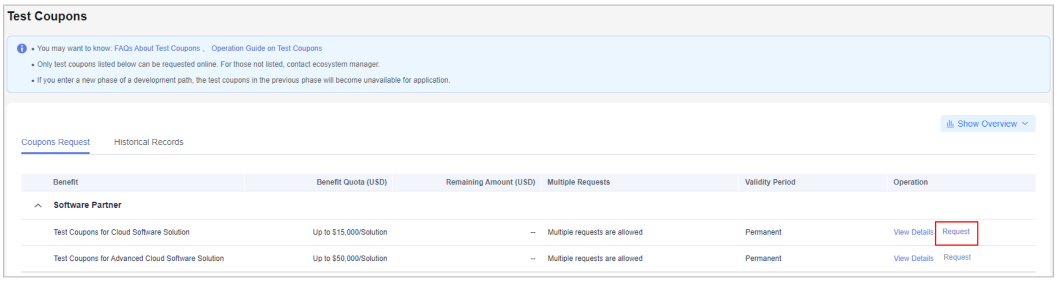
Procedure

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

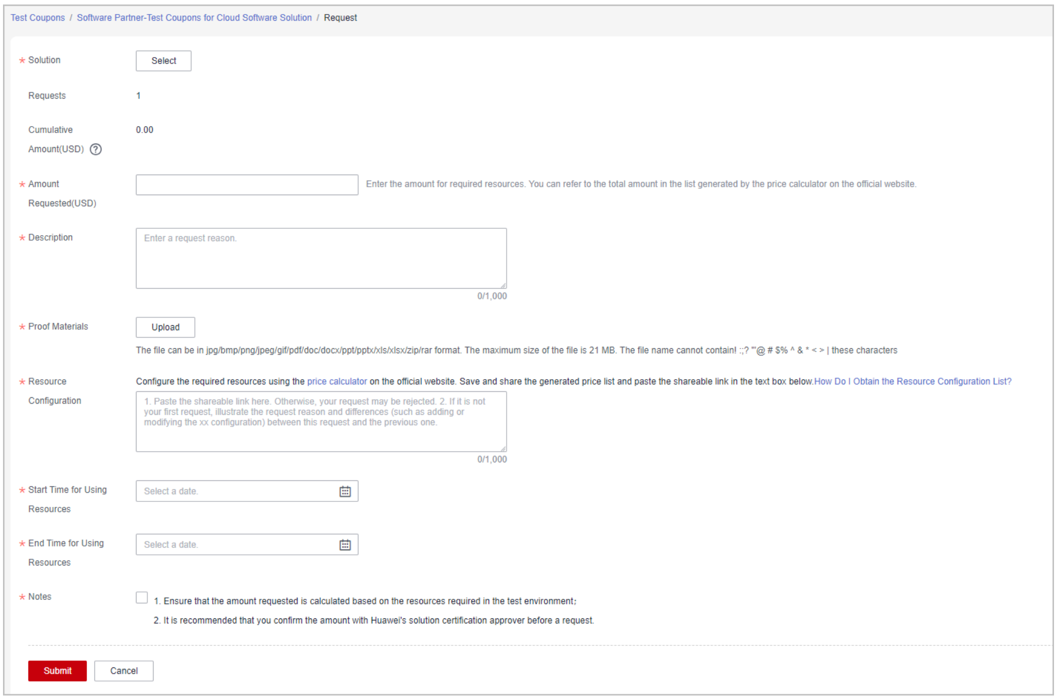
Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

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

Step 4 Locate **Software Partner** in the **Benefit** column, click the drop-down arrow to expand the details, find **Test Coupons for Cloud Software Solution**, and click **Request** in the **Operation** column.



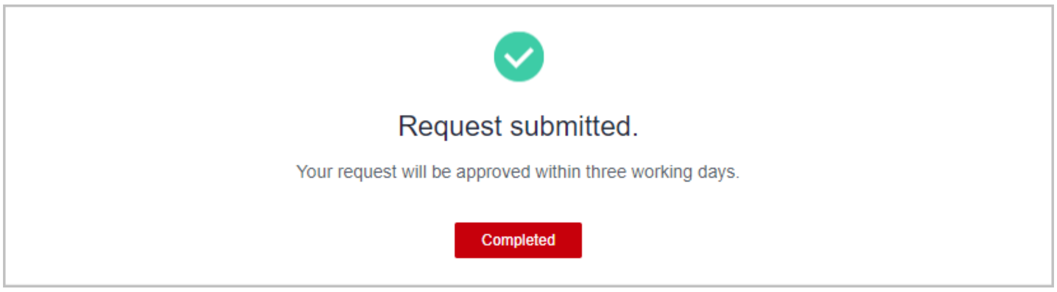
Step 5 Specify the required information, read and select the **Notes**, and click **Submit**.



NOTE

- Select an existing solution in the **Solution** area on the coupon request page.
- If there is an application for test coupons that is in the pending approval state, you can request the test coupons again only after the application is approved.
- 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 **Resource configuration**.

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

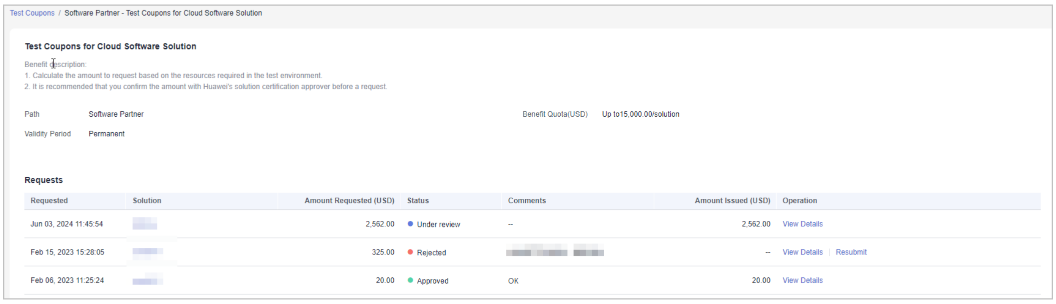


----End

Other Operations

- Viewing request history

  On the **Coupons Request** tab page, click **View Details** in the **Operation** column. View the request records of the test coupon on the displayed page.



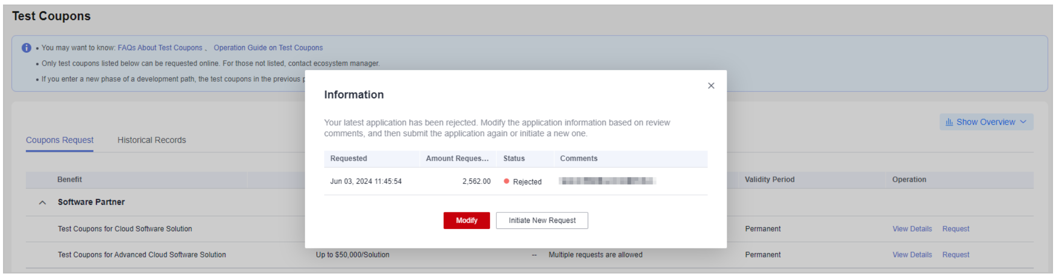
- Viewing historical records

  Switch to the **Historical Records** tab page and view the request records of different test coupons.

- Re-initiating coupon request when your application is rejected

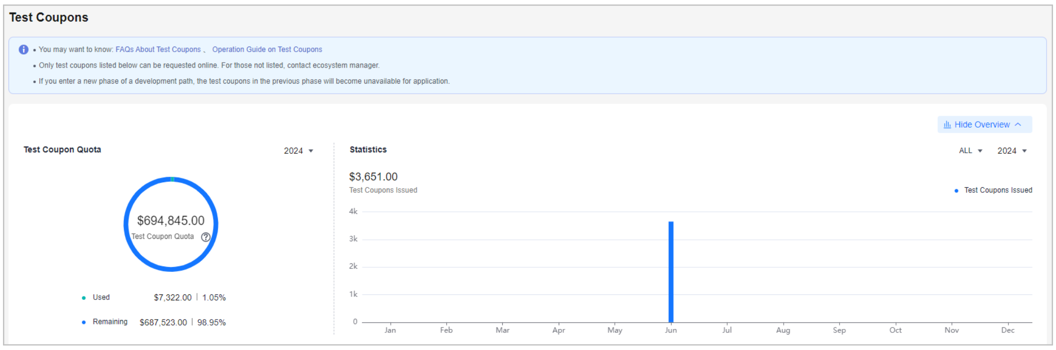
  a. Click **View Details** in the **Operation** column. In the **Requests** area on the displayed page, view the rejection details , modify the request, and submit it again.

  b. Click **Request** in the **Operation** column. In the displayed dialog box, you can choose to modify the information based on the review comments and submit the request again or initiate a new request.



- Viewing the statistics of test coupons

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



6.1.1.2 Test Coupons for Advanced Cloud Software Solution

Prerequisites

You have joined the Software Development Path and created advanced cloud software solutions (including those in the draft state).

NOTE

Online coupon application is not supported if your account is a customer account associated with a partner. Contact the ecosystem manager to manually issue test coupons.

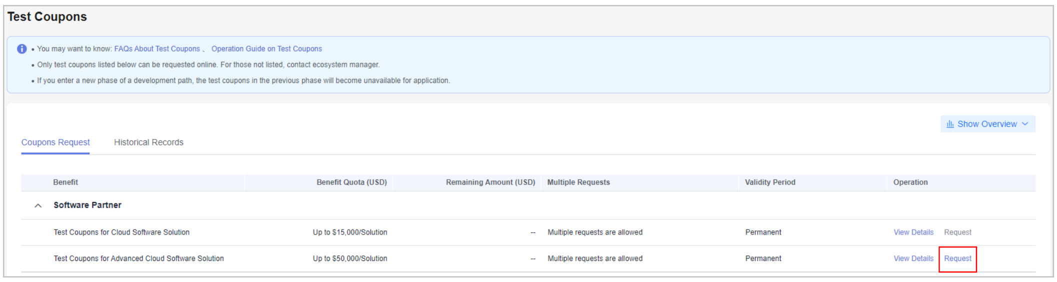
Procedure

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

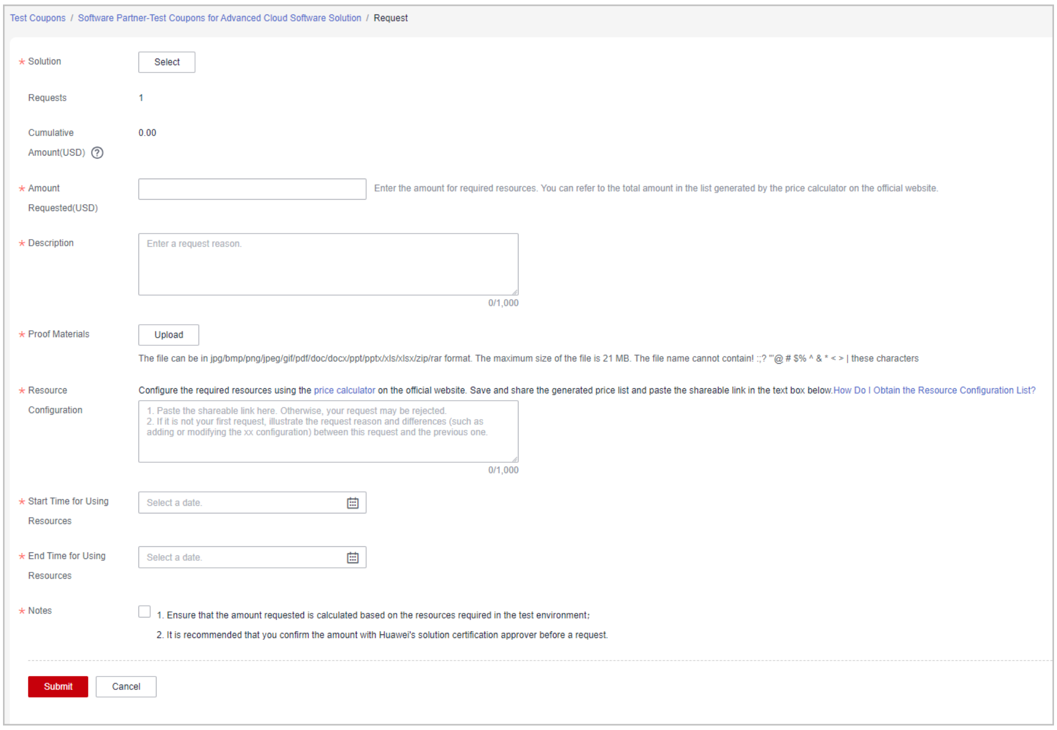
Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

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

Step 4 Locate **Software Partner** in the **Benefit** column, click the drop-down arrow to expand the details, find **Test Coupons for Advanced Cloud Software Solution**, and click **Request** in the **Operation** column.



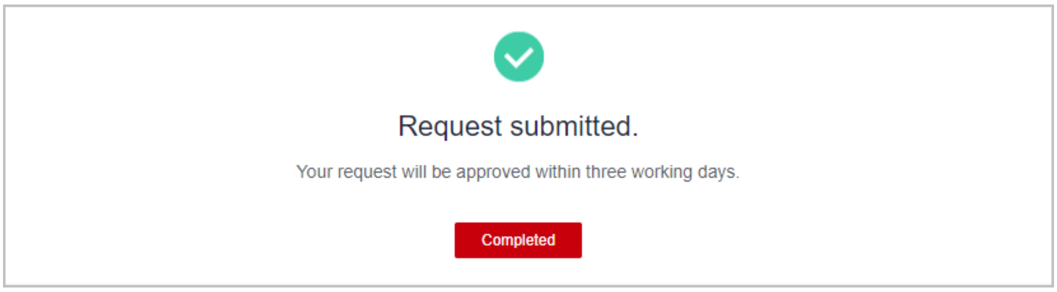
Step 5 Specify required information and click **Submit**.



NOTE

- Select an existing solution in the **Solution** area on the coupon request page.
- If there is an application for test coupons that is in the pending approval state, you can request the test coupons again only after the application is approved.
- 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 **Resource configuration**.

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

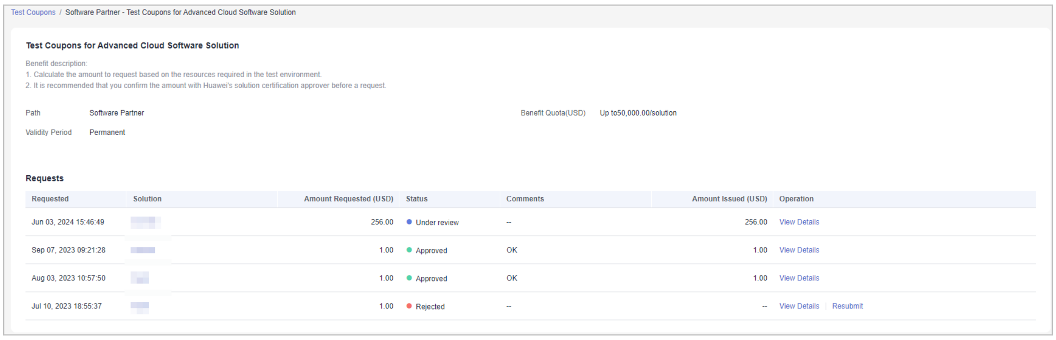


----End

Other Operations

- Viewing request history

  On the **Coupons Request** tab page, click **View Details** in the **Operation** column. View the request records of the test coupon on the displayed page.



- Viewing historical records

  Switch to the **Historical Records** tab page and view the request records of different test coupons.

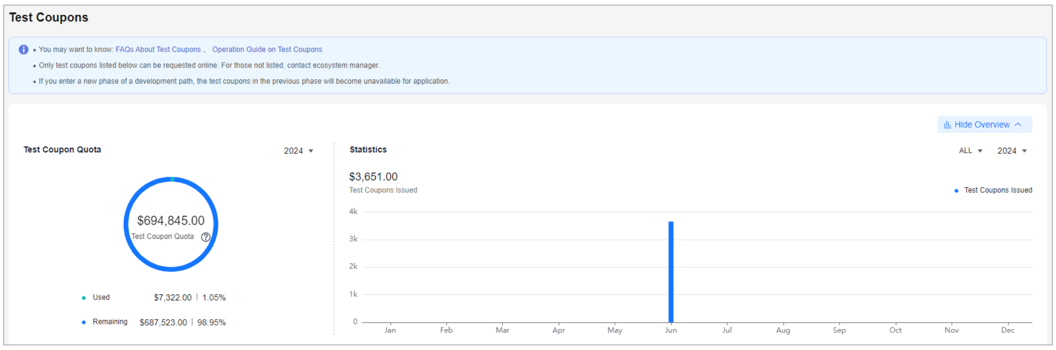
- Re-initiating coupon request when your request is rejected

  a. Click **View Details** in the **Operation** column. In the **Requests** area on the displayed page, view the rejection details , modify the request, and submit it again.

  b. Click **Request** in the **Operation** column. In the displayed dialog box, you can choose to modify the information based on the review comments and submit the request again or initiate a new request.

- Viewing the statistics of test coupons

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



6.1.1.3 Test Coupons for Basic Software

Prerequisites

You have become a basic software partner and created a cloud software solution or an advanced cloud software solution.

NOTE

Online coupon application is not supported if your account is a customer account associated with a partner. Contact the ecosystem manager to manually issue test coupons.

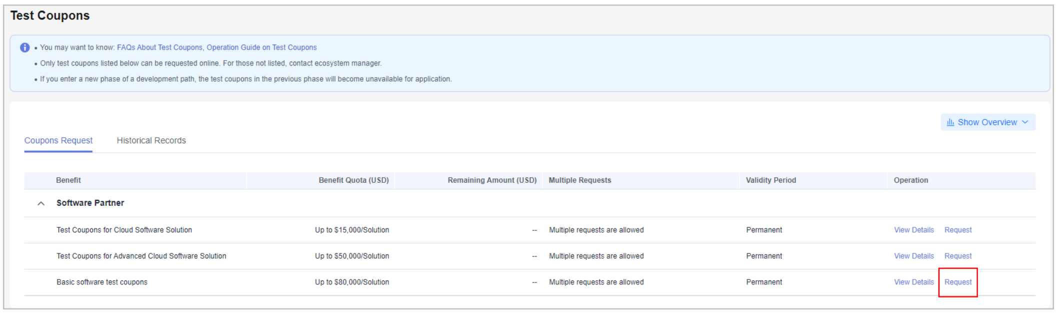
Procedure

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

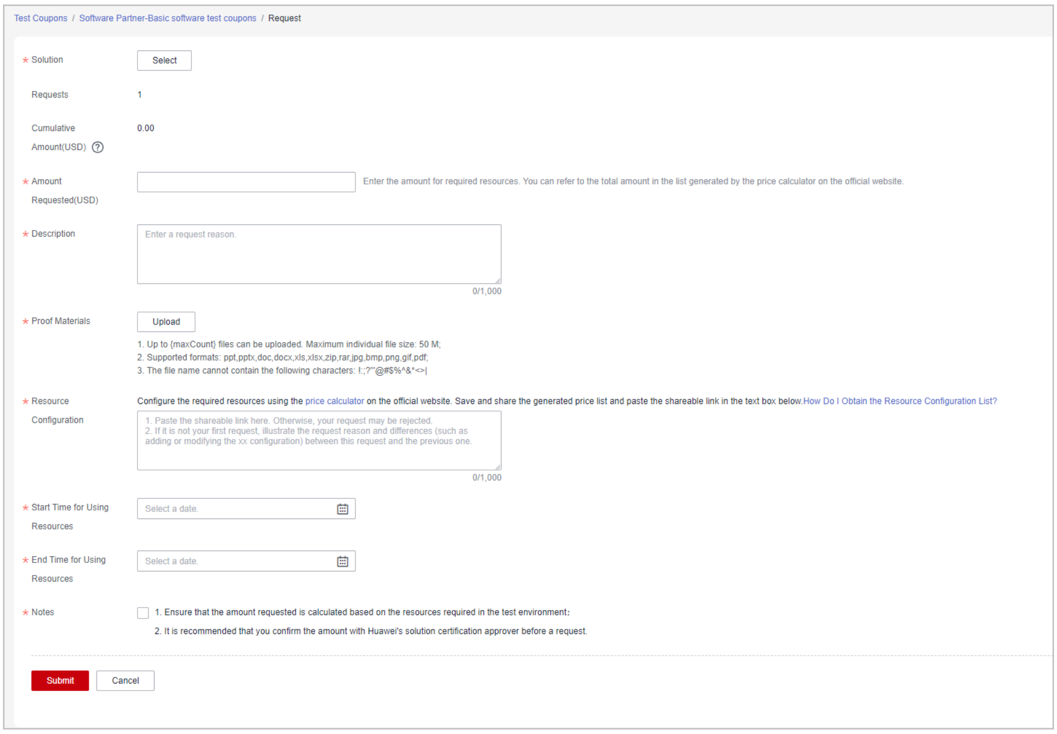
Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

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

Step 4 Locate **Software Partner** in the **Benefit** column, click the drop-down arrow to expand the details, find **Basic software test coupons**, and click **Request** in the **Operation** column.



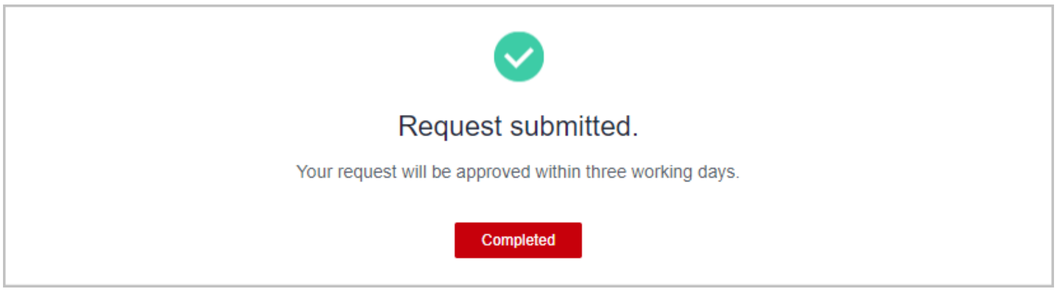
Step 5 Specify the required information, read and select the **Notes**, and click **Submit**.



NOTE

- Select an existing solution in the **Solution** area on the coupon request page.
- If there is an application for test coupons that is in the pending approval state, you can request the test coupons again only after the application is approved.
- 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 **Resource configuration**.

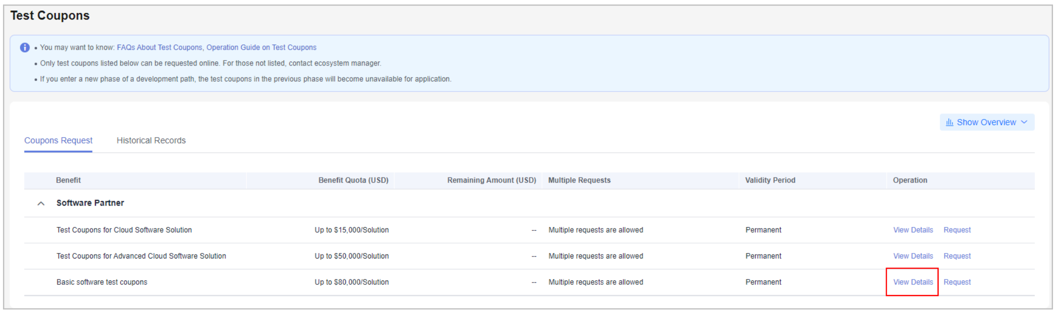
Step 6 A message is displayed indicating that your request has been submitted successfully.



----End

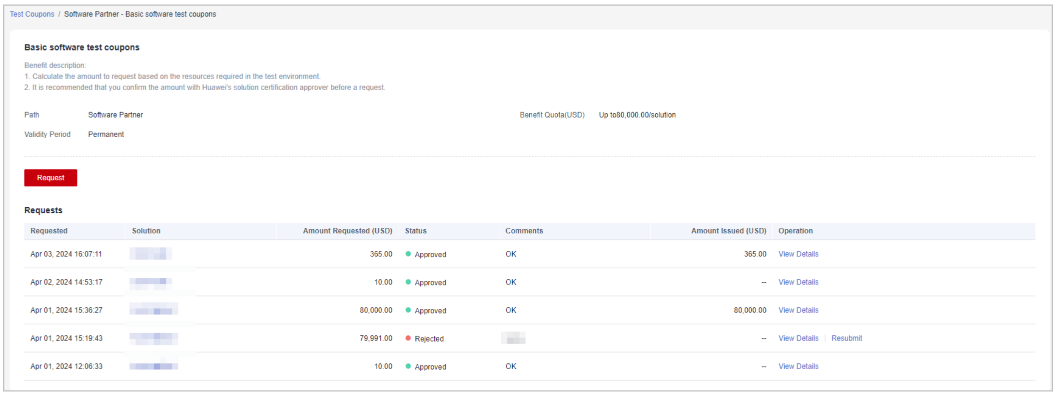
Other Operations

- Viewing request history
  a. Click **View Details** in the **Operation** column.



  b. View the historical application details and review statuses of the test coupon in the **Requests** area.

  If your application for the test coupon is rejected, modify the application based on the review comments and submit it again.



6.1.2 System Integrator (SI)

6.1.2.1 Requesting Role Selection Test Coupons

Prerequisites

You have joined the **System Integrator Development Path**.

NOTE

Online coupon application is not supported if your account is a customer account associated with a partner. Contact the ecosystem manager to manually issue test coupons.

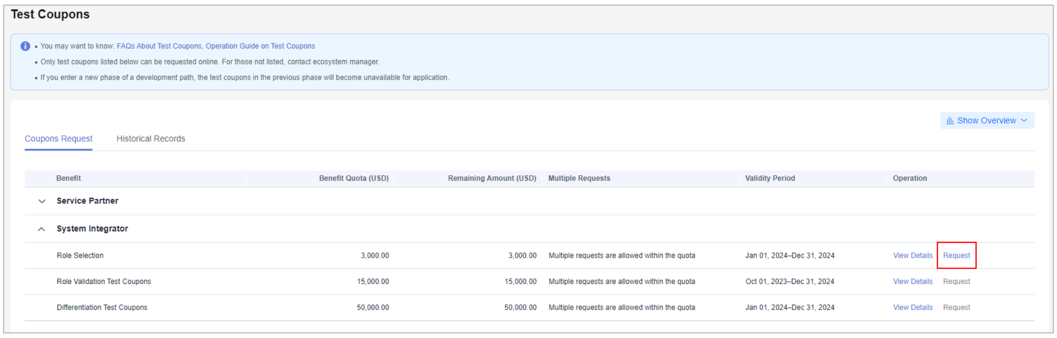
Procedure

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** > **Test Coupons** in the menu on the top.

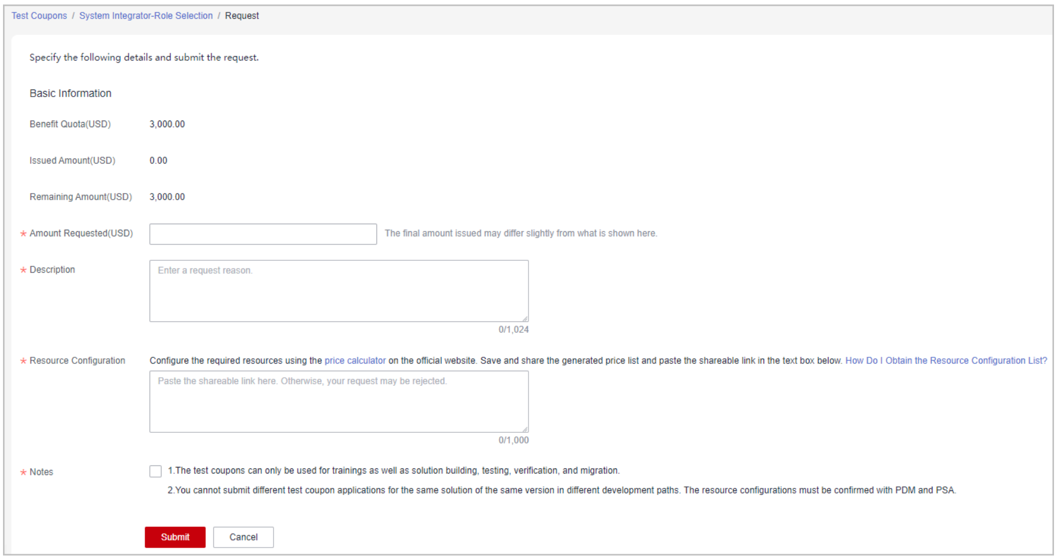
Step 4 On the **Coupons Request** tab page that is displayed by default, locate **System Integrator** in the **Benefit** column, click the drop-down arrow to expand the details, find **Role Selection**, and click **Request** in the **Operation** column.



NOTE

- Once you enter the role validation or competency differentiation phase, you cannot apply for test coupons specific for role selection.
- To view details and request records of the test coupon, click **View Details** in the **Operation** column.
- You can switch to the **Historical Records** tab page to view the request records of invalid benefits.

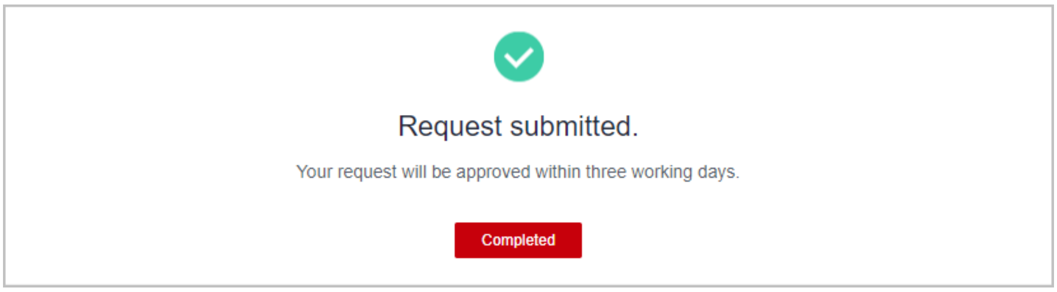
Step 5 Specify the required information, read and select the **Notes**, and click **Submit**.



NOTE

- If there is an application for test coupons that is in the pending approval state, you can request the test coupons again only after the application is approved.
- 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 **Resource configuration**.

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



----End

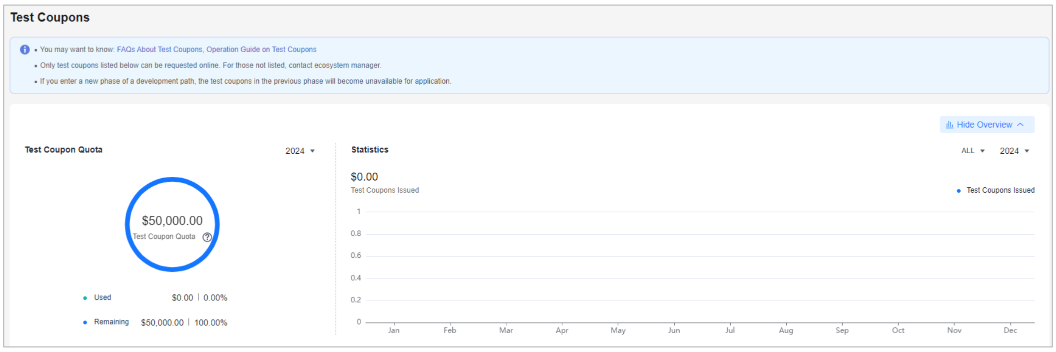
Other Operations

- Viewing request history

  On the **Coupons Request** tab page, click **View Details** in the **Operation** column. View the request records of the test coupon on the displayed page.
- Viewing historical records

  Switch to the **Historical Records** tab page and view the request records of different test coupons.
- Viewing the statistics of test coupons

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



6.1.2.2 Requesting Role Validation Test Coupons

Prerequisites

You have joined the **System Integrator Development Path** and completed role validation.

NOTE

Online coupon application is not supported if your account is a customer account associated with a partner. Contact the ecosystem manager to manually issue test coupons.

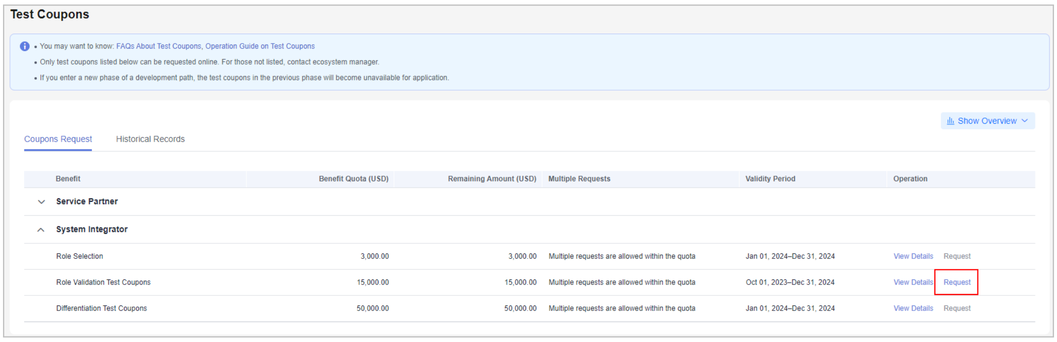
Procedure

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** > **Test Coupons** in the menu on the top.

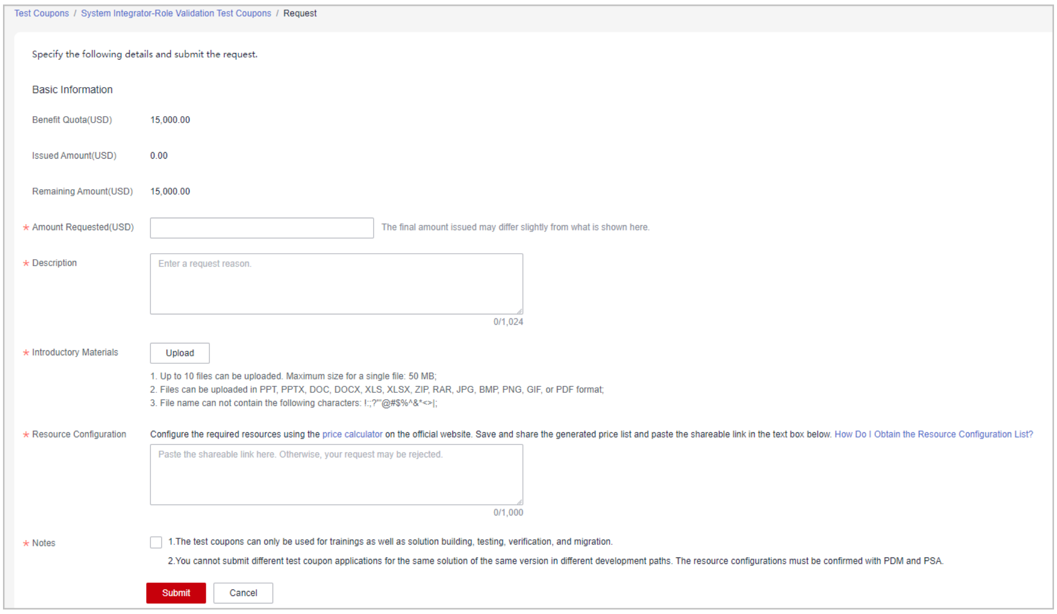
Step 4 On the **Coupons Request** tab page that is displayed by default, locate **System Integrator** in the **Benefit** column, click the drop-down arrow to expand the details, find **Role Validation Test Coupons**, and click **Request** in the **Operation** column.



NOTE

- Once you enter the competency differentiation phase, you cannot apply for test coupons specific for role validation.
- To view details and request records of the test coupon, click **View Details** in the **Operation** column.
- You can switch to the **Historical Records** tab page to view the request records of invalid benefits.

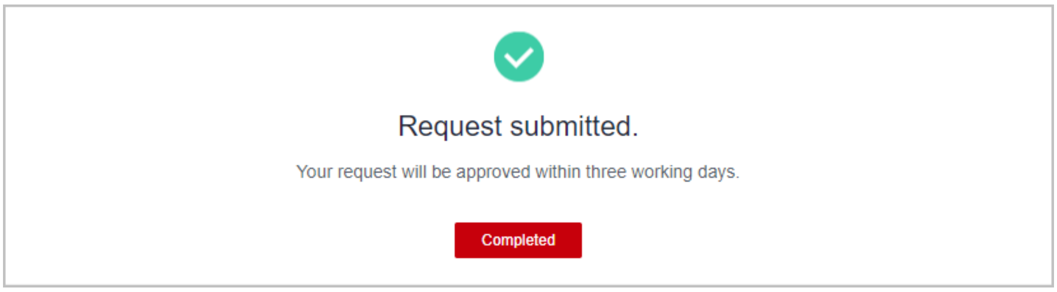
Step 5 Specify the required information, read and select the **Notes**, and click **Submit**.



NOTE

- If there is an application for test coupons that is in the pending approval state, you can request the test coupons again only after the application is approved.
- 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 **Resource configuration**.

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



----End

Other Operations

- Viewing request history

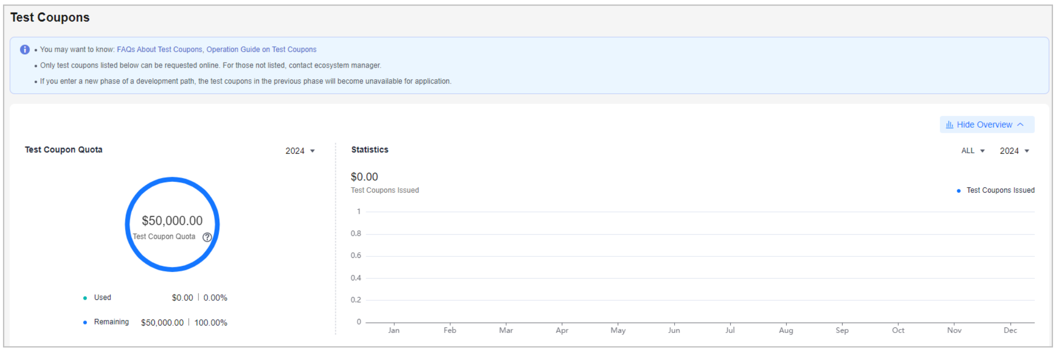
  On the **Coupons Request** tab page, click **View Details** in the **Operation** column. View the request records of the test coupon on the displayed page.

- Viewing historical records

  Switch to the **Historical Records** tab page and view the request records of different test coupons.

- Viewing the statistics of test coupons

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



6.1.2.3 Requesting Competency Differentiation Test Coupons

Prerequisites

You have joined the **System Integrator Development Path** and completed competency differentiation certification.

NOTE

Online coupon application is not supported if your account is a customer account associated with a partner. Contact the ecosystem manager to manually issue test coupons.

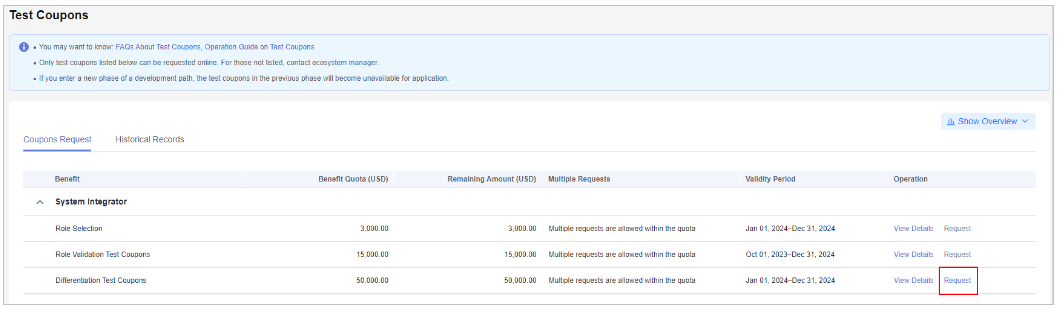
Procedure

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** > **Test Coupons** in the menu on the top.

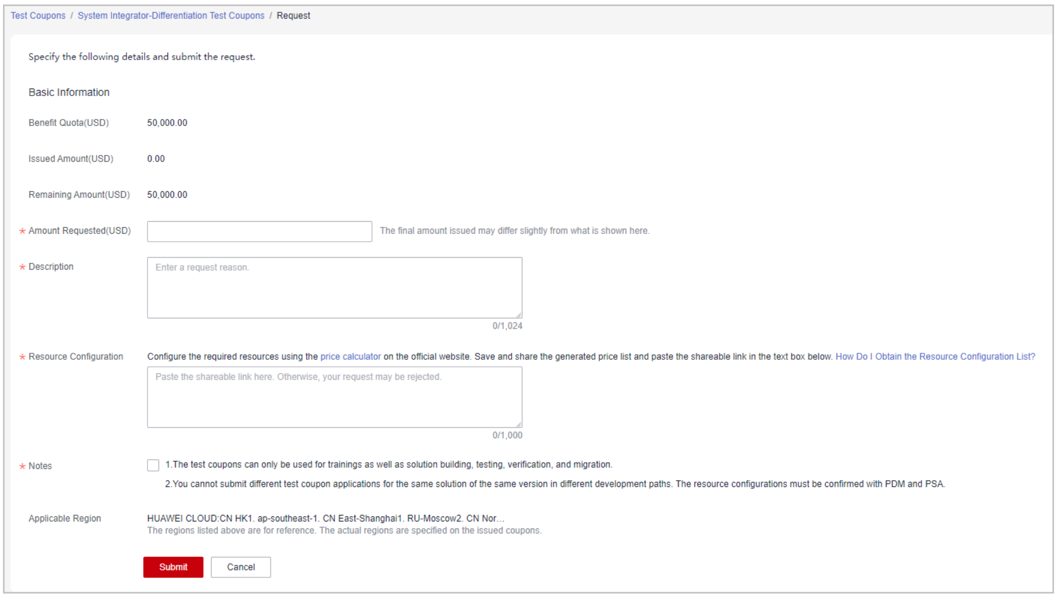
Step 4 On the **Coupons Request** tab page that is displayed by default, locate **System Integrator** in the **Benefit** column, click the drop-down arrow to expand the details, find **Differentiation Test Coupons**, and click **Request** in the **Operation** column.



NOTE

- To view details and request records of the test coupon, click **View Details** in the **Operation** column.
- You can switch to the **Historical Records** tab page to view the request records of invalid benefits.

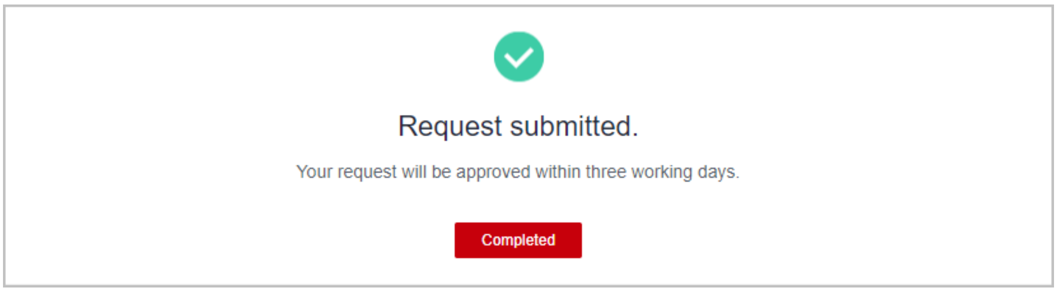
Step 5 Specify the required information, read and select the **Notes**, and click **Submit**.



NOTE

- If there is an application for test coupons that is in the pending approval state, you can request the test coupons again only after the application is approved.
- 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 **Resource configuration**.

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



----End

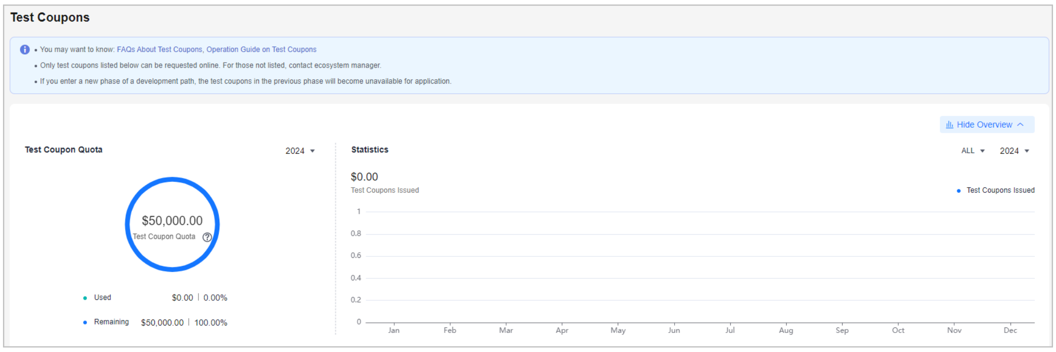
Other Operations

- Viewing request history

  On the **Coupons Request** tab page, click **View Details** in the **Operation** column. View the request records of the test coupon on the displayed page.
- Viewing historical records

  Switch to the **Historical Records** tab page and view the request records of different test coupons.
- Viewing the statistics of test coupons

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



6.2 Exam Vouchers

NOTE

- Only exam vouchers listed can be requested online. For those not listed, contact ecosystem manager.
- An exam voucher is valid for one year as of the issuance date.
- If you enter the next certification stage of a development path, the exam vouchers available for the previous stage cannot be requested.

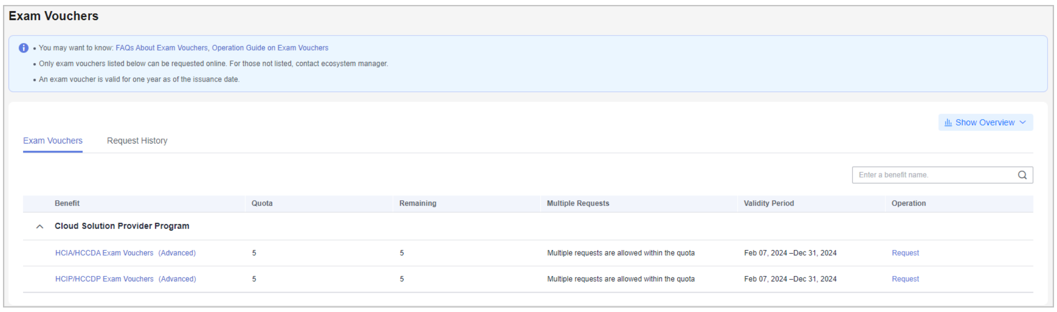
Procedure

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

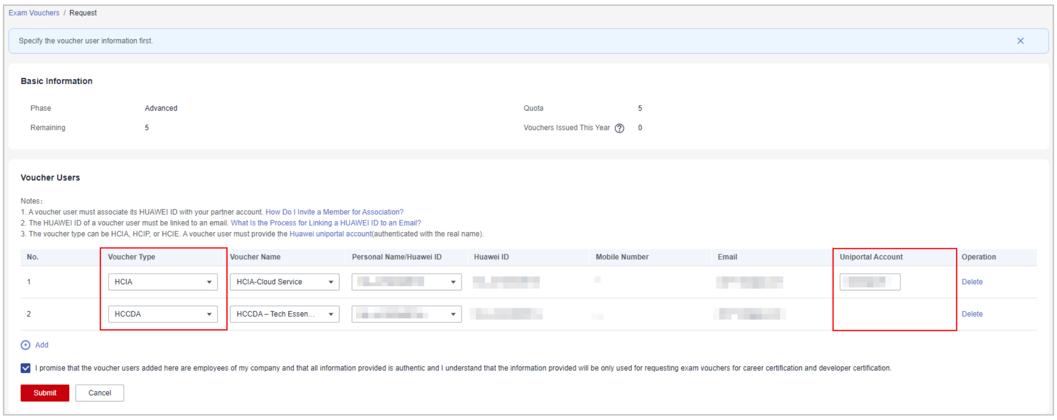
Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 Choose **Benefits** > **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.



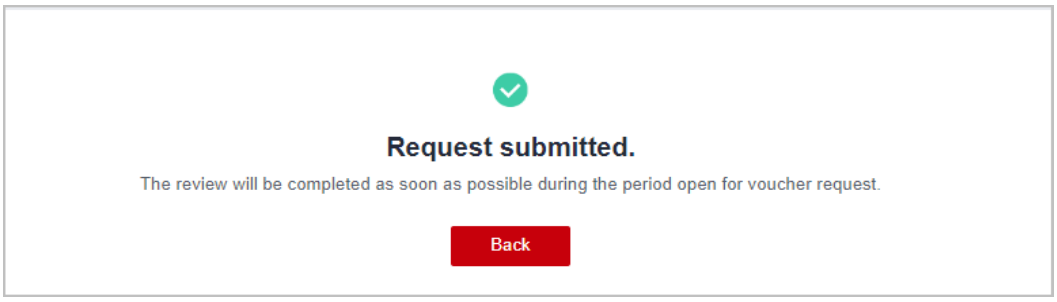
Step 5 Specify the voucher users, read and select the promise, and click **Submit**.



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 coupon 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.

Step 7 View the 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.

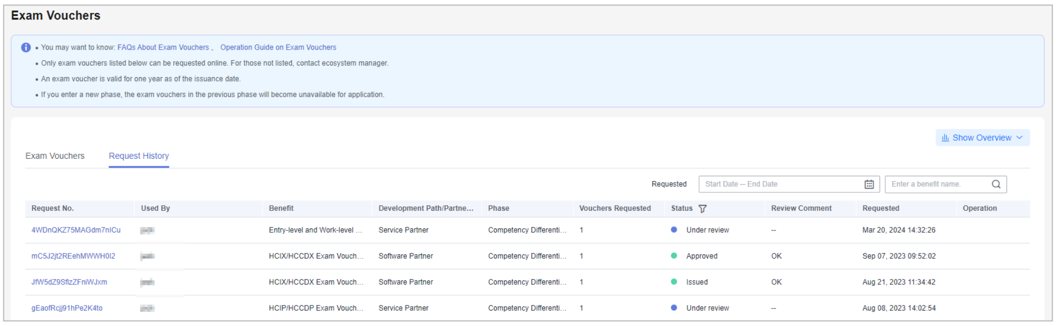
- HCIX: Voucher users use a uniportal account to log in to the Huawei Talent platform and access **My Voucher > Coded voucher** to view the exam vouchers and corresponding usage methods.

----End

Other Operations

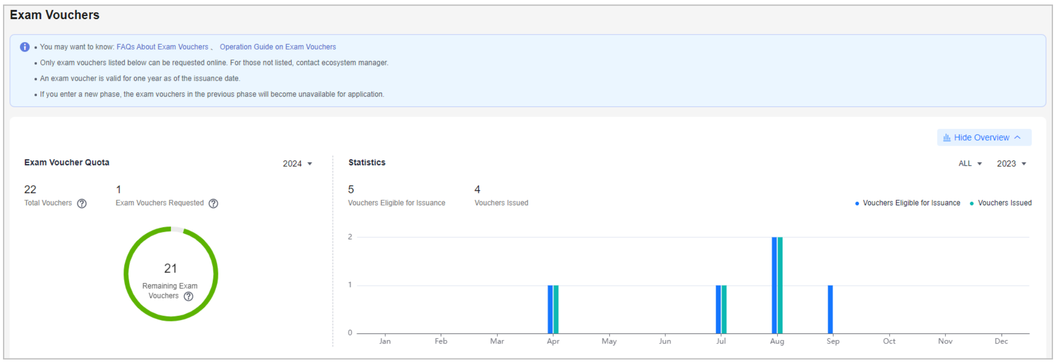
- Viewing Request History

  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.



6.3 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?**

6.3.1 Submitting an MDF Application

Partners can apply for MDF before activities.

NOTE

MDF applications must be submitted at least 10 working days before the activity. Specify the reason if the applications are submitted after this deadline.

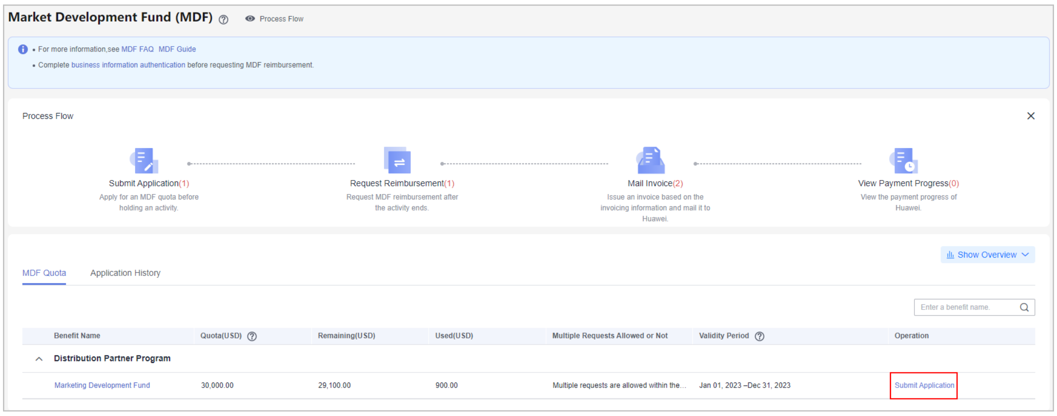
Procedure

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

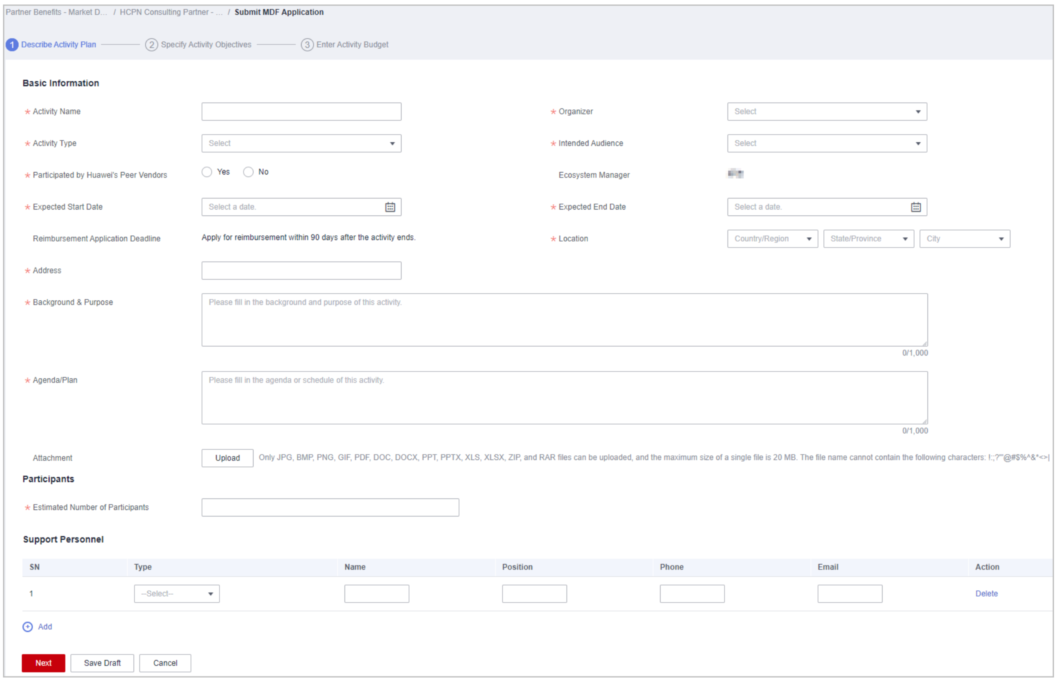
Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 Choose **Benefits** > **Market Development Fund (MDF)** in the menu on the top.

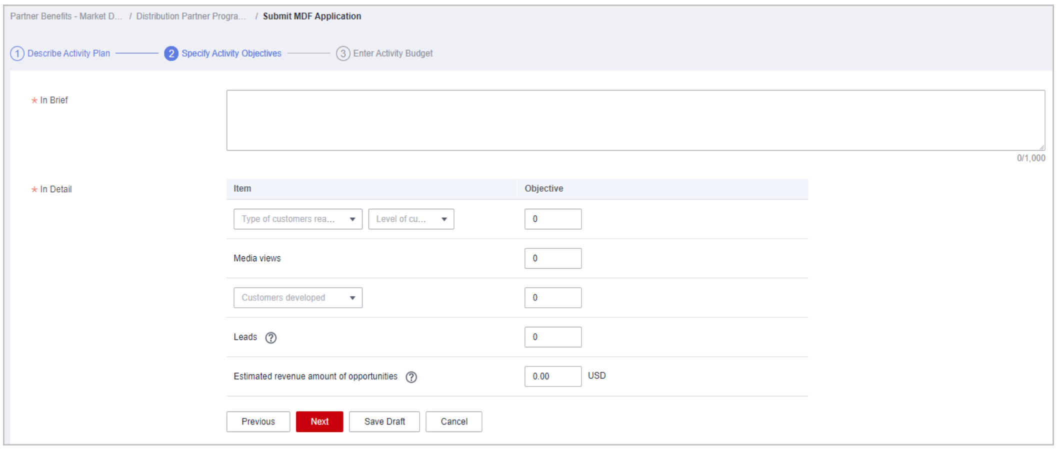
Step 4 On the MDF Quota tab page that is displayed by default, click **Submit Application**.



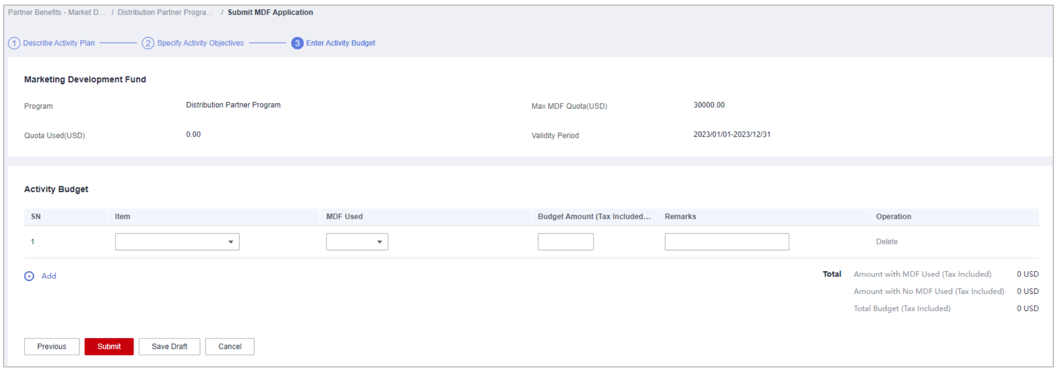
Step 5 Specify the required information of the activity plan, select **I have read and agree to Market Development Fund Payment Agreement**, and click **Next**.



Step 6 Specify the activity objectives and click **Next**.



Step 7 Enter the activity budget and click **Submit**.

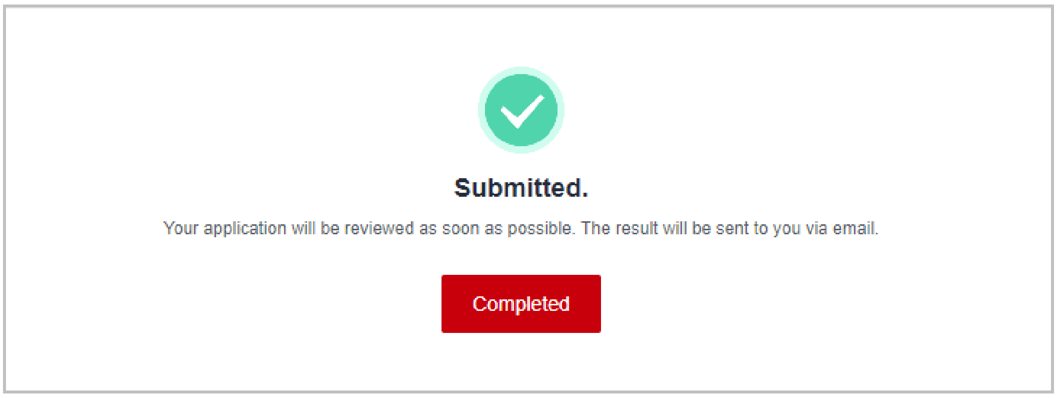


NOTE

- 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.
-

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

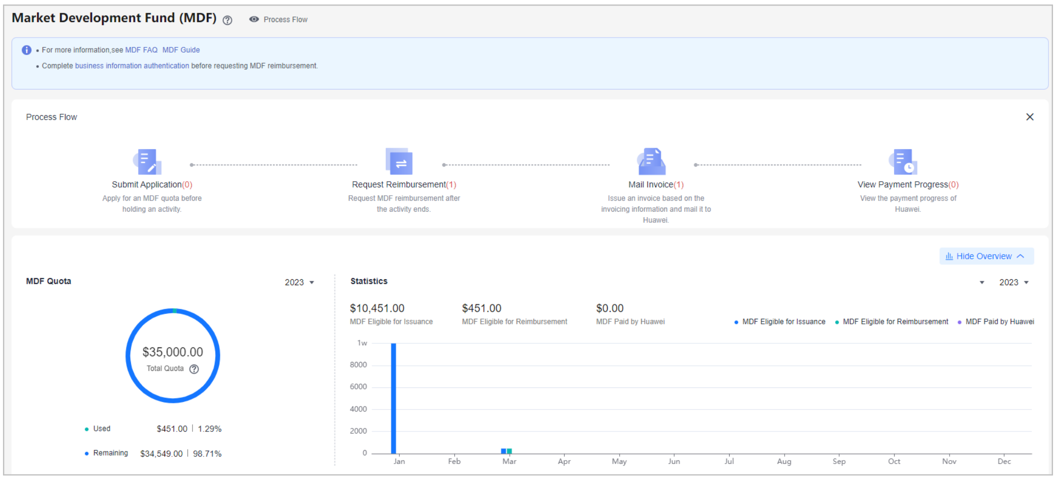
  You can cancel the MDF applications in the **MDF application being reviewed** or **MDF application approved** state. Then, you can modify or delete the application.

- 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.



6.3.2 Applying for MDF Reimbursement

You can apply for MDF reimbursement after activities.

NOTE

- You must complete **business information authentication** before submitting an application for MDF reimbursement.
- The bills of GrowCloud partners have been associated with benefit distribution, and payment requests cannot be made until the bills are fully paid. Applying for MDF reimbursement is supported only when the bills are fully paid. For details, see **Repayment**.

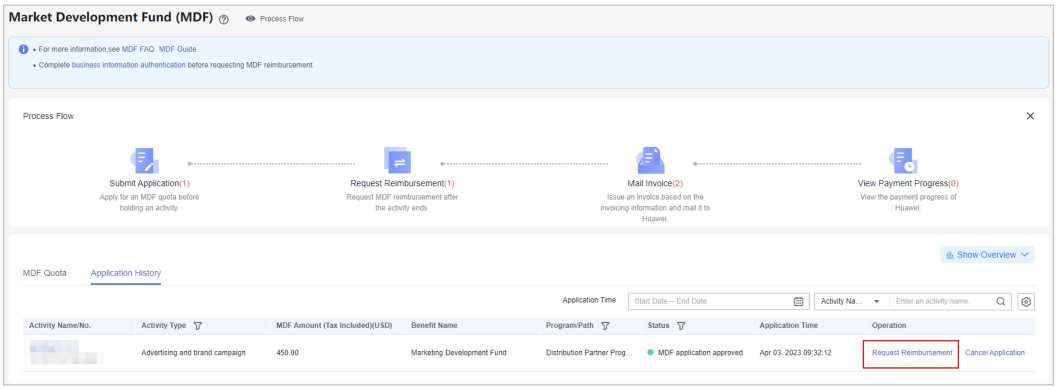
Procedure

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

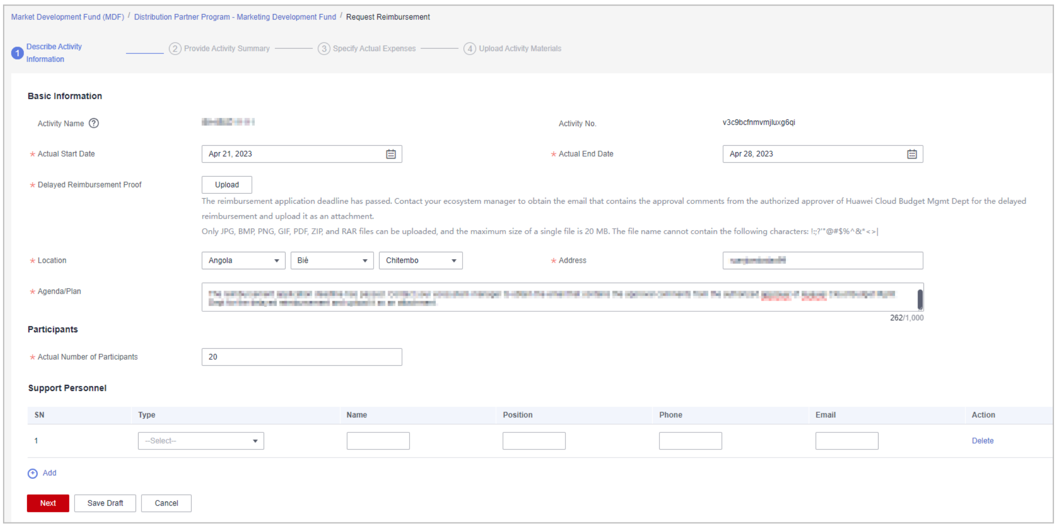
Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

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.



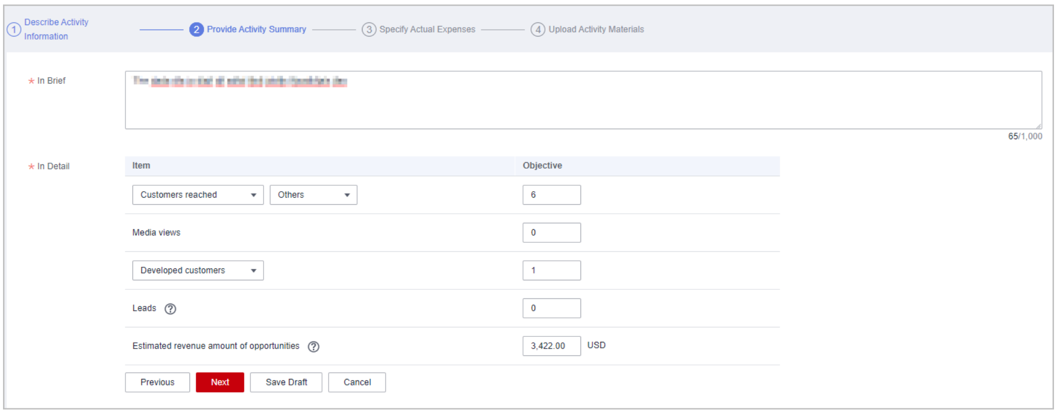
Step 5 Describe the activity information and click **Next**.



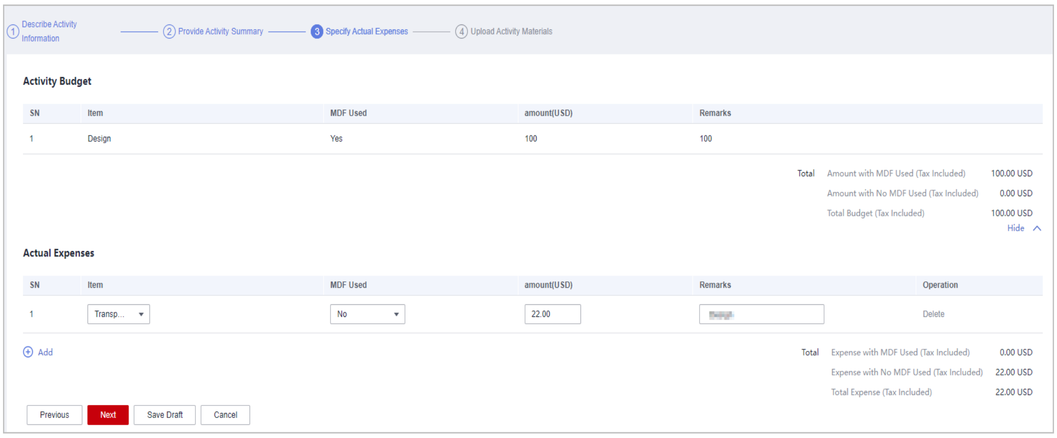
NOTE

If you are about to submit the reimbursement application more than 90 days later than the activity, contact your ecosystem manager to obtain the email that contains the approval comments from the authorized approver of Huawei Cloud Budget Mgmt Dept for the delayed reimbursement and upload it as an attachment.

Step 6 Specify the activity summary and click **Next**.



Step 7 Specify the actual expenses and click **Next**.



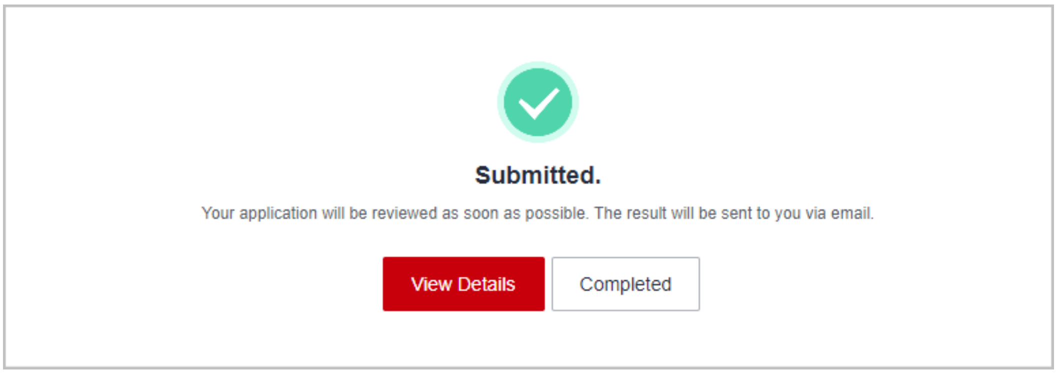
NOTE

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.

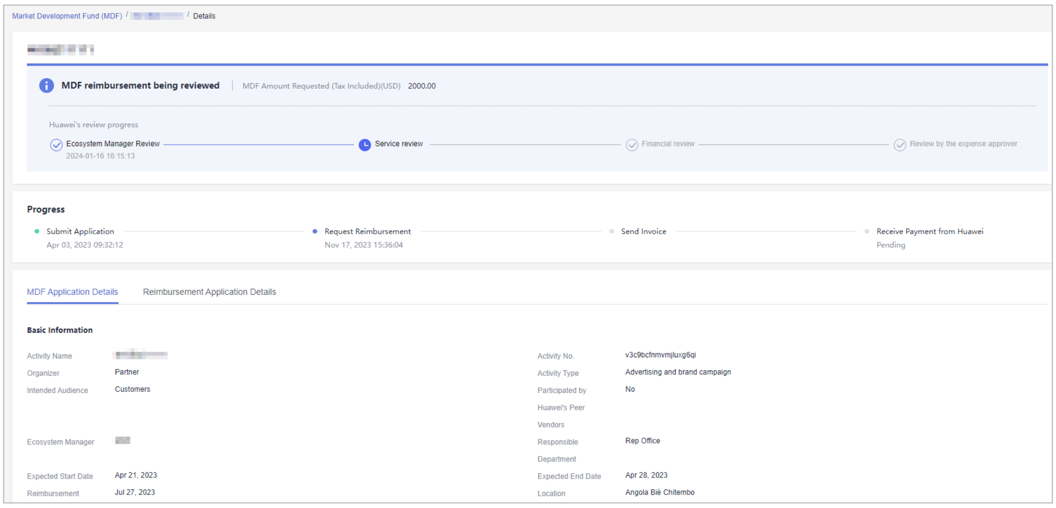


NOTE

- 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

6.3.3 Mailing Invoice

Partners must issue invoices based on the invoicing information and mail them to Huawei after their reimbursement applications are approved.

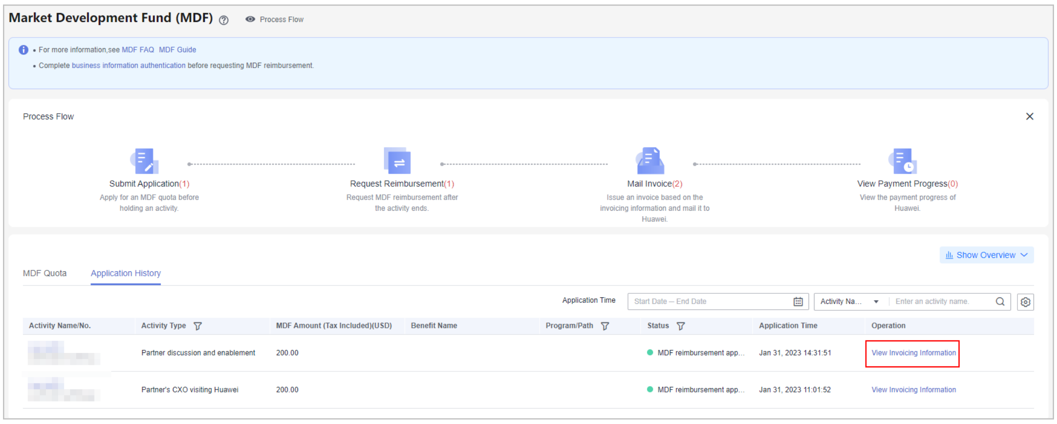
Procedure

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

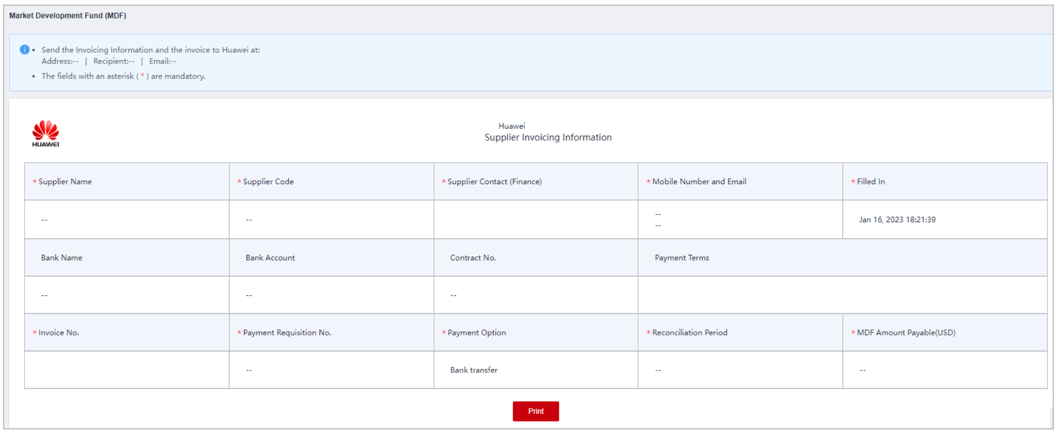
Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

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 Fill in the supplier information and click **Print**.



Step 6 Mail the invoicing information form and the invoice to Huawei.

----End

6.3.4 Viewing Payment Progress

After mailing the invoice to Huawei, a partner can view Huawei's payment progress on the Application History tab page.

Procedure

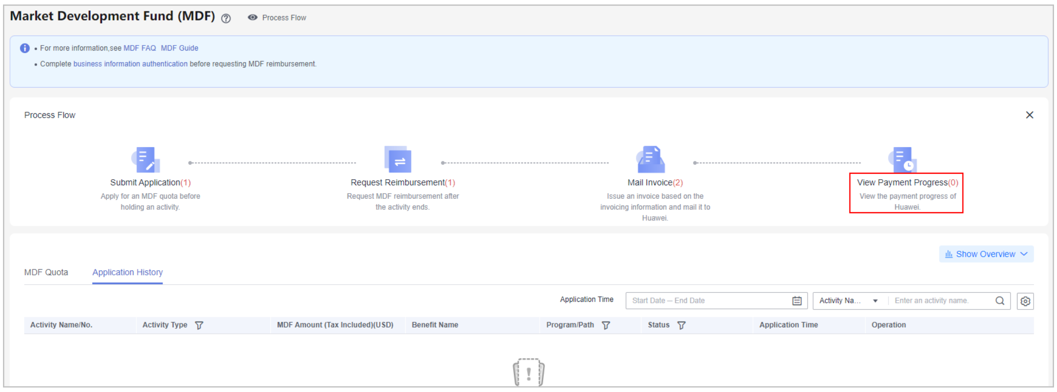
Step 1 Use your account to log in to **Huawei Cloud**.

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

6.4 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.

6.4.1 Cloud Solution Provider Program or Distribution Partner Program (Distributor).

6.4.1.1 Qualification Confirmation

You can apply for FH only after your qualification is approved and related agreement is signed.

Prerequisites

- ***Before applying for this benefit, contact your partner sales manager to obtain the benefit threshold and the application conditions.***

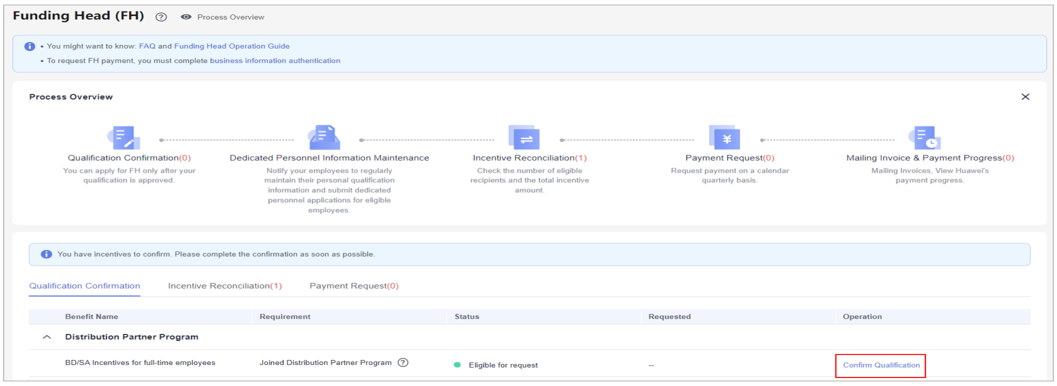
Procedure

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

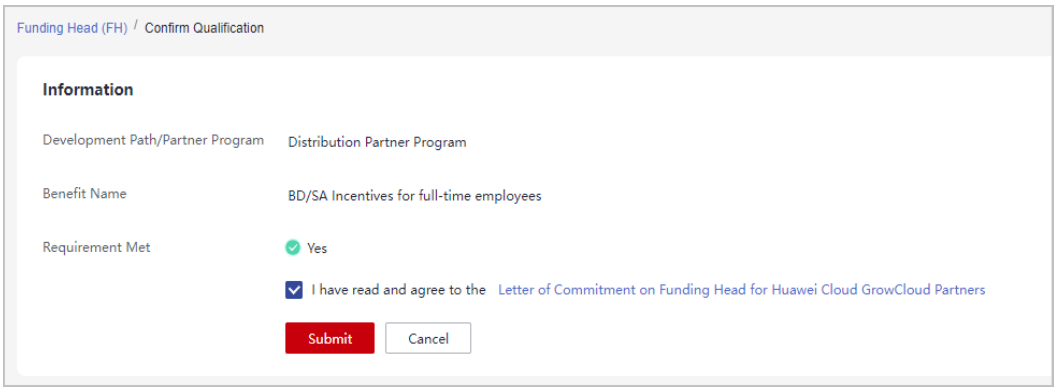
Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

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**.

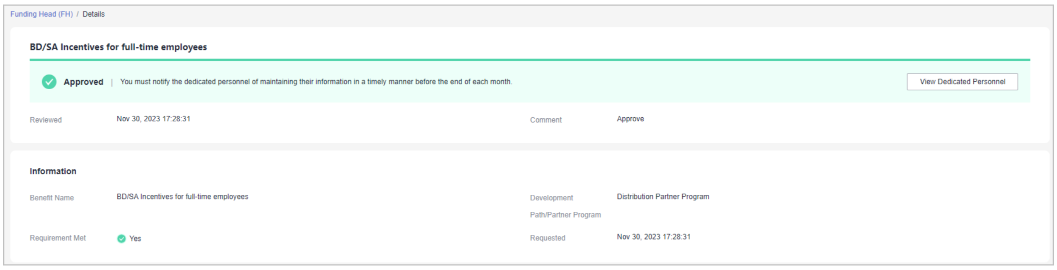


Step 5 Read and agree the FH agreement and click **Submit**.



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

6.4.1.2 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.

NOTE

You must reconcile the incentives within 14 days of when they are generated, or they will expire.

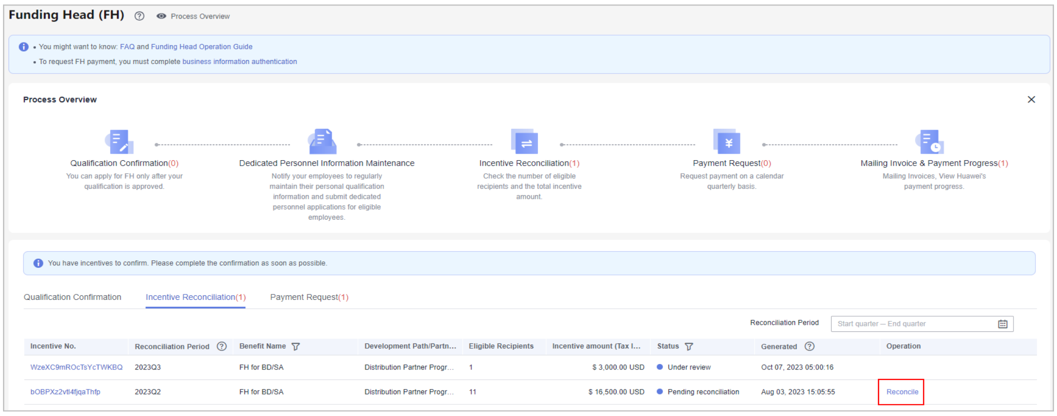
Procedure

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

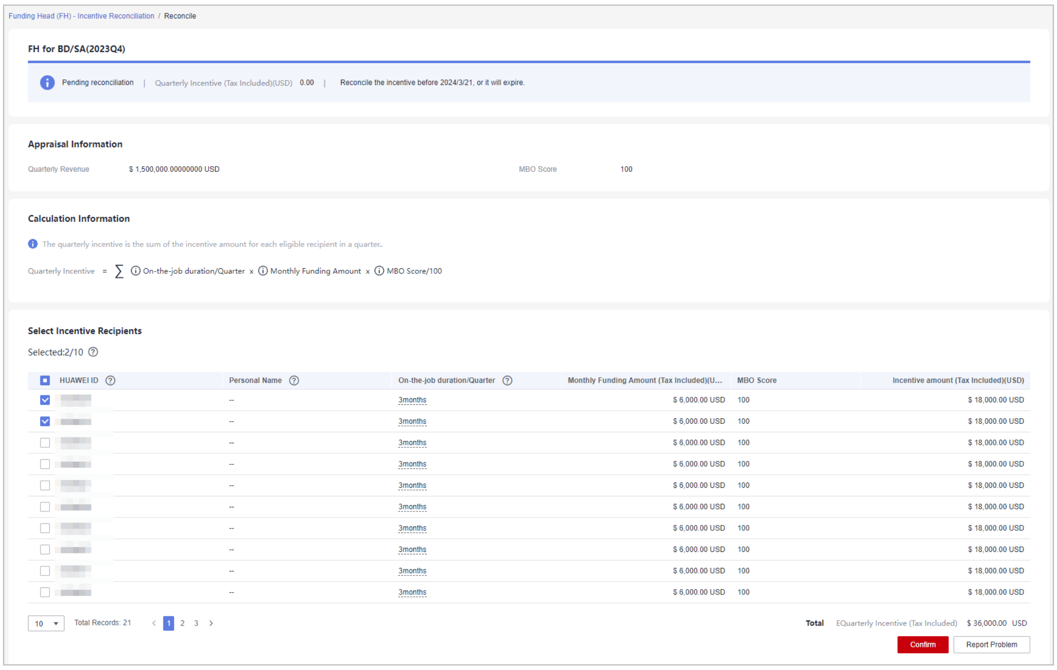
Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 Choose **Benefits** > **Funding Head (FH)** in the menu on the top.

Step 4 On the **Incentive Reconciliation** tab, select the incentive and click **Reconcile**.



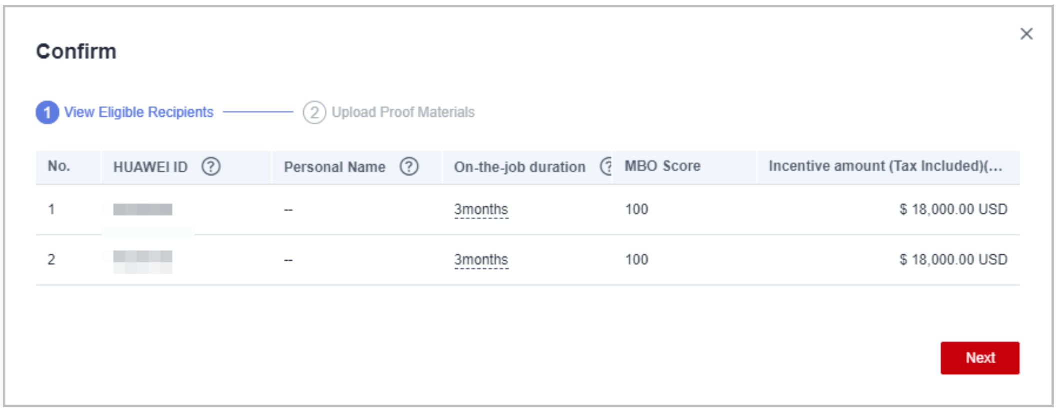
Step 5 Check required information, select incentive recipients, and click **Confirm**.



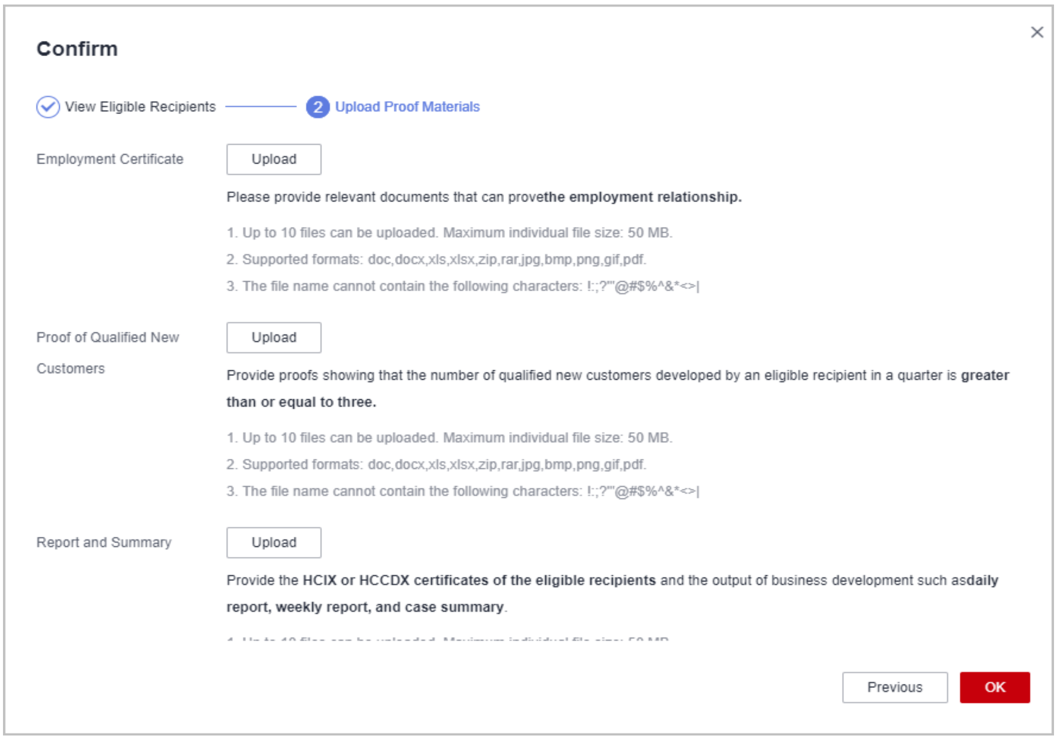
NOTE

- If you have any questions about the incentive details, click **Report Problem**.
- The number of recipients selected cannot exceed half the number of dedicated personnel invested.

Step 6 In the displayed dialog box, confirm the eligible recipients and click **Next**.



Step 7 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.

Step 8 A message indicating that the incentive has been confirmed is displayed.

NOTE

- If there is any information changed for the dedicated personnel, re-upload the proof materials.
- If your request is rejected, modify the required information based on the comments and confirm the incentive again.

----End

6.4.1.3 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**.
- The bills of GrowCloud partners have been associated with benefit distribution, and payment requests cannot be made until the bills are fully paid. Applying for FH payment is supported only when the bills are fully paid. For details, see **Repayment**.

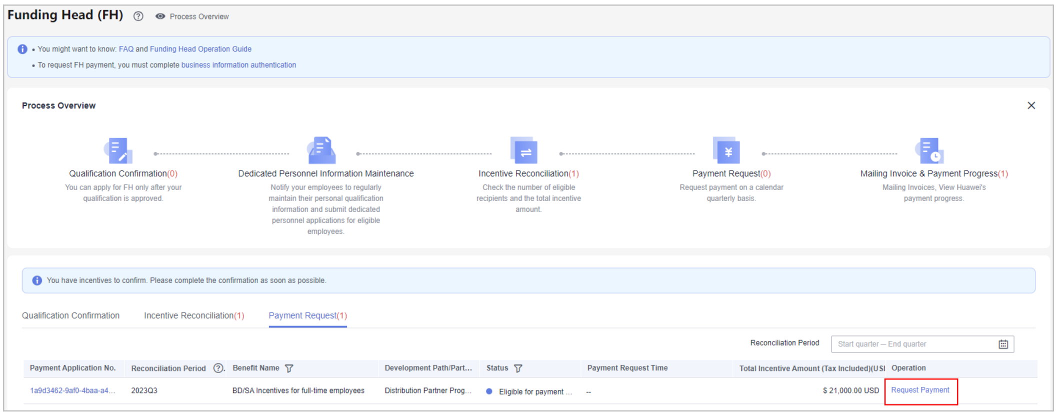
Procedure

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

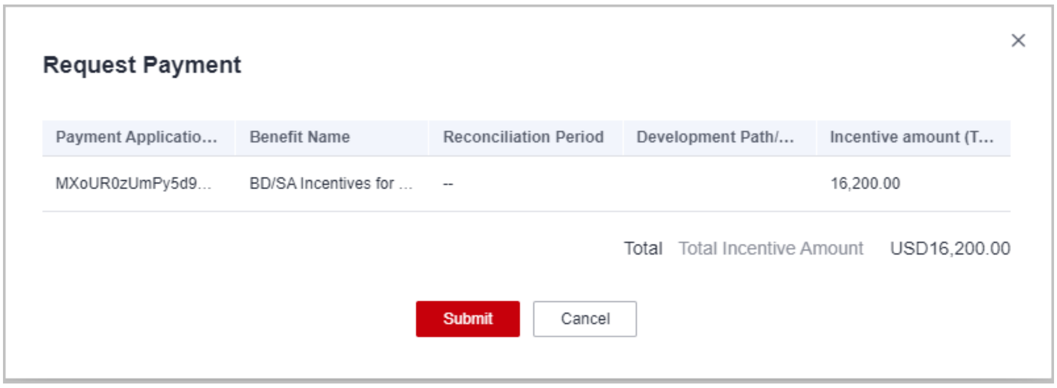
Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 Choose **Benefits** > **Funding Head (FH)** in the menu on the top.

Step 4 On the **Payment Request** tab, select the reconciliation period and click **Request Payment**.



Step 5 In the displayed dialog box, confirm the information and click **Submit**.



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

NOTE

If your request has been rejected, modify required information based on the comments and try again.

----End

6.4.1.4 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.

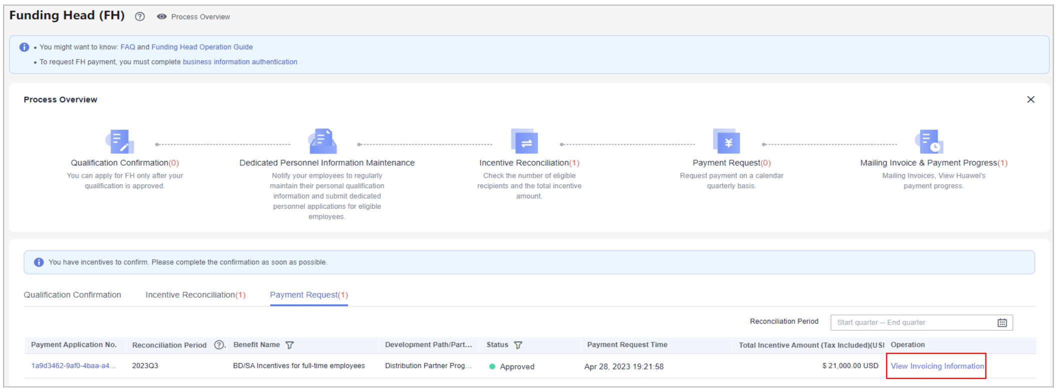
Procedure

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

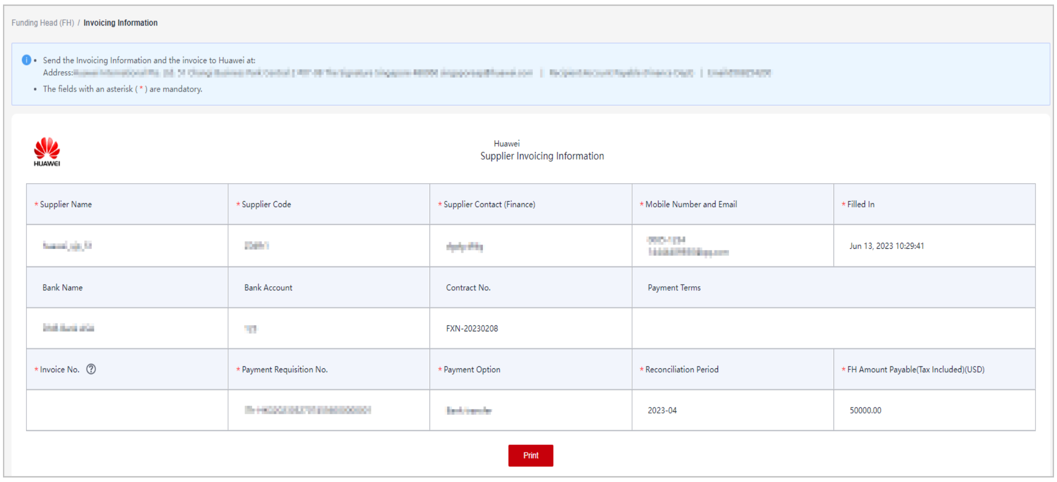
Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

Step 3 Choose **Benefits** > **Funding Head (FH)** in the menu on the top.

Step 4 On the **Payment Request** tab, select an approved payment request and click **View Invoicing Information** in the **Operation** column.



Step 5 Fill in the supplier information and click **Print**.



Step 6 Mail the invoicing information form and the invoice to Huawei.

NOTE

The settlement currency is the one you entered during business information authentication.

----End

6.4.1.5 Viewing Payment Progress

After mailing the invoice to Huawei, you can view Huawei's payment progress.

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 In **Process Overview**, click **Mailing Invoice & Payment Progress** to view Huawei payment details. You can use filter to view the payments in different states.

----End

7 Cloud Solution Providers

7.1 Transaction Models

7.1.1 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.

Cloud solution providers can develop customers in reseller model.

- Reseller model: Associated customers deal with cloud solution providers (cloud solution providers issue invoices to and collect payments from customers), and Huawei Cloud makes a settlement with cloud solution providers (Huawei Cloud issues invoices to and collects payments from cloud solution providers).

7.1.2 Reseller Model

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

Cloud solution providers can **set a monthly budget for their reseller customers**. In this way, they can manage customer's monthly expenditures to reasonably set a budget.

The budget is calculated based on the prices listed on the official Huawei Cloud website. The budget will restore in the next month. Cloud solution providers can view their customers' monthly budget usage down the customer details page.

If the expenditure of a customer exceeds a certain percentage of its monthly budget, the cloud solution provider will receive an alert notification. The partner can **adjust customer's monthly budget** or **freeze the customer account**. After the account is frozen, the customer cannot buy, renew, or change resources, and provisioned resources may become unavailable, but still incur fees.

If a customer's expenditure exceeds the budget, Huawei Cloud will restrict customer's purchase of yearly/monthly and reserved instances, but not the provisioning of pay-per-use resources. To restrict the provisioning of pay-per-use resources, cloud solution providers need to freeze customer's account. For details, see **Freezing a 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, their partners can query the customers' expenditures in the partner center.

For details, see **Viewing a Customer's Orders** and **Viewing 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 the time of UTC+00:00.
- The expenditure summary and details do not include the tax.

Partner Bills

Before 12:00 (UTC+00:00) on the fifth day of each month, 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 Description**. For details about how partners pay bills, see **Repayment**.

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**.

7.2 Sales Management

7.2.1 Querying Product Discounts and Incentives

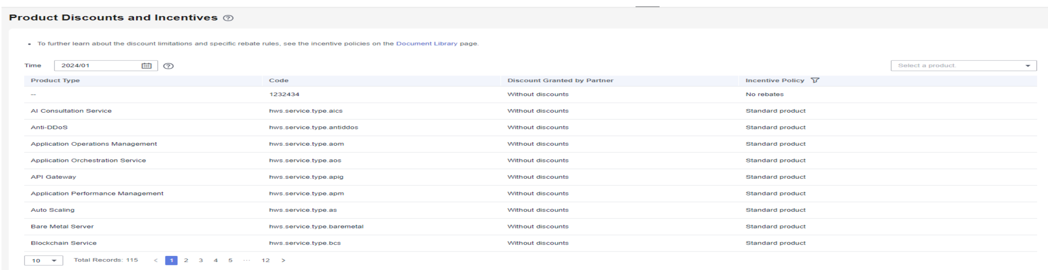
Partners can query the discount and incentive policies applicable to each product in the Partner Center.

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** > **Channels** > **Product Discounts and Incentives**.



Step 4 Click  next to **Incentive Policy** in the product list to query supported products and the discounts granted by the partner.

Data on the **Product Discounts and Incentives** page is updated in real time. To query historical records, reset the time.

----End

7.2.2 Viewing Commercial Discounts

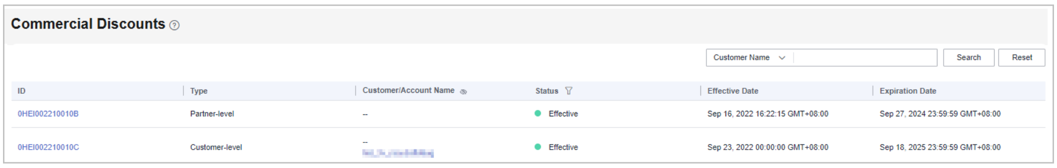
Partners can view the commercial discount list in Partner Center.

Procedure

Step 1 Log 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** > **Channels** > **Commercial Discounts**.



NOTE

- Click a commercial discount ID to view its details.
- Click an account name to view details about the customer.
- You can enter a customer name or customer account name to filter the discount data.
- 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

7.3 Customer Business

7.3.1 Customer Management

7.3.1.1 Querying Customers

A partner can query all the associated customers' current estimate and basic information.

Huawei Cloud Partner Service Provider can also query all the customers associated with its cloud solution providers and view the customers' used budget and basic information.

Procedure

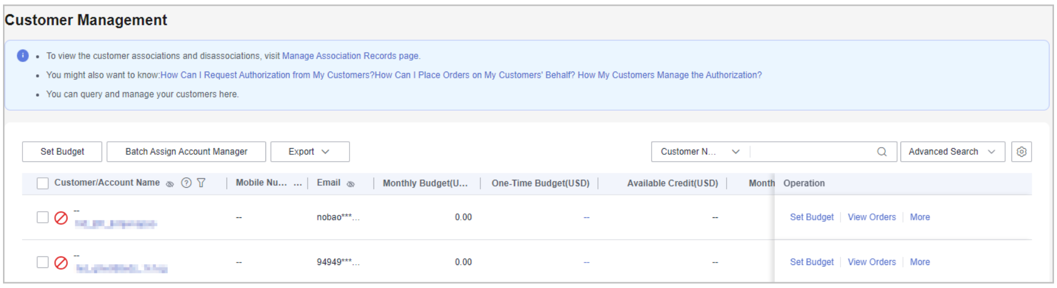
Step 1 Use your partner account to log in to **Huawei Cloud**.

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 bar, select **Sales** > **Customer Business** > **Customer Management**.

Step 4 Set search criteria to search for customers

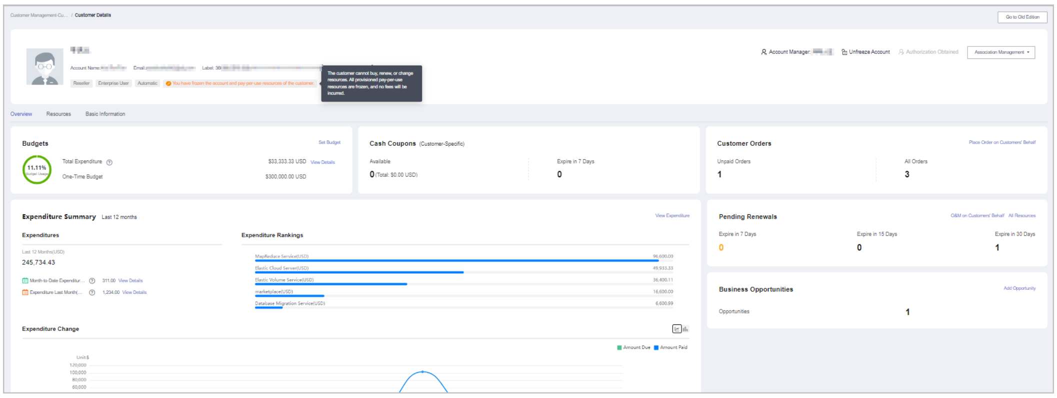
You can search for customers byfrozen status, association type, association time, customer name, account manager name, expenditure in this month, resource expiration date, mobile number, or customer tag.



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 emails.
- Click **Manage Association Records** to view historical association and disassociation records.

Step 5 Click an account name to view customer details.



NOTE

- You can click **Assign Account Manager** to assign an account manager for the customer. If a customer has been assigned with an account manager, you can click the account manager name to change the account manager for the customer as needed.
- You can click **Unfreeze Account** or **Freeze Account** to unfreeze or freeze the account and resources for the customer if you have required permissions.
- You can click **Request Authorization** to request permissions for performing operations on the customer's behalf.
- You can click **Association Management** and select **View Association Requests** from the drop-down list to view association records and manage association relationships for the customer. You can also click **Disassociate** from the drop-down list to disassociate from the customer.
- 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 view the customer's orders, including unpaid and paid orders. You can also click **Place Order on Customers' Behalf** to place orders for the customer.
- On the **Overview** tab, you can view the customer's resources to be expired. You can click **All Resources** to view all resources, including yearly/monthly resources, pay-per-use resources, reserved instances, and savings plans and click **Expire in 7 Days**, **Expire in 15 Days**, or **Expire in 30 Days** view resources that are going to be expired. You can click **Perform O&M Operations on Customers' Behalf** to obtain customer authorization to perform operations on these resources for the customer as needed.
- On the **Overview** tab, you can view expenditure analysis and rankings. You can click **View Expenditure** to view expenditure details, click **Month-to-Date Expenditure** to view expenditure details of this month, click **Expenditure Last Month** to view expenditures of last month, or click the icon next to **Expenditure Change** to view expenditure graphs.
- 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.
- On the **Basic Information** page, you can click **Account Manager History** to view the list of historical account managers assigned to the customer.

----End

Other Operations

A partner can perform the following operations on the **Customer Management** page:

- Choose **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, 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.

- Choose **Export** > **Export History**. On the **Export History** page, click **Download** in the **Operation** column to download and query the customer records in the **Completed** status.
- Click **Set Budget** to set a monthly or one-time budget for customers associated in the reseller model. For details, see **Setting Monthly Budgets for Customers** and **Setting One-Time Budgets for Customers**.
- Click **View Orders** to view all orders of a customer.
- Choose **More** > **View Resources** to view a customer's pay-per-use and yearly/monthly resources. For details, see **Viewing a Customer's Resources**.
- Click **More** > **Customer Spend** to view all expenditure details of 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**.

7.3.1.2 Setting Monthly Budgets for Customers

A partner can set monthly budgets for a customer associated with the partner in the reseller model. The budget will automatically restore at 00:00:00 on the first day of the following month.

Procedure

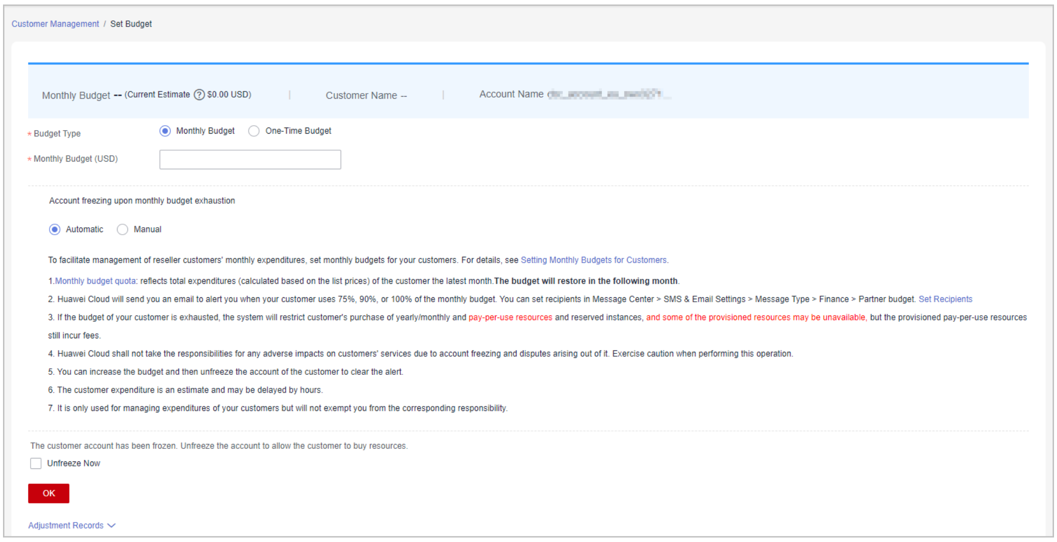
Step 1 Log in to **Huawei Cloud**.

Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

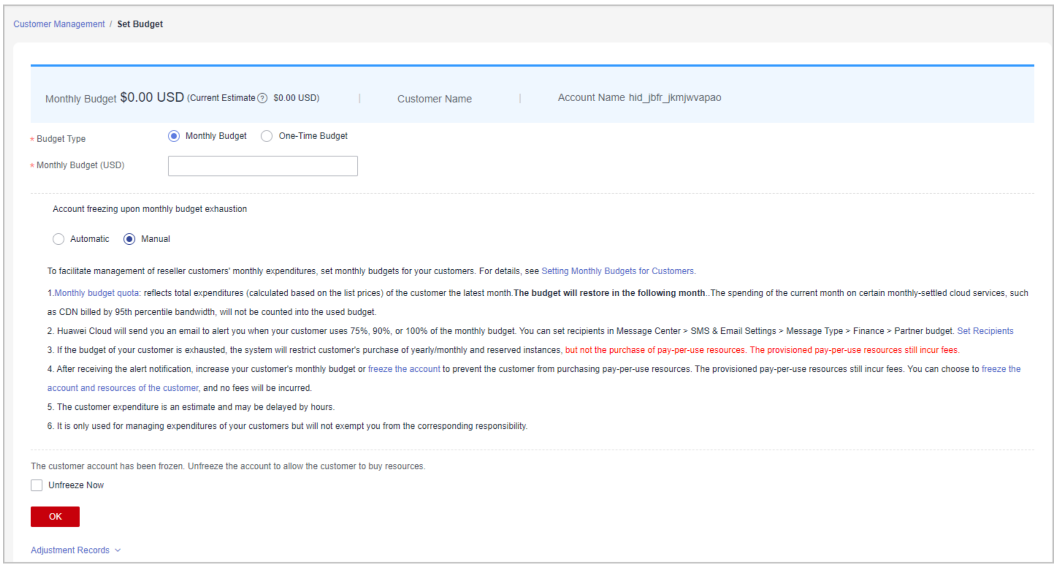
Step 3 On the top navigation bar, select **Sales** > **Customer Business** > **Customer Management**.

Step 4 Select a customer in the **Customer/Account Name** column and click **Set Budget** in the **Operation** column. On the displayed **Set Budget** page, set **Budget Type** to **Monthly Budget**.

- Automatic account freezing



- Manual account freezing



NOTE

- You can select multiple customers and click **Set Budget** above the customer list to batch set budgets for multiple customers at the same time.
- When you set a monthly budget for a customer, you also need to set **Account freezing upon monthly budget exhaustion** to **Automatic** or **Manual**. **Automatic** indicates that the system automatically freezes an account upon budget exhaustion. For details about how to **manually** freeze an account, see **Freezing a Customer**.
- If a customer account is frozen, the customer cannot purchase resources. To unfreeze the account, select **Unfreeze Now** and click **OK**.
- To view the monthly budget adjustment record, click **Adjustment Record** on the displayed **Set Monthly Budget** page.
- Click the eye button next to **Customer Name** to show or hide the complete content of customer name.
- 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 Enter a value and click **OK**.

NOTE

When a customer is associated with a partner by reseller model, the customer account is frozen by default. When the account is frozen, the customer cannot purchase, renew the subscription to, change, or properly use the resources. The partner can select **Unfreeze Account** when setting the monthly budget for the customer to unfreeze the account.

A message is displayed indicating that the monthly budget has been set successfully.

NOTE

If partners have enabled the verification code function, a verification code is required to verify the identity.

Step 6 Click **OK**.

----End

7.3.1.3 Setting One-Time Budgets for Customers

You can set one-time budgets for a customer associated in the reseller model. The budget will not be automatically restored in the next month.

Procedure

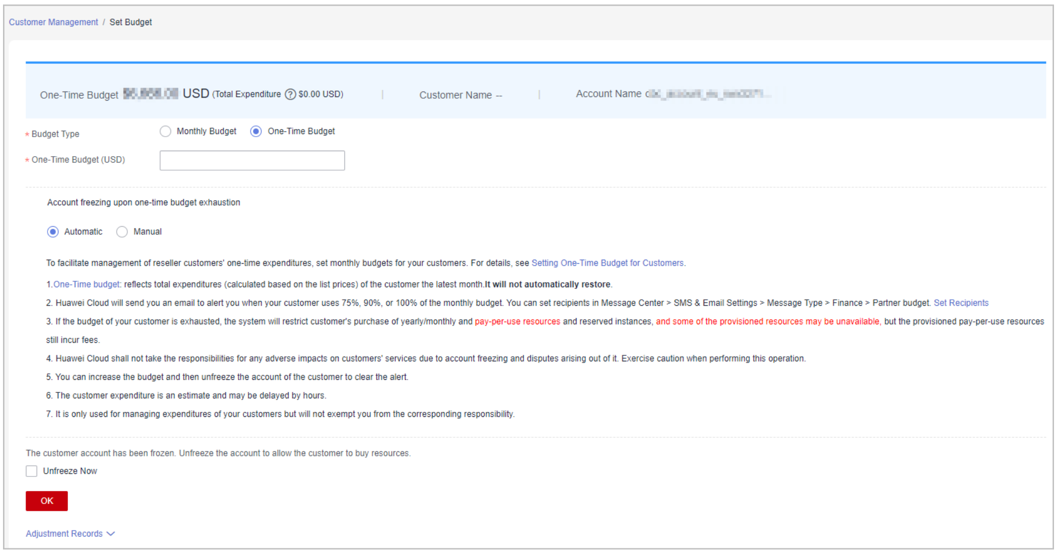
Step 1 Log in to **Huawei Cloud**.

Step 2 In the drop-down list of your account name, click **Partner Center**.

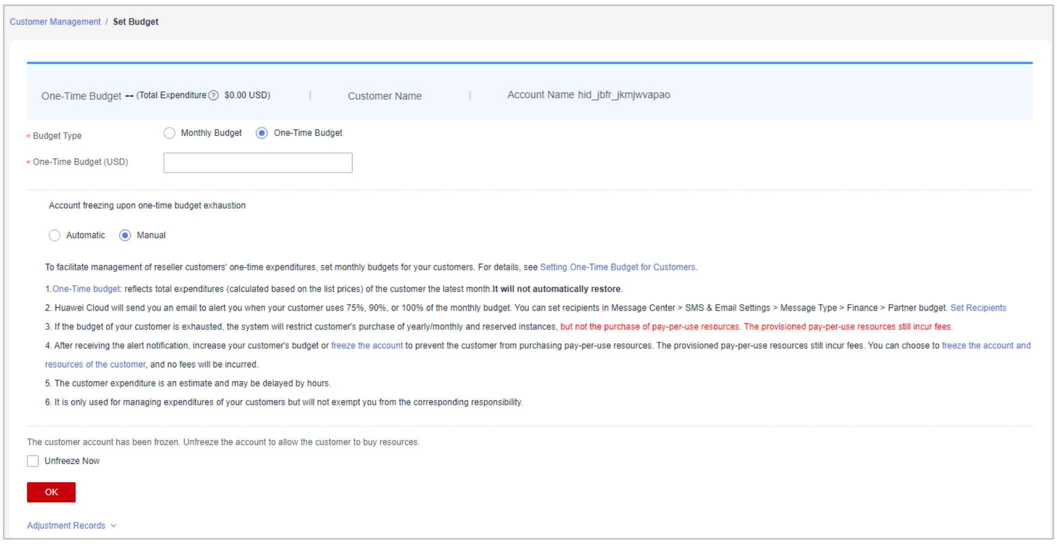
Step 3 In the top navigation, select **Sales** > **Customer Business** > **Customer Management**.

Step 4 Select a customer in the **Customer/Account Name** column and click **Set Budget** in the **Operation** column. On the displayed **Set Budget** page, set **Budget Type** to **One-Time Budget**.

- Automatic account freezing



- Manual account freezing



NOTE

- You can select multiple customers and click **Set Budget** above the customer list to batch set budgets for multiple customers at the same time.
- When you set a one-time budget for a customer, you can decide whether to automatically or manually freeze their accounts when they use up their budgets. If you select **Automatic** for **Account freezing upon one-time budget exhaustion**, your customers' accounts will be automatically frozen when their budgets are used up. If you select **manual**, you can manually freeze their accounts. For more details, see **Freezing a Customer**.
- If a customer account is frozen, the customer cannot purchase resources. To unfreeze the account, select **Unfreeze Now** and click **OK**.
- 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.
- 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 Enter a one-time budget value and click **OK**.

NOTE

When a customer associates with you in reseller model, their accounts will be frozen by default and they cannot purchase, renew the subscription to, change, or use the resources. You can select **Unfreeze Account** when setting the one-time budget for the customer to unfreeze the account.

A message is displayed indicating that the monthly budget has been set successfully.

NOTE

If you have enabled code verification, a verification code is required to verify the identity.

Step 6 Click **OK**.

----End

7.3.1.4 Freezing a Customer

After a customer is associated with you in the reseller model, their account is frozen by default. If you also need to freeze their resources, you can go to **Partner Center** > **Customer Business** > **Customer Management**.

You can choose to freeze only the account or both the account and resources of a customer.

Impacts of Freezing Only Accounts or Both Accounts and Resources

- Impacts of Freezing Only Accounts

  If customer's account is frozen, the customer cannot buy, renew, or change resources, and provisioned resources may be unavailable, but still incur fees.

  The following table describes the impacts on a reseller customer after its account is 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

- Impacts of Freezing Both Accounts and Resources

  In addition to the account freezing, resources are also frozen and enter the retention period. During the retention period, customers cannot access or use the frozen cloud service resources. Cloud service resources and data stored will be retained, and the frozen resources will not incur fees.

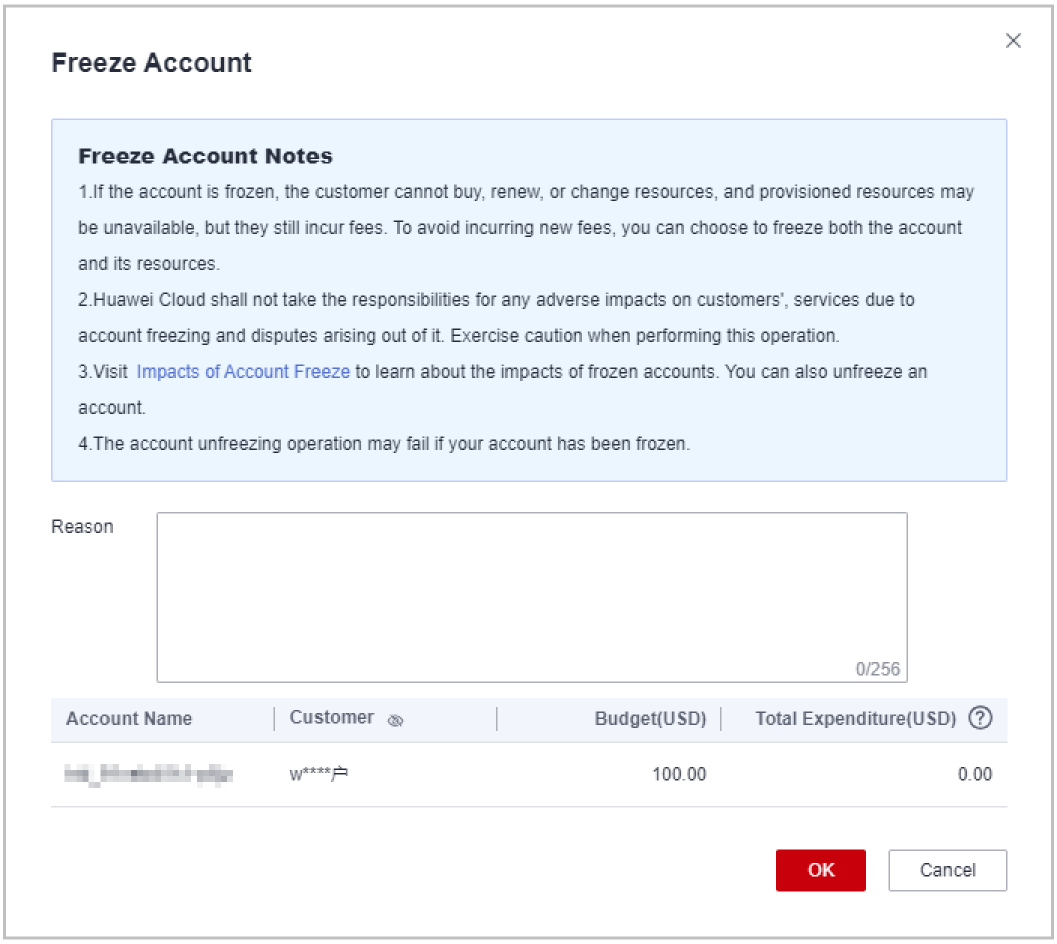
Freezing an Account

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** > **Customer Business** > **Customer Management**.

Step 4 Click **More** > **Freeze Account** in the **Operation** column in the row of the target customer.



Step 5 Enter the reason.

Step 6 Click **OK**.

A message is displayed indicating that the account is frozen.

NOTE

- If partners have enabled the verification code function, a verification code is required.
- To unfreeze a customer account, click **More** > **Unfreeze Account** in the **Operation** column.

----End

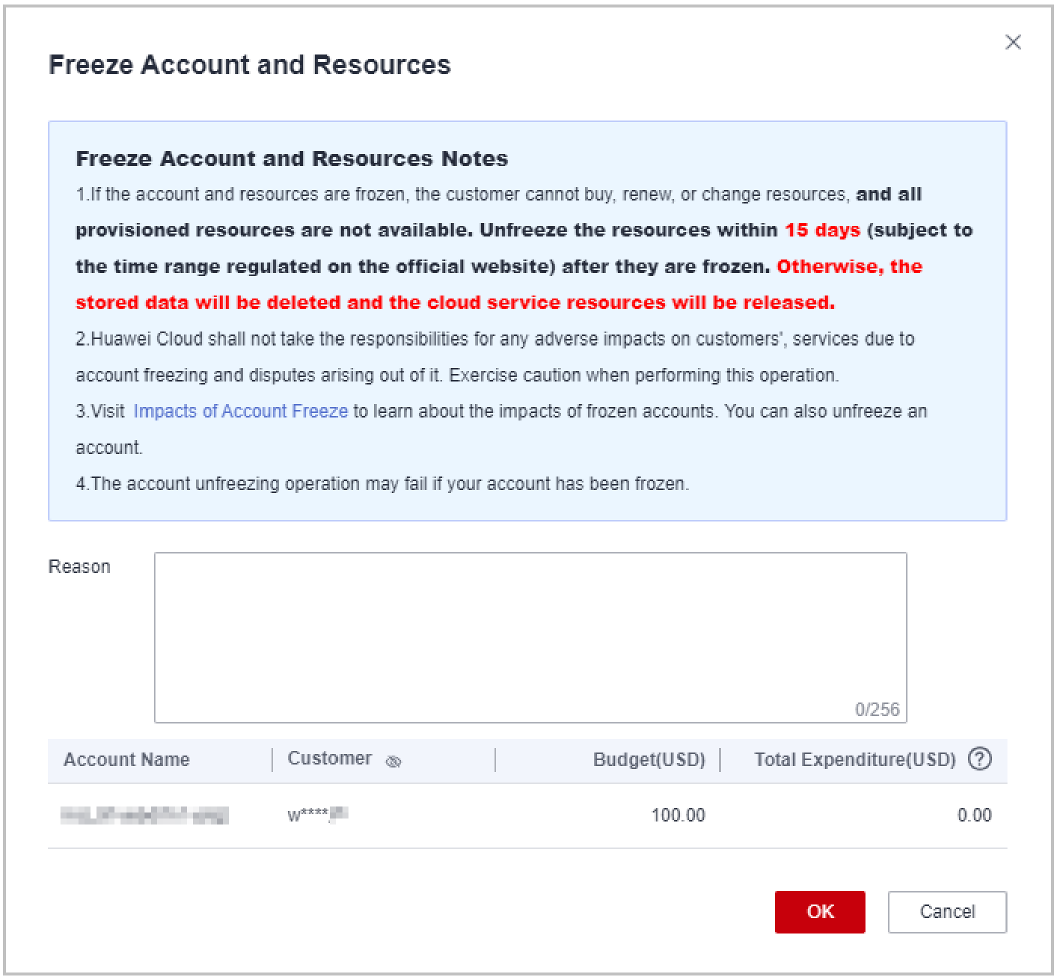
Freezing Both an Account and Resources

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** > **Customer Business** > **Customer Management**.

Step 4 Click **More** > **Freeze Account and Resources** in the **Operation** column for the target customer.



Step 5 Enter the reason.

Step 6 Click **OK**.

A message is displayed indicating that the account and resources are frozen.

NOTE

- If you have enabled the verification code function, a verification code is required to verify the identity.
- 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. Exercise caution when performing this operation.
- To unfreeze both the account and resources for a customer, click **Unfreeze Account and Resources** in the **Operation** column for the target customer.

----End

7.3.1.5 Unfreezing a Customer

You can unfreeze accounts or both accounts and resources for your customers.

Unfreezing an Account

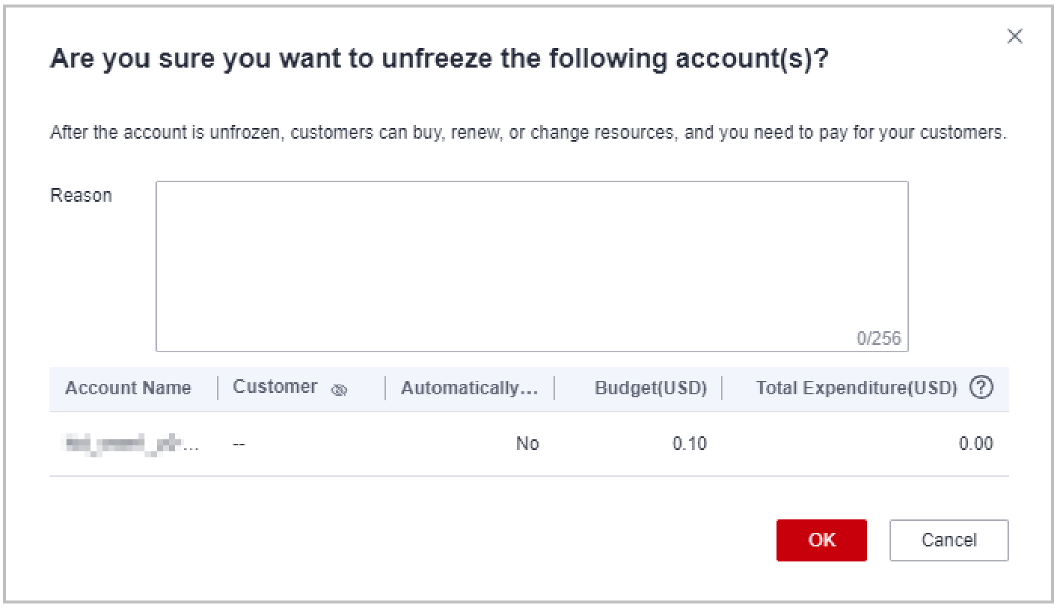
Step 1 Use your account to log in to **Huawei Cloud**.

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** > **Customer Business** > **Customer Management**.

Step 4 Click **More** > **Unfreeze Account** in the **Operation** column for the target customer.

Step 5 Enter the reason and click **OK**. A message is displayed indicating that the account is unfrozen.



NOTE

If you have enabled the verification code function, a verification code is required to verify the identity.

----End

Unfreezing Both an Account and Resources

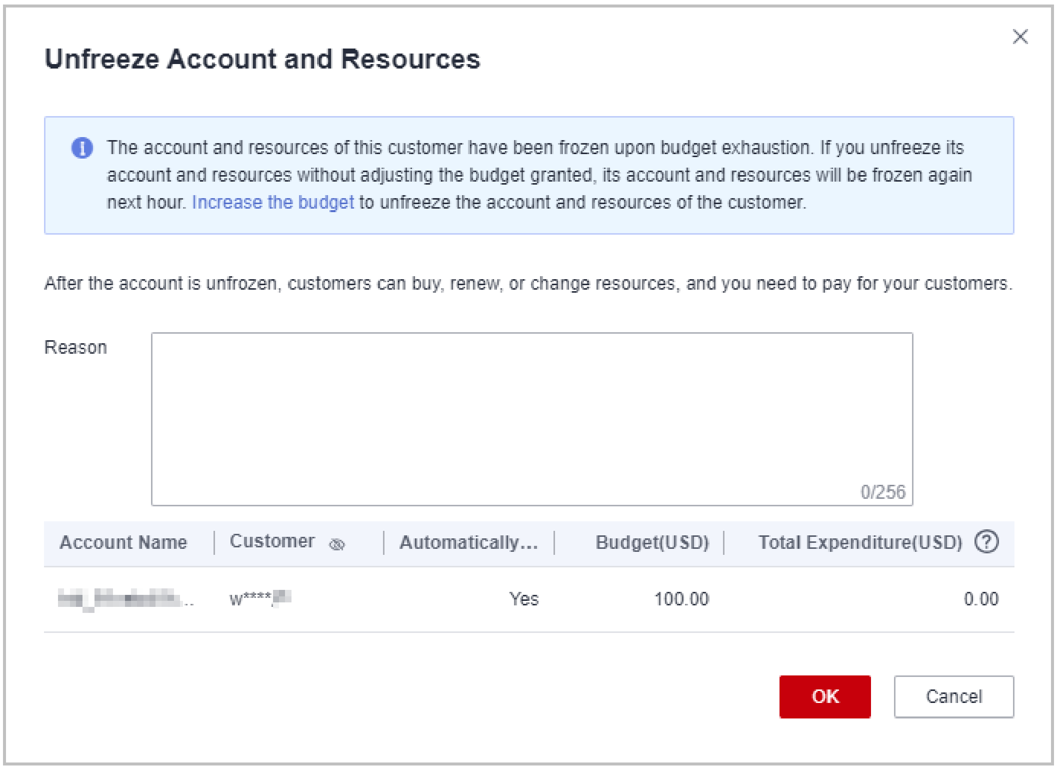
Step 1 Use your account to log in to **Huawei Cloud**.

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** > **Customer Business** > **Customer Management**.

Step 4 Click **More** > **Unfreeze Account and Resources** in the **Operation** column for the target customer.

Step 5 Enter the reason and click **OK**. A message is displayed indicating that the account and resources are unfrozen.



NOTE

If you have enabled the verification code function, a verification code is required to verify the identity.

----End

7.3.1.6 Managing Customer Association Relationships

You can disassociate from customers associated in the reseller model and process disassociation requests initiated by customers.

NOTE

- Only the administrator role of a partner can disassociate from their customers.

Precautions

1. If a customer has initiated a dissociation request, you must wait three months before you can submit another request.
2. You can request to disassociate from a customer only once within three months.
3. You cannot disassociate from a customer who is using an enterprise master account that has been associated with any independent accounting member.
4. If you need to disassociate from a customer whose account has been manually frozen, you need to unfreeze the customer account first.
5. You cannot disassociate from a customer if this customer has any valid reserved instance or partner support plan.

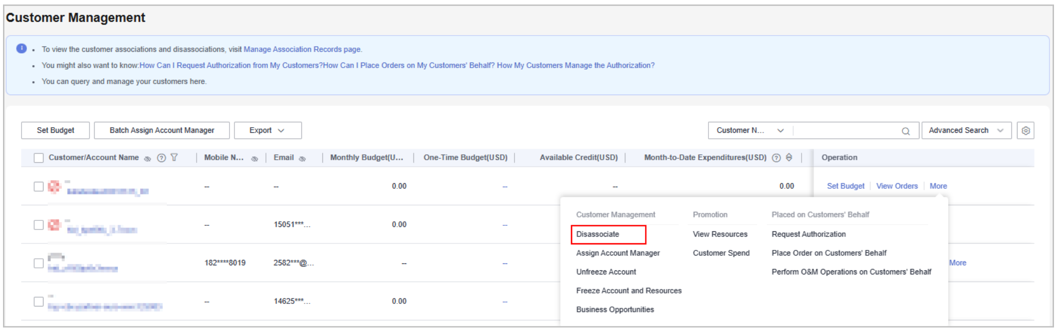
Dissociating from a Customer

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 bar, select **Sales** > **Customer Business** > **Customer Management**.

Step 4 In the customer list, select a customer and click **More** > **Disassociate** in the **Operation** column.



NOTE

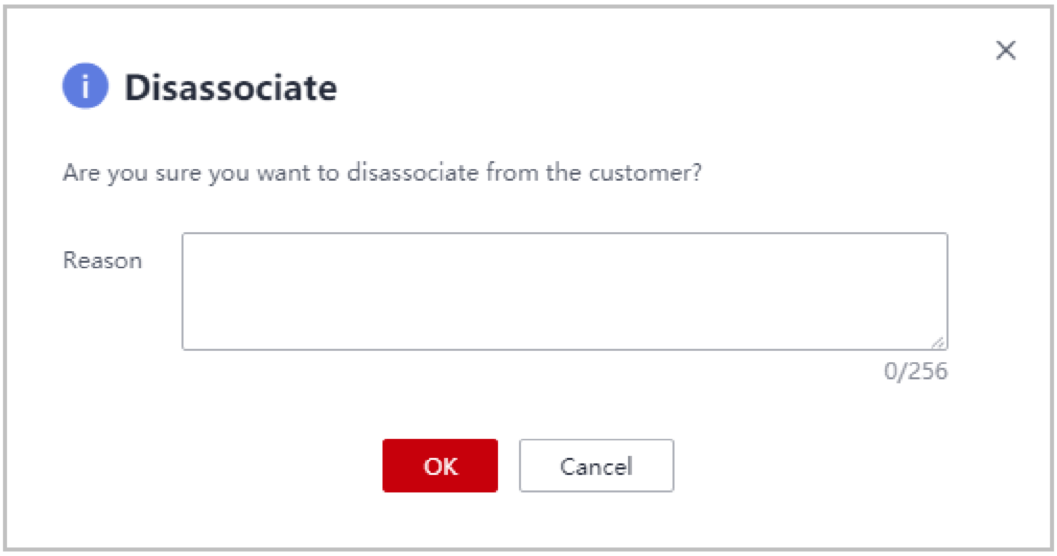
- Click the eye icon next to a header to show or hide the complete content in the column. The content is hidden by default. For example, you can click the eye icon next to **Customer/Account Name** to show or hide the complete content of customer names.

Step 5 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.

The **Disassociate** dialog box is displayed.



Step 6 Enter the reason and click **OK**.

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

If partners have enabled the verification code function, a verification code is required to verify the identity.

----End

Other Operations

You can query association and disassociation records, and process the disassociation requests initiated by customers.

NOTE

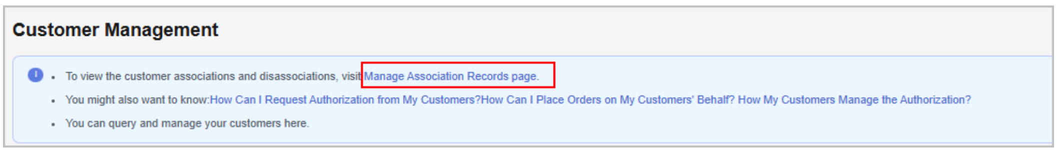
Only partners with the corresponding permissions can process the disassociation requests from customers.

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.

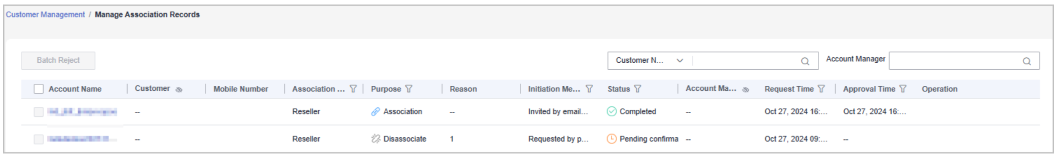
Step 3 On the top navigation bar, select **Sales** > **Customer Business** > **Customer Management**.

Step 4 Click **Manage Association Records**.



Step 5 On the **Manage Association Records** page, you can query the customer associations, association type changes, and disassociations.

Click **Agree** or **Reject** in the **Operation** column.



NOTE

If you have enabled the verification code function, a verification code is required to verify the identity.

----End

7.3.1.7 Viewing a Customer's Resources

A partner can view each associated customer's pay-per-use and yearly/monthly resources, and reserved instances.

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 Select **Sales** > **Customer Business** > **Customer Management** on the top navigation bar.

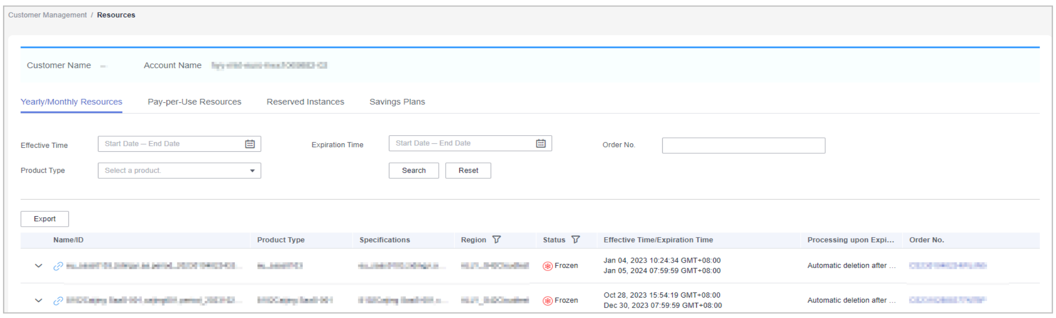
Step 4 On the **Customer Management** page, set the search criteria for a fuzzy search. Select a target customer and choose **More** > **View Resource** to enter the resource management page.

NOTE

Step 5 View the resources purchased by customers.

- View yearly/monthly resources.

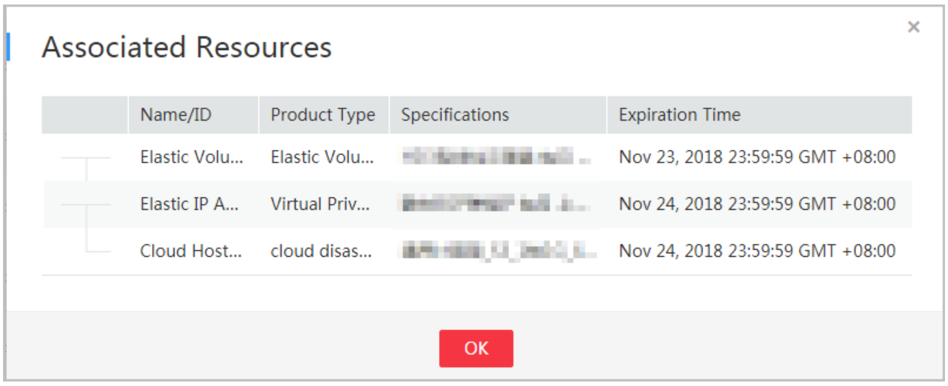
  On the **Yearly/Monthly Resources** page, set the search criteria and query the desired yearly/monthly resource records.



  – Click **Export** to export all yearly/monthly resource records of a customer.

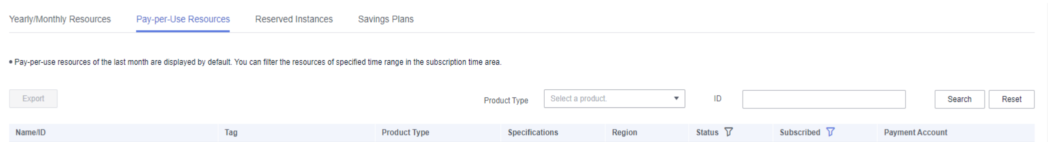
– Click ˅ to check instance information and resource status.

– 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.

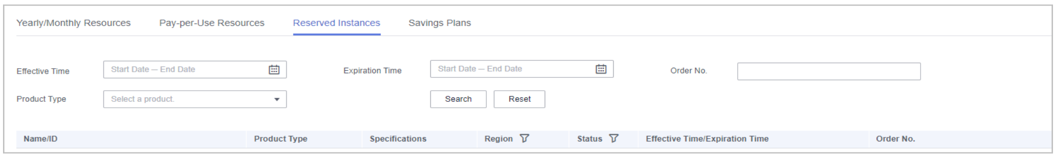


  Click **Export** to export all pay-per-use resource records of a customer.

  NOTE

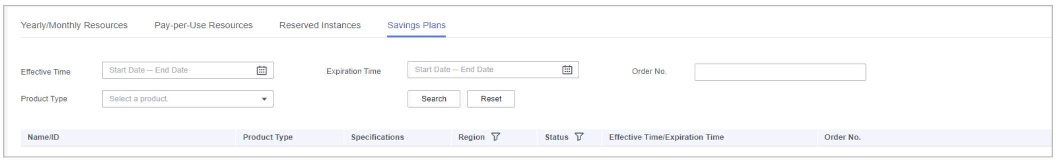
- View the reserved instances.

  On the **Reserved Instances** page, set the search criteria and query the desired reserved instance records.



- View savings plans

  In the **Savings Plans** tab, set search criteria to view savings plans as needed.



----End

7.3.1.8 Requesting Customer Authorization

You must request authorization from a customer before placing orders on behalf of them.

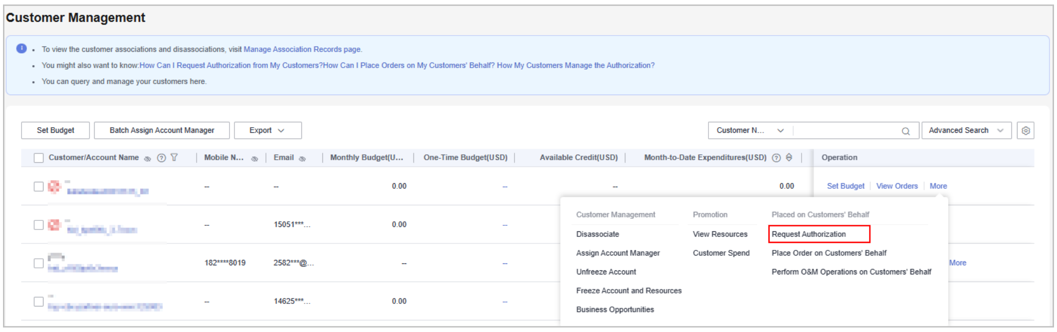
Procedure

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 In the top navigation, select **Sales** > **Customer Business** > **Customer Management**.

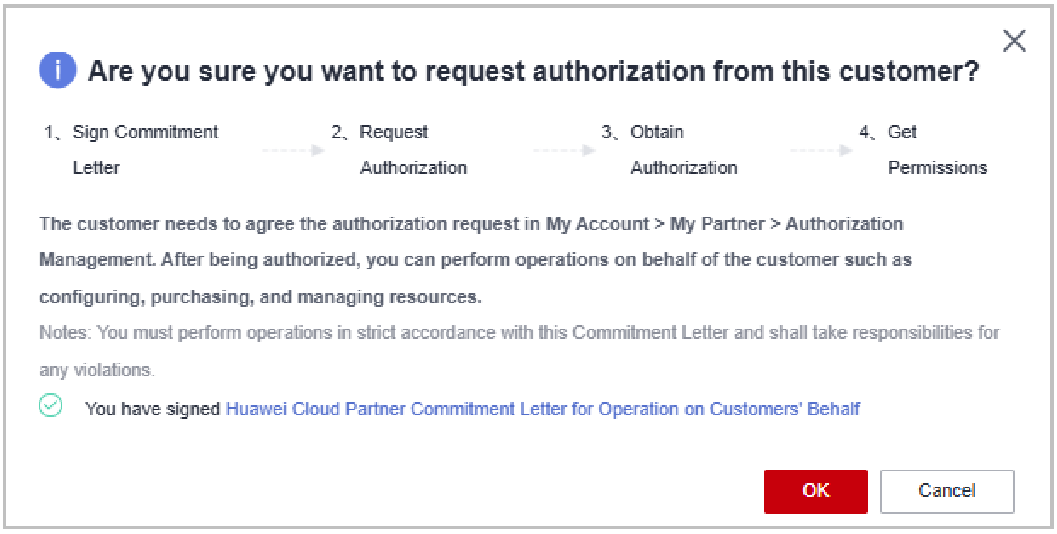
Step 4 Select a customer and click **More** > **Request Authorization** in the **Operation** column.



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 Select I have read and agree to the *Huawei Cloud Partner Commitment Letter for Operation on Customers' Behalf* and click **OK**.



NOTE

You only need to select I have read and agree to the *Huawei Cloud Partner Commitment Letter for Operation on Customers' Behalf* when you request customer authorization for the first time.

A message is displayed, indicating that your authorization request has been sent to the customer. The customer can manage authorization requests in **My Account** > **My Partner**.

----End

7.3.1.9 Placing Orders on Customers' Behalf

You can place orders to purchase yearly/monthly resources or pay-per-use resources on Partner Center for your customers associated in the reseller model.

Prerequisites

You must obtain customer authorization before placing an order on behalf of a customer.

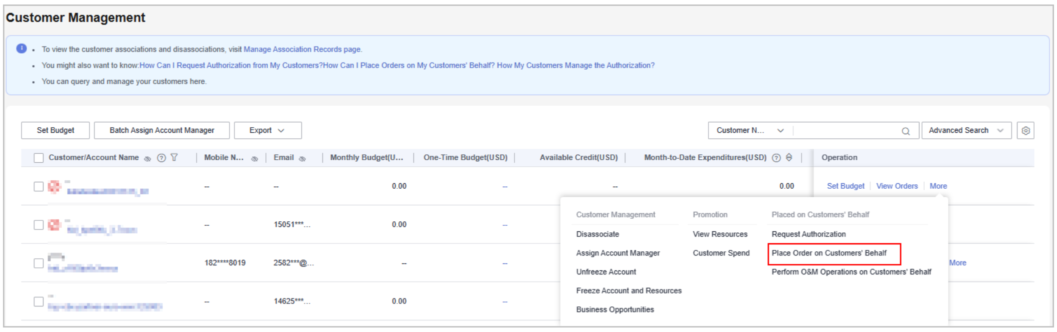
Procedure

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 On the top navigation bar, select **Sales** > **Customer Business** > **Customer Management**.

Step 4 Locate the row with the target customer associated in the reseller model and choose **More** > **Place Order on Customers' Behalf** in the **Operation** column.

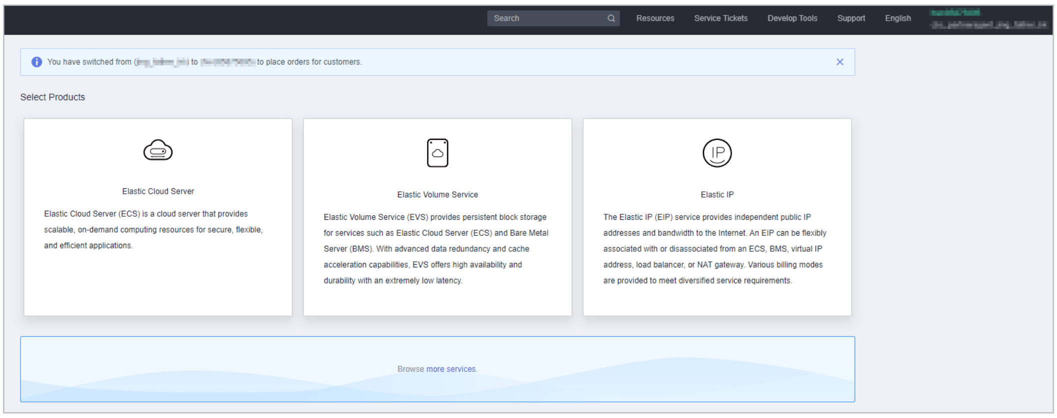


NOTE

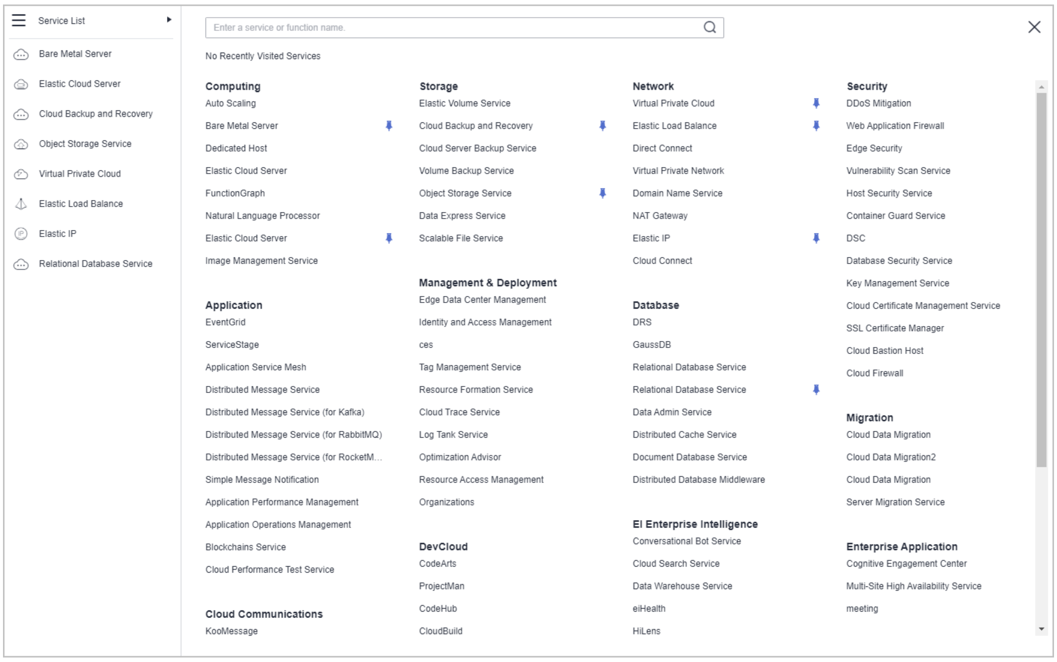
Click the eye icon next to a header to show or hide the complete content in the column. The content is hidden by default. For example, you can click the eye icon next to **Customer/Account Name** to show or hide the complete content of customer names.

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

Step 6 On the **Select Products** page, select a cloud service and place an order as prompted.



Step 7 If you need more products, click **more services** below to go to the Huawei Cloud console and select a product by clicking the service icon on the left to place an order.



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 Business** > **Customer Orders** and view the orders of yearly/monthly resources placed on customers' behalf. In addition, you can choose **Customer Business** > **Customer Management** and choose **More** > **View Resources** to query pay-per-use resources provisioned on customers' behalf.

7.3.1.10 Performing Resource O&M for Customers

You can perform resource O&M for your customers associated in the reseller model in the Partner Center.

Prerequisites

You must obtain customer authorization before performing resource O&M for your customers.

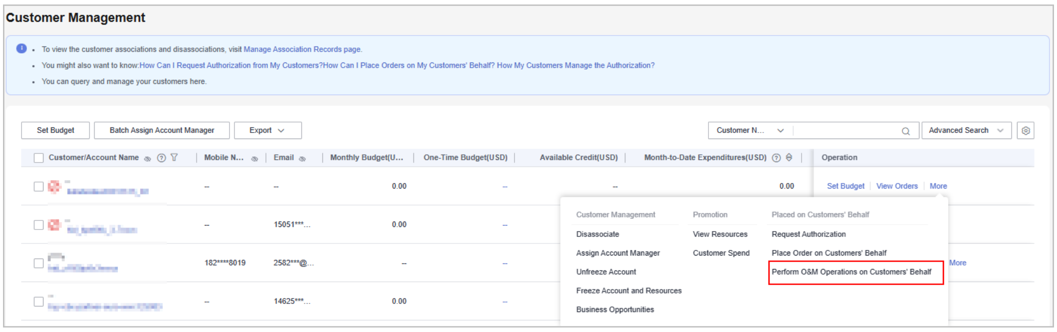
Procedure

Step 1 Log in to **Huawei Cloud** as a cloud solution provider.

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** > **Customer Business** > **Customer Management**.

Step 4 Locate the row with the target customer associated in the reseller model and choose **More** > **Perform O&M Operations on Customers' Behalf** in the **Operation** column.



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

Step 6 On the console page, perform resource O&M operations as prompted.

NOTE

When you perform resource O&M on a customer's behalf, your partner account will be switched to the customer account. To switch the account back, click **Switch Role**.

----End

7.3.1.11 Assigning an Account Manager for a Customer

A partner can assign an account manager for a 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.

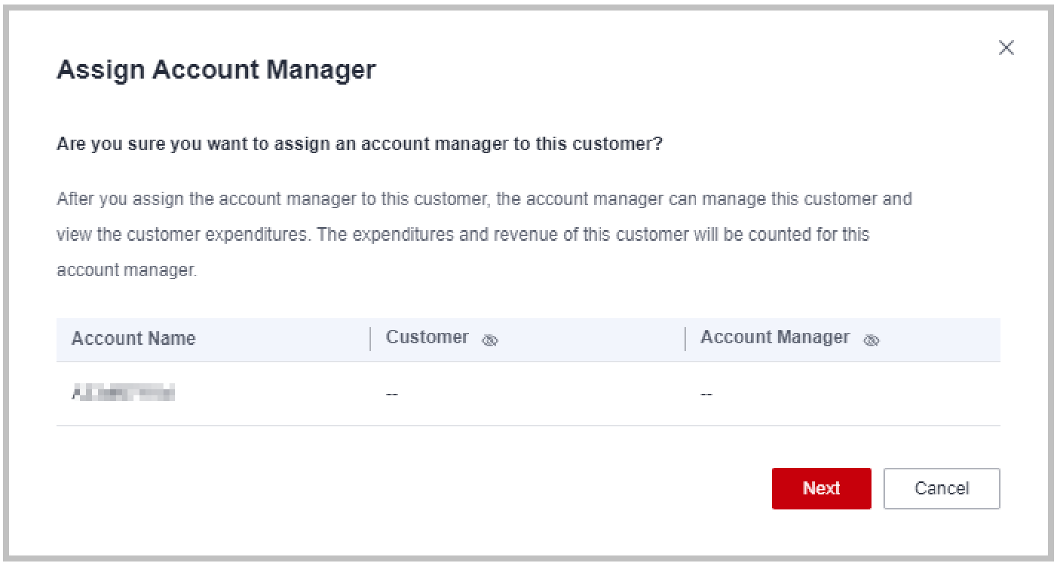
Procedure

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

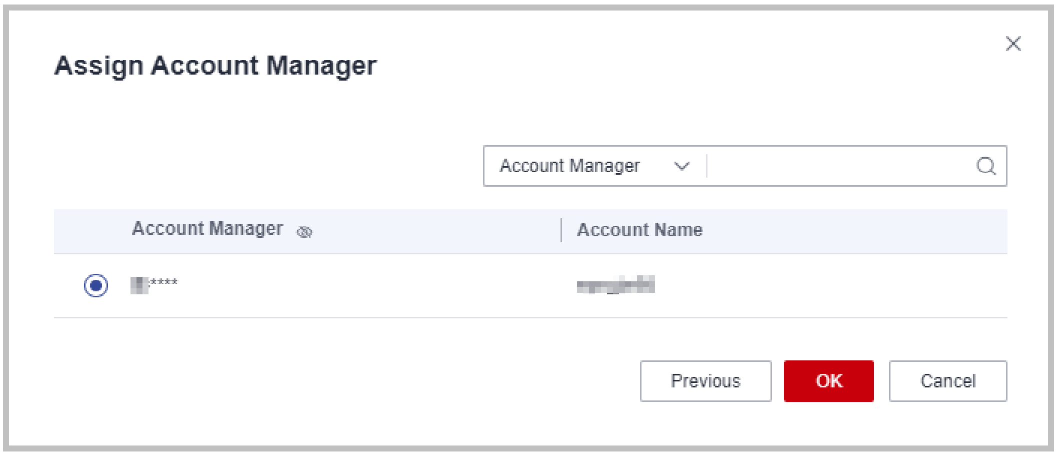
Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 On the top navigation bar, select **Sales** > **Customer Business** > **Customer Management**.

Step 4 In the customer list, select a customer, choose **More** > **Assign Account Manager** in the **Operation** column to switch to the **Assign Account Manager** page.



Step 5 Verify the target account manager account and click **Next**.



Step 6 Select the target account manager and click **OK**.

NOTE

Alternatively, you can select multiple customers in the customer list and click **Batch Assign Account Manager** to assign an account manager to the customers.

----End

7.3.2 Customer Development

7.3.2.1 Pre-registering Customers

Customer pre-registration is a mechanism provided by Huawei Cloud for cloud solution providers to register customers in advance to seize customer development opportunities. This mechanism prevents conflicts between partners and between partners and Huawei Cloud.

A partner can pre-register potential customers. Within the validity period of pre-registration, the partner can send invitation links to pre-registered customers for them to register and associate with the partner.

Except for **sending emails**, partners can **send hyperlinks and QR codes** to invite potential customers.

Precautions

- A customer cannot be pre-registered by a partner if the customer:
  - Registers with Huawei Cloud (international website).
  - Registers with Huawei Cloud (Chinese mainland website).
  - Has been associated with a partner.
  - Has been pre-registered by another partner.
  - Has signed contracts with Huawei Cloud.
  - Has cash expenditure records and has not been followed up by the Huawei Cloud direct sales team.
  - Has been associated with an enterprise master in the unified accounting model.

- A partner can submit a request for manual pre-registration review if the customer:
  - Has registered for more than seven days or has cash expenditure records and has been followed up by the Huawei Cloud direct sales team.
  - Has a different registration country from the partner.
  - Belongs to the Huawei Cloud online sales team.
- The maximum number of pending and pre-registered customers is 100. When the maximum number is reached, the partner cannot pre-register any customers.
- The validity period of pre-registration is 15 days. A pre-registered customer cannot be pre-registered by another partner until the current validity period has expired.
- If a partner does not reserve a mobile number or email address in the partner center, the partner cannot register a customer. Partners need to add mobile numbers or email addresses on the Personal Information page under Account Management > Basic Information in the partner center before registering customers.
- Ensure that the email address provided for pre-registering a customer is in consistent with the email address that was used by the customer for account creation.
- If you need to pre-register a customer who does not meet the pre-registration conditions, you can request manual review. The review will be completed within two working days.

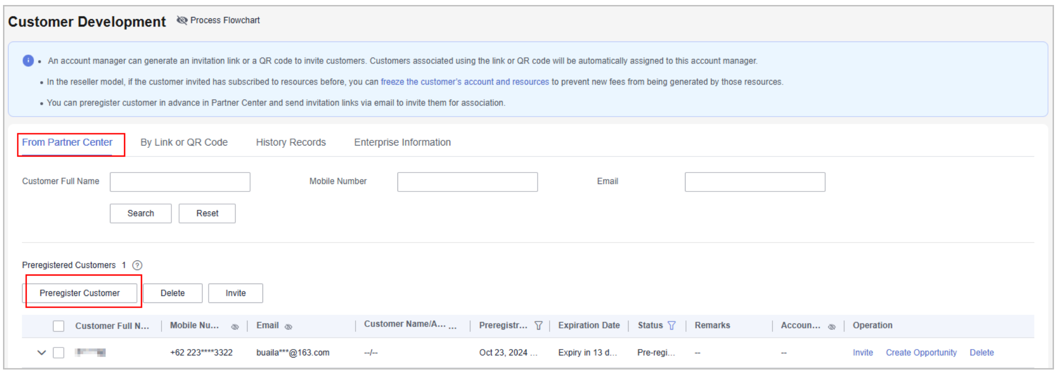
Procedure

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 On the top navigation bar, select **Sales** > **Customer Business** > **Customer Development**.

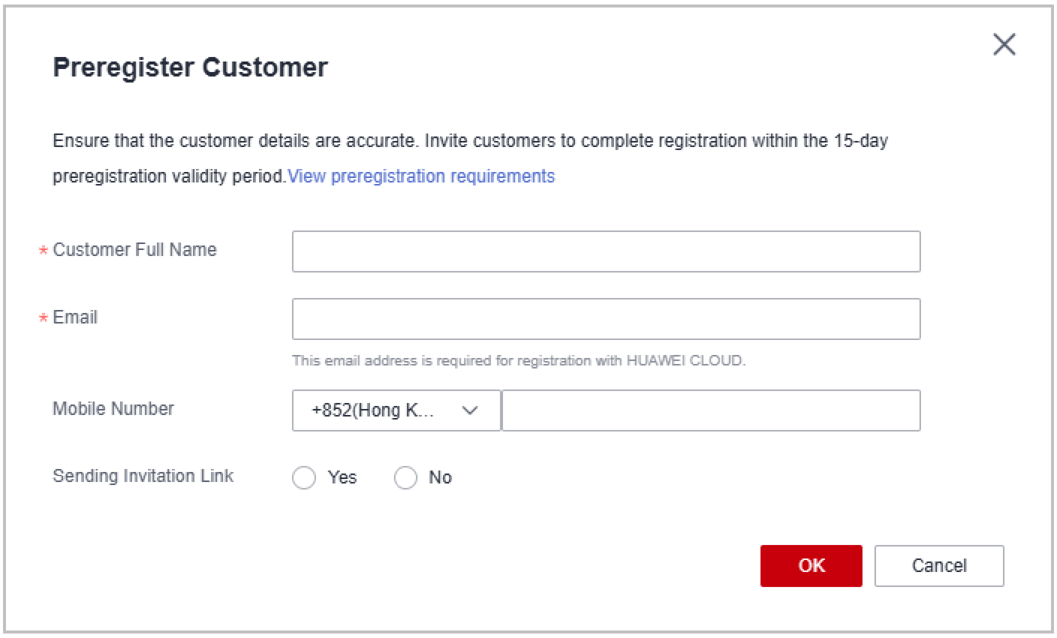
Step 4 On the **From Partner Center** tab page, click **Preregister Customer**.



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 Name** to show or hide the complete content of customer names.

Step 5 Configure **Customer Name**, **Mobile Number**, and other parameters, and click **OK**.



A message is displayed indicating that the pre-registration is successful.

Step 6 (Optional) If a partner still wants to pre-register a customer who does not meet the pre-registration conditions, the partner needs to submit a manual review request.

1. In the dialog box that is displayed, click **Preregister Customer**.
2. In the **Preregister Customer** dialog box, fill in the required 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**, it indicates that the preregistration is successful. Then, you can invite the customer for association.

NOTE

To learn about the review progress of a manual review request, contact your ecosystem manager.

----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 **Pending review** or **Associated**.
- After a pre-registered customer is deleted, the pre-registration for the customer becomes invalid.

7.3.2.2 Inviting Pre-Registered Customers by Emails

A partner can send an email to invite a pre-registered customer for association.

Prerequisites

A partner must pre-register a customer before sending an email to the customer. For details about pre-registering a customer, see **Pre-registering Customers**.

Procedure

Step 1 Log in to **Huawei Cloud** as a partner.

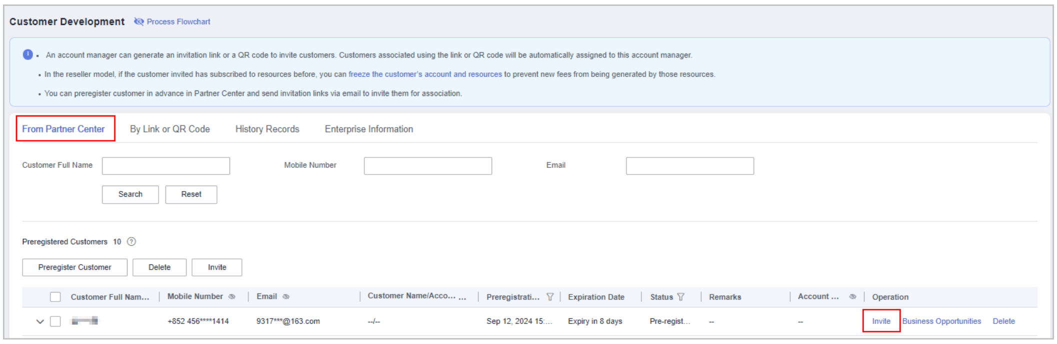
Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 On the top navigation bar, select **Sales** > **Customer Business** > **Customer Development**.

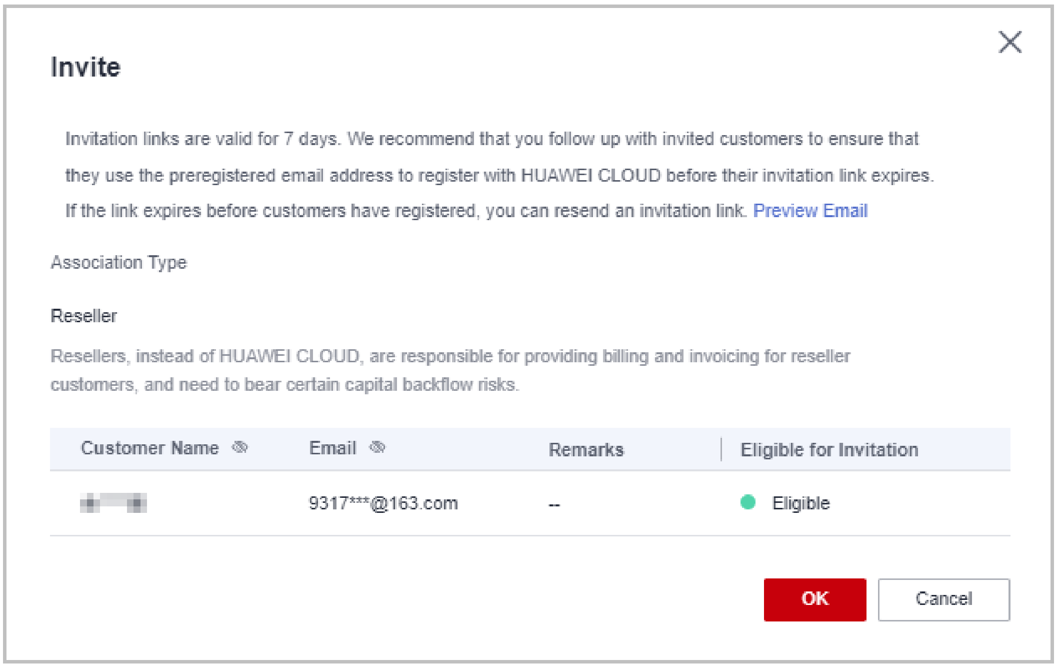
Step 4 In the customer list, select a customer and click **Invite** in the **Operation** column.

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.

The system automatically sends invitation emails to customers. After receiving the emails, the customers click the links to register with Huawei Cloud and associate with you. For details, see **Requesting Association with a Partner**.

----End

7.3.2.3 Inviting Pre-Registered Customers by Hyperlinks or QR Codes

Except for **sending emails**, partners can send hyperlinks and QR codes to invite potential customers.

Precautions

- The invitation hyperlinks and QR codes displayed on the **By Link or QR Code** page contain custom tags (usernames used for login).
- 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 you using an existing account, they need to contact you to send an online association invitation.

Procedure

Step 1 Log 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** > **Customer Business** > **Customer Development**.

Step 4 Click the **By Link or QR Code** tab.

Step 5 Obtain the invitation link and QR code.

A partner can invite a customer by the general/custom invitation link and QR code or a promotional link.

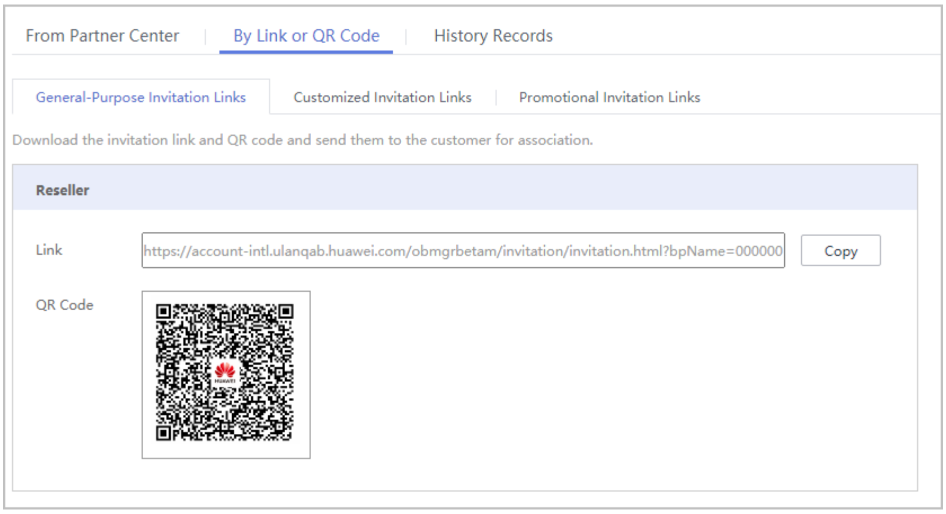
After receiving the invitation, the customer can click the link or scan the QR code to register with Huawei Cloud and associate with you. For details, see **Requesting Association with a Partner**.

NOTE

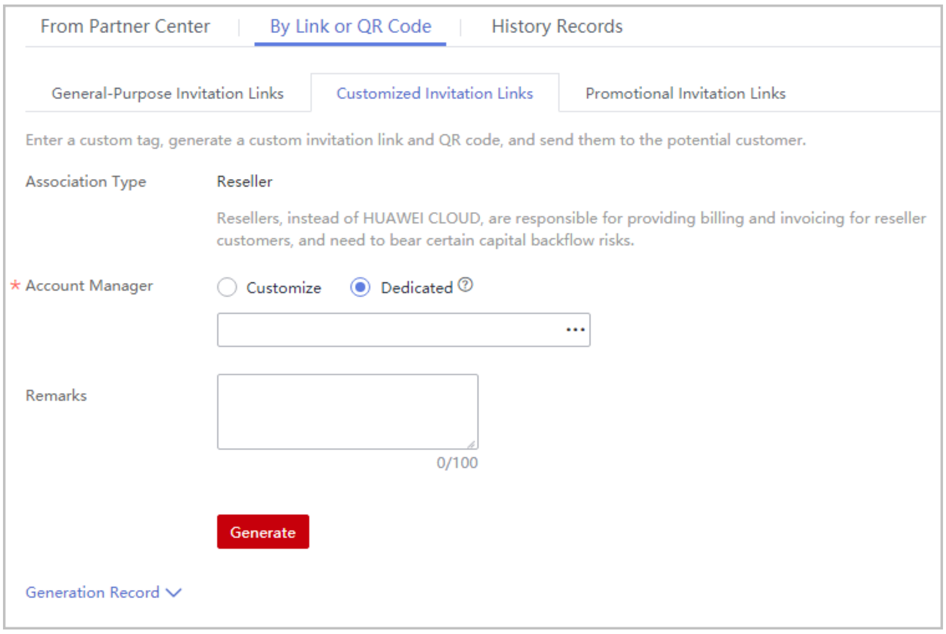
- When creating a custom invitation link and a QR code, add a tag to them. Then you can identify associated customers by tag. You can view customers' custom tags in the customer list on the **Customer Business** > **Customer Management** page.
- If you do not want to create a custom tag for a customer, 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.
- 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.

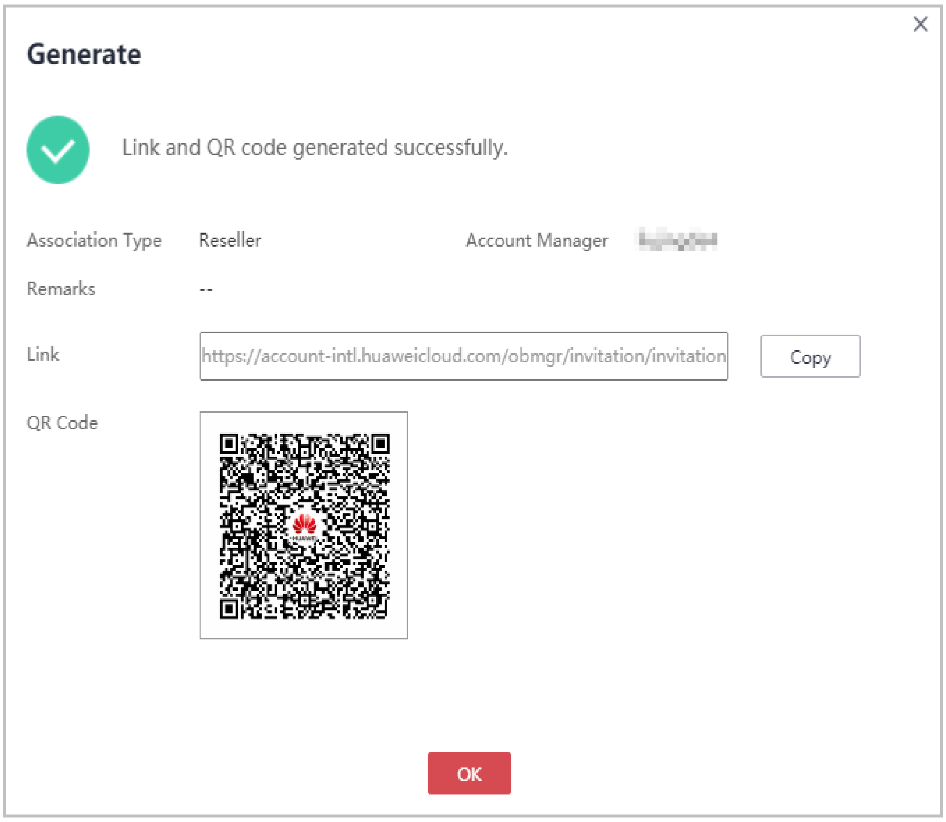
- Invite a pre-registered customer by a general-purpose invitation link and QR code.
  a. Click the **General-Purpose Invitation Links** tab.
  b. Click **Copy** after **Link** or click **Download** on the **QR Code** picture to obtain the invitation link or QR code and send it to a pre-registered customer in offline mode, such as emails.



- Invite a pre-registered customer by a customized invitation link or QR code.
  a. Click the **Customized Invitation Links** tab.
  b. Choose an **Association Type**, specify **Custom Tag**, and click **Generate**.



  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 pre-registered customer in offline mode, such as emails.



NOTE

You can click **Generation Record** to view historical invitations. 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.

  No promotion activity is available.

----End

7.3.2.4 Managing Invited Customers

After a partner sends an invitation link to a customer, the partner can view the customer association status and manage the invited customer.

For a customer in the **Association failed** state, you can place the cursor on ⓘ after **Association failed** to query the failure cause.

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.
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.

Message	Suggested Operation
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 by 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.
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 repay 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 repay all the overdue payment and then submit a service ticket or contact the customer service to associate with the partner.

Resending an invitation email

If a pre-registered customer is not associated with your account within the validity period of the invitation email, you need to send a new invitation email to the customer.

Step 1 Log 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** > **Customer Business** > **Customer Development**.

Step 4 Click the **History Records** tab.

Step 5 Sort out customers whose status is **Expired** and click **Resend Invite** in the **Operation** column to send new invitations to these customers.

NOTE

You can also select multiple customers and click **Resend Invite** on the top of the customer list to send new invitations to these customers in one batch.

Step 6 In the **Resend Invite** 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 email invitations and those who have accepted your offline invitations and registered with Huawei Cloud.

Step 1 Log 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** > **Customer Business** > **Customer Development**.

Step 4 Click the **History Records** tab.

Step 5 Set search criteria to query for the invited customers to be viewed.

You can sort invited customers by **Customer Name**, **Account Name**, **Custom Tag**, **Email**, **Invitation Method**, or **Status**.

Step 6 Click ⌄ to view information about invited customers.

----End

Exporting Invited Customers

You can export the records of all invited customers.

Step 1 Log in to **Huawei Cloud** as a cloud solution provider.

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** > **Customer Business** > **Customer Development**.

Step 4 Click the **History Records** tab.

Step 5 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.

----End

7.3.3 Business Opportunities

7.3.3.1 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

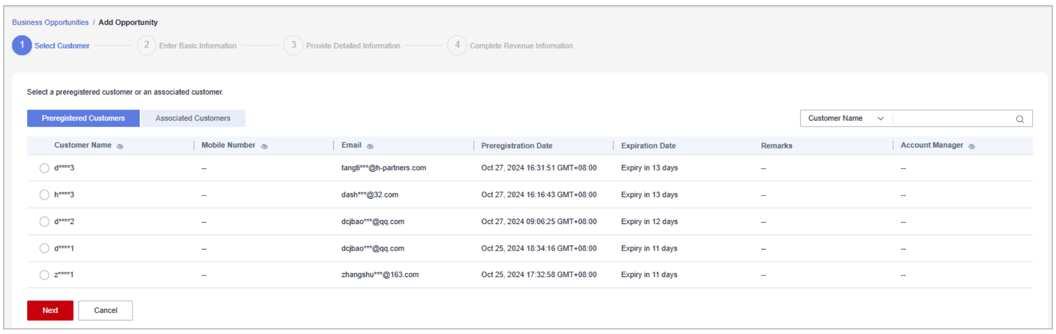
Step 1 Use your partner account to log in to **Huawei Cloud**.

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 bar, select **Sales** > **Customer Business** > **Business Opportunities**.

Step 4 Click **Add Opportunity**. On the displayed page, select a preregistered customer or an associated customer to create an opportunity. Click **Next**.

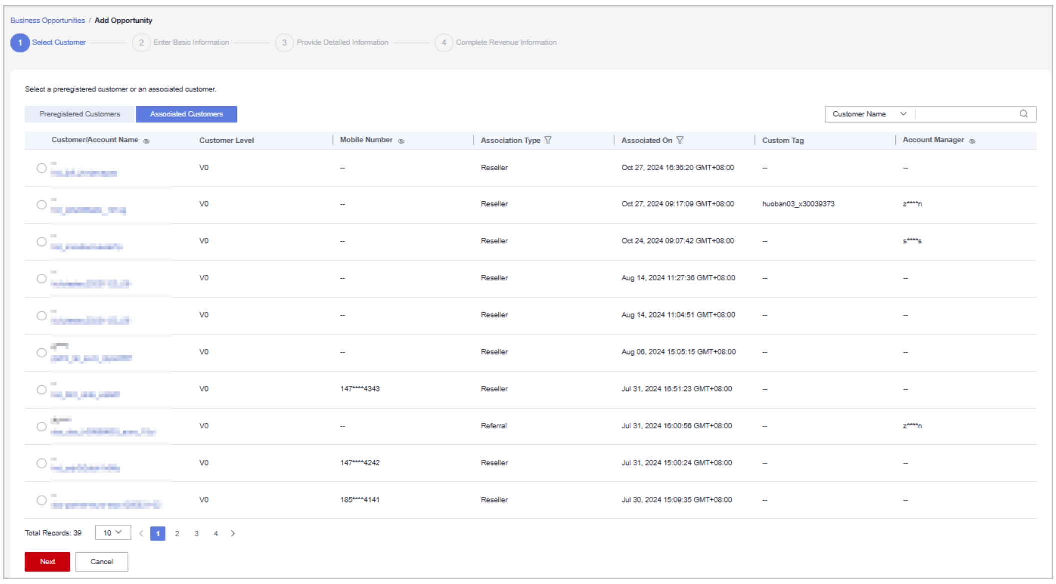
- Preregistered customers



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.

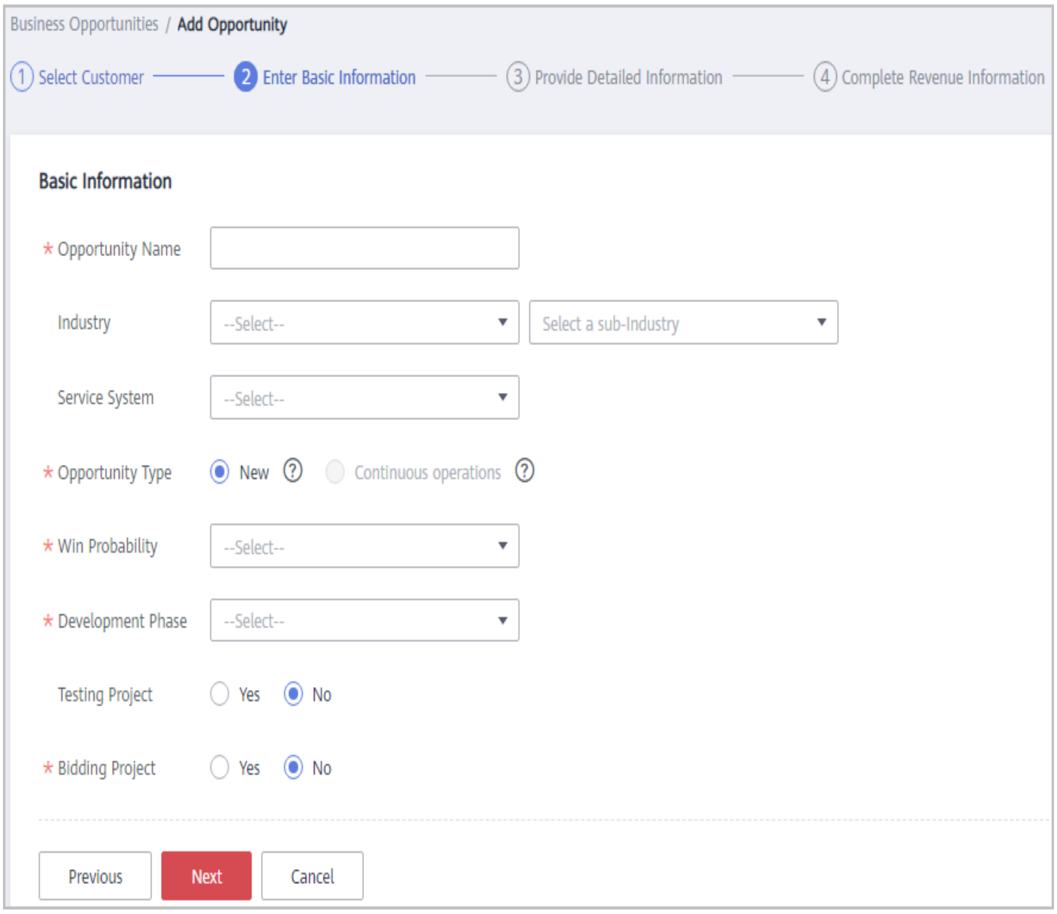
- Associated customers



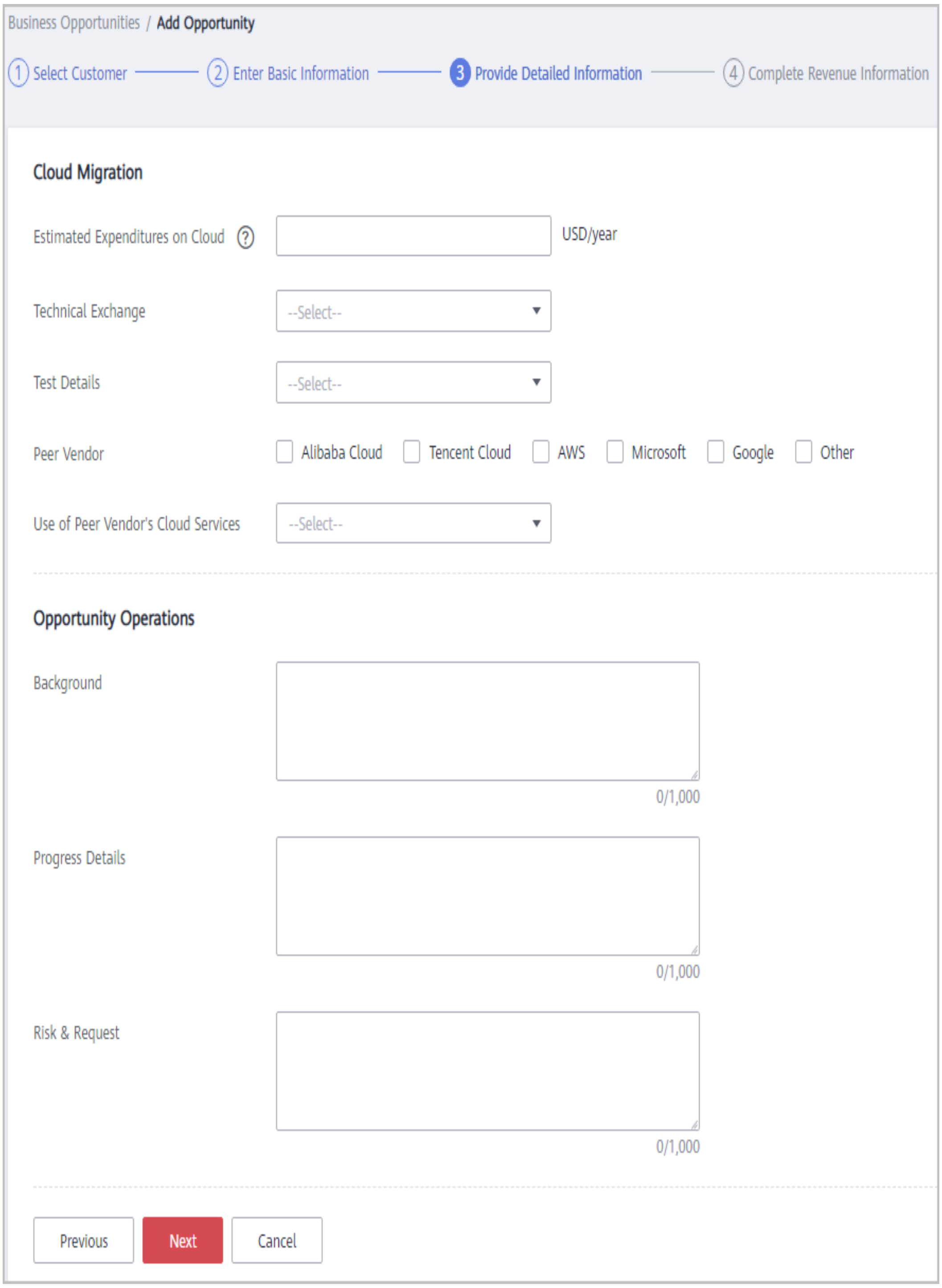
NOTE

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.

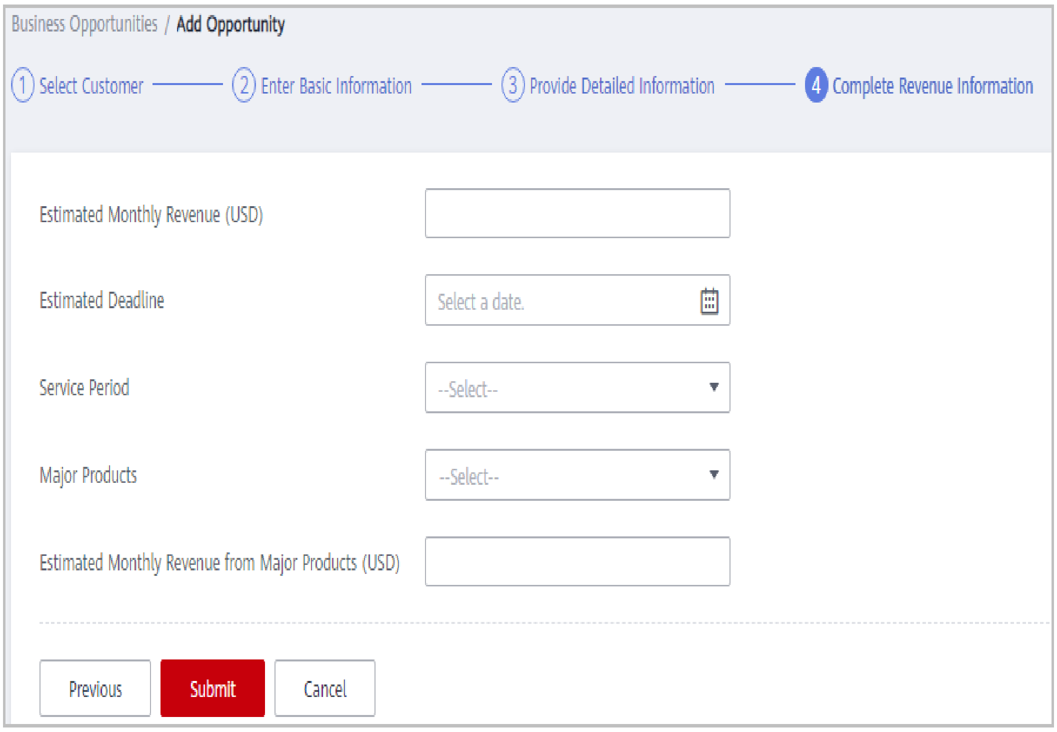
Step 5 Enter basic information and click **Next**.

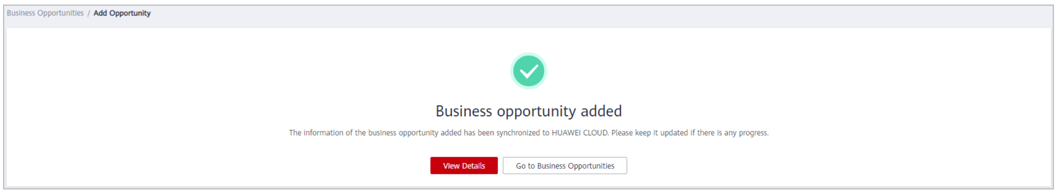


Step 6 Specify the detailed information and click **Next**.



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**.





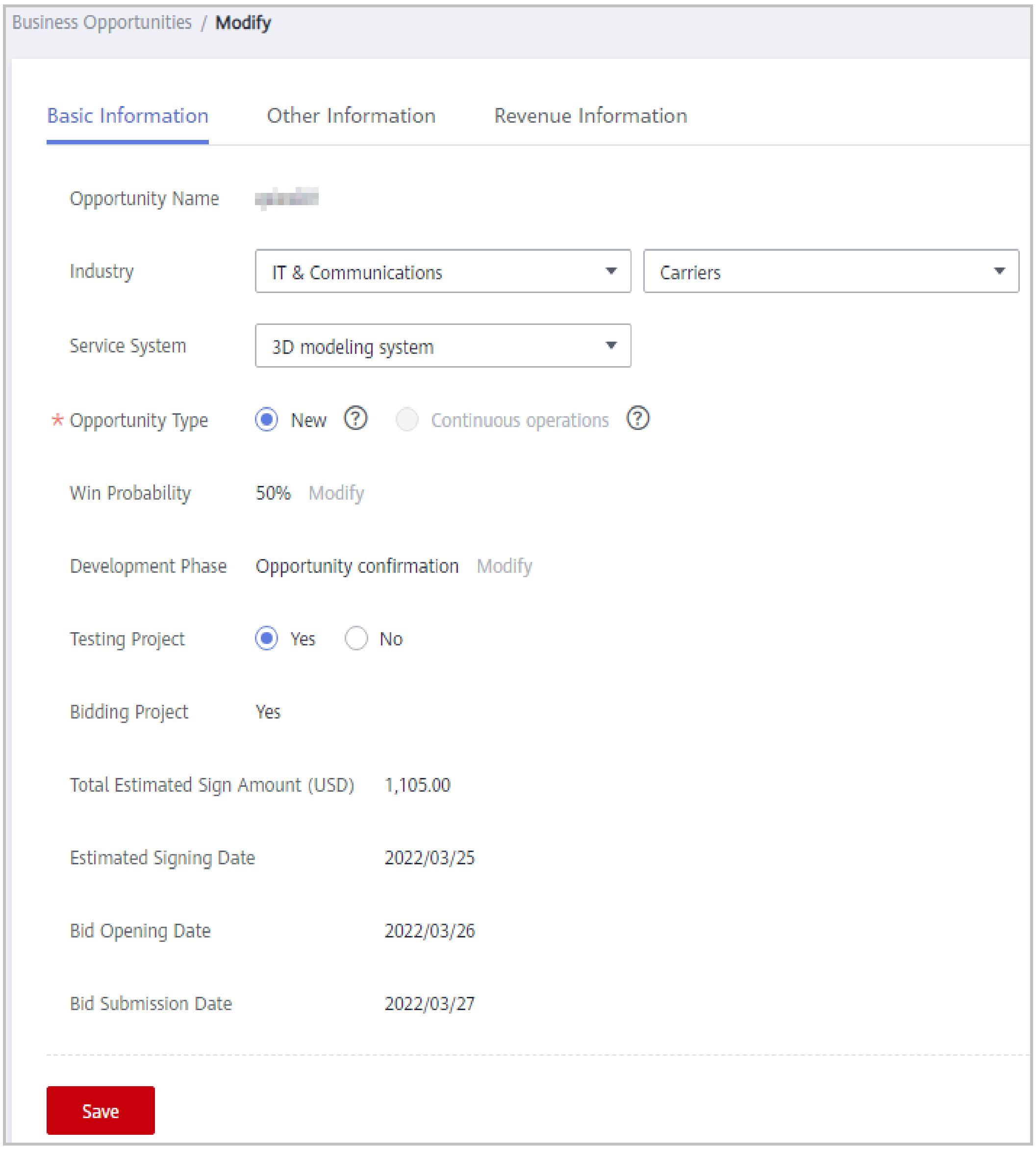
NOTE

All fields on the **Complete Revenue Information** page are mandatory.

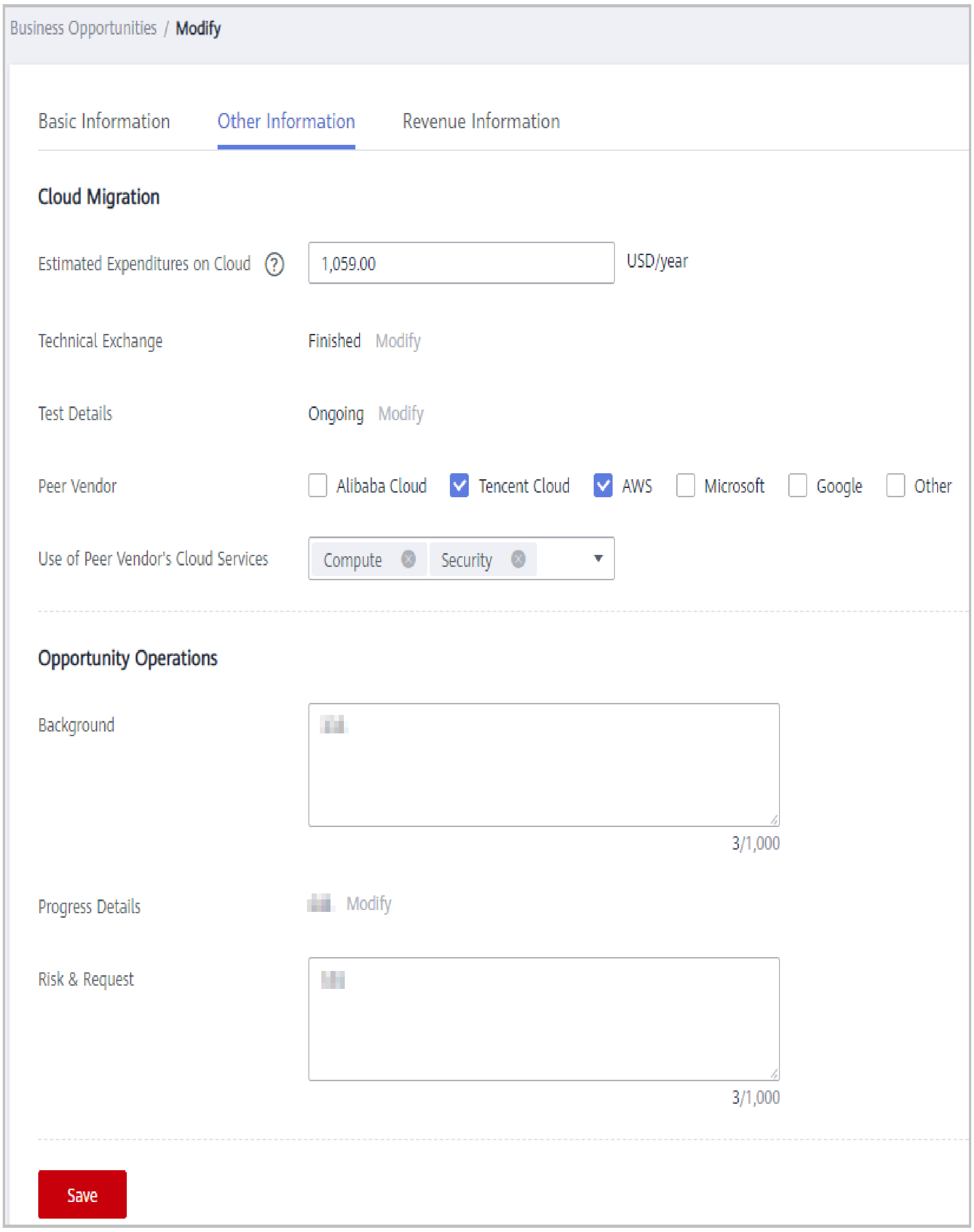
----End

Other Operations

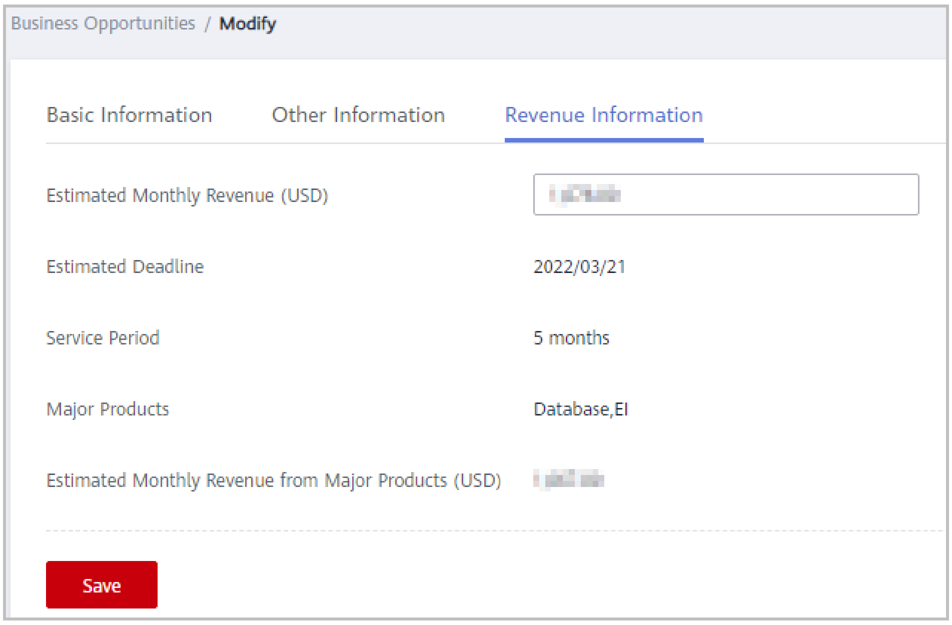
- Modifying an opportunity: Click **Modify** in the **Operation** to modify the opportunity. The development phase cannot be modified.
  - Change the information as needed and save the changes.



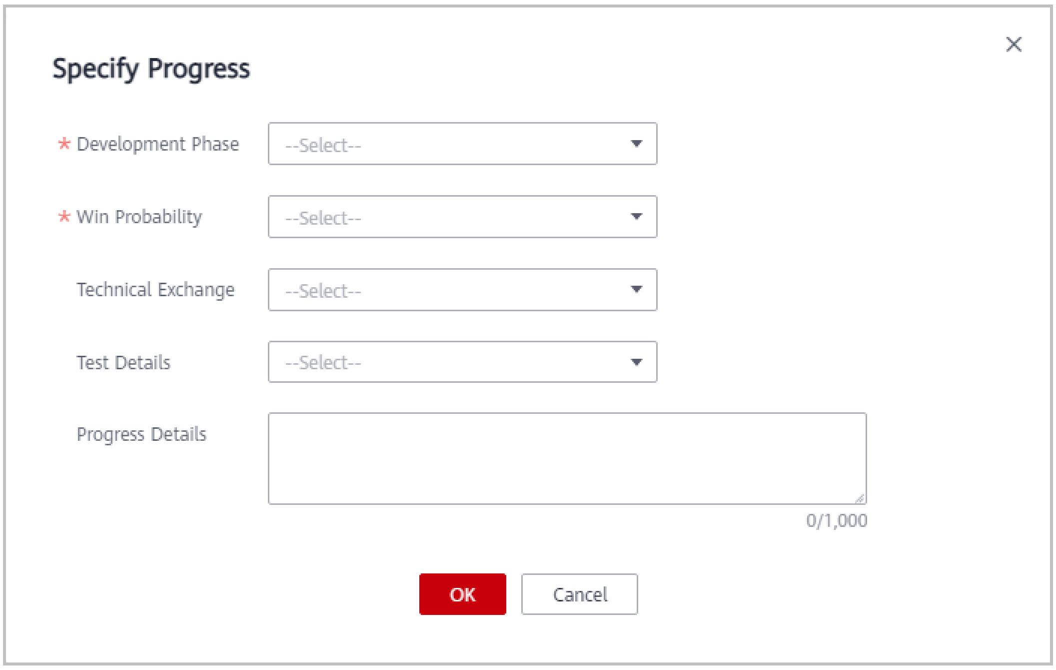
– Change the information on the **Other Information** tab page, and save the changes.



– 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 **Development Phase** area on the **Business Opportunities** > **Details** > **Basic Information** page.



7.3.3.2 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

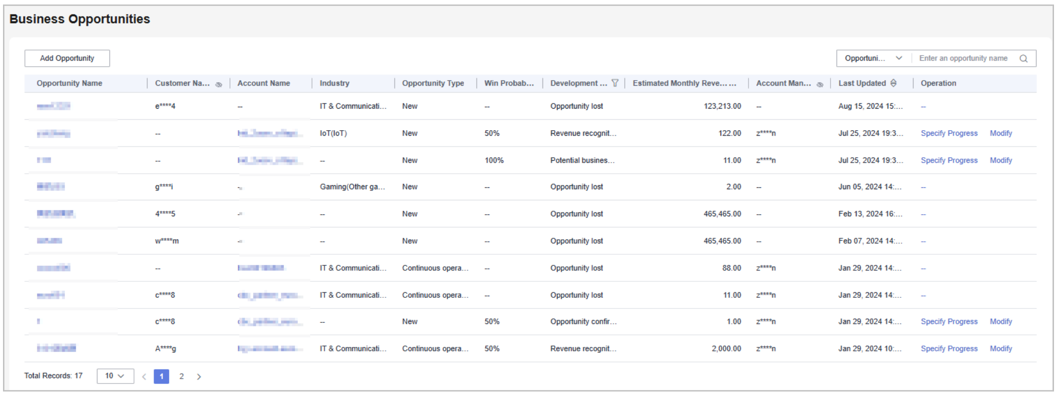
Step 1 Use your partner account to log in to **Huawei Cloud**.

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 bar, select **Sales** > **Customer Business** > **Business Opportunities**.

Step 4 You can configure search criteria as needed to view opportunities.

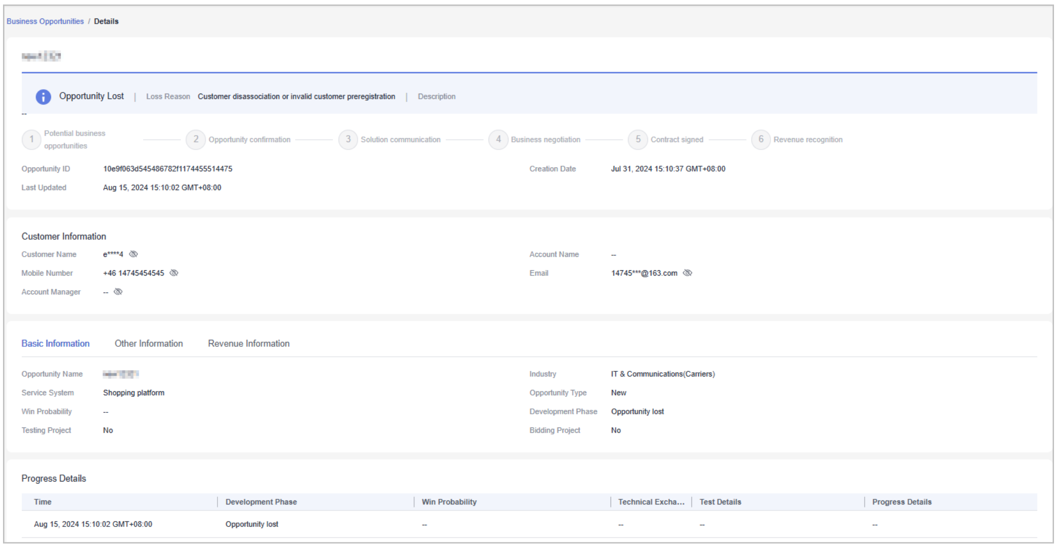
You can query opportunities by opportunity name, customer name, customer account name, and account manager.



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

7.3.4 Customer Expenditures

7.3.4.1 Querying Expenditure Summary

You can view and export customer expenditure data.

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.
- Customer expenditure data does not serve as a basis for settlement, payment, or invoicing.

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.

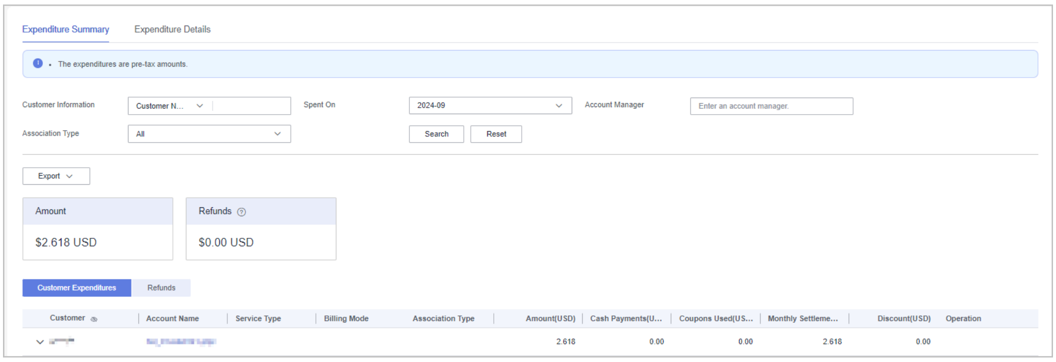
Step 3 On the top navigation, select **Sales** > **Customer Business** > **Customer Expenditure**.

Step 4 Click the **Expenditure Summary** tab.

Step 5 Set search options to view customer expenditure summary as needed.

Search options include **Customer**, **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 customer bills.
  - 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.

Step 6 Export expenditure summary.

- Export the 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

- 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 completed expenditure records.

----End

7.3.4.2 Viewing Expenditure Details

Partners can view and export customer expenditure details.

Procedure

Step 1 Sign in to **Huawei Cloud** as a partner.

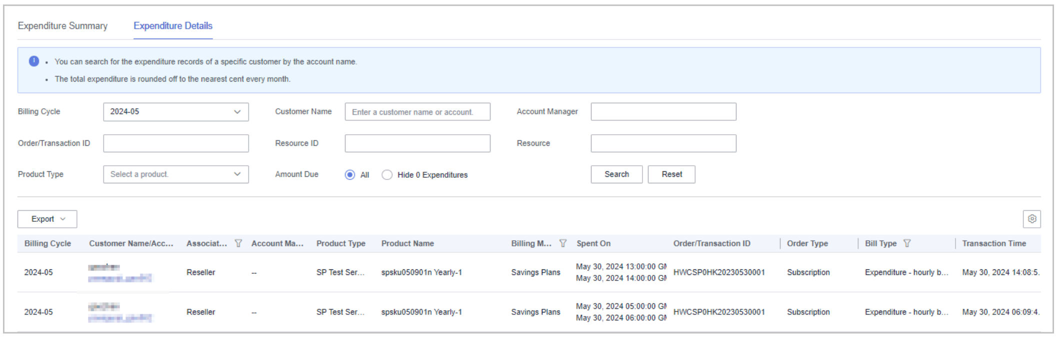
Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 On 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.

Search options include billing cycle, customer name, partner name, account manager, order/transaction ID, resource ID, resource name, product type, association type, billing mode, bill type, and region.



- In the expenditure list, view information about **Spent On**, **Product**, **Order No.**, **Total Expenditure**, and **Status**.
  - You can select **Hide 0 Expenditures** for **Amount Due** to exclude related data from the list.

NOTE

You can search for expenditure details by month. To view expenditure details generated more than 18 months ago, contact your ecosystem manager.

Step 6 Export customer expenditure details.

- Export selected records.

  Click **Export** > **Export Selected**, specify the transaction time, and click **Export**.

  The system will display "Records exported successfully."

  NOTE

  A maximum of 5,000,000 records can be exported at the same time.

- View export history.
  a. Choose **Export** > **View Export** to switch to the **Export History** page.
  b. Click **Download** in the **Operation** column to download all the completed expenditure records.

----End

7.3.4.3 Products That 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

7.3.5 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 **Customer Business** > **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.

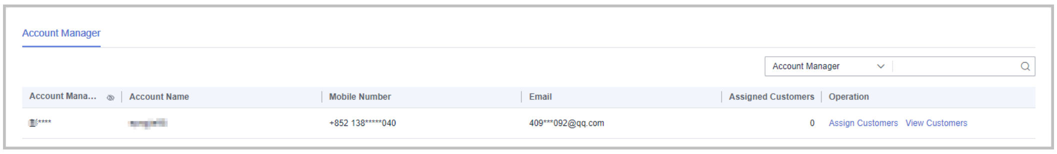
Procedure

Step 1 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 On the top navigation bar, select **Sales** > **Customer Business** > **Customer Assignment**.

The **Customer Assignment** page is displayed.

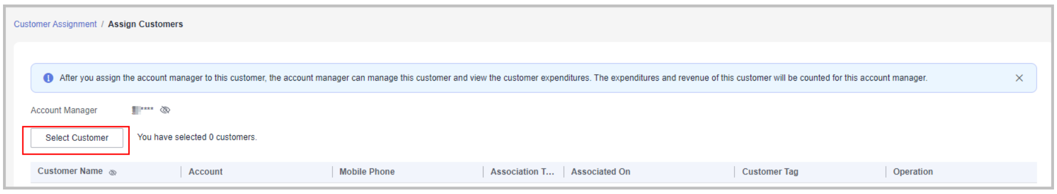


NOTE

- If no account manager is available on the **Customer Assignment** page, choose **Organization** > **Member Management** and add account managers. For details, see **Adding a Member**.
- 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 Customer** in the **Operation** column.

The **Assign Customer** page is displayed.



Step 5 Click **Select Customer**.

Step 6 In the **Select Customer** 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 **Show 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 **Unassign Customer** dialog box, click **OK**.

NOTE

The unassignment will take effect on the 1st of next month (UTC+00:00). The customer expenditures are still counted into this account manager before the effective date.

7.3.6 Managing Customer Orders

7.3.6.1 Viewing a Customer's Orders

A partner can query all the associated customers' orders.

NOTE

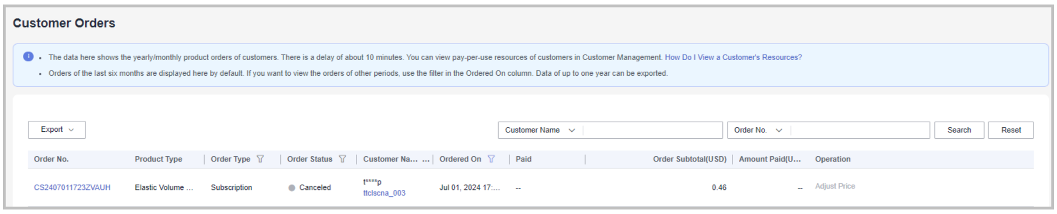
A salesperson can only query orders of its own customers.

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 On the top navigation bar, select **Sales** > **Customer Business** > **Customer Orders**.



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 Name** to show or hide the complete content of customer names.

Step 4 Set search criteria to search for customer orders.

You can search for customer orders by **Customer**, **Order No.**, **Order Status**, **Product Type**, **Order Type**, or **Ordered On**.

- Click **Details** in the **Operation** column to view details about an order.
- If an order is completed and is not unsubscribed, move over the icon in the **Paid Amount** column to check the payment details.

Step 5 Export orders.

- Export orders of the current customer.

  Choose **Export** > **Export Selected**. Message "Records exported successfully" 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.

- Export all customer orders.

  Choose **Export** > **Export All**. Message "Tasks exported successfully" 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.

- 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 query the customer orders in the **Completed** status.

  NOTE

  To export customer orders, Partner Service Provider can choose **Customer Business** > **Customer Orders**, and select **Customers** or **Resellers' Customers** as needed.

----End

7.4 Financial Information

7.4.1 Accounts

Table 7-1 describes the accounts for a cloud solution provider.

Table 7-1 Account of the cloud solution provider

Account	Description
Account	Partner can pay bills for their accounts. For details, see Repayment.

7.4.2 Repayment

After you set the budget for your customer and the customer purchase products and services on Huawei Cloud, Huawei Cloud will generate and send you the bill and deducts the fee from your account balance to repay the bill. Huawei Cloud generates the bill at the fifth day of each month, and the billing cycle is one calendar month by default. If your account balance is insufficient, you can top up your account online or transfer money to repay the bill.

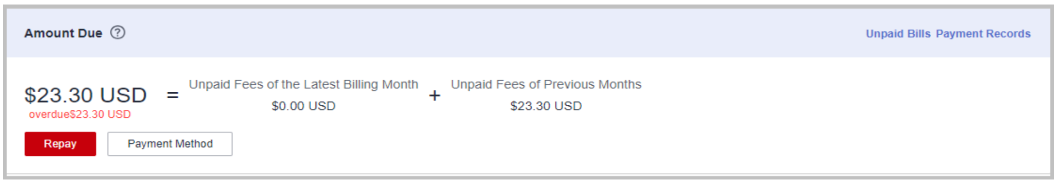
Online Payment

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.

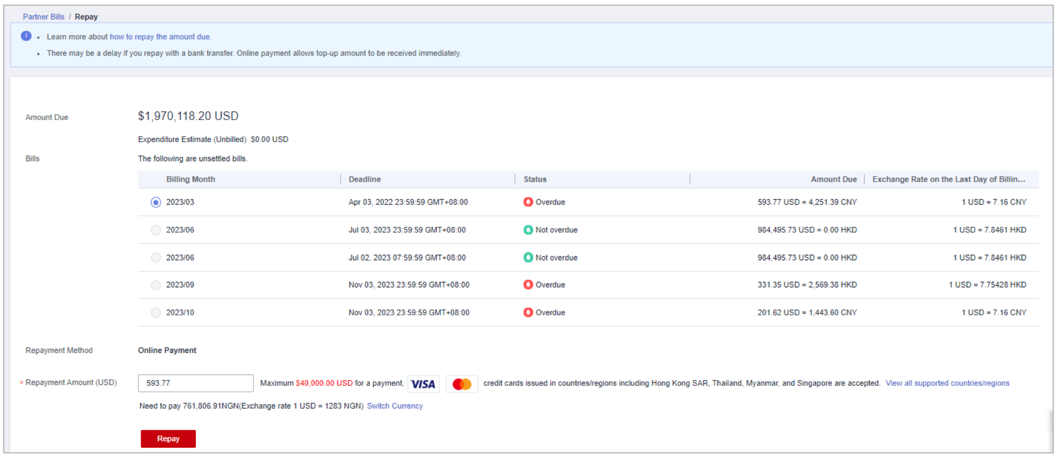
Step 3 On the top navigation, select **Sales** > **Financial Information** > **Partner Bills**.

Step 4 In the **Amount Due** area, click **Repay**.



The **Repay** page is displayed.

Step 5 Click the **Online Payment** tab, specify the amount and click **Repay**.



> NOTE
>
> - The repayment amount cannot be greater than the amount due.
> - The maximum individual online payment is $40,000 USD.

Step 6 On the online payment page, specify the credit card information and click **Pay**.

After the repayment is successful, the **Account Statements** page is displayed. You can view the top-up records and repayment records.

----End

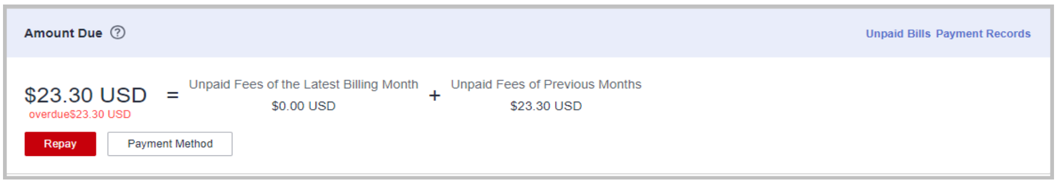
Bank Transfer

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 On the top navigation, select **Sales** > **Financial Information** > **Partner Bills**.

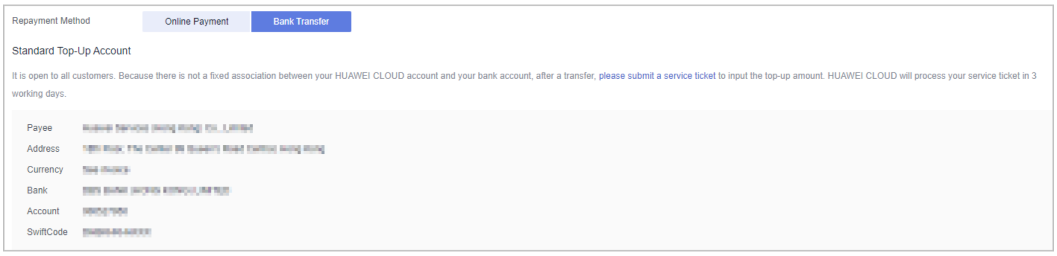
Step 4 In the **Amount Due** area, click **Repay**.



The **Repay** page is displayed.

Step 5 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. For details about how to create a service ticket, see **Creating a Service Ticket**.



NOTE

- You can view the top-up account information on the invoices issued to you or **Billing Center**. The Billing Center displays only the latest top-up account information. The top-up accounts on the historical invoices may be different.
- To ensure timely and accurate payment confirmation, please make your payments based on the account and currency information on the invoice, and specify the invoice number.
- The money will be transferred to a top-up account in two or three days within the same country/region. Cross-country or cross-regions transfers take longer. Contact your bank to learn the details. Contact your bank to learn about the detailed banking procedures and money arrival time.

Step 6 After you transfer the money to the top-up account, perform the following steps to create a service ticket.

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. If there are any special circumstances, please specify them in **Problem Description**.

3. Upload the bank transfer certificates and submit the service ticket. After the bank transfer is successful, Huawei Cloud will top up your account upon 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 repayment records on the **Account Statements** page.

7.4.3 Payment Methods

You can pay by credit card. After a credit card is added, you will get a quota of $1,000 USD.

NOTE

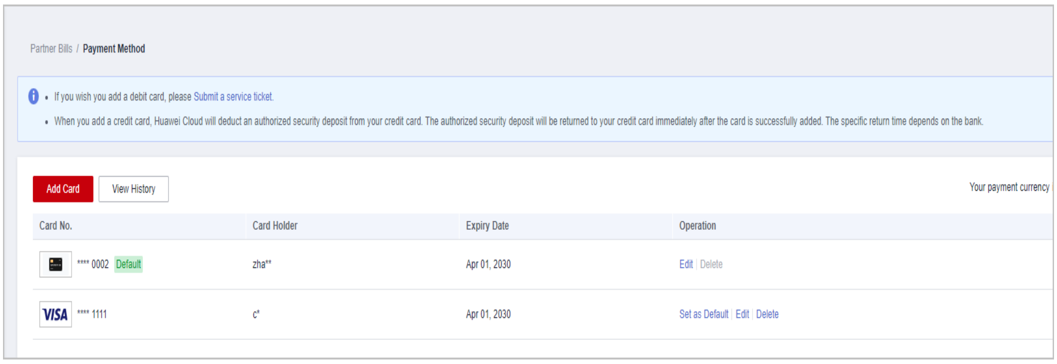
1. If no quotas have been issued to you, you will get a quota of $1,000 USD after adding a credit card.

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.

Adding a credit card

Step 1 Go to **Partner Center** > **Sales** > **Financial Information** > **Partner Bills** and click **Payment Methods**.



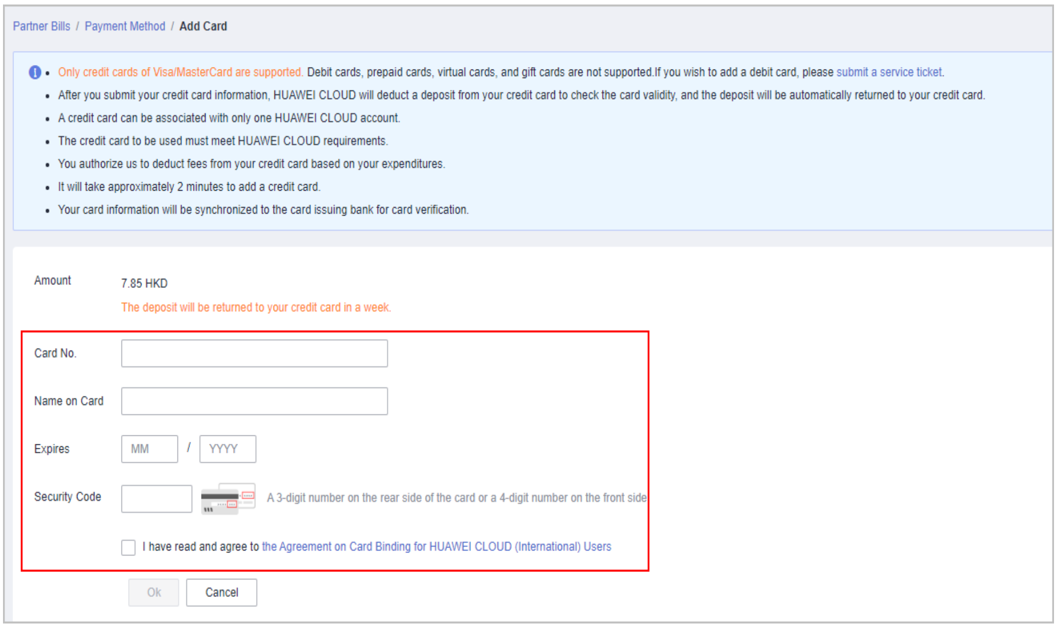
NOTE

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 **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 Methods** 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.

7.4.4 Bill Management

7.4.4.1 Partner Bill Description

A partner bill is generated when the partner consumes resources on Huawei Cloud. The partner can repay or apply for an invoice based on the bill. Partners' expenditures on Huawei Cloud comes from their customers associated in the reseller model.

> **NOTE**
>
> In the Reseller model, the cloud solution provider is responsible for the customer's billing and invoicing, and Huawei Cloud does not directly provide related services to the partner's customers.

Calculation Rule of the Amount Due

The calculation rule is as follows:

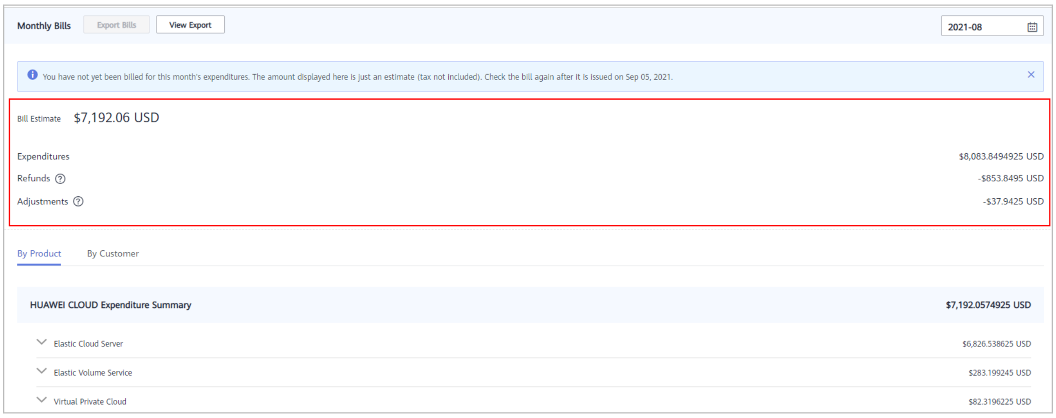
Amount Due = Settlement amount - Coupons used + Tax

> **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)

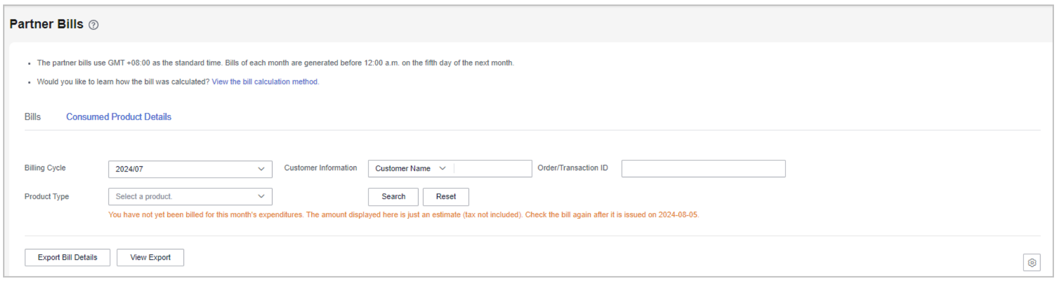
  – On the **Financial Information** > **Partner Bills** > **Bills** > **By Product** or **By Customer** page, the exact amount is displayed.
  – On the **Financial Information** > **Cash Coupons** page, the cash coupon balance is accurate to the two decimal places.
  – The amount of coupons used in bill 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 when a monthly budget is set for a customer associated in the Reseller model on the **Customer Business** > **Customer Management** 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.

7.4.4.2 Partner Bill Fields

To view bill details, you can go to **Partner Center** > **Sales** > **Financial Information** > **Partner Bills**, and choose the **Consumed Product Details** tab, then, click **Export Bill Details**.



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. **NOTE** If a customer is associated with a cloud solution provider, this parameter needs to be set to the ID of the cloud solution provider.	a90cdfbd259845afa059621XXX

Field	Description	Example Value
Partner Name	Name of the partner that a customer is associated with. **NOTE** If a customer is associated with a cloud solution provider, this parameter needs to be set to the name of the cloud solution provider.	zhangsan
Partner Account Name	Account name of the partner that a customer is associated with. **NOTE** If a customer is associated with a cloud solution provider, this parameter needs to be set to the account name of the cloud solution provider.	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–upfront payment ● Reserved instance–hourly billing ● Savings plan-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

Field	Description	Example Value
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/reserved instance subscription order. **Transaction ID**: indicates the unique ID of a pay-per-use/ reserved instance transaction (hourly billing).	CS19091216532XXXX
Original Order ID	Unique ID of 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/reserved instance subscription indicates the time when an order is paid. ● Transaction time of a pay-per-use/reserved instance transaction (hourly billing) indicates the time when the consumption ends. For example, if the consumption time is 2020-09-10 00:16:50 UTC+00:00 to 2020-09-28 09:00:00 UTC+00:00, the transaction time of this pay-per-use bill is 2020-09-28 09:00:00 UTC+00:00.	2020-09-28 09:00:00 UTC +0

Field	Description	Example Value
Order Type	Type of a yearly/monthly/reserved instance subscription, 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)
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.	Second

Field	Description	Example Value
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.	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%
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

Field	Description	Example Value
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
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 is 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

Field	Description	Example Value
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 when the product is released.	Count (Times)
Package Usage (Pricing Unit)	Package usage displayed in the unit used for pricing when the product is released. The value is truncated to a maximum of 10 decimal places.	0.00
Usage in Reserved Instances (Pricing Unit)	Reserved instance usage displayed in the unit used for pricing when the product is released. 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 a cloud service starts.	2024/05/31 16:00:00 GMT+08:00
End Time	Time when billing for a cloud service ends.	2024/06/20 22:59:59 GMT+08:00

7.4.4.3 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

- Bills of the last month are generated before 12:00 (UTC+00:00) on the fifth day of each month.

Procedure

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

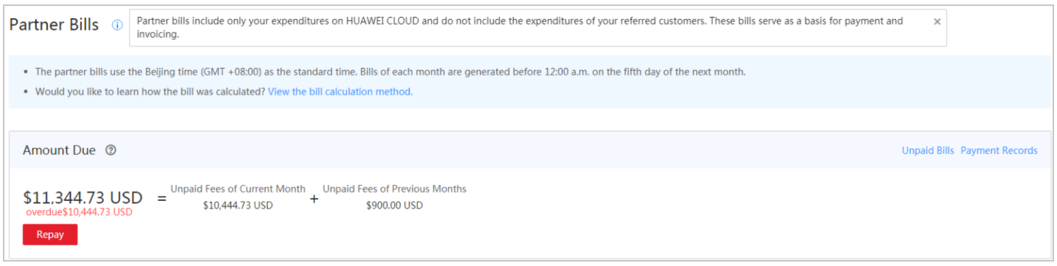
Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 On the top navigation bar, select **Sales** > **Financial Information** > **Partner Bills**.

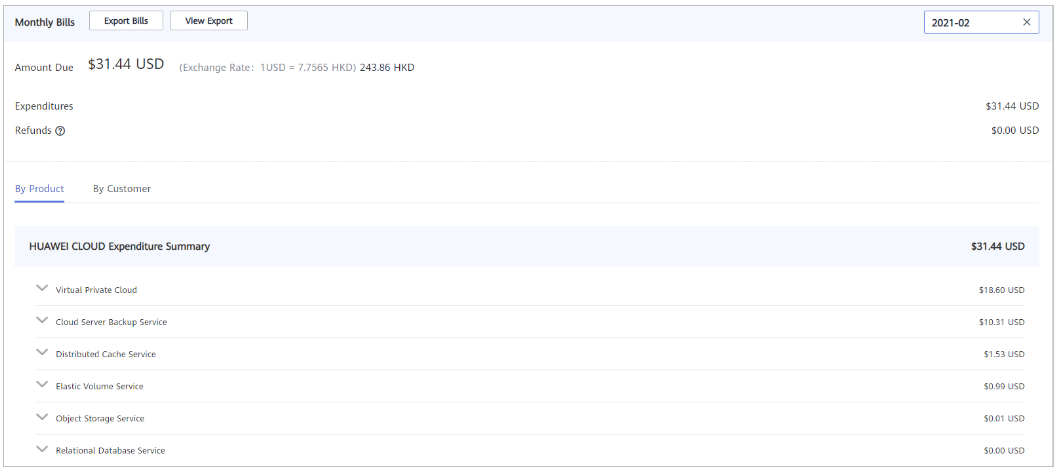
Step 4 In the **Amount Due** pane, you can query the amount to be paid, including the unpaid fees of current month and those of previous months.

NOTE

- Click **Repay** to pay the bill. For details, see **Repayment**.
- You can click **Unpaid Bills** to see the bills that you need to pay.
- You can click **Payment record** to switch to the **Revenue & Expenditure** page to view the payment records.



Step 5 In the **Monthly Bills** pane, select a month and query the bills of this month.



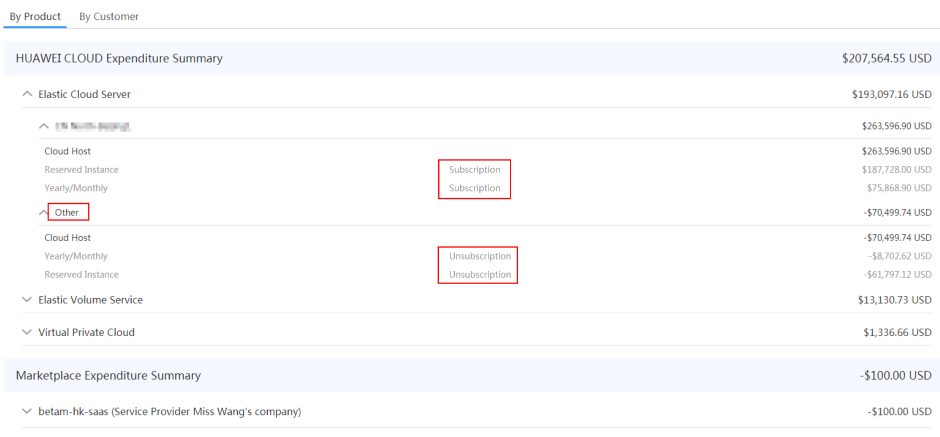
- In the **Amount Due** area, you can query the monthly amount due and the expenditures, refunds, and adjustments.

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.

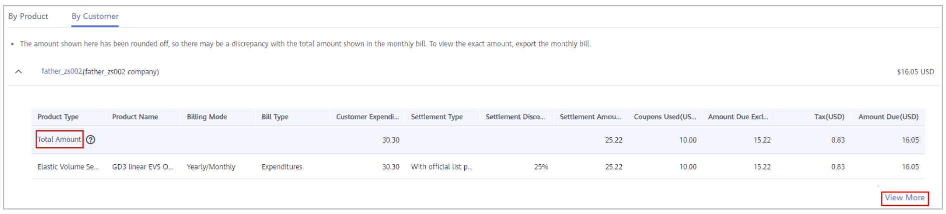
- You can query the expenditure summary by product or by customer.
  - By product

    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.



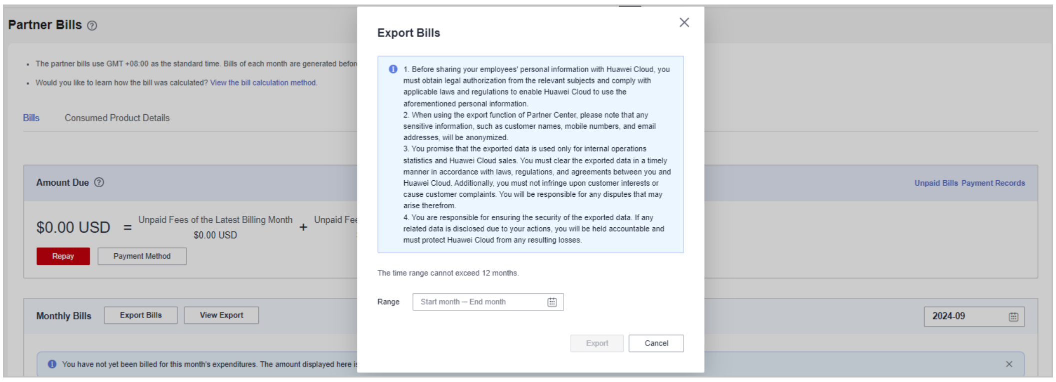
    You can view the total amount of expenditures of a customer in the **Total Amount** area.

    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 has been 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

7.4.4.4 Querying Bill Details

You can view and export bill details in Partner Center.

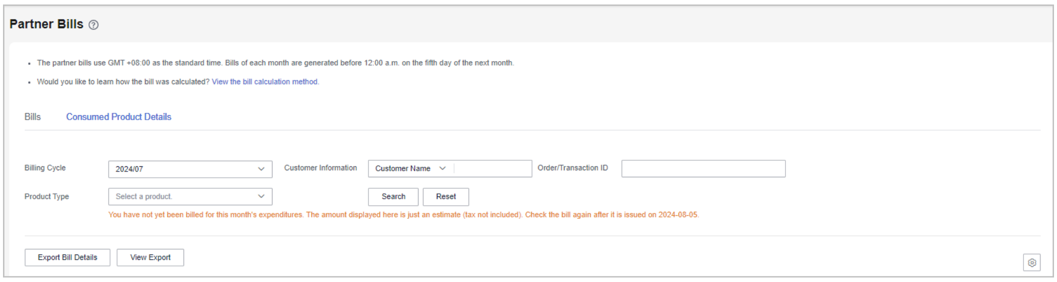
Procedure

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 On the top navigation bar, 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 bills.

----End

7.4.5 Cash Coupon Management

7.4.5.1 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:

- A partner can request **coupons** in Partner Center.
- Exchanging the incentive earnings for cash coupons. For details, see **Applying to Issue Incentive Earnings**
- 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).

7.4.5.2 Viewing Cash Coupons

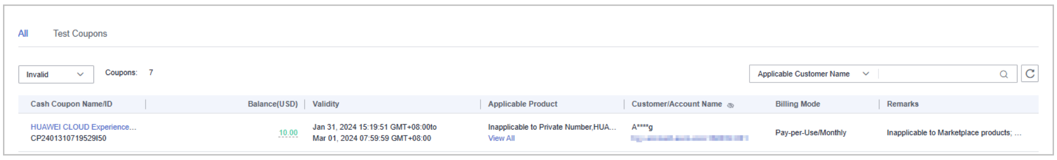
Partners can view their coupon details in the Partner Center.

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 On the top navigation bar, select **Sales** > **Financial Information** > **Cash Coupons** to view coupon details.



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.
- You can filter cash coupons by status (available, used, and invalid).
- You can enter a customer name or account name to search for all cash 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

7.4.5.3 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.

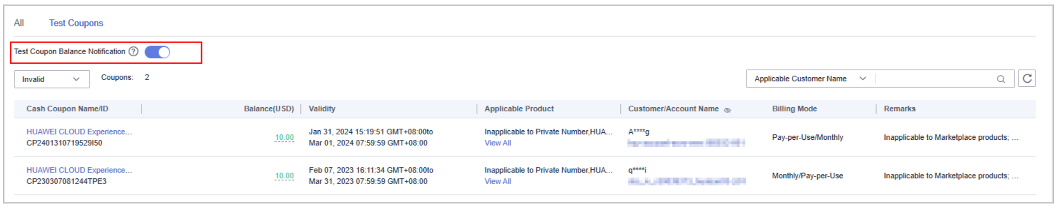
Procedure

Step 1 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 On the top navigation bar, select **Sales** > **Financial Information** > **Cash 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.
- You can filter cash coupons by status (available, used, and invalid).
- You can enter a customer name or account name to search for all cash 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

7.4.6 Viewing Account Statements

Partners can query and export statements of their top-up accounts.

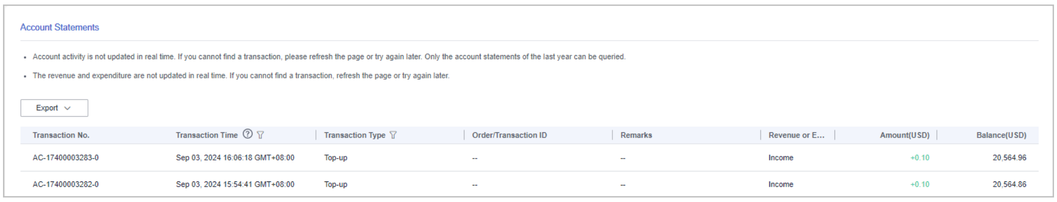
Procedure

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 bar, select **Sales** > **Financial Information** > **Account Statements**.

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. To obtain account statements of more than 12 months ago, contact your ecosystem manager.
- 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. 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** > **Export History** to open the **Export History** page.
  b. Click **Download** in the **Operation** column to download and view the completed account statements.

----End

7.4.7 Incentive Management

7.4.7.1 Revenue Amount Description

Revenue refers to the expenditures (both new purchases and renewals) generated when the customers associated with a cloud solution provider purchase Huawei Cloud products and services. 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 applied cannot be included in the revenue.

7.4.7.2 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**
Process the application.	Review the invoice.	Processing Request	The payment requisition has been submitted to Huawei. Please issue an invoice.	None
Create the invoice.	Review the invoice.	Pending Partner Invoice	Please complete the invoicing and send the invoice back to Huawei Cloud before the time displayed on the system. Huawei Cloud will review the invoice on the second working day after receiving the invoice. After receiving the invoice, the finance department will review the invoices, and the process enters the payment review step.	**Creating Invoices for Incentive Earnings**

Current Step	Next Step	Current Status	Message	Suggested Operation
Review the invoice.	Review the payment application.	Pending Approval	It takes about two working days from invoice received to invoice reviewing completed.	None
Review the payment application.	Conduct the payment.	Payment Application Pending Approval	It takes about three working days from invoice review approved to payment application approved.	None
		Payment Application Pending Approval	It takes about three working days for the settlement specialist to complete the review.	None
Conduct the payment.	Complete	Payment in Progress	After the payment application is approved, the finance department will transfer the incentive earnings to your bank account or top up your Huawei Cloud account within 30 calendar days after receiving your invoices.	None
Complete	None	Completed	The finance department has transferred the incentive earnings to your bank account. Please log in to your bank account for confirmation.	None
		Completed	The finance department has topped up your Huawei Cloud account. Log in to Partner Center and access **Sales** > **Financial Information** > **Account Statements** to confirm it.	None
		Completed	- (Cash coupons have been issued.) Log in to Partner Center and access **Sales** > **Financial Information** > **Cash 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.

7.4.7.3 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.

7.4.7.4 Confirming Incentive Earnings

You need to confirm your Huawei Cloud revenue and your incentive earnings in the system before submitting a payment request.

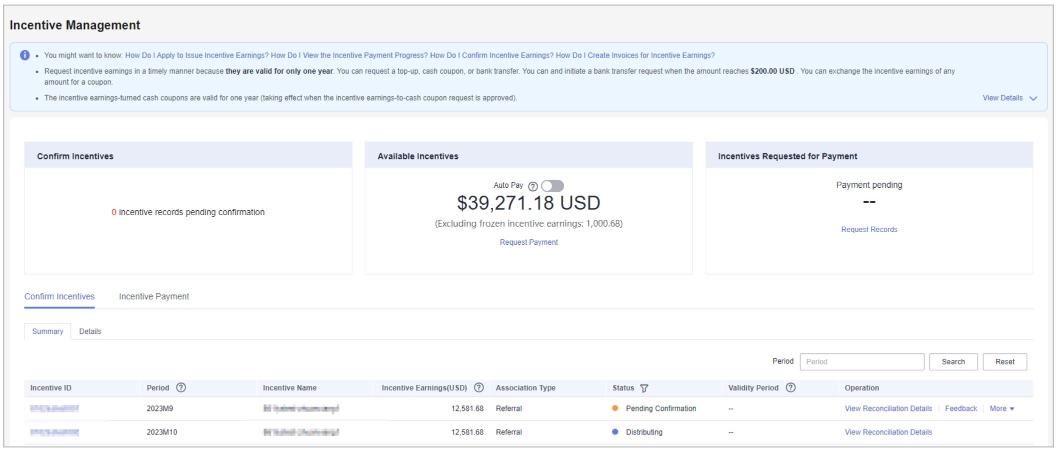
Confirming Incentive Earnings

Step 1 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 On the top navigation bar, select **Sales** > **Financial Information** > **Incentive Management**.

The **Incentive Management** page is displayed.



Step 4 Select **Confirm Incentives** > **Summary**.

Step 5 Confirm incentive earnings.

1. Select an incentive earning that is in the **Pending Confirmation** state and click **Confirm** in the **Operation** column.

   The system displays the **Confirm Incentive** dialog box.

2. Click **OK**.

> **NOTE**
>
> - You can check the processing progress in the **Status** column.
> - If an incentive earning is not confirmed within the specified period, the system will automatically confirm it. The default period is 5 days.

----End

Viewing Incentive Earning Details

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

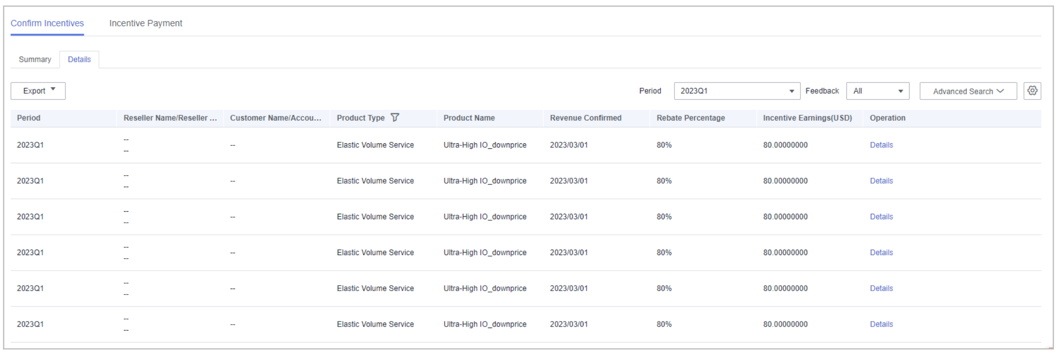
Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 On the top navigation bar, select **Sales** > **Financial Information** > **Incentive Management**.

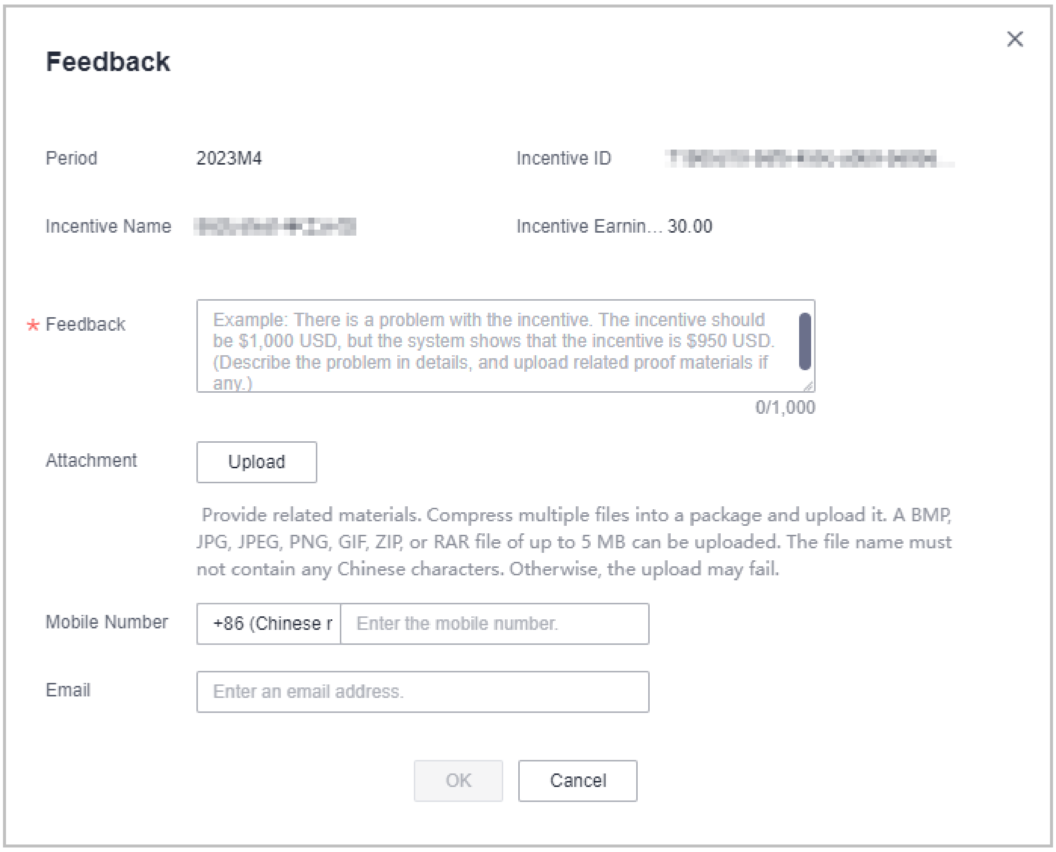
The **Incentive Management** page is displayed.

Step 4 Select **Confirm Incentives** > **Summary**.

Step 5 Filter incentives by reconciliation period, feedback status, product type, incentive program, customer, order, or incentive bill ID.



- Click **Feedback** in the **Operation** column to provide your feedback and click **OK**.



Step 6 Export incentive details.

- 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.

  Click **Export** > **Export Selected**. 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 the completed incentive details.

----End

7.4.7.5 Applying to Issue Incentive Earnings

Partners can apply to HUAWEI for the incentive earnings. After receiving the incentive earning invoicing notification, partners need to create invoices and send the invoices and billing list to Huawei Cloud. After reviewing and verifying the invoices, Huawei Cloud will issue the incentive earnings to the partners in the way selected by the partners. If a partner chooses to convert the incentive earnings to coupons, no invoice will be required, and the system automatically allocates coupons to partner account.

Huawei Cloud provides three incentive earning payment options: **Transfer to bank account**, **Top up Huawei Cloud account**, and **Exchange for a coupon**. Partners can request for payment of all incentive earnings, single or partial payment, or automatic payment.

NOTE

You must pay off all bills (including your reseller customers' bills) of the corresponding billing cycle before requesting incentive issuance. 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**.

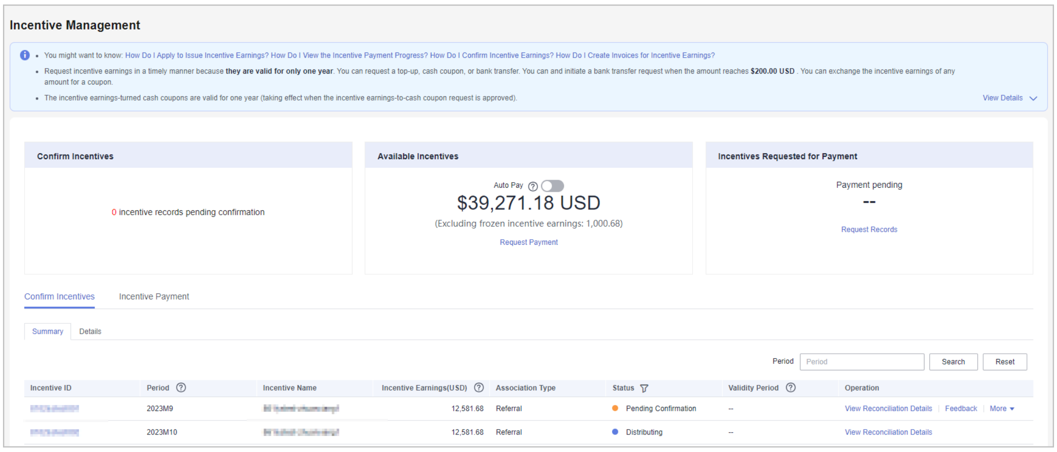
Procedure

Step 1 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 On the top navigation bar, select **Sales** > **Financial Information** > **Incentive Management**.

The **Incentive Management** page is displayed.



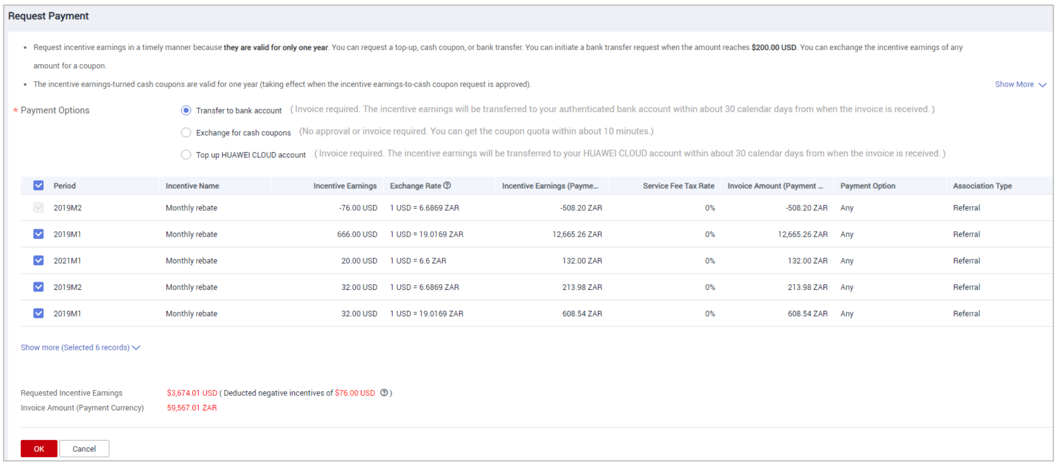
NOTE

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 **Incentives to Be Requested for Payment** are, click **Request Payment**.
- On the **Incentive Distribution** > **Incentive Payment** 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.
- When you apply for the payment of a single incentive earning or partial incentive earnings, if you choose to pay them in **Transfer to bank account** or **Top-up Huawei Cloud account** mode, you need to issue an invoice with the same amount as the applied incentive earnings amount after each application.
- Apply for incentive earnings timely because they are valid for only one year.
- If you choose **Transfer to bank account** or **Top-up Huawei Cloud account**, the incentive earning status will change to **Processing Request** after you submit the request, and then change to **Pending Partner Invoice** after the system processing is complete.
- If you select **Exchange for a coupon**, the system will automatically allocate the coupon to your account on the same day that you request for the incentive earnings.
- You can initiate a top-up or bank transfer request when the amount reaches $200 USD.
- 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.
- Expired incentive earnings cannot be paid. Incentive earnings attached to an application rejected while pending submission are no longer subject to expiry.
- If you select monthly rebate, you can select **Transfer to bank account**, **Top-up Huawei Cloud account**, or **Exchange for a coupon** for paying your incentive earnings; if you select quarterly rebate, you can select **Top-up Huawei Cloud account** or **Exchange for a coupon** for paying your incentive earnings.

Step 6 In the displayed dialog box, click **Submit**.

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

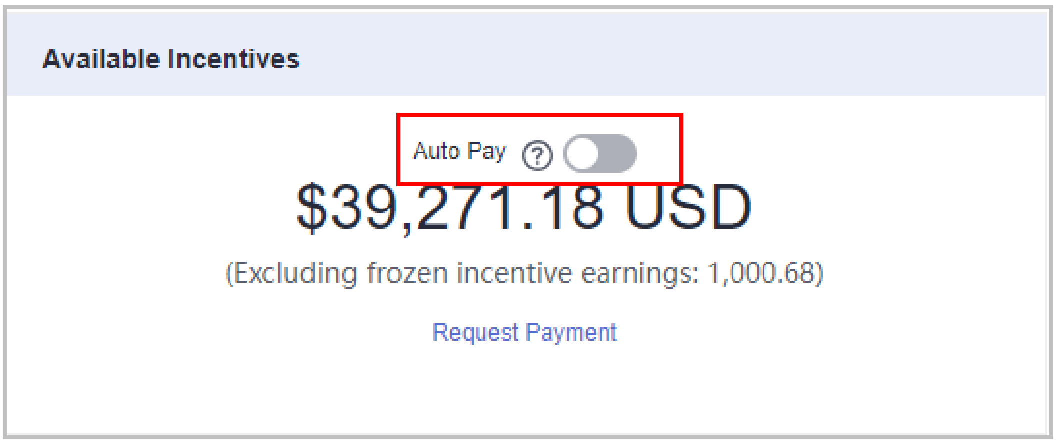
Step 7 (Optional) Enable automatic payment.

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.

In addition, if you select **Transfer to bank account** and the incentive earnings are less than $200 USD, you can wait until the total earnings reach the amount before submitting a request.

1. On the **Incentive Management** page, click  after **Auto Pay** in the **Incentives to Be Requested for Payment** area.

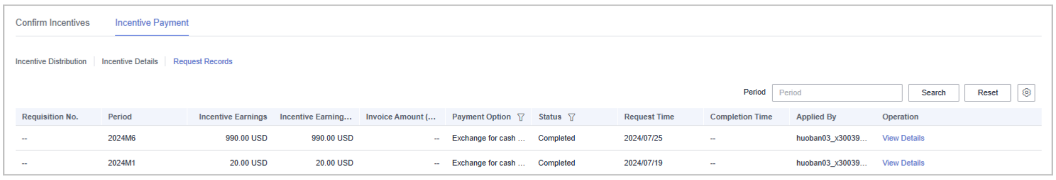


2. In the **Modify Auto Pay Options** dialog box, configure the incentive earnings payment options.
3. Click **OK**.

Step 8 (Optional) View the request history.

You can query **Period** and **Requisition No.** of the incentive earnings requests.

1. On the **Incentive Management** page, choose the **Request Records** tab page to view the 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**.
3. Click **View Billing List** in the **Operation** column. In the **View Billing List** page, you can view and print the billing list. For details, see **Creating Invoices for Incentive Earnings**.

NOTE

You can specify Period and click **Search** to query all incentive earning application records in this period.

Step 9 (Optional) View the freezing reason for incentive earnings.

If the incentive earnings of a billing cycle are frozen, click the **Incentive Earnings** tab and click **View Freezing Reason** in the **Operation** column to view the details.

----End

7.4.7.6 Creating Invoices for Incentive Earnings

After receiving the incentive earning invoicing notification from Huawei Cloud, partners need to create the invoices for the incentive earnings and sends the invoices and billing list to Huawei Cloud.

NOTE

The invoices issued by a partner for incentive earnings shall comply with related tax laws. Invoices not in accordance with related tax laws may be rejected.

The incentives in USD will be recalculated in the settlement currency you selected during business authentication and based on the latest exchange rate of the last month of the billing cycle.

Procedure

Step 1 Create invoices offline based on the information provided in the invoicing notification email. The template is as follows.


[redacted] M.S. LTD

Company No.: [redacted]
Account No. : [redacted]
Bank Name: [redacted]

Invoice No. : [redacted]
Invoice Date: 2017/10/16
Invoice Currency : USD

Registered address:
[redacted]

To:
Huawei [redacted]

Payment Requisition Form No. : iTh-201710164e6

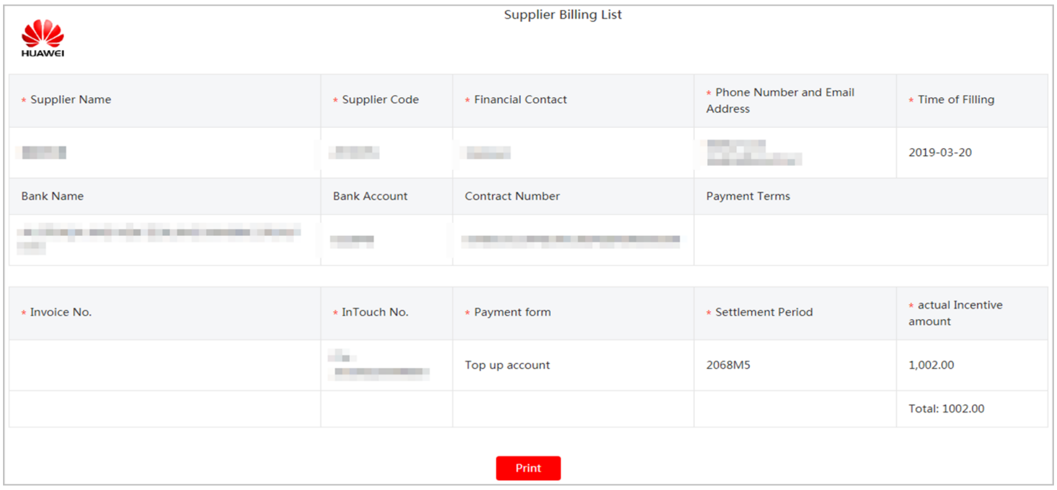
Service Item	Settlement Period	Total Revenue	Payment
[redacted]	2017-04	25.84	25.84
		Subtotal	25.84
		VAT	-
		INVOICE AMOUNT	25.84

VAT No. : 514486505

Remark:l [redacted]

Step 2 Click the link in the notification email to switch to the **View Billing List** page and print the billing list.

> NOTE
>
> Alternatively, you can go to **Financial Information** > **Incentive Management** > **Incentive Payment** > **Request Records** and click **View Billing List** in the **Operation** column of the target incentive earning to switch to the **View Billing List** page.



Step 3 Partners can view the mail address in the billing notification email or on the **View Billing List** page, and send the invoices and billing list to Huawei Cloud.

> NOTE
>
> After Huawei Cloud reviews and verifies the invoices, it will issue the incentive earnings to you in your selected way.

----End

7.4.7.7 Viewing Incentive Details

You can check incentive details by order ID, incentive program, customer name, customer account name, account manager name, and product type.

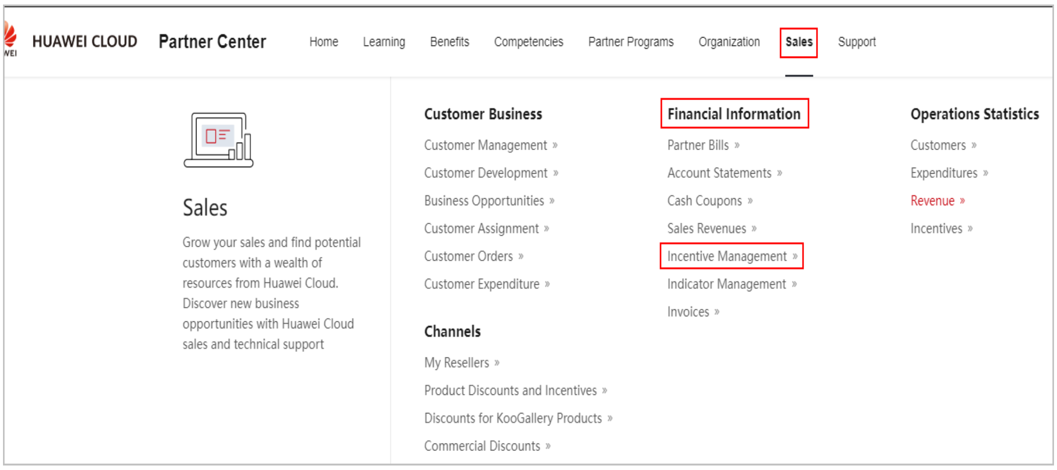
Procedure

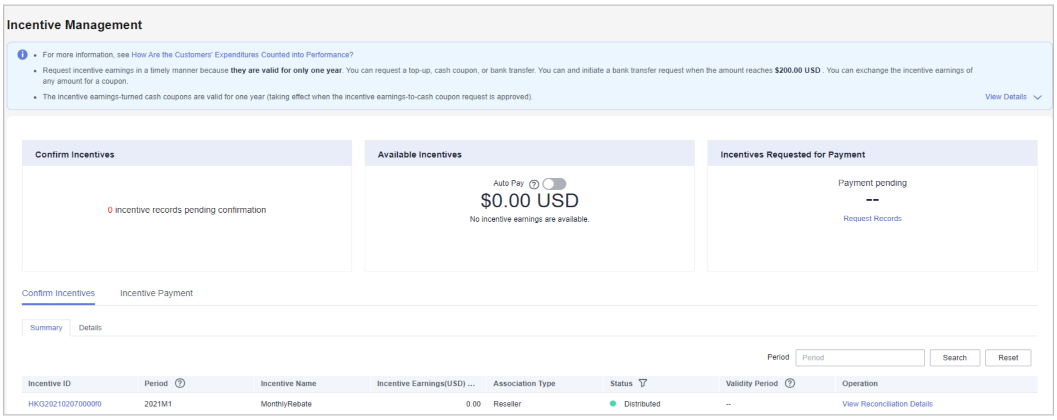
Step 1 Use your account to log in to **Huawei Cloud**.

Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 Select **Sales** > **Financial Information** > **Incentive Management** on the top navigation bar.

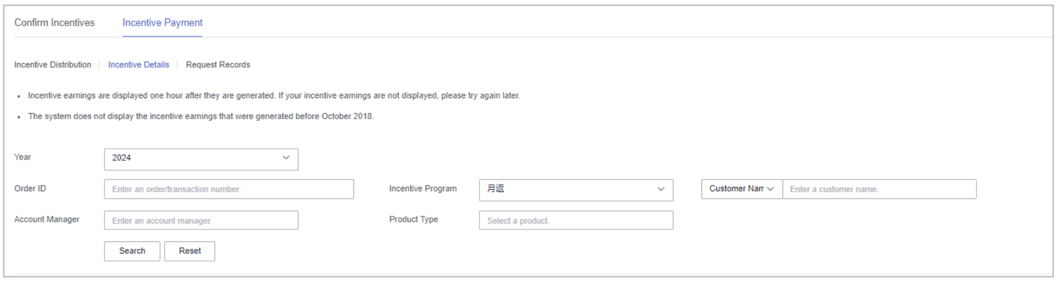
The **Incentive Management** page is displayed.





Step 4 Select the **Incentive Payment** > **Incentive Details** tab. Specify the search options for the incentive data that you want to look up.

You can check incentive details by order ID, incentive program, customer name, customer account name, account manager name, and product type.



Step 5 Click **Details** in the **Operation** column to view incentive details.

Step 6 Export incentive details.

- Export incentive details.

  Choose **Export** > **Export History**, set export options, and click **OK**. The message "Export task created." is displayed.

- View export history.

  a. Click **Export** > **View History** to enter the export history page.

b. Click **Download** in the **Operation** column to download and view incentive data in the **Completed** state.

----End

7.4.8 Indicator Management

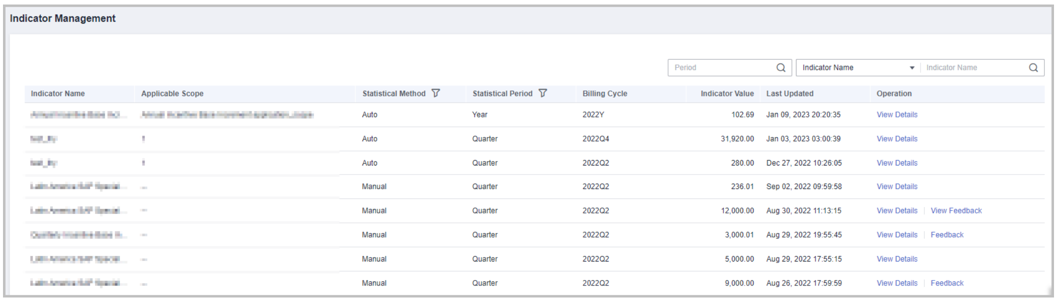
Partners can view and export indicators in the Partner Center.

Procedure

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

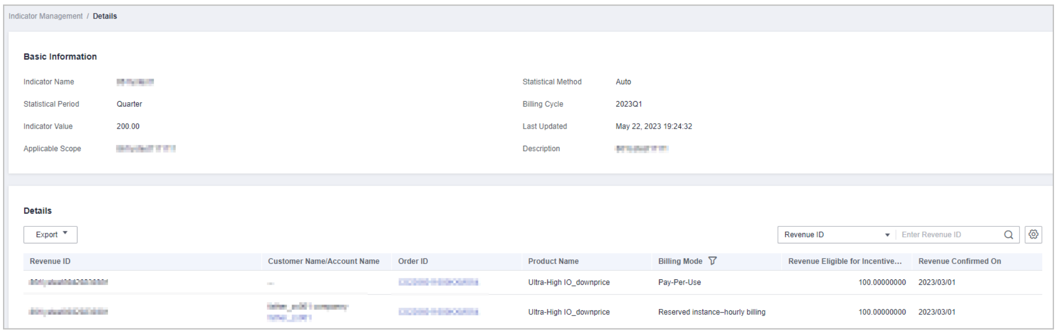
Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 On the top navigation bar, select **Sales** > **Financial Information** > **Indicator Management**.



- You can view information, including indicator name, statistical method, statistical period, billing cycle, indicator value, and more.
- You can also enter a **Period**, an **Indicator Name**, or **Applicable Scope** in the upper left corner of the page to search for information.

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.
- Export indicators
  - Exporting indicators

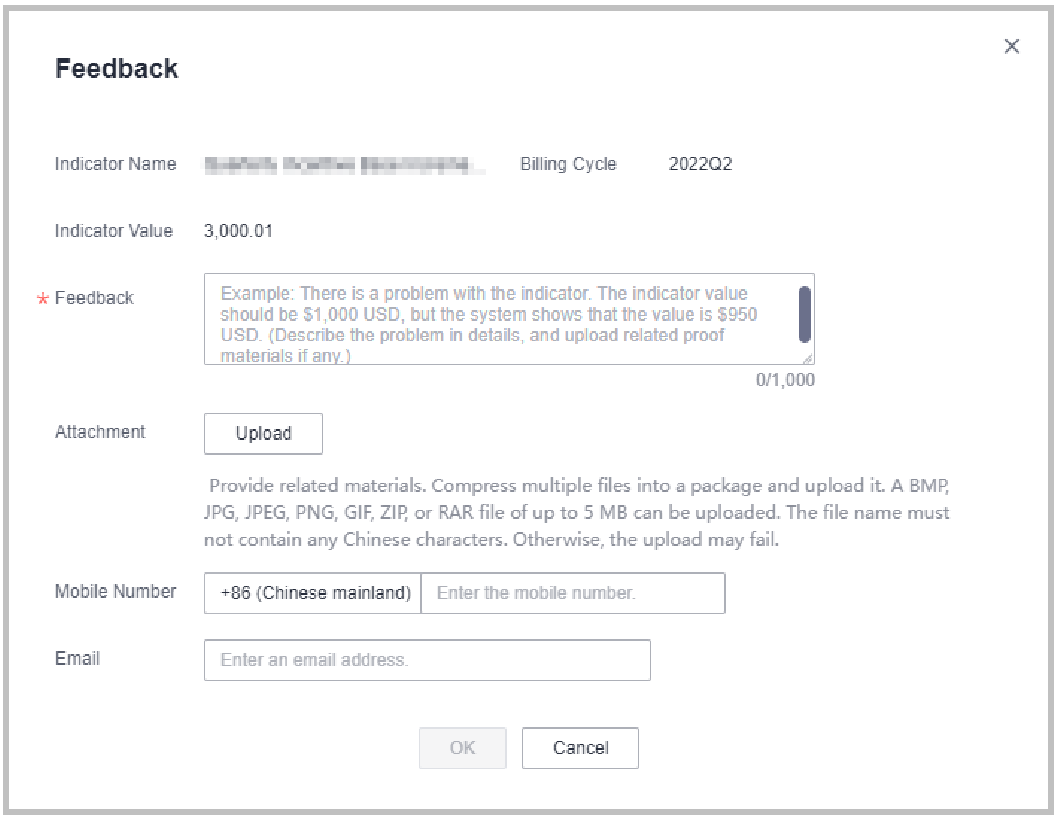
    Choose **Export** > **Export Selected**. A message indicating that the export task has been created is displayed.

– View export history

i. Choose **Export** > **View Export** to enter the **Export History** page.

ii. 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

7.4.9 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.

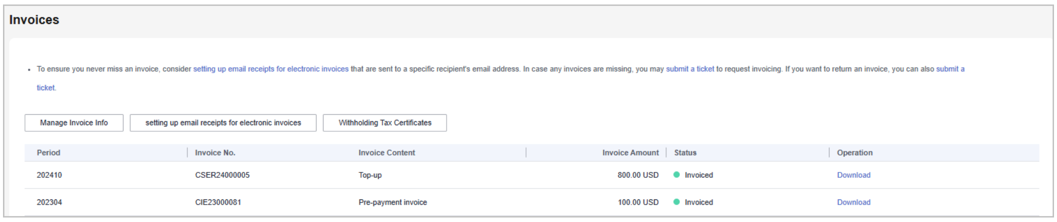
Partners who meet the conditions can also manage WHT certificates. For details, see **WHT Certificate Management**.

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

In Billing Center, you can manage your WHT certificates or receipts. 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.

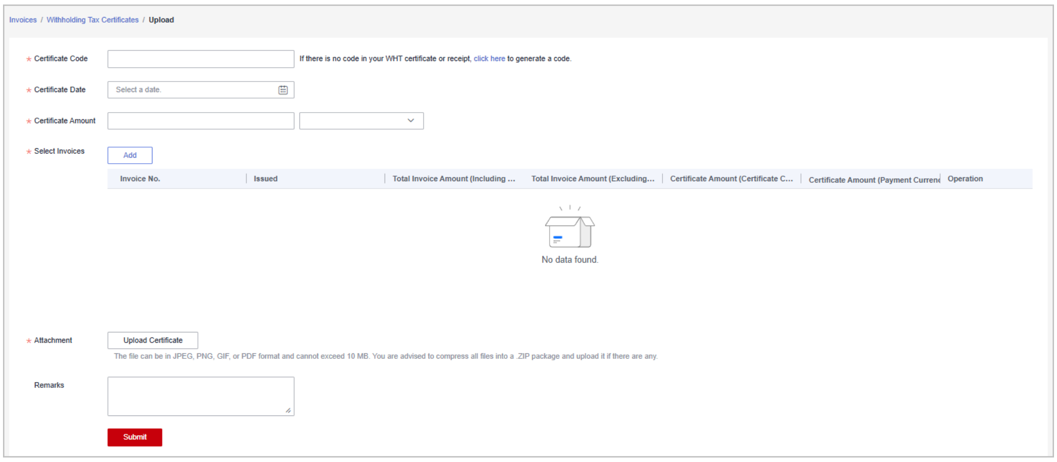
Step 1 Use your partner account to log in to **Huawei Cloud**.

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 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.

Parameter	Description
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.

7.5 Operation Statistics

7.5.1 Viewing Customer Statistics

Partners can view their customer statistics, including the number of customers, newly associated customers, customer analysis, disassociated customers, and revenue contributions.

NOTE

Huawei Cloud Partner Service Provider only displays the statistics of its own customers, excluding the customers associated with its resellers.

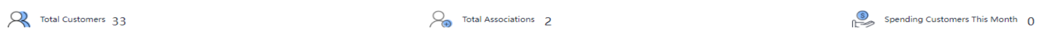
Procedure

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.

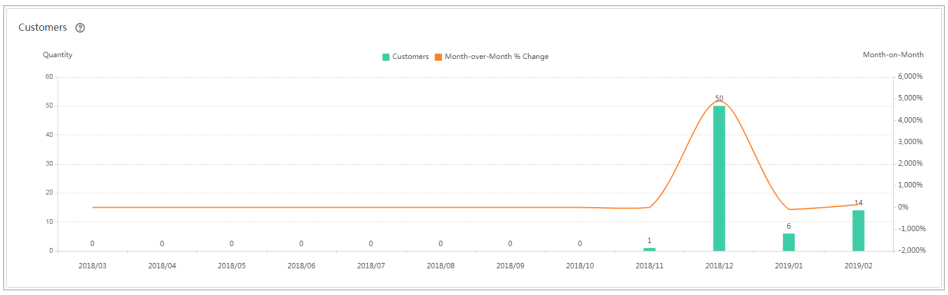
Step 3 On the top navigation bar, select **Sales** > **Operations Statistics** > **Customer Statistics**.

- Click the **Overview** tab.
  - On the displayed page, you can check the **Total Customers**, **Total Associations**, and **Spending Customers This Month**.

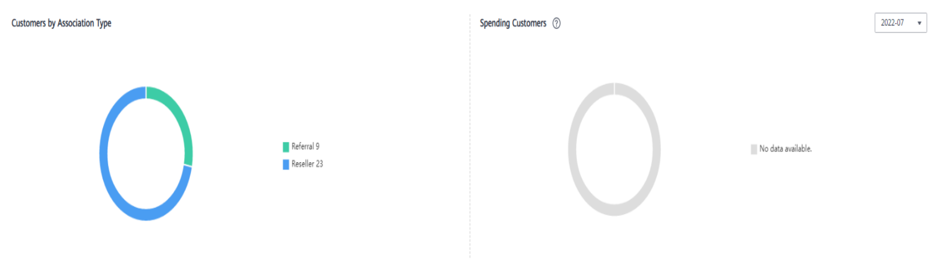
    

  - Click **Select Account Manager or Director** to sort out the customers that you want to view.

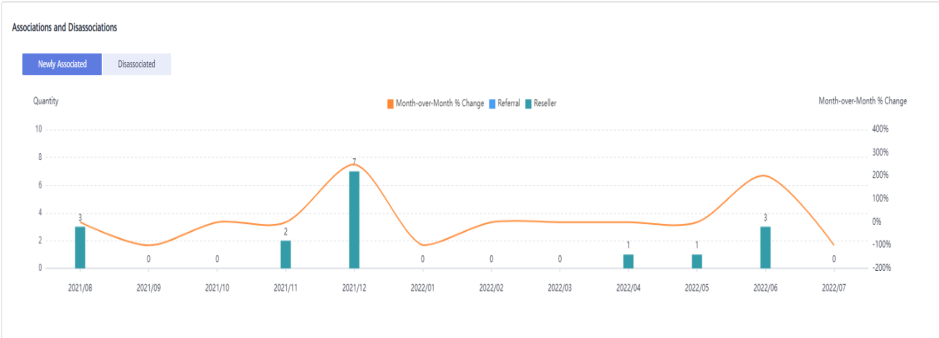
    In the **Customers** area, you can view the trend of the number of customers in the whole year.

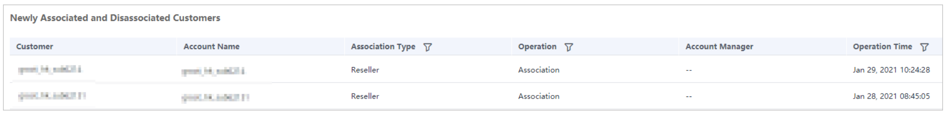
    In the **Customers by Association Type** area, you can view the number of customers by association type. In the **Spending Customers** area, you can view the number of customers with cash and other expenditures.



- 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.

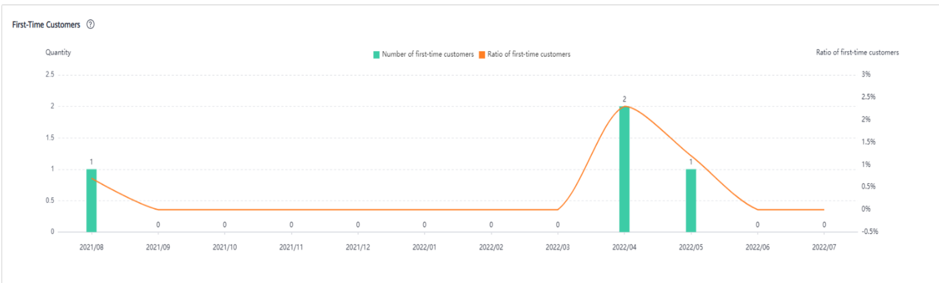


  – In the **Newly Associated and Disassociated Customers** area, set **Association Type**, **Operation**, and **Operation Time** as the search criteria and view the desired records.

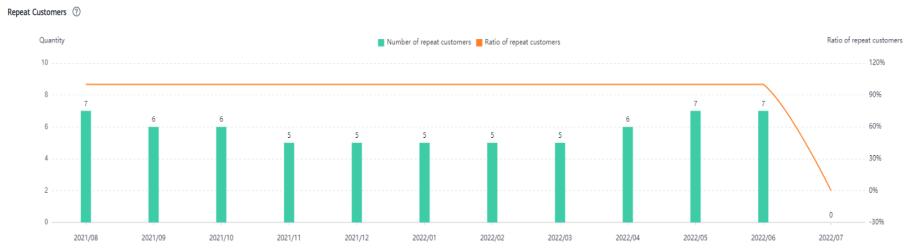

Newly Associated and Disassociated Customers

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

- On the **First-Time and Repeat Customers** tab, check the whole-year trend of the first-time customers and repeat customers.
  – Trend of first-time customers



  – Trend of repeat customers



----End

7.5.2 Viewing Expenditure Statistics

A partner can view the expenditure overview, trend, and distribution of a customer.

Precautions

For details about the expenditure statistics rules, click **here**.

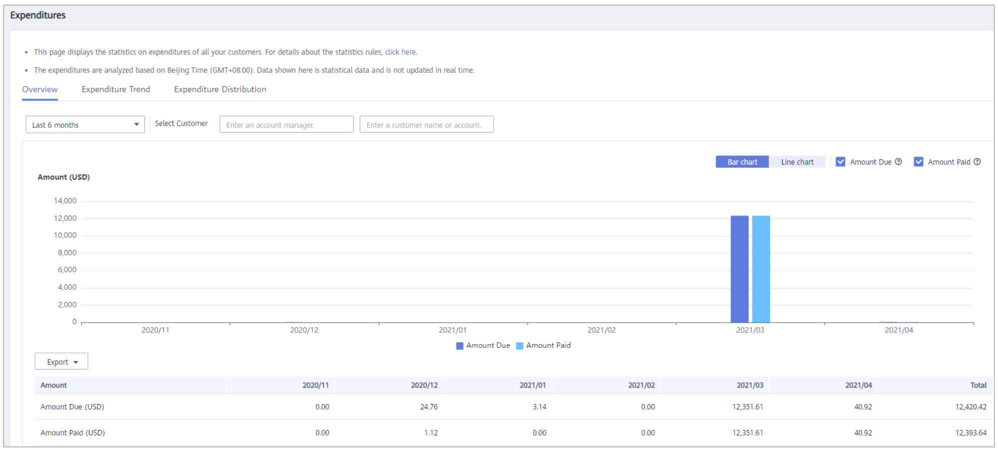
Procedure

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** > **Operations Statistics** > **Expenditures**.

- The **Overview** tab page is displayed by default. Select a time range and enter an account manager name or account name in the search box to query the expenditure trend, amount due, and amount paid.



Export customer expenditure data.

- Export the selected records.

  Choose **Export** > **Export Selected**. Message "Export task created." is displayed.

- View the export history.

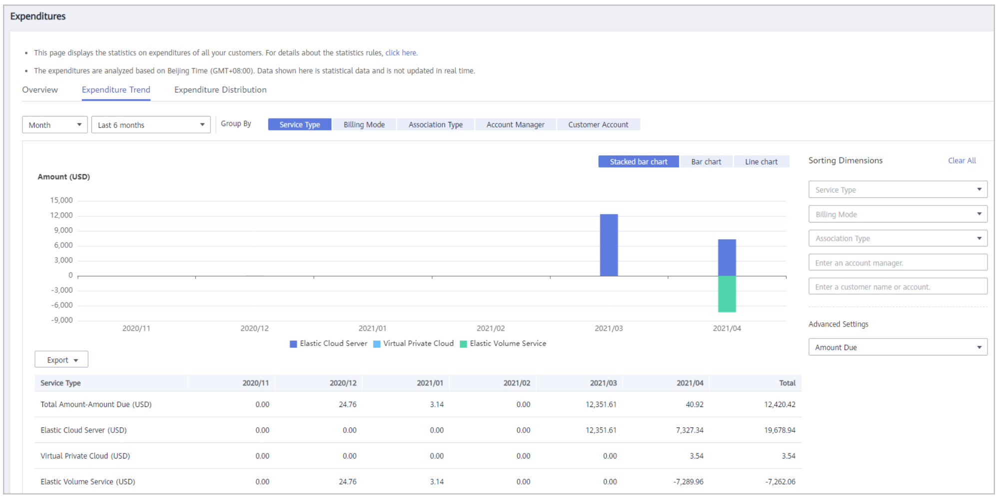
i. Choose **Export** > **View Export** to switch to the **Export History** page.

ii. Click **Download** in the **Operation** column to download and view expenditure data in the **Completed** state.

NOTE

A Partner Service Provider can view the expenditure trend of the customers of its associated cloud solution providers.

- Select the **Expenditure Trend** tab, select a time range, and set the grouping basis (service type, billing mode, association type, account manager, and customer account) to view the expenditure trend of customers and detailed fees. You can also set criteria in **Sorting Dimensions** and **Advanced Settings** on the right.



Service Type	2020/11	2020/12	2021/01	2021/02	2021/03	2021/04	Total
Total Amount-Amount Due (USD)	0.00	24.76	3.14	0.00	12,351.61	40.92	12,420.42
Elastic Cloud Server (USD)	0.00	0.00	0.00	0.00	12,351.61	7,327.34	19,678.94
Virtual Private Cloud (USD)	0.00	0.00	0.00	0.00	0.00	3.54	3.54
Elastic Volume Service (USD)	0.00	24.76	3.14	0.00	0.00	-7,289.96	-7,262.06

Export the detailed expenditures.

– Export the selected records.

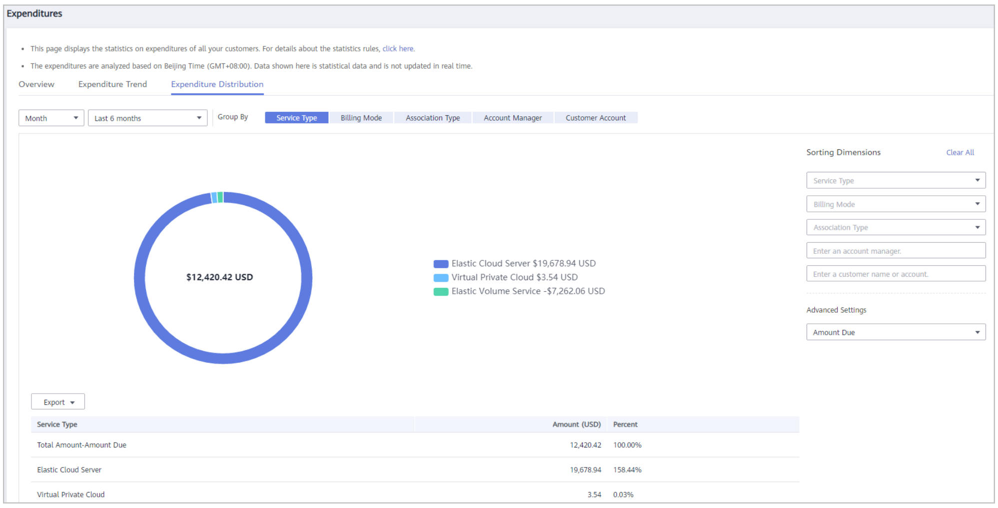
  Choose **Export** > **Export Selected**. Message "Export task created." is displayed.

– View the export history.

  i. Choose **Export** > **View Export** to switch to the **Export History** page.

  ii. Click **Download** in the **Operation** column to download and view expenditure records in the **Completed** state.

- Select the **Expenditure Distribution** tab, select a time range, and set the grouping basis (service type, billing mode, association type, account manager, and customer account) to view the expenditure distribution of customer expenditures and detailed fees. You can also set criteria in **Sorting Dimensions** and **Advanced Settings** on the right.



Export the detailed expenditures.

– Export the selected records.

  Choose **Export** > **Export Selected**. Message "Export task created." is displayed.

– View the export history.

  i. Choose **Export** > **View Export** to switch to the **Export History** page.

  ii. Click **Download** in the **Operation** column to download and view expenditure records in the **Completed** state.

----End

7.5.3 Viewing Performance Statistics

Partners can view the performance trend, performance statistics, and performance summary of the current year.

Precautions

- Account managers can view the revenue generated from different customers. If an account manager is assigned with a new customer, the expenditure of the new customer will be included in the revenue from the second day of the assignment.

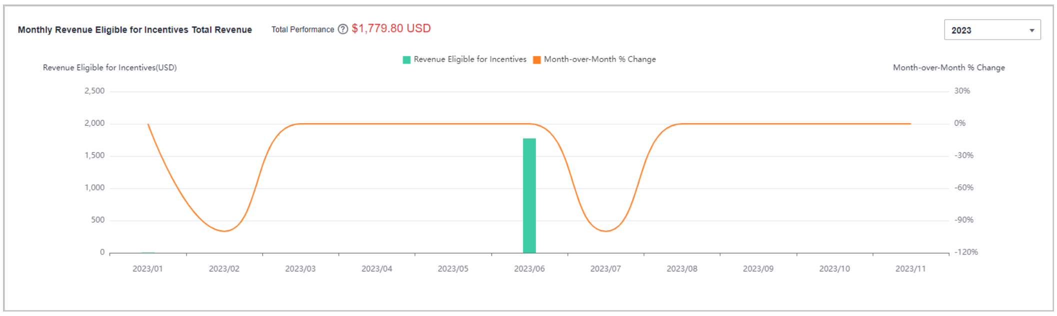
Procedure

Step 1 Sign in to **Huawei Cloud** as a partner.

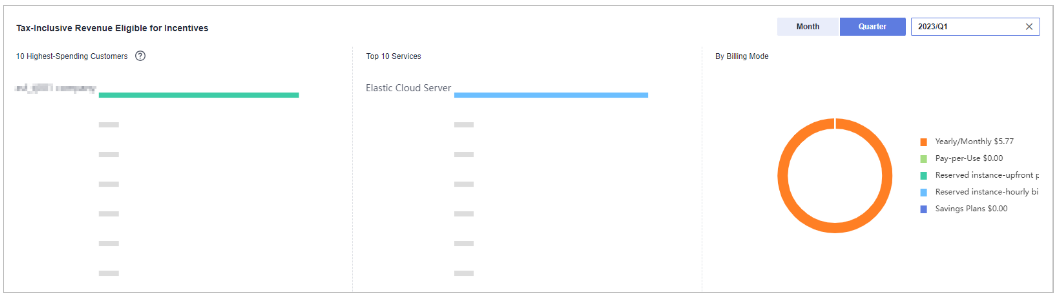
Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 On the top navigation bar, select **Sales** > **Operations Statistics** > **Revenue**.

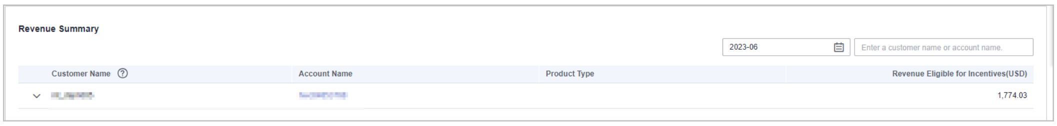
Step 4 In the **Monthly Revenue Eligible for Incentives** area, you can view revenue statistics for up to the current month.



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 the **Revenue Summary** area, you can view customer revenue amount and details.



Click the drop arrow on the left of **Customer Name** to view the revenue details of a customer.

----End

7.5.4 Viewing Incentive Statistics

Partners can view the incentive trend, statistics, and summary of the current year.

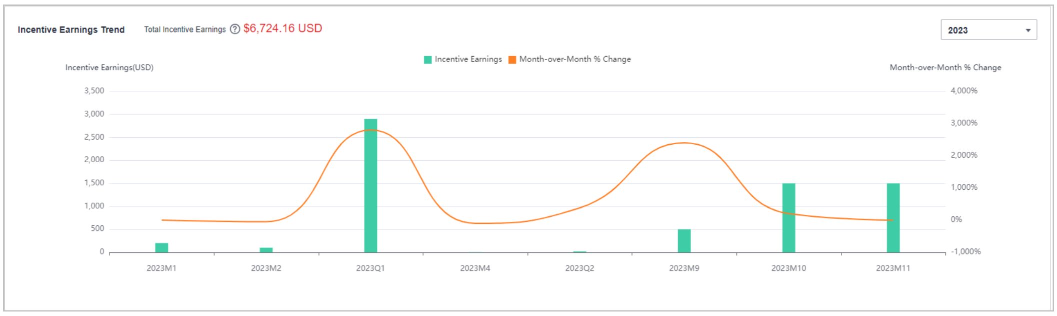
Procedure

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.

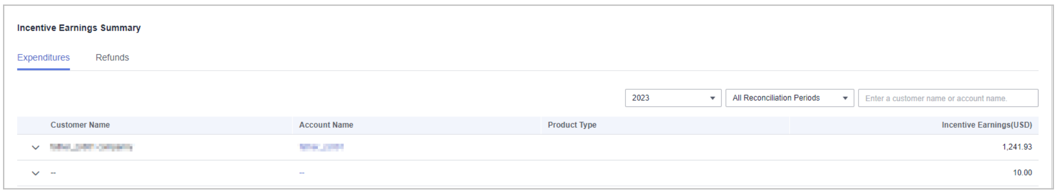
Step 3 On the top navigation bar, select **Sales** > **Operations Statistics** > **Incentives**.

Step 4 In the **Incentive Earnings Trend** area, you can select a year to view yearly revenue trend.



In the **Incentive Earnings** area, you can select a reconciliation period to view incentives generated from top 10 customers and top 10 services. You can also view incentive statistics by incentive program.

In **Incentive Earnings Summary** area, you can view customer expenditures and refunds of the current year.



Click the drop arrow on the left of **Customer Name** to view the incentive details of a customer.

----End

8 Distribution Partner Program

8.1 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 sent you an invitation link.

NOTE

- You need to **join Huawei Cloud Partner Network (HCPN) before joining the Distribution Partner Program**. After you join the Distribution Partner Program, you are not allowed to join the Cloud Solution Provider Program.

Logging In to the 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

A Huawei Cloud Reseller Accepts the 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 reseller unfreezes the account and sets a budget for the customer.

Querying Customers

Setting Account Freezing and Budget Setting Permissions for Resellers

Setting Monthly Budgets for Customers

Freezing Customer Accounts and Resources

Viewing a Customer's Orders

Viewing Customer Expenditures

Managing Bills

A distributor can view and export bills and view invoices in Partner Center.

NOTE

- Huawei Cloud provides bills to the distributor, and the distributor needs to make payment.
- Huawei Cloud will not engage itself in the settlement of the resellers. The settlement rules between a reseller and its associated distributor are defined by both of them.

Viewing Partner Bills

Repayment

Invoice Management

Managing Revenues and Incentive Earnings

A distributor can view the revenues and apply for incentive in Partner Center.

NOTE

Huawei Cloud does not provide revenue-based incentives for resellers of a distributor, and the expenditures of resellers' customers will be counted into the revenue of the distributor.

Applying to Issue Incentive Earnings

8.2 Distributor

8.2.1 Sales Management

8.2.1.1 Querying Product Discounts and Incentives

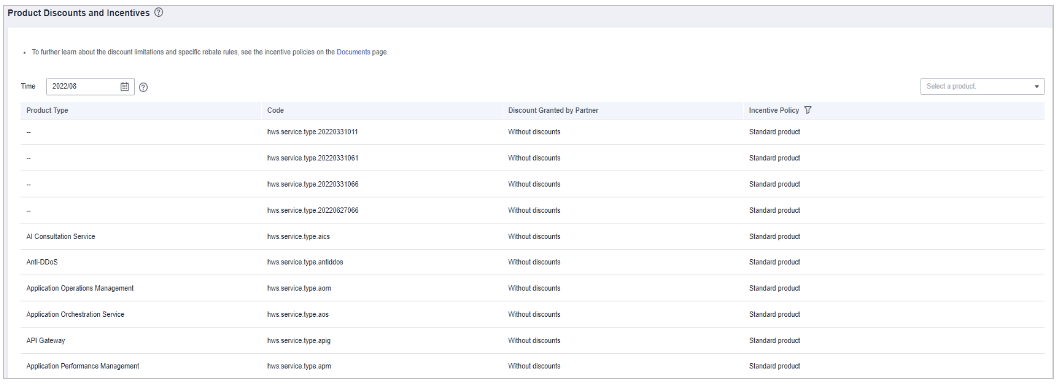
Partners can query the discount and incentive policies applicable to each product in the Partner Center.

Procedure

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 bar, select **Sales** > **Channels** > **Product Discounts and Incentives**.



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

8.2.1.2 Viewing Commercial Discounts

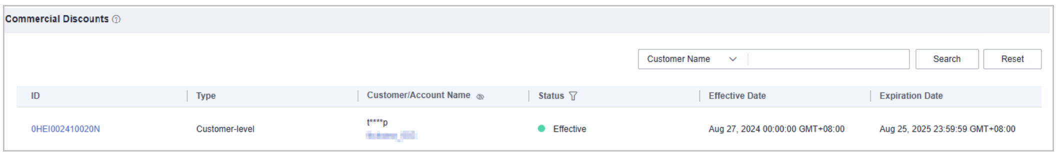
Partners can view the commercial discounts in Partner Center.

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 On the top navigation bar, select **Sales** > **Channels** > **Commercial Discounts**.



NOTE

- Click a commercial discount ID to view its details.
- Click an account name to view details about the customer.
- You can enter a customer name or customer account name to filter the discount data.
- 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

8.2.1.3 Inviting Resellers

You can develop resellers as a distributor.

Precautions

- You can only develop resellers in the authorized regions.
- You cannot invite a reseller who has already been associated with another distributor.

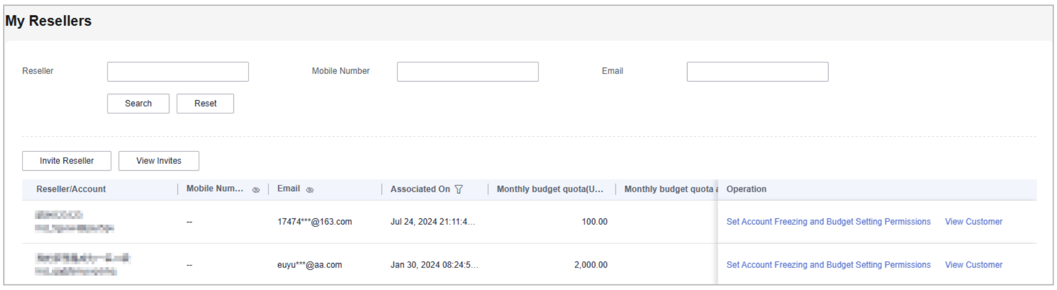
Procedure

Step 1 Log in to **Huawei Cloud** as a distributor.

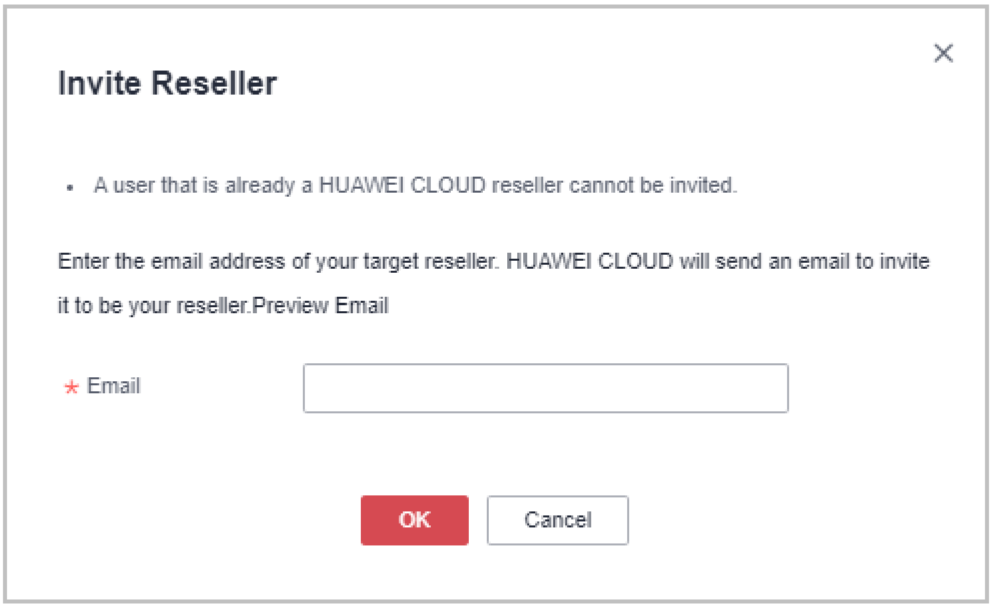
Step 2 Click **Partner Center** in the drop-down list of your account name.

Step 3 On the top navigation bar, select **Sales** > **Channels** > **My Resellers**.

Step 4 Click **Invite Reseller**.



Step 5 Enter the email of the target customer and click **OK**.



Huawei Cloud will send an invitation email to the target customer.

After the customer receives the invitation email, it can click the link in the email and perform the association. For details, see Accepting the Invitation from a Distributor.

----End

Other Operations

- View Invitation Records

  You can go to the **Invitation Record** page to view the invitations from distributors by clicking **View Invites**.

- Resending an invitation

  On the **Invitation Record** page, click **Resend Invitation** to send an invitation again to a customer. If you select multiple invitation records and click **Batch Invite**, you can send invitations to multiple customers again.

8.2.1.4 Setting Account Freezing and Budget Setting Permissions for Resellers

You can assign permissions to your resellers to grant or revoke customer budges and freeze customer accounts or resources

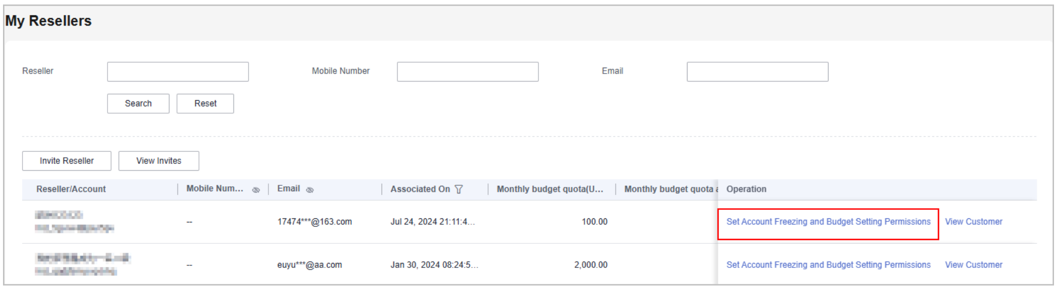
Procedure

Step 1 Log in to **Huawei Cloud** as a distributor.

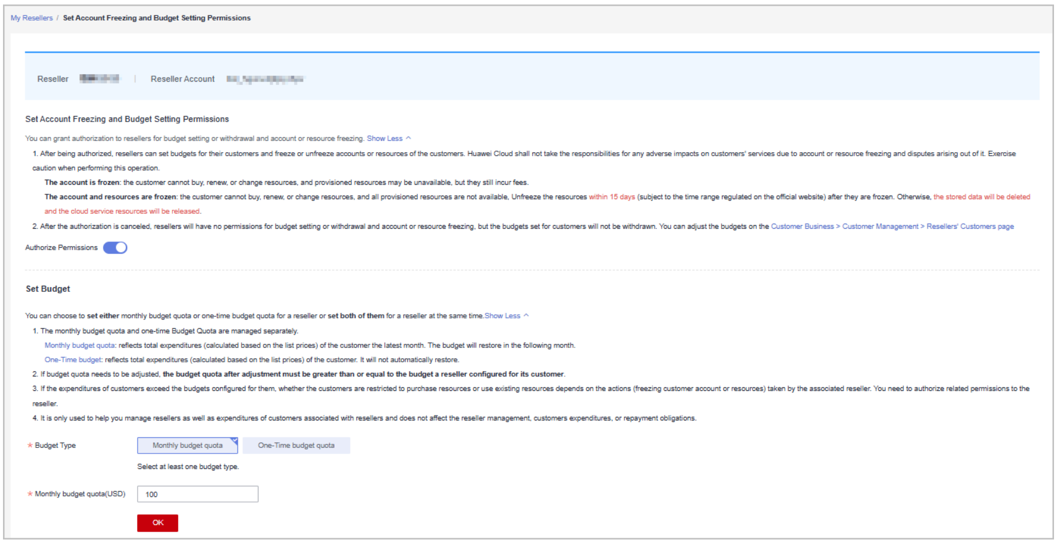
Step 2 Click **Partner Center** in the drop-down list of your account name.

Step 3 On the top navigation bar, select **Sales** > **Channels** > **My Resellers**.

Step 4 Click **Set Account Freezing and Budget Setting Permissions** in the **Operation** column.

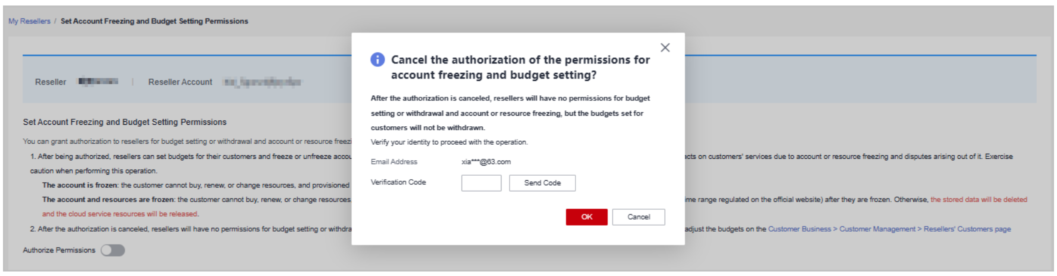


Step 5 On the displayed page, switch on **Authorize Permissions** and set monthly budget and one-time budget quotas. The reseller authorized can set customer budgets and freeze or unfreeze customer accounts or resources.



> **NOTE**
>
> - You will no longer manage the accounts or budgets of your resellers' customers after the resellers are authorized.
> - For details about how your resellers can freeze or unfreeze their customers' accounts and resources, see **Freezing Customer Accounts and Resources**.
> - For details about how your resellers can set monthly budgets for their customers, see **Setting Monthly Budgets for Customers**.
> - For details about how your resellers can set one-time budgets for their customers, see **Setting One-Time Budgets for Customers**.

Step 6 To revoke resellers' permissions, disable **Authorize Permissions** on the **Set Account Freezing and Budget Setting Permissions** page, and complete the verification.



NOTE

After the authorization is canceled, resellers will have no permissions for budget setting or withdrawal and account or resource freezing, but the budgets set for customers will not be withdrawn. You can adjust the budgets or freeze or unfreeze the accounts on the **Customer Business** > **Customer Management** > **Resellers' Customers** page.

----End

8.2.1.5 Authorizing a Reseller to Place Orders and Perform O&M on the Behalf of Customers

You can assign permissions to your resellers to place orders and perform O&M on behalf of their customers and can also revoke the permissions as needed.

Procedure

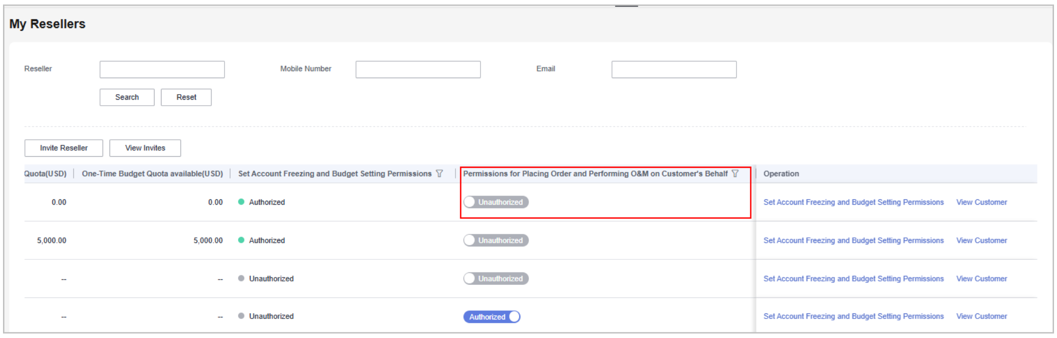
Step 1 Log in to **Huawei Cloud** as a distributor.

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

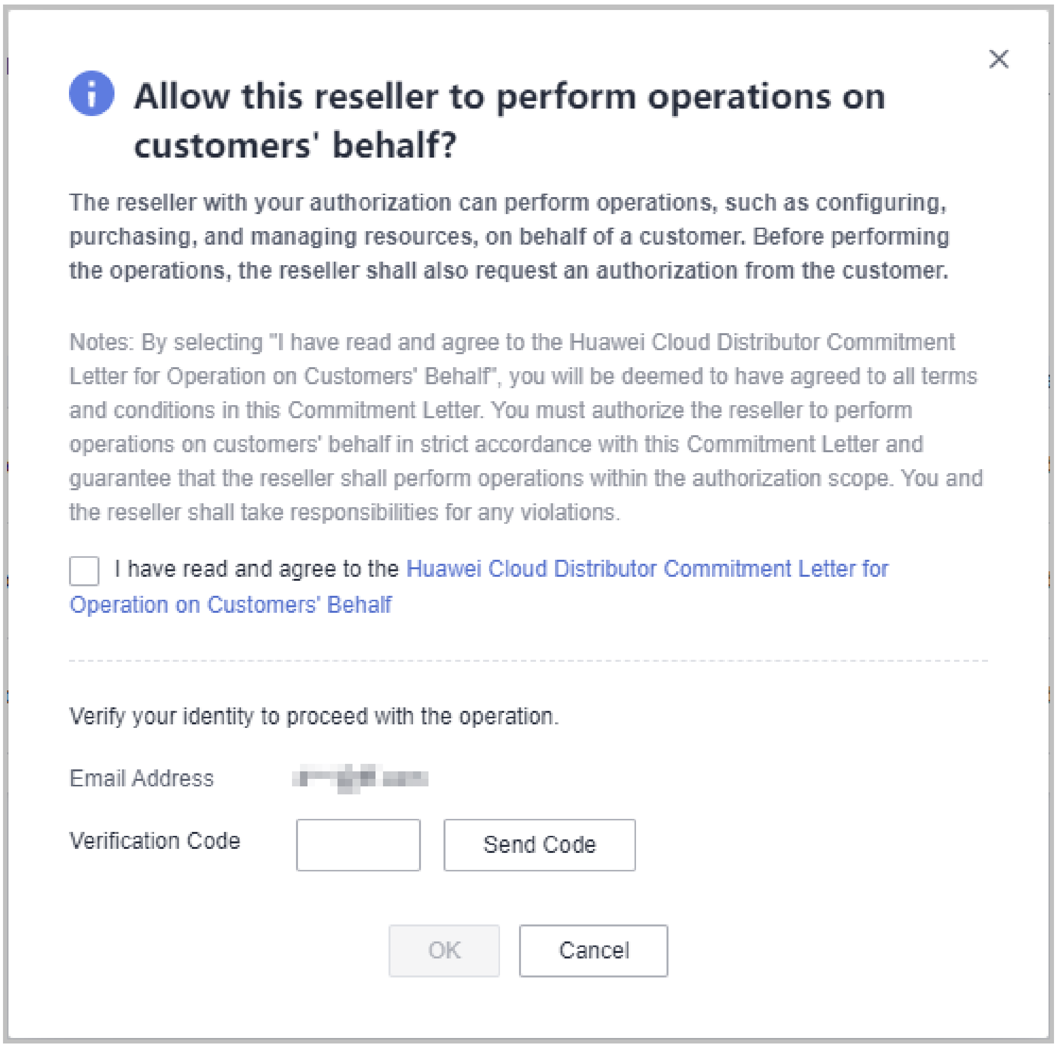
Step 3 On the top navigation bar, select **Sales** > **Channels** > **My Resellers**.

Step 4 Grant permissions.

Locate the row with target reseller and toggle on the switch in the **Permissions for Placing Order and Performing O&M on Customer's Behalf** column.



Step 5 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**. After a reseller is authorized by you, they also need to request customer authorization to place orders and perform O&M on customer's behalf.

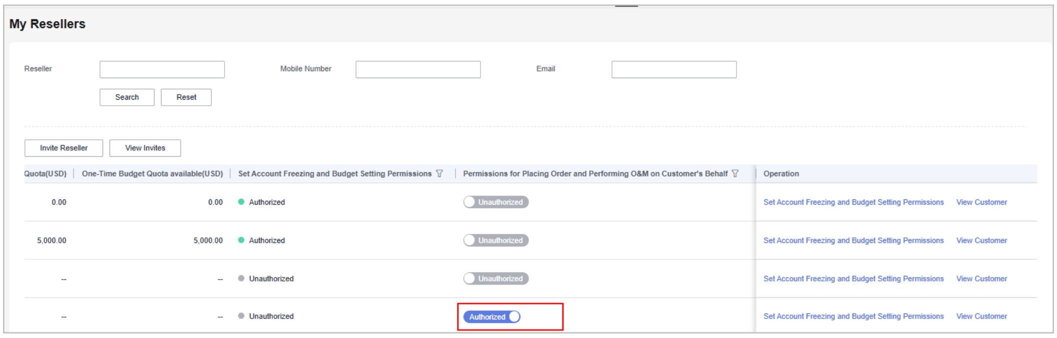


NOTE

- When you authorize your resellers for the first time, you need to select **I have read and agree to the Huawei Cloud Distributor Commitment Letter for Operation on Customers' Behalf**.
- Only authorized resellers can place orders and perform O&M on behalf of their customers.

Step 6 Revoke 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**.



----End

8.2.2 Customer Business

8.2.2.1 Customer Management

8.2.2.1.1 Querying Customers

You can also query information about your resellers' customers, including budgets usage, basic information, etc.

Procedure

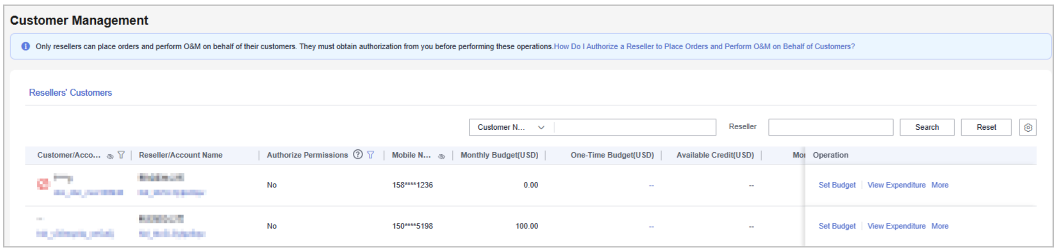
Step 1 Sign in to **Huawei Cloud** as a partner.

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** > **Customer Business** > **Customer Management**.

Step 4 Set search criteria to search for customers

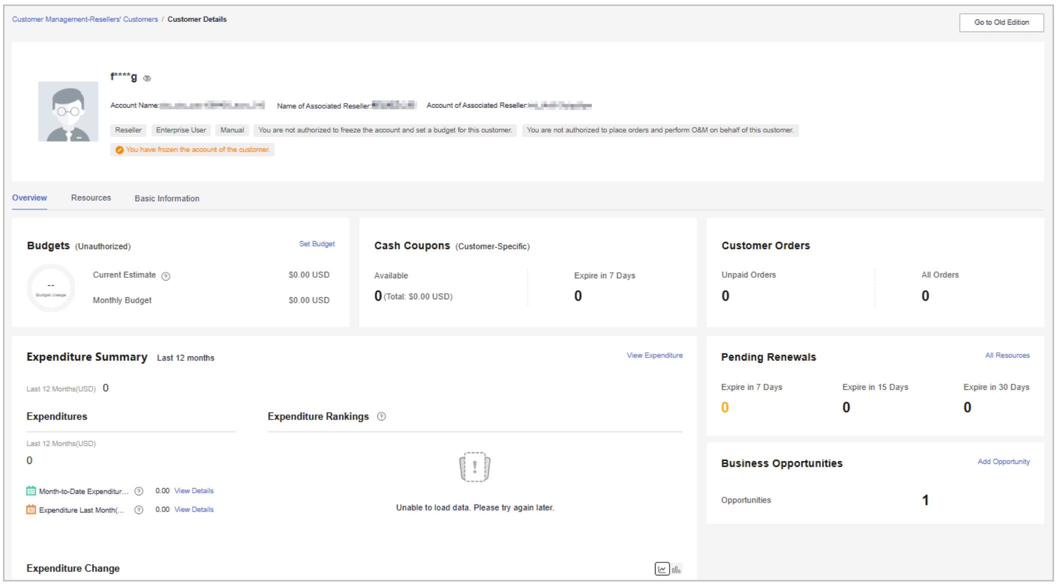
You can search for customers by customer name, customer account name, and reseller name.



NOTE

- Click the eye icon next to a header to view complete contents in the column. The content is hidden by default. For example, you can click the eye icon next to **Email** to view complete email addresses.
- You can view all customers of your resellers on the **Customer Business** > **Customer Management** > **Resellers' Customers** page and filter out all customers who have or haven't been authorized by clicking in the **Authorize Permissions** column. For the customers who haven't been authorized, you are responsible for freezing or unfreezing accounts and setting monthly budgets from them.

Step 5 Click the account name of the customer you want to view. Then, on the displayed page, view the customer details.



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 customer budget usage and click **Set Budget** to set a monthly or one-off budget for the customer if you have required permissions.
- On the **Overview** page, 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 click the number under **Unpaid Orders** or **All Orders** to view order information. You can also click **Place Order on Customers' Behalf** to place orders for the customer.
- On the **Overview** tab, you can view the customer's resources to be expired. You can click **All Resources** to view all resources, including yearly/monthly resources, pay-per-use resources, reserved instances, and savings plans and click **Expire in 7 Days**, **Expire in 15 Days**, or **Expire in 30 Days** view resources that are going to be expired. You can click **Perform O&M Operations on Customers' Behalf** to obtain customer authorization to perform operations on these resources for the customer as needed.
- On the **Overview** tab, you can view expenditure analysis and rankings. You can click **View Expenditure** to view expenditure details, click **Month-to-Date Expenditure** to view expenditure details of this month, click **Expenditure Last Month** to view expenditures of last month, or click the icon next to **Expenditure Change** to view expenditure graphs.
- 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 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 Budget** to set the budgets for customers associated in the reseller model. For details, see **Setting Monthly Budgets for Customers** and **Setting One-Time Budgets for Customers**.
- Choose **More** > **View Orders** to view all orders of a customer.
- Choose **More** > **View Resources** to view a customer's pay-per-use and yearly/monthly resources. For details, see **Viewing a Customer's Resources**.
- Click **View Expenditure** to view all expenditure details of a customer.
- Set monthly budgets and freeze or unfreeze accounts for customers associated with your resellers.

8.2.2.1.2 Setting Monthly Budgets for Customers

You can set monthly budgets for the customers associated with your resellers. The budget will automatically restore at 00:00:00 on the first day of the following month.

Procedure

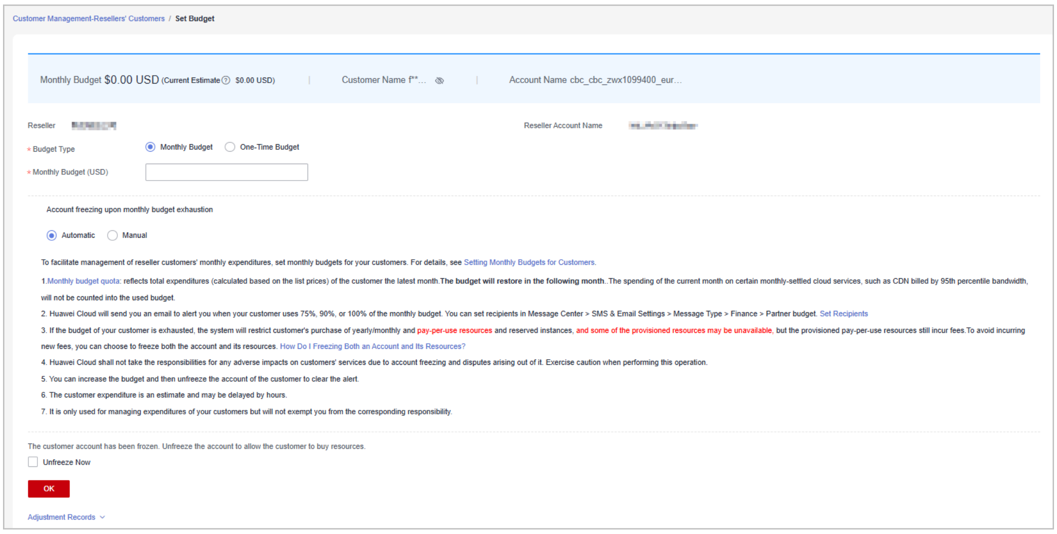
Step 1 Log in to **Huawei Cloud** as a distributor.

Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

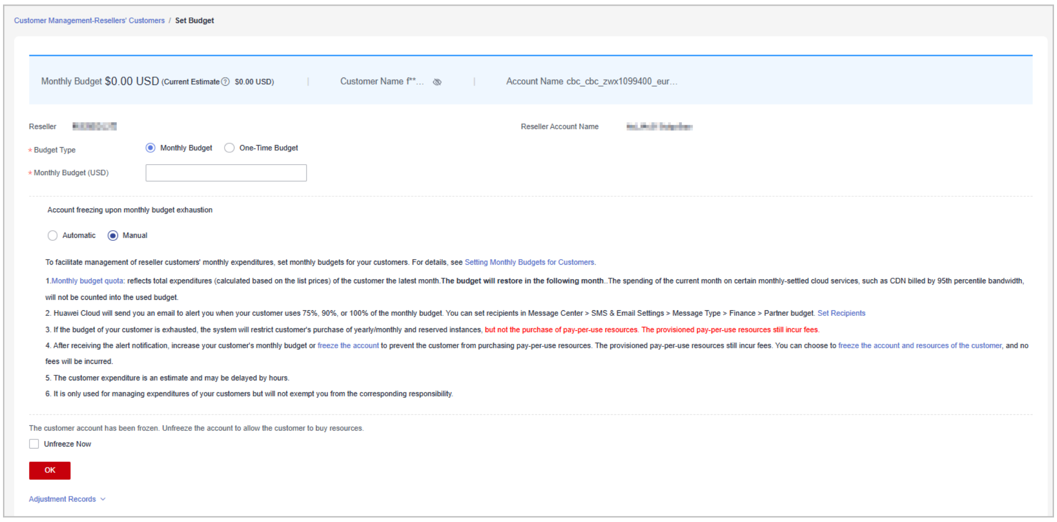
Step 3 On the top navigation bar, select **Sales** > **Customer Business** > **Customer Management**.

Step 4 Locate the row with target customer and click **Set Budget** in the **Operation** column. On the displayed **Set Budget** page, set **Budget Type** to **Monthly Budget**.

- Automatic account freezing



- Manual account freezing



NOTE

- You can select multiple customers and click **Set Budget** above the customer list to batch set budgets for multiple customers at the same time.
- When you set a monthly budget for a customer, set **Account freezing upon monthly budget exhaustion** to **Automatic** or **Manual**. **Automatic** indicates that the system automatically freezes an account upon budget exhaustion. For details about how to **manually** freeze an account, see **Freezing a Customer**.
- If a customer account is frozen, the customer cannot purchase resources. You can unfreeze the customer account by selecting **Unfreeze Now** and clicking **OK**.
- To view the monthly budget adjustment record, click **Adjustment Record** on the displayed **Set Budget** page.
- You can authorize your resellers to create or revoke budgets for their customers. For details, see **Setting Account Freezing and Budget Setting Permissions for Resellers**.
- Click the eye button next to **Customer Name** to show or hide the complete content of customer name.
- 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 Enter a value and click **OK**.

NOTE

When a customer is associated with a partner by reseller model, the customer account is frozen by default. When the account is frozen, the customer cannot purchase, renew the subscription to, change, or properly use the resources. The partner can select **Unfreeze Now** when setting the monthly budget for the customer to unfreeze the account.

A message is displayed indicating that the monthly budget has been set successfully.

NOTE

If partners have enabled the verification code function, a verification code is required to verify the identity.

Step 6 Click **OK**.

----End

8.2.2.1.3 Setting One-Time Budgets for Customers

You can set one-time budgets for your resellers' customers associated in the reseller model. One-time budgets will not be restored automatically in the next month.

Procedure

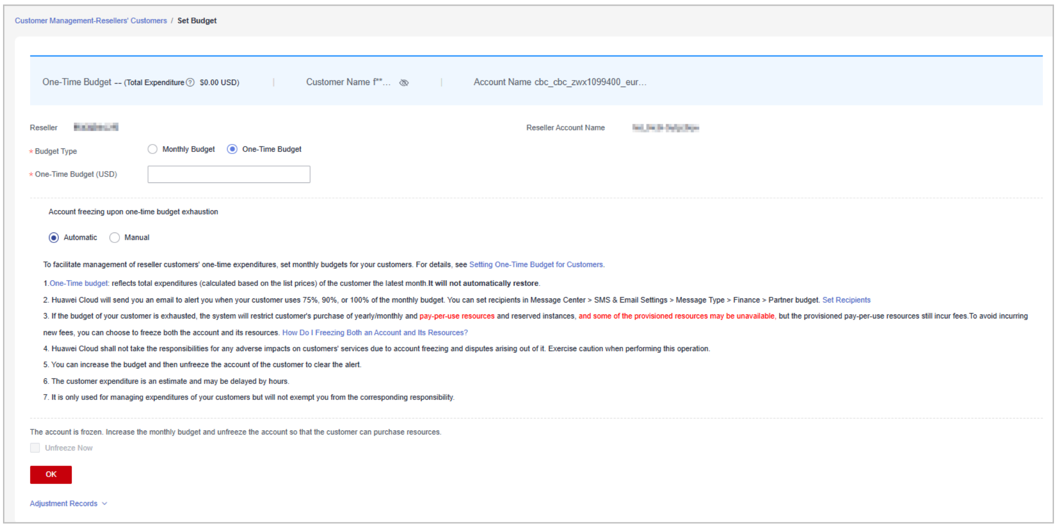
Step 1 Log in to **Huawei Cloud** as a distributor.

Step 2 In the drop-down list of your account name, click **Partner Center**.

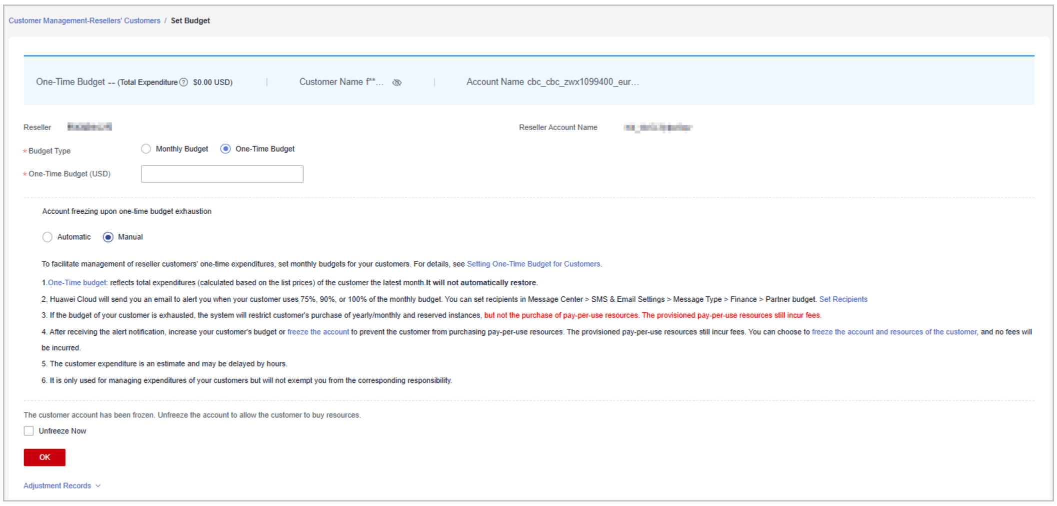
Step 3 On the top navigation bar, select **Sales** > **Customer Business** > **Customer Management**.

Step 4 Locate the target customer and click **Set Budget** in the **Operation** column. On the displayed **Set Budget** page, set **Budget Type** to **One-Time Budget**.

- Automatic account freezing



- Manual account freezing



NOTE

- When you set one-time budgets for customers, you also need to set **Account freezing upon one-time budget exhaustion** to **Automatic** or **Manual**. **Automatic** indicates that the system automatically freezes an account upon budget exhaustion. For details about how to **manually** freeze an account, see **Freezing a Customer**.
- If a customer account is frozen, the customer cannot purchase resources. If you need to unfreeze the account, select **Unfreeze Now** and click **OK**.
- You can view adjustment records of one-time budgets by clicking **Adjustment Records**.
- You can authorize your resellers to create or revoke budgets for their customers. For details, see **Setting Account Freezing and Budget Setting Permissions for Resellers**.
- Click the eye button next to **Customer Name** to show or hide the complete content of customer name.
- 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 Enter a one-time budget value and click **OK**.

NOTE

When a customer is associated with a partner in reseller model, the customer account is frozen by default and they cannot purchase, renew the subscription to, change, or properly use the resources. The partner can select **Unfreeze Now** when setting the one-time budget for the customer to unfreeze the account.

A message is displayed indicating that the one-time budget is created.

NOTE

If you have enabled the verification code function, a verification code is required.

Step 6 Click **OK**.

----End

8.2.2.1.4 Freezing a Customer

After a customer is associated with a partner in the reseller model, the customer account is frozen by default. You can choose to freeze or unfreeze only the account or both the account and resources of a customer.

Impacts of Freezing Only Accounts or Both Accounts and Resources

- Impacts of Freezing Accounts

  If customer's account is frozen, the customer cannot buy, renew, or change resources, and provisioned resources may be unavailable, but still incur fees.

  The following table describes the impacts on a reseller customer after its account is 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

- Impacts of Freezing Both Accounts and Resources
  In addition to the account freezing, resources are also frozen and enter the retention period. During the retention period, customers cannot access or use the frozen cloud service resources. Cloud service resources and data stored will be retained, and the frozen resources will not incur fees.

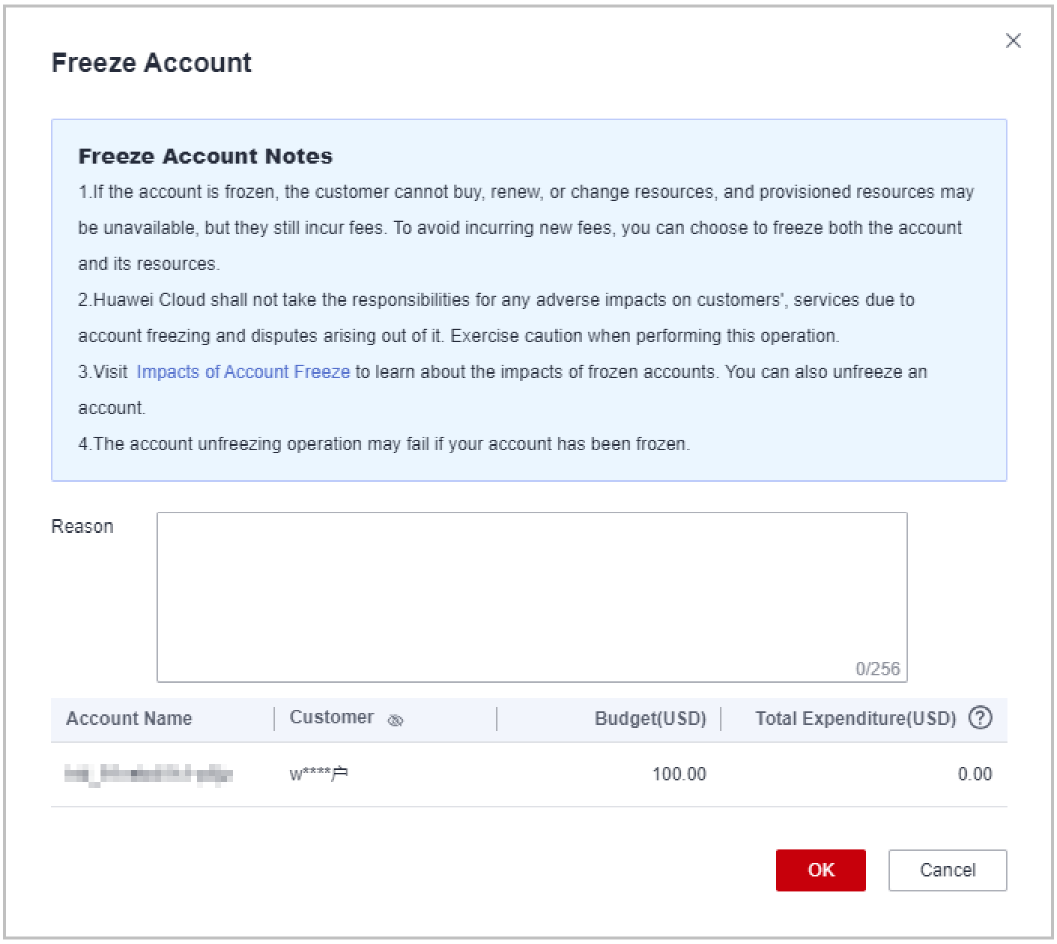
Freezing an Account

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, select **Sales** > **Customer Business** > **Customer Management**.

Step 4 On the **Resellers' Customers** tab page, click **More** > **Freeze Account** in the **Operation** column for the target customer.



Step 5 Enter the reason.

Step 6 Click **OK**.

A message is displayed indicating that the account is frozen.

NOTE

- If you have enabled the verification code function, a verification code is required.
- You can assign or withdraw account or resource freezing and unfreezing permissions to or from your resellers. For details, see **Setting Account Freezing and Budget Setting Permissions for Resellers**.

----End

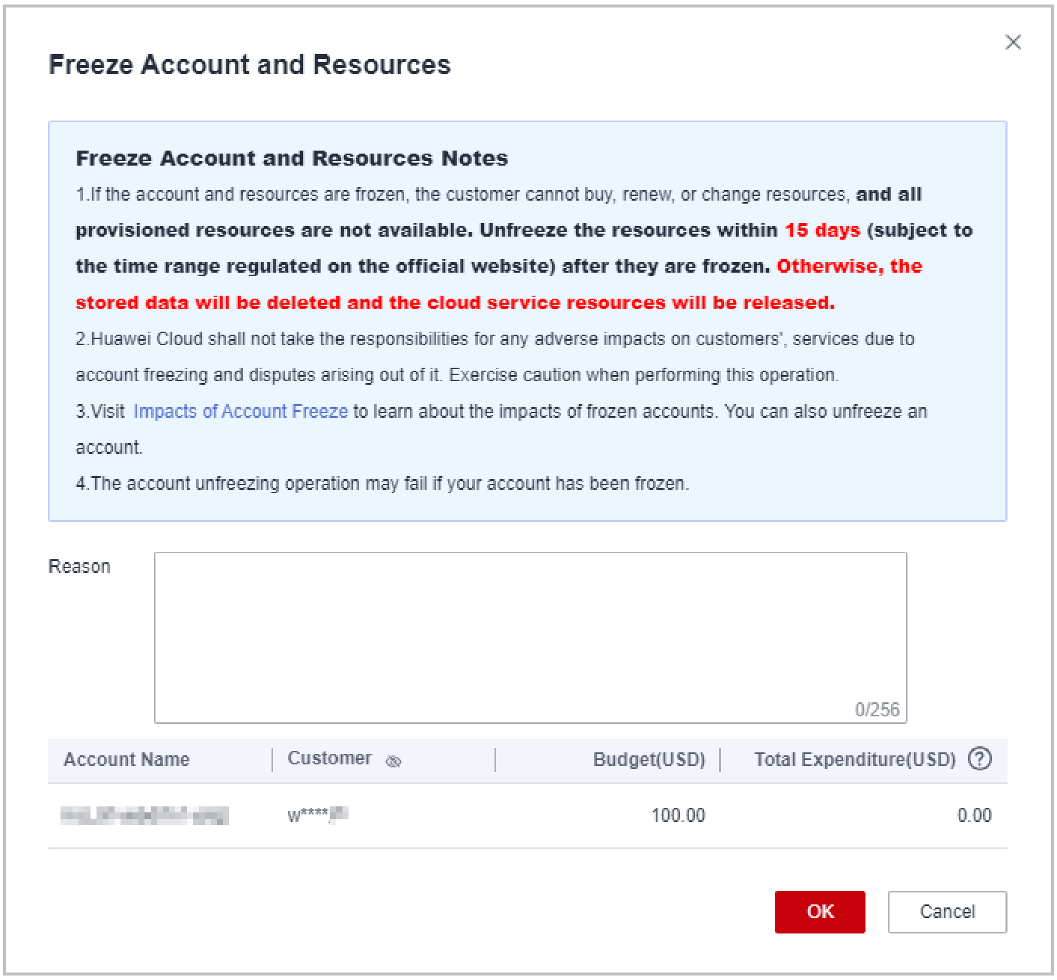
Freezing Both an Account and Resources

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, select **Sales** > **Customer Business** > **Customer Management**.

Step 4 On the **Resellers' Customers** tab page, click **More** > **Freeze Account and Resources** in the **Operation** column for the target customer.



Step 5 Enter the reason.

Step 6 Click **OK**.

A message is displayed indicating that the account and resources are frozen.

NOTE

- If you have enabled the verification code function, a verification code is required.
- 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. Exercise caution when performing this operation.
- You can assign or withdraw account or resource freezing and unfreezing permissions to or from your resellers. For details, see **Setting Account Freezing and Budget Setting Permissions for Resellers**.

----End

8.2.2.1.5 Unfreezing a Customer

You can unfreeze accounts or both accounts and resources for your customers.

Unfreezing an Account

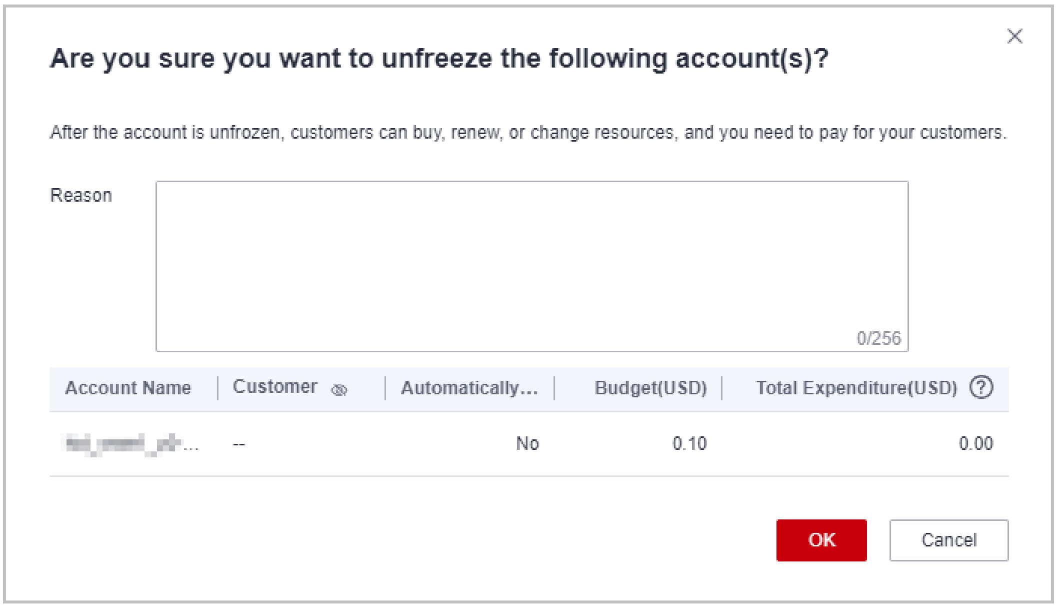
Step 1 Use your partner account to log in to **Huawei Cloud**.

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, select **Sales** > **Customer Business** > **Customer Management**.

Step 4 Click **More** > **Unfreeze Account** in the **Operation** column for the target customer.

Step 5 Enter the reason and click **OK**. A message is displayed indicating that the account is unfrozen.



NOTE

If you have enabled the verification code function, a verification code is required.

----End

Unfreezing Both an Account and Resources

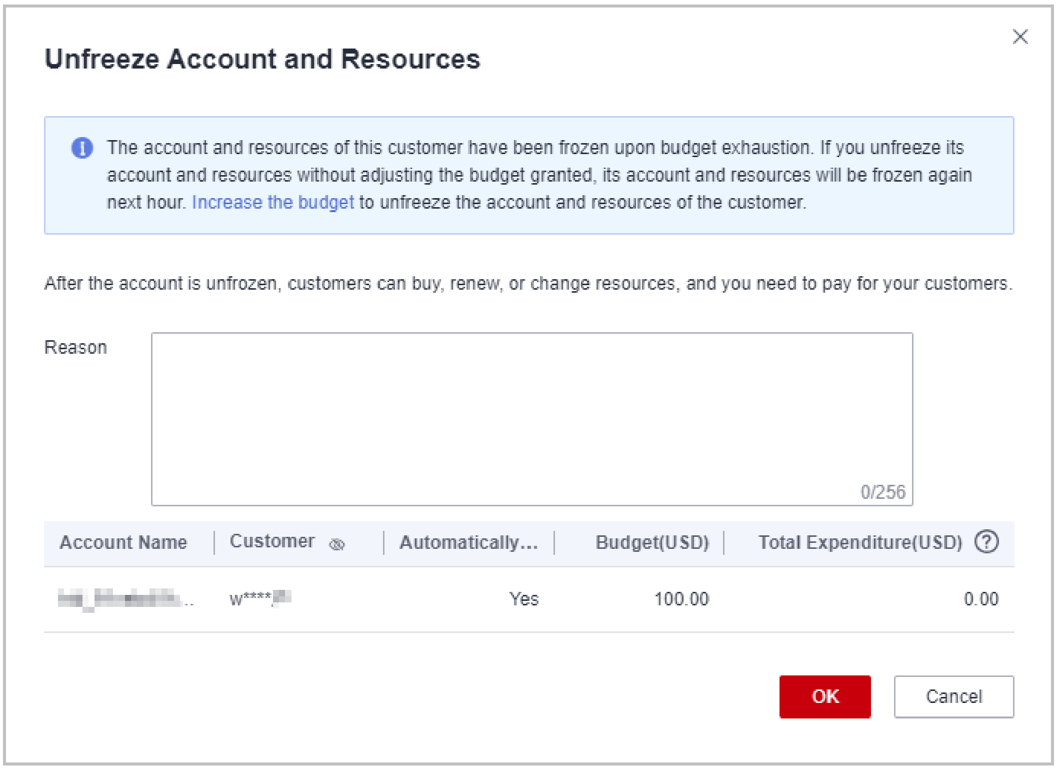
Step 1 Use your partner account to log in to **Huawei Cloud**.

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, select **Sales** > **Customer Business** > **Customer Management**.

Step 4 Click **More** > **Unfreeze Account and Resources** in the **Operation** column for the target customer.

Step 5 Enter the reason and click **OK**. A message is displayed indicating that the account and resources are unfrozen.



NOTE

If you have enabled the verification code function, a verification code is required.

----End

8.2.2.1.6 Viewing a Customer's Resources

A distributor can view the pay-per-use and yearly/monthly resources and reserved instances purchased by customers of its resellers.

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.

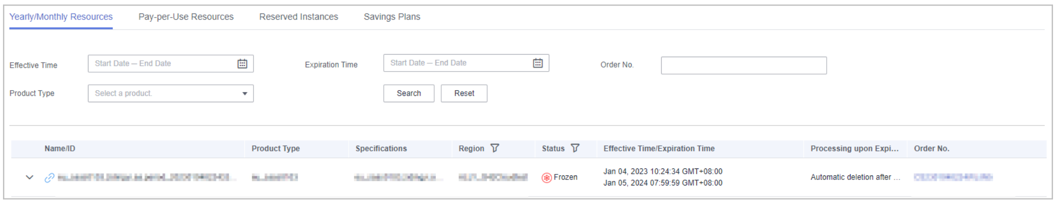
Step 3 On the top navigation bar, select **Sales** > **Customer Business** > **Customer Management**.

Step 4 On the **Customer Management** page, set the search criteria for a fuzzy search. Select a target customer and choose **More** > **View Resource** to enter the resource management page.

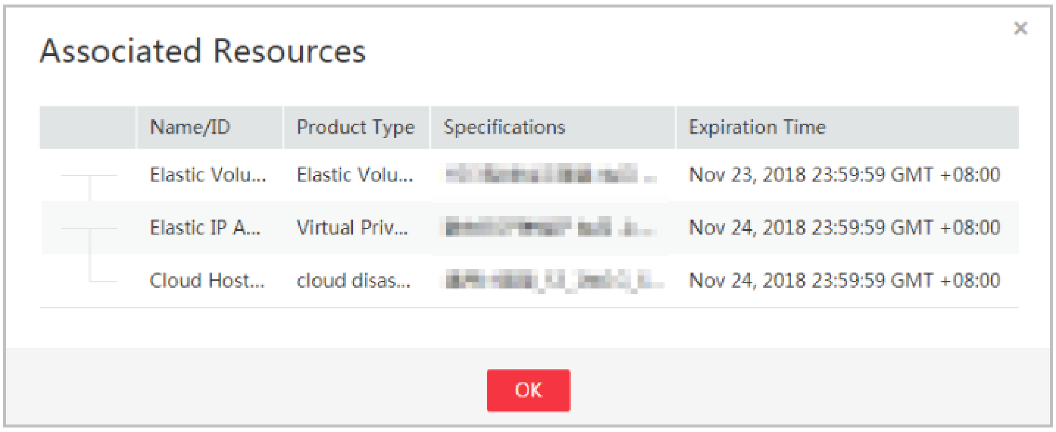
Step 5 View the resources purchased by customers.

- View yearly/monthly resources.

  On the **Yearly/Monthly Resources** page, set the search criteria and query the desired yearly/monthly resource records.

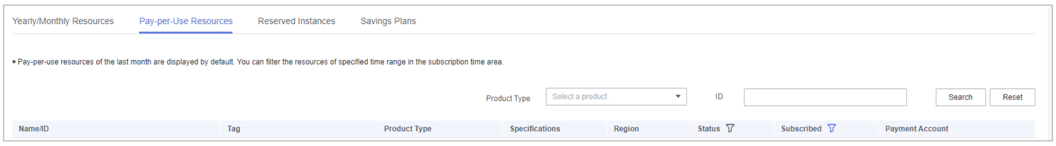


- Click to check instance information and resource status.
- Click to check associated resources.



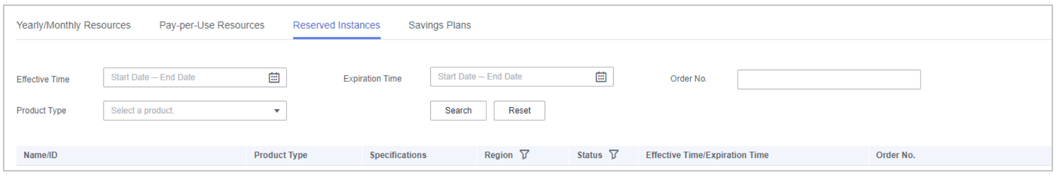
- View pay-per-use resources.

  On the **Pay-per-use Resources** page, set the search criteria and query the desired pay-per-use resource records.



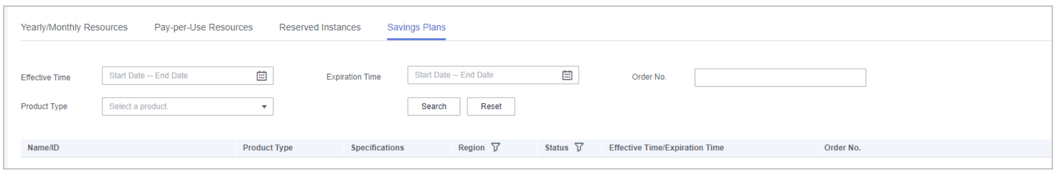
- View the reserved instances.

  On the **Reserved Instance** page, set the search criteria and query the desired reserved instance records.



- View savings plans

  In the **Savings Plans** tab, set search criteria to view savings plans as needed.



----End

8.2.2.2 Business Opportunities

8.2.2.2.1 Adding an Opportunity

A distributor can create and modify opportunities and specify the progress of opportunities for the customers of its resellers.

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.

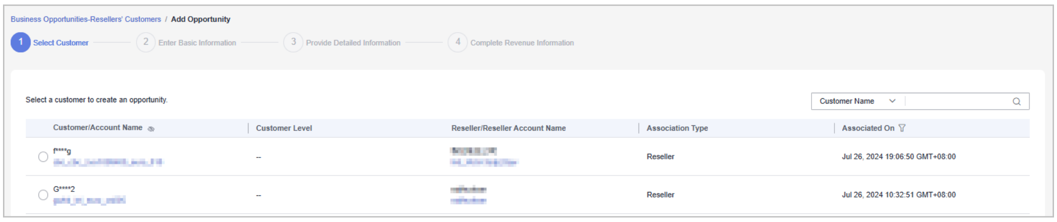
Procedure

Step 1 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 bar, select **Sales** > **Customer Business** > **Business Opportunities**.

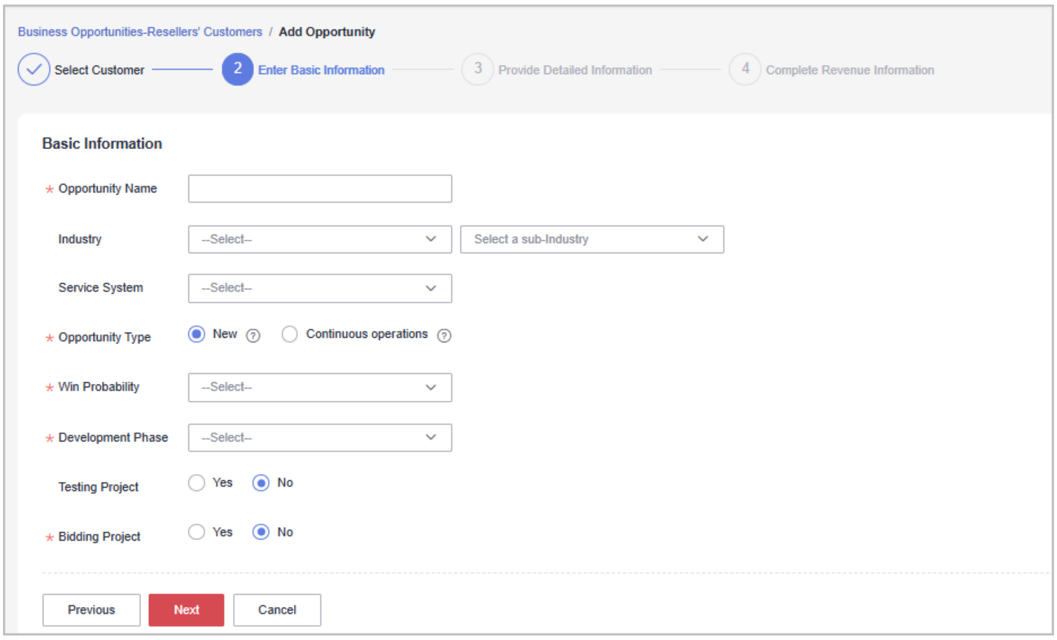
Step 4 Click **Add Opportunity**. On the displayed page, select a customer and click **Next**.



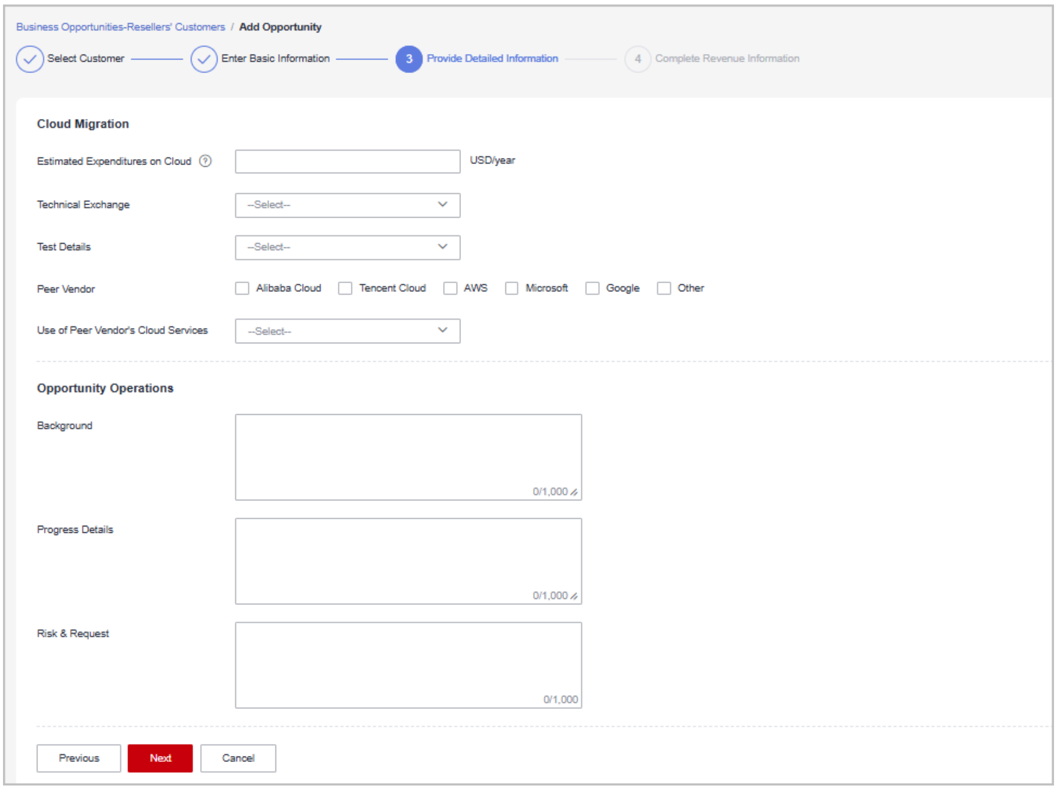
NOTE

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.

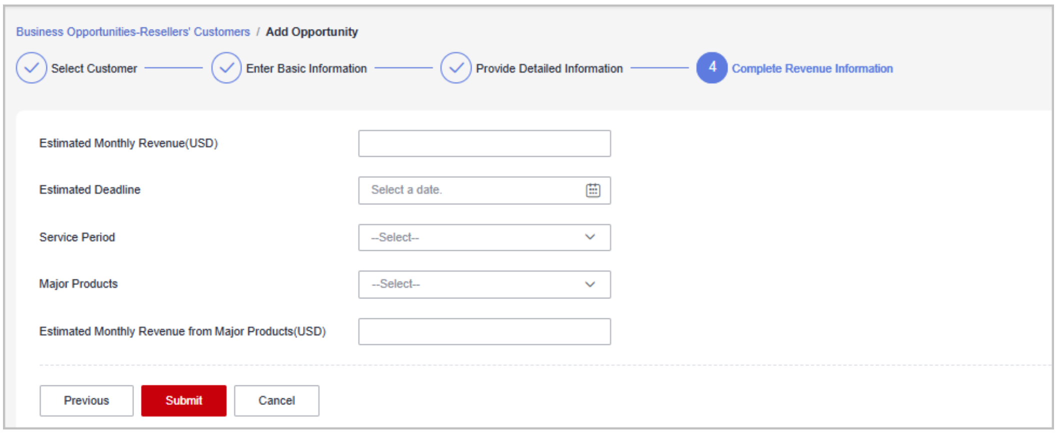
Step 5 Enter basic information and click **Next**.

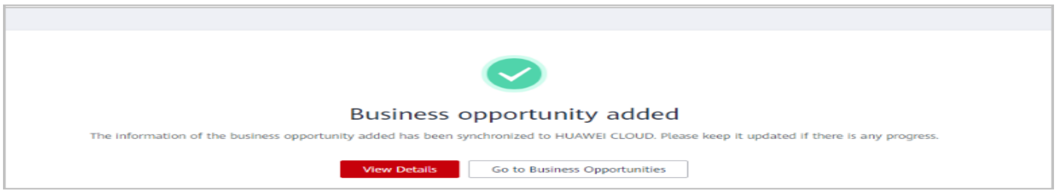


Step 6 Specify the detailed information and click **Next**.



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**.





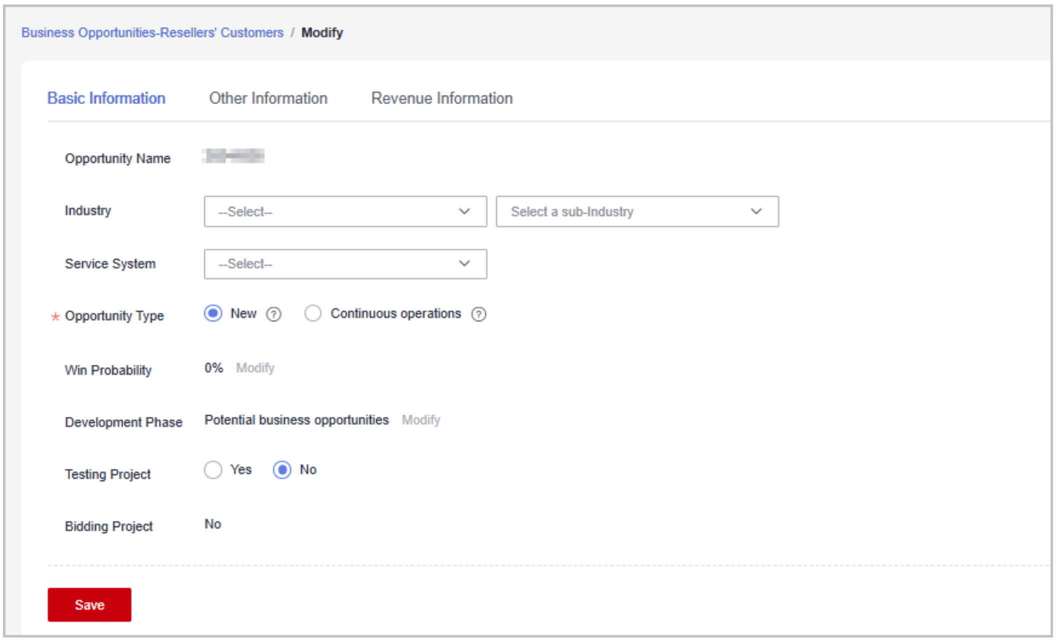
NOTE

All fields on the **Complete Revenue Information** page are mandatory.

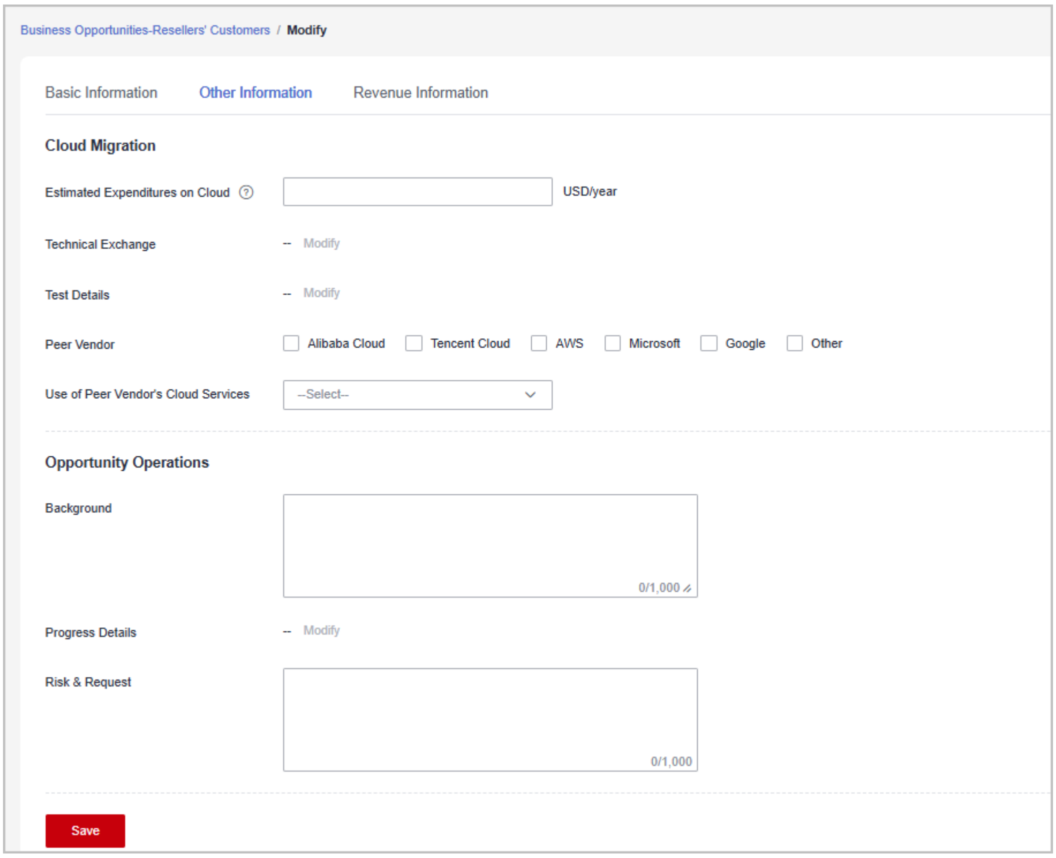
----End

Other Operations

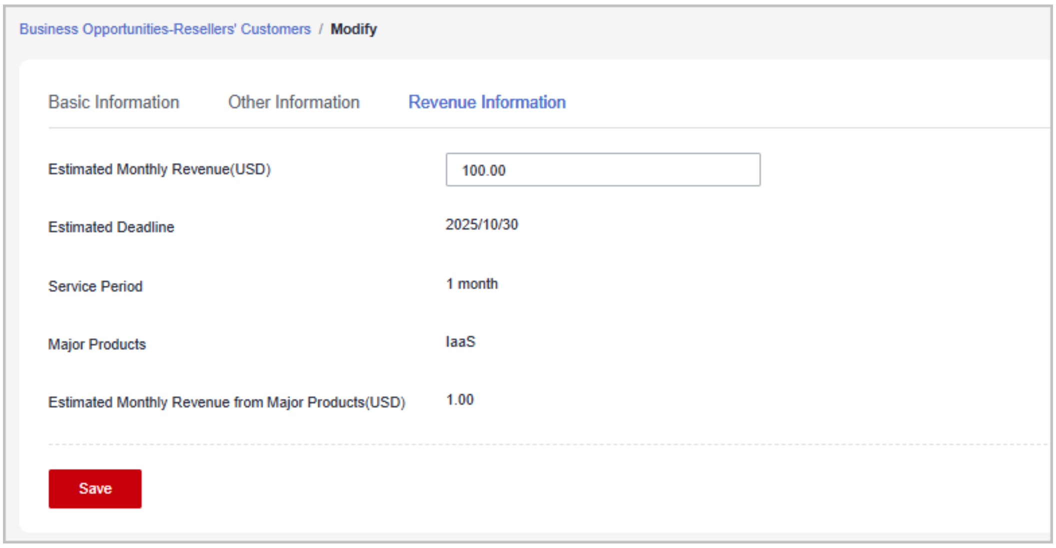
- Modifying an opportunity: Click **Modify** in the **Operation** to modify the opportunity. The development phase cannot be modified.
  - Change the information as needed and save the changes.



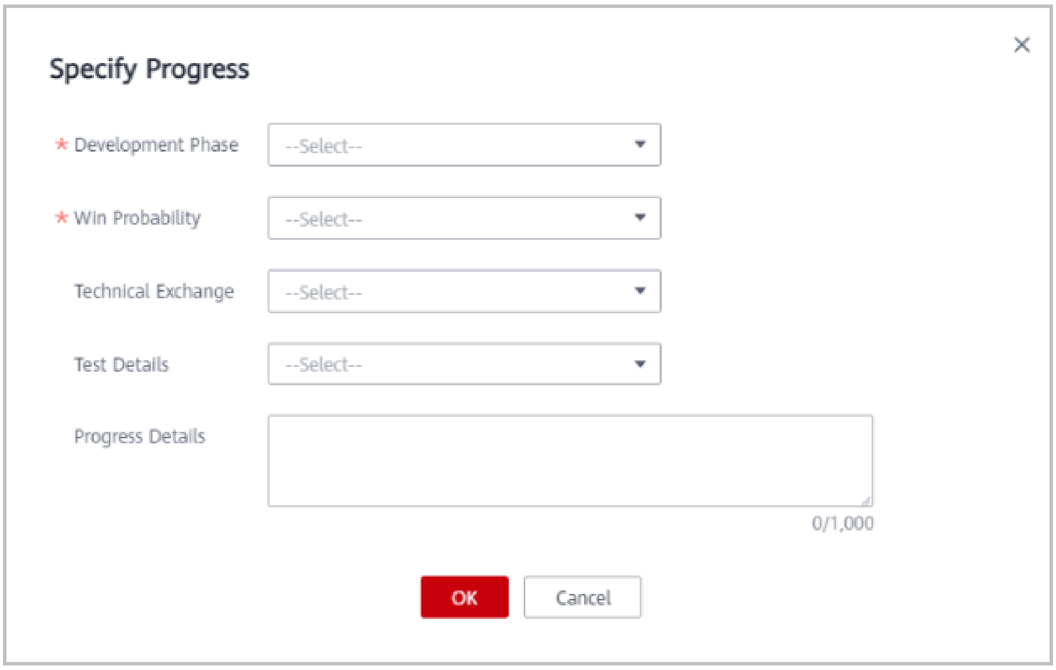
  - Change the information on the **Other Information** tab, and save the changes.



– Change the information on the **Revenue Information** tab, 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 **Business Opportunities** > **Resellers' Customers** > **Details** page.



8.2.2.2.2 Querying an Opportunity

A distributor can query all customers associated with its resellers as well as the related opportunity information of customers 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 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.

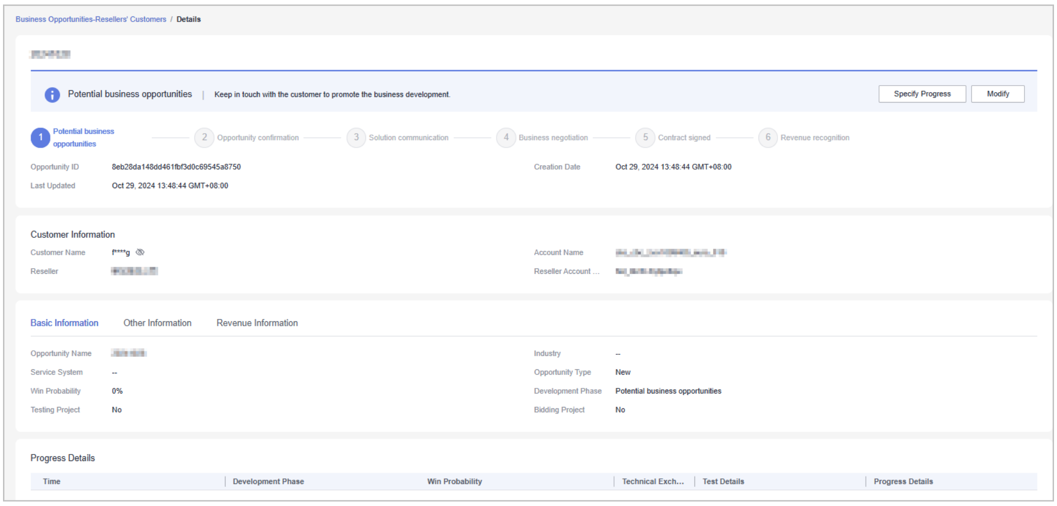
Step 3 On the top navigation bar, select **Sales** > **Customer Business** > **Business Opportunities**.

Step 4 You can configure search criteria as needed to view opportunities.

You can query opportunities by opportunity name, customer name, and customer account 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, you can view **Opportunity Name**, **Industry**, **Service System**, **Opportunity Type**, **Win Probability**, **Development Phase**, **Testing Project**, and **Bidding Project**.
- On the **Other Information** tab, you can view the cloud migration and opportunity operations of the customer.
- On the **Revenue Information** tab, you can view the **Estimated Monthly Revenue**, **Estimated Deadline**, **Service Period**, **Major Products**, and **Estimated Monthly Revenue From Major Products**.

----End

8.2.2.3 Managing Customer Orders

8.2.2.3.1 Viewing a Customer's Orders

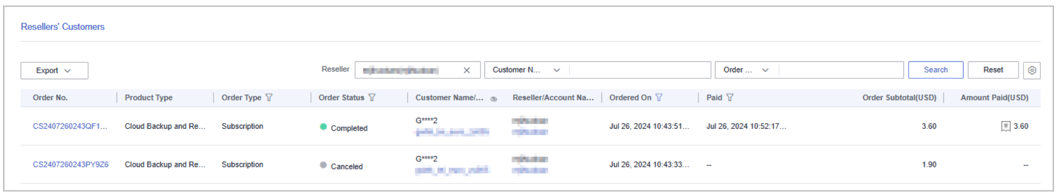
A distributor can query all orders of customers associated with its resellers.

Procedure

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 bar, select **Sales** > **Customer Business** > **Customer Orders**.



Step 4 Set search criteria to search for customer orders.

You can query customer orders by reseller name, customer name, order number, and product type.

Click an order number to view order details.

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 Name** to show or hide the complete content of customer names.

-

Step 5 Export customer orders.

- Export orders of the current customer.

  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.

- 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 query the customer orders in the **Completed** status.

----End

8.2.2.4 Customer Expenditures

8.2.2.4.1 Querying Expenditure Summary

You can view and export expenditure summary for all your customers.

Precautions

- The expenditure summary of the current day cannot be queried until after 24:00 on the following day. The exact expenditures are subject to expenditure details.
- If a customer is assigned an account manager, the account manager can view expenditure summary of the customer from the second day following the assignment.
- Customer expenditure data does not serve as a basis for settlement, payment, or invoicing.

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.

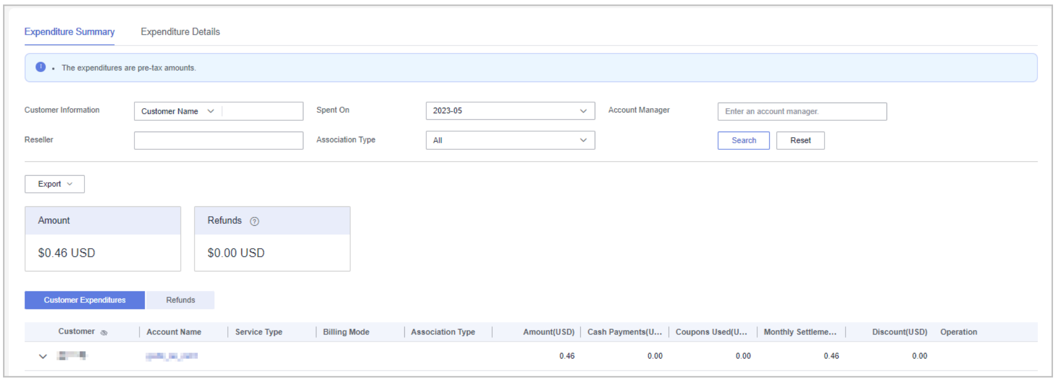
Step 3 On the top navigation, select **Sales** > **Customer Business** > **Customer Expenditure**.

Step 4 Click the **Expenditure Summary** tab.

Step 5 Set search options to filter expenditure summary.

Search options include **Customer**, **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 customer bills.
  - 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.

Step 6 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 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 completed expenditure records.

----End

8.2.2.4.2 Querying Expenditure Details

You can view and export customer expenditure details.

Procedure

Step 1 Sign in to **Huawei Cloud** as a partner.

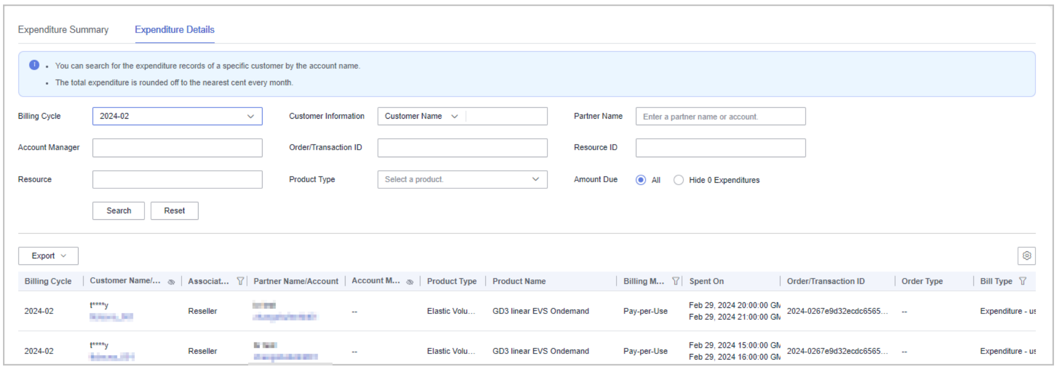
Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 On 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.

Search options include billing cycle, customer name, partner name, account manager, order/transaction ID, resource ID, resource name, product type, association type, billing mode, bill type, and region.



- In the expenditure details list, you can view information of **Spent On**, **Product**, **Order No.**, **Total Expenditure**, and **Status**.
  - You can select **Hide 0 Expenditures** for **Amount Due** to exclude related data from the list.

NOTE

- You can search for expenditure details by month. To view expenditure details generated more than 18 months ago, contact your ecosystem manager.
- 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.

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 all the completed expenditure records.

----End

8.2.3 Financial Information

8.2.3.1 Bill Management

8.2.3.1.1 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 associated with its resellers.

NOTE

In the Reseller model, the reseller is responsible for the customer's 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

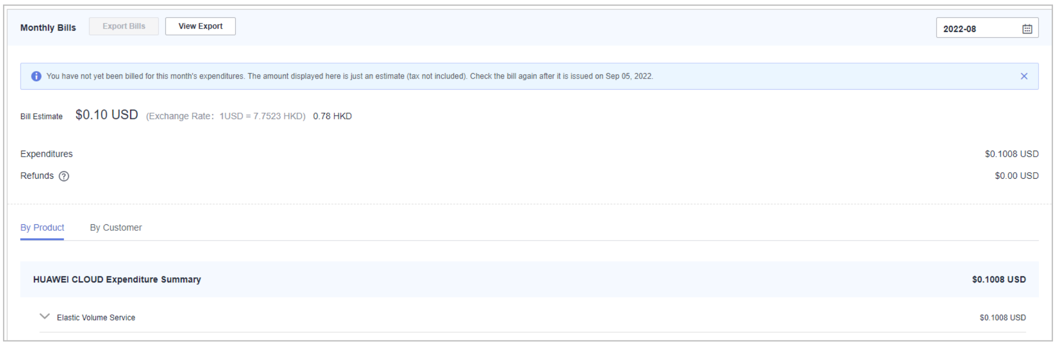
NOTE

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:

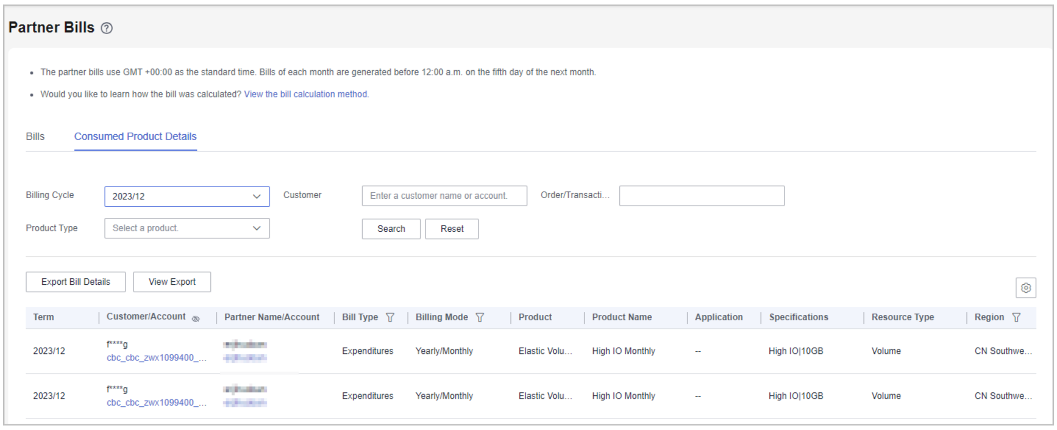
Expenditures ($8,083.8494925) + Refunds (-$853.8495) + Adjustments (-$37.9425) = $7192.0574925 (rounded off to the second decimal place $7,192.06)



- On the **Financial Information** > **Partner Bills** > **Bills** > **By Product** or **By Customer** page, the exact amount is displayed.
- On the **Financial Information** > **Cash Coupons** page, the cash coupon balance is accurate to the 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 when a monthly budget is set for a customer associated in the Reseller model on the **Customer Business** > **Customer Management** 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.

8.2.3.1.2 Partner Bill Fields

To view bill details, you can go to **Partner Center** > **Sales** > **Financial Information** > **Partner Bills**, and choose the **Consumed Product Details** tab, then, click **Export Bill Details**.



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. **NOTE** If the customer is already associated with a cloud reseller, set this parameter to the ID of the reseller.	a90cdfbd259845afa059621XXX
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

Field	Description	Example Value
Billing Mode	Product billing mode, including: ● Pay-per-use ● Yearly/monthly ● Reserved instance–upfront payment ● Reserved instance–hourly billing ● Savings plan-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
Order ID/ Transaction ID	**Order ID**: indicates the unique ID of a yearly/monthly/reserved instance subscription order. **Transaction ID**: indicates the unique ID of a pay-per-use/ reserved instance transaction (hourly billing).	CS19091216532XXXX
Original Order ID	Unique ID of 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/reserved instance subscription indicates the time when an order is paid. ● Transaction time of a pay-per-use/reserved instance transaction (hourly billing) indicates the time when the consumption ends. For example, if the consumption time is 2020-09-10 00:16:50 UTC+00:00 to 2020-09-28 09:00:00 UTC+00:00, the transaction time of this pay-per-use bill is 2020-09-28 09:00:00 UTC+00:00.	2020-09-28 09:00:00 GMT+08:00
Order Type	Type of a yearly/monthly/reserved instance subscription, 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.	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.	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 is more than 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 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 displayed in the unit used for pricing when the product is released. The value is truncated to a maximum of 10 decimal places.	0.00

Field	Description	Example Value
Usage in Reserved Instances (Pricing Unit)	RI usage displayed in the unit used for pricing when the product is released. The value is truncated to a maximum of 10 decimal places.	0.00
Conversion Factor	Used to change the usage unit to 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

8.2.3.1.3 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

- Bills of the last month are generated before 12:00 (UTC+00:00) on the fifth day of each month.

Procedure

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

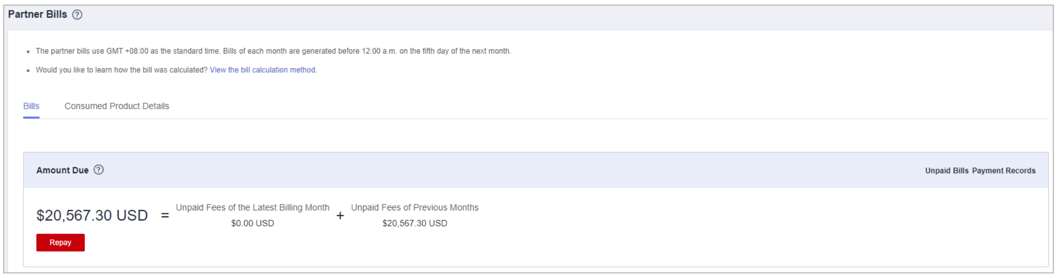
Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 On the top navigation bar, select **Sales** > **Financial Information** > **Partner Bills**.

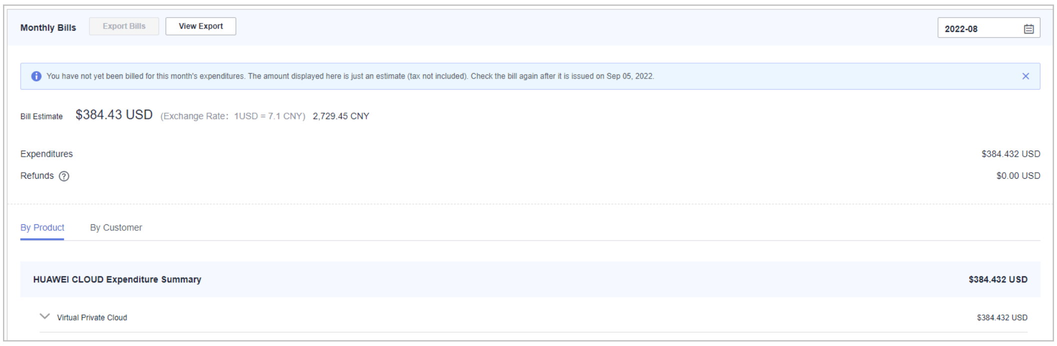
Step 4 In the **Amount Due** pane, you can query the amount to be paid, including the unpaid fees of current month and those of previous months.

NOTE

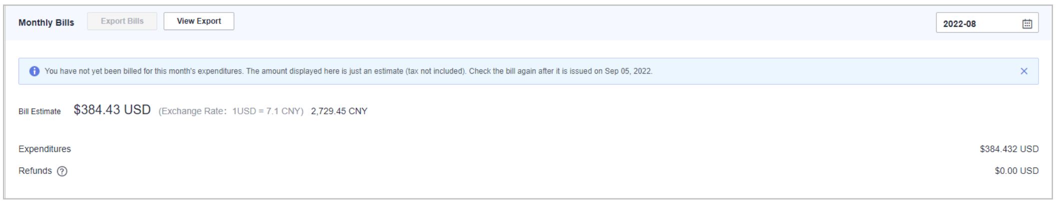
- Click **Repay** to pay the bill. For details, see **Repayment**.
- You can click **Unpaid Bills** to see the bills that you need to pay.
- You can click **Payment record** to switch to the **Revenue & Expenditure** page to view the payment records.



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 the partner's monthly amount due and the expenditures, refunds, and adjustments.

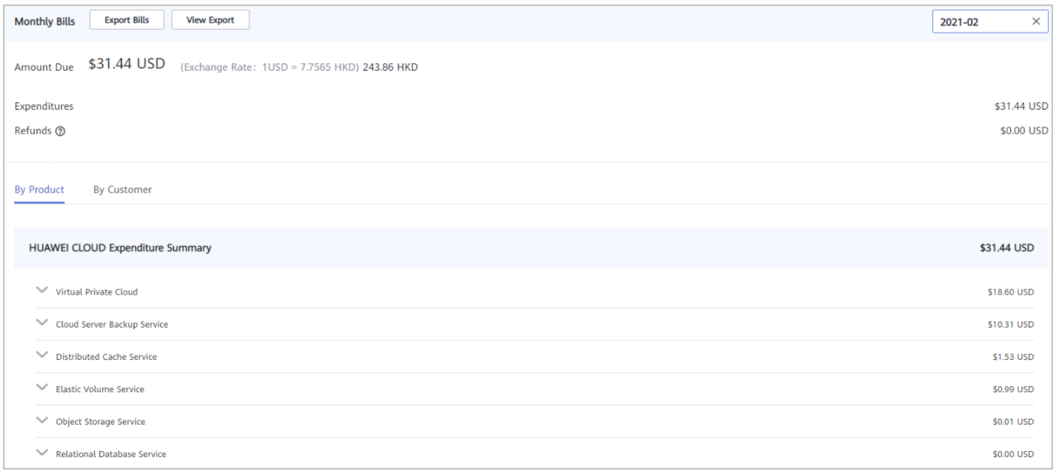


NOTE

  - 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.

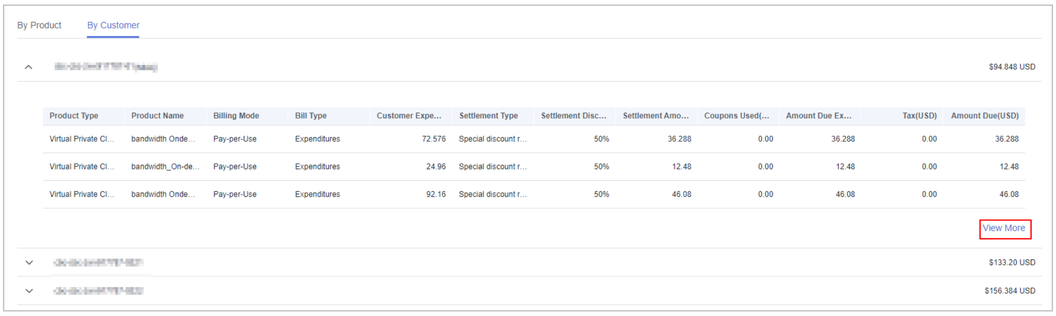
- You can query the expenditure summary by product or by customer.
  - By product

    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.

  In the **Monthly Bills** area, click **Export Bills**. A message is displayed, indicating that the export task is created.

- 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

8.2.3.1.4 Querying Bill Details

You can view and export bill details in Partner Center.

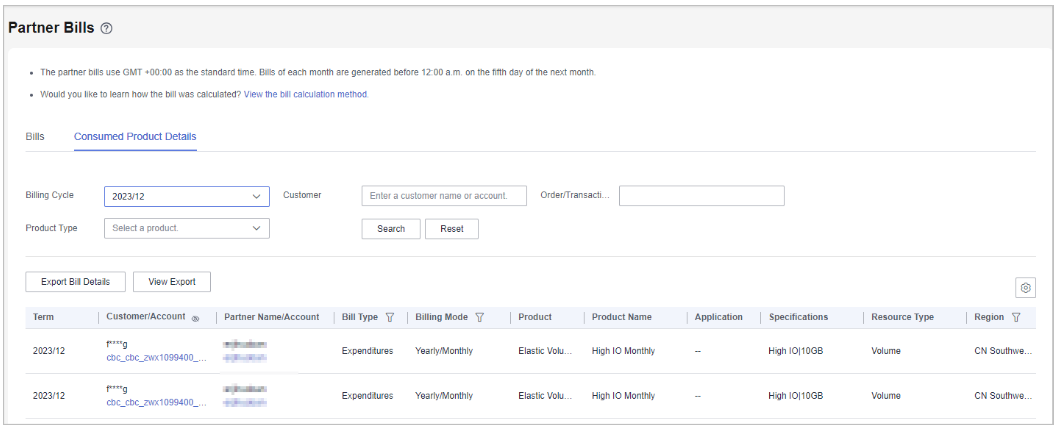
Procedure

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 bar, 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.

- 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

8.2.3.1.5 Repayment

After you set the budget for your customer and the customer purchase products and services on Huawei Cloud, Huawei Cloud will generate and send you the bill and deducts the fee from your account balance to repay the bill. Huawei Cloud generates the bill at the fifth day of each month, and the billing cycle is one calendar month by default. If your account balance is insufficient, you can top up your account online or transfer money to repay the bill.

Precautions

If the signing entity is Huawei Services (Hong Kong) Co., Limited or Huawei (Chile) S.A., you can top up your account online to repay the bill.

Online Payment

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.

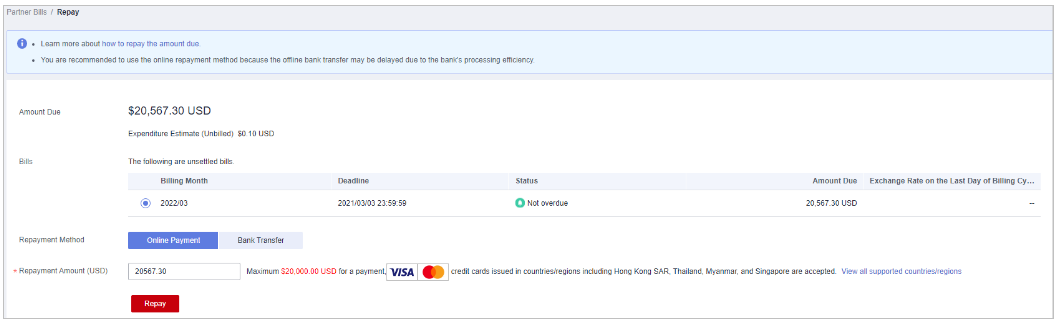
Step 3 On the top navigation bar, select **Sales** > **Financial Information** > **Partner Bills**.

Step 4 On the displayed page, click the Consumed Product Details tab. Then click **Repay** in the **Amount Due** area.

The **Repay** page is displayed.

> **NOTE**
>
> A partner can also top up the account in the **Amount Due** area of the **Financial Information** > **Partner Bills** page.

Step 5 Select **Online Payment** for **Repayment Method**, specify the amount, and click **Repay**.



Step 6 On the online payment page, specify the credit card information and click **Pay**.

After the repayment is successful, the **Account Statements** page is displayed. You can view the top-up records and repayment records.

----End

Bank Transfer

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 Select **Home** in the top navigation bar.

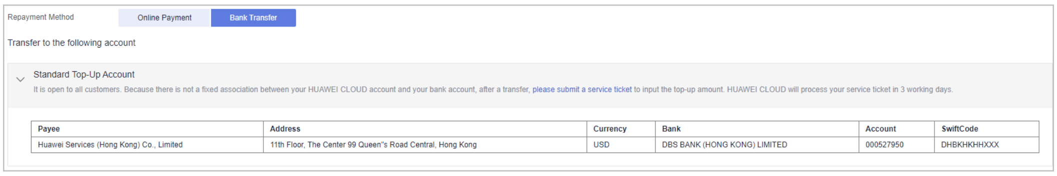
Step 4 In the **Amount Due** area, click **Repay**.

The **Repay** page is displayed.

> **NOTE**
>
> A partner can also top up the account in the **Amount Due** area of the **Financial Information** > **Partner Bills** page.

Step 5 Click **Bank Transfer** for **Payment Method**.

You need to submit a service ticket to Huawei after your transfer money to the standard top-up account. For details about how to submit a service ticket, see **Submitting a Service Ticket**.



----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 repayment records on the **Account Statements** page.

8.2.3.2 Viewing Account Statements

Partners can query and export statements of their top-up accounts.

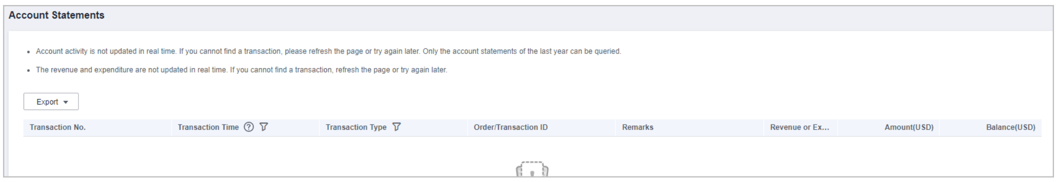
Procedure

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 bar, select **Sales** > **Financial Information** > **Account Statements**.

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, submit a service ticket to obtain them.
- 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**. When the export is complete, the message **Records exported successfully** is displayed.

- 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

8.2.3.3 Cash Coupon Management

8.2.3.3.1 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:

- Requesting basic benefits. For details, see **Requesting Consulting Partner Basic Benefits**.
- Exchanging the incentive earnings for cash coupons. For details, see **Applying to Issue Incentive Earnings**.
- 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).

8.2.3.3.2 Viewing Cash Coupons

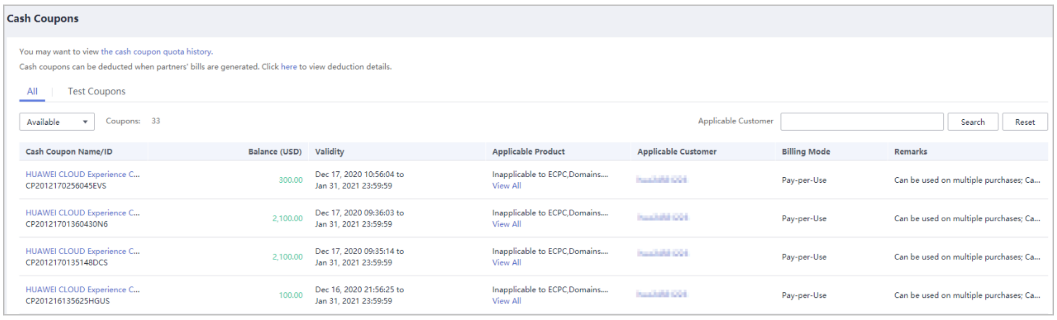
Partners can view their coupon details in the Partner Center.

Procedure

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 bar, select **Sales** > **Financial Information** > **Cash Coupons** to view coupon details.



> **NOTE**
>
> - To view the details and usage records of a cash coupon, click the cash coupon name.
> - To view historical quota and usage records of cash coupons, click **the cash coupon quota history** at the top of the page.

----End

8.2.3.3.3 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.

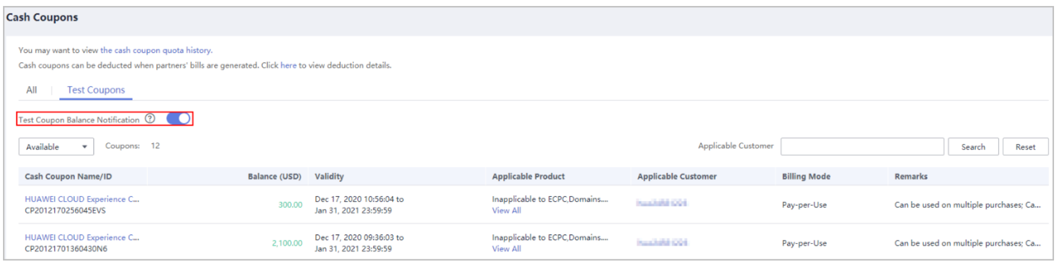
Procedure

Step 1 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 bar, select **Sales** > **Financial Information** > **Cash Coupons**.

Step 4 On the **Test Coupons** page, enable or disable **Test Coupon Balance Notification** as needed.



----End

8.2.3.4 Incentive Earning Management

8.2.3.4.1 Revenue Amount Description

Revenue refers to the consumption (consumption using cash and test coupons issued by Huawei Cloud not included) generated when a reseller and its associated customers purchase Huawei Cloud products, regardless of new purchase or renewal. Expenditures generated when customers purchase products from the KooGallery are not counted into a partner's revenue.

8.2.3.4.2 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**
Process the application.	Review the invoice.	Processing Request	The payment requisition has been submitted to Huawei. Please issue an invoice.	None
Create the invoice.	Review the invoice.	Pending Partner Invoice	Please complete the invoicing and send the invoice back to Huawei Cloud before the time displayed on the system. Huawei Cloud will review the invoice on the second working day after receiving the invoice. After receiving the invoice, the finance department will review the invoices, and the process enters the payment review step.	Creating Invoices for Incentive Earnings
Review the invoice.	Review the payment application.	Pending Approval	It takes about two working days from invoice received to invoice reviewing completed.	None
Review the payment application.	Conduct the payment.	Payment Application Pending Approval	It takes about three working days from invoice review approved to payment application approved.	None

Current Step	Next Step	Current Status	Message	Suggested Operation
		Payment Application Pending Approval	It takes about three working days for the settlement specialist to complete the review.	None
Conduct the payment.	Complete	Payment in Progress	After the payment application is approved, the finance department will transfer the incentive earnings to your bank account or top up your Huawei Cloud account within 30 calendar days after receiving your invoices.	None
Complete	None	Completed	The finance department has transferred the incentive earnings to your bank account.	None
		Completed	The finance department has topped up your Huawei Cloud account.	None
		Completed	- (Cash coupons have been issued.)	None
		Completed	Unexpected errors occurred during the cash coupon issuing.	Contact the customer service.

8.2.3.4.3 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.

8.2.3.4.4 Confirming Incentive Earnings

You need to confirm your Huawei Cloud revenue and your incentive earnings in the system before submitting a payment request.

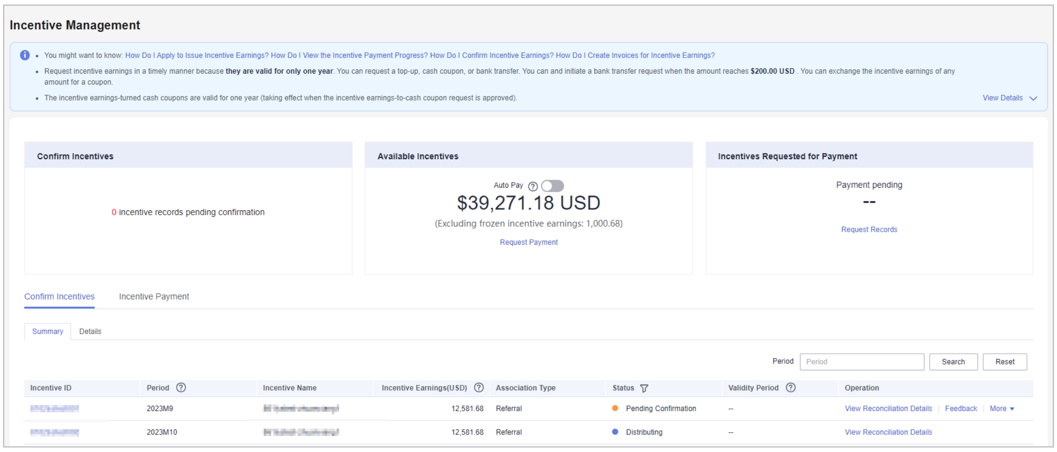
Confirming Incentive Earnings

Step 1 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 bar, select **Sales** > **Financial Information** > **Incentive Management**.

The **Incentive Management** page is displayed.



Step 4 Click **Confirm Incentives** > **Summary**.

Step 5 Confirm incentive earnings.

1. Select an incentive earning and click **Confirm** in the **Operation** column.

   The system displays the **Confirm Incentive** dialog box.

2. Click **OK**.

NOTE

- After confirming the incentive earnings, wait for the approval from Huawei. You can query the processing progress in the **Status** column. If the process is completed, the status will change to **Reconciliation completed**.
- If an incentive earning is not confirmed within the specified period, the system will automatically confirm it. The default period is 5 days.

----End

Viewing Incentive Earning Details

Step 1 Sign in to **Huawei Cloud** as a partner.

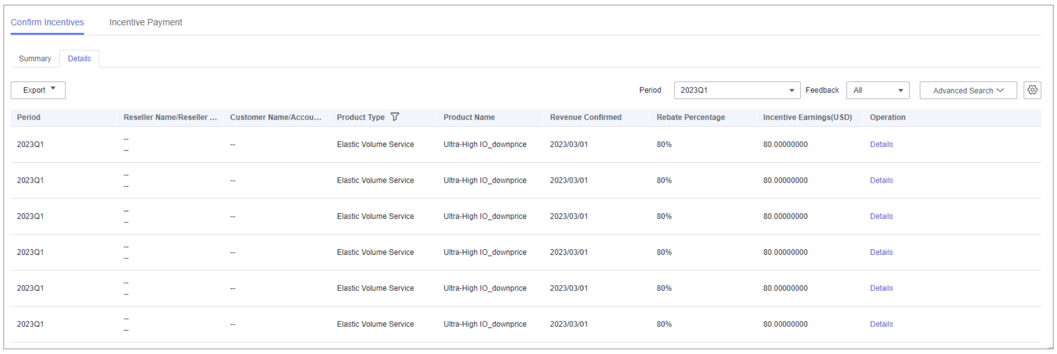
Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 On the top navigation bar, select **Sales** > **Financial Information** > **Incentive Management**.

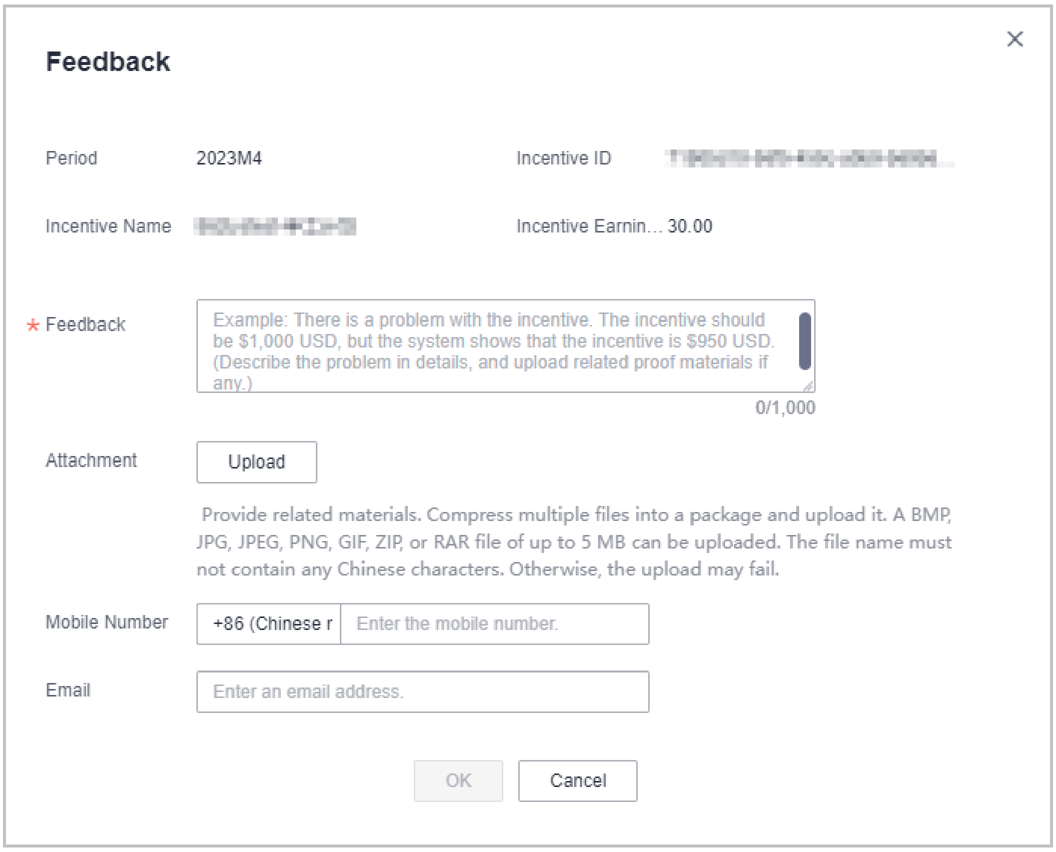
The **Incentive Management** page is displayed.

Step 4 Click **Confirm Incentives** > **Details**.

Step 5 Filter incentives by reconciliation period, feedback status, product type, incentive program, customer, order, or incentive bill ID.



- Click **Feedback** in the **Operation** column to provide your feedback and click **OK**.



Step 6 Export incentive details.

- 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 the selected records.

  Click **Export** > **Export Selected**. The message, **Export task created**, is displayed.
- View the 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

8.2.3.4.5 Applying to Issue Incentive Earnings

Partners can apply to HUAWEI for the incentive earnings. After receiving the incentive earning invoicing notification, partners need to create invoices and send the invoices and billing list to Huawei Cloud. After reviewing and verifying the invoices, Huawei Cloud will issue the incentive earnings to the partners in the way selected by the partners. If a partner chooses to convert the incentive earnings to coupons, no invoice will be required, and the system automatically allocates the coupons to the coupon balance of the partner.

Huawei Cloud provides three incentive earning payment options: **Transfer to bank account**, **Top up Huawei Cloud account**, and **Exchange for a coupon**. Partners can request for payment of all incentive earnings, single or partial payment, or automatic payment.

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 certification. For details, see Business Information Certification.

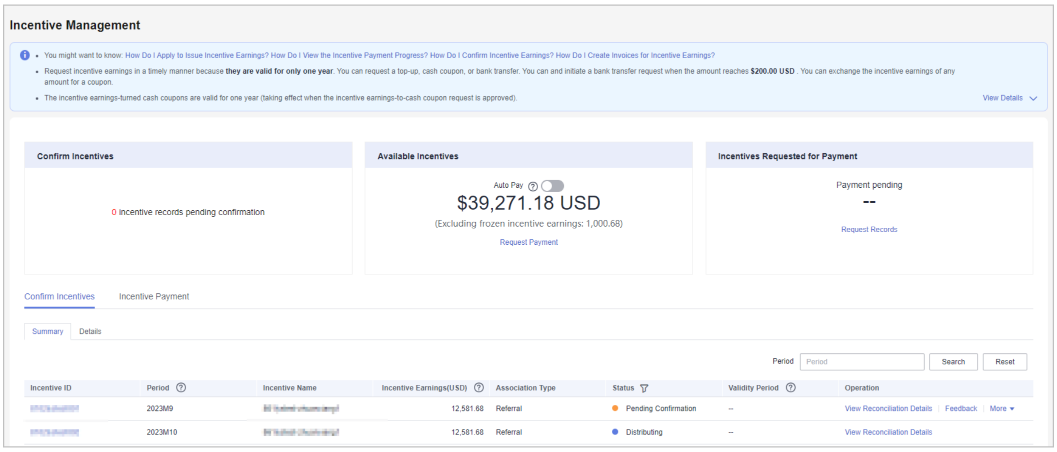
Procedure

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 bar, select **Sales** > **Financial Information** > **Incentive Management**.

The **Incentive Management** page is displayed.



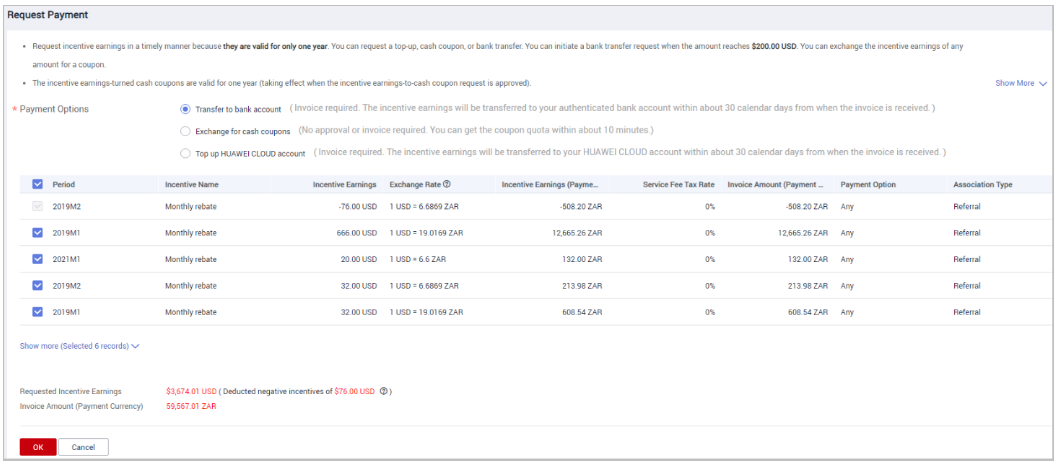
NOTE

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 **Incentives to Be Requested for Payment** are, click **Request Payment**.
- On the **Incentive Distribution** > **Incentive Payment** 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.
- When you apply for the payment of a single incentive earning or partial incentive earnings, if you choose to pay them in **Transfer to bank account** or **Top-up Huawei Cloud account** mode, you need to issue an invoice with the same amount as the applied incentive earnings amount after each application.
- Apply for incentive earnings timely because they are valid for only one year.
- If you choose **Transfer to bank account** or **Top-up Huawei Cloud account**, the incentive earning status will change to **Processing Request** after you submit the request, and then change to **Pending Partner Invoice** after the system processing is complete.
- If you select **Exchange for a coupon**, the system will automatically allocate the coupon to your account on the same day that you request for the incentive earnings.
- You can initiate a top-up or bank transfer request when the amount reaches $200 USD.
- 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.
- Expired incentive earnings cannot be paid. Incentive earnings attached to an application rejected while pending submission are no longer subject to expiry.
- If you select monthly rebate, you can select **Transfer to bank account**, **Top-up Huawei Cloud account**, or **Exchange for a coupon** for paying your incentive earnings; if you select quarterly rebate, you can select **Top-up Huawei Cloud account** or **Exchange for a coupon** for paying your incentive earnings.

Step 6 In the displayed dialog box, click **Submit**.

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

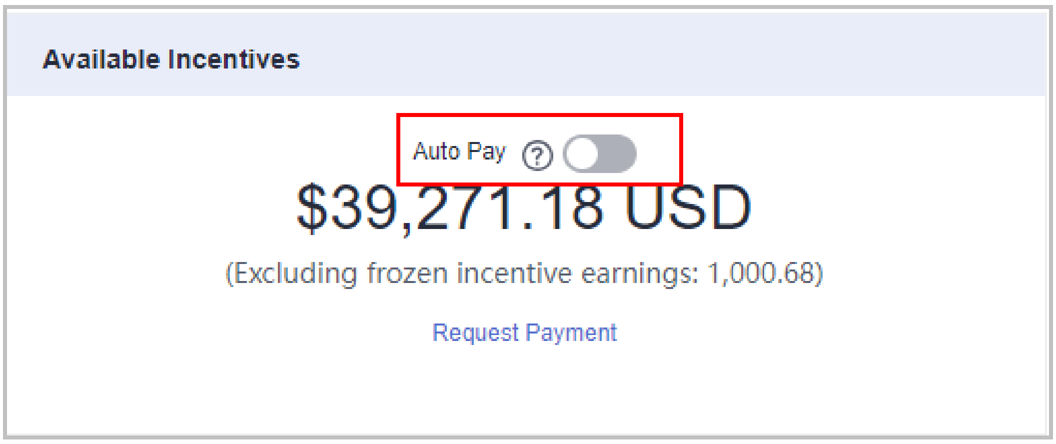
Step 7 (Optional) Enable automatic payment.

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.

In addition, if you select **Transfer to bank account** and the incentive earnings are less than $200 USD, you can wait until the total earnings reach the amount before submitting a request.

1. On the **Incentive Management** page, click  after **Auto Pay** in the **Incentives to Be Requested for Payment** area.

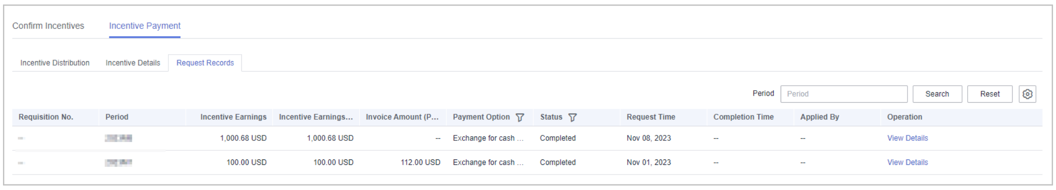


2. In the **Modify Auto Pay Options** dialog box, configure the incentive earnings payment options.
3. Click **OK**.

Step 8 (Optional) View the request history.

You can query **Period** and **Requisition No.** of the incentive earnings requests.

1. On the **Incentive Management** page, click the **Request Records** tab to view the 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**.
3. Click **View Billing List** in the **Operation** column. In the **View Billing List** page, you can view and print the billing list. For details, see Creating Invoices for Incentive Earnings.

NOTE

You can specify Period and click **Search** to query all incentive earning application records in this period.

Step 9 (Optional) View the freezing reason for incentive earnings.

If the incentive earnings of a billing cycle are frozen, click the **Incentive Earnings** tab and click **View Freezing Reason** in the **Operation** column to view the details.

----End

8.2.3.4.6 Viewing Incentive Details

Partners can query incentive details by order number, customer name or account name, reseller name, account manager name, and product type.

Procedure

Step 1 Sign in to **Huawei Cloud** as a partner.

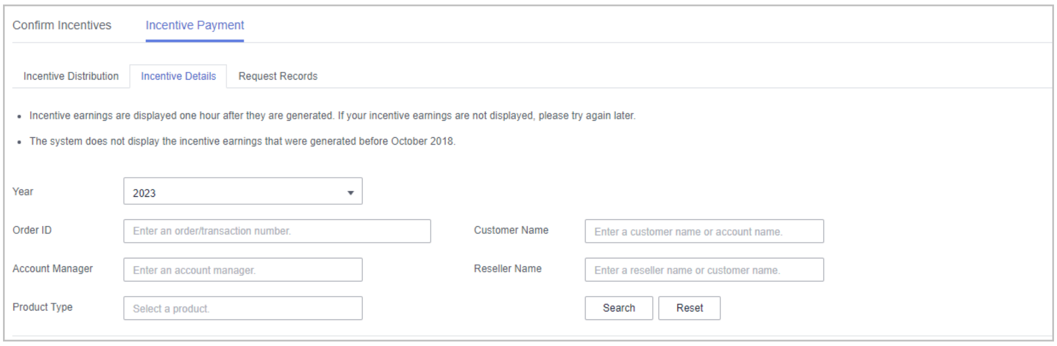
Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 Select **Sales** > **Financial Information** > **Incentive Management** on the top navigation bar.

The **Incentive Management** page is displayed.

Step 4 Click **Incentive Payment** > **Incentive Details**. Specify the search options for the incentive data that you want to look up.

Partners can query incentive details by order number, customer name or account name, reseller name, account manager name, and product type.



Step 5 Click **Details** in the **Operation** column to view incentive details.

Step 6 Export incentive details.

- Export incentive details.

  Choose **Export** > **Export History**, set export options, and click **OK**. The message "Export task created." is displayed.

- View export history.

  a. Click **Export** > **View History** to enter the export history page.

  b. Click **Download** in the **Operation** column to download and view incentive data in the **Completed** state.

----End

8.2.3.5 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.

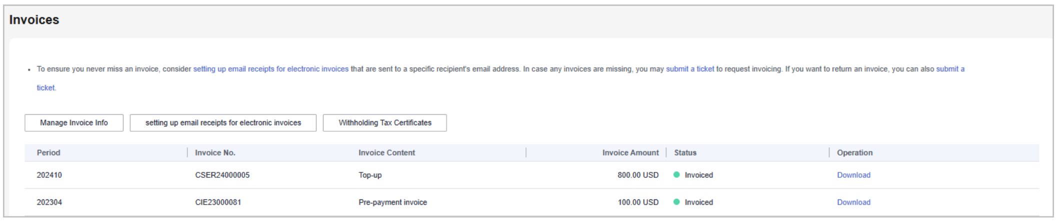
Partners who meet the conditions can also manage WHT certificates. For details, see **WHT Certificate Management**.

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

In Billing Center, you can manage your WHT certificates or receipts. 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.

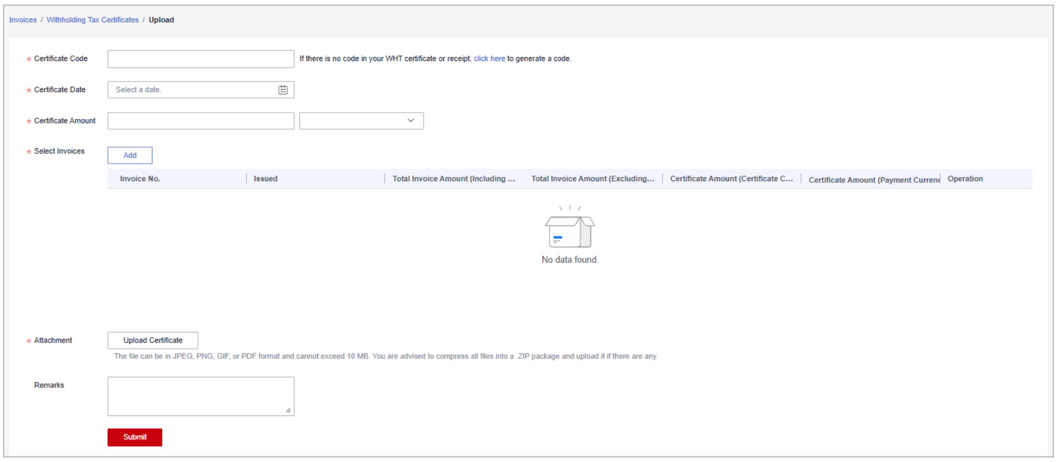
Step 1 Use your partner account to log in to **Huawei Cloud**.

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 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.

8.2.4 Operation Statistics

8.2.4.1 Viewing Expenditure Statistics

A partner can view the expenditure overview, trend, and distribution of a customer.

Precautions

For details about the expenditure statistics rules, click here.

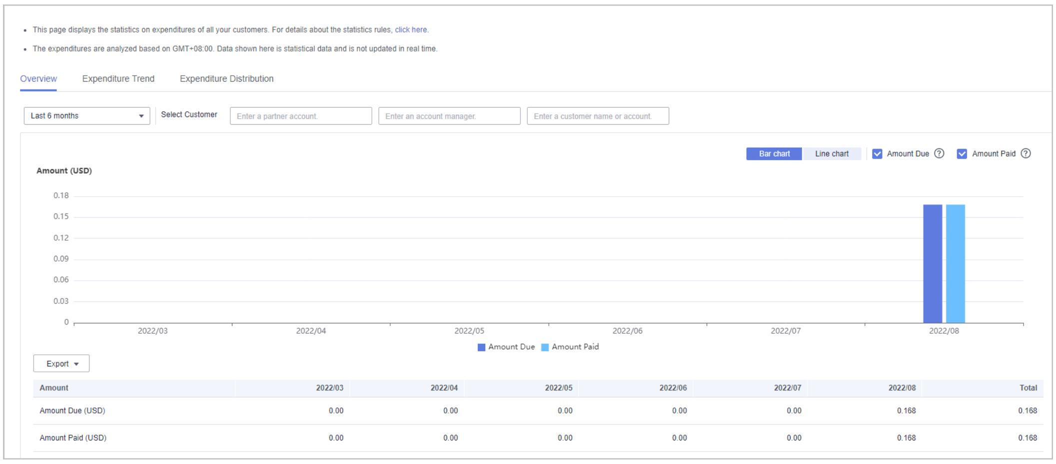
Procedure

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 In the navigation tree, choose **Operations Statistics** > **Expenditures**.

- The **Overview** tab page is displayed by default. Select a time range and enter an account manager name or account name in the search box to query the expenditure trend, amount due, and amount paid.



  Export customer expenditure data.

  – Export the selected records.

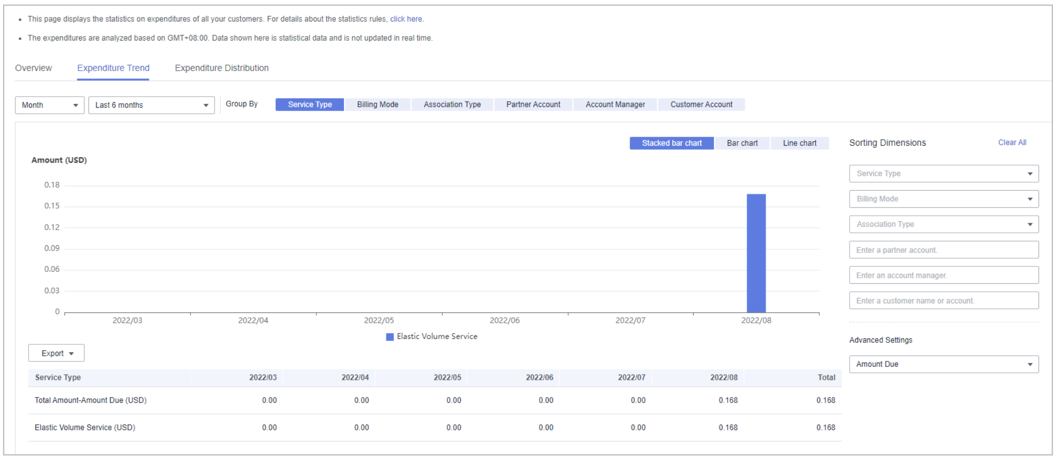
    Choose **Export** > **Export Selected**. Message "Export task created." is displayed.

  – View the export history.

    i. Choose **Export** > **View Export** to switch to the **Export History** page.

    ii. Click **Download** in the **Operation** column to download and view expenditure data in the **Completed** state.

- Select the **Expenditure Trend** tab, select a time range, and set the grouping basis (service type, billing mode, association type, account manager, and customer account) to view the expenditure trend of customers and detailed fees. You can also set criteria in **Sorting Dimensions** and **Advanced Settings** on the right.



Export the detailed expenditures.

– Export the selected records.

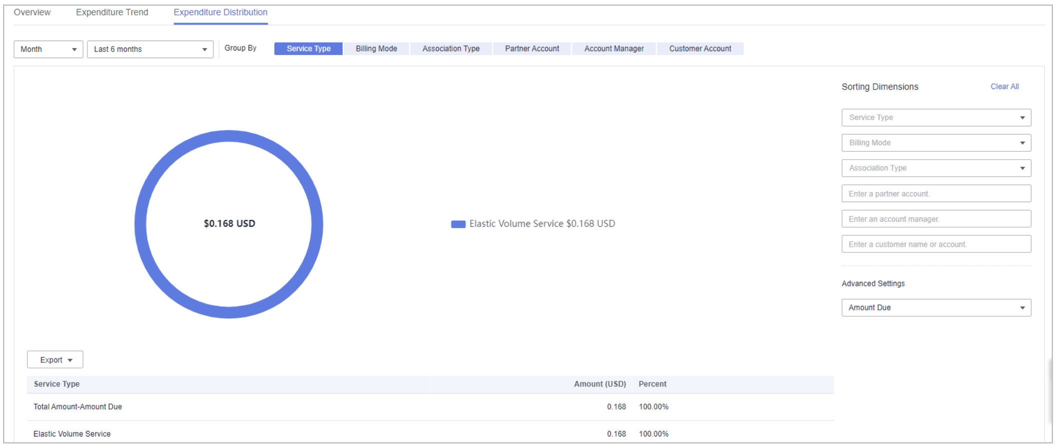
  Choose **Export** > **Export Selected**. Message "Export task created." is displayed.

– View the export history.

  i. Choose **Export** > **View Export** to switch to the **Export History** page.

  ii. Click **Download** in the **Operation** column to download and view expenditure records in the **Completed** state.

- Select the **Expenditure Distribution** tab, select a time range, and set the grouping basis (service type, billing mode, association type, account manager, and customer account) to view the expenditure distribution of customer expenditures and detailed fees. You can also set criteria in **Sorting Dimensions** and **Advanced Settings** on the right.



Export the detailed expenditures.

– Export the selected records.

  Choose **Export** > **Export Selected**. Message "Export task created." is displayed.

– View the export history.

  i. Choose **Export** > **View Export** to switch to the **Export History** page.

ii. Click **Download** in the **Operation** column to download and view expenditure records in the **Completed** state.

----End

8.2.4.2 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.

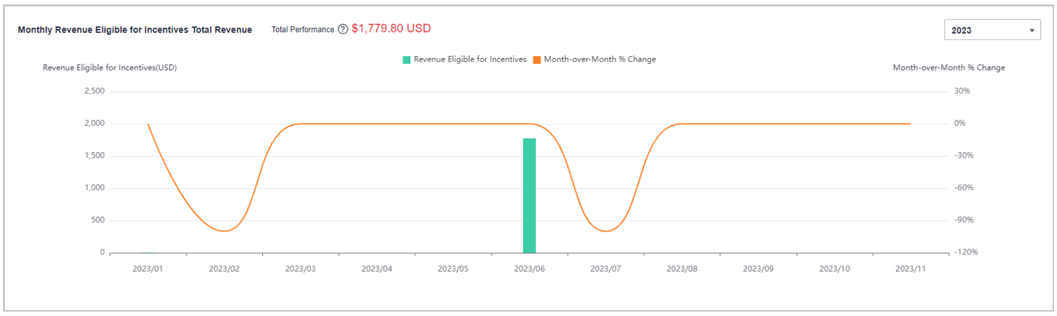
Procedure

Step 1 Sign in to **Huawei Cloud** as a partner.

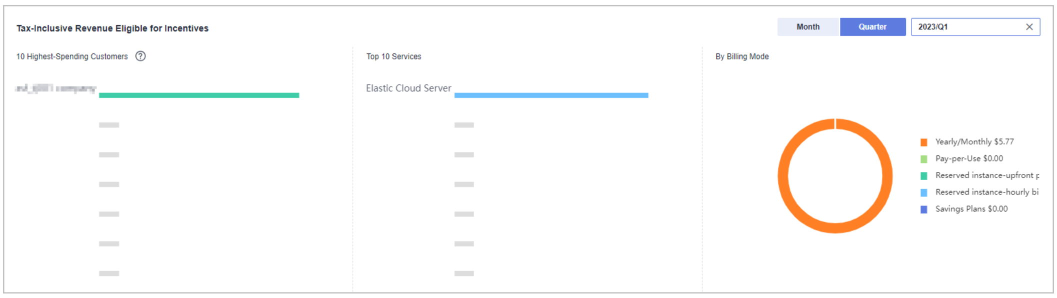
Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 On the top navigation bar, select **Sales** > **Operations Statistics** > **Revenue**.

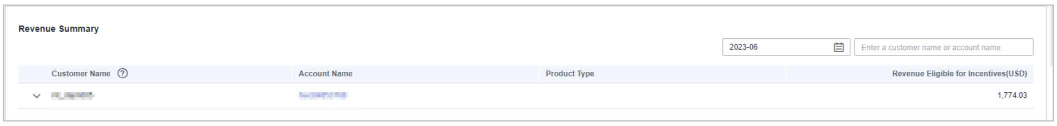
Step 4 In the **Monthly Revenue Eligible for Incentives** area, you can view revenue statistics for up to the current month.



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 the **Revenue Summary** area, you can view customer revenue amount and details.



Click the drop arrow on the left of **Customer Name** to view the revenue details of a customer.

----End

8.2.4.3 Viewing Incentive Statistics

Partners can view the incentive trend, statistics, and summary of the current year.

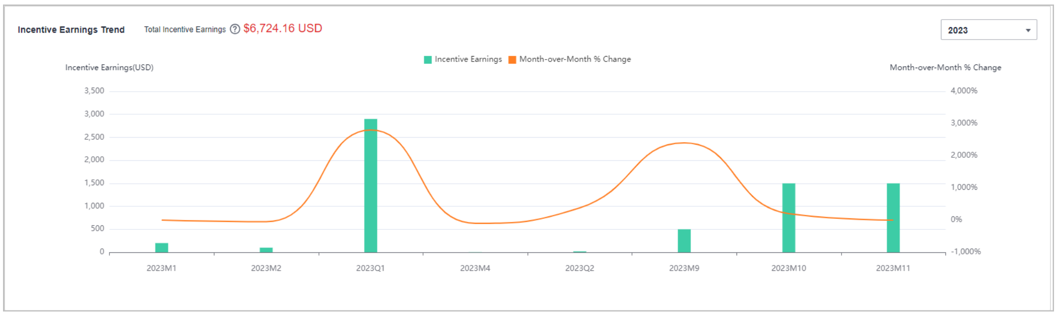
Procedure

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.

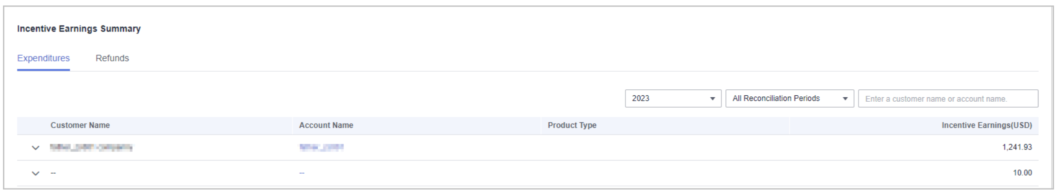
Step 3 On the top navigation bar, select **Sales** > **Operations Statistics** > **Incentives**.

Step 4 In the **Incentive Earnings Trend** area, you can view revenue trend of the current year.



In the **Incentive Earnings** area, you can view the incentives in a statistical period of the top 10 customers and top 10 services. You can also view incentives by incentive program.

In **Incentive Earnings Summary** area, you can view customer expenditures and refunds in the current year.



Click the drop arrow on the left of **Customer Name** to view the incentive details of a customer.

----End

8.3 Distributor's Resellers

8.3.1 Transaction Model

8.3.1.1 Overview

A Huawei Cloud reseller is developed, supported, and managed by a Huawei Cloud distributor, and has Huawei Cloud presales consulting, sales, and service capabilities.

Resellers can develop customers in the reseller model.

In the reseller model, resellers settle with, issues invoices to, and collects payments from their associated customers. Huawei Cloud settles with, issues invoices to, and collects payments from the resellers' distributors.

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 reseller model in detail.

8.3.1.2 Reseller Model

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 budgets for their resellers' customers to control customer expenditures.

The budget is calculated based on the prices listed on the official Huawei Cloud website. The budget will restore in the next month. Resellers can view the monthly budget usage of their customers 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, and provisioned resources may become unavailable, but still incur fees.

If a customer's expenditure exceeds the budget, Huawei Cloud will restrict customer's purchase of yearly/monthly and reserved instances, but not the provisioning of 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 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 a reseller's 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 expenditure amount of a customer is negotiated by the reseller and the customer.

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 the time of UTC+00:00.
- 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.

8.3.2 Customer Business

8.3.2.1 Customer Management

8.3.2.1.1 Querying Customers

A partner can query all the associated customers' current estimate and basic information.

Procedure

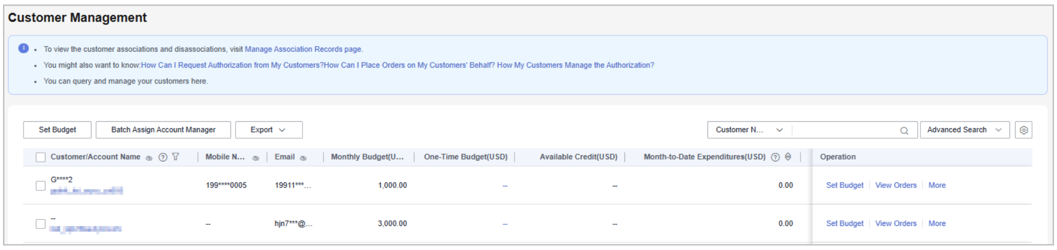
Step 1 Sign in to **Huawei Cloud** as a partner.

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** > **Customer Business** > **Customer Management**.

Step 4 Set search criteria to search for customers

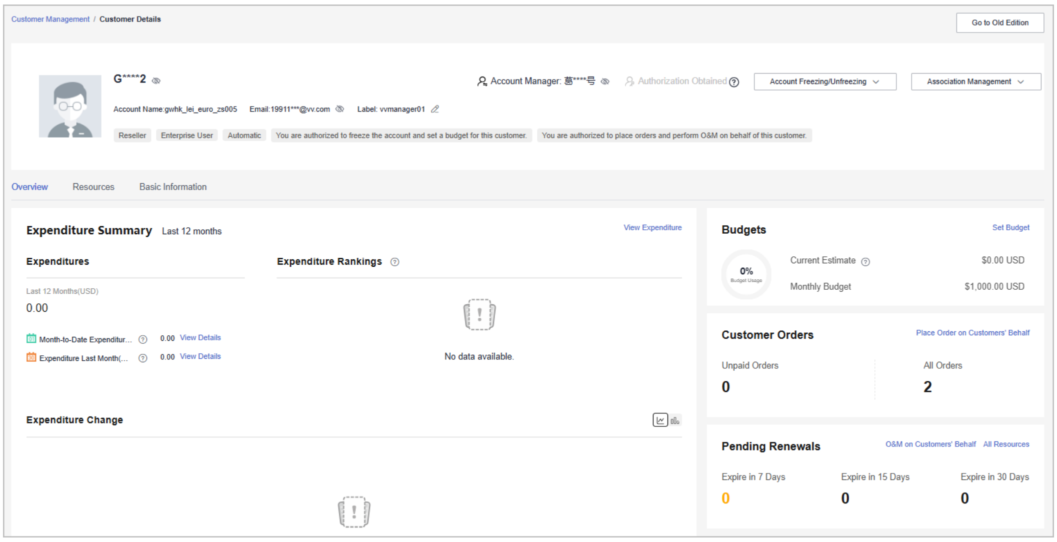
You can search for customers by customer name, account manager name, expenditure in this month, resource expiration date, mobile number, or customer tag.



📖 **NOTE**

- Click the eye icon next to a header to view complete contents in the column. The content is hidden by default. For example, you can click the eye icon next to **Email** to view complete email addresses.
- Click **Manage Association Records** to view historical association and disassociation records and process disassociation requests of customers.

Step 5 Click the account name of the customer you want to view. Then, on the displayed page, view the customer details.



NOTE

- You can click **Assign Account Manager** to assign an account manager for the customer. If a customer has been assigned with an account manager, you can click the account manager name to change the account manager for the customer as needed.
- You can unfreeze or freeze the account and resources for the customer if you have required permissions.
- You can click **Request Authorization** to apply for authorization (from the customer) to perform operations for the customer.
- You can click **Association Management** and select **View Association Requests** from the drop-down list to view association records and manage association relationships for the customer. You can also click **Disassociate** from the drop-down list to disassociate from the customer.
- On the **Overview** tab, you can view customer budget usage and click **Set Budget** to set a monthly or one-off budget for the customer if you have required permissions.
- On the **Overview** tab, you can click the number under **Unpaid Orders** or **All Orders** to view order information. You can click **Place Order on Customers' Behalf** to place orders for resale customers if you have required permissions.
- On the **Overview** tab, you can view the customer's resources to be expired. You can click **All Resources** to view all resources, including yearly/monthly resources, pay-per-use resources, reserved instances, and savings plans and click **Expire in 7 Days**, **Expire in 15 Days**, or **Expire in 30 Days** view resources that are going to be expired. You can click **Perform O&M Operations on Customers' Behalf** to obtain customer authorization to perform operations on these resources for the customer as needed.
- On the **Overview** tab, you can view expenditure analysis and rankings. You can click **View Expenditure** to view expenditure details, click **Month-to-Date Expenditures** to view expenditure details of this month, click **Expenditure Last Month** to view expenditures of last month, or click the icon next to **Expenditure Change** to view expenditure graphs.
- On the **Resources** tab, you can view and export yearly/monthly resources, pay-per-use resources, and savings plans.
- On the **Basic Information** tab, you can click **Account Manager History** to view the account managers assigned to the customer.

----End

Other Operations

A partner can perform the following operations on the **Customer Management** page:

- Choose **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, 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.
- Choose **Export** > **View Export**. On the **Export History** page, click **Download** in the **Operation** column to download and view the exported customers.
- Click **More** > **Disassociate** to disassociate from a customer.
- Click **View Orders** to view all orders of a customer.
- Choose **More** > **View Resources** to view a customer's pay-per-use and yearly/monthly resources. For details, see **Viewing a Customer's Resources**.

- Click **More** > **Customer Spend** to view all expenditure details of 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**.

8.3.2.1.2 Managing Customer Associations

You can disassociate from customers associated in the reseller model and process disassociation requests initiated by customers.

NOTE

- Only partners assigned to the Administrator role can disassociate from their customers.

Precautions

1. If a customer has initiated a dissociation request, you must wait three months before you can submit another request.
2. You can request to disassociate from a customer only once within three months.
3. You cannot disassociate from an enterprise master if this enterprise master has been associated with any independent accounting member.
4. If you need to disassociate from a customer whose account has been manually frozen, you need to unfreeze the customer account first.
5. You cannot disassociate from a customer if this customer has any reserved instance that has not expired or any partner support plan product.

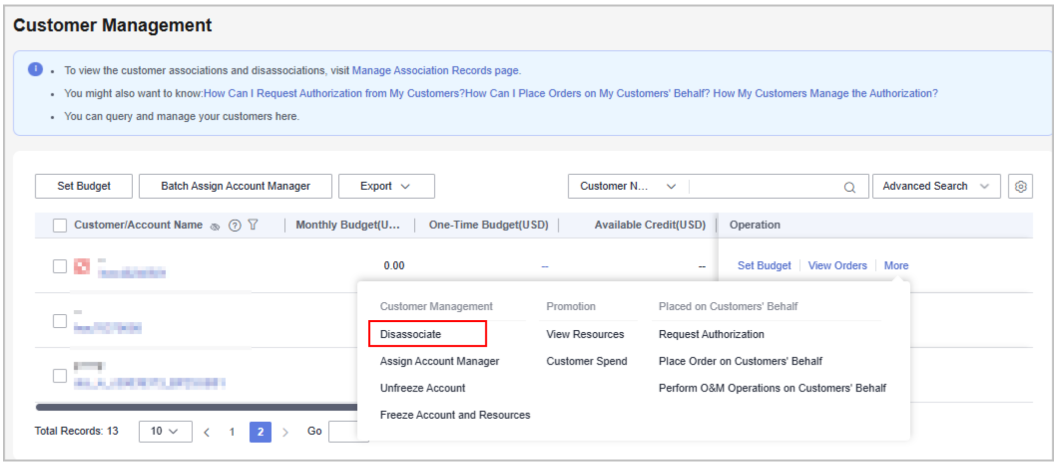
Dissociating from Customers

Step 1 Log in to **Huawei Cloud** as a reseller.

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** > **Customer Business** > **Customer Management**.

Step 4 In the customer list, select a customer and click **More** > **Disassociate** in the **Operation** column.



NOTE

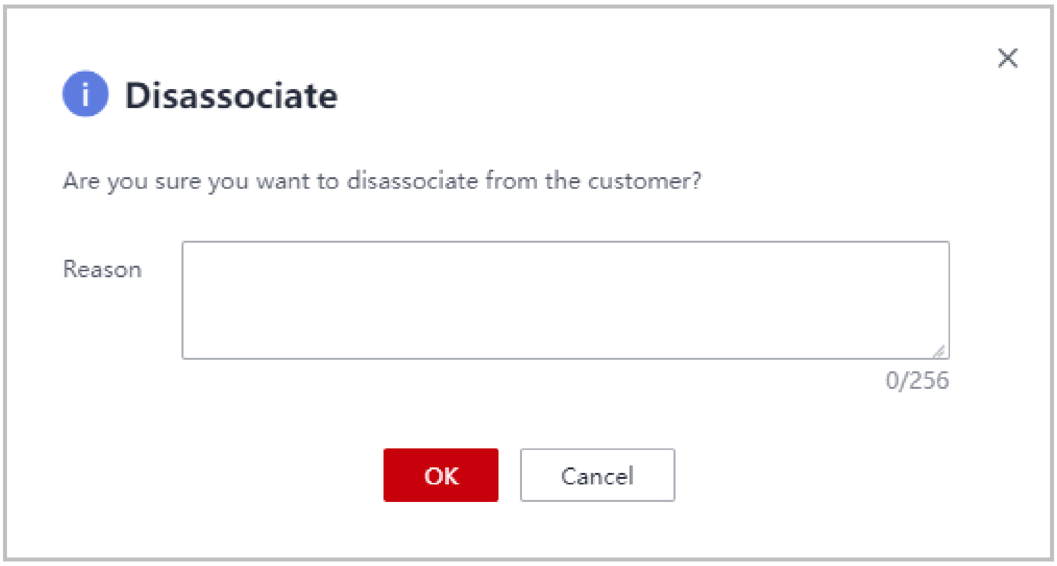
Click the eye icon next to a header to show or hide the complete content in the column. The content is hidden by default. For example, you can click the eye icon next to **Customer/Account Name** to show or hide the complete content of customer names.

Step 5 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.

The **Disassociate** dialog box is displayed.



Step 6 Enter the reason and click **OK**.

A message is displayed indicating that the request for disassociating from the customer has been submitted. The customer will respond to your disassociation request and you will be notified of the disassociation progress as soon as possible.

NOTE

If you have enabled the verification code function, a verification code is required.

----End

Other Operations

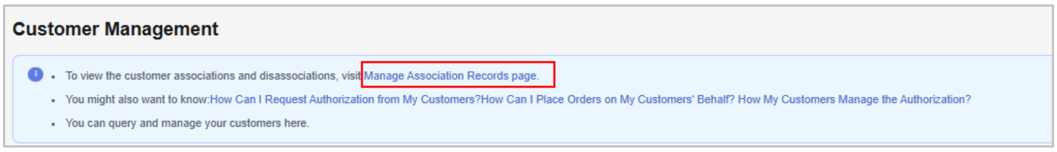
You can query association and disassociation records, and process the disassociation requests initiated by customers.

Step 1 Log in to **Huawei Cloud** as a reseller.

Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

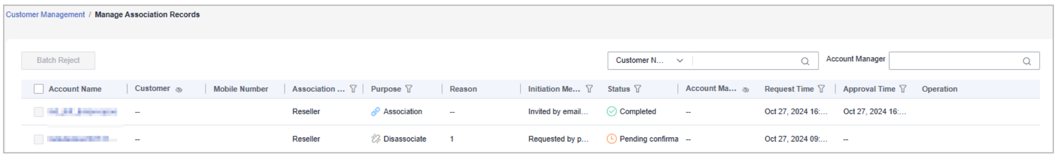
Step 3 In the navigation pane on the left, choose **Customer Business** > **Customer Management**.

Step 4 Click **Manage Association Records** in the upper part of the page.



Step 5 Query association or disassociation records as needed.

Click **Agree** or **Reject** in the **Operation** column.



NOTE

If you have enabled the verification code function, a verification code is required.

----End

8.3.2.1.3 Setting Monthly Budgets for Customers

A distributor can authorize the budget setting permission for its associated resellers, and the resellers can set monthly budgets for their customers. The budget will automatically restore at 00:00:00 on the first day of the following month.

Procedure

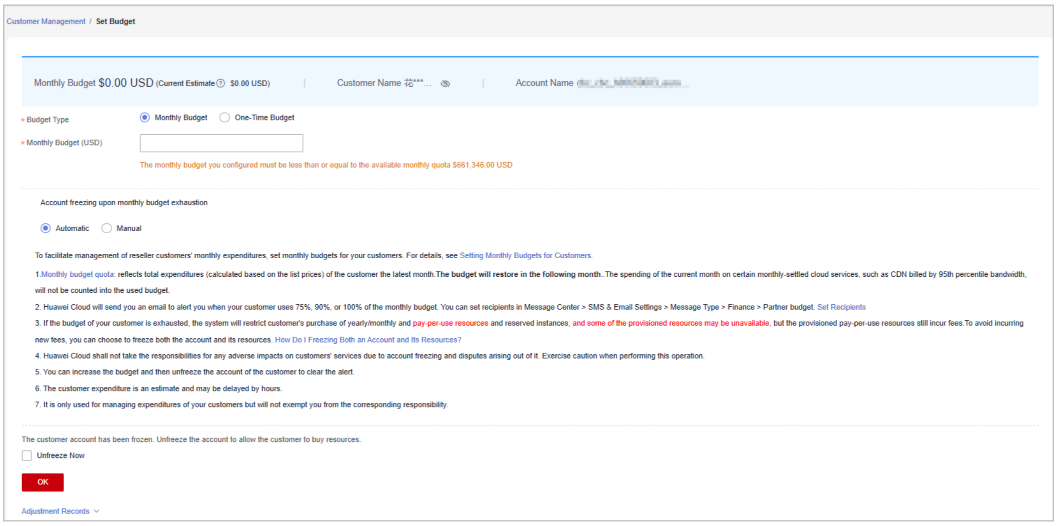
Step 1 Log in to **Huawei Cloud** as a reseller.

Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

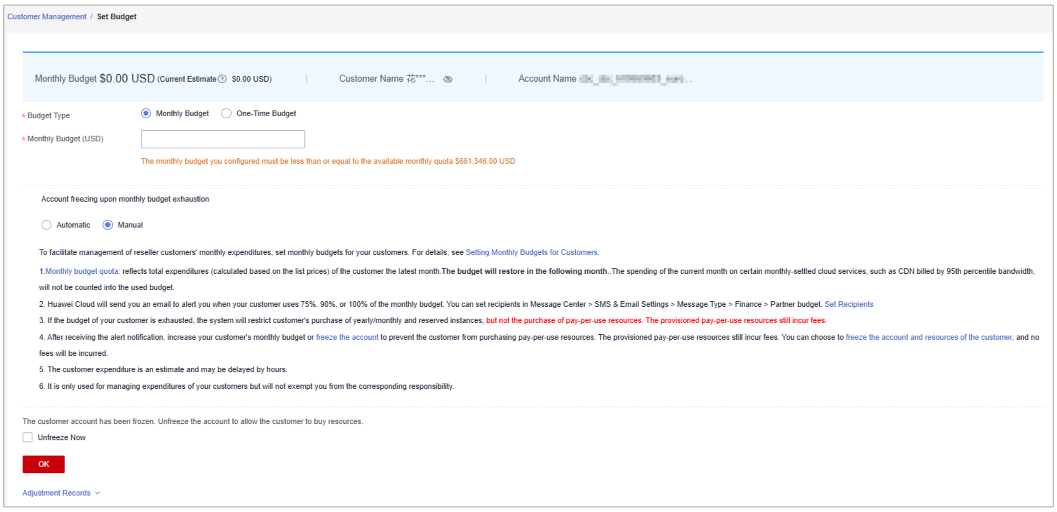
Step 3 On the top navigation bar, select **Sales** > **Customer Business** > **Customer Management**.

Step 4 Locate the row with the target customer, and click **Set Budget** in the **Operation** column.

- Automatic account freezing



- Manual account freezing



NOTE

- You can select multiple customers and click **Set Budget** above the customer list to batch set budgets for multiple customers.
- When you set a monthly budget for a customer, you also need to set **Account freezing upon monthly budget exhaustion** to **Automatic** or **Manual**. **Automatic** indicates that the system automatically freezes an account upon budget exhaustion. For details about how to **manually** freeze an account, see **Freezing a Customer**.
- If a customer account is frozen, the customer cannot purchase resources. If you need to unfreeze the account, select **Unfreeze Now** and click **OK**.
- 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.
- 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 Enter a value and click **OK**.

NOTE

- When a customer associates with you in the reseller model, the customer's account will be frozen upon association by default. When the account is frozen, the customer cannot purchase, renew the subscription to, change, or properly use the resources. You can select **Unfreeze Account** when setting the monthly budget for the customer to unfreeze the account.

A message is displayed indicating that the monthly budget is set.

NOTE

If you have enabled the verification code function, a verification code is required.

Step 6 Click **OK**.

----End

8.3.2.1.4 Setting One-Time Budgets for Customers

If you need to set one-time budgets for your customers associated in the reseller model, you must be assigned necessary permissions by your distributor first. One-time budgets are calculated based on customers' monthly incremental expenditures at list price and will not be restored automatically the next month.

Procedure

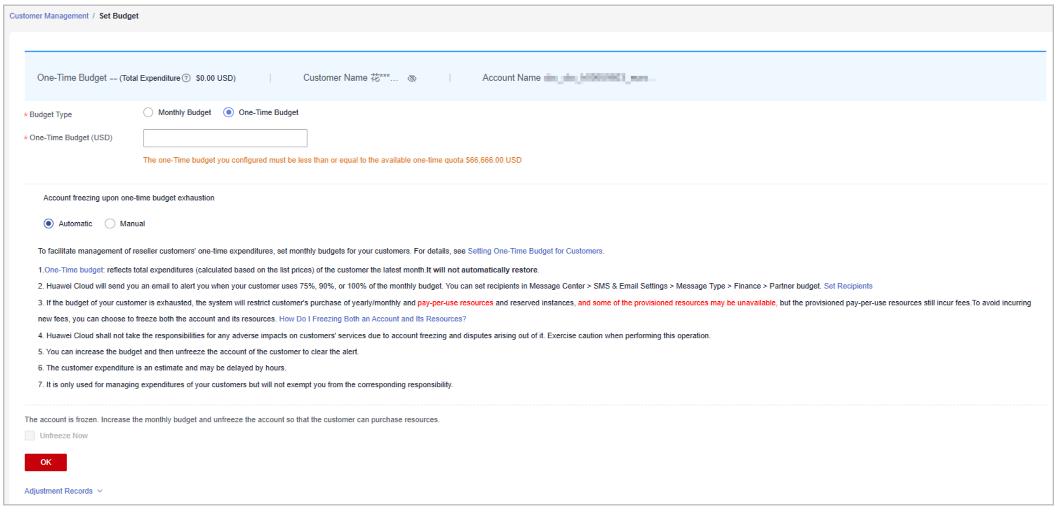
Step 1 Sign in to **Huawei Cloud** as a partner.

Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

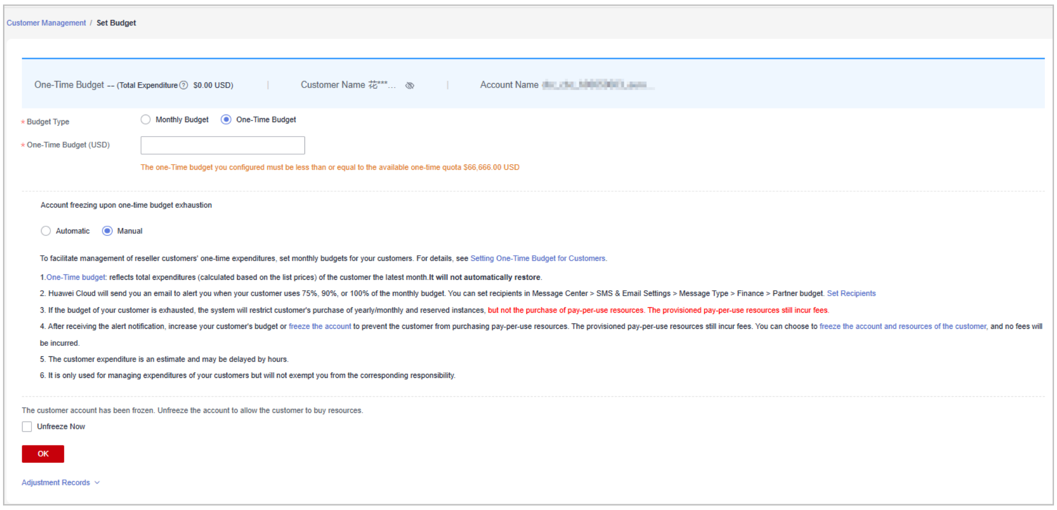
Step 3 On the top navigation bar, select **Sales** > **Customer Business** > **Customer Management**.

Step 4 Locate the row with the target customer, and click **Set Budget** in the **Operation** column.

- Automatic account freezing



- Manual account freezing



NOTE

- You can select multiple customers and click **Set Budget** above the customer list to batch set budgets. The new budgets will replace the earlier budgets.
- When you set a one-time budget for a customer, you can decide whether to automatically or manually freeze their accounts when they use up their budgets. If you select **Automatic** for **Account freezing upon one-time budget exhaustion**, your customers' accounts will be automatically frozen when their budgets are used up. For details about manual account freezing, see **Freezing a Customer**.
- If a customer account is frozen, the customer cannot purchase resources. If you need to unfreeze the account, select **Unfreeze Now** and click **OK**.
- 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.
- 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 Enter a value and click **OK**.

NOTE

- When a customer associates with you in the reseller model, the customer's account will be frozen upon association by default. When the account is frozen, the customer cannot purchase, renew the subscription to, change, or properly use the resources. You can select **Unfreeze Account** when setting the one time budget for the customer to unfreeze the account.

A message is displayed indicating that the one-time budget is set.

NOTE

If you have enabled the verification code function, a verification code is required.

Step 6 Click **OK**.

----End

8.3.2.1.5 Freezing a Customer

If you need to freeze your customers' accounts or resources, you must be assigned necessary permissions by your distributor first.

When a customer associates with you in the reseller model, the customer's account will be frozen upon association by default. You can freeze or unfreeze the customer's account after being authorized.

- Impacts of Freezing Accounts

  If a customer's account is frozen, the customer cannot buy, renew, or change resources, and provisioned resources may be unavailable, but still incur charges.

  The following table describes the impacts on a customer after their accounts are frozen.

Resource Type	Supported Operations	Not Supported Operations
Yearly/monthly	• Unsubscribing from resources • Modifying resource names	• Purchasing resources • Modifying specifications • Renewing resources • Changing yearly/monthly resources 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 pay-per-use resources to yearly/monthly • Managing resources • Deleting resources

- Impacts of Freezing Accounts and Resources

  The resources frozen will enter a retention period and the data stored will also be retained. During the retention period, the customer cannot access or use the resources. The resources will not incur charges after being frozen.

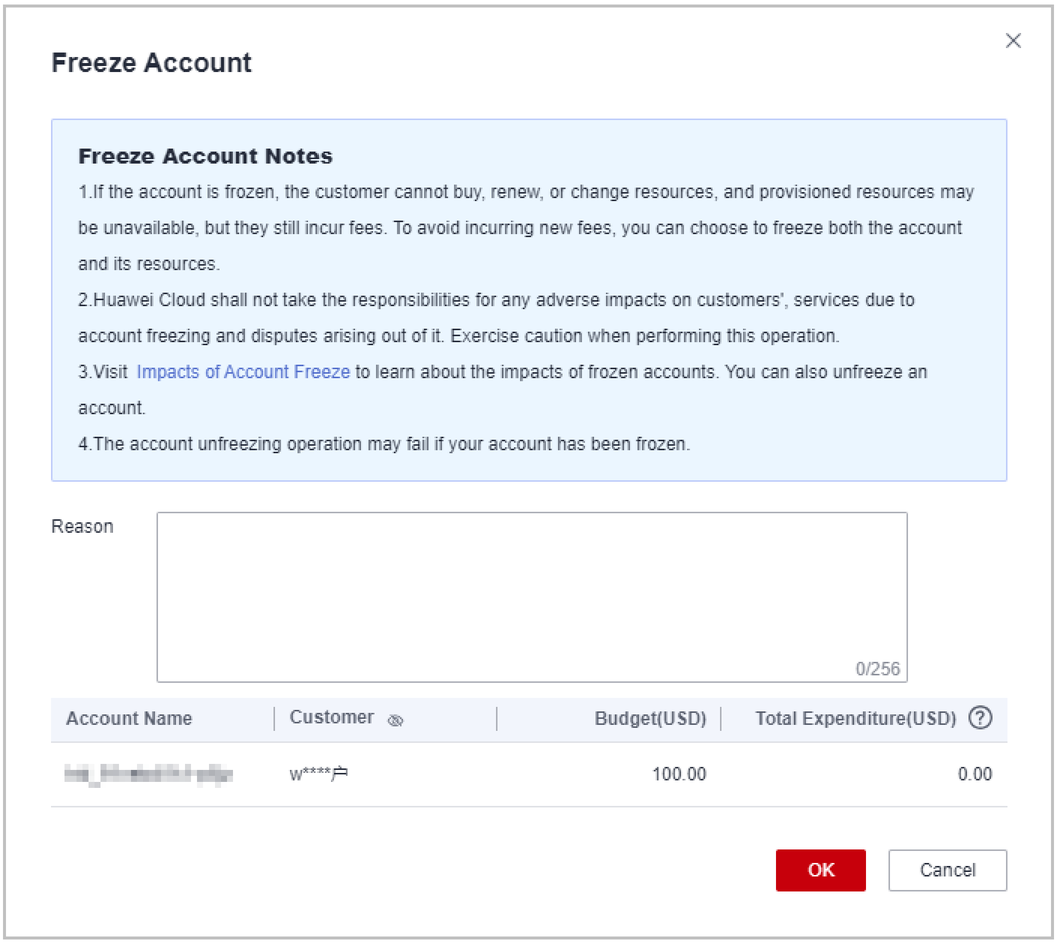
Freezing an Account

Step 1 Log in to **Huawei Cloud** as a reseller.

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** > **Customer Business** > **Customer Management**.

Step 4 Click **More** > **Freeze Account** in the **Operation** column for the target customer.



Step 5 Enter a reason.

Step 6 Click **OK**.

A message is displayed indicating that the account is frozen.

NOTE

- If you have enabled the verification code function, a verification code is required.
- To unfreeze a customer account, click **Unfreeze Account** in the **Operation** column.

----End

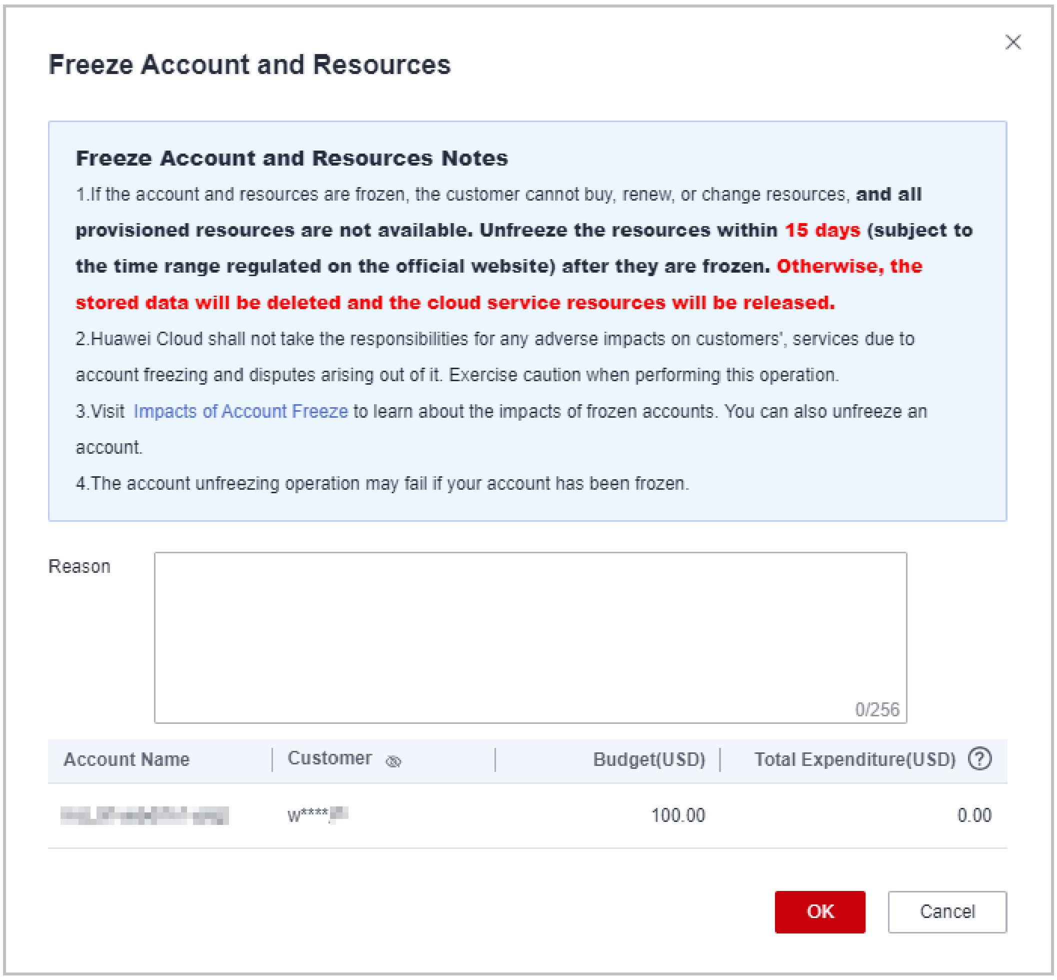
Freezing Both an Account and Resources

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** > **Customer Business** > **Customer Management**.

Step 4 Click **More** > **Freeze Account and Resources** in the **Operation** column for the target customer.



Step 5 Enter a reason.

Step 6 Click **OK**.

A message is displayed indicating that the account and resources are frozen.

NOTE

- If you have enabled the verification code function, a verification code is required.
- 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. Exercise caution when performing this operation.
- To unfreeze both the account and resources for a customer, click **More** > **Unfreeze Account and Resources** in the **Operation** column for the customer.

----End

8.3.2.1.6 Unfreezing a Customer

You can unfreeze either just the customer account or both the customer account and resources.

Procedure

Step 1 Log in to **Huawei Cloud** as a reseller.

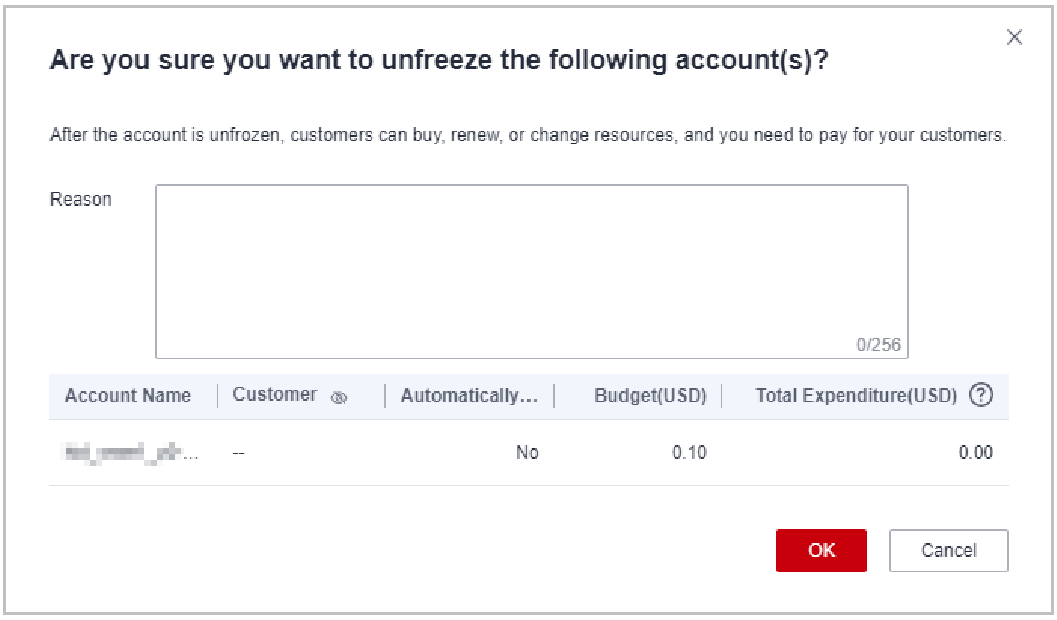
Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 On the top navigation bar, select **Sales** > **Customer Business** > **Customer Management**.

----End

Step 1 Click **More** > **Unfreeze Account** in the **Operation** column for the target customer.

Step 2 Enter the reason and click **OK**. A message is displayed indicating that the account is unfrozen.



NOTE

If you have enabled the verification code function, a verification code is required.

----End

Unfreezing Both an Account and Resources

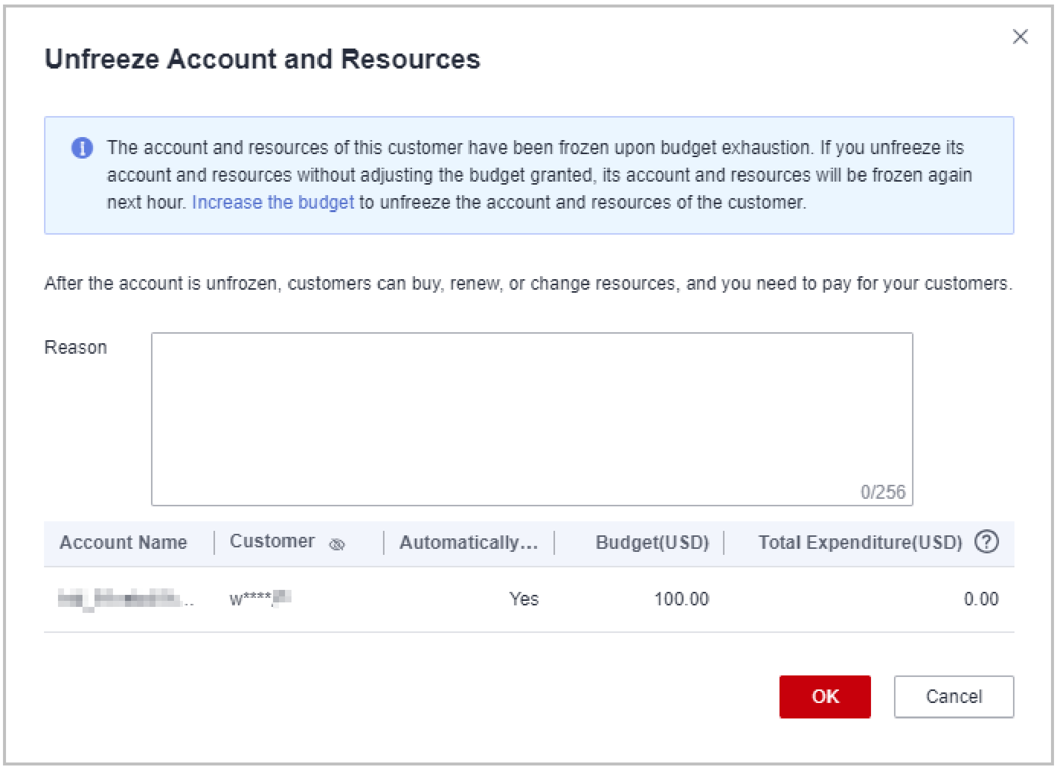
Step 1 Use your account to log in to **Huawei Cloud**.

Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 On the top navigation bar, select **Sales** > **Customer Business** > **Customer Management**.

Step 4 Click **More** > **Unfreeze Account and Resources** in the **Operation** column for the target customer.

Step 5 Enter the reason and click **OK**. A message is displayed indicating that the account and resources are unfrozen.



NOTE

If you have enabled the verification code function, a verification code is required.

----End

8.3.2.1.7 Viewing a Customer's Resources

A partner can view each associated customer's pay-per-use and yearly/monthly resources, and reserved instances.

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** > **Customer Business** > **Customer Management**.

Step 4 On the **Customer Management** page, set the search criteria for a fuzzy search. Select a target customer and choose **More** > **View Resource** to enter the resource management page.

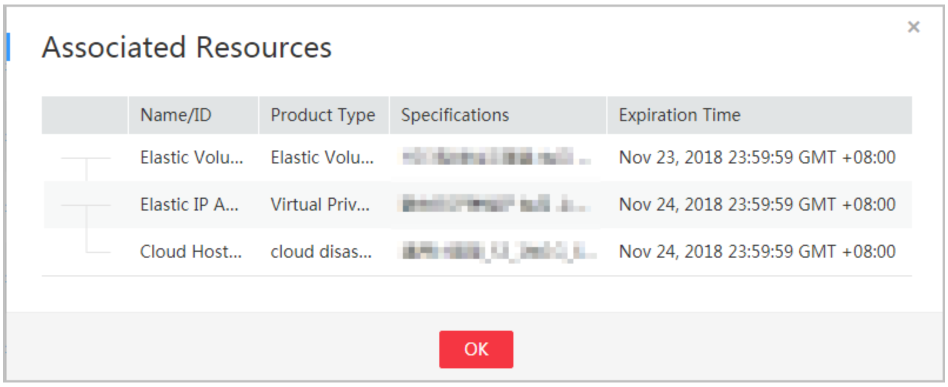
Step 5 View the resources purchased by customers.

- 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.

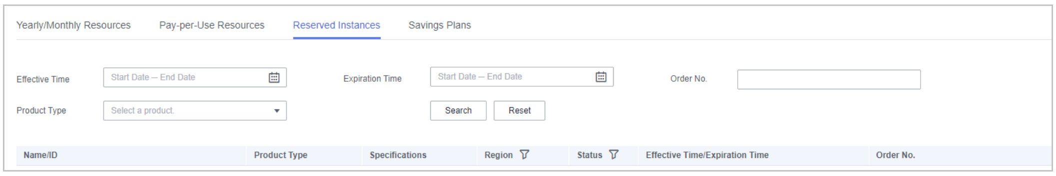


- View pay-per-use resources.

  On the **Pay-per-use Resources** page, set the search criteria and query the desired pay-per-use resource records.

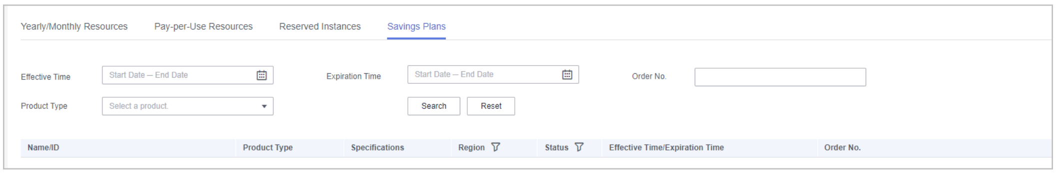
  Click **Export** to export all pay-per-use resource records of a customer.
- View reserved instances.

  In the **Reserved Instances** tab, set the search criteria and view reserved instances as needed.



- View savings plans

  In the **Savings Plans** tab, set search criteria to view savings plans as needed.



----End

8.3.2.1.8 Requesting Customer Authorization

If you need to place orders or perform O&M for your customers, you must first submit requests to your distributors to get corresponding permissions and then request for customer authorizations.

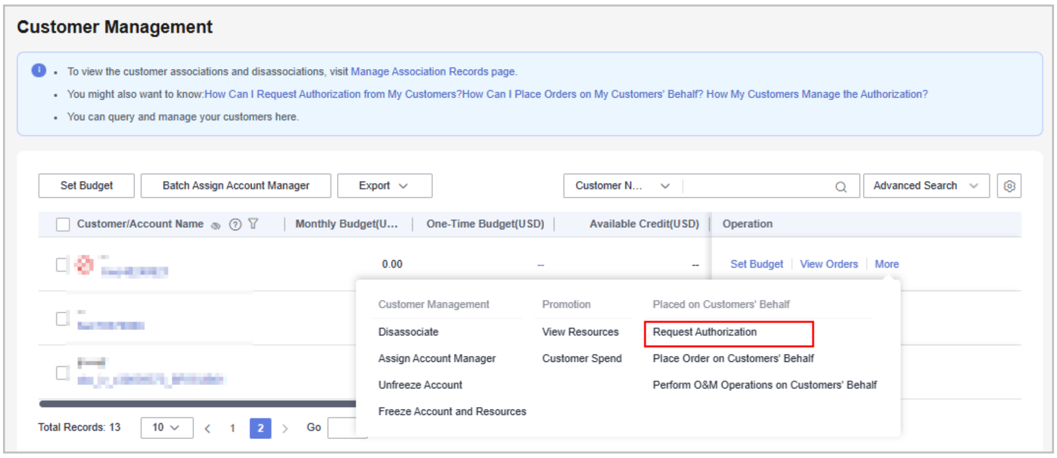
Procedure

Step 1 Log in to **Huawei Cloud** as a reseller.

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** > **Customer Business** > **Customer Management**.

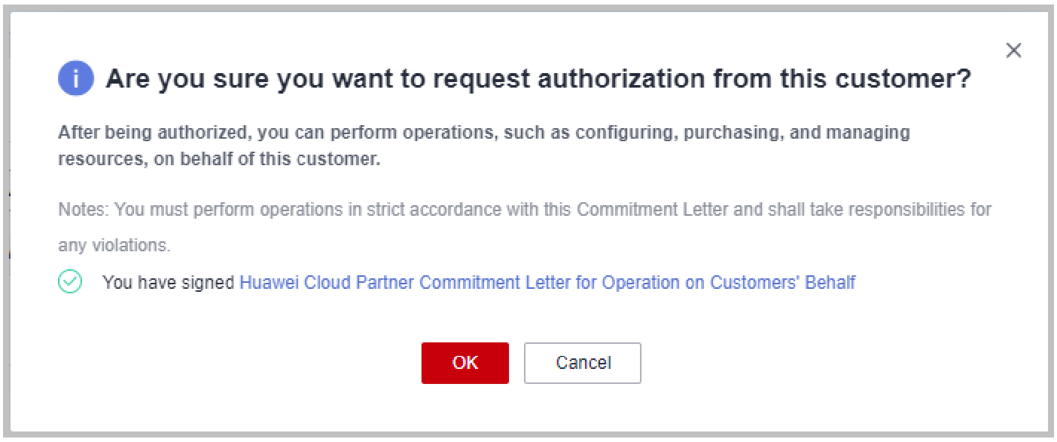
Step 4 Select a customer and click **More** > **Request Authorization** in the **Operation** column.



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 Select **I have read and agree to the Huawei Cloud Partner Commitment Letter for Operation on Customers' Behalf** and click **OK**.



NOTE

You only need to select **I have read and agree to the *Huawei Cloud Partner Commitment Letter for Operation on Customers' Behalf*** when you request customer authorization for the first time.

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**.

----End

8.3.2.1.9 Placing Orders on Customers' Behalf

You can place orders to purchase yearly/monthly resources or pay-per-use resources on behalf of your customers associated in the reseller model.

NOTE

Currently, you are allowed to place orders to purchase the following cloud services for your customers: ECS, EVS, and EIP.

Prerequisites

A partner must obtain customer authorization before placing an order on behalf of a customer associated in resale model.

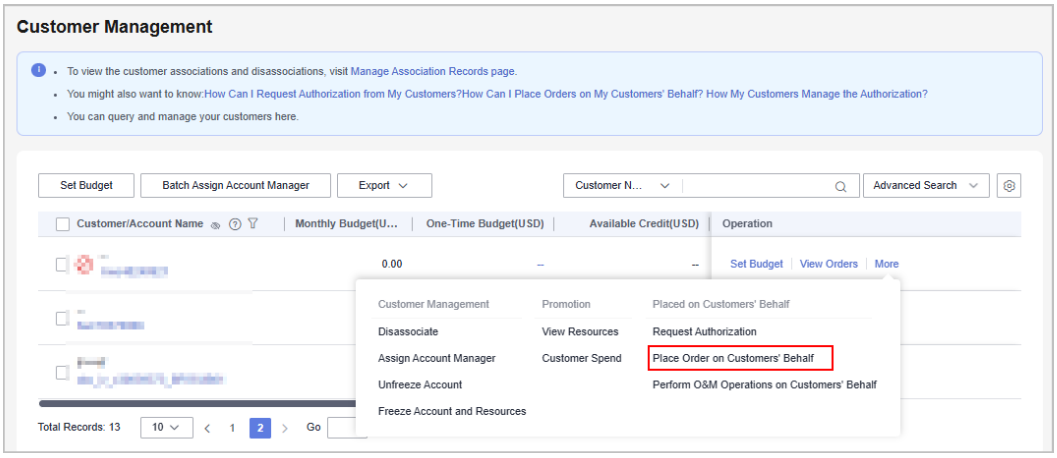
Procedure

Step 1 Log in to **Huawei Cloud** as a reseller.

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** > **Customer Business** > **Customer Management**.

Step 4 Locate the row with the target customer associated in the reseller model and choose **More** > **Place Order on Customers' Behalf** in the **Operation** column.

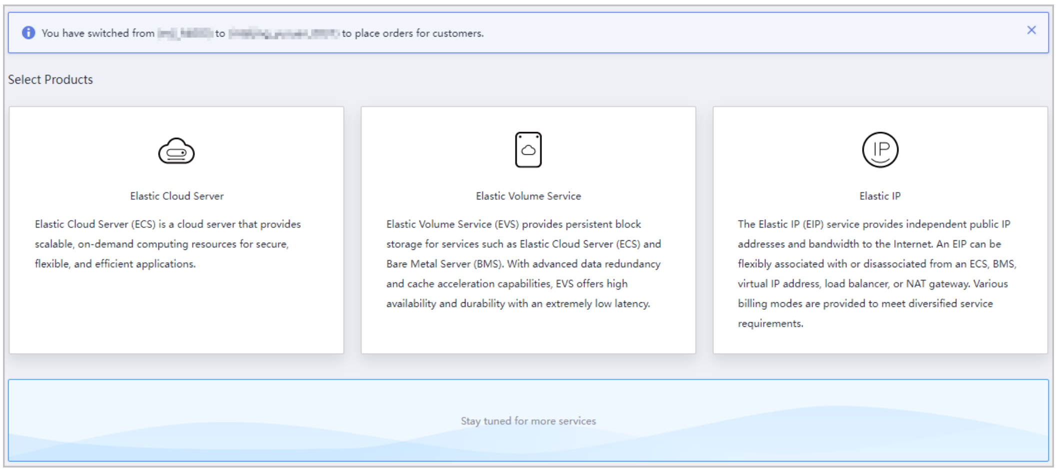


NOTE

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

Step 6 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 query the orders of yearly/monthly resources placed on customers' behalf in **Customer Business** > **Customer Orders**. You can also query pay-per-use resources provisioned on customers' behalf by clicking **More** > **View Resources** in **Customer Business** > **Customer Management**.

8.3.2.1.10 Performing Resource O&M on Customers' Behalf

You can perform resource O&M on behalf of your customers associated in the reseller model in the Partner Center.

Prerequisites

You must obtain customer authorization before performing resource O&M on behalf of a customer.

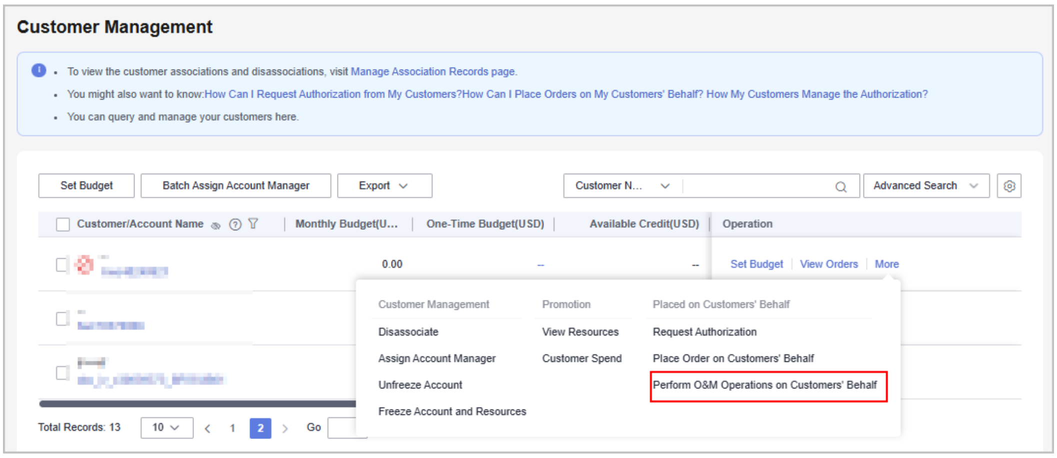
Procedure

Step 1 Log in to **Huawei Cloud** as a reseller.

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** > **Customer Business** > **Customer Management**.

Step 4 Locate the row with the target customer associated in the reseller model and choose **More** > **Perform O&M Operations on Customers' Behalf** in the **Operation** column.



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

Step 6 On the console page, perform resource O&M operations as prompted.

NOTE

When you perform resource O&M on a customer's behalf, your partner account will be switched to the customer account. To switch the account back, click **Switch Role**.

----End

8.3.2.1.11 Assigning an Account Manager for a Customer

A partner can assign an account manager for a 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.

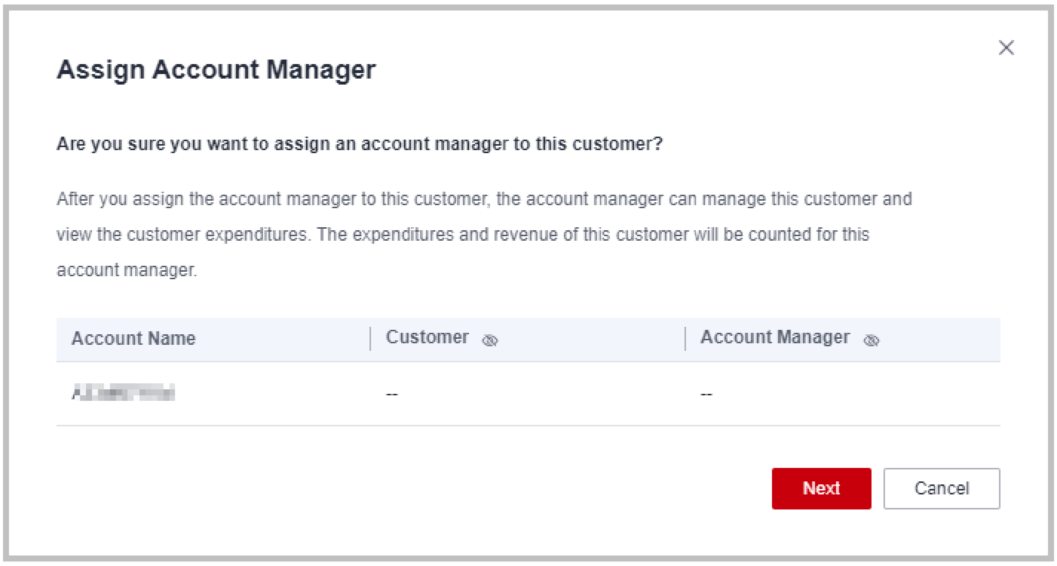
Procedure

Step 1 Sign in to **Huawei Cloud** as a partner.

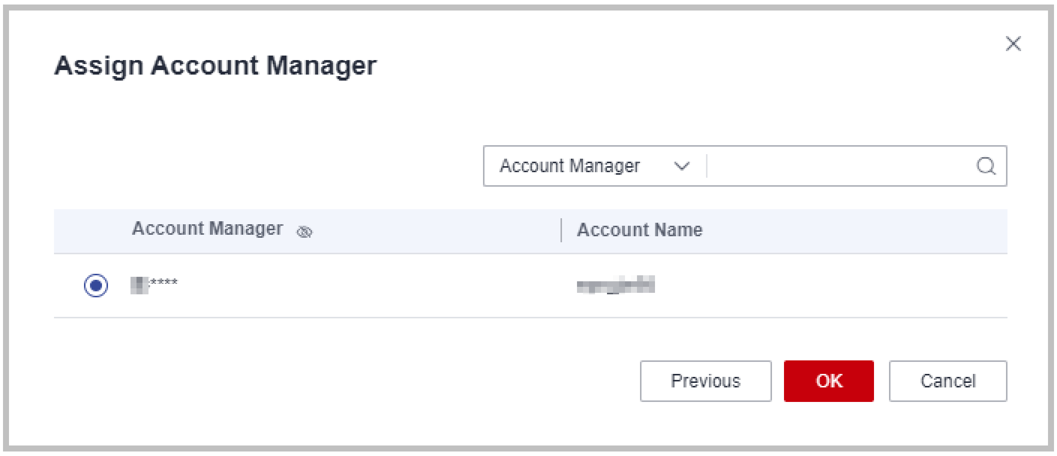
Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 On the top navigation bar, select **Sales** > **Customer Business** > **Customer Management**.

Step 4 In the customer list, select a customer, choose **More** > **Assign Account Manager** in the **Operation** column to switch to the **Assign Account Manager** page.



Step 5 Select the target account manager and click **OK**.



Step 6 A message, indicating the account manager has been successfully assigned, is displayed.

NOTE

Alternatively, you can select multiple customers in the customer list and click **Batch Assign Account Manager** to assign an account manager to the customers.

----End

8.3.2.1.12 Disassociating from a Customer

A partner can disassociate from its associated customers.

NOTE

Notes:

1. Any problems arising out of the disassociation shall be resolved by you and your customers. Huawei Cloud shall not be held accountable for any consequences.

2. After disassociation, the settlement between you and your customers shall be negotiated and determined by both of you.

3. A customer account is not allowed to submit multiple disassociation applications within three months.

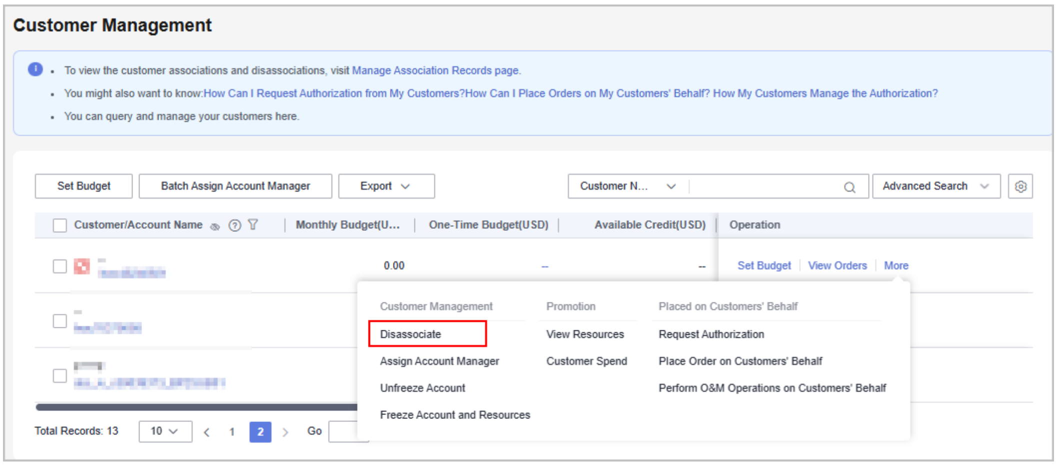
Procedure

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 bar, select **Sales** > **Customer Business** > **Customer Management**.

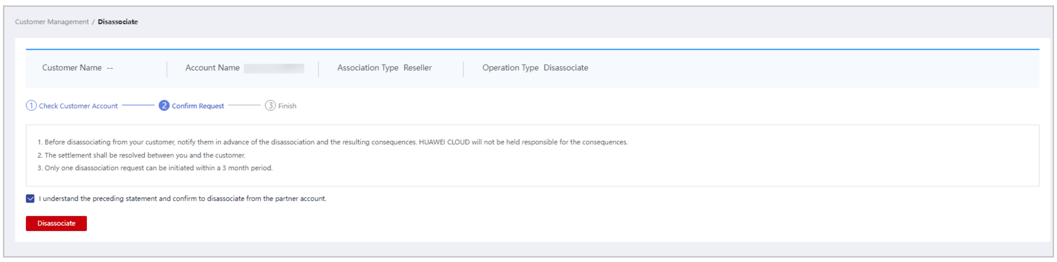
Step 4 In the customer list, select a customer and choose **More** > **Disassociate** in the **Operation** column.



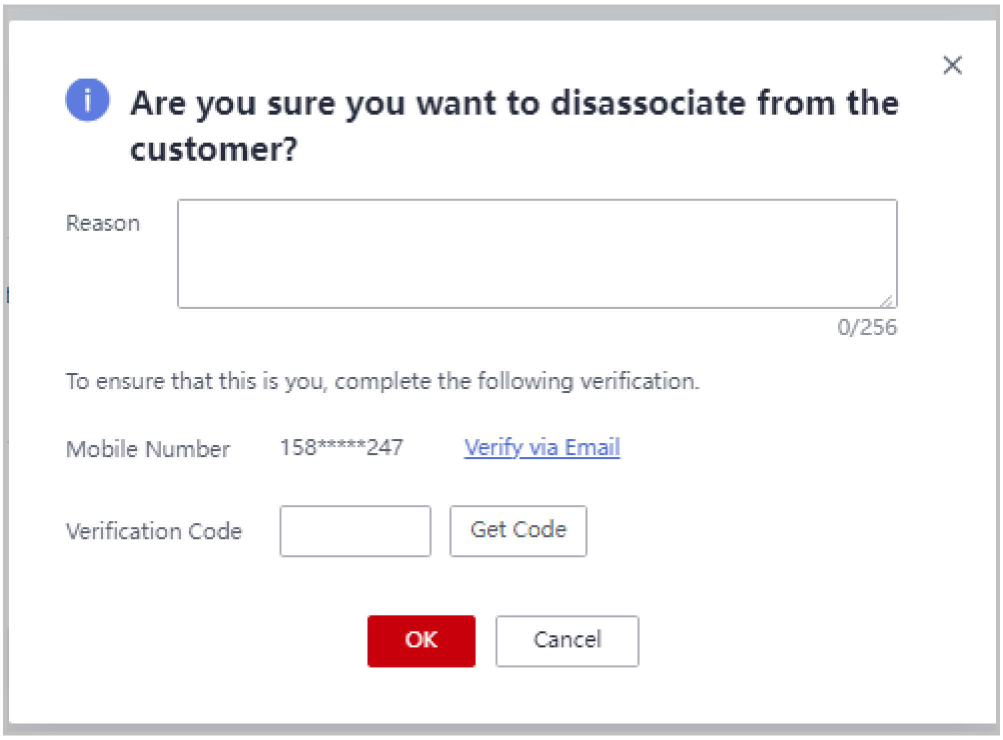
NOTE

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 On the displayed page, select **I understand the preceding statement and confirm to disassociate from the partner account**, and click **Disassociate**.



Step 6 In the displayed dialog box, enter the reason, obtain and enter the verification code, and click **OK**.



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

----End

8.3.2.2 Customer Development

8.3.2.2.1 Pre-registering Customers

Customer pre-registration is a mechanism provided by Huawei Cloud for resellers to register customers in advance to seize customer development opportunities. This mechanism prevents conflicts between resellers and between resellers and Huawei Cloud.

A partner can preregister potential customers. Within the validity period of pre-registration, the partner can send invitation links to preregistered customers for them to register and associate with the partner.

A partner can send **emails** or **hyperlinks and QR codes** to invite potential customers.

Precautions

- A customer cannot be pre-registered by a partner if the customer:
  - Registers with Huawei Cloud (Chinese mainland website).
  - Has been associated with a partner.
  - Has been pre-registered by another partner.
  - Has signed contracts with Huawei Cloud.

  - Has cash expenditure records and has not been pre-registered by the Huawei Cloud direct sales team.
  - Has been associated with an enterprise master in the unified accounting model.
- A partner can submit a request for manual pre-registration review if the customer:
  - Has registered for more than seven days or has cash expenditure records and has been pre-registered 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.
- The maximum number of pending and pre-registered customers is 100. When the upper limit is reached, the partner cannot preregister any customers.
- The validity period of pre-registration is 15 days. A pre-registered customer cannot be pre-registered by another partner until the current validity period has expired.
- If a partner does not reserve a mobile number or email address in the Partner Center, the partner cannot preregister a customer. To preregister customers, the partner needs to add its mobile number or email address on the **Account Information** tab page under **Account Management** > **Basic Information** in the partner center first.
- Ensure that the email address provided for pre-registering a customer is in consistent with the email address that was used by the customer for account creation.
- If you need to pre-register a customer who does not meet the pre-registration conditions, you can request manual review. The review will be completed within two working days.

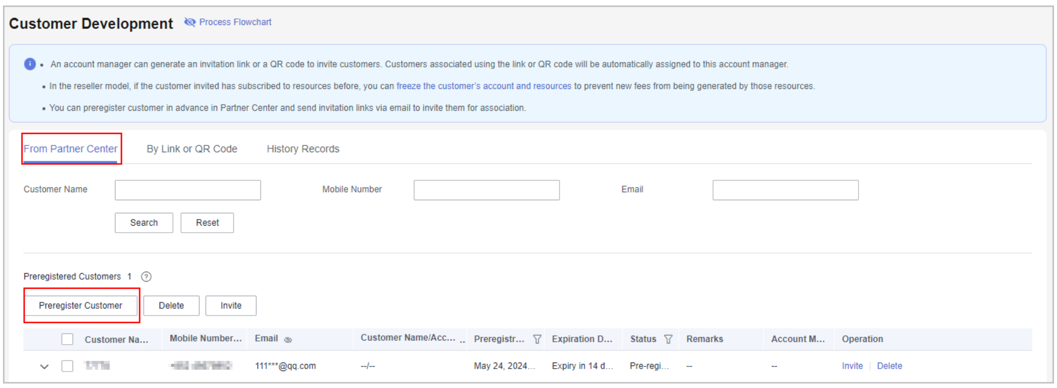
Procedure

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 bar, select **Sales** > **Customer Business** > **Customer Development**.

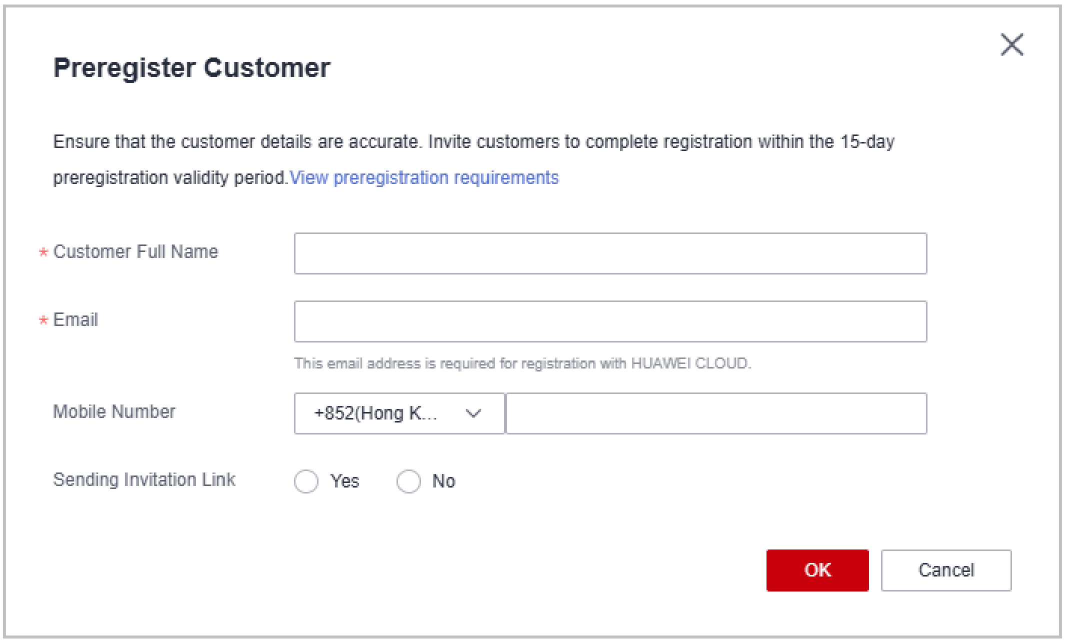
Step 4 On the **From Partner Center** tab page, click **Preregister Customer**.



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 **Mobile Number** to show or hide the complete content of mobile numbers.

Step 5 Enter the customer's full name and mobile number, and click **OK**.



A message is displayed indicating that the pre-registration is successful.

Step 6 (Optional) If a partner still wants to preregister a customer who does not meet the pre-registration conditions, the partner needs to submit a manual review request.

1. In the dialog box that is displayed, click **Preregister Customer**.
2. In the **Preregister Customer** dialog box, fill in the required 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**, it indicates that the preregistration is successful. Then, you can invite the customer for association.

   NOTE

   To learn about the review progress of a manual review request, contact your ecosystem manager.

----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.

NOTE

- You cannot delete customers whose status is **Pending review** or **Associated**.
- After a pre-registered customer is deleted, the pre-registration for the customer becomes invalid.

8.3.2.2.2 Inviting Pre-Registered Customers by Emails

A partner can send an email to invite a **pre-registered** customer for association.

NOTE

Non-pre-registered customers are the partner's historical customers.

Prerequisites

A partner must preregister a customer before sending an email to the customer. For details about pre-registering a customer, see **Pre-registering Customers**.

Procedure

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

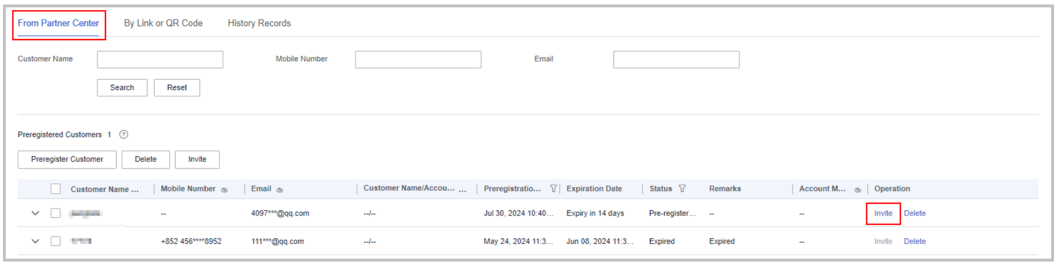
Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 On the top navigation bar, select **Sales** > **Customer Business** > **Customer Development**.

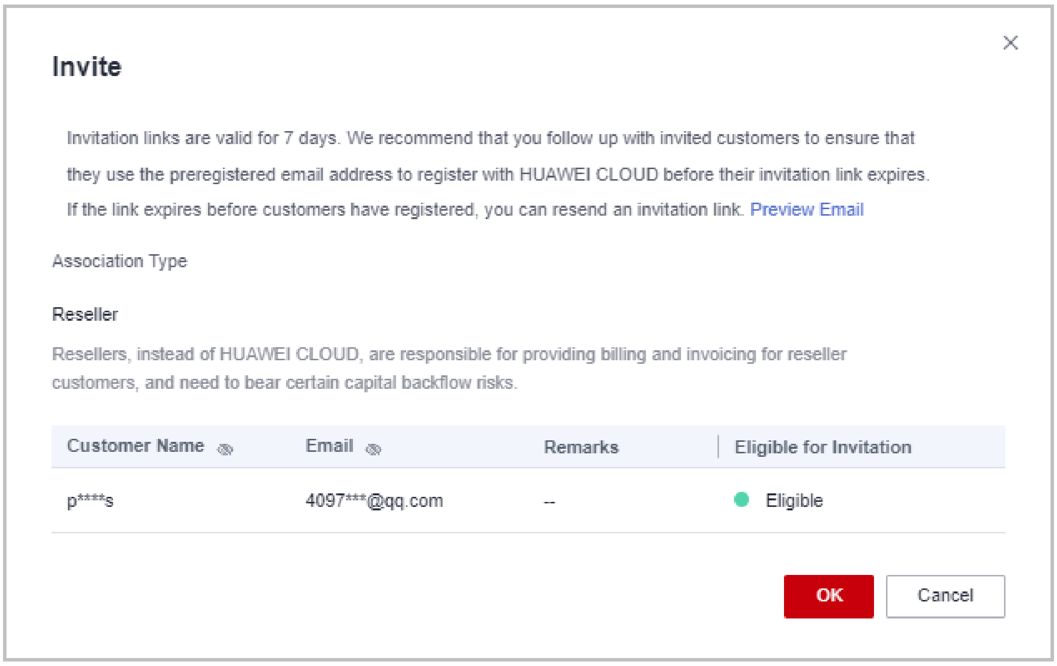
Step 4 In the customer list, select a customer and click **Invite** in the **Operation** column.

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 view complete contents in the column. The content is hidden by default. For example, you can click the eye icon next to **Email** to view complete email addresses.



Step 5 On the **Invite Customers** page, 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.

The system automatically sends invitation emails to customers. After receiving the invitation emails, the customers click the links to register with Huawei Cloud and associate with the partners. For details, see Requesting Association with a Partner.

----End

8.3.2.2.3 Inviting Pre-Registered Customers by Hyperlinks or QR Codes

Except for **sending emails**, partners can send hyperlinks and QR codes to invite potential customers.

Precautions

- The invitation hyperlinks and QR codes displayed on the **By Link or QR Code** page contain custom tags (usernames used for login).
- 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 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 bar, select **Sales** > **Customer Business** > **Customer Development**.

Step 4 Click the **By Link or QR Code** tab.

Step 5 Obtain the invitation link and QR code.

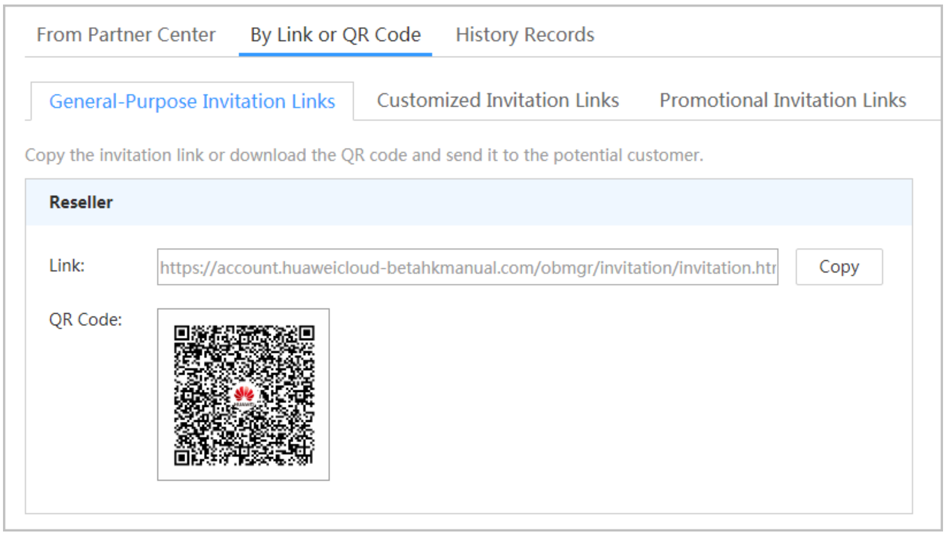
A partner can invite a customer by the general/custom invitation link and QR code or a promotional link.

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.

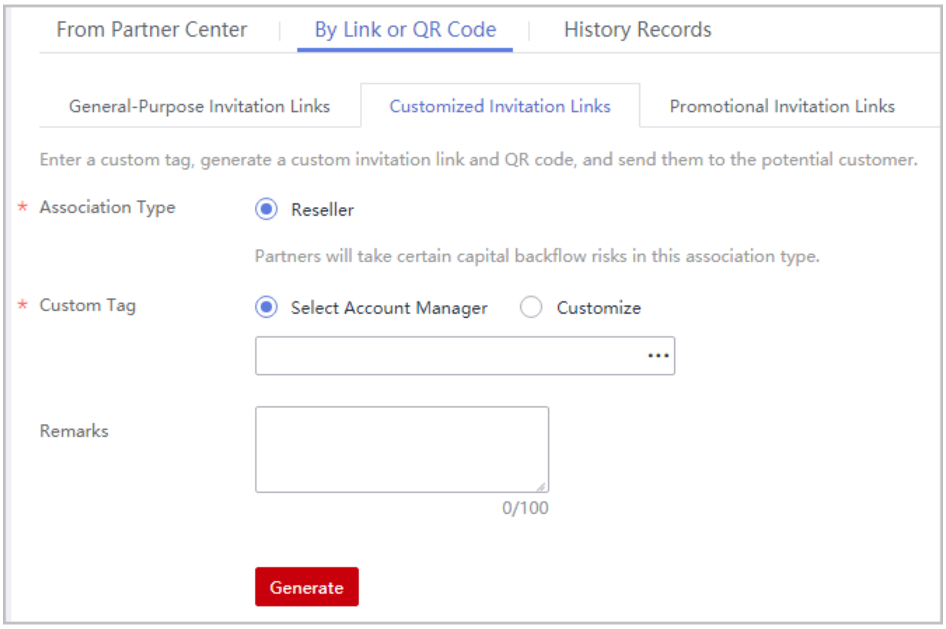
NOTE

- 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 **Customer Business** > **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.

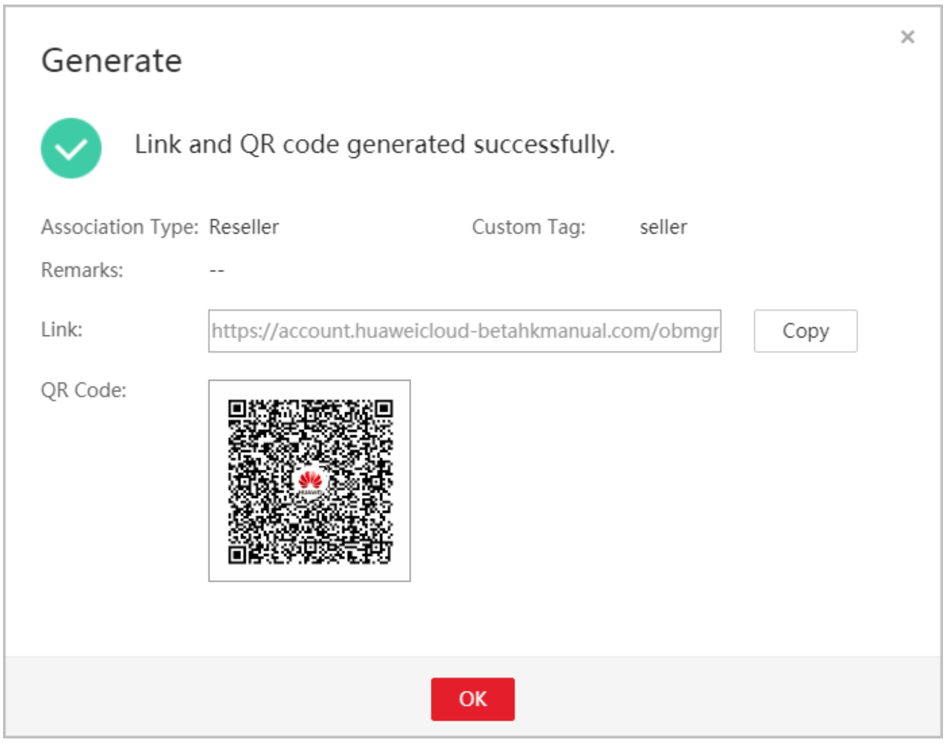
- Invite a pre-registered customer by a general-purpose invitation link and QR code.
  a. Click the **General-Purpose Invitation Links** tab.
  b. Click **Copy** after **Link** or click **Download** on the **QR Code** picture to obtain the invitation link or QR code and send it to a pre-registered customer in offline mode, such as emails.



- Invite a pre-registered customer by a customized invitation link or QR code.
  a. Click the **Customized Invitation Links** tab.
  b. Specify **Custom Tag** and click **Generate**.



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 pre-registered customer in offline mode, such as emails.



NOTE

You can click **Generation Record** to view historical invitations. 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.

  No promotion activity is available.

----End

8.3.2.2.4 Managing Invited Customers

After a partner sends an invitation link to a customer, the partner can view the customer association status and manage the invited customer.

For a customer in the **Association failed** state, you can place the cursor on ? after **Association failed** to query the failure cause.

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.
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.

Message	Suggested Operation
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 repay 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 repay all the overdue payment and then submit a service ticket or contact the customer service to associate with the partner.

Resending an invitation email

If a pre-registered customer is not associated with your account within the validity period of the invitation email, you need to send a new invitation email to the customer.

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 bar, select **Sales** > **Customer Business** > **Customer Development**.

Step 4 Click the **History Records** tab.

Step 5 Sort out customers whose status is **Expired** and click **Resend Invite** in the **Operation** column to send new invitations to these customers.

NOTE

You can also select multiple customers and click **Resend Invite** on the top of the customer list to send new invitations to these customers in one batch.

Step 6 In the **Resend Invite** 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 email invitations and those who have accepted your offline invitations and registered with Huawei Cloud.

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 bar, select **Sales** > **Customer Business** > **Customer Development**.

Step 4 Click the **History Records** tab.

Step 5 Set search criteria to query for the invited customers to be viewed.

You can sort invited customers by **Customer Name**, **Account Name**, **Custom Tag**, **Email**, **Invitation Method**, or **Status**.

Step 6 Click ⌄ to view information about invited customers.

----End

Exporting Invited Customers

You can export the records of all invited customers.

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 bar, select **Sales** > **Customer Business** > **Customer Development**.

Step 4 Click the **History Records** tab.

Step 5 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.

----End

8.3.2.3 Customer Expenditures

8.3.2.3.1 Querying Expenditure Summary

You can view and export expenditure summary for all your customers.

Precautions

- The expenditure summary of the current day cannot be queried until after 24:00 on the following day. The exact expenditures are subject to expenditure details.
- If a customer is assigned an account manager, the account manager can view expenditure summary of the customer from the second day following the assignment.
- Customer expenditure data does not serve as a basis for settlement, payment, or invoicing.

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.

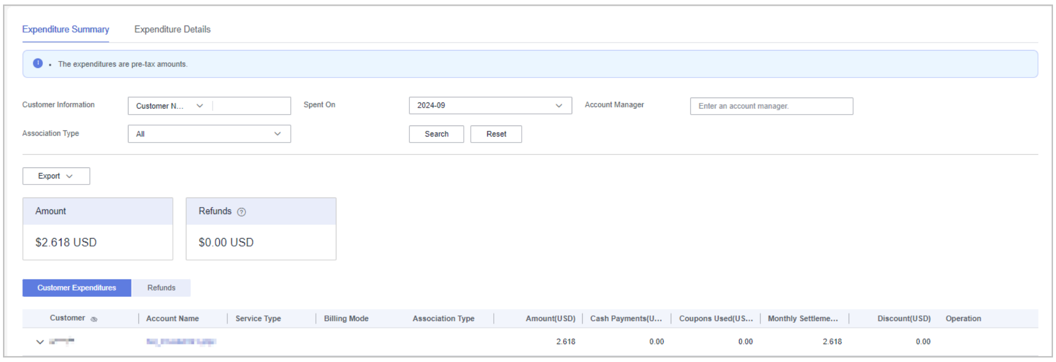
Step 3 On the top navigation, select **Sales** > **Customer Business** > **Customer Expenditure**.

Step 4 Click the **Expenditure Summary** tab.

Step 5 Set search options to filter expenditure summary.

Search options include **Customer**, **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 customer bills.
  - 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.

Step 6 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 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

8.3.2.3.2 Querying Expenditure Details

You can view and export customer expenditure details.

Procedure

Step 1 Sign in to **Huawei Cloud** as a partner.

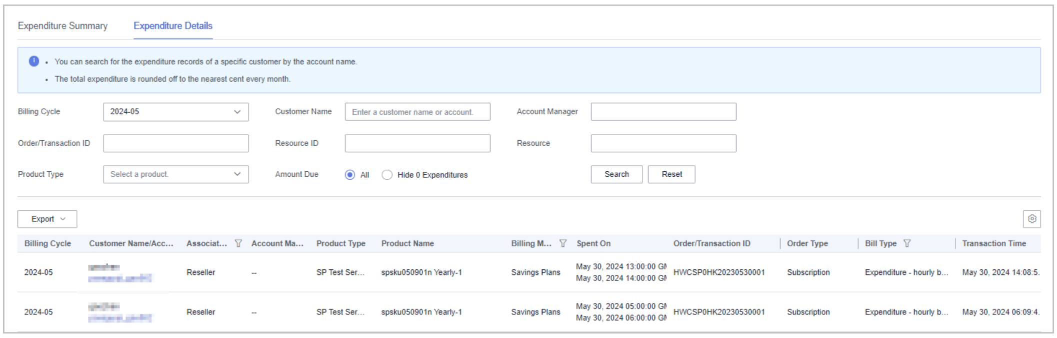
Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 On 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.

Search options include billing cycle, customer name, partner name, account manager, order/transaction ID, resource ID, resource name, product type, association type, billing mode, bill type, and region.



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.

- In the expenditure details list, you can view information of **Spent On**, **Product**, **Order No.**, **Total Expenditure**, and **Status**.
  – You can select **Hide 0 Expenditures** for **Amount Due** to exclude related data from the list.

NOTE

You can search for expenditure details by month. To view expenditure details generated more than 18 months ago, contact your ecosystem manager.

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

8.3.2.4 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 **Customer Business** > **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.

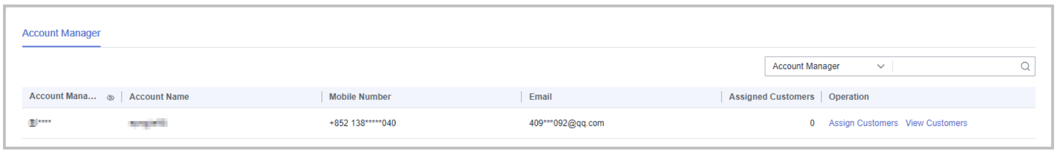
Procedure

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** > **Customer Business** > **Customer Assignment**.

The **Customer Assignment** page is displayed.

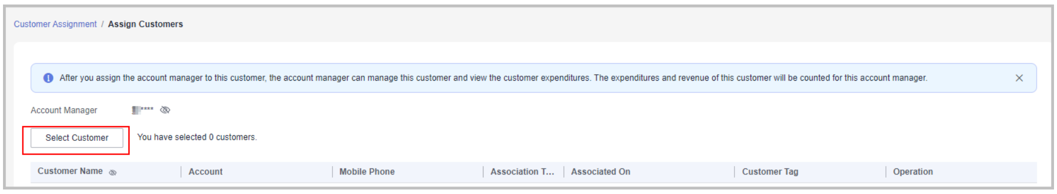


NOTE

- If no account manager is available on the **Customer Assignment** page, choose **Organization** > **Member Management** and add account managers. For details, see Adding a Member.
- 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.

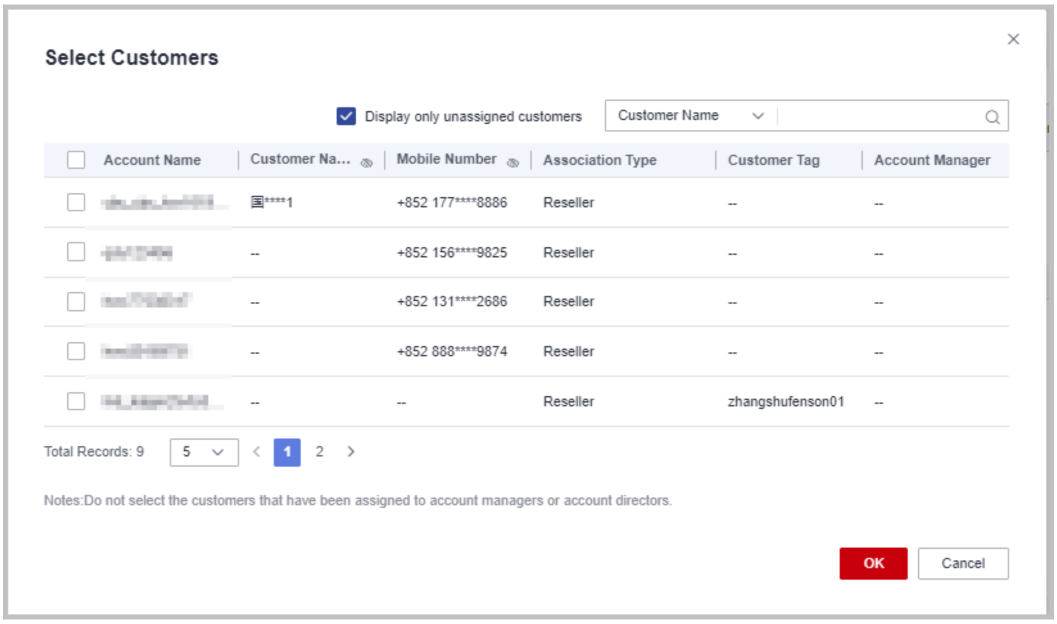
Step 4 Click **Assign Customer** in the **Operation** column.

The **Assign Customers** page is displayed.



Step 5 Click **Select Customers**.

Step 6 In the **Select Customer** 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 **Show Unassigned Customers** to display all unassigned customers.

Step 7 Confirm the added customer in the customer list and click **OK**.

Step 8 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 **Unassign Customer** dialog box, click **OK**.

  NOTE

  The unassignment will take effect on the 1st of next month (UTC+00:00). The customer expenditures are still counted into this account manager before the effective date.

8.3.2.5 Viewing a Customer's Orders

A partner can query all the associated customers' orders.

NOTE

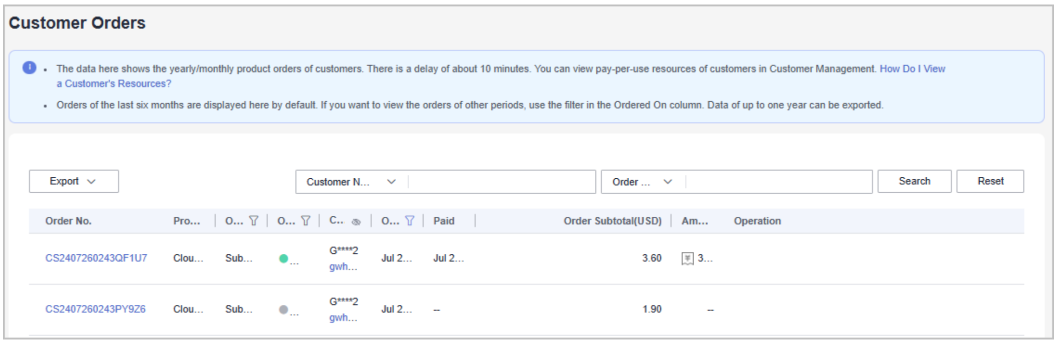
A salesperson can only query orders of its own customers.

Procedure

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 bar, select **Sales** > **Customer Business** > **Customer Orders**.



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 Name** to show or hide the complete content of customer names.

Step 4 Set search criteria to search for customer orders.

You can query customers' orders by customer name, order number, and product type.

- Click **Details** in the **Operation** column to view details about an order.

Step 5 Export customer orders.

- Export orders of the current customers.

  Choose **Export** > **Export Selected**. The message **Export task created.** is displayed.
- Export all customer orders.

  Choose **Export** > **Export All**. The message **Export task created.** is displayed.
- 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 orders.

----End

8.3.3 Operations Dashboard

8.3.3.1 Viewing Customer Statistics

Partners can view their customer statistics, including the number of customers, newly associated customers, customer analysis, disassociated customers, and revenue contributions.

Procedure

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 bar, select **Sales** > **Operations Statistics** > **Customer Statistics**.

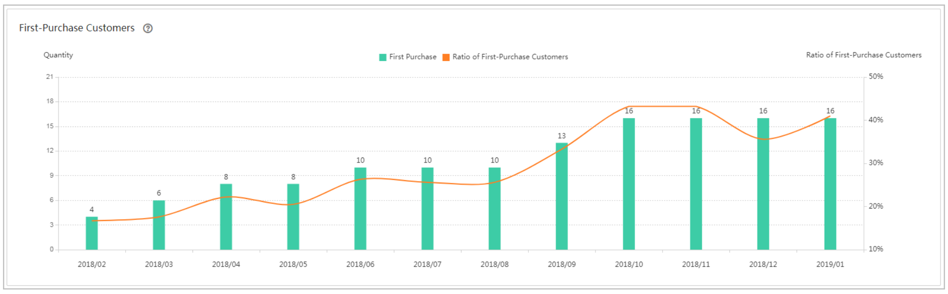
- Click the **Overview** tab.
  – In the statistics area, you can check the **Total Customers**, **Total Associations**, and **Spending Customers This Month**.

  – Click **Select Account Manager or Director** to sort out the customers that you want to view.

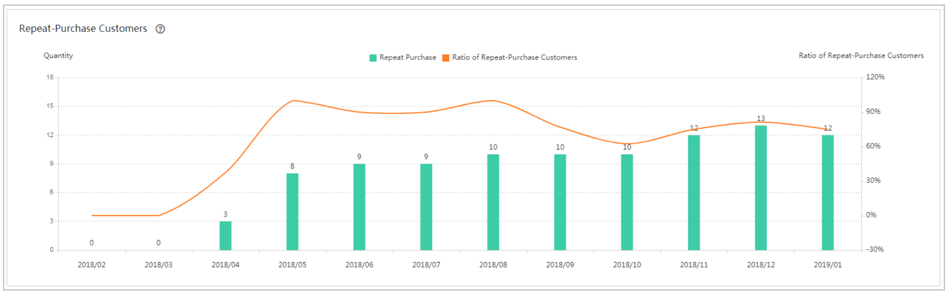
    In the **Customers** area, you can view the trend of the number of customers in the whole year.

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.
- On the **First-Purchase and Repeat Customers** tab, check the whole-year trend of the first-purchase customers and the repeated-purchase customers.
  - Trend of first-purchase customers



  - Trend of repeated-purchase customers



----End

8.3.3.2 Viewing Expenditure Statistics

A partner can view the expenditure overview, trend, and distribution of a customer.

Precautions

A customer's expenditures generated since the first day of the month when the customer is assigned to the account manager will belong to its account manager. For example, if a customer is assigned to an account manager on August 10, the customer's expenditures generated since August 1 will belong to the account manager.

For details about the expenditure statistics rules, click here.

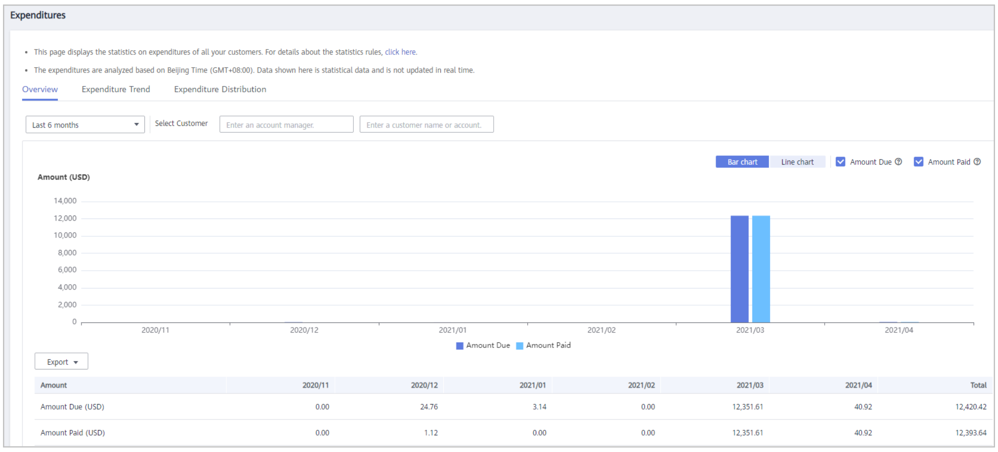
Procedure

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 bar, select **Sales** > **Operations Statistics** > **Expenditures**.

- The **Overview** tab page is displayed by default. Select a time range and enter an account manager name or account name in the search box to query the expenditure trend, amount due, and amount paid.



Export customer expenditure data.

– Export the selected records.

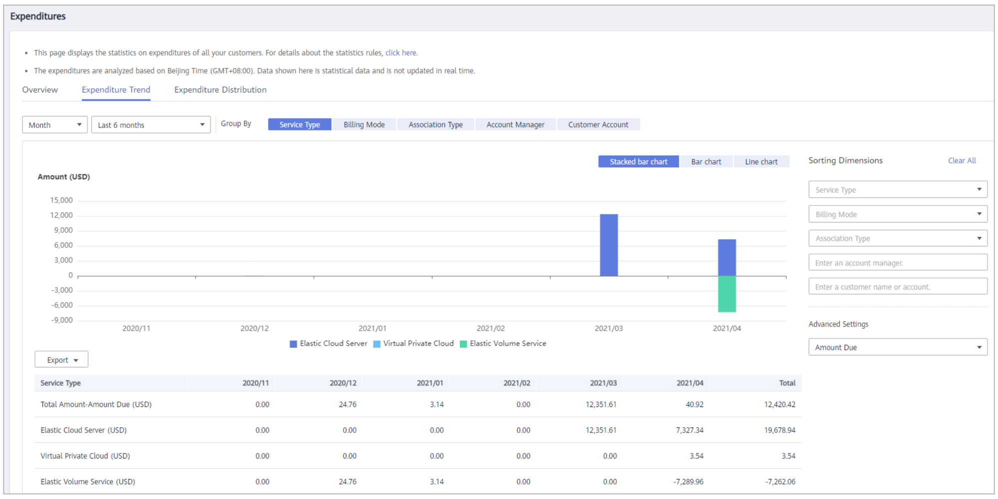
Choose **Export** > **Export Selected**. Message "Records exported successfully" is displayed.

– View the export history.

i. Choose **Export** > **View Export** to switch to the **Export History** page.

ii. Click **Download** in the **Operation** column to download and view expenditure data in the **Completed** state.

- Select the **Expenditure Trend** tab, select a time range, and set the grouping basis (service type, billing mode, association type, account manager, and customer account) to view the expenditure trend of customers and detailed fees. You can also set criteria in **Sorting Dimensions** and **Advanced Settings** on the right.



Export the detailed expenditures.

– Export the selected records.

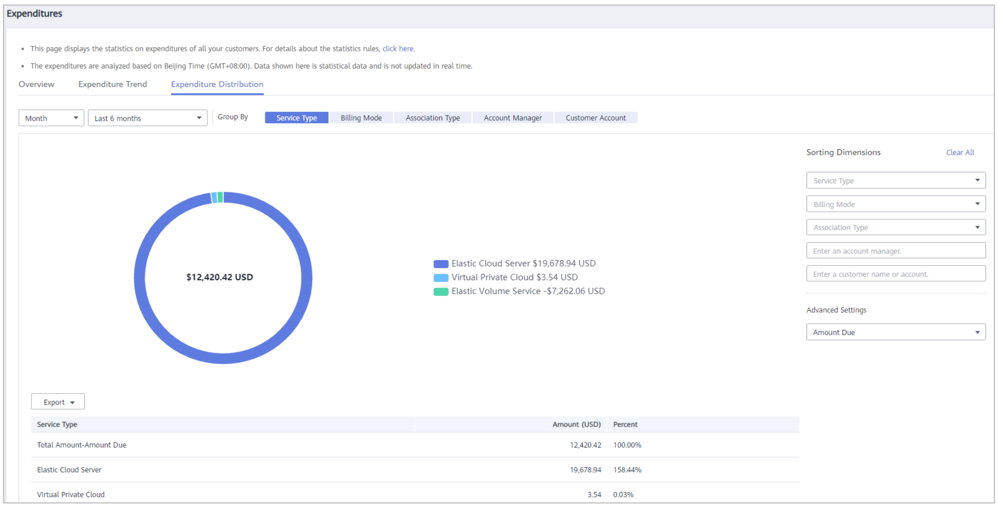
  Choose **Export** > **Export Selected**. Message "Records exported successfully" is displayed.

– View the export history.

  i. Choose **Export** > **View Export** to switch to the **Export History** page.

  ii. Click **Download** in the **Operation** column to download and view expenditure data in the **Completed** state.

- Select the **Expenditure Distribution** tab, select a time range, and set the grouping basis (service type, billing mode, association type, account manager, and customer account) to view the distribution of customer expenditures and detailed fees. You can also set criteria in **Sorting Dimensions** and **Advanced Settings** on the right.



Export the detailed expenditures.

– Export the selected records.

  Choose **Export** > **Export Selected**. Message "Records exported successfully" is displayed.

– View the export history.

i. Choose **Export** > **View Export** to switch to the **Export History** page.

ii. Click **Download** in the **Operation** column to download and view expenditure data in the **Completed** state.

----End

9 Operations of Sub-customers of Solution Partners

9.1 Requesting Association with a Partner

Customers can contact Huawei Cloud partners to obtain invitation links or QR codes. Then customers can click the links or scan the QR codes to complete the registration and association.

NOTE

After a customer is associated with a partner in reseller model, the customer account is automatically frozen. In this state, the customer cannot purchase, renew the subscription to, change, or properly use resources. To normally run services, the customer must contact its partner to set a monthly budget and unfreeze its account.

Precautions

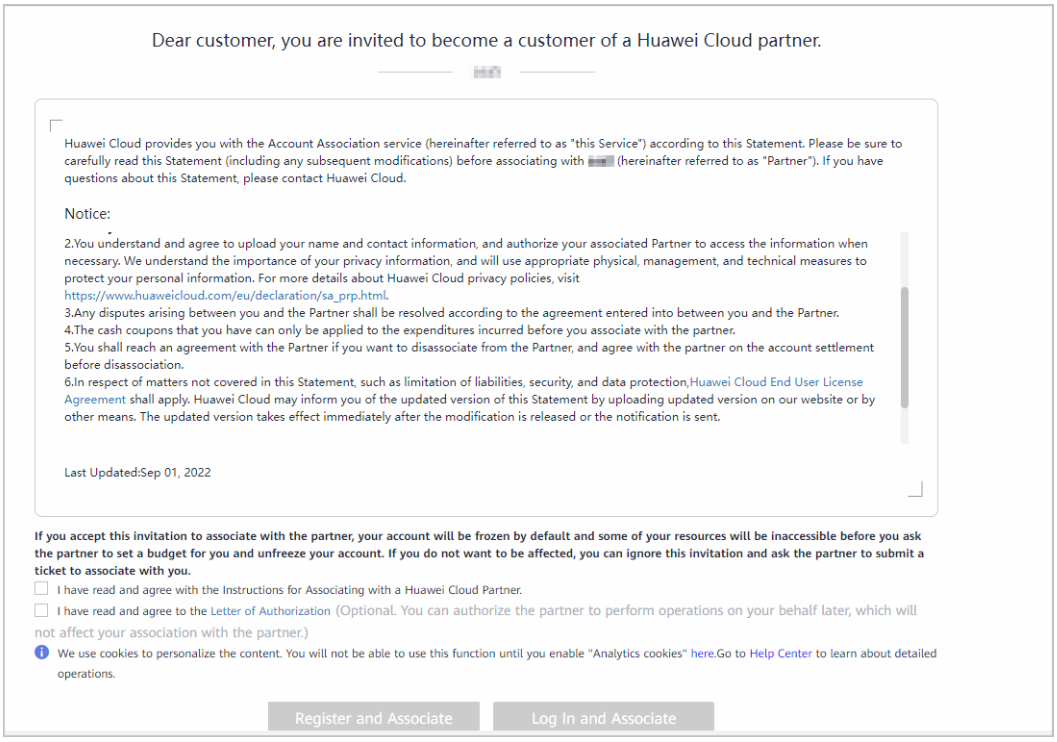
- A customer cannot be associated with a partner if the customer:
  - Registers with Huawei Cloud (Chinese mainland website).
  - Has been associated with another partner.
  - Has signed a special contract with Huawei Cloud, such as offline directly-signed contract, authorized telemarketing contract with discounts, or directly-signed special offer contract.
  - Has registered for more than seven days or has cash expenditure records.
  - Has unpaid bills.
  - Has been associated with an enterprise master in the unified accounting mode with a resource account or a cloud account.
- 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 independent accounting members.

- When you associate with a partner in the reseller model, cash coupon rules are as follows.
  - You can only use cash coupons to pay orders which are generated before the association.
  - Your expenditures will be converted into bills of the partner you associated with and you may be restricted from generating more expenditures by the partner. For details, see **Freezing Customer Accounts and Resources**.

Procedure

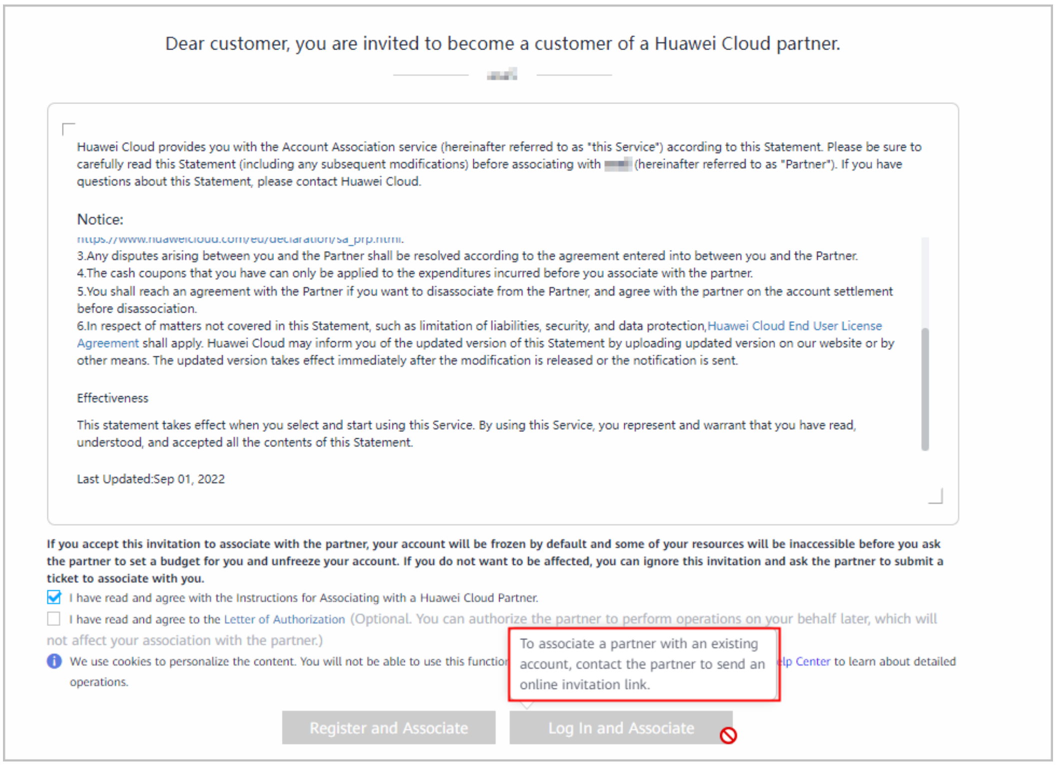
Step 1 Click the invitation link sent by the partner or scan the QR code sent by the partner.

Step 2 Read and agree to the *Instructions for Associating with a Huawei Cloud Partner.*



NOTE

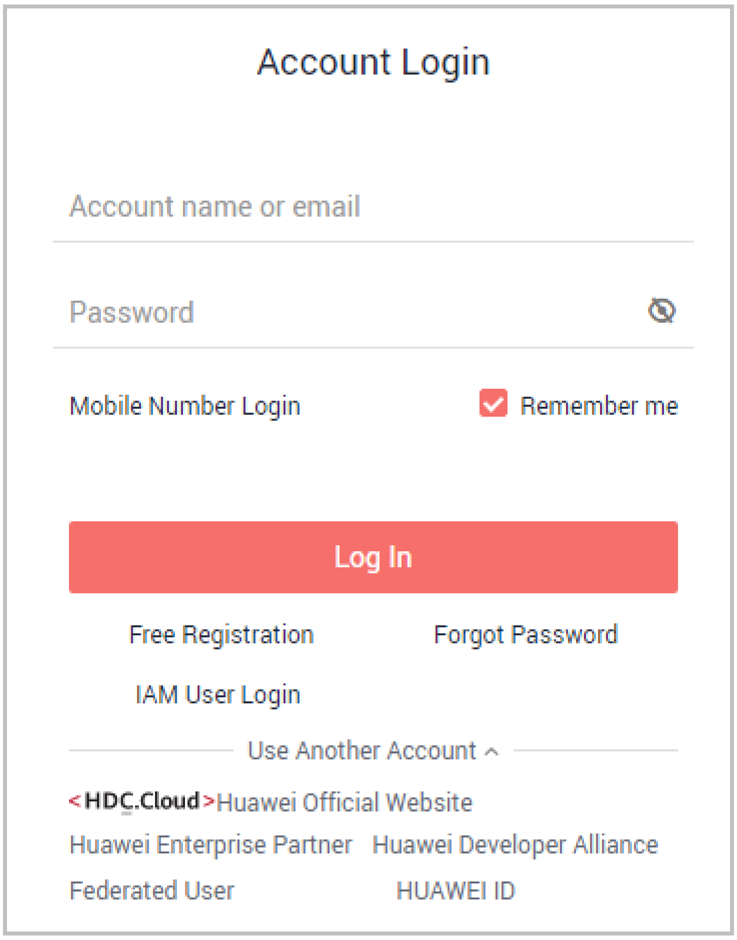
- This step is required only for the reseller model.
- After receiving a hyperlink or QR code from a partner for association, you need to contact the partner to send an online invitation link if you want to associate with a partner using an existing account.



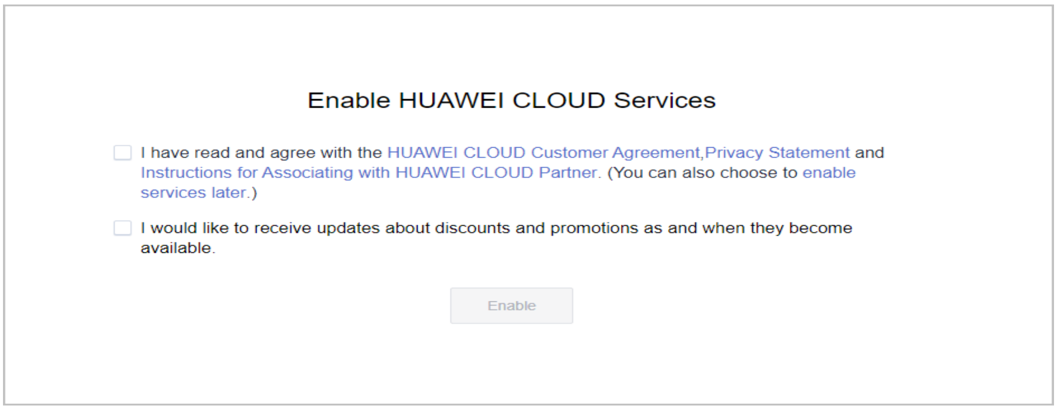
- If you want to authorize partners to place orders and perform O&M on your behalf, select **I have read and agree to the Letter of Authorization**. You can refer to **Managing Authorization Requests from Partners** later. Processing the authorization now or later will not affect your association with the partner.

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
  a. Click **Login for Association**.
  b. On the login page, enter your account name and password, and click **Log In**.



Step 4 Select **I have read and agree with the Huawei Cloud Customer Agreement, Privacy Statement, and Instructions for Associating with Huawei Cloud Partner. (You can also choose to enable services later.)**. Click **Enable**.



----End

9.2 Disassociating from a Partner

NOTE

- For customers associated with the partner in Reseller mode, they cannot apply to disassociate from the partner if they are in one of the following conditions:
  - The customer has been associated with an enterprise master account or member account. In this condition, the customer needs to dissociate from the account first and then disassociate from its partner.
  - The customer account has overdue payment. In this condition, the customer needs to contact its partner to increase the credit to write off the arrears first and then apply to disassociate from its partner.
  - The customer has a reserved instance or a product in the partner support plan that has not expired. You need to unsubscribe from the reserved instance or the product before applying for disassociation.
  - The customer has not set the currency. To disassociate from a partner, the customer needs to go to the account center to set the currency first.

9.2.1 How Does a Customer Associated with Its Partner in Reseller Model Request Disassociation?

A customer associated with a partner in the Reseller model can request disassociation in account center.

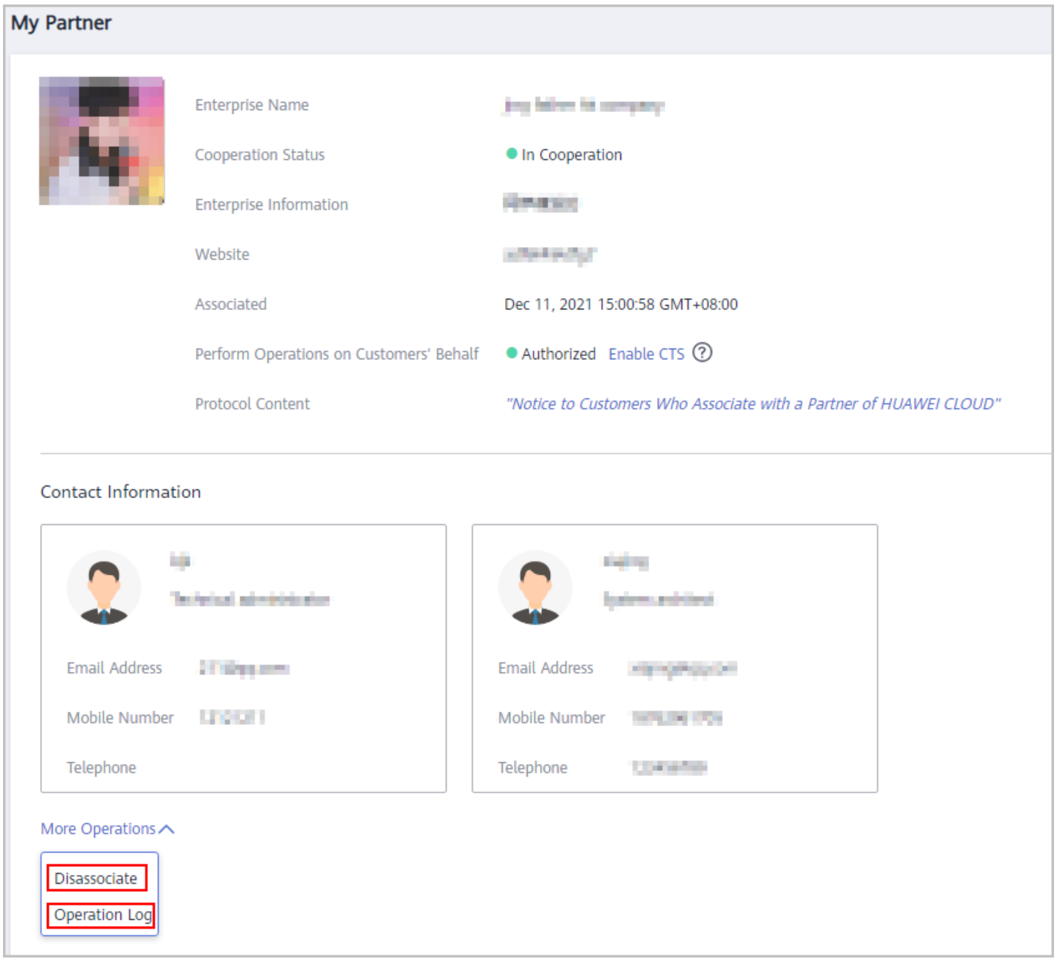
NOTE

1. Only one disassociation request can be initiated by a customer within a 3 month period.
2. If the account of a customer has orders waiting to be paid by the partner, they need to cancel the orders or contact the partner to pay the orders before disassociating from the partner.
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.
   - A customer's account is in arrears. The customer needs to contact the partner to increase the credit limit to write off the arrears before disassociating from the partner.
   - 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.

Procedure

Step 1 The **My Partner** page is displayed.

Step 2 Click **More Operations** > **Disassociate** at the bottom of the page.



NOTE

You can also click **Operation Log** to view the operation records of the association between you and the partner.

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.

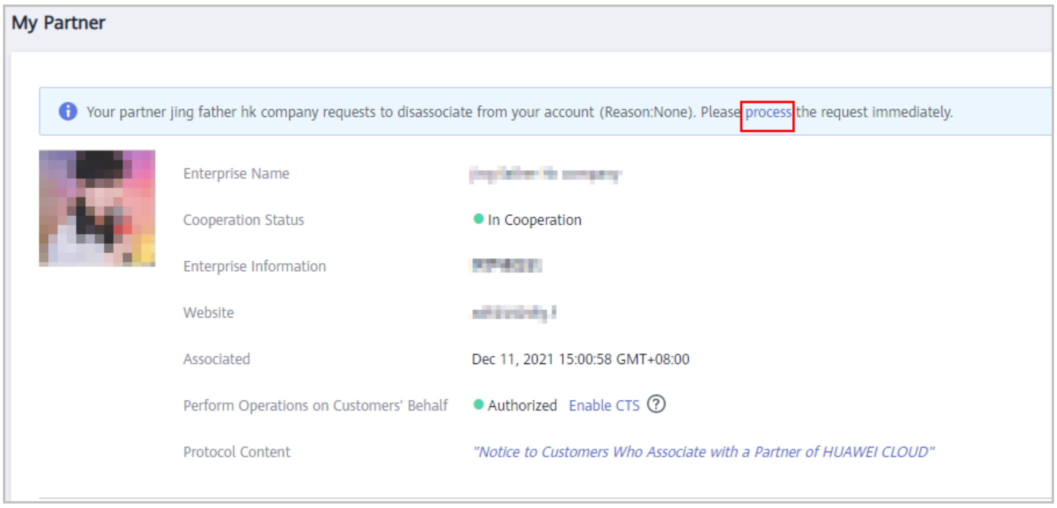
Step 4 Enter the text message verification code and click **OK**.

The system displays a message indicating that the application for canceling the association with the partner has been submitted. After your partner completes the processing, you will be notified of the processing result at the first time. Please wait.

----End

Other Operations

Customers can lick **Process** in the upper part of the **My Partner** page to process the disassociation request initiated by the partner.



9.3 Using Discounts Granted by the Partner

9.3.1 Viewing Discounts

Customers associated in the Referral model can view the discounts granted by their partners.

Procedure

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

Step 2 In the drop-down list of your account name, click **Billing Center** to go to the Billing Center.

Step 3 In the navigation tree, choose **Coupons and Discounts** > **Commercial Discounts** to go to the **Commercial Discounts** page.

Step 4 On the **Partner Discounts** tab page, view the discounts granted by the partner.

----End

9.3.2 Using Discounts

When paying an order, a customer associated in the Referral model can select the discounts granted by the partner. Discounts are granted based on the prices presented on the Huawei Cloud official website.

Precautions

- The discounts granted by partners are applicable to list-price products and promotional products.

  - Standard products: Pay-per-use products, monthly products, one-year reserved instances, and normal one-year products listed on the Huawei Cloud website (**https://www.huaweicloud.com/eu/**)
  - Promotional products: Promotional products, three-year reserved instances, Direct Connect, and Spot ECSs listed on the Huawei Cloud website (**https://www.huaweicloud.com/eu/**)

  The discounts are not applicable to the following products:
  - Spot ECSs
  - KooGallery products

  You can view the list of applicable products on the **Sales Management** > **Product Discounts and Incentives** page in the Partner Center.
- Discounts granted by a partner cannot be used together with commercial discounts (special-offer contracted discounts), promotional discounts, and adjusted prices.

  NOTE

  If the partner has set a discount for a customer's order, the customer cannot use other discounts when paying the order.

Procedure

When paying an order, select **Partner Discounts** and complete the payment.

Follow-up Operation

Click a completed order and view the discounts on the **Details** page.

9.4 Buying Huawei Cloud Products

Procedure

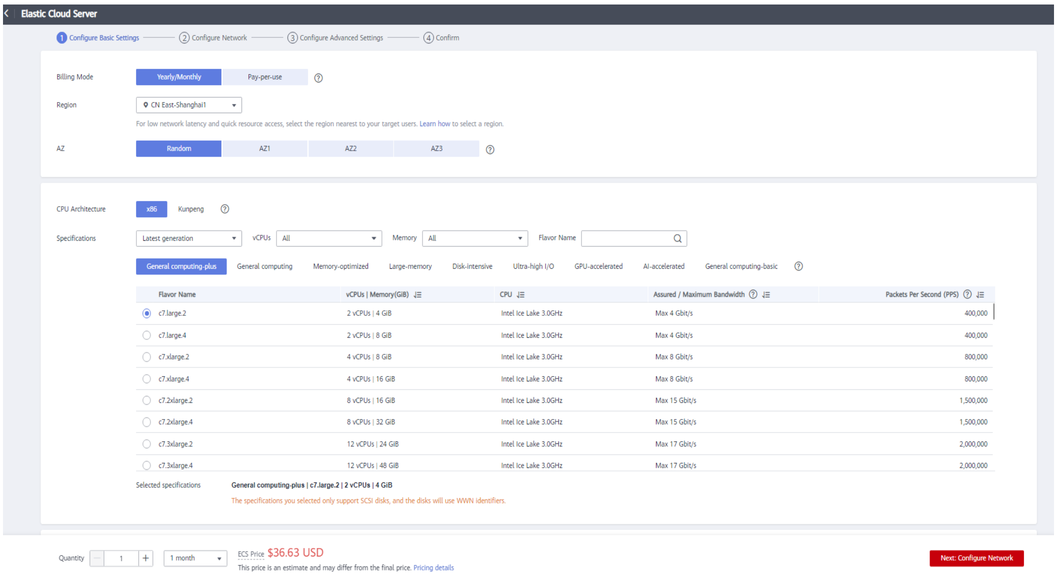
Use Elastic Cloud Server as an example.

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

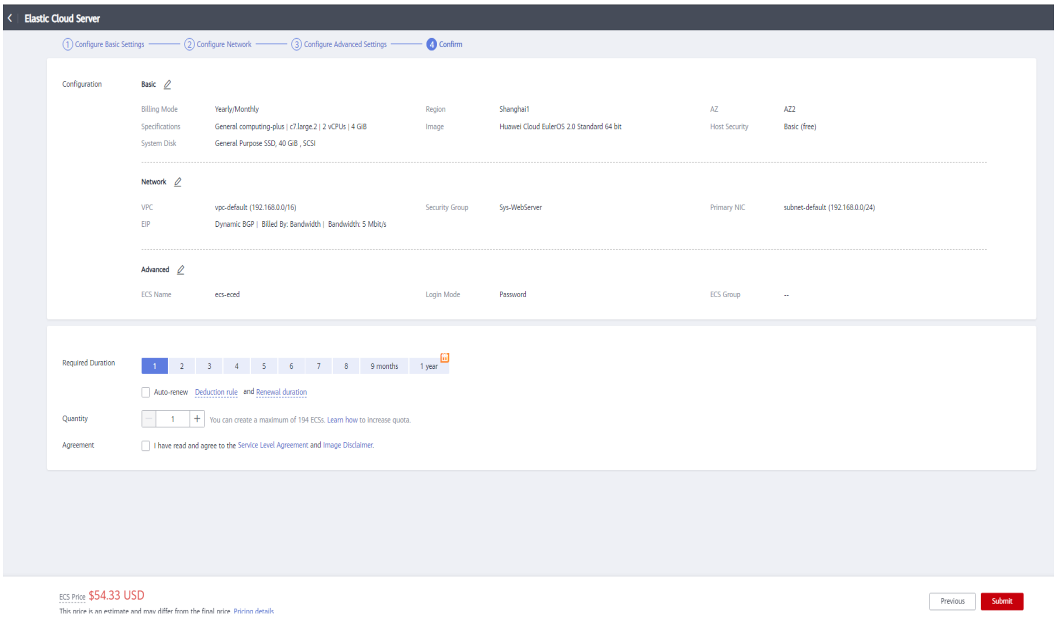
Step 2 Select **Elastic Cloud Server**.

Step 3 Click **Buy Now**.

Step 4 Set the product information and click **Next**.



Step 5 Confirm the order and click **Submit**.



Step 6 On the **Pay** page, select a payment method and complete the payment.

----End

9.5 Managing Authorization Requests from Partners

If you need your partner associated in the reseller model to place orders for you, you must authorize them to do so. You can manage the authorization requests from your partner on the **My Account** > **My Partner** page.

Procedure

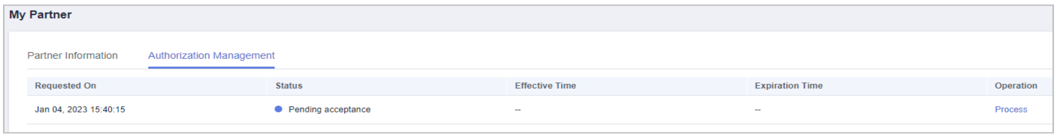
Step 1 Log in to **Huawei Cloud** as a customer.

Step 2 In the drop-down list of your account name, click **Basic Information**.

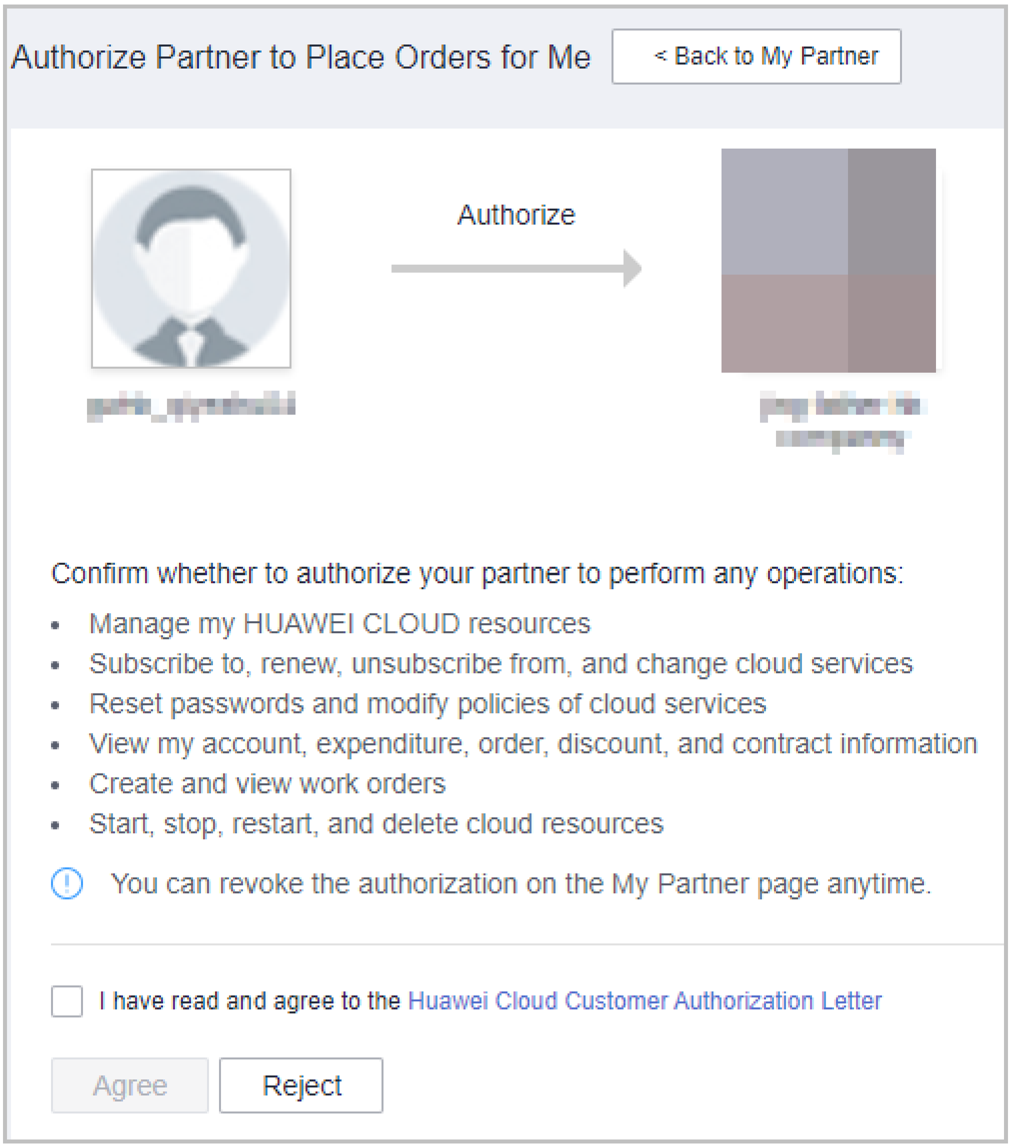
Step 3 In the navigation pane on the left, choose **My Partner**.

Step 4 Select the **Authorization Management** tab page.

Step 5 Locate the target request and click **Process** in the **Operation** column.



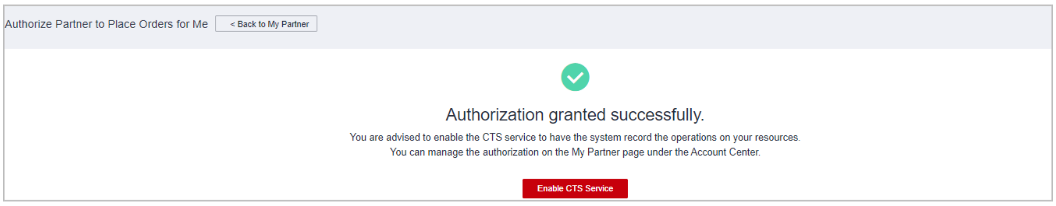
Step 6 Select **I have read and agree to the Huawei Cloud Customer Authorization Letter** and click **Agree**.



In the displayed dialog box, enter the verification code and click **OK**.

NOTE

After the authorization, you are advised to enable CTS immediately so that you can view the records of operations performed by the partner on your resources.



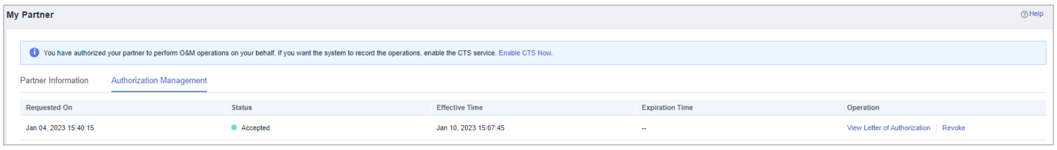
----End

Follow-up Operations

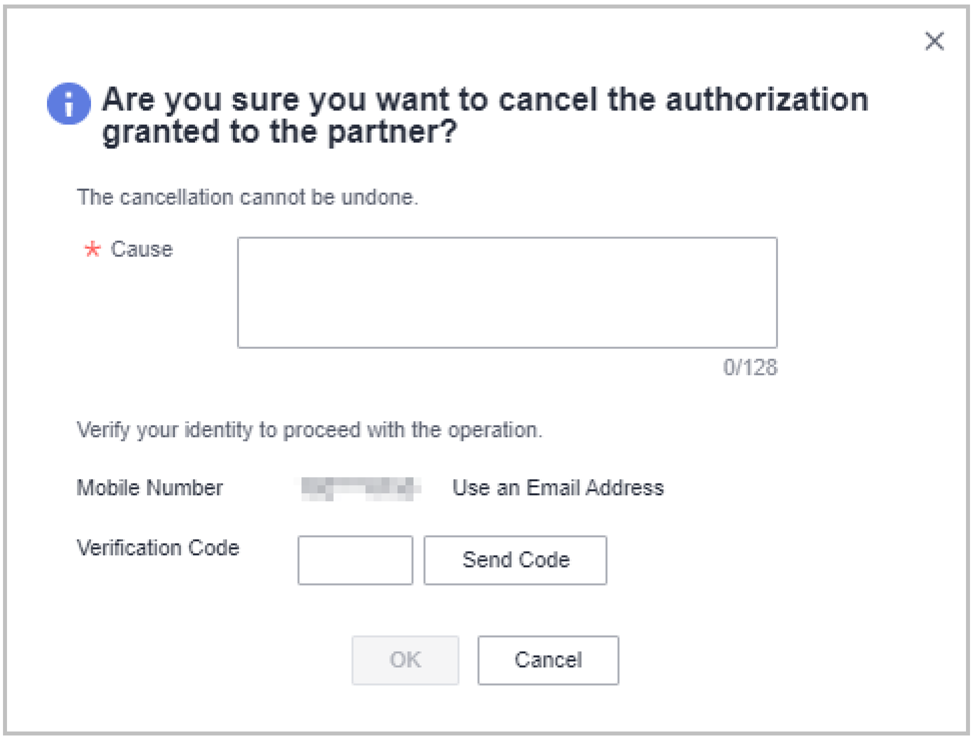
Step 1 In the navigation pane on the left, choose **My Partner**.

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**.



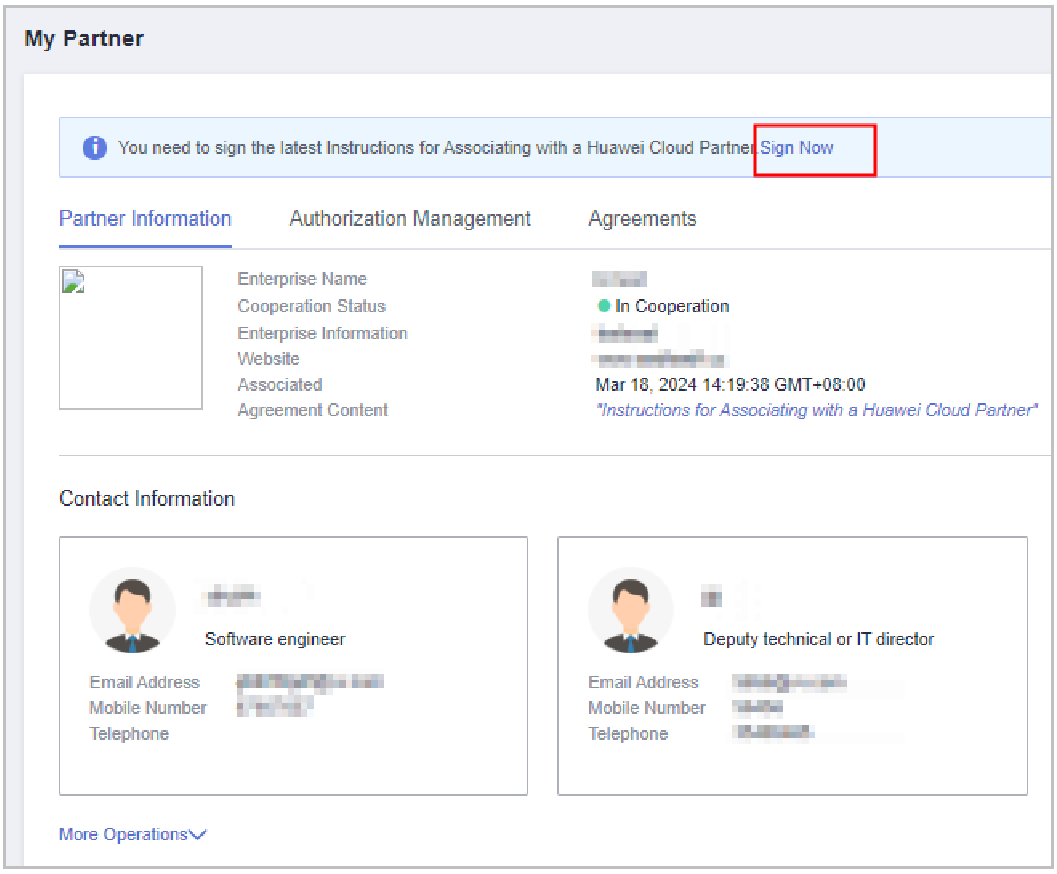
----End

9.6 Signing *Instructions for Customers to Associate with a Huawei Cloud Partner*

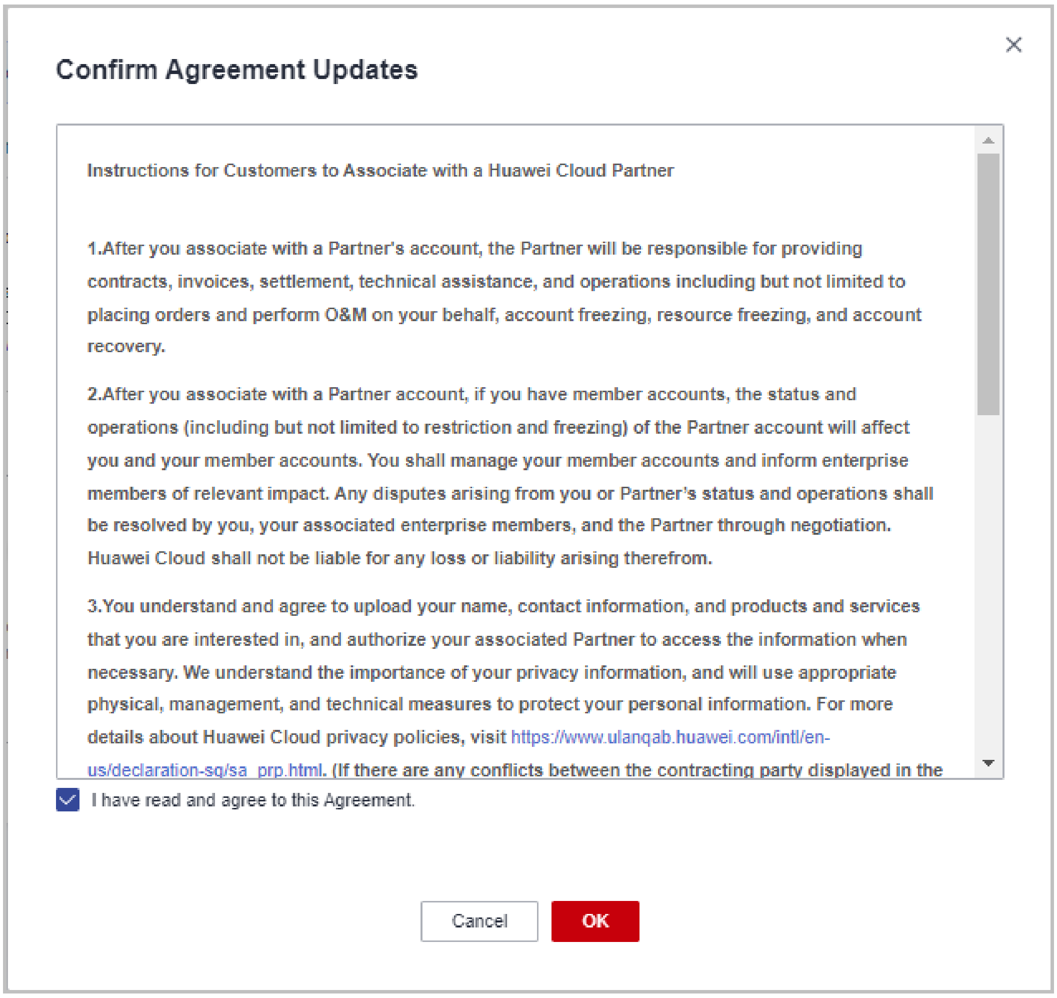
Procedure

Step 1 Go to **My Partner**.

Step 2 View the displayed message and click **Sign Now**.

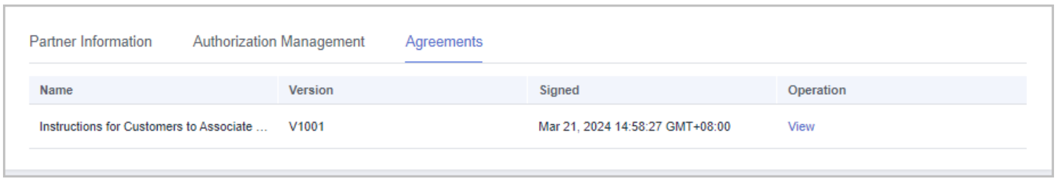


Step 3 View content in the dialog box displayed, select **I have read and agree to this Agreement**, and click **OK**.



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.



----End

9.7 Cloud Trace Service

9.7.1 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 9-1 Supported operations

Operation	Resource Type	Trace Name
Inviting customers to associate with partners	csbchannelsales	addBpInviteTraceLog
Inviting customers to create Huawei Cloud accounts and associate with partners	csbchannelsales	customerEnter
Confirming authorization	csbchannelsales	confirmCustomerAgentAuthorizationApply
Requesting disassociation and association mode change	csbchannelsales	applyUnbindOrSwitchCooperation
Reviewing and approving requests	csbchannelsales	approvePartnerOrCustomerApply
Applying for unified payment by partners	csbchannelsales	applyPartnerPayment
Confirming or rejecting authorization	csbchannelsales	confirmCustomerAgentAuthorizationApply
Requesting disassociation and association mode change	csbchannelsales	applyUnbindOrSwitchCooperation
Reviewing and approving requests	csbchannelsales	approvePartnerOrCustomerApply

9.7.2 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**.

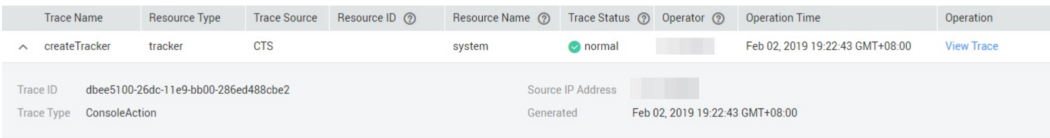
     Select a filter criterion from the drop-down list of **Search By**.

     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 9-1 Trace details

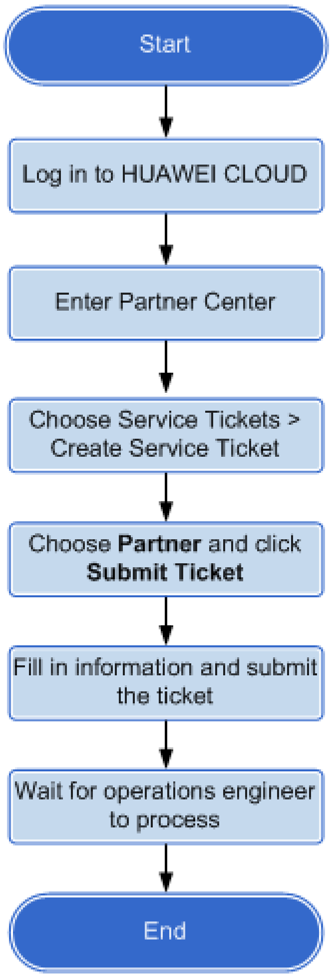
7. Locate a trace and click **View Trace** in the **Operation** column.

   For details about CTS, see **Cloud Trace Service User Guide**.

10 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



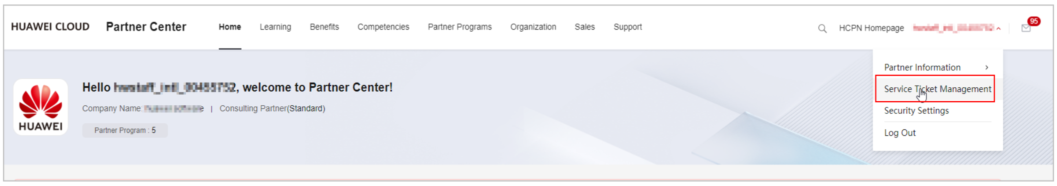
Procedure

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

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

You are navigated to 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 Choose **Partners** under **Services**.

Step 6 Select an issue category.

- Click **Create Now**, describe the problem, upload an attachment, and click **Submit**.

----End

11 Viewing the Document Library

After joining a partner program, partners can view and download partner policies, products and solutions, and documents related to business support in the document library.

Prerequisites

The partner has been enrolled into the partner programs.

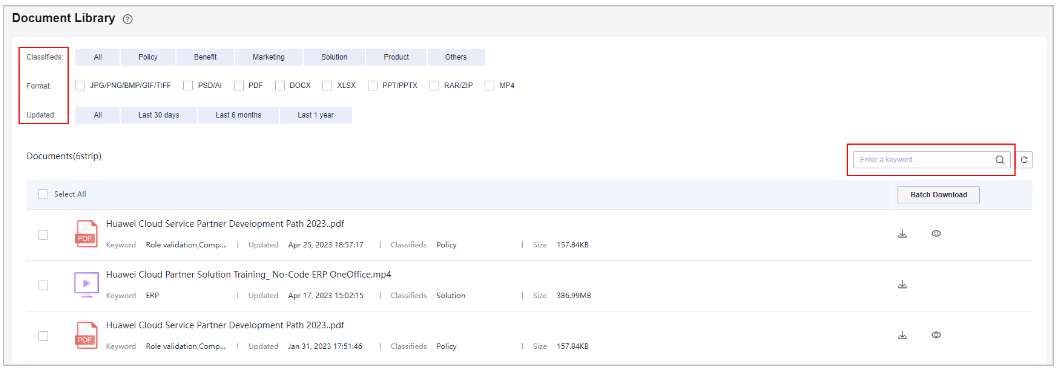
Procedure

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 **Support** > **Document Library** in the menu on the top.

Step 4 Search documents by document classification, format, and update time.



Step 5 View and download a desired document.

----End

12 Appendix

12.1 HCPN Agreement

12.1.1 HCPN Certification Agreement

For details, visit **https://www.huaweicloud.com/eu/declaration/hcpn_ca.html**.

12.1.2 Huawei Cloud Solution Provider Cooperation Agreement

For details, visit **https://www.huaweicloud.com/eu/declaration/hcpn_spca.html**.

12.2 HCPN Badge Usage Guide

To download this usage guide, click 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.

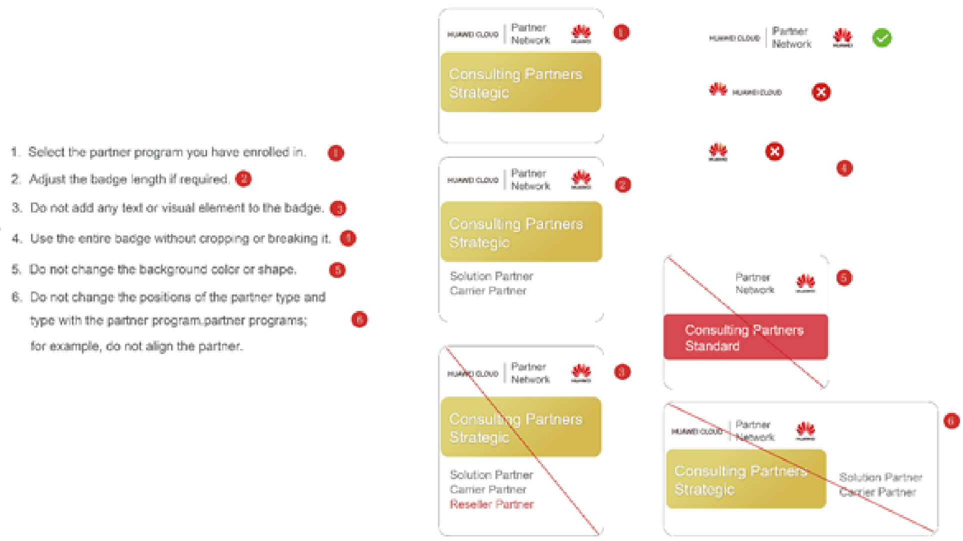
Usage Instructions

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.

12.3 HCPN Badge Usage Guide (New)

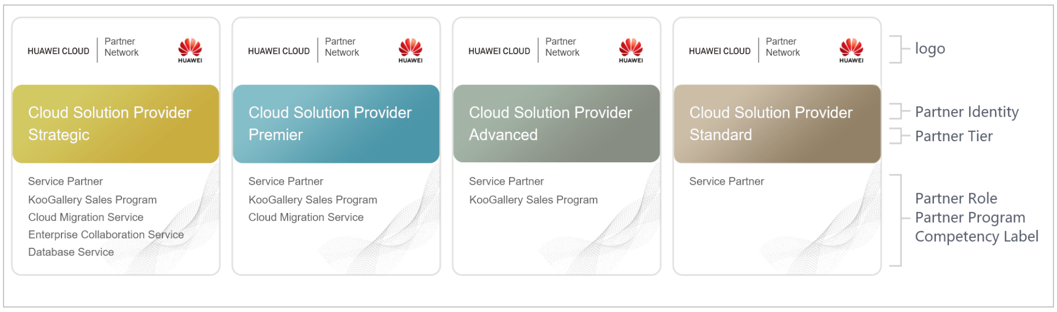
Definition

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 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.

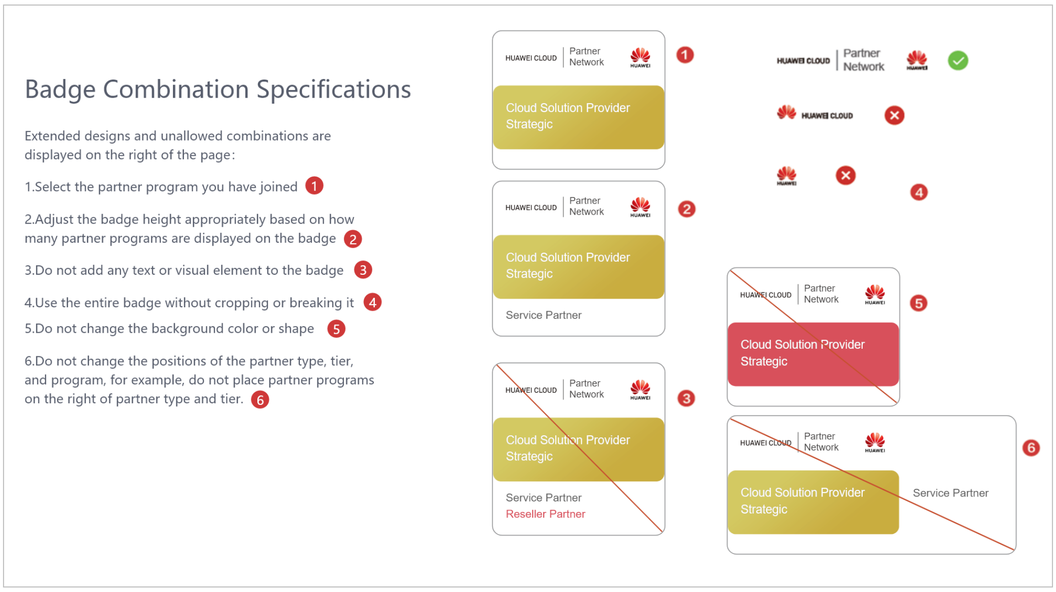
Usage Instructions

1. Partners shall use the badge only according to the terms of the *HCPN Certification Agreement*.
2. Application Scenarios

Partners' 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 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.

12.4 HCPN Partner Competency Badge Usage Guide

HCPN Partner Competency Badge Usage Guide

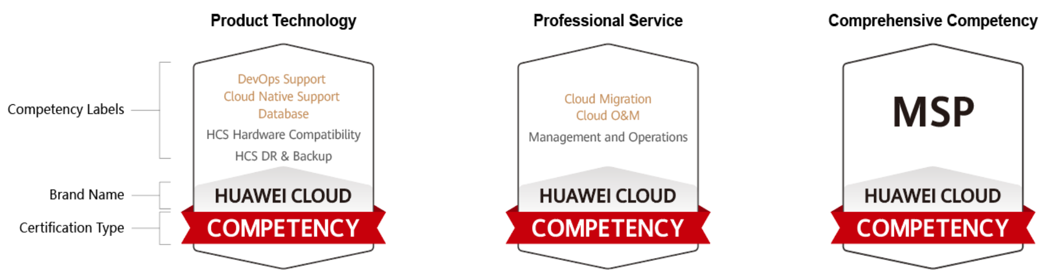
I. Application Scope

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



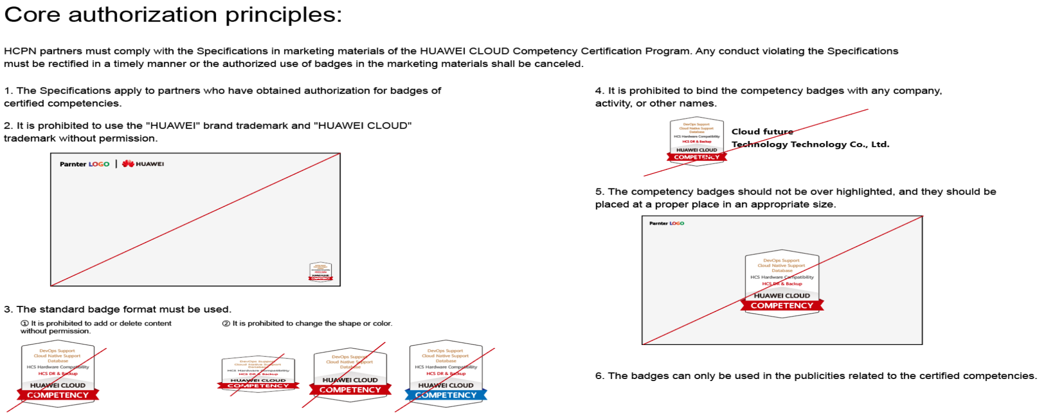
III. Qualification

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 specified regions 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>Partners' 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>
<tr><td>Partners' marketing emails</td><td>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</td></tr>
<tr><td>Offline and online ads</td><td>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.</td></tr>
</table>

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.

12.5 HCPN Partner Competency Badge Usage Guide (New)

HCPN Partner Competency Badge Usage Guide

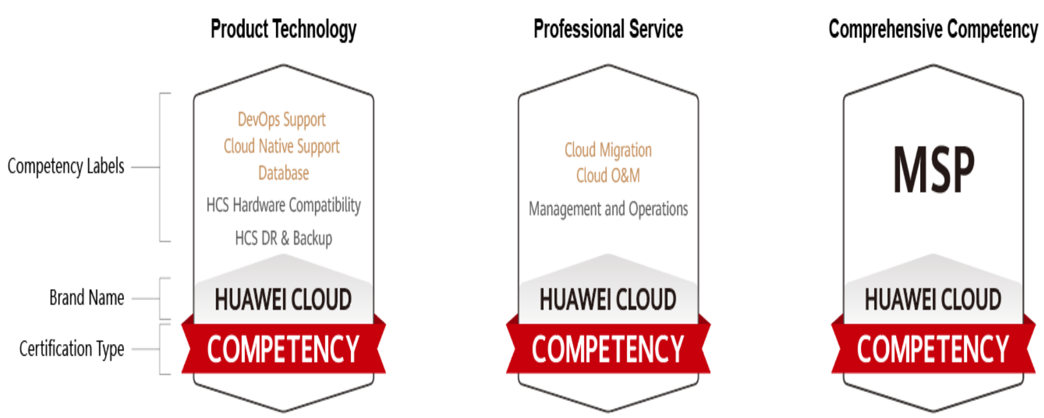
I. Application Scope

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



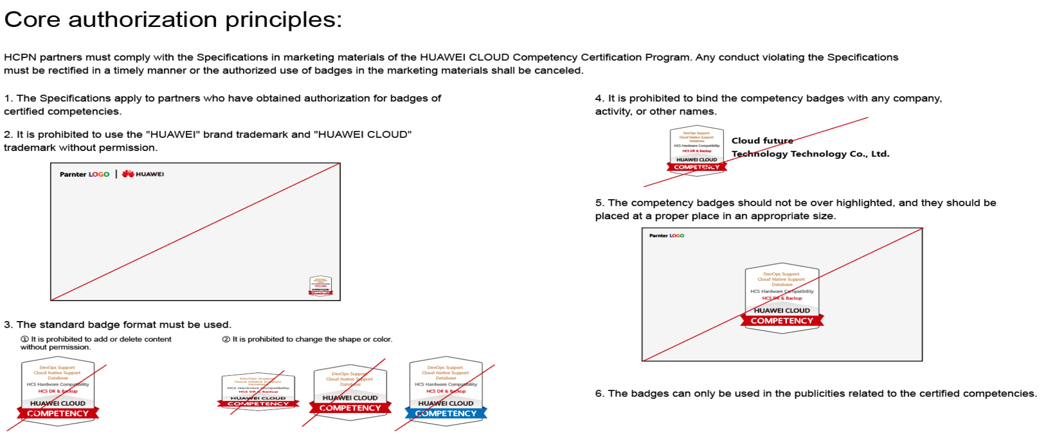
III. Qualification

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 specified regions 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>Partners' 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>
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<tr><td>Partners' marketing emails</td><td>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</td></tr>
</table>

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.

12.6 Critical Operations

If the verification code function is enabled, the system will authenticate the identity of the operator again by using emails or short messages when the operator performs a critical operation. This secures your account and critical operations.

Involved critical operations are as follows.

Partner Type	Critical Operation
Cloud solution providers	• Freezing/Unfreezing customer accounts • Setting discounts for customers • Setting monthly budgets for customers • Adjusting the price of a customer's order • Setting customer notification receiving rules • Configuring customer bill permissions

Partner Type	Critical Operation
Distribution Partner Program	• Freezing/Unfreezing customer accounts • Setting discounts for customers • Setting monthly budgets for customers • Adjusting the price of a customer's order • Setting customer notification receiving rules • Configuring customer bill permissions

12.7 Partner Program Certificates

Program	Certificate Available	Certificate Downloading Requirement and Method
Cloud Solution Provider Program	Yes	HCPN partner. Download the certificate on the **Partner Programs** > **Huawei Cloud Partner Programs** > **Partner Programs Enrolled** page in Partner Center.
Carrier Partner Program	Yes	HCPN partner. 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.

12.8 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 Agreement on November 1, 2021, 00:00:00 (UTC+00:00). 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 (UTC+00:00), 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.

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: **HK Services TRC 2021 - Malaysia**

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

12.9 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 you have legally authorized partners to transmit and disclose your personal information to us, and hereby explicitly authorize us to collect the personal information from you or partners so that we can legally use, process, and manage your personal information in accordance with this Statement. For the information you disclose 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 can contact your partner for more information about your personal information protection policy. You understand and agree that you have fully read this Statement and fully considered and agreed 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 at https://www.huaweicloud.com/eu/personal-data-request or dpo.sg@huawei.com. For more information about HUAWEI CLOUD privacy policies, see the Privacy Statement (**https://www.huaweicloud.com/eu/declaration/sa_prp.html**).

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

12.10 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**.

13 Change History

Description	Date
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
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

Description	Date
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

