

Partner Center

User Guide

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Security Declaration

Vulnerability

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

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

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

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

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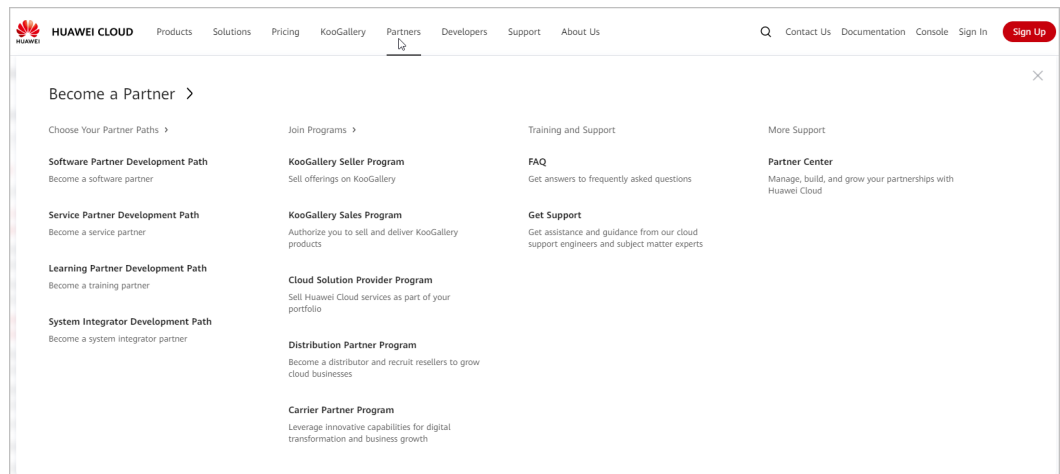
1 Becoming a Partner

1.1 Registering a HUAWEI ID and Enabling Huawei Cloud Services

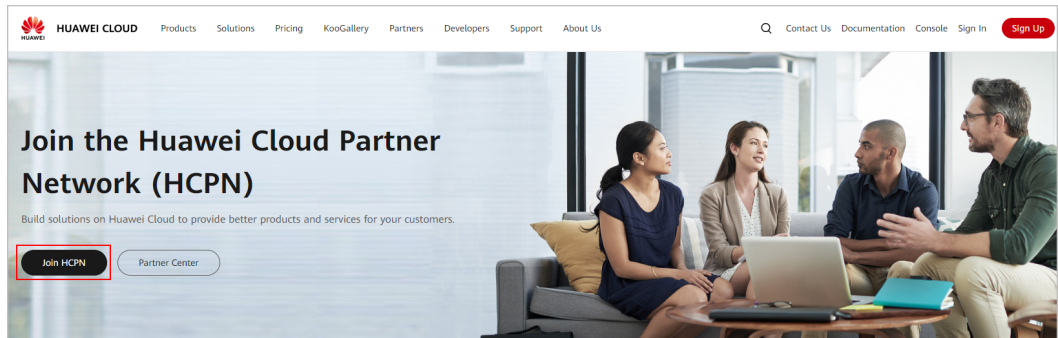
Procedure

Step 1 Go to the [Huawei Cloud official website](#).

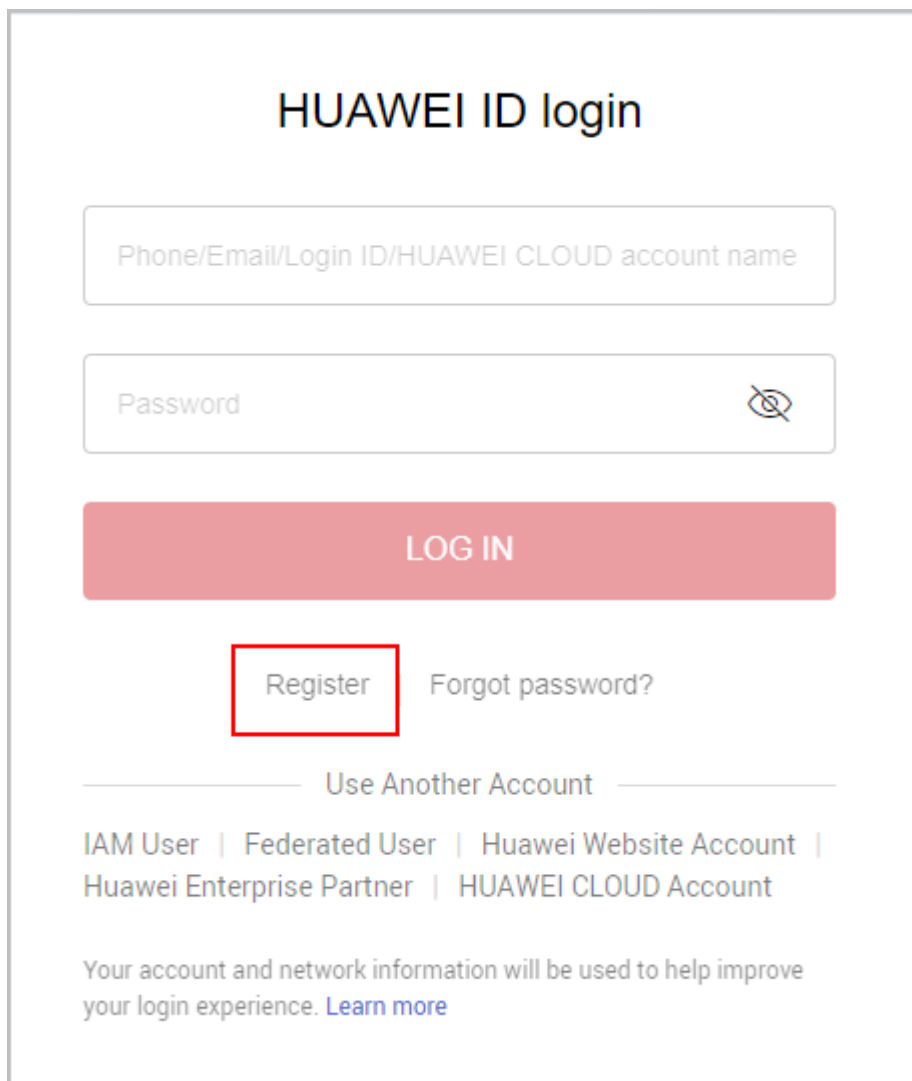
Step 2 Choose **Partners > Become a Partner** in the menu on the top.



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.

Register HUAWEI ID Already have an account? [Log in >](#)

Country/Region Hong Kong (China) ▼

Email

Email code [Get code](#)

Password 👁

Confirm password 👁

This service requires an Internet connection and needs to access information about your account, region, and browser settings, in addition to any basic personal and identity information that you actively upload. By clicking Register, you agree to these terms as well as the [HUAWEI ID User Agreement](#) and [Statement About HUAWEI ID and Privacy](#).

Register

- 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.

Set security phone number

Your account has been registered. For added security, set a security phone number which can be used to reset your password if you forget it.

China | Phone

SMS code Get code

SKIP OK

- Select a country or region and enter a security mobile number.
- Enter the verification code received by mobile phone.
- Click **OK**.

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

Enable HUAWEI CLOUD Services

I have read and agree with the [HUAWEI CLOUD Customer Agreement](#), or, alternatively, I have read and agree with the [HUAWEI CLOUD End User License Agreement](#), if I purchase through any of the HUAWEI CLOUD Solution Partners. I also acknowledge the [Privacy Statement](#).

I would like to receive periodic updates from Sparkoo Technologies Ireland Co., Limited, via email, phone, SMS, social media, Message Center or other similar means of communication about Huawei Cloud products and services, discounts and promotions and other content that may be of interest to me.

You can unsubscribe at any time by setting privacy options on your Huawei Cloud Account or unsubscribing via the link sent in an email / SMS / other message. Disabling related services or deleting your account will be treated as withdrawal of consent.

Enable Now

Enable Later

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 Information

1 Verify Identity — 2 Bind Mobile Number — 3 Complete Account Information — 4 Select Payment Option

* Mobile Number

* Verification Code Didn't get a verification code?

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

Complete Information

1 Verify Identity — 2 Bind Mobile Number — 3 Complete Account Information — 4 Select Payment Option

* Tenant Type Individual Enterprise

* Full Name

Tax Identification Number

* Address Line 1

Address Line 2

* City

* State/Province/Region

* Postal Code

Country/region

* Payment Currency

* Industry

- 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.

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

Credit Card
If you wish to add a debit card, please submit a service ticket

Card No.

Card Holder's Name

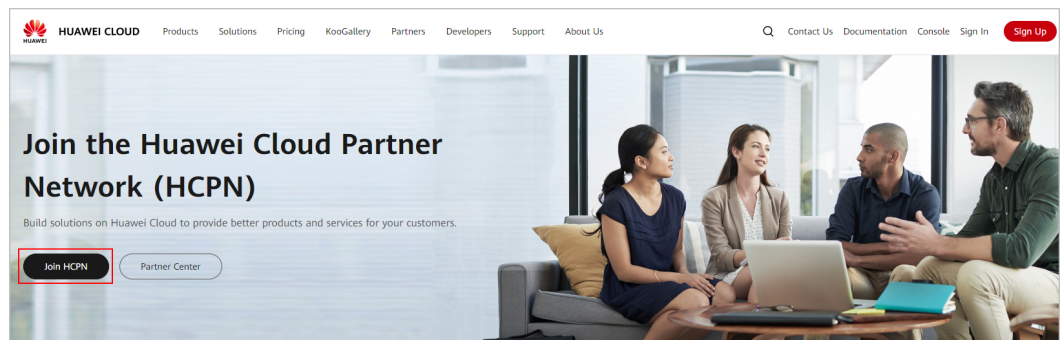
Expiry Date /

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

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

1. Only credit cards of are supported. Debit cards, prepaid cards, virtual cards, and gift cards are not supported.
2. After you submit your credit card information, HUAWEI CLOUD will deduct a deposit from your credit card to check the card validity, and the deposit will be automatically returned to your credit card.
3. A credit card can be associated with only one HUAWEI CLOUD account.
4. The country/region where your credit card is issued must be the same as the country/region where your HUAWEI CLOUD account is registered.
5. The credit card to be used must meet HUAWEI CLOUD requirements.
6. You authorize us to deduct fees from your credit card based on your expenditures.
7. It will take approximately 2 minutes to add a credit card.
8. Your card information will be synchronized to the card issuing bank for card verification.

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



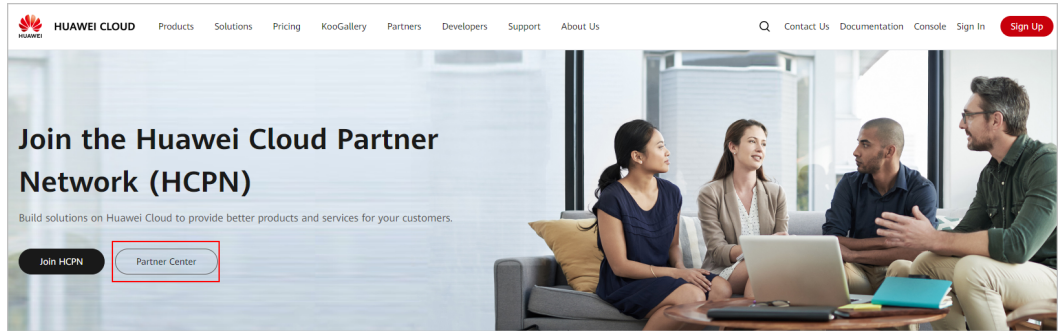
----End

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.

Register and Join HCPN

1 Fill in Business Information — 2 Specify Contact Info — 3 Sensitive Relationship Filing — 4 Sign Agreement

Basic Information

* Company Name ? Country/Region ?

* Business License Registration No. * Tax Identification Number ?

* Registration Credential * Payment Currency ?

File Only a JPG, BMP, PNG, or PDF file of up to 20 MB can be uploaded.

Legal Person Business Period Long term

Registered Address

* State/Province * City

District/County * Address Line 1

Address Line 2 * Postal Code

More Information

* Telephone * Email

Company Website Industry

Company Trademark Fax

Dimension guide: Square shape with a resolution of 90 x 90 px or rectangle shape with a resolution of 230 (or less) x 90 px. A JPG, BMP, or PNG file of up to 4 MB can be uploaded. The file name cannot contain the following characters: !;?*"#%&^&#*~<>|

Company Profile 0/500

 **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.

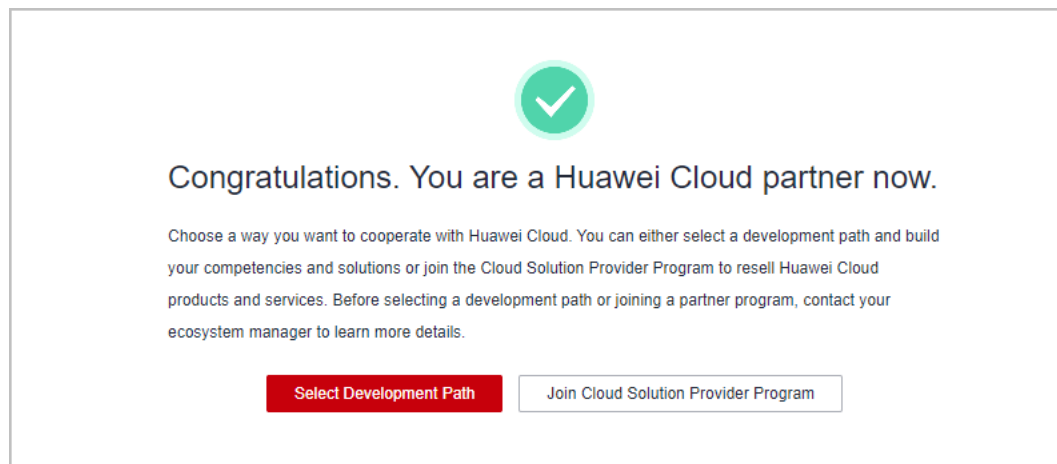
Step 5 Specify the contact information and click **Next**.

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

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

The screenshot shows a registration progress bar with four steps: 1. Fill in Business Information, 2. Specify Contact Info, 3. Sensitive Relationship Filing, and 4. Sign Agreement. Step 4 is currently active. Below the progress bar, the text reads: "Please read and agree to the following agreements:". There is a checked checkbox with the text "I have read and agree to (HUAWEI CLOUD Partner Certification Agreement)". At the bottom, there are four buttons: "Previous", "Submit" (highlighted in red), "Save Draft", and "Cancel".

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

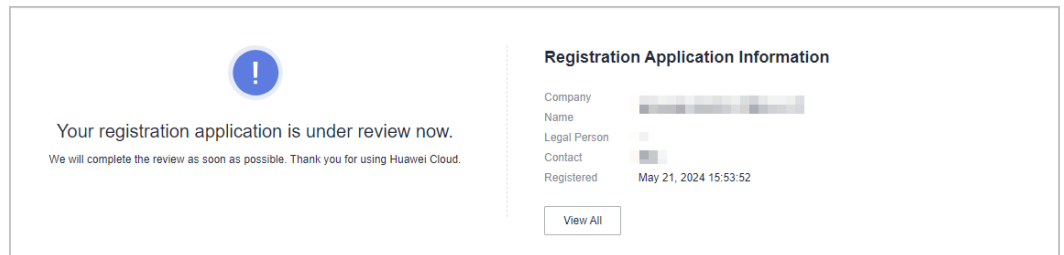


Choose the way you want to cooperate with Huawei Cloud.

- 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

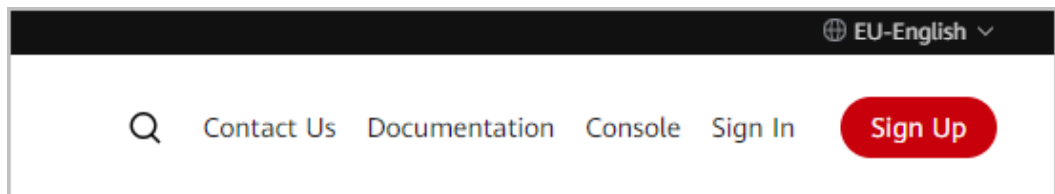
1.3 Logging In to the Partner Center

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**.

HUAWEI ID login

Phone/Email/Login ID/HUAWEI CLOUD account name

Password

LOG IN

Register | Forgot password?

Use Another Account

IAM User | Federated User | Huawei Website Account |
Huawei Enterprise Partner | HUAWEI CLOUD Account

Your account and network information will be used to help improve your login experience. [Learn more](#)

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

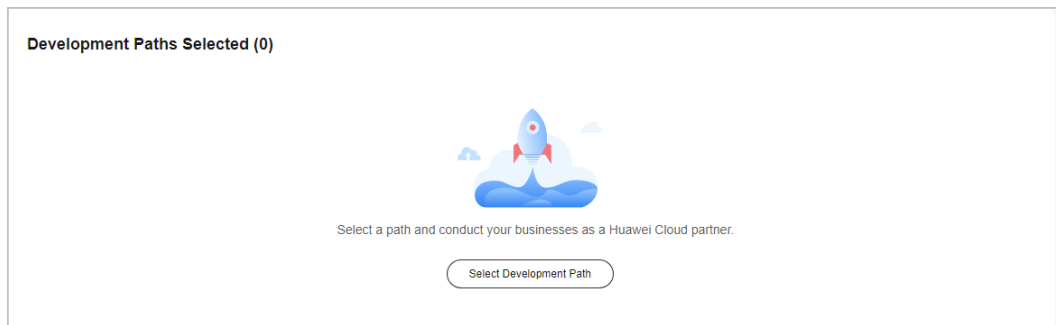
Software partners develop applications and optimize software solutions based on Huawei Cloud, migrate existing applications to Huawei Cloud, and conduct joint marketing with Huawei Cloud. In this way, customers can enjoy diverse digital scenario-specific applications and better cloud services, and partners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

1.4.2.1 Role Selection

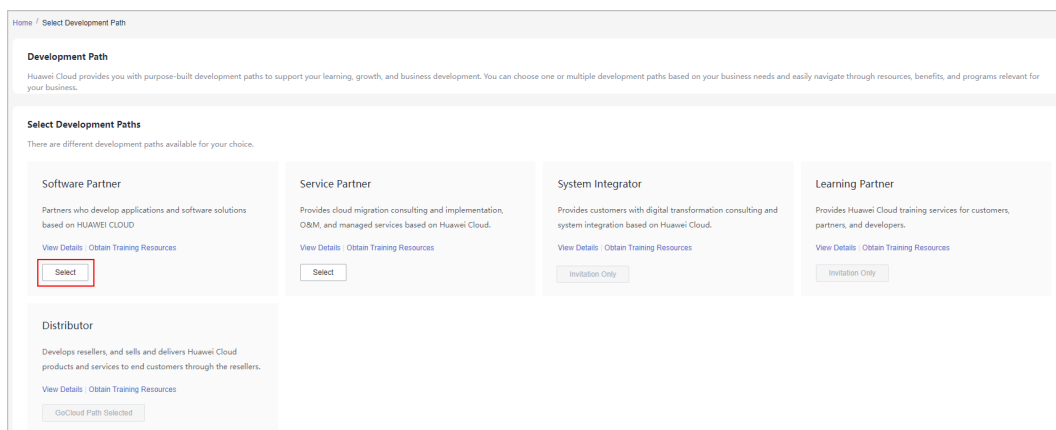
After joining HCPN, you can select a development path and obtain according benefits.

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.



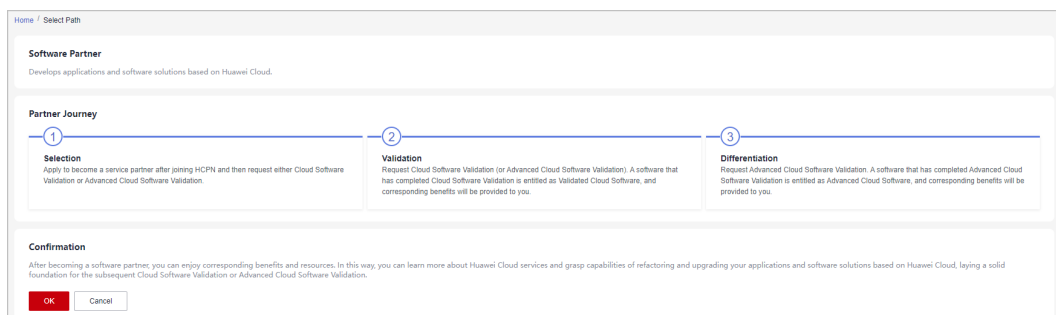
- Step 4** Find **Software Partner** on the displayed page and click **Select**.



NOTE

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

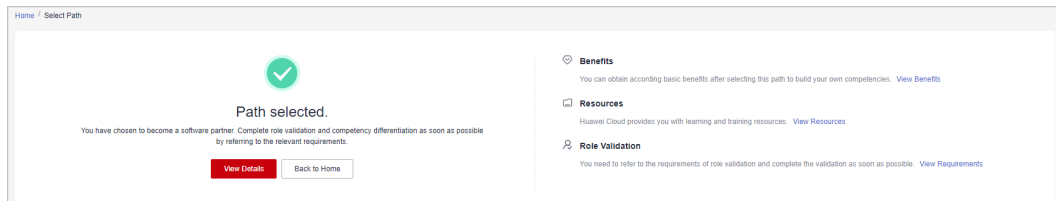
- Step 5** Click **OK** on the displayed page.



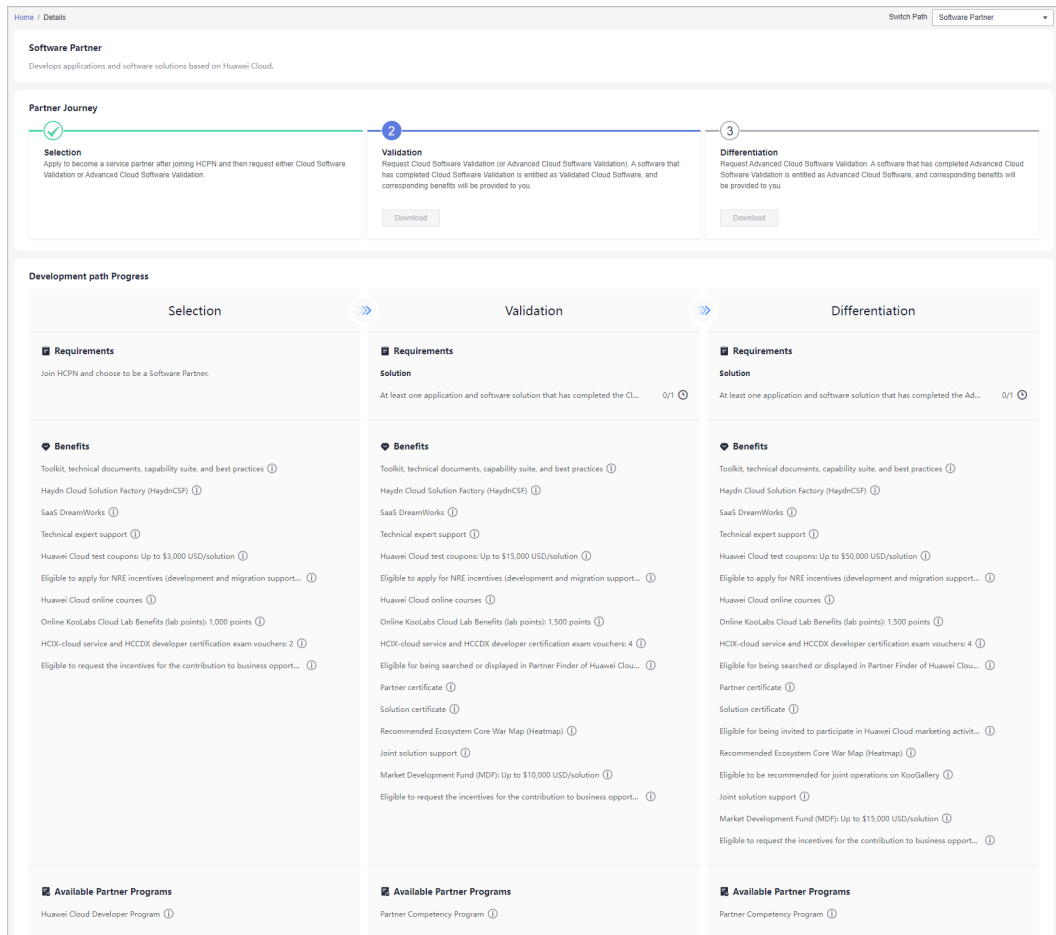
 NOTE

- 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.

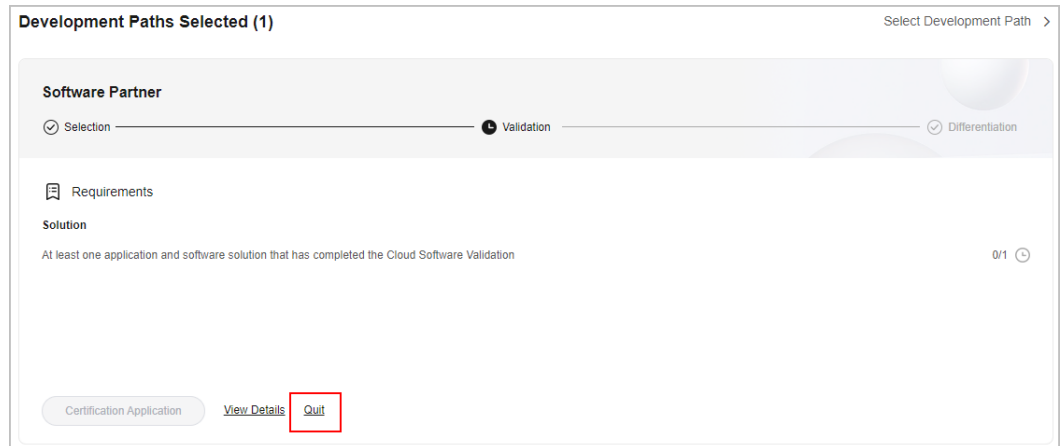
Step 6 Verify that a message, indicating that you have joined the software partner development path, is displayed. Then, click **View Details**, and choose to request role validation.



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

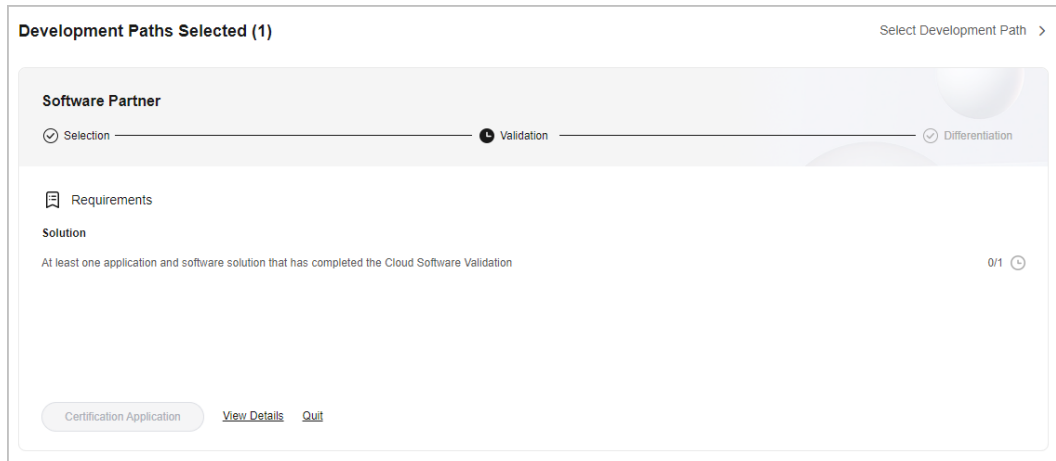
After meeting the minimum requirements for role validation, you can request the role validation to obtain according business support and incentives.

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.



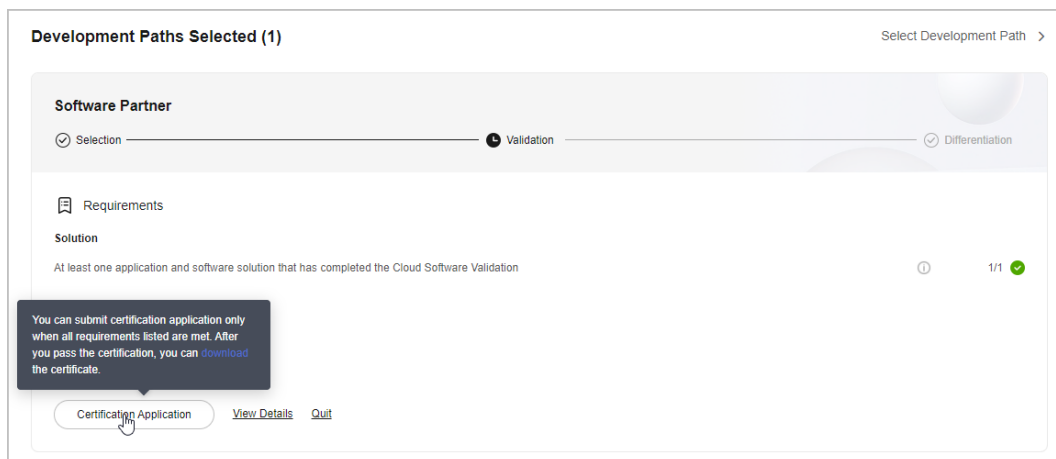
Step 4 Click the requirement **At least one application and software solution that has completed the Cloud Software Validation** to switch to the **Solutions > Cloud Software Solutions** page.

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.

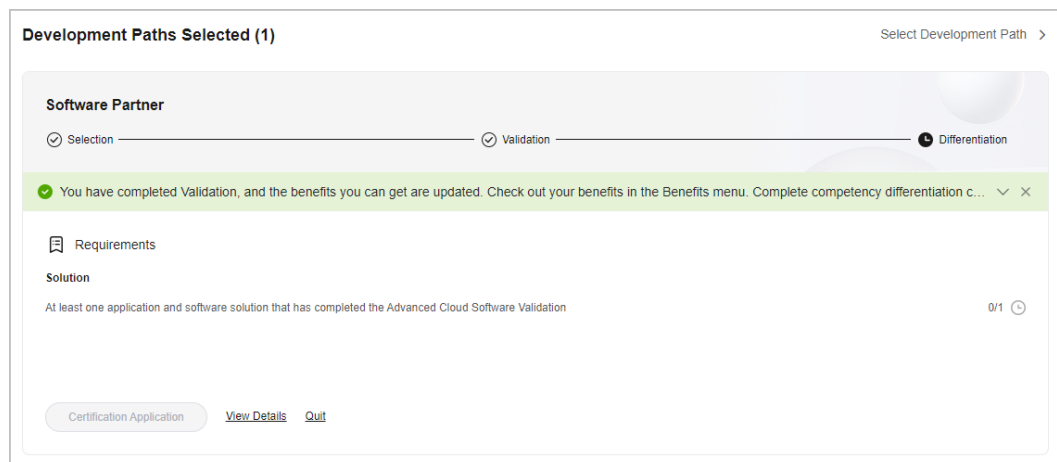
----End

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.



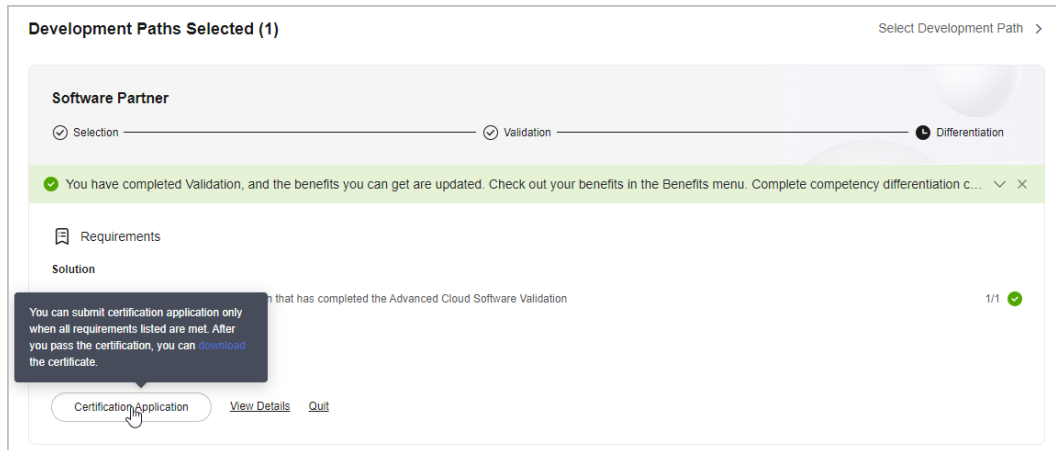
- Step 4** Click the requirement **At least one application and software solution that has completed the Advanced Cloud Software Validation** to switch to the **Solutions > Advanced Cloud Software Solutions** page.

[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.

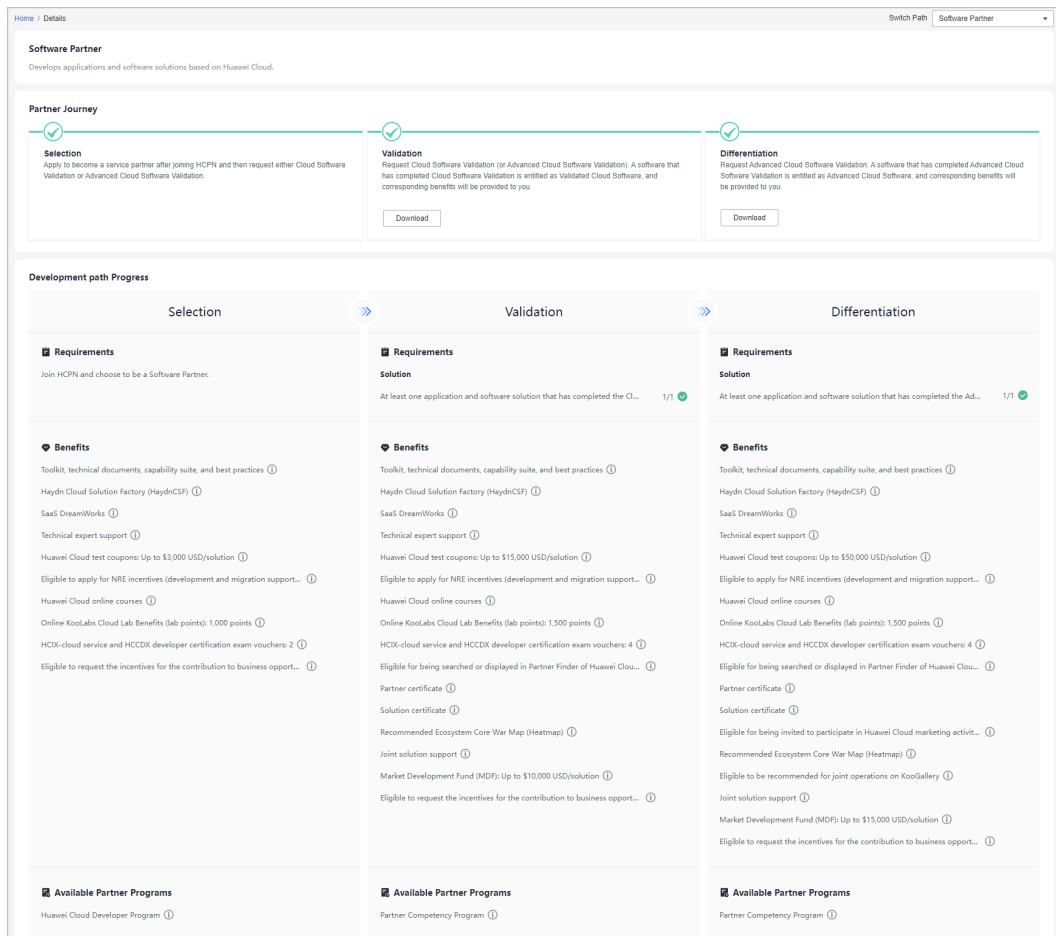
- Step 5** Click **Certification Application** after meeting the competency differentiation requirements.



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

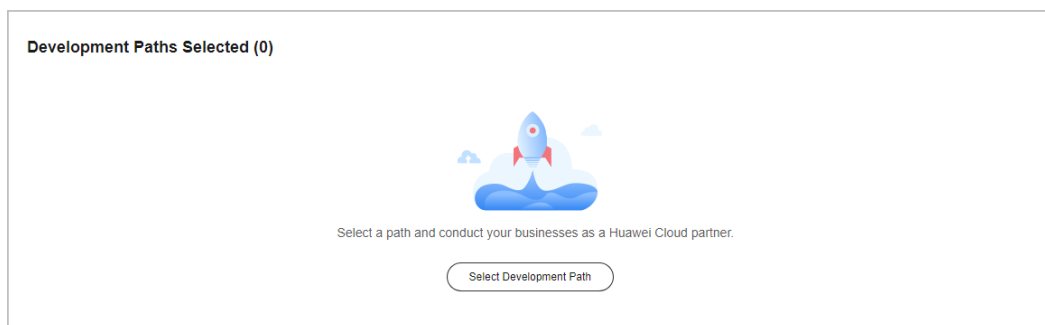
Service partners are focused on building core service competencies on cloud, such as cloud migration planning, cloud migration implementation, application refactoring, and managed services. Huawei Cloud provides a wealth of benefits, such as training, technical support, and incentives, to help partners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

1.4.3.1 Role Selection

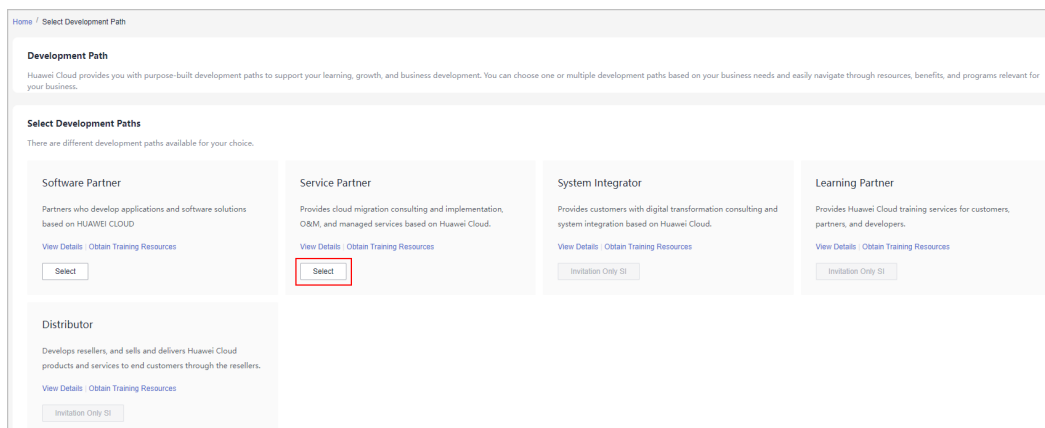
After joining HCPN, you can select a development path and obtain according benefits.

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.



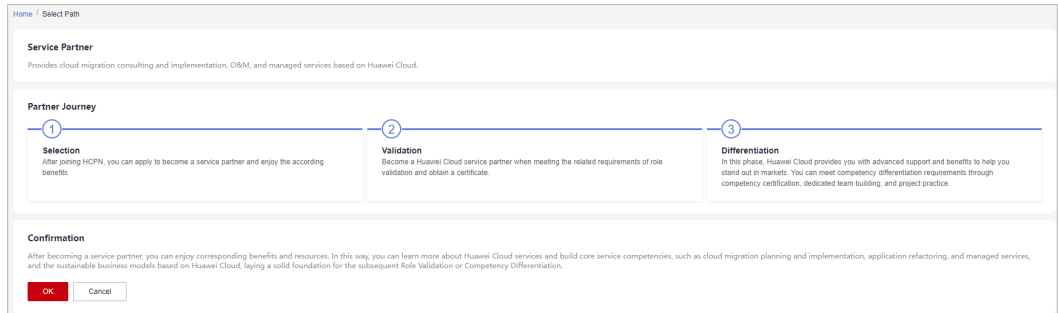
- Step 4** Find **Service Partner** on the displayed page and click **Select**.



NOTE

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

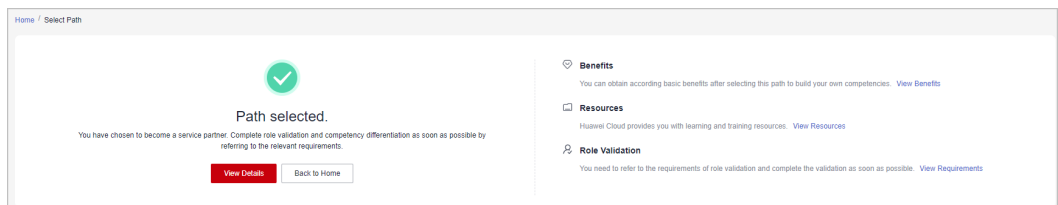
Step 5 Click **OK** on the displayed page.



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

1

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

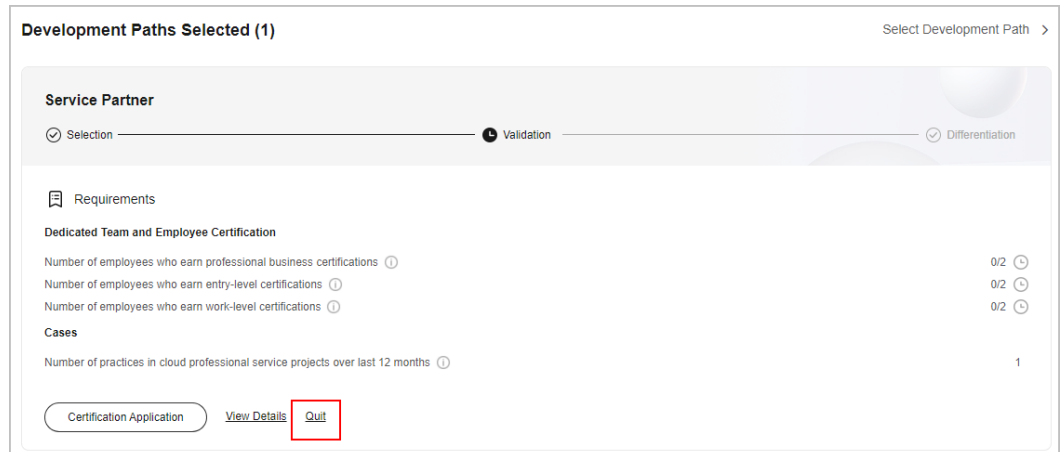
Differentiation
In this phase, Huawei Cloud provides you with advanced support and benefits to help you stand out in markets. You can meet competency differentiation requirements through competency certification, dedicated team building, and project practice.

Download

Development path Progress

Selection	Validation	Differentiation
<p>Requirements Join HCPN and choose to be a Service Partner. 1/2</p>	<p>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</p>	<p>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</p>
<p>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</p>	<p>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</p>	<p>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</p>
<p>Available Partner Programs Partner Competency Program</p>	<p>Available Partner Programs None</p>	<p>Available Partner Programs None</p>

 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

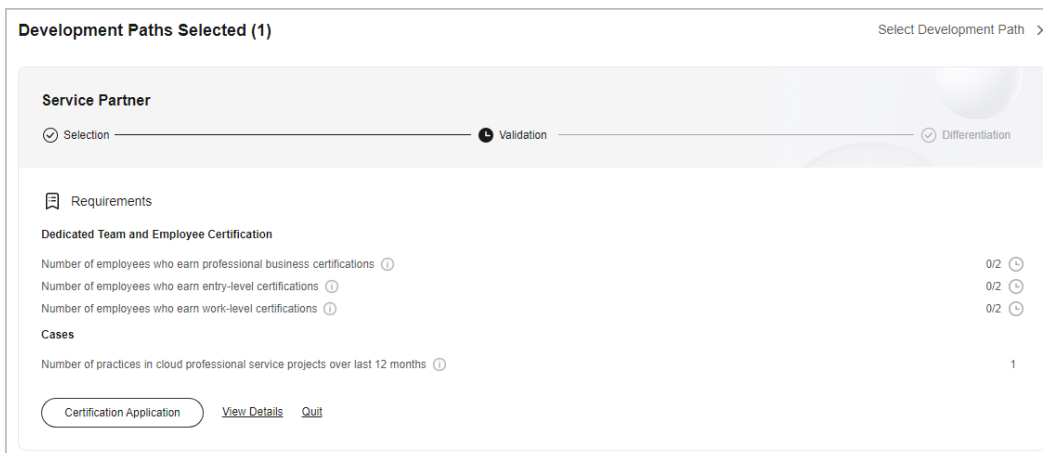
After meeting the minimum requirements for role validation, you can request the role validation to obtain according business support and incentives.

Prerequisites

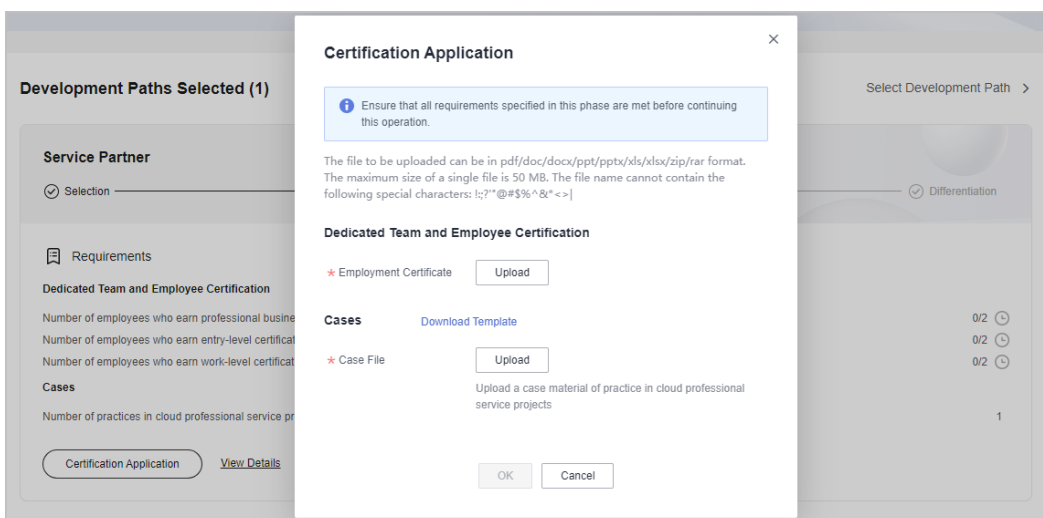
You have joined the service partner development path.

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

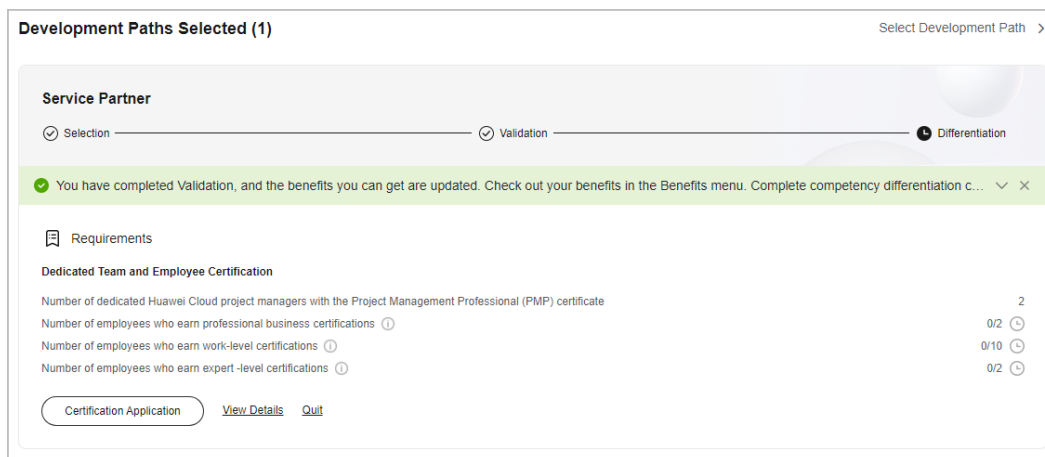
1.4.3.3 Competency Differentiation

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.



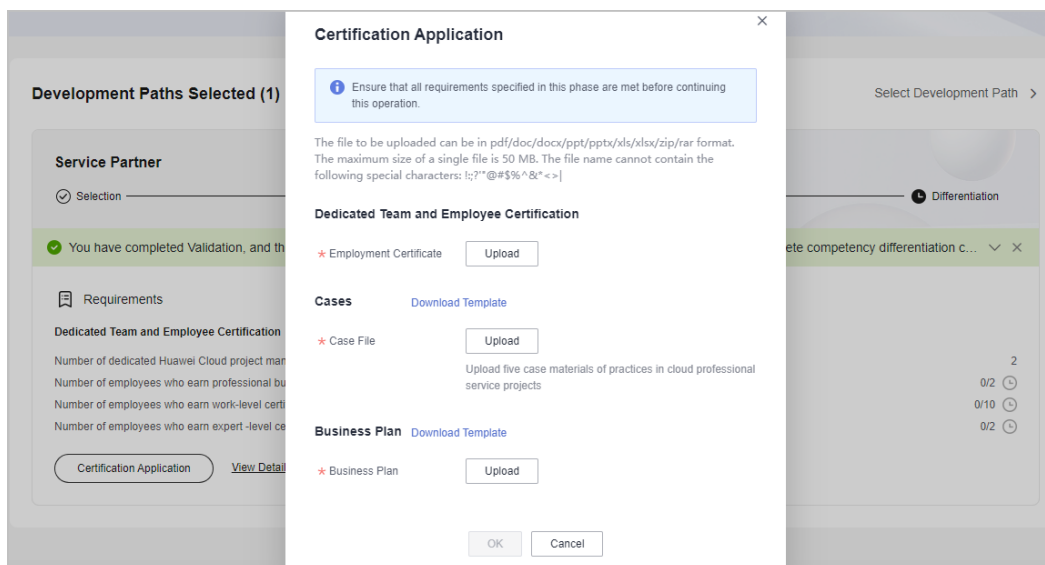
- Step 4** Click a requirement to switch to the according page and complete the certification.

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).

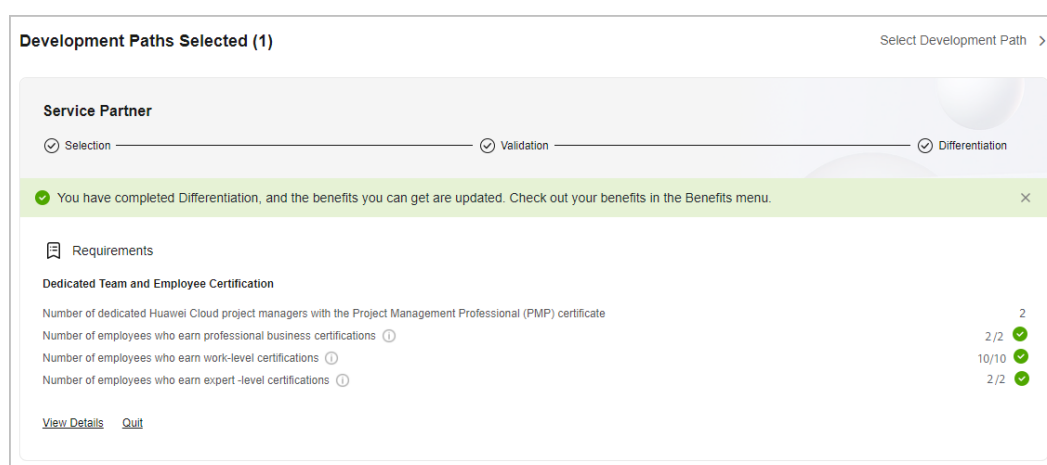
- Step 5** Click **Certification Application** after meeting the competency differentiation requirements. In the displayed dialog box, upload required materials and submit them.



 **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.

The screenshot displays the 'Service Partner' journey in the Partner Center. At the top, it identifies the role as 'Service Partner' and provides a brief description: 'Provides cloud migration consulting and implementation, O&M, and managed services based on Huawei Cloud.' The 'Partner Journey' section shows three sequential steps: Selection, Validation, and Differentiation, each with a 'Download' button. The 'Development path Progress' section is divided into three columns for Selection, Validation, and Differentiation. Each column lists specific requirements (e.g., 'Number of employees who earn professional business certifications'), cases (e.g., 'Number of practices in cloud professional service projects'), benefits (e.g., 'Toolkit, technical documents, capability suite, and best practices'), and available partner programs (e.g., 'Partner Competency Program'). Progress indicators like '1/2' and '2/2' are shown next to the requirements.

----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.

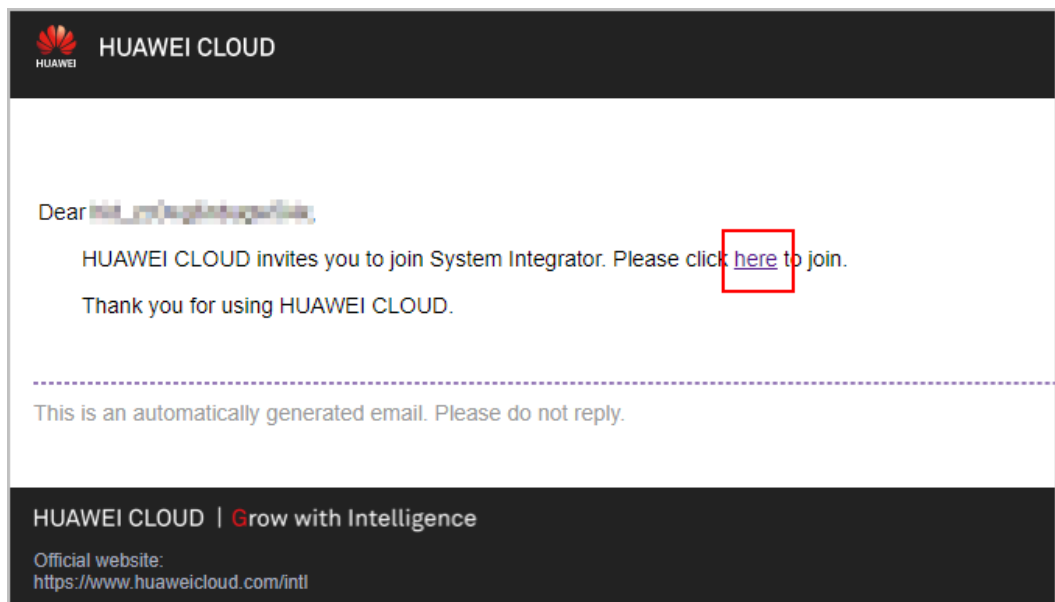
1.4.4.1 Role Selection

Prerequisites

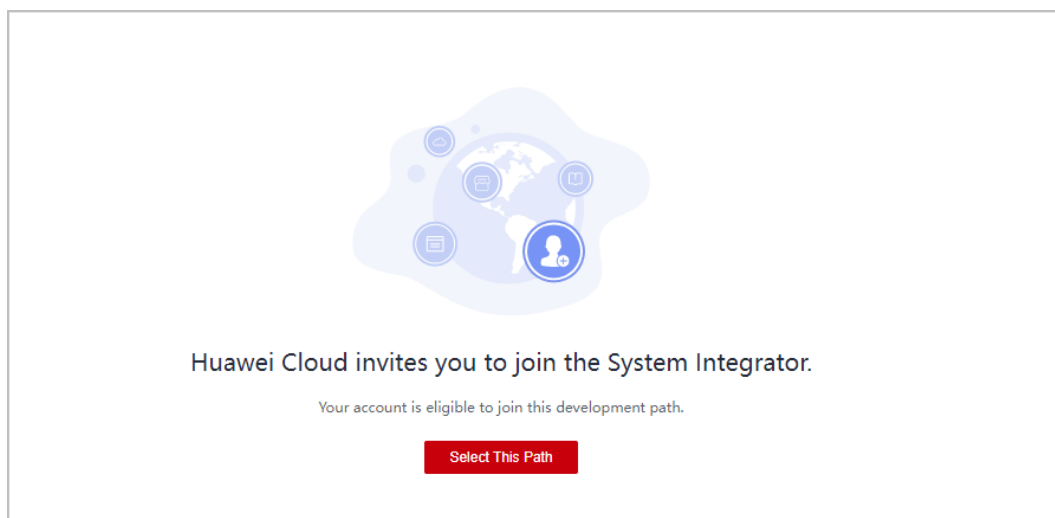
You have [joined HCPN](#) and have been invited by Huawei Cloud to join the SI development path.

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](#).



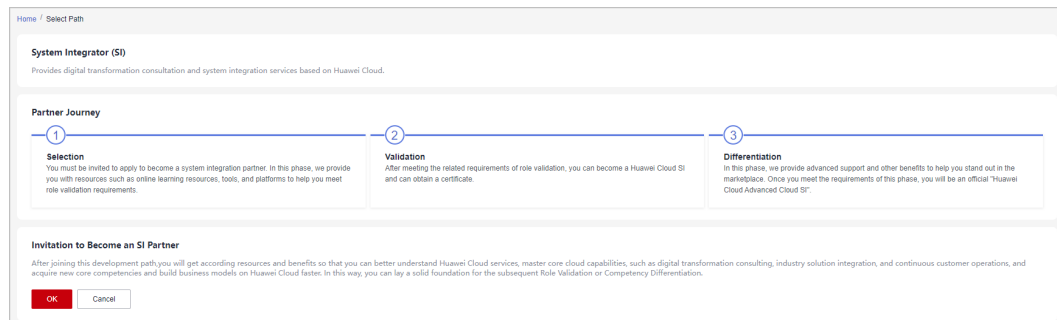
- Step 3** Click **Select This Path** on the displayed page.



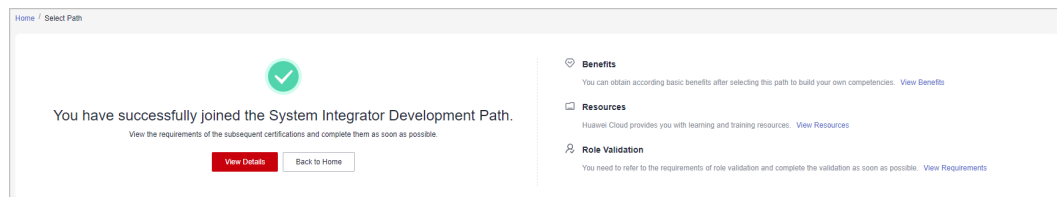
NOTE

[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

1 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.

2 Validation
After meeting the related requirements of role validation, you can become a Huawei Cloud SI and can obtain a certificate.

[Download](#)

3 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

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

Benefits

Toolkit, technical documents, capability suite, and best practices [🔗](#)

Haydn Cloud Solution Factory (Haydn-CSF) [🔗](#)

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 [🔗](#)

HCCIX-cloud service and HCCDX developer certification exam vouchers [🔗](#)

Available Partner Programs

Huawei Cloud Developer Program [🔗](#)

Validation

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

Benefits Including Those for Role Selection

Toolkit, technical documents, capability suite, and best practices [🔗](#)

Haydn Cloud Solution Factory (Haydn-CSF) [🔗](#)

Product and solution capability training [🔗](#)

Standard Partner Support Plans [🔗](#)

Huawei Cloud cash coupons/year: \$1,500USD [🔗](#)

Huawei Cloud ecosystem non-recurring engineering (NRE) incentives: EL... [🔗](#)

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 [🔗](#)

HCCIX-cloud service and HCCDX developer certification exam vouchers [🔗](#)

HCCDX and HCIX expert certification exam vouchers [🔗](#)

Available Partner Programs

Partner Competency Program [🔗](#)

Differentiation

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 Including Those for Role Selection

Toolkit, technical documents, capability suite, and best practices [🔗](#)

Haydn Cloud Solution Factory (Haydn-CSF) [🔗](#)

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: EL... [🔗](#)

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 [🔗](#)

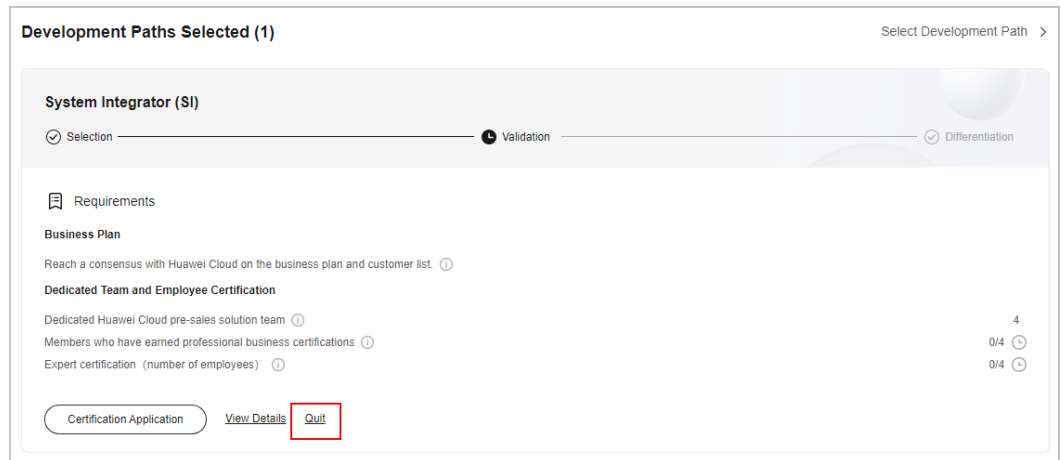
HCCIX-cloud service and HCCDX developer certification exam vouchers [🔗](#)

HCCDX and HCIX expert certification exam vouchers [🔗](#)

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.

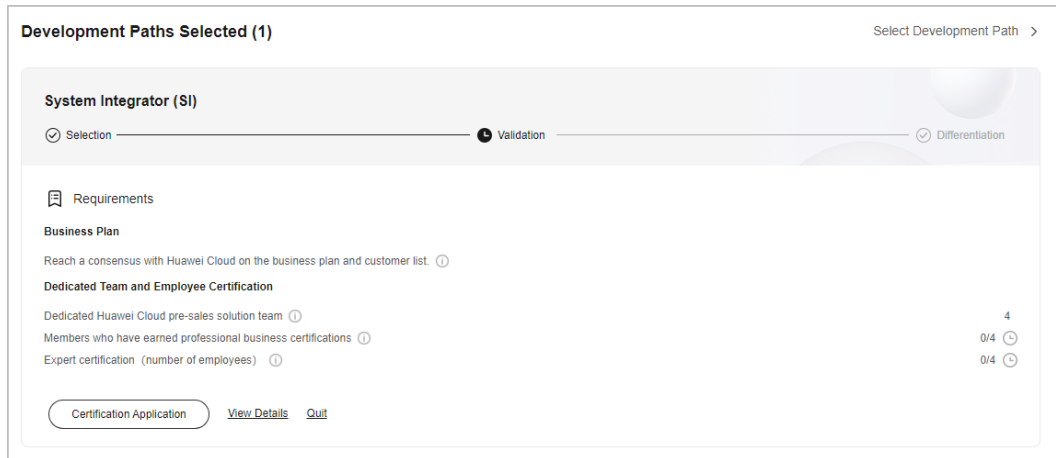
----End

1.4.4.2 Role Validation

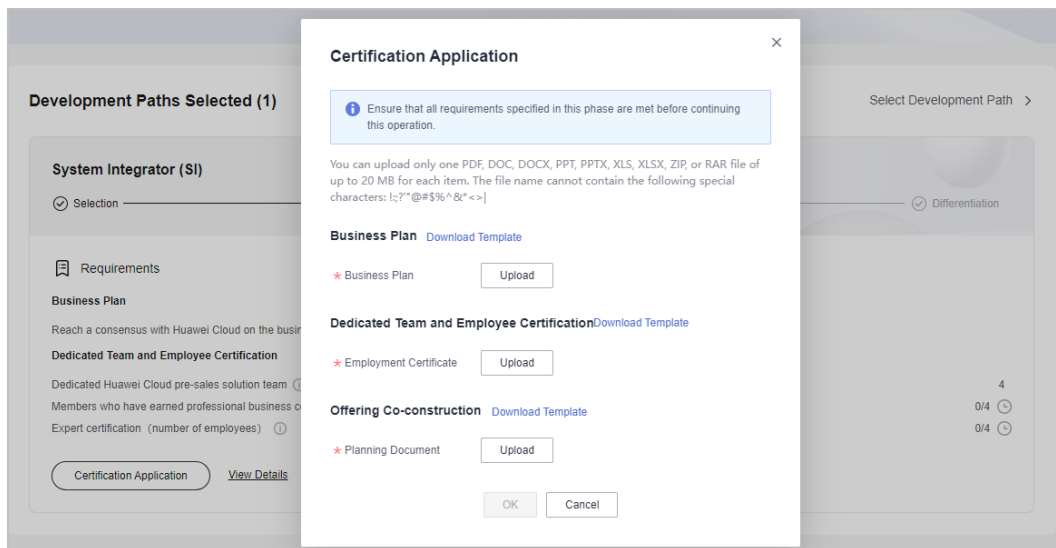
After meeting the minimum requirements for role validation, you can request the role validation to obtain according business support and incentives.

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.

The screenshot displays the 'System Integrator (SI)' development path progress. It is divided into three main stages: Selection, Validation, and Differentiation. Each stage has a 'Requirements' section with specific criteria and a 'Benefits' section listing various incentives and support programs. The 'Validation' stage shows progress indicators (e.g., 4/4, 4/4) for several requirements, indicating that those stages are complete. The 'Differentiation' stage also shows progress for its requirements. The 'Available Partner Programs' section at the bottom of each column lists programs like 'Huawei Cloud Developer Program' and 'Partner Competency Program'.

----End

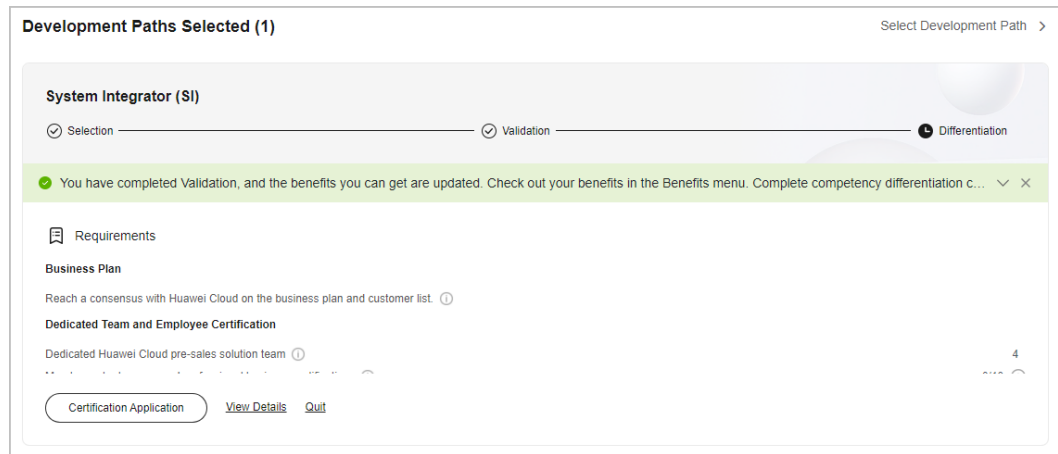
1.4.4.3 Competency Differentiation

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.

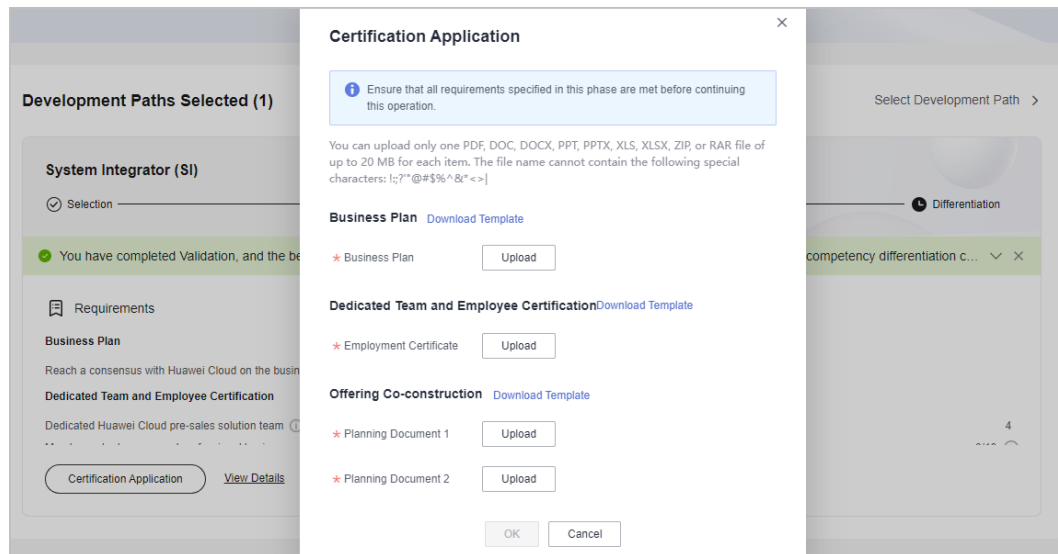
Procedure

- 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.



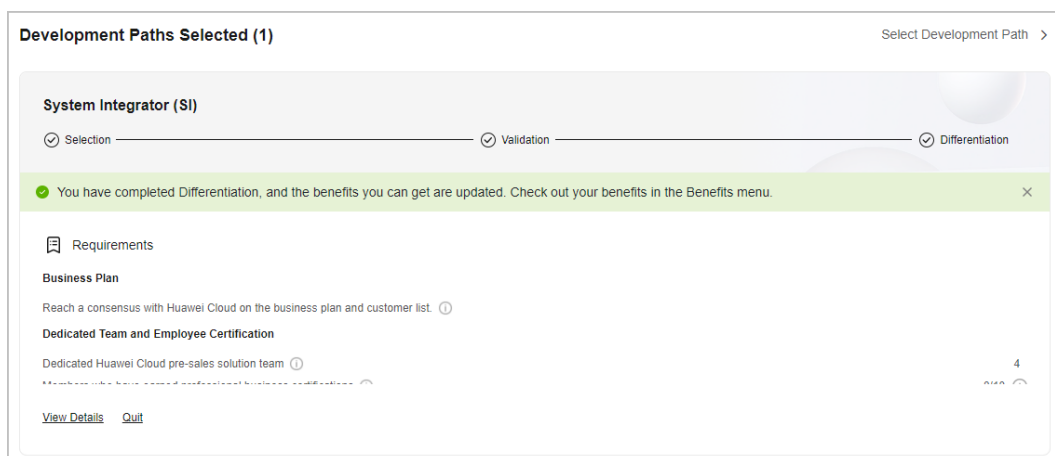
Step 4 Click **Certification Application** after meeting the competency differentiation requirements. In the displayed dialog box, upload required materials and submit them.



 **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.

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.
- 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.

Development path Progress

Selection	Validation	Differentiation
<p>Requirements</p> <p>Join HCPN and receive an invitation from Huawei Cloud for joining the S...</p> <p>Dedicated Team and Employee Certification</p> <p>Members in the dedicated Huawei Cloud pre-sales solution team 2</p>	<p>Requirements</p> <p>Business Plan</p> <p>Reach a consensus with Huawei Cloud on the business plan and custome...</p> <p>Dedicated Team and Employee Certification</p> <p>Dedicated Huawei Cloud pre-sales solution team 4</p> <p>Members who have earned professional business certifications 4/4</p> <p>Expert certification (number of employees) 4/4</p> <p>Offering Co-construction</p> <p>Approved jointly-created offerings 1</p>	<p>Requirements</p> <p>Business Plan</p> <p>Reach a consensus with Huawei Cloud on the business plan and custome...</p> <p>Dedicated Team and Employee Certification</p> <p>Dedicated Huawei Cloud pre-sales solution team 4</p> <p>Members who have earned professional business certifications 10/10</p> <p>Expert certification (number of employees) 9/9</p> <p>Number of employees who earn expert-level certifications 1/1</p> <p>Competency</p> <p>Competency badges obtained 1/1</p> <p>Offering Co-construction</p> <p>Approved jointly-created offerings 2</p>
<p>Benefits</p> <p>Toolkit, technical documents, capability suite, and best practices</p> <p>Haydn Cloud Solution Factory (HaydnCSF)</p> <p>Product and solution capability training</p> <p>Dedicated technical expert support: Basic</p> <p>Huawei Cloud cash coupons/year: \$3,000USD</p> <p>Available seats for HCCDP certification training: 10</p> <p>Huawei Cloud online courses</p> <p>Huawei Cloud ecosystem partner sales training</p> <p>HCIx-cloud service and HCCDX developer certification exam vouchers</p>	<p>Benefits Including Those for Role Selection</p> <p>Toolkit, technical documents, capability suite, and best practices</p> <p>Haydn Cloud Solution Factory (HaydnCSF)</p> <p>Product and solution capability training</p> <p>Standard Partner Support Plans</p> <p>Huawei Cloud cash coupons/year: \$1,500USD</p> <p>Huawei Cloud ecosystem non-recurring engineering (NRE) incentives: EL...</p> <p>Huawei Cloud online courses</p> <p>Available seats for HCCDP certification training: 20</p> <p>Huawei Cloud ecosystem partner sales training</p> <p>Available seats for HCIE-Cloud Service Solutions Architect certification tr...</p> <p>Huawei Cloud SI certificate</p> <p>Competency badge: available after successful competency certification</p> <p>Market Development Fund (MDF): Up to \$30,000USD</p> <p>Eligible for being invited to participate in Huawei Cloud marketing activit...</p> <p>Eligible for being searched or displayed in Partner Finder of Huawei Clou...</p> <p>Enterprise Discount Program (EDP): Invitation required</p> <p>Special incentives for sales growth and key account breakthrough of SIs</p> <p>Incentives for partner-originated opportunities</p> <p>HCIx-cloud service and HCCDX developer certification exam vouchers</p> <p>HCCDX and HCIx expert certification exam vouchers</p>	<p>Benefits Including Those for Role Selection</p> <p>Toolkit, technical documents, capability suite, and best practices</p> <p>Haydn Cloud Solution Factory (HaydnCSF)</p> <p>Product and solution capability training</p> <p>Dedicated technical expert support</p> <p>Premier Partner Support Plans</p> <p>Huawei Cloud cash coupons/year: \$50,000USD</p> <p>Huawei Cloud ecosystem non-recurring engineering (NRE) incentives: EL...</p> <p>Huawei Cloud online courses</p> <p>Huawei Cloud ecosystem partner sales training</p> <p>Centralized advanced training camp for SIs</p> <p>Available seats for HCCDP certification training: 50</p> <p>Available seats for HCIE-Cloud Service Solutions Architect certification tr...</p> <p>Huawei Cloud SI certificate</p> <p>Competency badge: available after successful competency certification</p> <p>Market Development Fund (MDF): Up to \$50,000USD</p> <p>Eligible for being searched or displayed in Partner Finder of Huawei Clou...</p> <p>Enterprise Discount Program (EDP): Invitation required</p> <p>Special incentives for sales growth and key account breakthrough of SIs</p> <p>Incentives for partner-originated opportunities</p> <p>Funding Head for dedicated pre-sales personnel</p> <p>Eligible for the opportunities shared from Huawei Cloud</p> <p>HCIx-cloud service and HCCDX developer certification exam vouchers</p> <p>HCCDX and HCIx expert certification exam vouchers</p>
<p>Available Partner Programs</p> <p>Huawei Cloud Developer Program</p>	<p>Available Partner Programs</p> <p>Partner Competency Program</p>	<p>Available Partner Programs</p> <p>Partner Competency Program</p>

----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

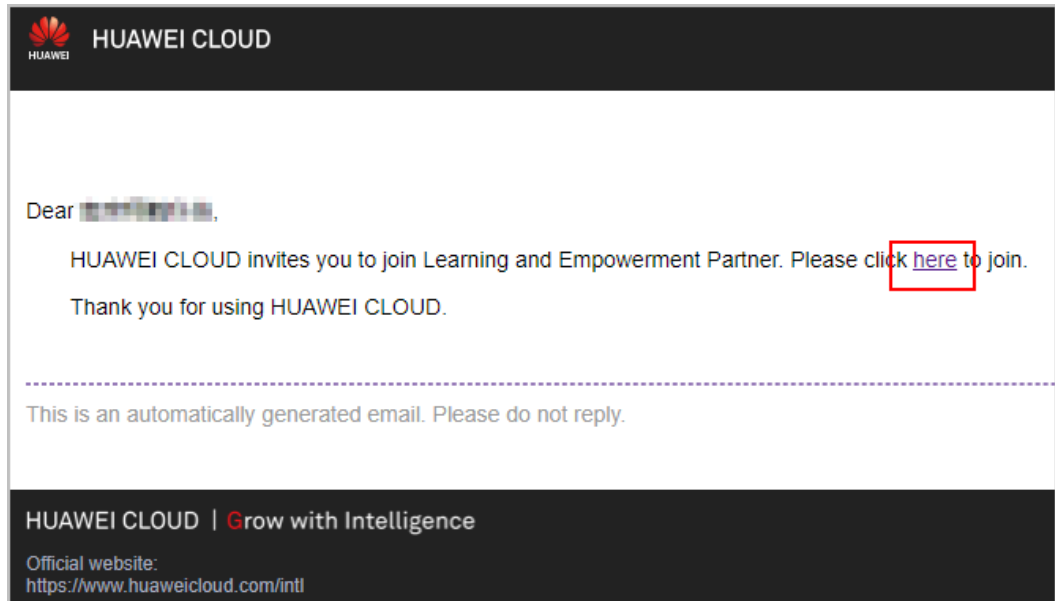
After joining HCPN, you can select a development path and obtain according benefits.

Prerequisites

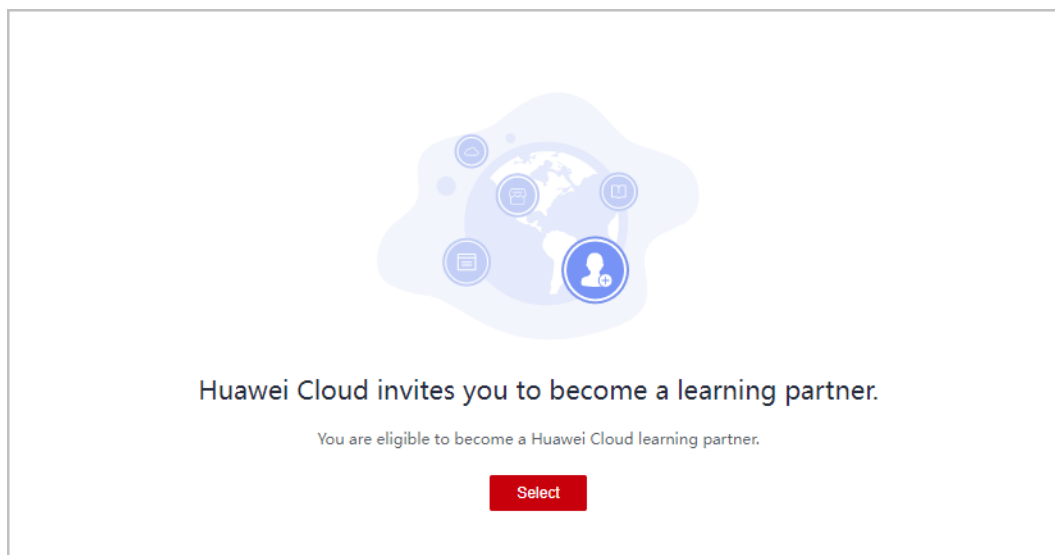
You have registered a Huawei Cloud account and received an invitation from Huawei Cloud for joining the learning partner development path.

Procedure

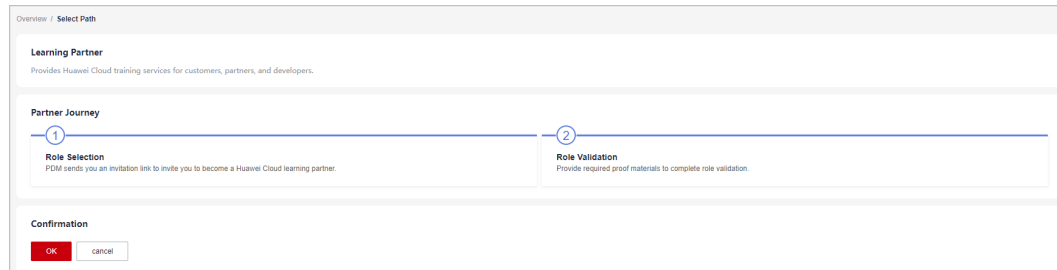
- Step 1** Find the email containing the invitation link sent from Huawei Cloud.
- Step 2** Click **here** in the email to go to the login page. **Log in to Partner Center**.



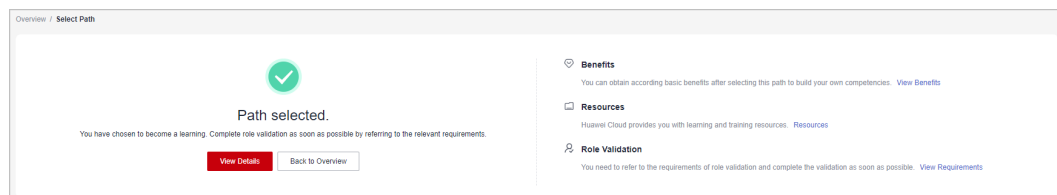
- Step 3** Click **Select** on the displayed page.



- 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

✓ 1

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

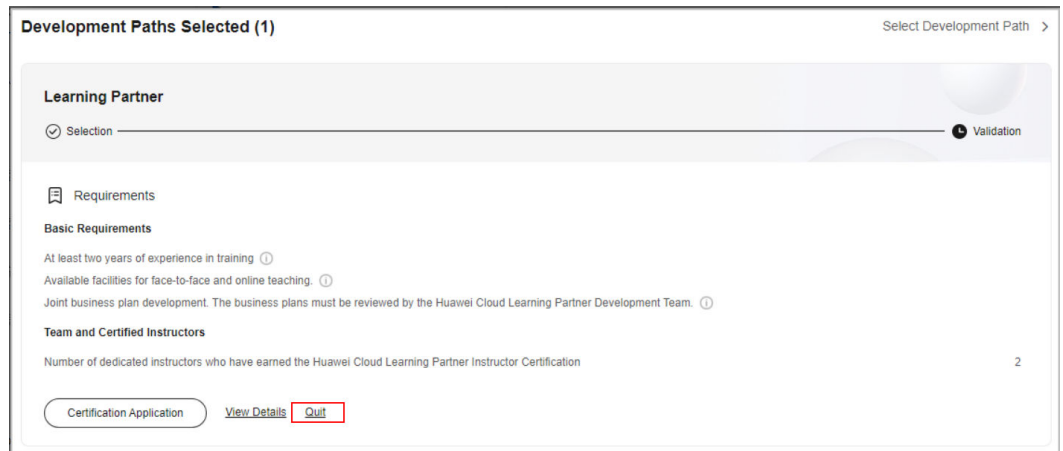
Available Partner Programs

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.

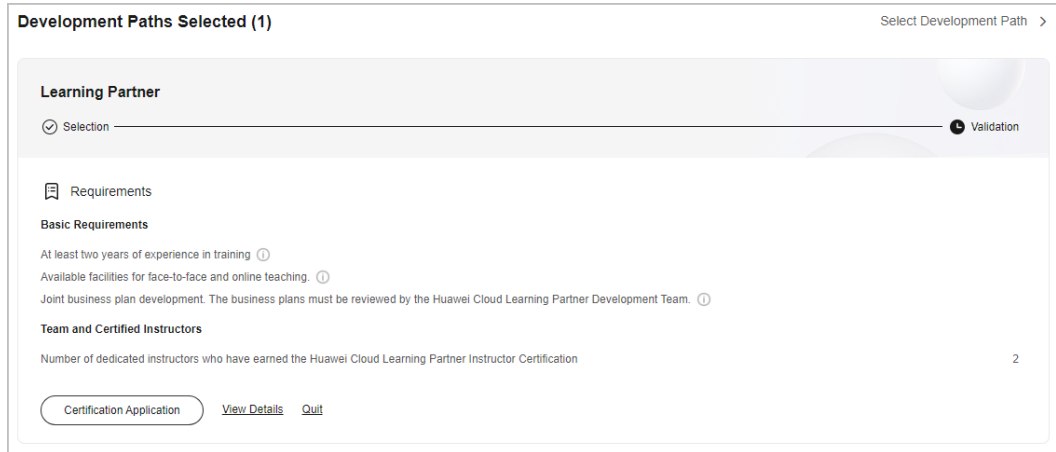
----End

1.4.5.2 Role Validation

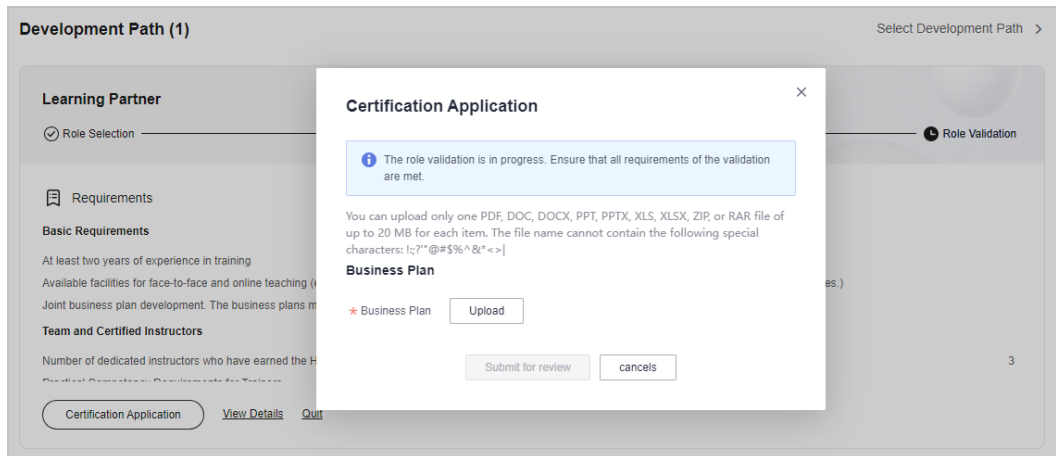
After meeting the minimum requirements for role validation, you can request the role validation to obtain according business support and incentives.

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.

Learning Partner
Provides Huawei Cloud training services for customers, partners, and developers.

Partner Journey

- Role Selection**
FDM sends you an invitation link to invite you to become a Huawei Cloud learning partner.
- Role Validation**
Provide required proof materials to complete role validation.
[download](#)

Development path progress

Role Selection	Role Validation
<p>Requirements Join HCPN and choose to a learning partner</p>	<p>Requirements</p> <p>Basic Requirements</p> <ul style="list-style-type: none"> 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... <p>Team and Certified Instructors</p> <ul style="list-style-type: none"> 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 <p>Annual Performance</p> <ul style="list-style-type: none"> 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
<p>Benefits</p> <ul style="list-style-type: none"> 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 	<p>Benefits</p> <ul style="list-style-type: none"> 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 (MD): \$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
<p>Available Partner Programs None</p>	<p>Available Partner Programs KooGallery Sales Program</p>

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.

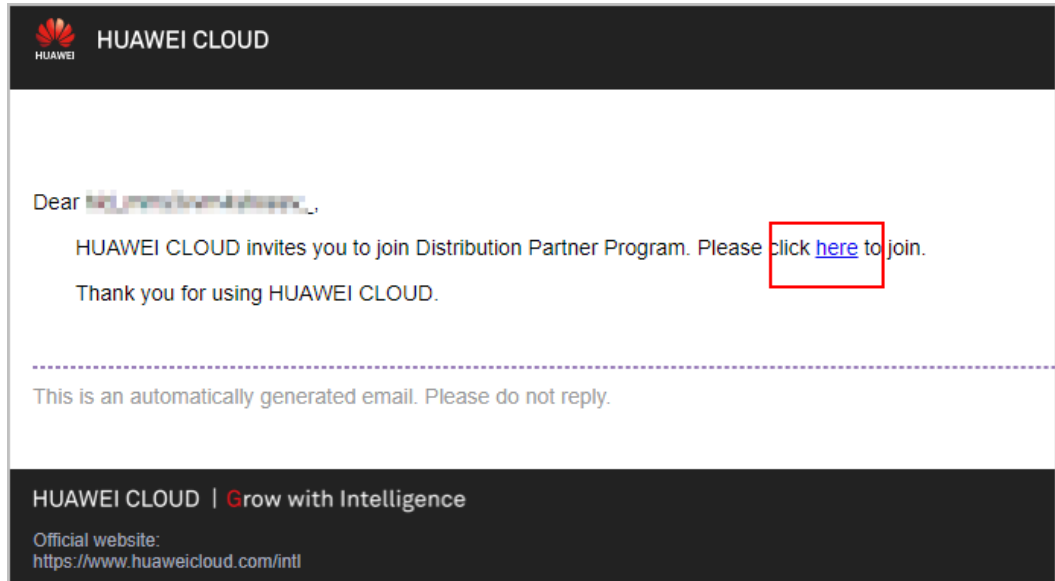
Prerequisites

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

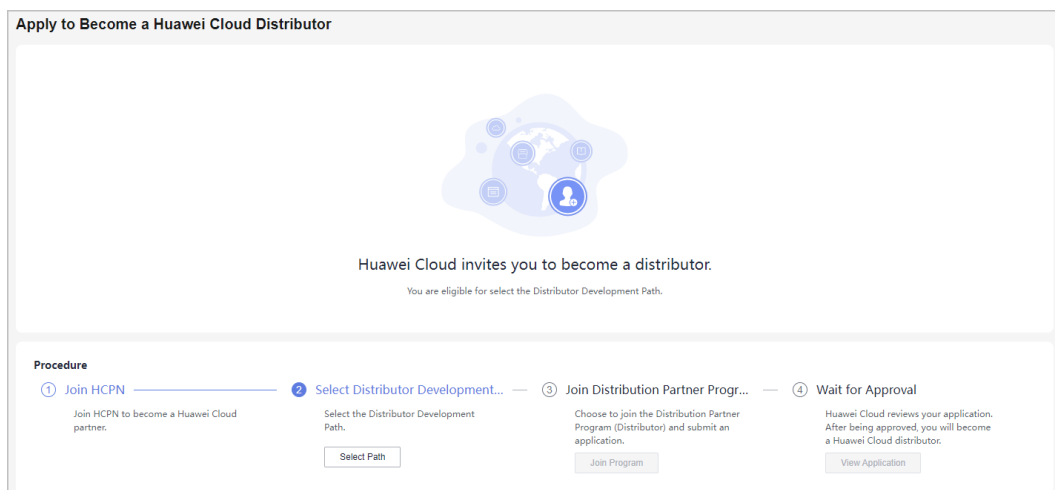
Procedure

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

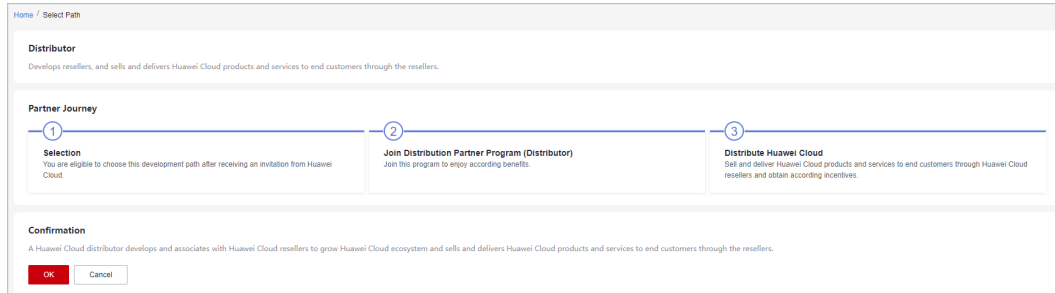
Step 2 Click **here** in the email to go to the login page. [Log in to Partner Center](#).



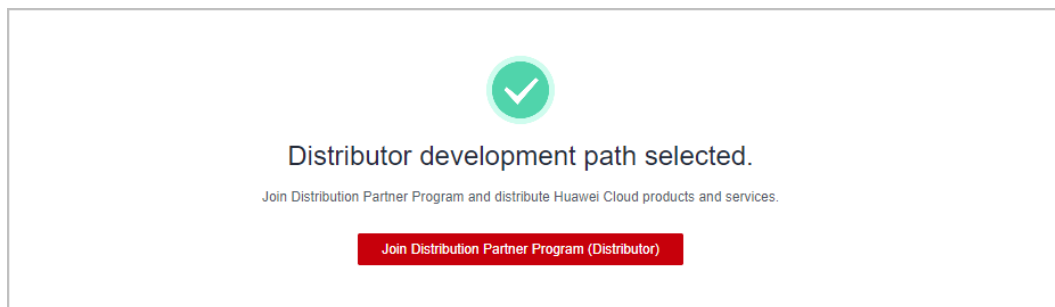
Step 3 Click **Select Path** in the **Select Distributor Development Path** area on the displayed page.



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:

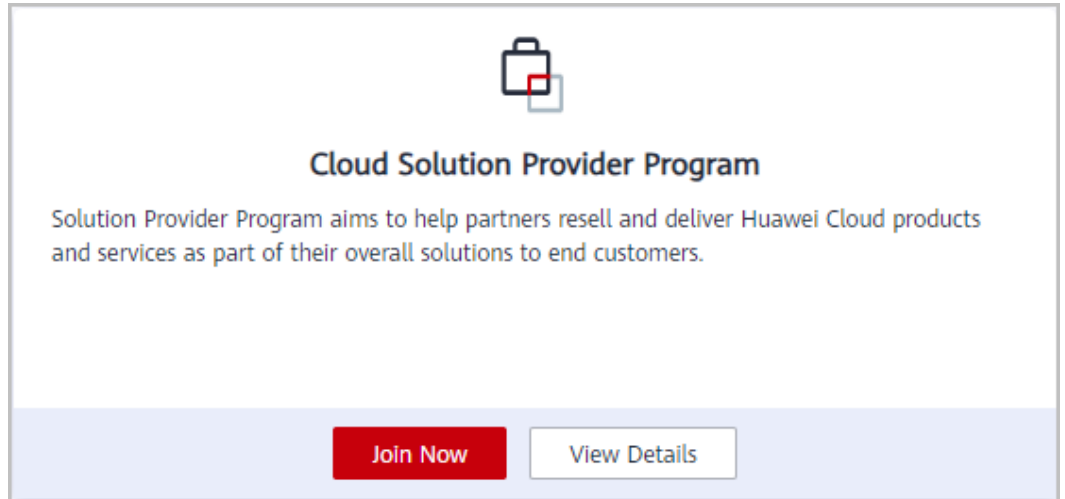
- There is already an account in the same business area specified that has joined Cloud Solution Provider Program.
- The account has already joined a development path.
- The account has joined Distribution Partner Program.
- Resources are provisioned for the account.
- The account is in arrears.
- The 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.

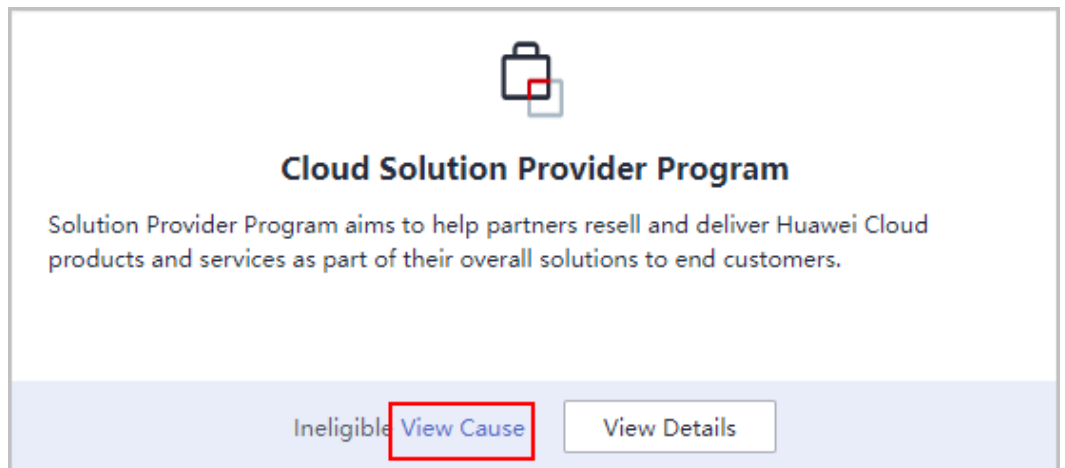
If the account has already enabled pay-per-use resources, go to the console and release the resources or register a new account before submitting your application to become a cloud solution provider.

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**.

HUAWEI CLOUD Partner PL... / Join Cloud Solution Provider Program

Thank you for joining Cloud Solution Provider Program
Solution Provider Program aims to help partners resell and deliver Huawei Cloud products and services as part of their overall solutions to end customers.

Application procedure
1 Fill in Company information — 2 Enter Business Qualification Info — 3 Fill out the program application. — 4 Due Diligence

Basic Information

* Company Name
The company name must be the same as that used in the registration credential file. Otherwise, the certification may fail.

* Tax Identification Number
Take care to enter the correct TIN to ensure successful tax processing. [Learn more](#)

* Business License Registration No.

* Registration Credential File
Maximum file size: 20 MB
Supported file types: JPG, BMP, PNG, PDF

* Where the business is carried out
Show ▾

Registration Address

* Country/Region
An incorrect registration address will affect tax calculation and invoice issuance for your later transactions and cannot be modified once this application is approved. Ensure the country/region registered here is correct. To correct the address, submit a service ticket.

* State/Province

* City

District/County

* Address Line 1

Address Line 2

* Postal Code

Other Information

* Telephone

* Email

* Work with a Huawei ecosystem manager

Show ▾

Contacts

Add at least one contact person.

Last Name	First Name	Position	Preferred Method	Email	Mobile Phone	Office Phone	Fax	Office Address	Operation
									Modify Delete

I have read and agree to [Statement for HUAWEI ID Association with Huawei Cloud Partner](#)

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**.

HUAWEI CLOUD Partner Pr... / Join Cloud Solution Provider Program

① Fill in Company Information — ② Enter Business Qualification Info — ③ Fill out the program application. — ④ Due Diligence

Complete your company's business qualification information to better provide HUAWEI CLOUD services.

* Date of Establishment

* Registered Capital(USD)

* Total Fixed Assets(USD)

* Number of Employees

* Business Performance

Year	Annual Turnover(USD)	Annual Operating Profit(USD)
2022	<input type="text"/>	<input type="text"/>
2021	<input type="text"/>	<input type="text"/>

Previous **Next** Save Draft Cancel

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

HUAWEI CLOUD Partner Programs / Join Cloud Solution Provider Program

① Fill in Company Information — ② Enter Business Qualification Info — ③ Fill out the program application. — ④ Due Diligence

Select the Cloud Solution Provider Program partner tier.

Standard Advanced Premier Core

Application Details

* Have you completed the role certification for a Software Partner, Service Partner, or System Integrator?

* What is your expected annual performance of HUAWEI CLOUD?

* How many employees do you expect to pass the Huawei Cloud Business Professional exam? How do I participate in HUAWEI CLOUD training and certification?

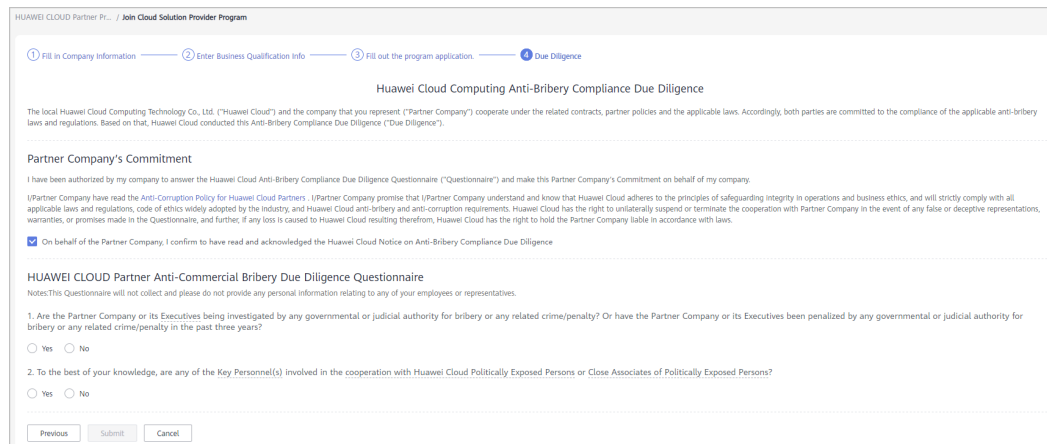
* How many employees do you expect to pass the Huawei Cloud Technical Professional exam? How do I participate in HUAWEI CLOUD training and certification?

* How many HUAWEI CLOUD customers (annual performance ≥ \$1K) can you expect?

* Work with a Huawei ecosystem manager?

I have read and agree to Huawei Cloud Solution Provider Cooperation Agreement

Previous **Next** Save Draft Cancel

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

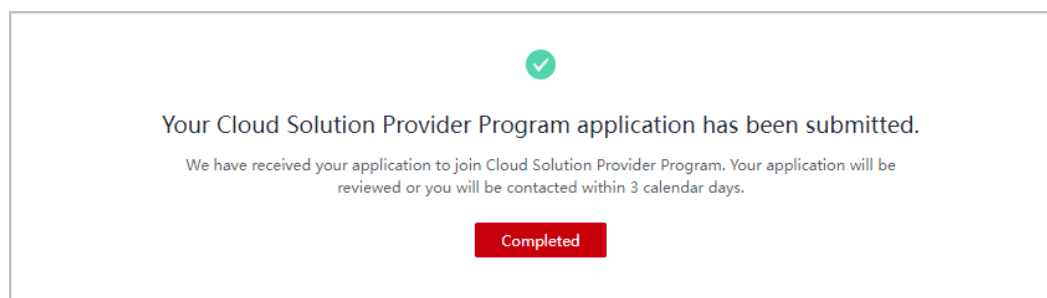
The screenshot shows a web form titled "HUAWEI CLOUD Partner Anti-Commercial Bribery Due Diligence Questionnaire". At the top, there is a progress bar with four steps: 1. Fill in Company Information, 2. Enter Business Qualification Info, 3. Fill out the program application, and 4. Due Diligence. The current step is "Due Diligence".

The form content includes:

- Huawei Cloud Computing Anti-Bribery Compliance Due Diligence**
- A paragraph explaining the purpose of the questionnaire.
- Partner Company's Commitment**
- A checkbox: On behalf of the Partner Company, I confirm to have read and acknowledged the Huawei Cloud Notice on Anti-Bribery Compliance Due Diligence.
- HUAWEI CLOUD Partner Anti-Commercial Bribery Due Diligence Questionnaire**
- Notes: "This Questionnaire will not collect and please do not provide any personal information relating to any of your employees or representatives."
- Two questions with radio button options:
 - 1. Are the Partner Company or its Executives being investigated by any governmental or judicial authority for bribery or any related crime/penalty? Or have the Partner Company or its Executives been penalized by any governmental or judicial authority for bribery or any related crime/penalty in the past three years?
 Yes No
 - 2. To the best of your knowledge, are any of the Key Personnel(s) involved in the cooperation with Huawei Cloud Politically Exposed Persons or Close Associates of Politically Exposed Persons?
 Yes No
- Buttons: Previous, Submit, Cancel.

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

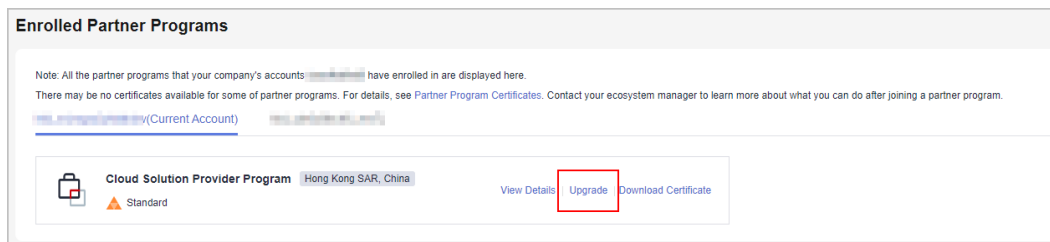
A cloud solution provider can request upgrading its partner tier only when one of its accounts has joined [Software Partner Development Path](#), [Service Partner Development Path](#), or [System Integrator Development Path](#) and completed the role validation.

Procedure

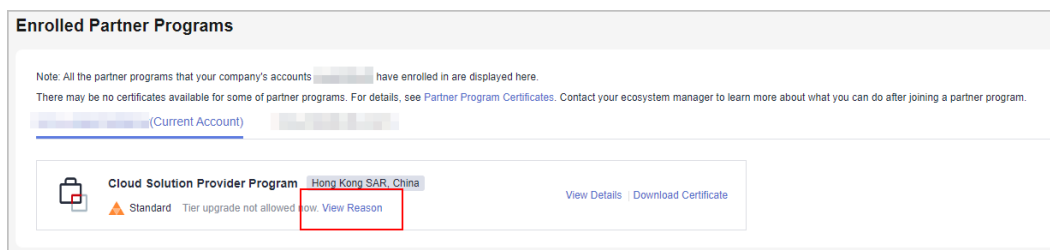
- Step 1** Use your partner account to log in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Partner Programs > Huawei Cloud Partner Programs > Partner Programs Enrolled** in the menu on the top.

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.

The screenshot shows the 'Upgrade' form for the 'Cloud Solution Provider Program'. At the top, it says 'Thanks for your Cloud Solution Provider Program upgrade request. We look forward to further cooperation with you. After you upgrade your partner tier, you will receive higher-level support in training, technology, marketing, and services. Select the Cloud Solution Provider Program partner tier.' There are four tabs: 'Standard', 'Advanced', 'Premier' (selected), and 'Core'. Below this is the 'Application Details' section. It asks for the following information:

- * Have you completed the role certification for a Software Partner, Service Partner, or System Integrator? (Dropdown menu: --Select--)
- * What is the minimum annual performance of HUAWEI CLOUD? (Dropdown menu: --Select--)
- * How many employees do you expect to pass the Huawei Cloud Business Professional exam? How do I participate in HUAWEI CLOUD training and certification? (Text input field)
- * How many employees do you expect to pass the Huawei Cloud Technical Professional exam? How do I participate in HUAWEI CLOUD training and certification? (Text input field)
- * What is your projected the minimum number of HUAWEI CLOUD customers (annual performance ≥ US\$1,000)? (Dropdown menu: --Select--)

 At the bottom, there are three buttons: 'Submit' (red), 'Save Draft', and 'Cancel'.

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.

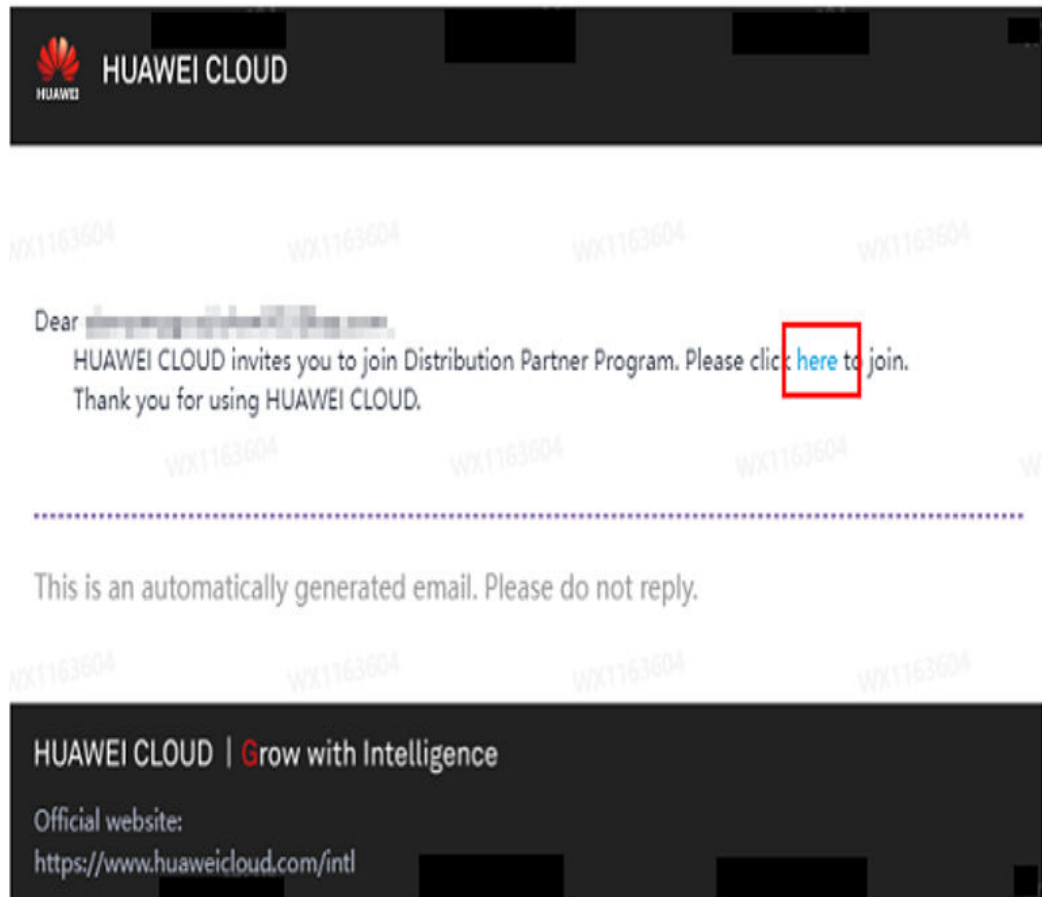
The account cannot purchase or provision cloud services or resources during the application for joining Distribution Partner Program or after the application is approved.

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](#).

HUAWEI ID login

Phone/Email/Login ID/HUAWEI CLOUD account name

Password

LOG IN

Register | Forgot password?

Use Another Account

IAM User | Federated User | Huawei Website Account |
Huawei Enterprise Partner | HUAWEI CLOUD Account

Your account and network information will be used to help improve
your login experience. [Learn more](#)

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**.

HUAWEI CLOUD Partner P... / Join Distribution Partner Program

Thank you for joining Distribution Partner Program
This program is designated for Huawei Cloud distributors and resellers. 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.

Application procedure
1 Fill in Company Information — 2 Enter Business Qualification Info — 3 Fill out the program application.

Basic Information

* Company Name
Provide the English company name from the business license. If there is no English company name, fill in the company name in the local language.
The company name must be the same as that used in the registration credential file. Otherwise, the certification may fail.

* Tax Identification Number
Take care to enter the correct TIN to ensure successful tax processing. [Learn more](#)

* Business License Registration No.
* Registration Credential File
Maximum file size: 20 MB
Supported file types: JPG, BMP, PNG, PDF

Show ▾

Registration Address

* Country/Region **Hong Kong**
An incorrect registration address will affect tax calculation and invoice issuance for your later transactions and cannot be modified once this application is approved. Ensure the country/region registered here is correct. To correct the address, submit a service ticket.

* State/Province

* City

* Address Line 1

Address Line 2

* Postal Code

Other Information

* Telephone

* Email

* Work with a Huawei ecosystem manager
ecosystem manager Show ▾

Contacts

Add at least one contact person.

Last Name	First Name	Position	Preferred Method	Email	Mobile Phone	Office Phone	Fax	Office Address	Operation
****	****	CXO / General Manager	--	<input type="text"/>	--	--	--	--	Modify Delete

I have read and agree to [Statement for HUAWEI ID Association with Huawei Cloud Partner](#)

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

HUAWEI CLOUD Partner P... / Join Distribution Partner Program

① Fill in Company Information — ② Enter Business Qualification Info — ③ Fill out the program application.

Complete your company's business qualification information to better provide HUAWEI CLOUD services.

* Date of Establishment

* Registered Capital(USD)

* Total Fixed Assets(USD)

* Number of Employees

* Business Performance	Year	Annual Turnover(USD)	Annual Operating Profit(USD)
	2022	<input type="text" value="100000"/>	<input type="text" value="10000"/>
	2021	<input type="text" value="100000"/>	<input type="text" value="10000"/>

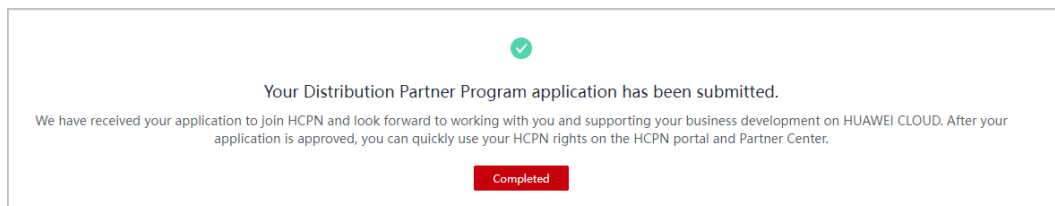
Step 6 Select **I have read and agree to Huawei Cloud Distribution Cooperation Agreement** and click **Submit**.

HUAWEI CLOUD Partner P... / Join Distribution Partner Program

① Fill in Company Information — ② Enter Business Qualification Info — ③ Fill out the program application.

I have read and agree to [Huawei Cloud Distribution Cooperation Agreement](#)

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.

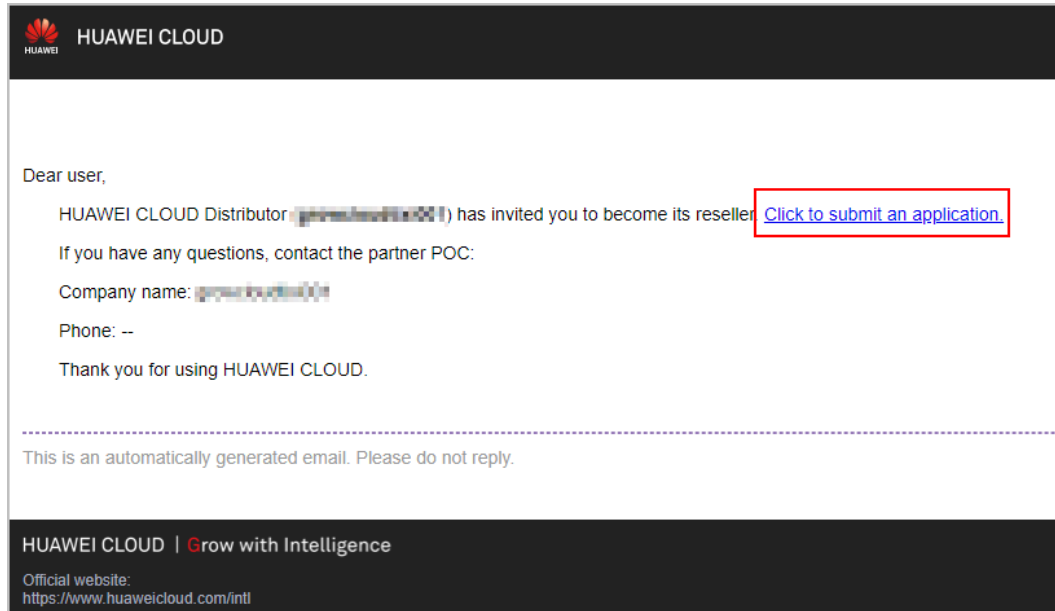
If you have enabled pay-per-use resources for this account, go to the management console to release the resources or register a new account.

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

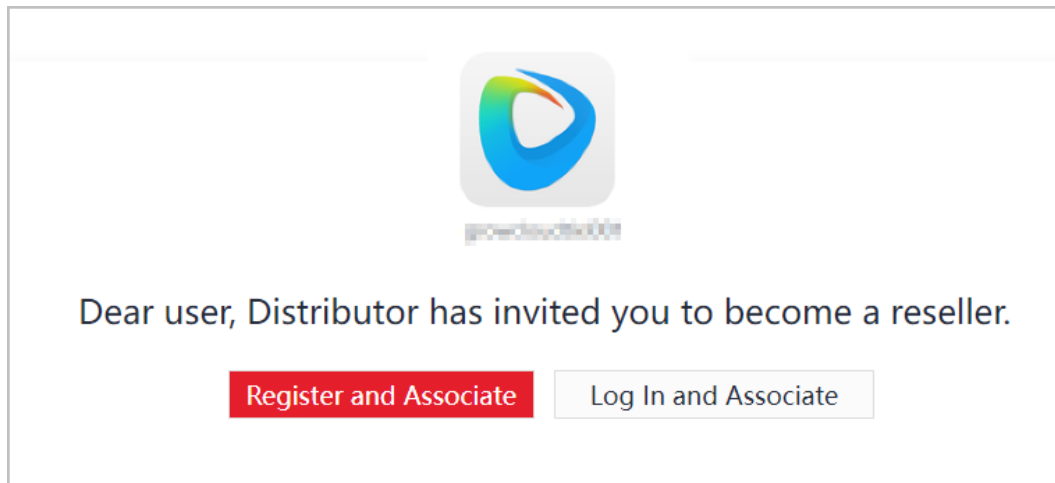
Procedure

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**.

Register and Join HCPN

1 Fill in Business Information — 2 Specify Contact Info — 3 Sensitive Relationship Filing — 4 Sign Agreement

Basic Information

* Company Name <input type="text" value="Enter the full name of your company."/>	Country/Region Hong Kong SAR, China HK
* Business License Registration No. <input type="text" value="Name on the business license"/>	* Tax Identification Number <input type="text" value="Enter the tax identification number of your co."/>
* Registration Credential File <input type="button" value="Upload"/> <small>Only a JPG, BMP, PNG, or PDF file of up to 20 MB can be uploaded.</small>	* Payment Currency <input type="text"/>
Legal Person <input type="text" value="Enter the name of the legal person."/>	Business Period <input type="text" value="Select a year."/> <input type="checkbox"/> Long term

Registered Address

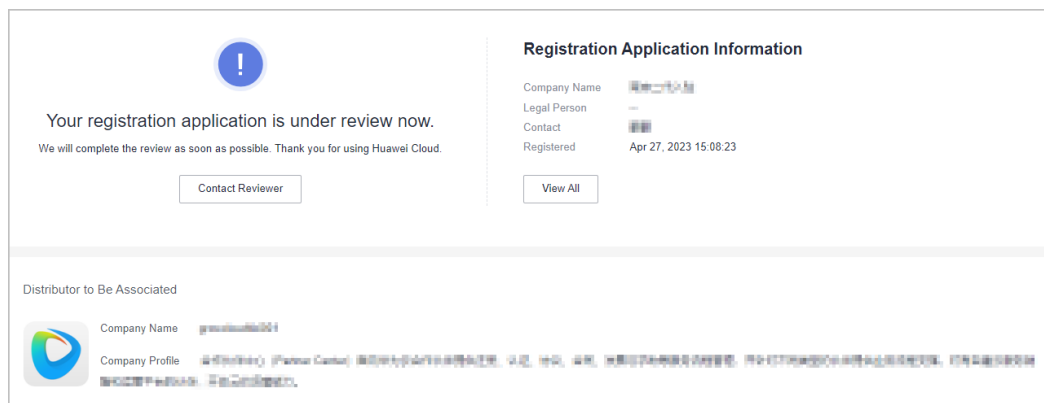
* State/Province <input type="text"/>	* City <input type="text"/>
District/County <input type="text"/>	* Address Line 1 <input type="text" value="Street, P.O. box, and company name"/>
Address Line 2 <input type="text" value="Street, P.O. box, and company name"/>	* Postal Code <input type="text"/>

More Information

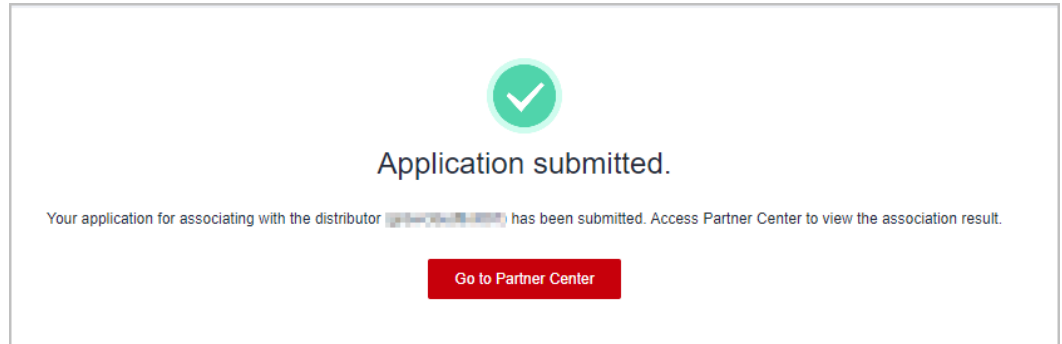
* Telephone <input type="text" value="Enter the company phone number."/>	* Email <input type="text" value="Enter an email."/>
Company Website <input type="text" value="Enter the website address of the company."/>	Industry <input type="text" value="--Select--"/>
Company Trademark <input type="button" value="Upload"/> <small>Dimension guide: Square shape with a resolution of 90 x 90 px or rectangle shape with a resolution of 230 (or less) x 90 px. A JPG, BMP, or PNG file of up to 4 MB can be uploaded. The file name cannot contain the following characters: !?*"#\$%^&* <> </small>	Fax <input type="text" value="Enter the fax number of the company."/>
Company Profile <input type="text" value="Briefly describe the industry and main business of the company."/>	

0/500

NOTE

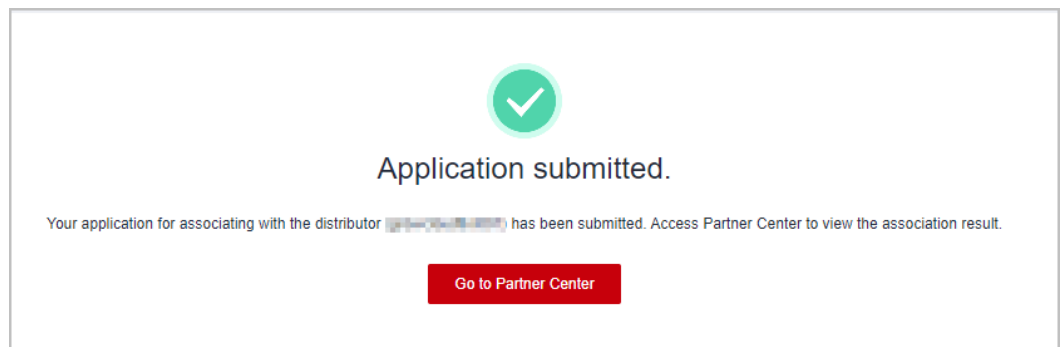


- Huawei Cloud will review your application as soon as possible.
 - If your application is rejected, modify the application based on the rejection reason and then submit it again.
- d. After joining HCPN, a message indicating that you have requested to associate with a distributor is displayed. You can 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**

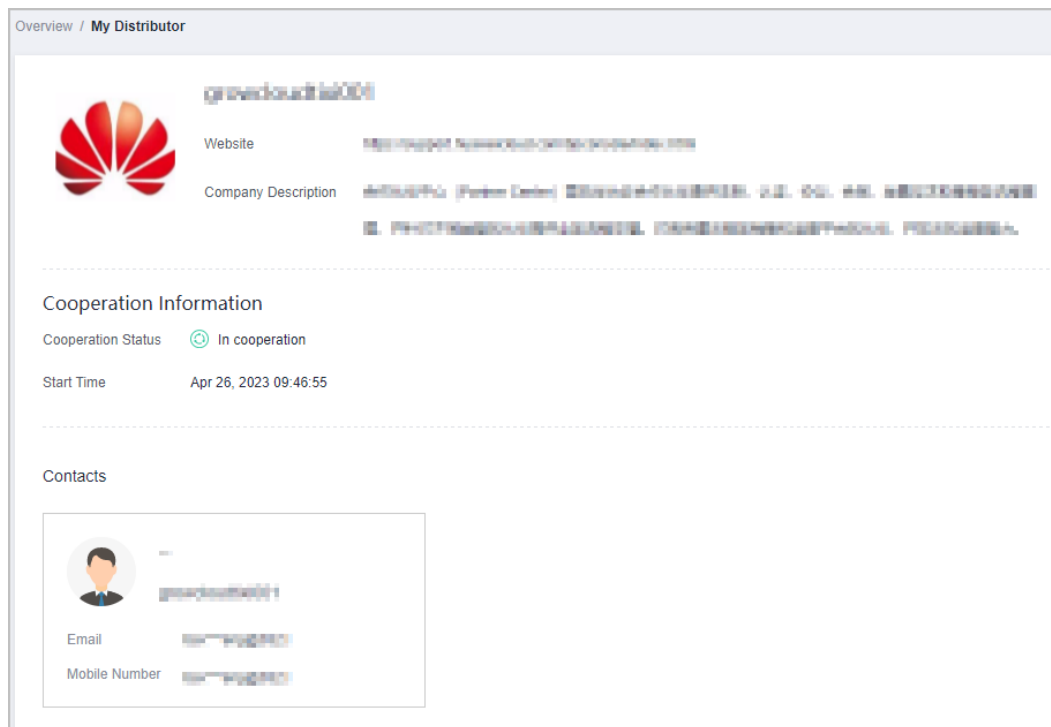
- If the association is restricted, handle it and try again.
- If you do not meet the requirements for joining HCPN, get in touch with the contact person to obtain help.

Step 3 Access Partner Center.

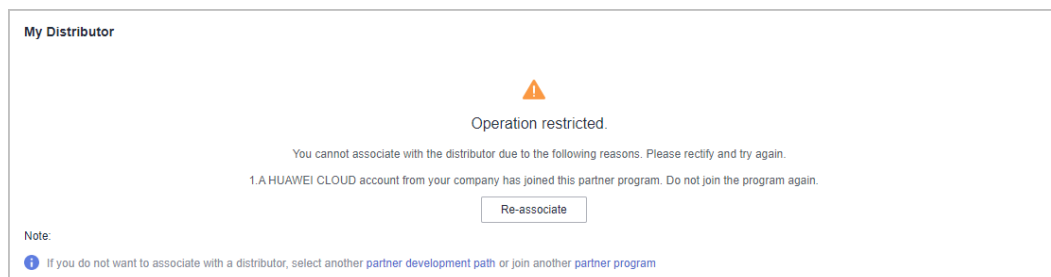
 **NOTE**

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.

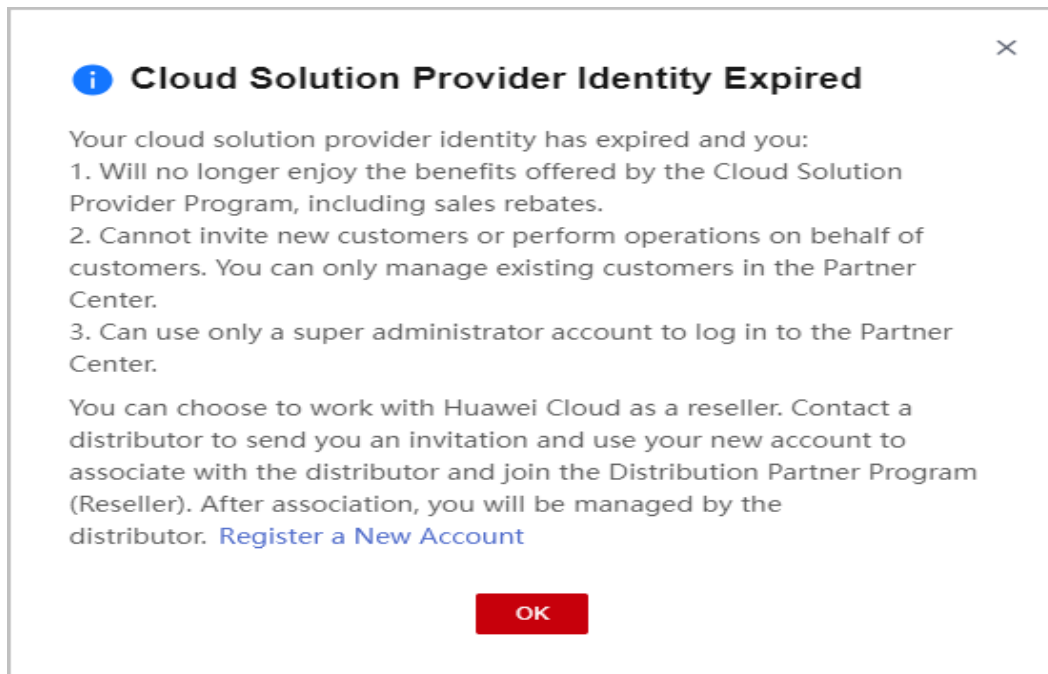
Procedure

- 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.

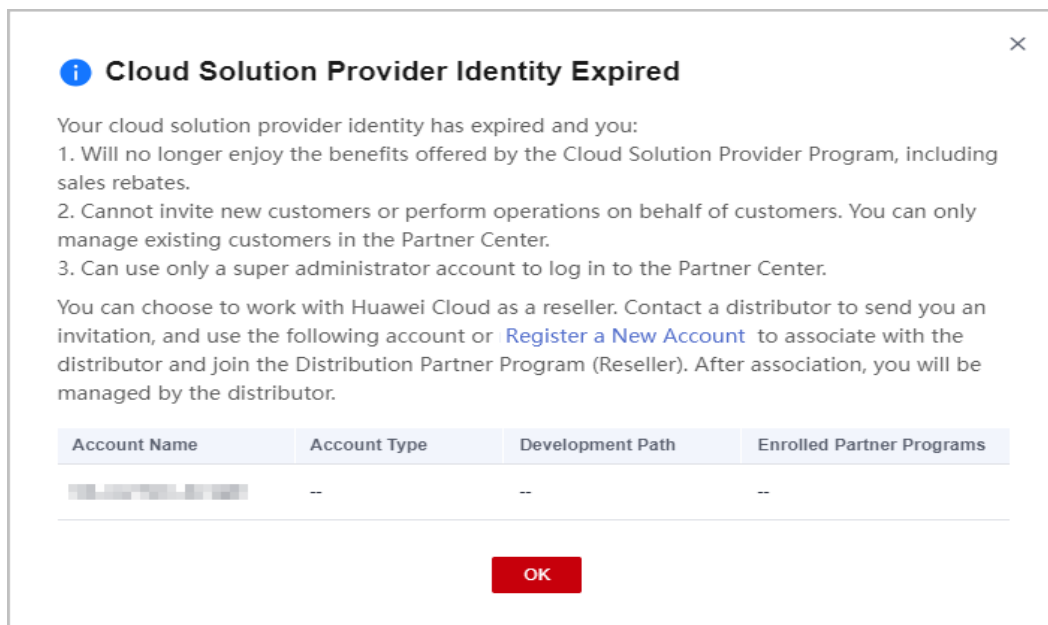
Step 3 View the reminder of your identity expiration on the home page.

Step 4 Apply to become a reseller.

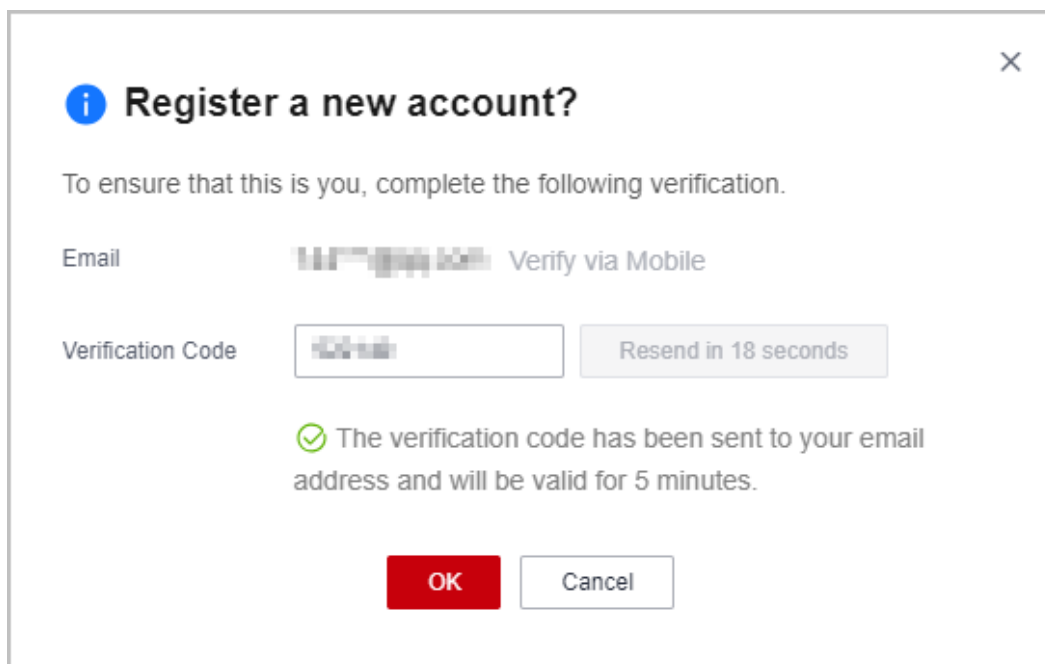
- Register a new account and apply to join Distribution Partner Program (Reseller).



- 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).



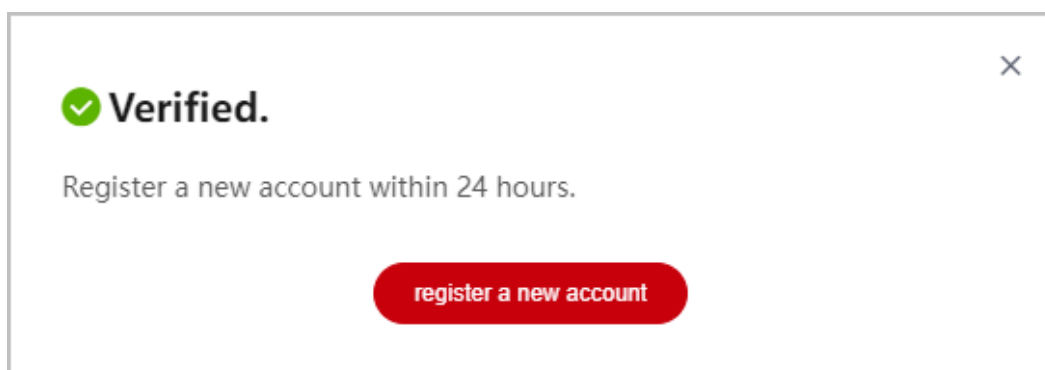
Step 5 Enter the verification code you received.



 **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**.

Register HUAWEI ID Already have an account? [Log in >](#)

Country/Region Hong Kong/China ▼

Email

Email code [Get code](#)

Password 👁

Confirm password 👁

This service requires an Internet connection and needs to access information about your account, region, and browser settings, in addition to any basic personal and identity information that you actively upload. By clicking Register, you agree to these terms as well as the [HUAWEI ID User Agreement](#) and [Statement About HUAWEI ID and Privacy](#).

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**.

Register and Join HCPN

Fill in required information, and read and accept the agreements.

* Last Name

* First Name

Preferred Method Email

* Email

I have read and agree to the following agreements [Huawei Cloud Partner Network Certification Agreement](#)

Register **Cancel**

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.

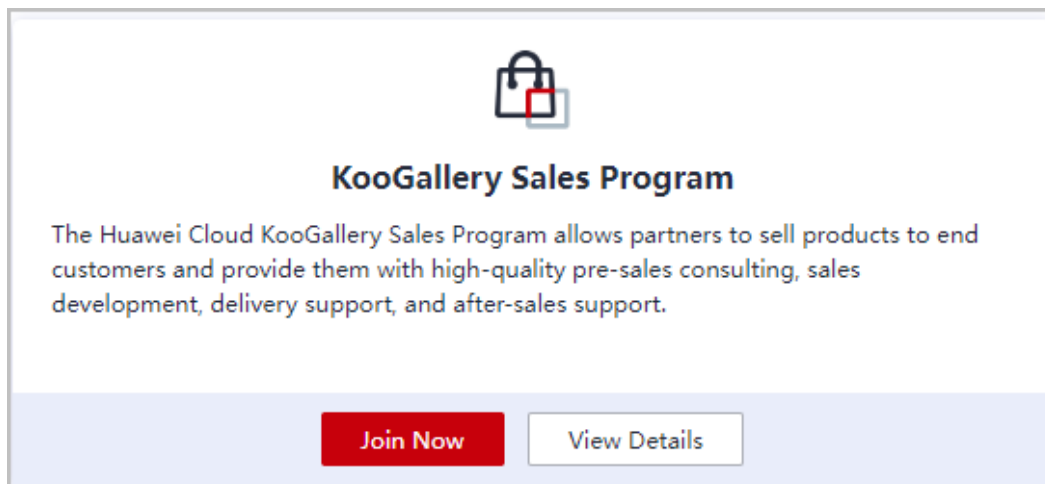
1.5.5.1 Applying to Join KooGallery Sales Program

Prerequisites

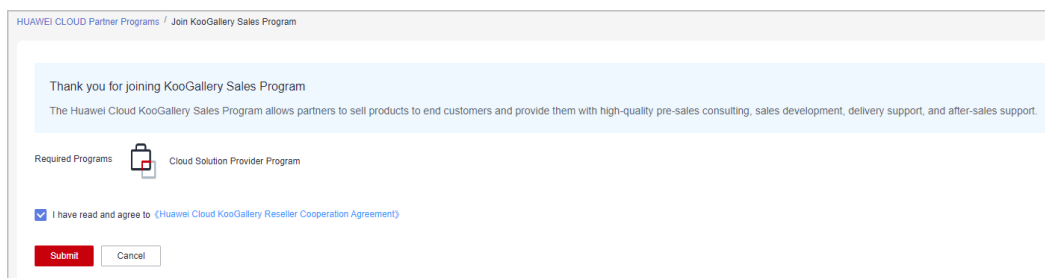
You have joined the Cloud Solution Provider Program.

Procedure

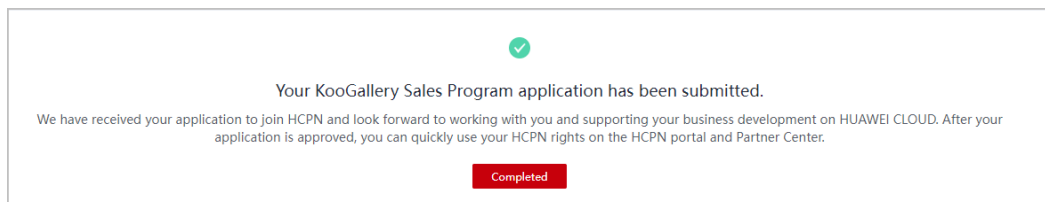
- Step 1** Use your account to log in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Partner Programs > Huawei Cloud Partner Programs** in the menu on the top.
- Step 4** Select **KooGallery Sales Program** 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.

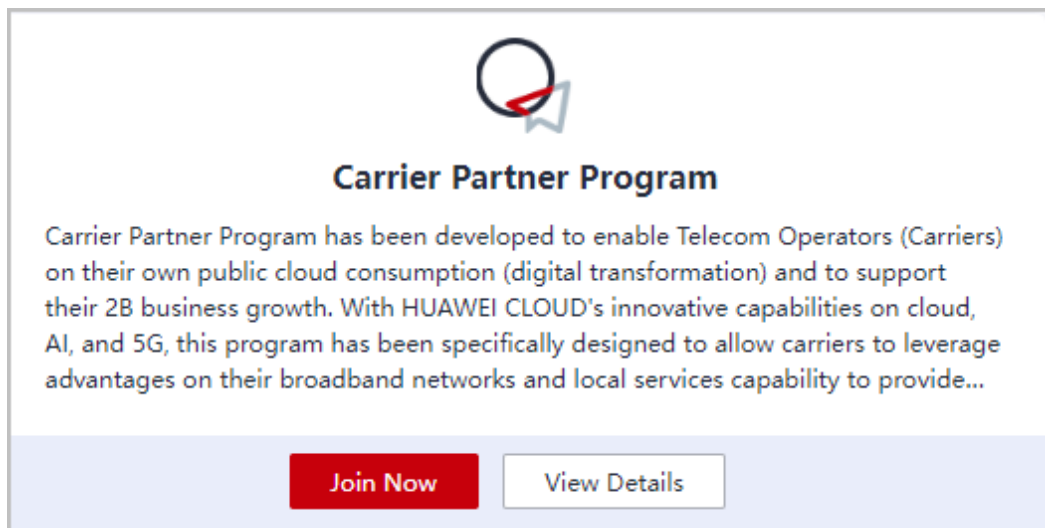
1.5.6.1 Applying to Join Carrier Partner Program

Prerequisites

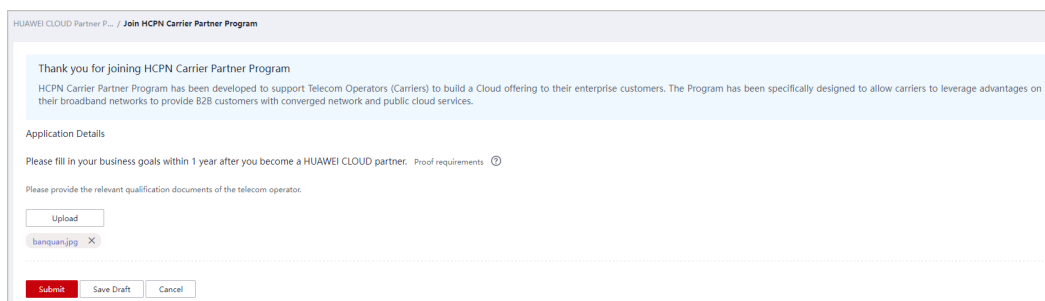
You have joined the Cloud Solution Provider Program.

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**.



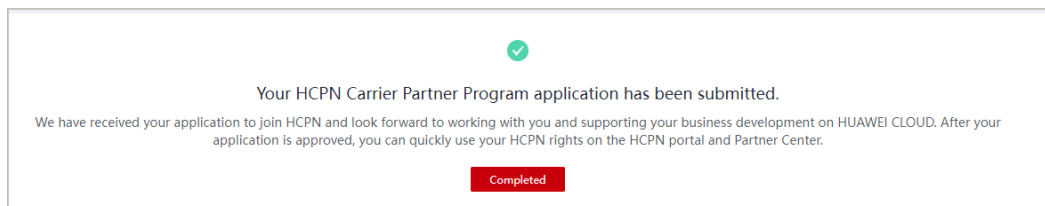
- Step 5** Upload required qualification files and click **Submit**.



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.



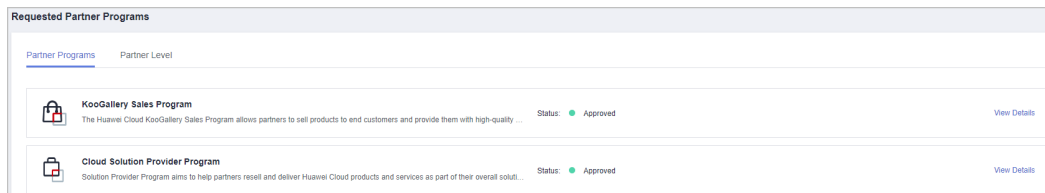
----End

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

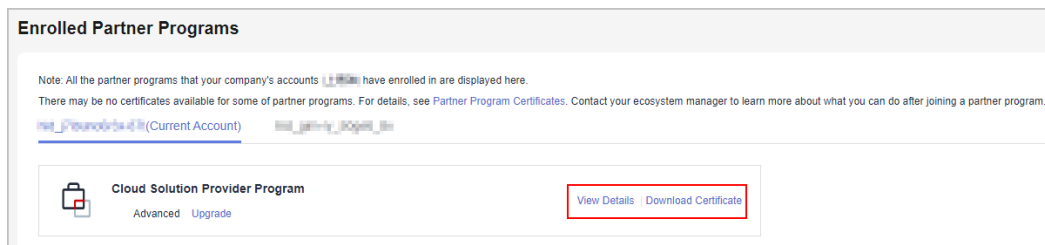
In the Partner Center, partners can query the enrolled partner programs and download the certificates.

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.

The screenshot shows the 'Commitments and Agreements' page with the 'Signed Agreements' tab selected. At the top, there are tabs for 'Signed Agreements', 'Relationship Filing', and 'Annual Revenue Goal'. Below the tabs, there is a search bar with the text 'Contract No.' and 'Enter a contract number', and buttons for 'Search' and 'Reset'. The main content is a table with the following columns: Contract No., Agreement, Contracting Entity, Status (with a dropdown arrow), Effective Date, Expired Date, and Operation. The table contains four rows of data:

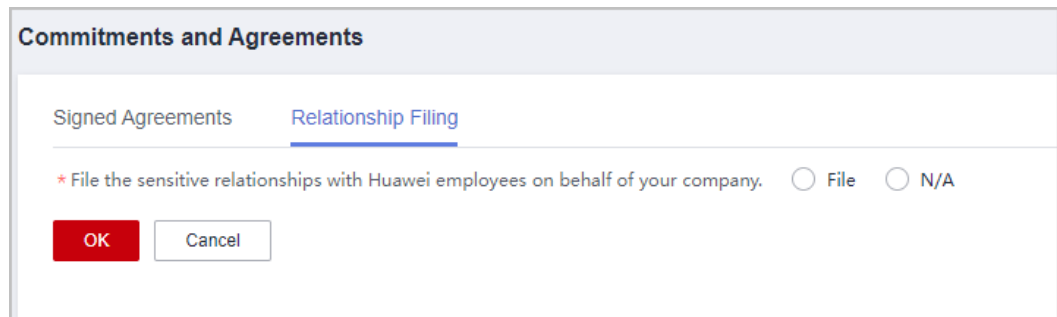
Contract No.	Agreement	Contracting Entity	Status	Effective Date	Expired Date	Operation
SOW1351CHN230214ONLINE90013598	HUAWEI CLOUD KooGallery Seller Agr...	Huawei Services (Hong Kong) Co., Limi...	Valid	Nov 01, 2022	Nov 02, 2023	Download View
SOW9531CHN230214ONLINE90013597	Huawei Cloud Solution Provider Cooper...	Sparkoo Technologies Hong Kong Co., ...	Valid	Sep 04, 2022	Sep 05, 2023	Download View
SOW5531CHN230214ONLINE90013596	Statement for HUAWEI ID Association ...	Sparkoo Technologies Hong Kong Co., ...	Valid	Jul 07, 2022	Jul 07, 2023	Download View
SOW5531CHN230209ONLINE90013561	HUAWEI CLOUD Partner Certification A...	Sparkoo Technologies Hong Kong Co., ...	Valid	Nov 12, 2022	Nov 11, 2023	Download View

- 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**.

Commitments and Agreements

Signed Agreements Annual Revenue Goal

- Enter an annual revenue goal agreed with the Huawei Cloud team so that they can better support your businesses.
- You are eligible to get rebates for annual increased revenue if your committed annual revenue goal exceeds \$360,000 USD.
- The annual revenue goal you configured must be reviewed. Once being approved, the annual revenue goal cannot be modified.
- An annual revenue goal less than \$360,000 USD takes effect upon being submitted and cannot be changed.

Year 2023

Revenue Goal(USD)

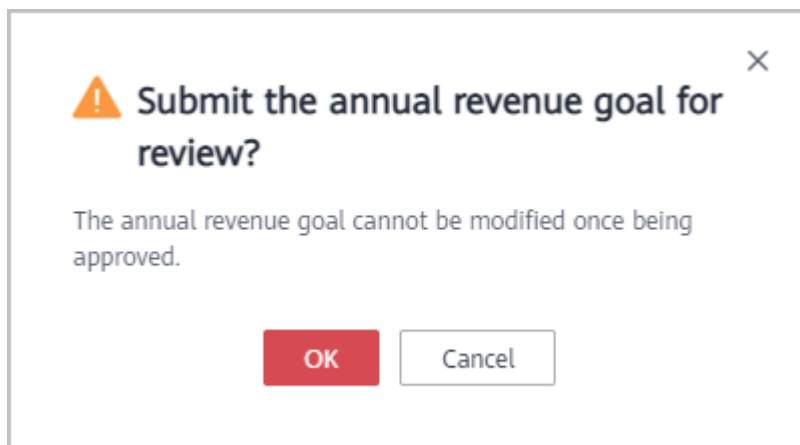
OK

[Annual Revenue Goal](#) ▾

 **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.

Commitments and Agreements

Signed Agreements Annual Revenue Goal

i Approving | The review for your revenue goal will be completed five working days. Withdraw Contact Approver

Year 2023 Annual Revenue Goal(USD) 390,000.00

Created Mar 14, 2023 15:40:45

Annual Revenue Goal ^

Year	Annual Revenue Goal(USD)	Revenue Earned(USD)	Completion Rate	Created	Status	Approved
2023	390,000.00	560.00	0.14%	Mar 14, 2023 15:40:45	Approving	--
2022	6,555.00	3,600.25	54.92%	Dec 30, 2022 16:47:25	Approved	Dec 30, 2022 16:47:25

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.

Commitments and Agreements

Signed Agreements Annual Revenue Goal

• The annual revenue goal you configured must be reviewed. Once being approved, the annual revenue goal cannot be modified.

Year 2022

Revenue Goal(USD)

OK

Annual Revenue Goal ^

Year	Annual Revenue Goal(USD)	Created	Status	Approved
2022	10.10	10, 2022 15:26:28	Approved	10, 2022 15:32:08

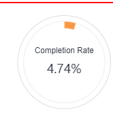
- You can view actual performance of the annual revenue goal in the current year or past years in **Partner Programs > Commitments and Agreements > Annual Revenue Goal**.

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



Revenue Earned/Revenue Goal
Completion Rate
4.74%
\$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

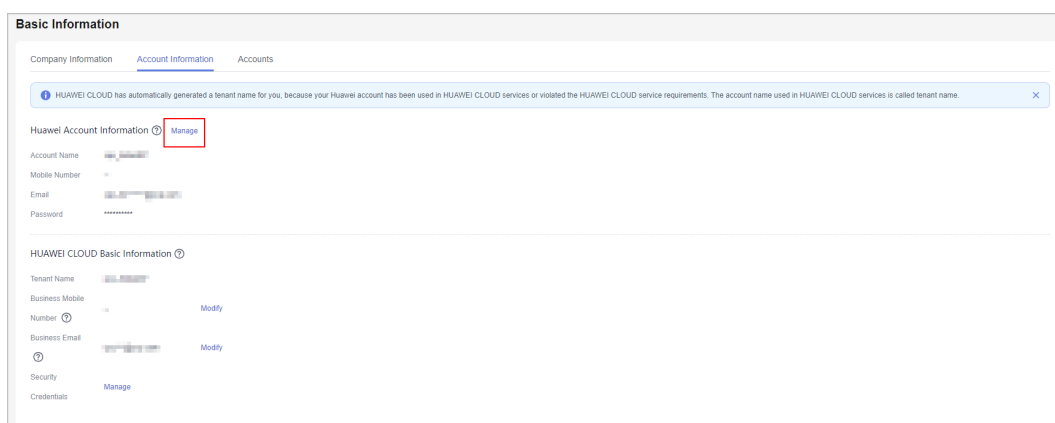
2 Partner Information Management

2.1 Changing Your Password

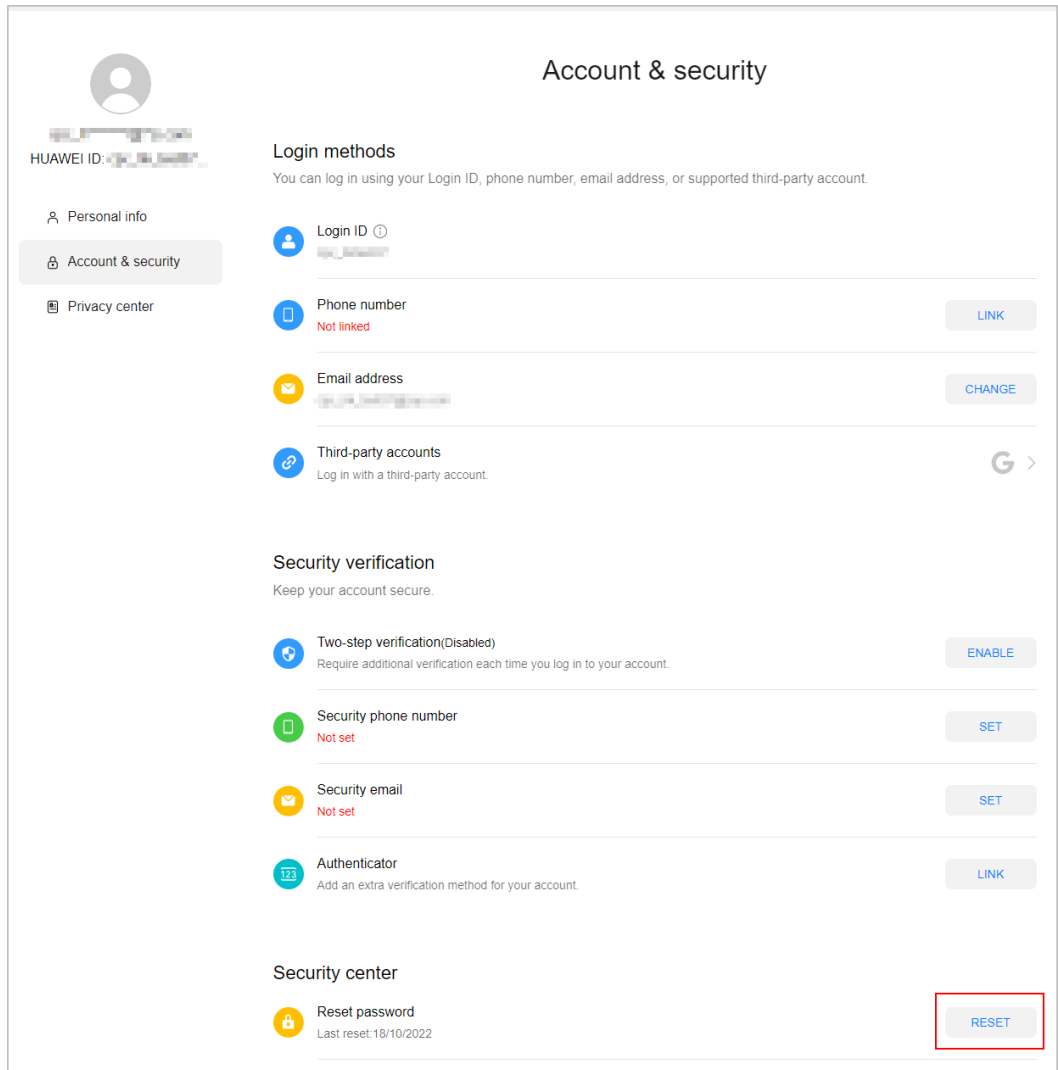
Change your password periodically to ensure account security.

Procedure

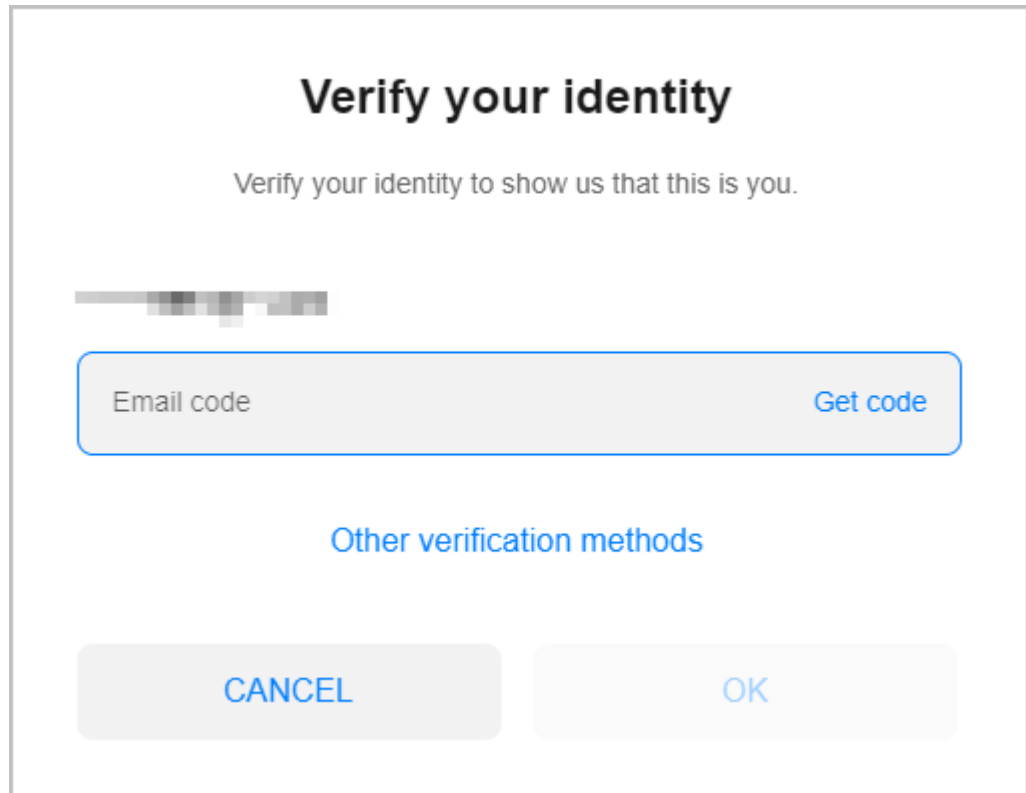
- Step 1** Use your account to log in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Partner Information > Basic Information** in the drop-down list of the account name in the upper right corner, and 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.

Reset password

👁️

👁️

Log out of other devices using this HUAWEI ID ⓘ

Your password must:

- ✔️ Contain at least 8 characters
- ✔️ Include both letters and numbers, but no spaces

Password strength

Do not use the same password as your other user accounts

[Forgot password?](#)

CANCELOK

----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

The screenshot shows the 'Basic Information' section of the Partner Center interface. It features a navigation bar with tabs: 'Company Information', 'Account Information' (selected), 'Consumption Quota', 'Preferences', 'Customer Notification Settings', and 'Customer Bill Settings'. Below the tabs, there are several fields: 'Account Name' with a dropdown menu, 'Mobile Number' with a 'Modify' link, 'Password' with a 'Modify' link, 'Security' with a 'Manage' link, 'Credentials', and 'Verify It's You' with a toggle switch and a help icon.

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.

Basic Information

Company Information Account Information Consumption Quota Preferences Customer Notification Settings Customer Bill Settings

Time Zone for Notifications

- You can schedule your notifications according to your time zone. By default, the system sends notifications during working hours.
- The time in your SMSs or emails will be displayed based on the specified time zone.

Language:

Time Zone:

Payment Currency

- The system will perform settlement in your selected currency.
- The selected currency will take effect for monthly bills of the next billing cycle.

Currency:

- 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.

Basic Information

Company Information Account Information Consumption Quota Preferences Customer Notification Settings Customer Bill Settings

You can configure standardized templates for messages sent to associated reseller customers. A configured template cannot be modified by customers. If you deselect Email or SMS, customers will not receive messages of this type.

Configure Templates on Customers' Behalf [View Operation Records](#)

Notification Templates

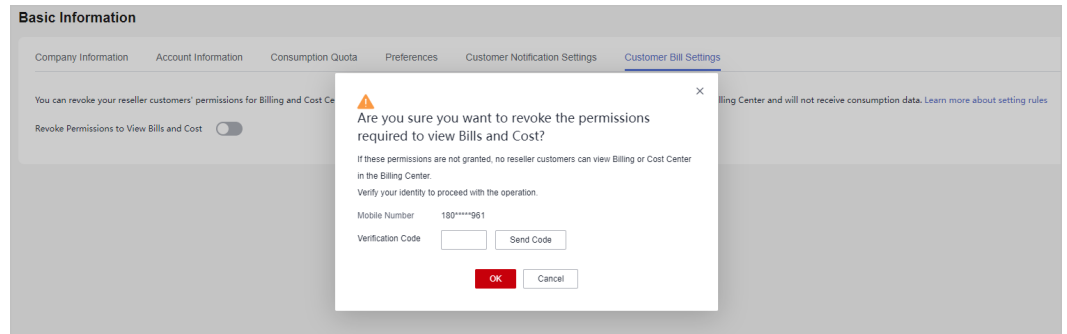
Operation	Email	SMS
▼ Finance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
▼ Product	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
▼ Security	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
▼ O&M	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
▼ Campaigns	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
▼ Filing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

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**

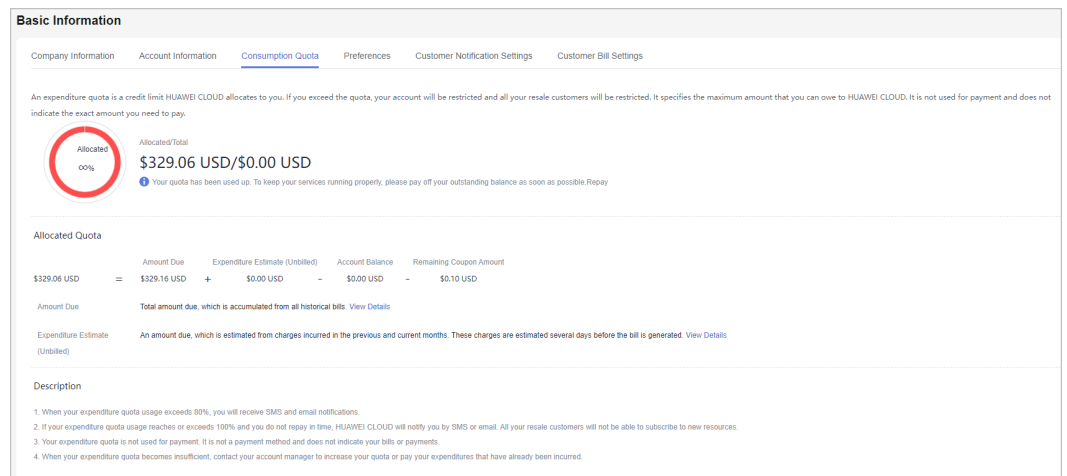
Bill Settings tab page and grant or revoke your reseller customers' permissions to view the **Billing** and **Cost Center** in the Billing Center. Once the permission is revoked, all reseller customers cannot view **Billing** or **Cost Center** or receive expenditure data.



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**.

Business Information

1 Your business information will be reviewed within an hour. Once approved, the certification is completed.
2 You will receive an email and an SMS notification after the certification is complete. If your application is rejected, you can view the reason, modify the information, and submit a new application.

1 Commercial information certification involves much professional financial information. You are recommended to ask the financial personnel of your company to fill in the information.

1 Fill in Company Information — 2 Fill in Bank Information — 3 Complete the Associated Supplier Survey

Contracting Entity
Contracting Entity Sparkoo Technologies Ireland Co., Limited

Basic Information

* Company Name

* Registration Country/Region

* State/Province

* City

* Address

Tax Information

* Invoice Type If the target invoice type is not on the list, submit a service ticket to add the invoice type and then submit the request.

* Qualification Name

Description If your entity is registered as VAT tax payer and file periodical VAT return then you are VAT Register; otherwise, you are Non VAT Register. You can check with your tax department for your VAT registration status and registration No.

Tax Registration Number [Modify](#)

Qualification Proof
Only JPG, BMP, PNG, PDF, DOC, DOCX, PPT, PPTX, XLS, XLSX, ZIP, or RAR files can be uploaded, and the maximum size of a single file is 10 MB.

Financial Contact Information
Fill in your company's financial contact so that Huawei financial personnel can communicate with him or her about problems with invoice or bank information.

* Last Name

* First Name

* Mobile Number

* Email

I have read and agree to the Privacy Statement of Business Information Qualification.

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.

Business Information

1 • Your business information will be reviewed within an hour. Once approved, the certification is completed.
• You will receive an email and an SMS notification after the certification is complete. If your application is rejected, you can view the reason, modify the information, and submit a new application.

1 Commercial information certification involves much professional financial information. You are recommended to ask the financial personnel of your company to fill in the information.

✓ Fill in Company Information — **2** Fill in Bank Information — **3** Complete the Associated Supplier Survey

Bank Information

* Bank Country/Region: Ireland(IE)

* Bank Name: Select the bank. Enter the bank name if it is not on the list. [Enter the name if it is not on the list.](#)

* Branch Name: Select the branch. Enter the branch name if it is not on the list. [Enter the name if it is not on the list.](#)

* Bank Account: The bank account must be consistent with the company name.

* Payment Currency: EUR

* IBAN: IBAN

Intermediary Bank

If an intermediary bank is required to facilitate international transfer and settlement of funds, enter the intermediary bank information.

Bank Name:

SWIFT Code:

Bank Account Number:

Previous **Next** Cancel

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

Business Information

1 • Your business information will be reviewed within an hour. Once approved, the certification is completed.
• You will receive an email and an SMS notification after the certification is complete. If your application is rejected, you can view the reason, modify the information, and submit a new application.

1 Commercial information certification involves much professional financial information. You are recommended to ask the financial personnel of your company to fill in the information.

✓ Fill in Company Information — ✓ Fill in Bank Information — **3** Complete the Associated Supplier Survey

Do personnel (including investors and employees) of your company involve Huawei employees (including current Huawei employees and their major relatives and former Huawei employees)?

Yes No

Select the check box and provide the details if any statement is true to your company.

1. A current Huawei employee is an investor of your company:

2. A current Huawei employee holds a part-time position in your company:

3. A current Huawei employee's close relative is a major investor of your company:

4. A current Huawei employee's close relative holds a position in your company:

5. A former Huawei employee is an investor of your company or holds a position in your company:

Previous **Submit** Cancel

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 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.

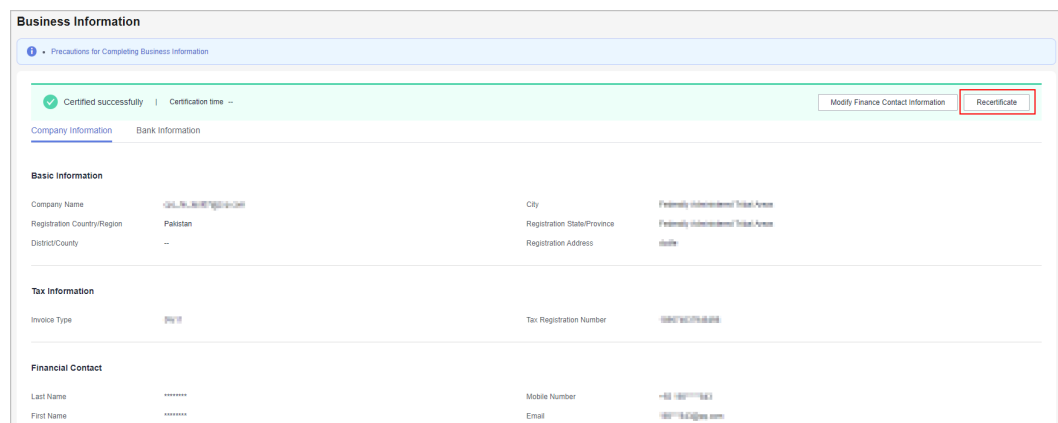
Step 9 (Optional) Click **Submit Bank Confirmation Letter** and upload the copy of the signed or stamped confirmation letter.

Then, wait for the review result.

----End

Business Information Authentication (Again)

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



The screenshot shows the 'Business Information' page with a green success banner at the top that reads 'Certified successfully' and 'Certification time --'. Below the banner, there are two tabs: 'Company Information' and 'Bank Information'. The 'Company Information' tab is active, displaying fields for 'Basic Information' (Company Name, Registration Country/Region: Pakistan, District/County: --, City, Registration State/Province, Registration Address) and 'Tax Information' (Invoice Type, Tax Registration Number). At the bottom, there is a 'Financial Contact' section with fields for Last Name, First Name, Mobile Number, and Email. A 'Recertificate' button is highlighted with a red box in the top right corner of the page.

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

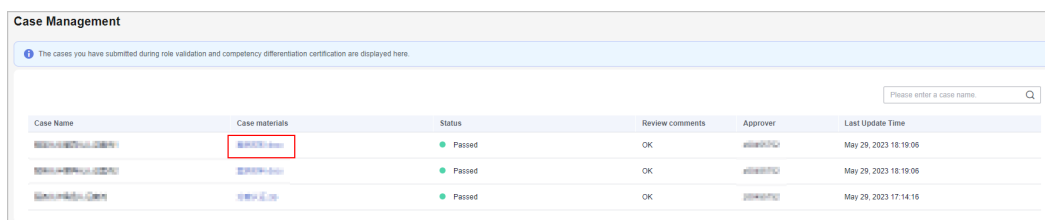
2.4 Case Management

 **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.



Case Name	Case materials	Status	Review comments	Approver	Last Update Time
...	...	Passed	OK	...	May 29, 2023 18:19:06
...	...	Passed	OK	...	May 29, 2023 18:19:06
...	...	Passed	OK	...	May 29, 2023 17:14:16

----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.

The screenshot shows a web interface titled "Business Plan". At the top, there is a message: "The business plans you have submitted during role validation and competency differentiation certification are displayed here." Below this is a search bar with the placeholder text "Please enter a case name." and a magnifying glass icon. The main content is a table with the following columns: Business Plan Name, Document, Status, Review comments, Approver, and Upload Time. There are two rows of data. The first row has a status of "Passed" and a review comment of "OK". The second row also has a status of "Passed" and a review comment of "OK". The "Document" column in the first row is highlighted with a red rectangular box.

Business Plan Name	Document	Status	Review comments	Approver	Upload Time
[Business Plan Name]	[Document]	Passed	OK	[Approver]	May 29, 2023 18:42:15
[Business Plan Name]	[Document]	Passed	OK	[Approver]	May 29, 2023 18:19:05

----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.

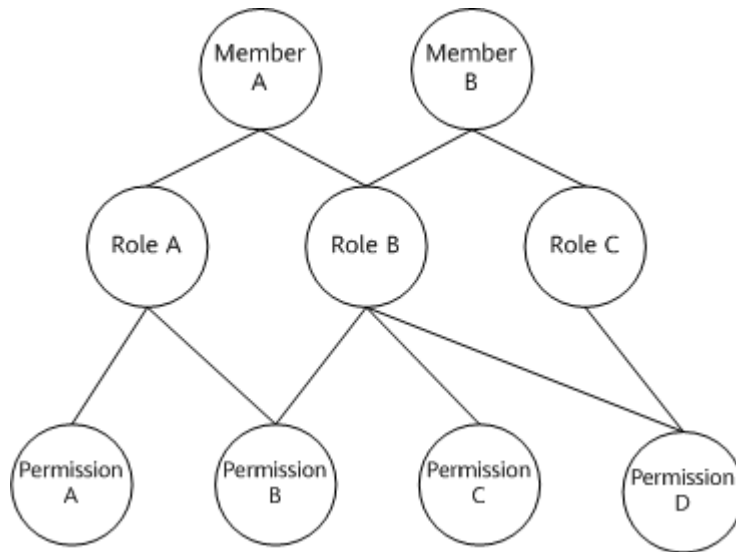
You can create user accounts for your employees and assign them specific roles and permissions.

 **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.



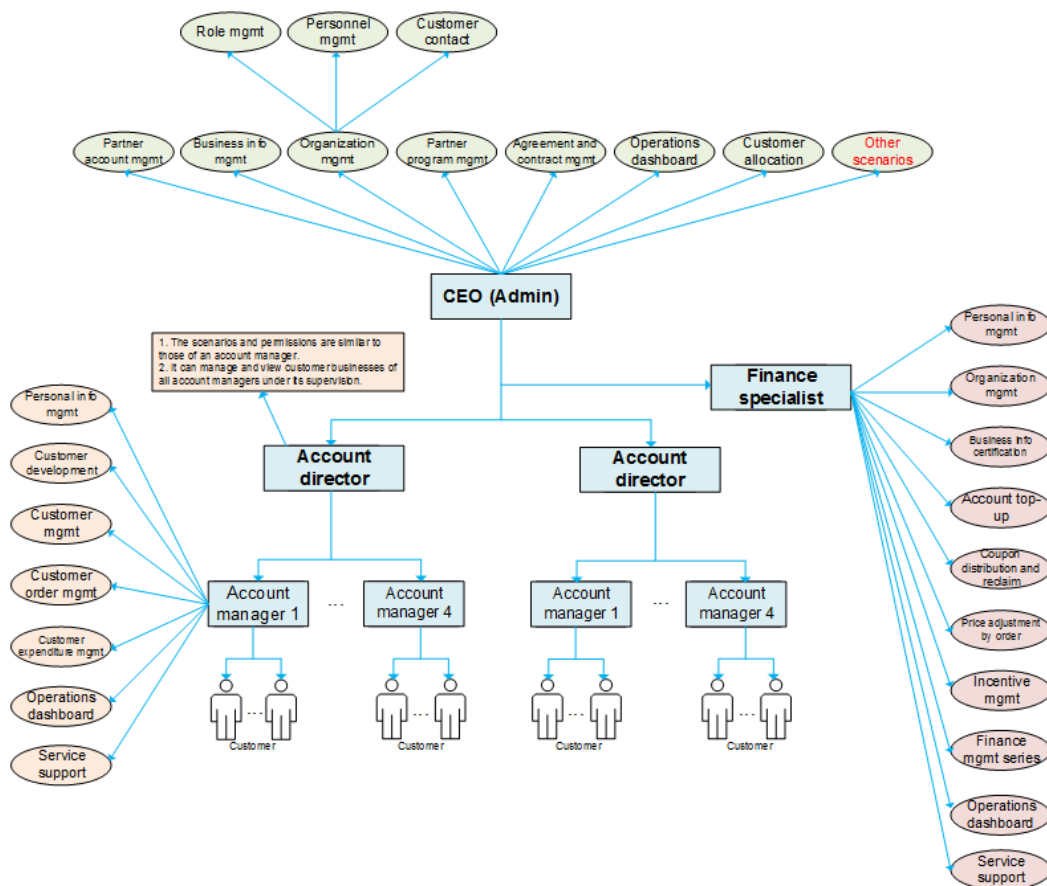
Example:

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.

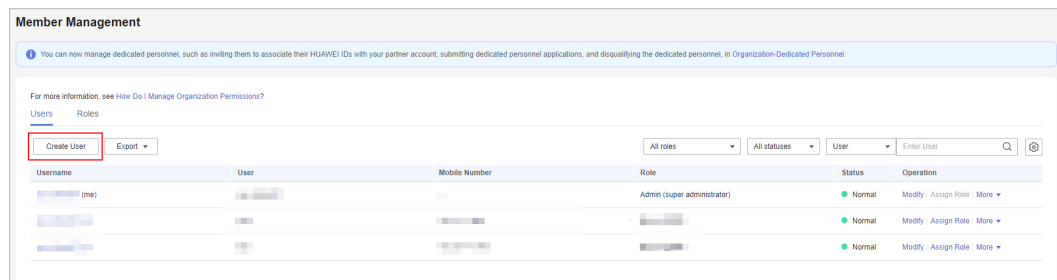
A user can have the default role or a custom role.

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**.

Member Management-Users / Create User

1 Specify User Information — 2 Assign Role — 3 Finish

Account Information

* Username

* Password

* Confirm Password

Personal Information

* Name

* Mobile Number

* Email

Office Phone

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**.

Member Management-Users / Create User

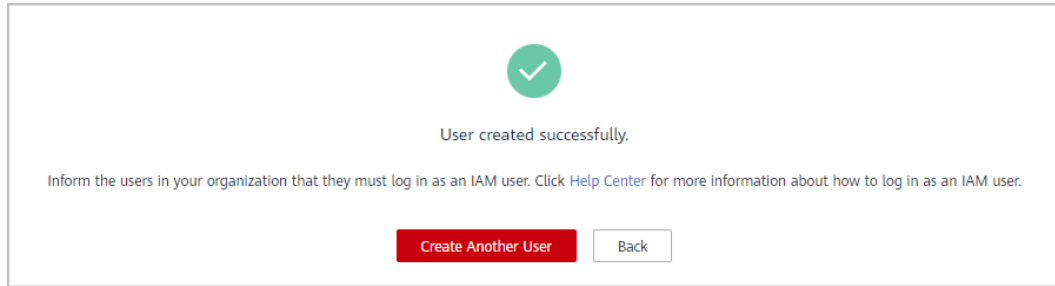
1 Specify User Information — 2 Assign Role — 3 Finish

Select a maximum of 3 roles. Selected roles: Account manager X

All role types

Role Name	Role Type	Role Description	Users with This Role	Operation
<input checked="" type="checkbox"/> Account manager	System-defined role	Users in this role can develop customers, and view an...	3	View Details
<input type="checkbox"/> Admin	System-defined role	Users with this role have all permissions in the Partner...	1	View Details
<input type="checkbox"/> Finance specialist	System-defined role	Users in this role can manage account top-up and wit...	0	View Details
<input type="checkbox"/> Account director	System-defined role	Users in this role can manage account managers, and ...	0	View Details

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

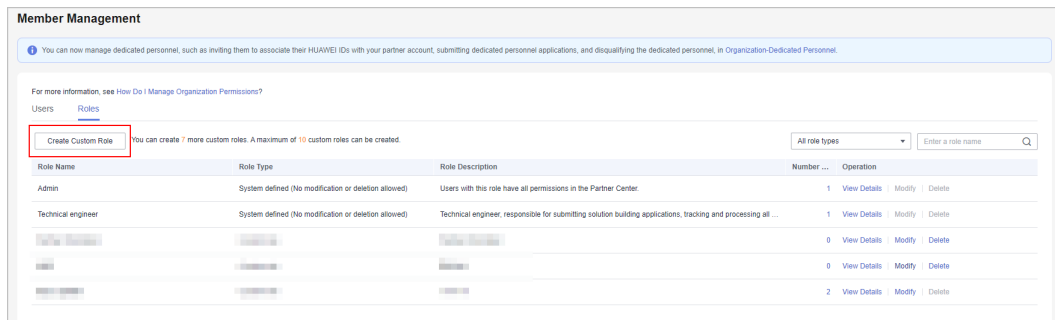
You must assign a role to a user created. The user can have the default role or a custom role.

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.

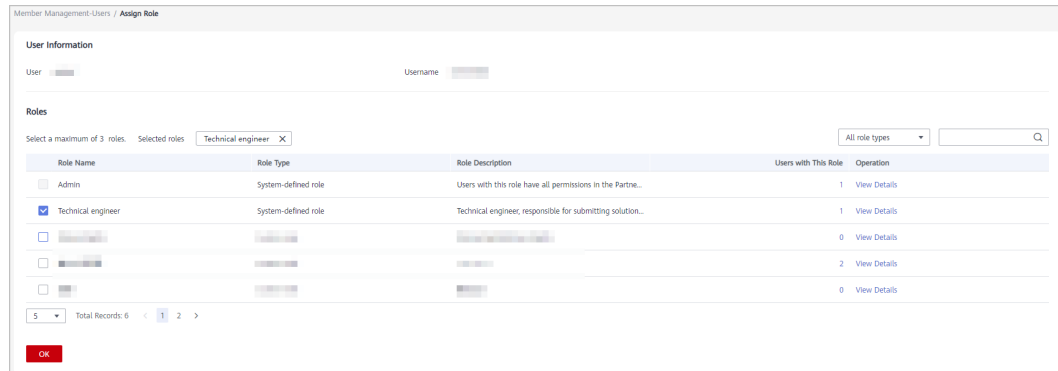
Step 7 Click **OK**.

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.

Username	User	Mobile Number	Role	Status	Operation
(me)			Admin (super administrator)	Normal	Modify Assign Role More
				Normal	Modify Assign Role More
				Normal	Modify Assign Role More

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.

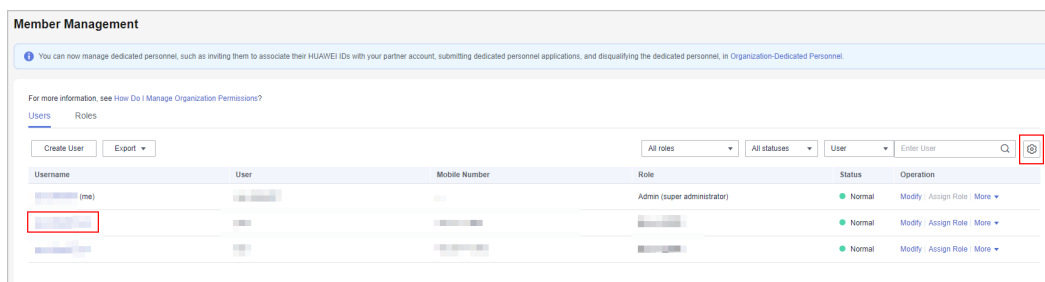
3.1.1.5 Managing Organization Member Information

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

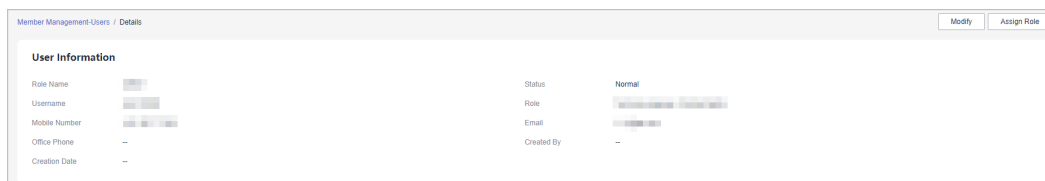
Procedure

- 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.



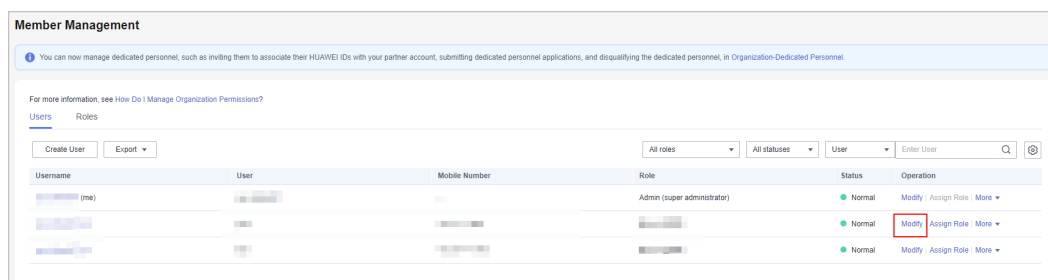
Step 7 View the user details on the displayed page.



----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**.

The screenshot shows a 'Modify' form for a user. The fields are: Username (text input), Name (text input), Mobile Number (dropdown for country code, currently '+92 (Pakistan)', and text input for the number), Email (text input), Office Phone (text input), and Status (radio buttons for 'Normal' and 'Locked', with 'Normal' selected). An 'OK' button is located at the bottom of the form.

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**

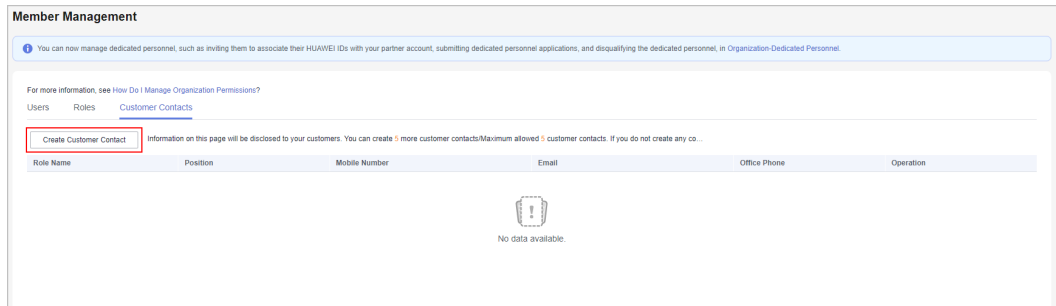
Click **More** > **Delete** in the **Operation** column. In the **Delete User** dialog box that is displayed, click **OK** to confirm the deletion.

3.1.1.6 Managing Customer Contacts

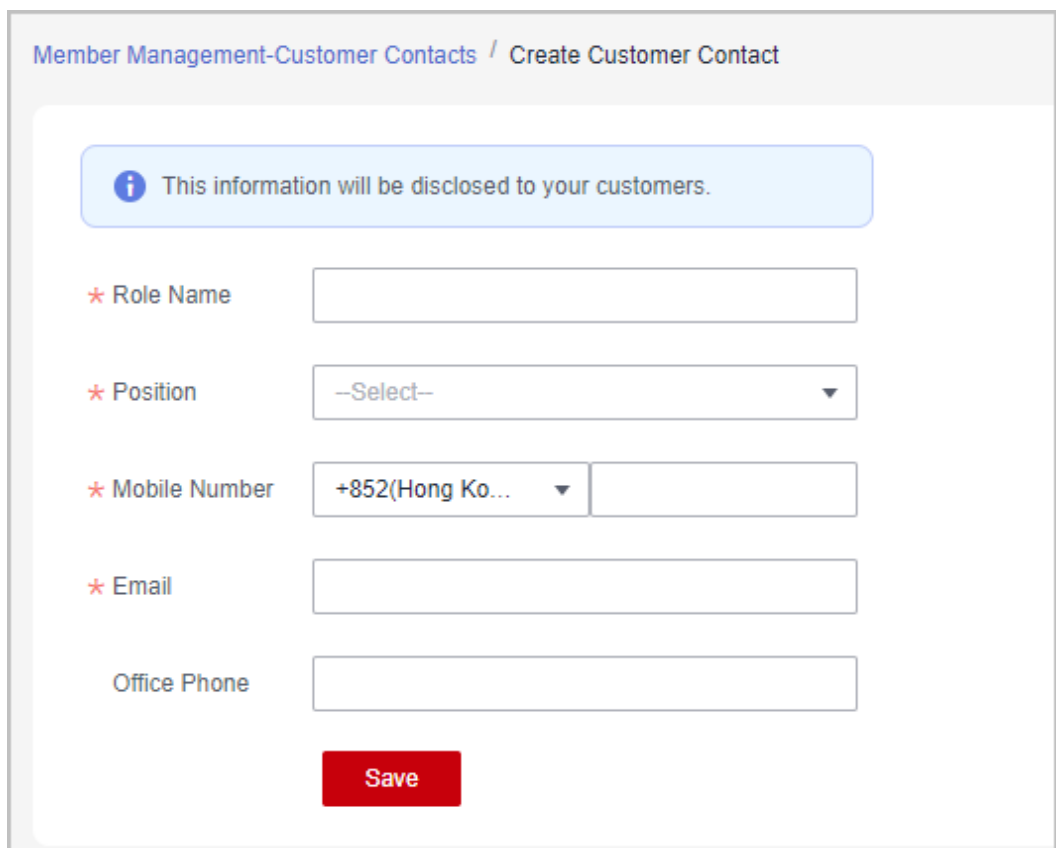
You can create customer contacts in Partner Center, and the created customer contacts will be disclosed to your customers. If you do not create any contact, your administrator account will be disclosed to your customers.

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.

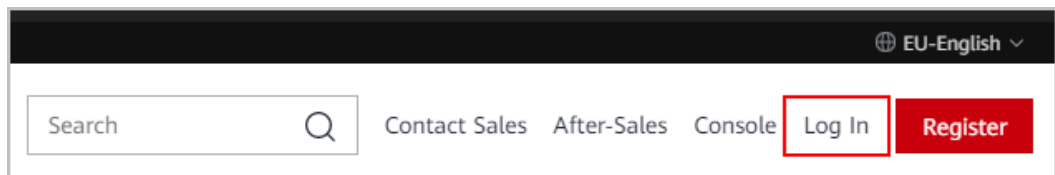
 NOTE

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.

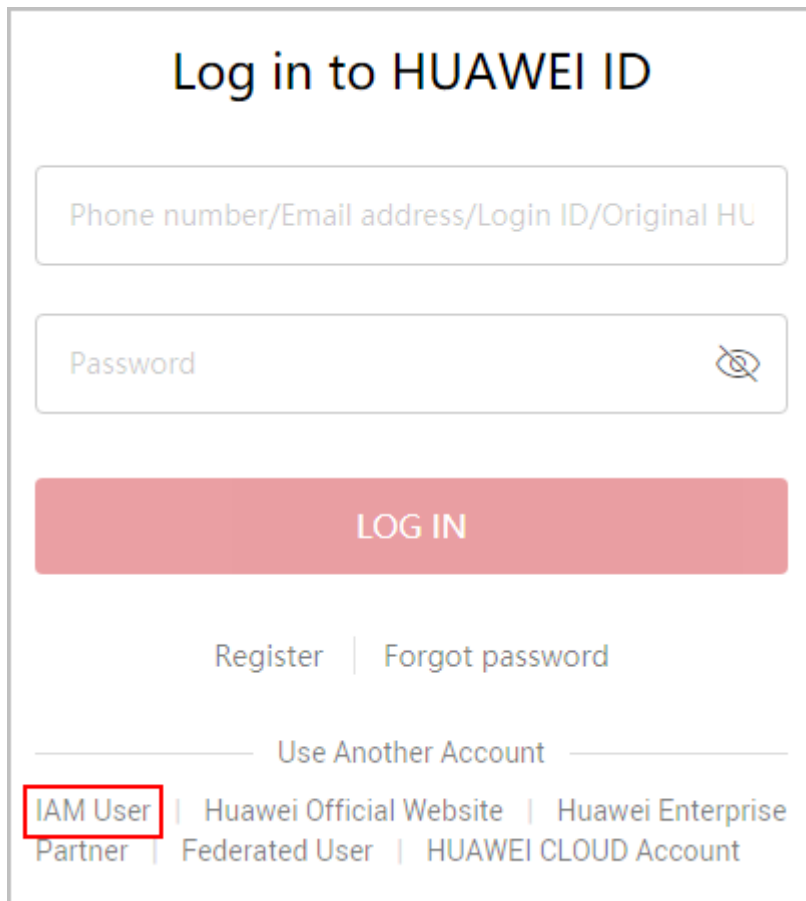
Procedure

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**.

IAM User Login

👁

Forgot Password
 Remember me

Use Another Account: [HUAWEI ID](#) | [Federated User](#)

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

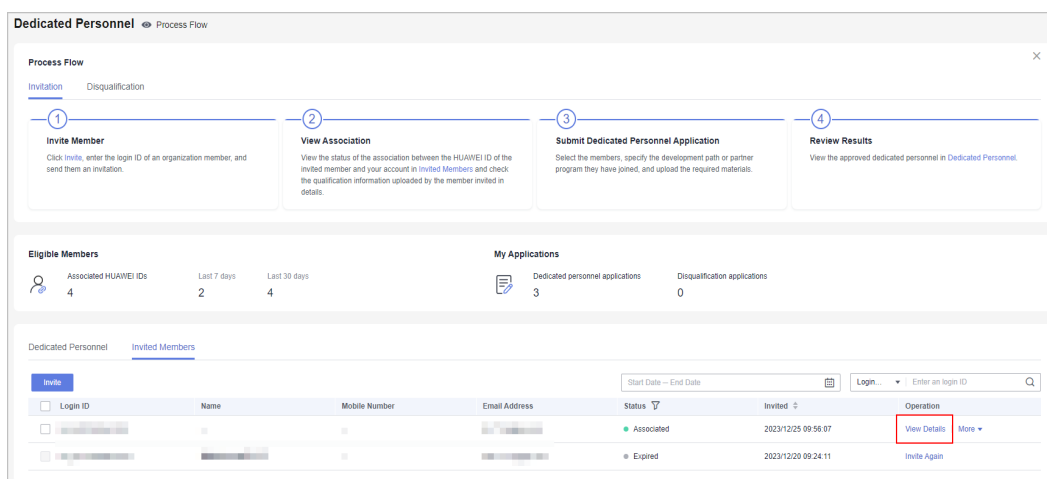
Status	Description
Invited	You have successfully sent an invitation to a member but the member has not completed the HUAWEI ID association.
Expired	The invitation link is valid for seven days. Within the seven days, if the invited member does not click the link for association, the link will become invalid. 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 its 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

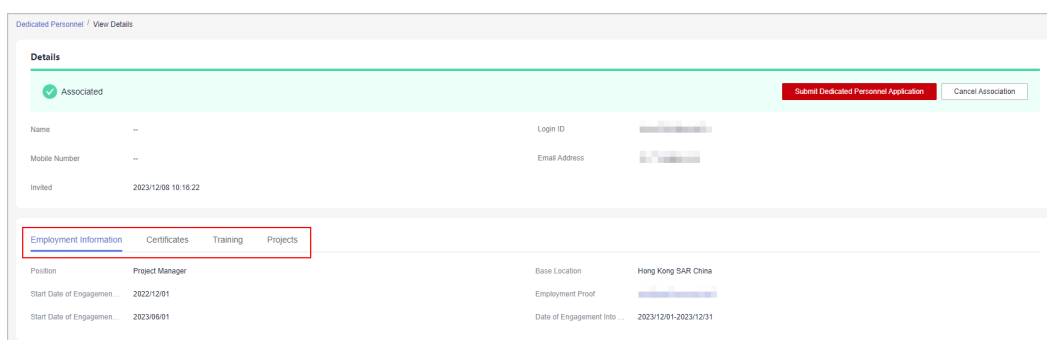
After a member associates its HUAWEI ID with your partner account, you must notify the member of regularly maintaining its personal qualification information, including employment information, certificates, training, and projects, to ensure that the information is complete, authentic, and valid.

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

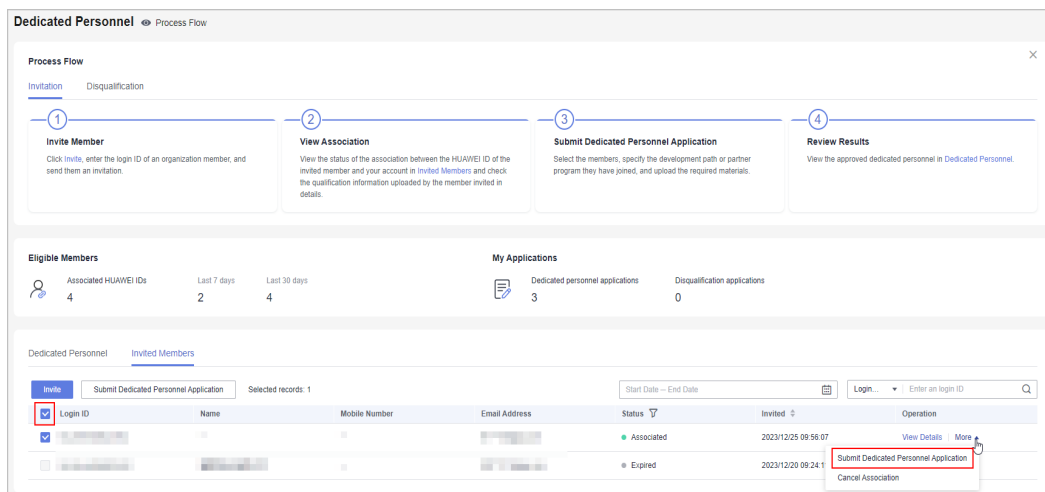
- Confirm the specific requirements of each development path for dedicated personnel with Huawei in advance.
- Dedicated personnel application is not available for Distribution Partner Program and Cloud Solution Provider Program.

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.

Submit Dedicated Personnel Application ✕

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.

[Add](#)

Member Information ?	Development Path/Partner Program	Materials ?	Oper...
<div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">[Redacted]</div> <div style="font-size: 0.8em; margin: 0 0 0 10px;">Login ID [Redacted]</div> <div style="font-size: 0.8em; margin: 0 0 0 10px;">Email Address [Redacted]</div>	<div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Select a path or program. ▼</div>	<div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px; width: 50px;">Upload</div> <div style="font-size: 0.8em; margin: 0 0 0 10px;">1. Up to 10 files can be uploaded. Maximum size for a single file: 50 MB 2. Files can be uploaded in DOC, DOCX, XLS, XLSX, ZIP, RAR, JPG, BMP, PNG, GIF, or PDF format.</div>	<div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px; width: 50px;">Delete</div>

OK
Cancel

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.

Dedicated Personnel / View Details

Details

Dedicated personnel under review Cancel Application

Name	Login ID
Mobile Number	Email Address
Development Path/Partne... Software Partner	Invited 2023/12/11 17:01:19

Materials Reviewed in Dedicated Personnel Application

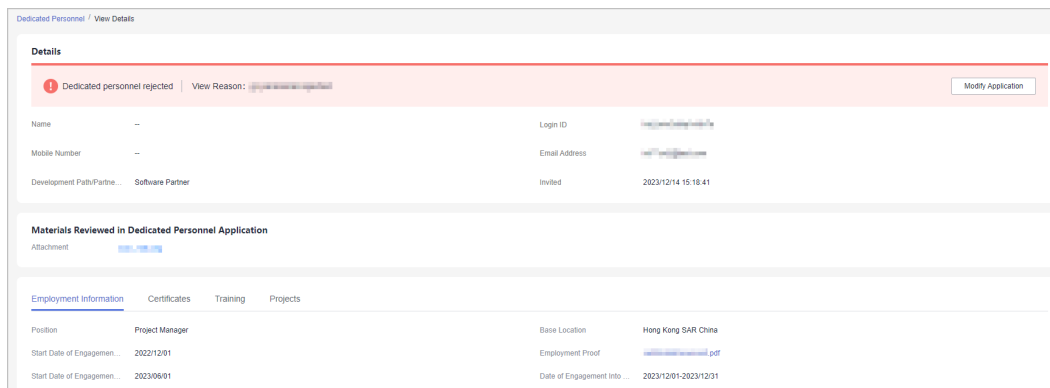
Attachment

Employment Information Certificates Training Projects

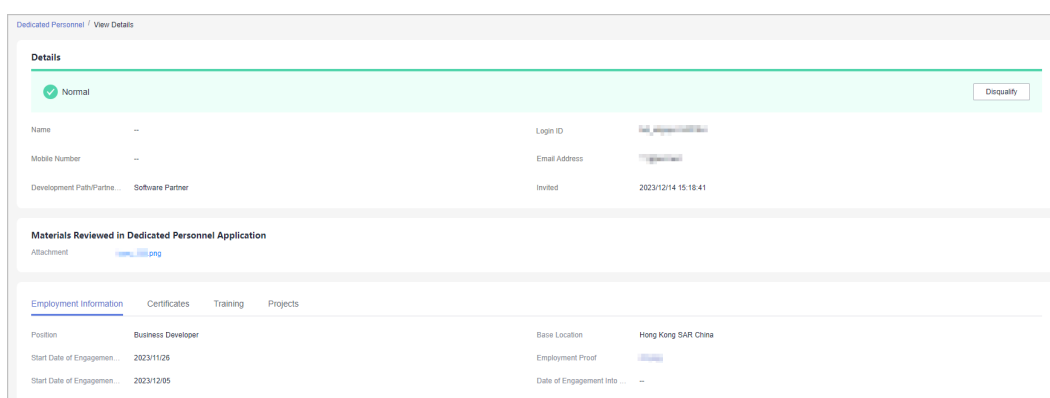
Position Business Developer	Base Location Hong Kong SAR, China
Start Date of Engagemen... 2023/1/26	Employment Proof
Start Date of Engagemen... 2023/1/26	Date of Engagement Info ...

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

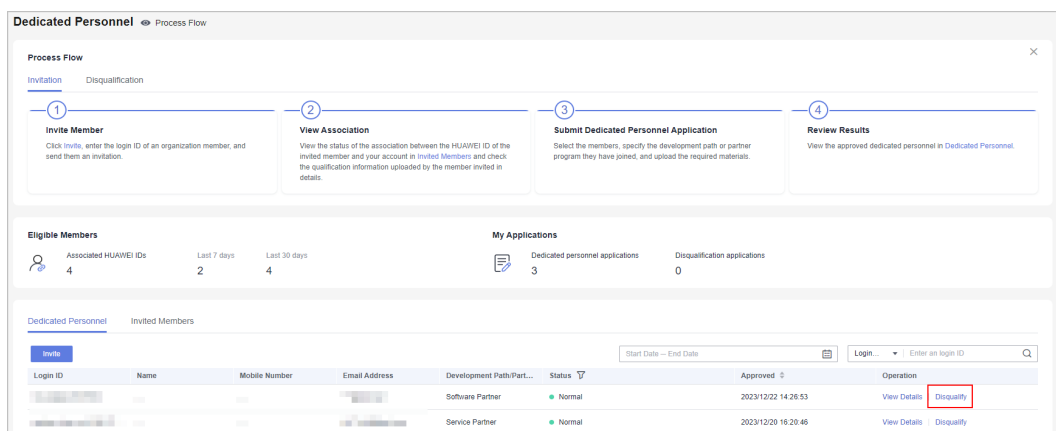
For members who no longer meet the requirements of dedicated personnel, you can disqualify them as dedicated personnel, specify the reason, upload the required materials, and submit them to Huawei for review.

 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**.

Disqualify Dedicated Personnel

Specify the reason and upload the required materials.

Basic Information

Name	--	Account	[Redacted]
Mobile Num...	--	Email	[Redacted]
Developme...	Software Partner		

Reason

Specify the reason for disqualifying the member as dedicated personnel.

0/500

File

Upload

1. Up to 10 files can be uploaded. Maximum size for a single file: 50 MB
 2. Files can be uploaded in DOC, DOCX, XLS, XLSX, ZIP, RAR, JPG, BMP, PNG, GIF, or PDF format.

OK

Cancel

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

Dedicated Personnel Process Flow

In Invitation Disqualification

1

Invite Member

Click [Invite](#), enter the HUAWEI ID of an organization member, specify the mobile number or email, and send them an invitation.

2

View Association

View the status of the association between the HUAWEI ID of the invited member and your account in [Invited Members](#) and check the qualification information uploaded by the member invited in details.

3

Submit Dedicated Personnel Application

Select the members, specify the development path or partner program they have joined, and upload the required materials.

4

Review Results

View the approved dedicated personnel in [Dedicated Personnel](#).

Eligible Members

	Associated HUAWEI IDs	Last 7 days	Last 30 days
	2	2	2

My Applications

	Dedicated personnel applications	Disqualification applications
	1	0

Dedicated Personnel Invited Members

Invite

Start Date — End Date

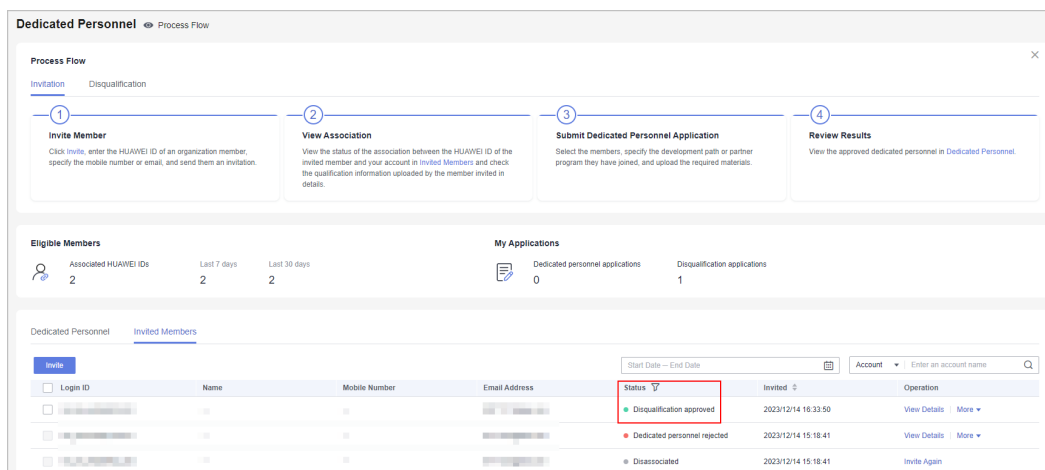
Account ▼ Enter an account name

Login ID	Name	Mobile Number	Email Address	Development Path/Part...	Status ▼	Approved ▼	Operation
[Redacted]	[Redacted]	[Redacted]	[Redacted]	Software Partner	Disqualification under review	2023/12/14 19:17:26	View Details Cancel Application

 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

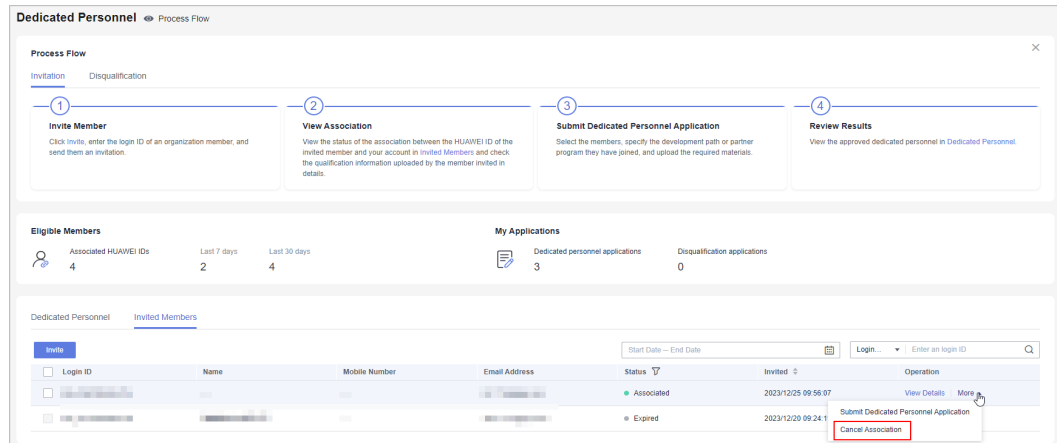
----End

3.2.1.5 Canceling Association

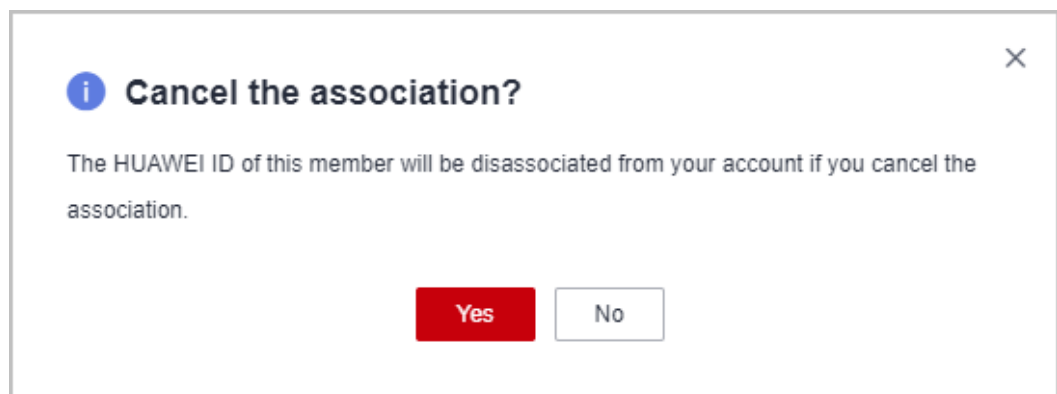
After a member associates its HUAWEI ID with your partner account or has been disqualified as a dedicated personnel, you can cancel the association between the HUAWEI ID and your partner account. After the association is canceled, the qualification information of this member will not be shared.

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:

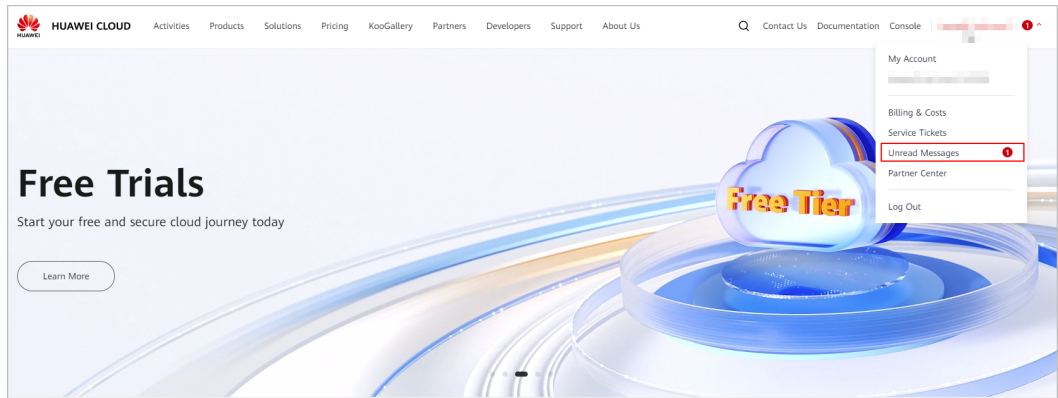
1. The HUAWEI ID has not been authenticated as an enterprise user.
2. The HUAWEI ID is not associated with another partner.
3. The real-name authentication has been completed (only for the Chinese mainland website).
4. The HUAWEI ID is not a Huawei Cloud partner account.
5. The HUAWEI ID has not been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

Procedure

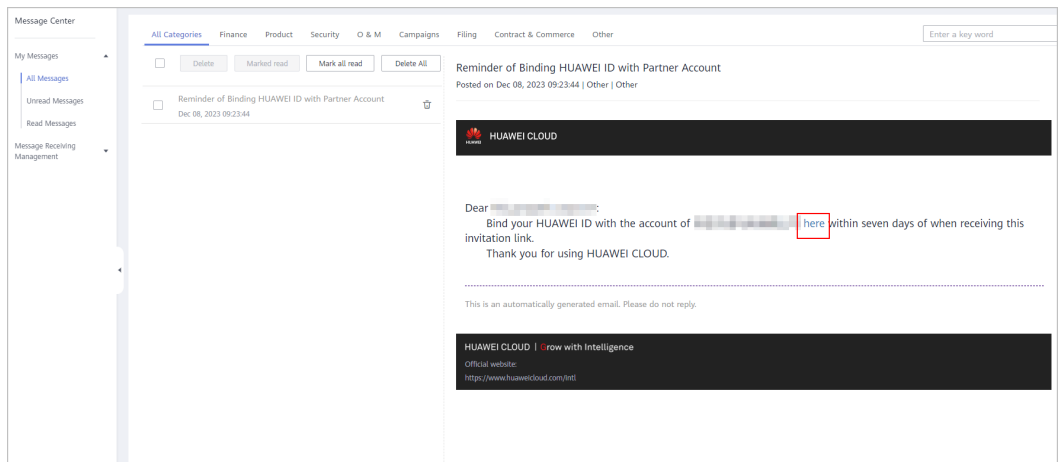
Use the HUAWEI IDs of your employees to perform the following operations.

Step 1 Use your HUAWEI ID to sign in to [Huawei Cloud](#).

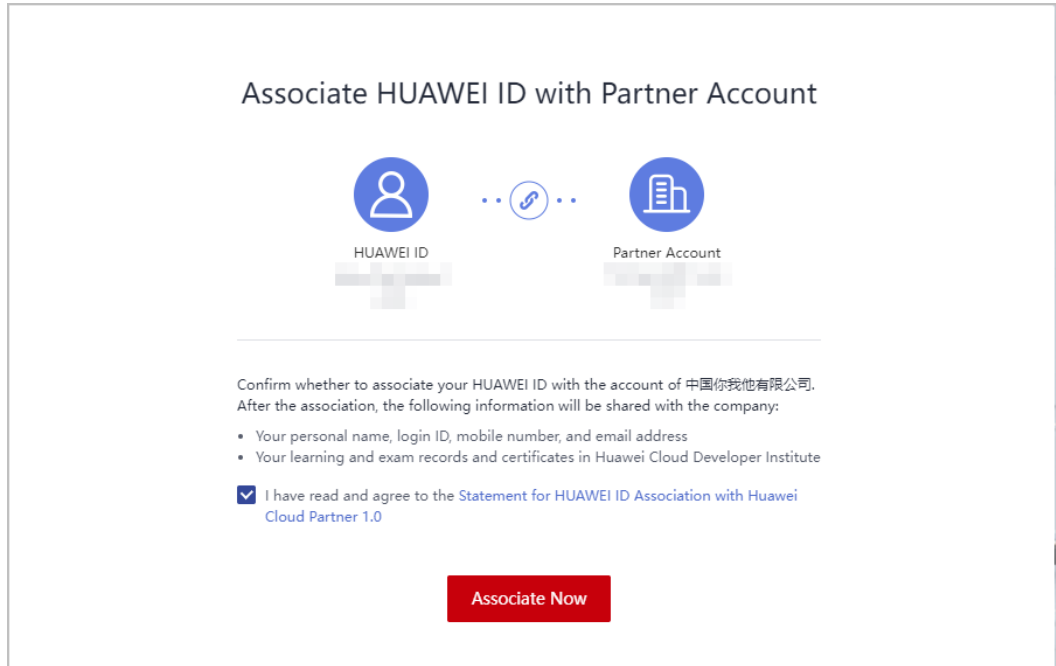
Step 2 Click **Unread Messages** in the drop-down list of your account in the upper right corner.



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



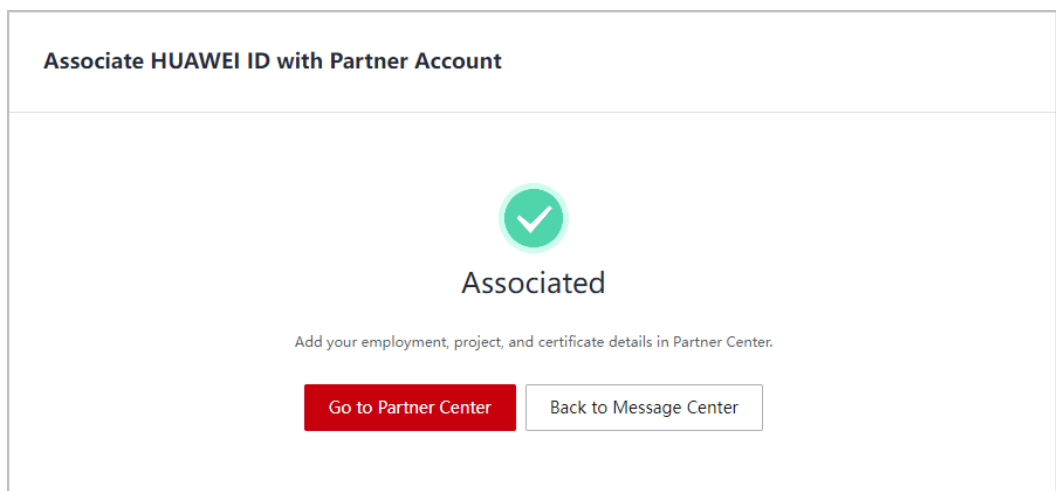
Step 4 Read and agree to the agreement on the displayed page and click **Associate Now**.



 **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

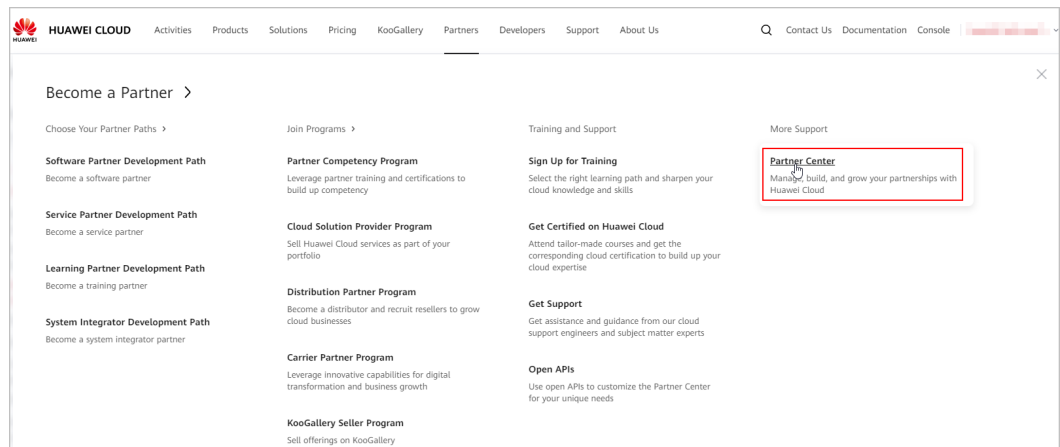
- Provide information about your current employment, upload employment certificates, and specify your base location.

Procedure

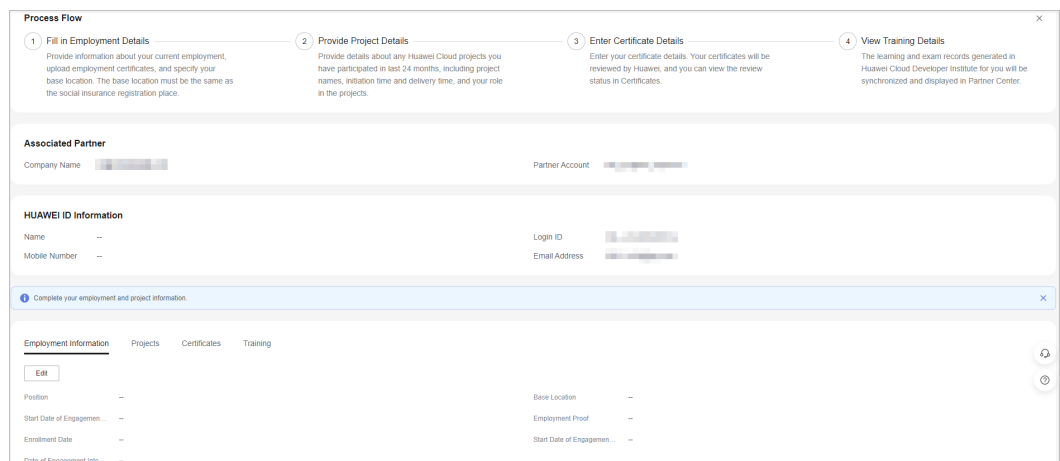
Use the HUAWEI IDs of your employees to perform the following operations.

Step 1 Use your HUAWEI ID to sign in to [Huawei Cloud](#).

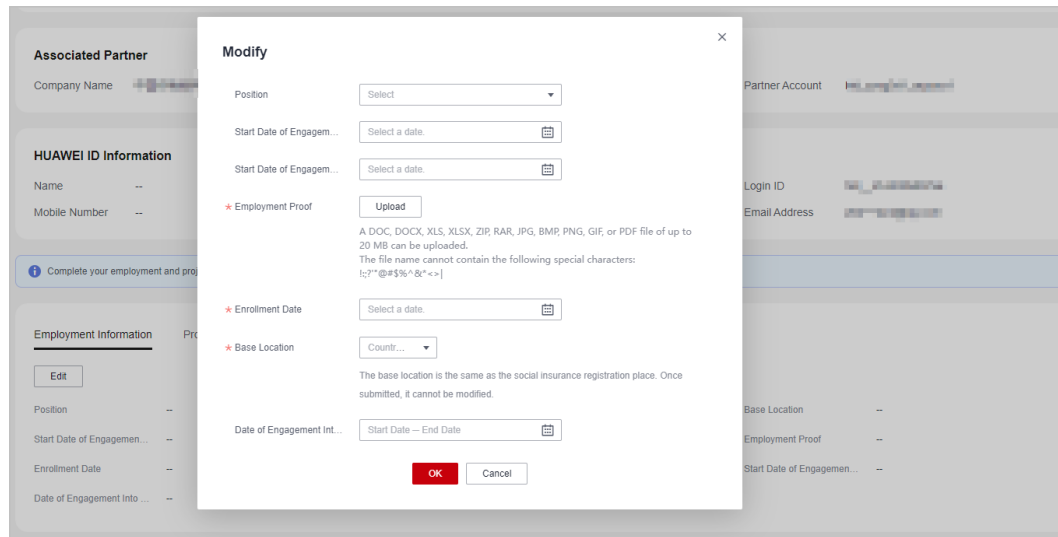
Step 2 Choose **Partners > More Support > Partner Center** in the menu on the top.



Step 3 Fill in employment details.



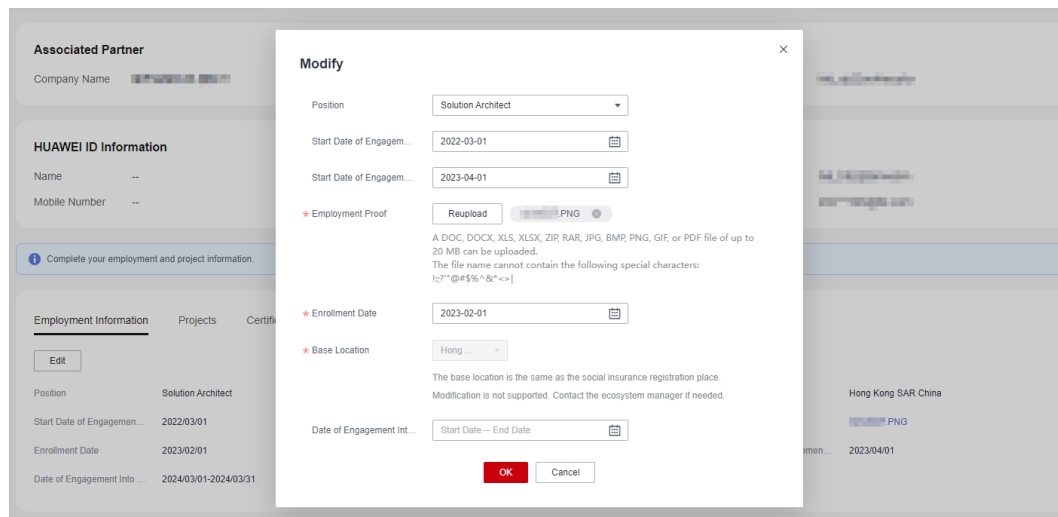
Step 4 Click **Edit** in the **Employment Information** tab, provide required information, and upload the required materials.



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

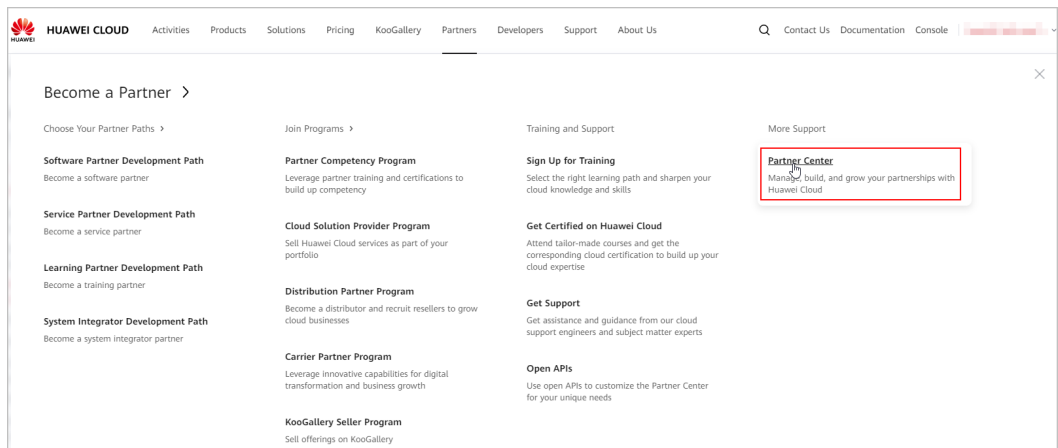
- Provide details about any Huawei Cloud projects you have participated in last 24 months, including project names, initiation time and delivery time, and your role in the projects.

Procedure

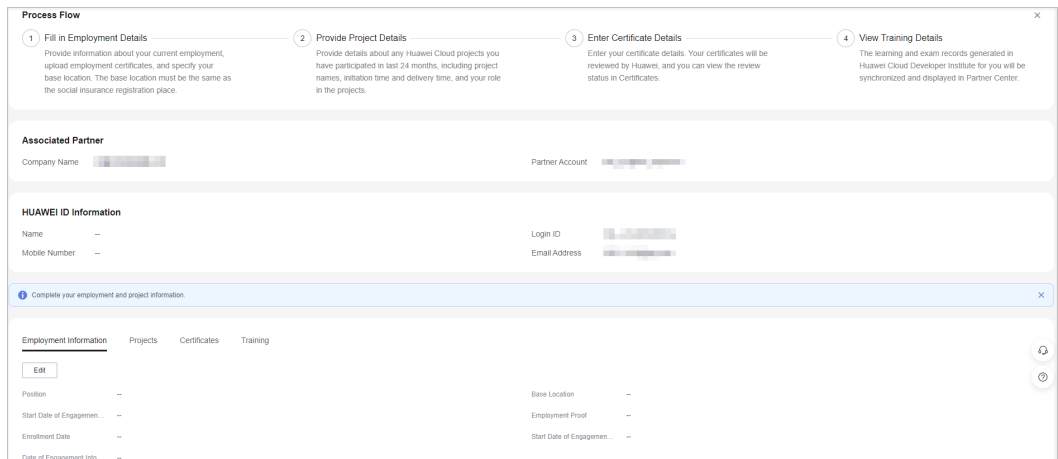
Use the HUAWEI IDs of your employees to perform the following operations.

Step 1 Use your HUAWEI ID to sign in to [Huawei Cloud](#).

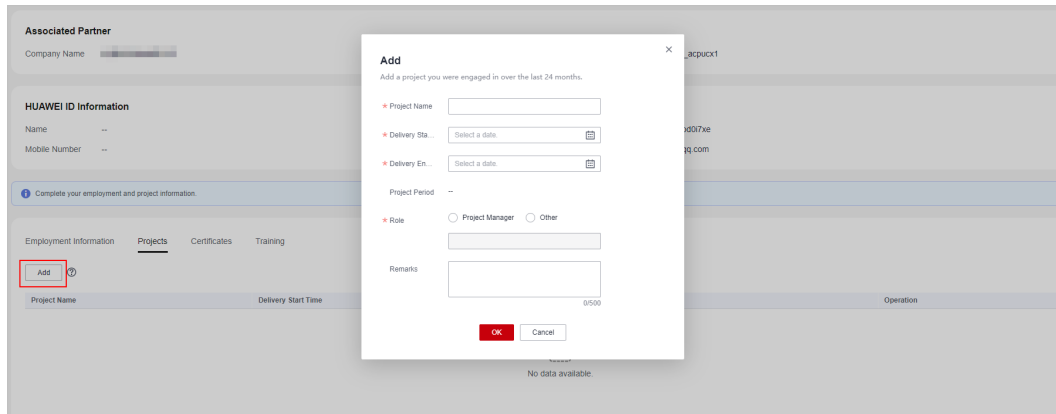
Step 2 Choose **Partners > More Support > Partner Center** in the menu on the top.



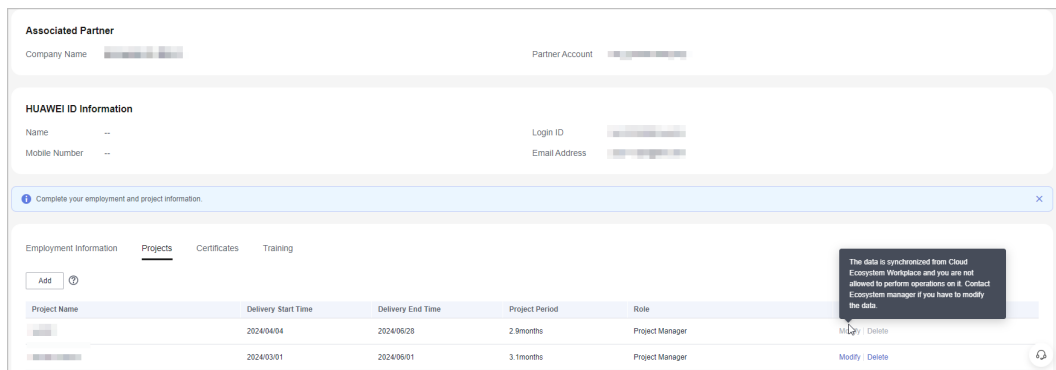
Step 3 Provide project details.



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

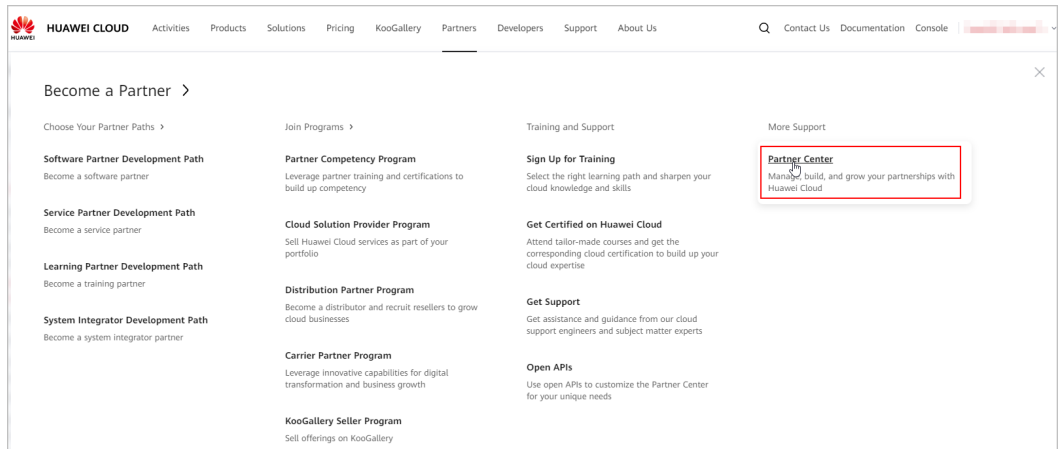
- Career certificates and other certificates need to be manually uploaded.
- The certificates you upload must be valid, and they will be review by Huawei. You can check the review status in the **Certificates** tab.
- You do not need to manually upload the developer certificate and professional certificate.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

Procedure

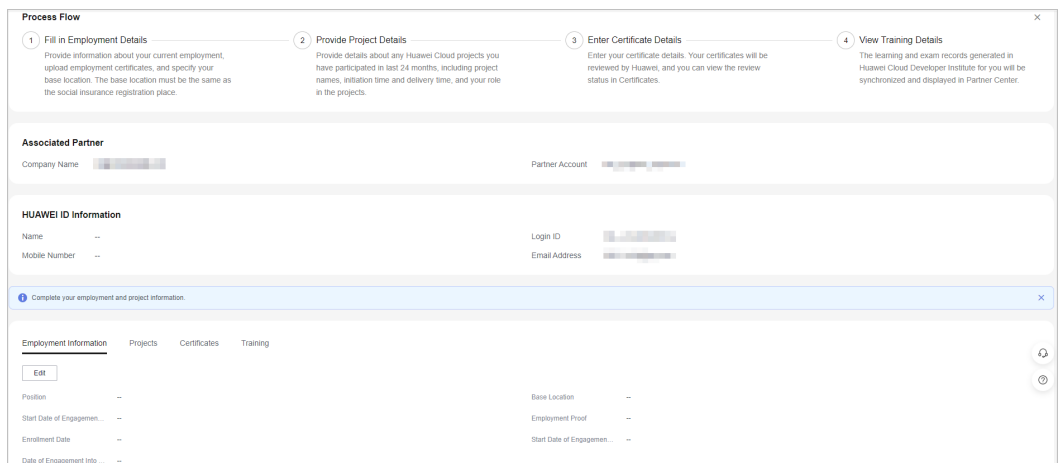
Use the HUAWEI IDs of your employees to perform the following operations.

Step 1 Use your HUAWEI ID to sign in to [Huawei Cloud](#).

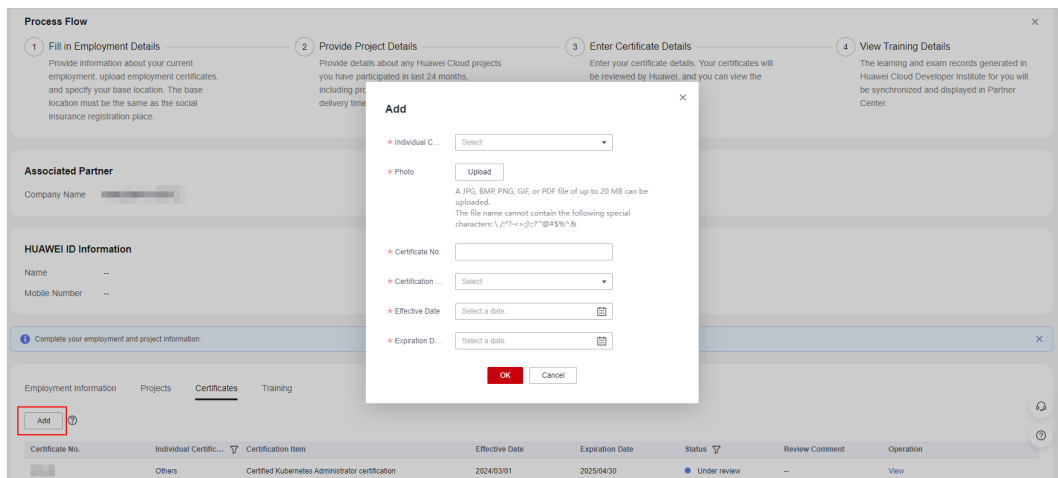
Step 2 Choose **Partners > More Support > Partner Center** in the menu on the top.



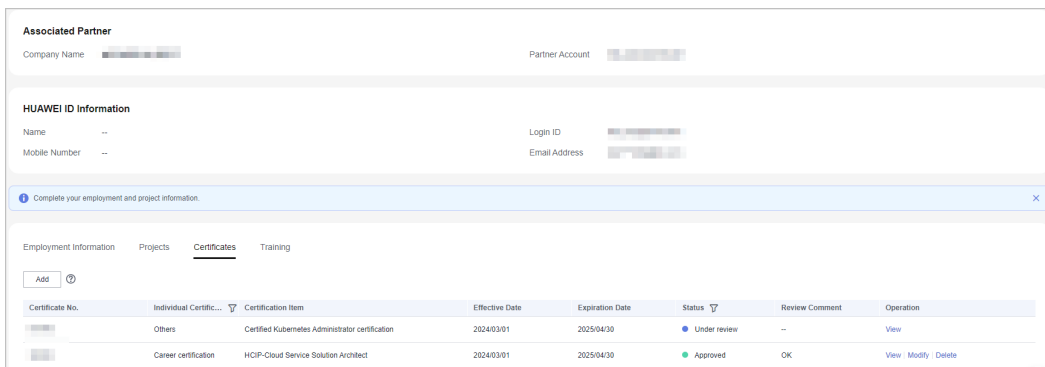
Step 3 Enter certificate details.



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

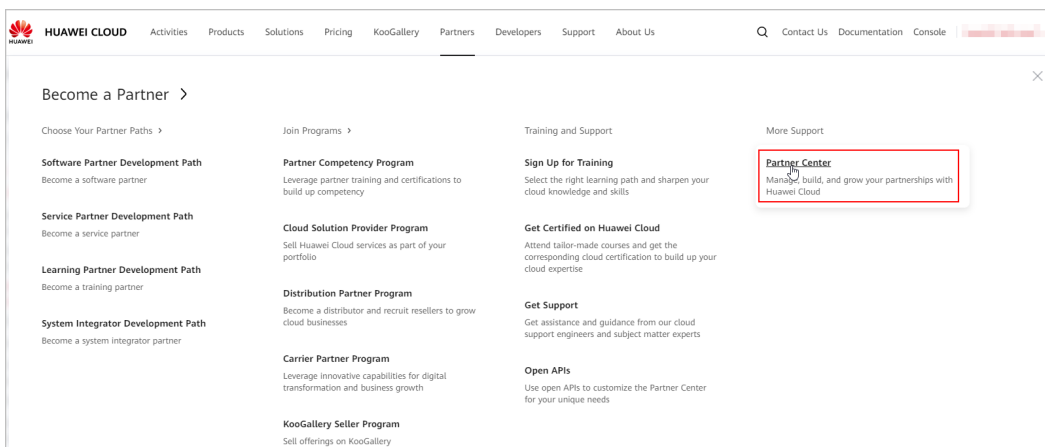
The training records (including course and exam records) generated in Developer Institute will be synchronized to and displayed in Partner Center on the following day. You can view the training details in the **Training** tab.

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: [Redacted] Partner Account: [Redacted]

HUAWEI ID Information

Name: -- Login ID: [Redacted]
Mobile Number: -- Email Address: [Redacted]

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

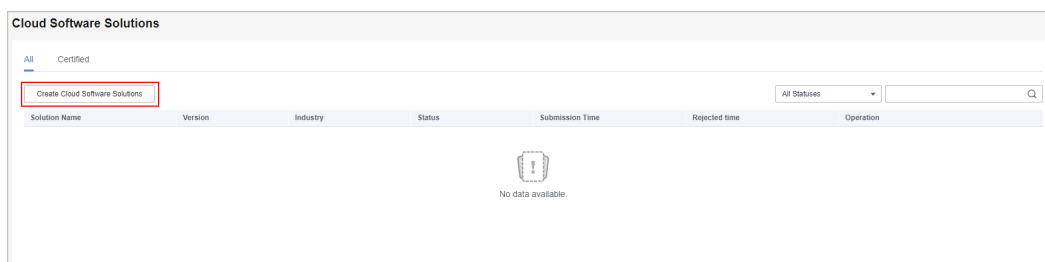
4.1 Creating a Cloud Software Solution

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**.

Cloud Software Solutions / Create Cloud Software Solutions

1 Specify Solution Details — 2 Specify Contact Info

Solution Information

* Solution Name

* Version

* Industry

* Segment

* Product Type

* Solution/Target Customers 0/1,000

* Solution/Service Application Sc... 0/1,000

* Cloud Transition Mode

* Deployed on Public Cloud
Select the deployed platforms if you choose "Yes"

Materials

Upload Description [?](#)

* Software copyright
The software copyright statement is required when the software copyright owner is not consistent with the solution certification subject. [Download Template](#)

* Solution Introduction [Download Template](#)

* Certification Materials [Download Template](#)
Include "Foundational Technical Review Form", business success cases in PDF, and other proof and supporting documents.

Remarks 0/1,000

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

Cloud Software Solutions / Create Cloud Software Solutions

1 Specify Solution Details — 2 Specify Contact Info

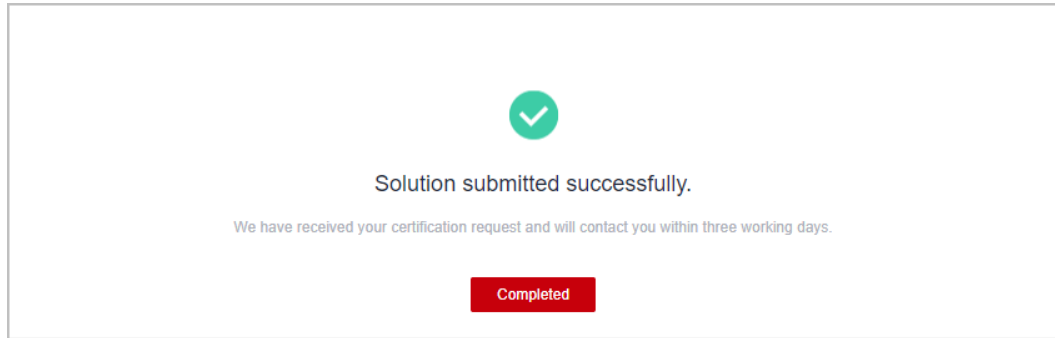
* Business Contact

* Phone Number

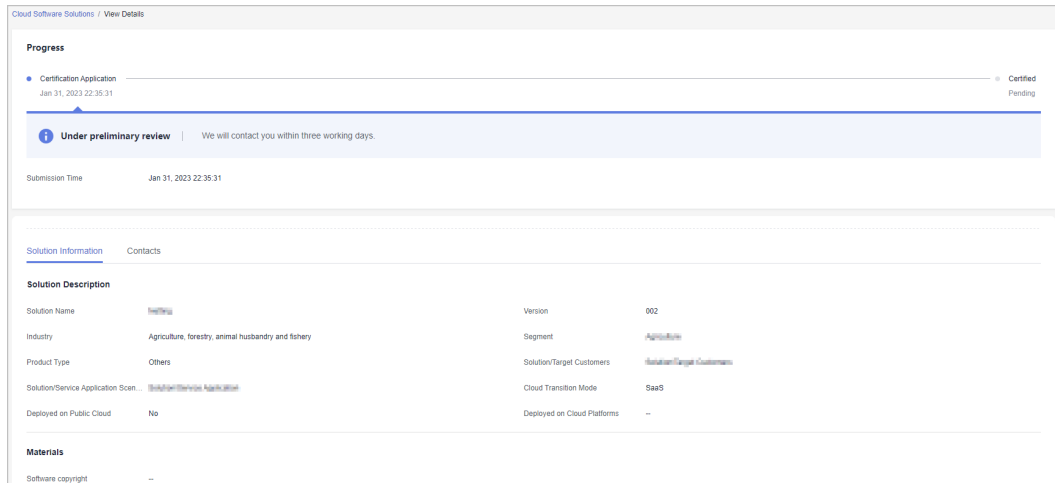
* Email Address

Huawei Contact Available If you select Yes, provide a Huawei contact and corresponding phone number.

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.

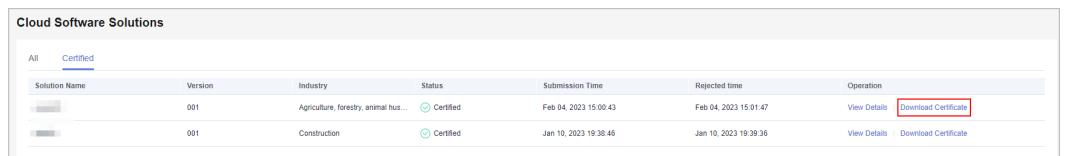


----End

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.



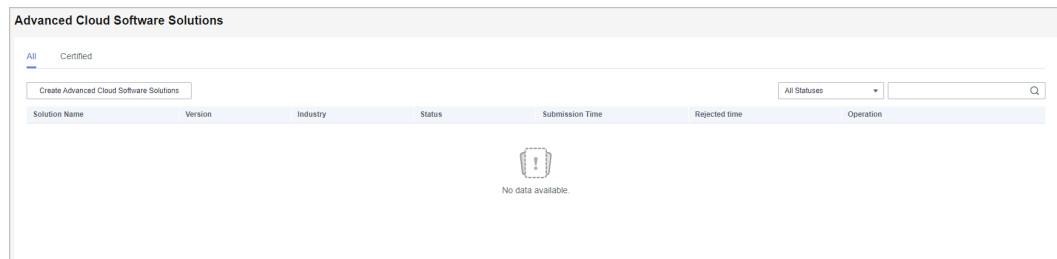
4.2 Creating an Advanced Cloud Software Solution

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**.

Advanced Cloud Software Solutions / Create Advanced Cloud Software Solutions

1 Specify Solution Details — 2 Specify Contact Info

Solution Information

- * Solution Name
- * Version
- * Industry
- * Segment
- * Product Type
- * Solution/Target Customers
0/1,000
- * Solution/Service Application Scenarios
0/1,000
- * Cloud Transition Mode
- * Deployed on Public Cloud
Select the deployed platforms if you choose "Yes"

Materials

Upload Description ⓘ

- Software copyright
The software copyright statement is required when the software copyright owner is not consistent with the solution certification subject. [Download Template](#)
- * Solution Introduction [Download Template](#)
- * Certification Materials [Download Template](#)
Include "Foundational Technical Review Form", business success cases in PDF, and other proof and supporting documents.

Remarks
0/1,000

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

Advanced Cloud Software Solutions / Create Advanced Cloud Software Solutions

1 Specify Solution Details — 2 Specify Contact Info

* Business Contact

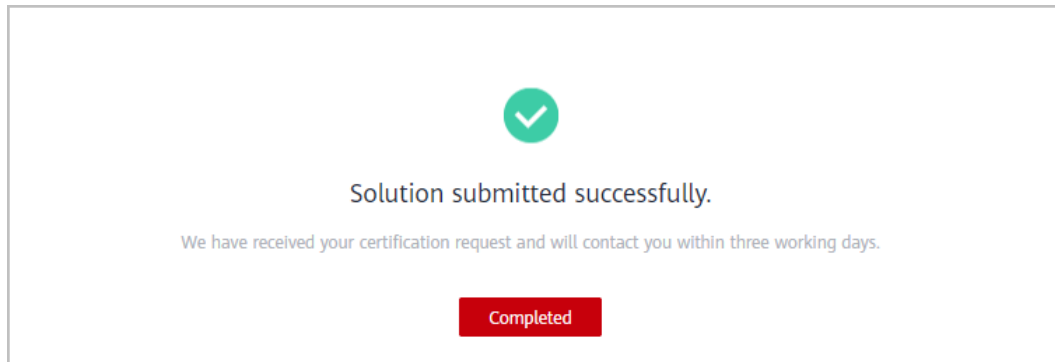
* Phone Number

* Email Address

Huawei Contact Available If you select Yes, provide a Huawei contact and corresponding phone number.

Previous Save Draft **Certify** Cancel

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.

Advanced Cloud Software Solutions / View Details

Progress

• Certification Application Jun 20, 2024 17:27:41 Certified Pending

Under preliminary review | We will contact you within three working days.

Submission Time Jun 20, 2024 17:27:41

Solution Information Contacts

Solution Description

Solution Name	...	Version	001
Industry	Education	Segment	General education
Product Type	Education & Training	Product Sub-Type	K-12 smart education
Solution/Target Customers	...	Solution/Service Application Scen...	...
Cloud Transition Mode	Uninvolved	Deployed on Public Cloud	No
Deployed on Cloud Platforms	--		

Materials

----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
[Redacted]	001	Agriculture, forestry, animal hus...	✔ Certified	Feb 04, 2023 15:58:07	Feb 04, 2023 15:58:46	View Details Download Certificate
[Redacted]	001	Construction	✔ Certified	Jan 10, 2023 19:54:49	Jan 10, 2023 19:56:22	View Details Download Certificate

5 Competency Certification

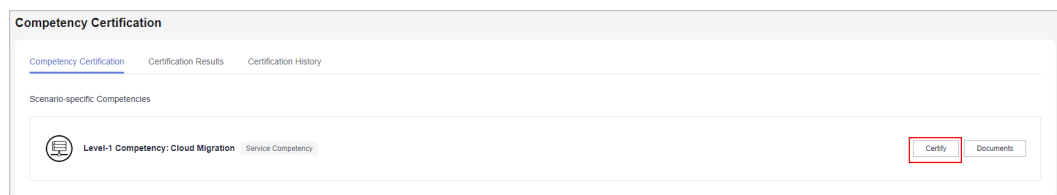
Huawei Cloud partner competency certification ("competency certification") is a process in which partners perform self-check on their competencies and provide proofs based on Huawei Cloud competency standards, and earn the certification by the Huawei Cloud partner competency certification team or a third-party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

5.1 Requesting Competency Certification

You can request competency certification in the Partner Center.

Procedure

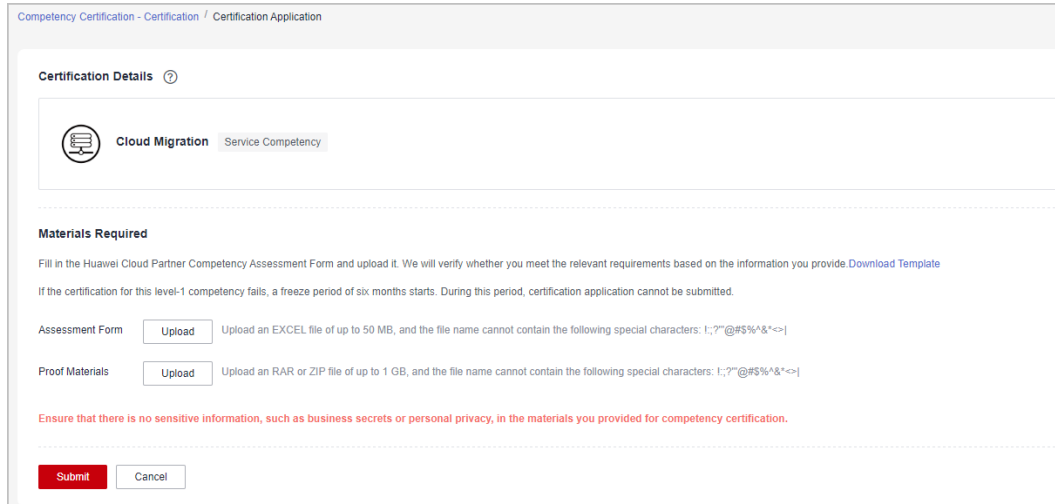
- Step 1** Use your account to log in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Competencies > Competency Certification** in the menu on the top.
Select a competency and click **Certify** on the page displayed by default.



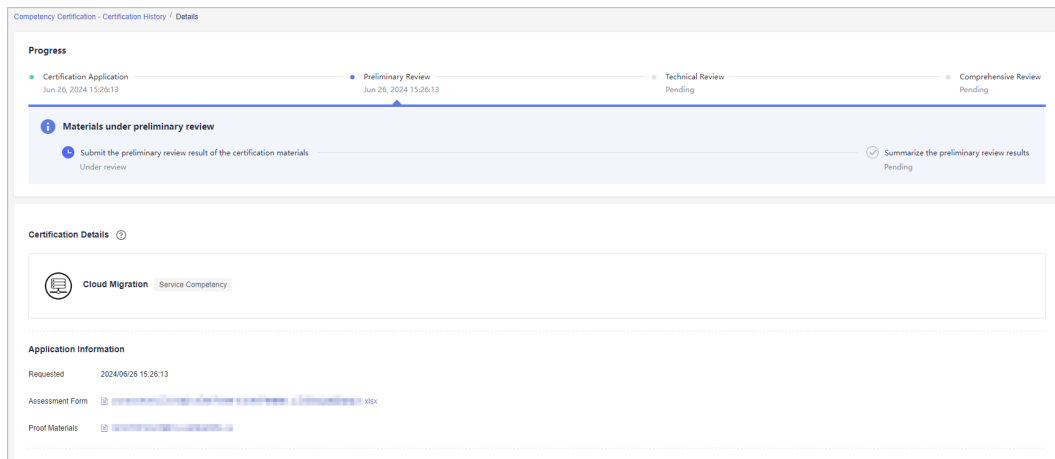
NOTE

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.

Competency Certification

Badge [Download](#)



Competency Certification Certification Results Certification History

Enter a competency name

Level-1 Competency	Requested	Result	Validity Period	Approved
DevOps Support (Hardware Competency)	Aug 08, 2023	Under review	--	--
Cloud Migration (Service Competency)	Dec 08, 2022	Materials to be updated	--	--
Cloud Migration (Service Competency)	Dec 01, 2022	Approved	Dec 01, 2022 - Dec 01, 2024	Dec 01, 2022
DevOps Support (Hardware Competency)	Oct 27, 2022	Approved	Oct 23, 2022 - Oct 31, 2023	Oct 27, 2022
Data Analysis Platform (Hardware Competency)	Oct 27, 2022	Approved	Oct 27, 2022 - Oct 31, 2023	Oct 27, 2022

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


Competency Certification - Certification History / Details

Progress

● Certification Application Jun 26, 2024 15:26:13
 ● Preliminary Review Jun 26, 2024 15:26:13
 ○ Technical Review Pending
 ○ Comprehensive Review Pending

ⓘ **Materials under preliminary review** | The materials have not passed the preliminary review. Please complete rectification based on the approval comments in the attachment and **submit all certification materials** within 30 calendar days. If the materials are not submitted within 30 calendar days, the materials will be suspended for six months.
 [Download Comments](#)
Update Materials

Certification Details


Cloud Migration Service Competency

Application Information

Requested: 2024/06/26 15:26:13

Assessment Form: [\[Download\]](#)

Proof Materials: [\[Download\]](#)

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**.

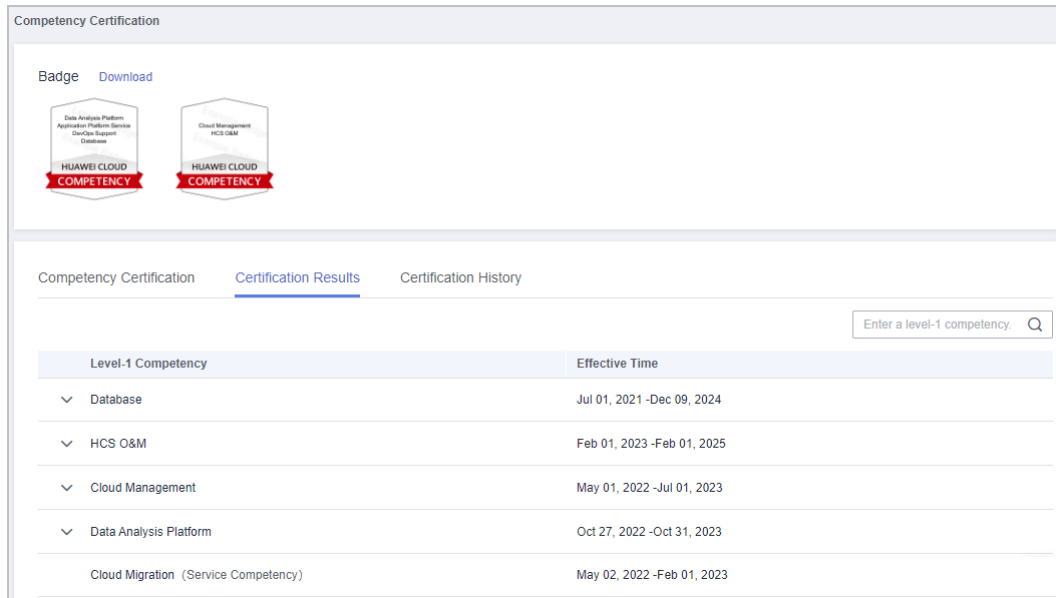
----End

5.2 Querying Competencies Certified

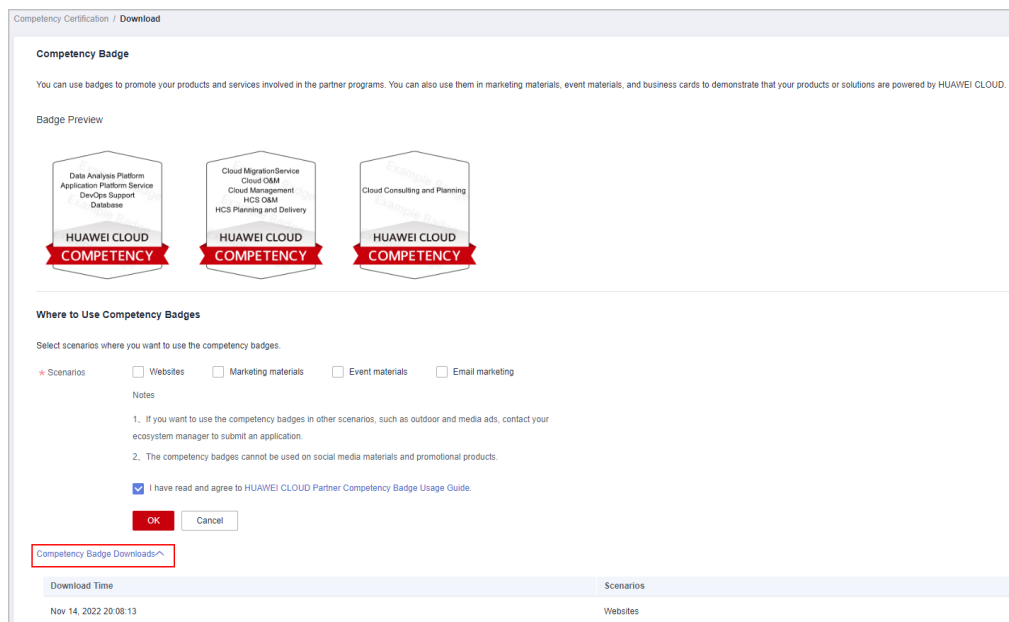
You can query the competencies certified and the competency badges obtained and download the badges.

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](#)



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 Migration/Service 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.

Test Coupons

You may want to know: [FAQs About Test Coupons](#) - [Operation Guide on Test Coupons](#)

- Only test coupons listed below can be requested online. For those not listed, contact ecosystem manager.
- If you enter a new phase of a development path, the test coupons in the previous phase will become unavailable for application.

[Coupons Request](#) [Historical Records](#) [Show Overview](#)

Benefit	Benefit Quota (USD)	Remaining Amount (USD)	Multiple Requests	Validity Period	Operation
Software Partner					
Test Coupons for Cloud Software Solution	Up to \$15,000/Solution	--	Multiple requests are allowed	Permanent	View Details Request
Test Coupons for Advanced Cloud Software Solution	Up to \$50,000/Solution	--	Multiple requests are allowed	Permanent	View Details Request

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

Test Coupons / Software Partner-Test Coupons for Cloud Software Solution / Request

* Solution

Requests 1

Cumulative Amount(USD) 0.00

* Amount Requested(USD) Enter the amount for required resources. You can refer to the total amount in the list generated by the price calculator on the official website.

* Description Enter a request reason. 0/1,000

* Proof Materials The file can be in .jpg/.bmp/.png/.jpeg/.gif/.pdf/.doc/.docx/.ppt/.pptx/.xls/.xlsx/.zip/.rar format. The maximum size of the file is 21 MB. The file name cannot contain ;?*"@#%&* < > | these characters

* 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 below. How Do I Obtain the Resource Configuration List?
1. Paste the shareable link here. Otherwise, your request may be rejected. 2. If it is not your first request, illustrate the request reason and differences (such as adding or modifying the xx configuration) between this request and the previous one. 0/1,000

* Start Time for Using Resources Select a date.

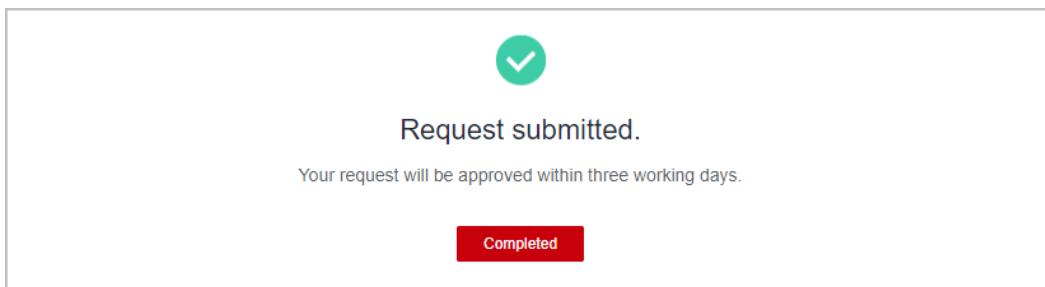
* End Time for Using Resources Select a date.

* Notes 1. Ensure that the amount requested is calculated based on the resources required in the test environment:
2. It is recommended that you confirm the amount with Huawei's solution certification approver before a request.

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.

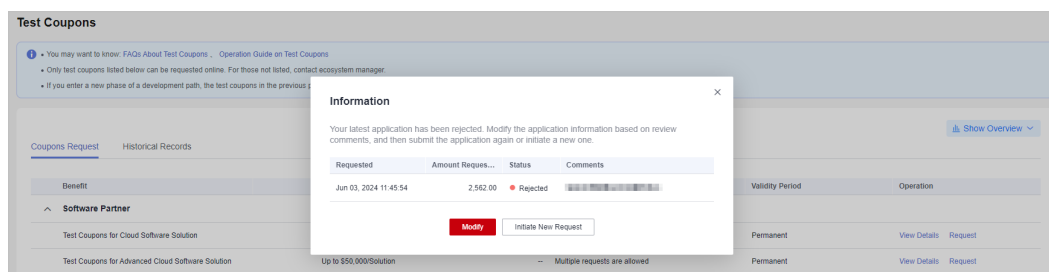
Requested	Solution	Amount Requested (USD)	Status	Comments	Amount Issued (USD)	Operation
Jun 03, 2024 11:45:54		2,562.00	Under review	--	2,562.00	View Details
Feb 15, 2023 15:28:05		325.00	Rejected		--	View Details Resubmit
Feb 06, 2023 11:25:24		20.00	Approved	OK	20.00	View Details

- Viewing historical records

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

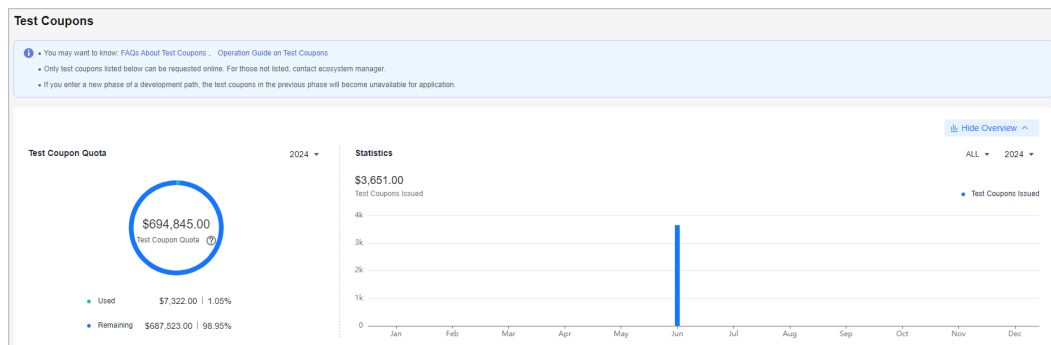
- Re-initiating coupon request when your application is rejected

- 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.
- 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.

The screenshot shows the 'Test Coupons' table with columns: Benefit, Benefit Quota (USD), Remaining Amount (USD), Multiple Requests, Validity Period, and Operation. Two rows are visible under the 'Software Partner' section:

Benefit	Benefit Quota (USD)	Remaining Amount (USD)	Multiple Requests	Validity Period	Operation
Test Coupons for Cloud Software Solution	Up to \$15,000/Solution	--	Multiple requests are allowed	Permanent	View Details Request
Test Coupons for Advanced Cloud Software Solution	Up to \$50,000/Solution	--	Multiple requests are allowed	Permanent	View Details Request

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

The screenshot shows a 'Request' form with the following fields and options:

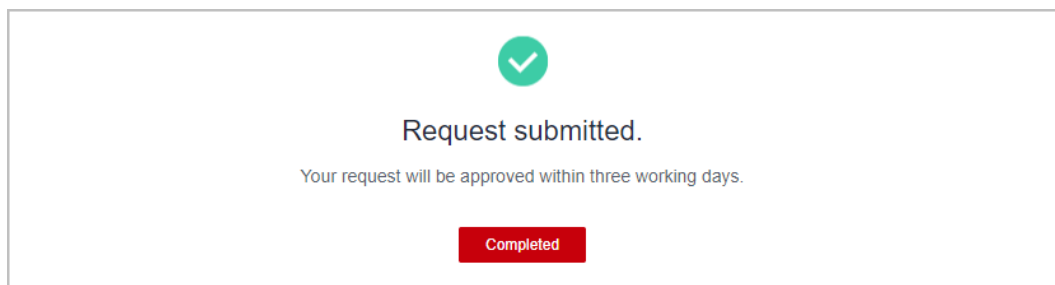
- Solution:** A dropdown menu with 'Select' as the current value.
- Requests:** A text input field containing the number '1'.
- Cumulative Amount(USD):** A text input field containing '0.00'.
- Amount Requested(USD):** A text input field with a placeholder 'Enter the amount for required resources. You can refer to the total amount in the list generated by the price calculator on the official website.'
- Description:** A text area with a placeholder 'Enter a request reason' and a character count '0/1,000'.
- Proof Materials:** An 'Upload' button and a note: 'The file can be in jpg/bmp/png/jpeg/gif/pdf/docx/ppt/ppbx/xlsx/zip/rar format. The maximum size of the file is 21 MB. The file name cannot contain :?*"# \$% ^ & * < > | these characters'.
- Resource Configuration:** A text area with instructions: '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 below How Do I Obtain the Resource Configuration List?'. It includes two numbered steps: '1. Paste the shareable link here. Otherwise, your request may be rejected.' and '2. If it is not your first request, illustrate the request reason and differences (such as adding or modifying the xx configuration) between this request and the previous one.' The character count is '0/1,000'.
- Start Time for Using Resources:** A date picker with 'Select a date.' and a calendar icon.
- End Time for Using Resources:** A date picker with 'Select a date.' and a calendar icon.
- Notes:** A checkbox and two numbered instructions: '1. Ensure that the amount requested is calculated based on the resources required in the test environment;' and '2. It is recommended that you confirm the amount with Huawei's solution certification approver before a request.'

At the bottom of the form, there are two buttons: a red 'Submit' button and a white 'Cancel' button.

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.



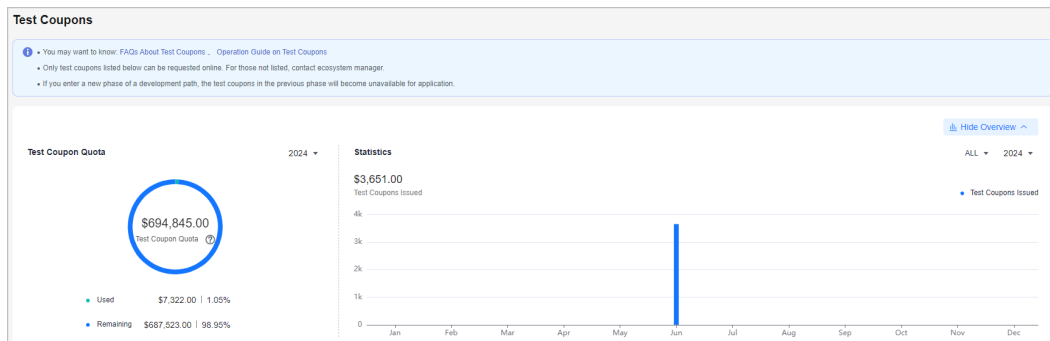
----End

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.

Requested	Solution	Amount Requested (USD)	Status	Comments	Amount Issued (USD)	Operation
Jun 03, 2024 15:45:49		258.00	Under review	--	258.00	View Details
Sep 07, 2023 09:21:28		1.00	Approved	OK	1.00	View Details
Aug 03, 2023 10:57:50		1.00	Approved	OK	1.00	View Details
Jul 10, 2023 18:55:37		1.00	Rejected	--	--	View Details Resubmit

- 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.

Benefit	Benefit Quota (USD)	Remaining Amount (USD)	Multiple Requests	Validity Period	Operation
Software Partner					
Test Coupons for Cloud Software Solution	Up to \$15,000/Solution	--	Multiple requests are allowed	Permanent	View Details Request
Test Coupons for Advanced Cloud Software Solution	Up to \$50,000/Solution	--	Multiple requests are allowed	Permanent	View Details Request
Basic software test coupons	Up to \$80,000/Solution	--	Multiple requests are allowed	Permanent	View Details Request

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

Test Coupons / Software Partner-Basic software test coupons / Request

* Solution:

Requests: 1

Cumulative Amount(USD): 0.00

* Amount Requested(USD):

* Description:

* Proof Materials:

* Resource Configuration:

* Start Time for Using Resources:

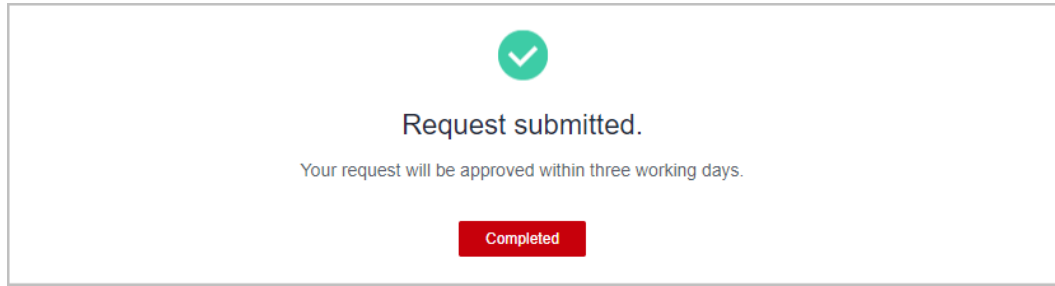
* End Time for Using Resources:

* Notes: 1. Ensure that the amount requested is calculated based on the resources required in the test environment:
2. It is recommended that you confirm the amount with Huawei's solution certification approver before a request.

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.

Test Coupons

You may want to know: FAQs>About Test Coupons, Operation Guide on Test Coupons

- Only test coupons listed below can be requested online. For those not listed, contact ecosystem manager.
- If you enter a new phase of a development path, the test coupons in the previous phase will become unavailable for application.

[Coupons Request](#) [Historical Records](#) Show Overview

Benefit	Benefit Quota (USD)	Remaining Amount (USD)	Multiple Requests	Validity Period	Operation
Software Partner					
Test Coupons for Cloud Software Solution	Up to \$15,000/Solution	--	Multiple requests are allowed	Permanent	View Details Request
Test Coupons for Advanced Cloud Software Solution	Up to \$50,000/Solution	--	Multiple requests are allowed	Permanent	View Details Request
Basic software test coupons	Up to \$80,000/Solution	--	Multiple requests are allowed	Permanent	View Details Request

- 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.

Basic software test coupons

Benefit Description

1. Calculate the amount to request based on the resources required in the test environment.
2. It is recommended that you confirm the amount with Huawei's solution certification approver before a request.

Path: Software Partner Benefit Quota(USD): Up to\$80,000.00/solution

Validity Period: Permanent

[Request](#)

Requests

Requested	Solution	Amount Requested (USD)	Status	Comments	Amount Issued (USD)	Operation
Apr 03, 2024 16:07:11		365.00	Approved	OK	365.00	View Details
Apr 02, 2024 14:53:17		10.00	Approved	OK	--	View Details
Apr 01, 2024 15:38:27		80,000.00	Approved	OK	80,000.00	View Details
Apr 01, 2024 15:19:43		79,991.00	Rejected		--	View Details Resubmit
Apr 01, 2024 12:06:33		10.00	Approved	OK	--	View Details

6.1.2 System Integrator (SI)

6.1.2.1 Requesting Role Selection Test Coupons

Prerequisites

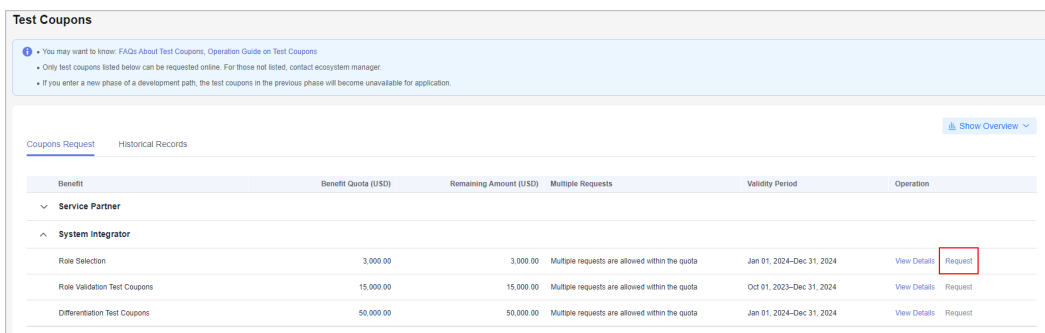
You have joined the [System Integrator Development Path](#).

 **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.

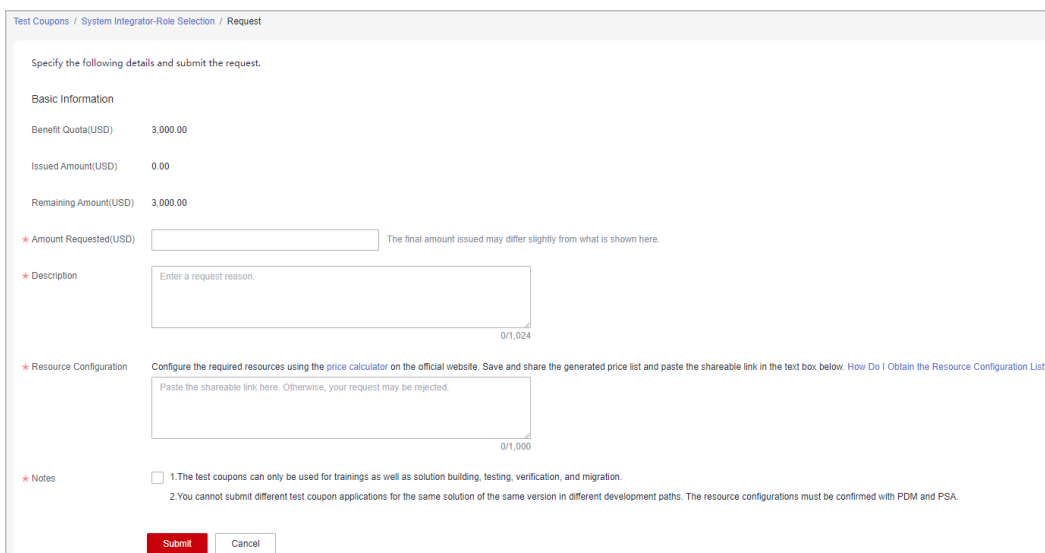


Benefit	Benefit Quota (USD)	Remaining Amount (USD)	Multiple Requests	Validity Period	Operation
Service Partner					
System Integrator					
Role Selection	3,000.00	3,000.00	Multiple requests are allowed within the quota	Jan 01, 2024-Dec 31, 2024	View Details Request
Role Validation Test Coupons	15,000.00	15,000.00	Multiple requests are allowed within the quota	Oct 01, 2023-Dec 31, 2024	View Details Request
Differentiation Test Coupons	50,000.00	50,000.00	Multiple requests are allowed within the quota	Jan 01, 2024-Dec 31, 2024	View Details Request

 **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**.



Test Coupons / System Integrator-Role Selection / Request

Specify the following details and submit the request.

Basic Information

Benefit Quota(USD) 3,000.00

Issued Amount(USD) 0.00

Remaining Amount(USD) 3,000.00

* Amount Requested(USD) The final amount issued may differ slightly from what is shown here.

* Description Enter a request reason. 0/1,024

* 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 below. How Do I Obtain the Resource Configuration List? Paste the shareable link here. Otherwise, your request may be rejected. 0/1,000

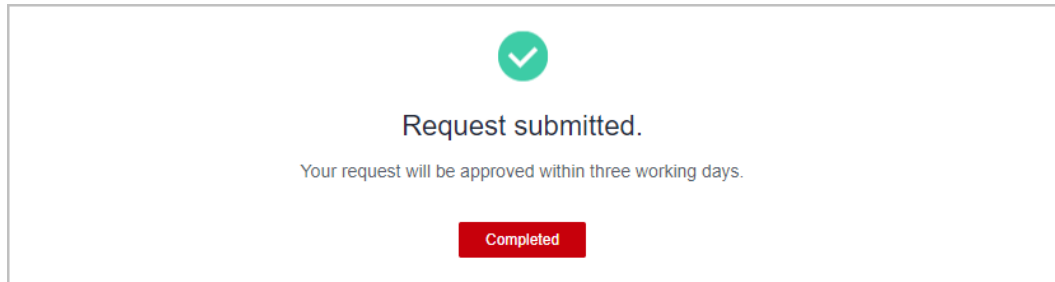
* Notes 1.The test coupons can only be used for trainings as well as solution building, testing, verification, and migration.
2.You cannot submit different test coupon applications for the same solution of the same version in different development paths. The resource configurations must be confirmed with PDM and PSA.

Submit **Cancel**

 **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

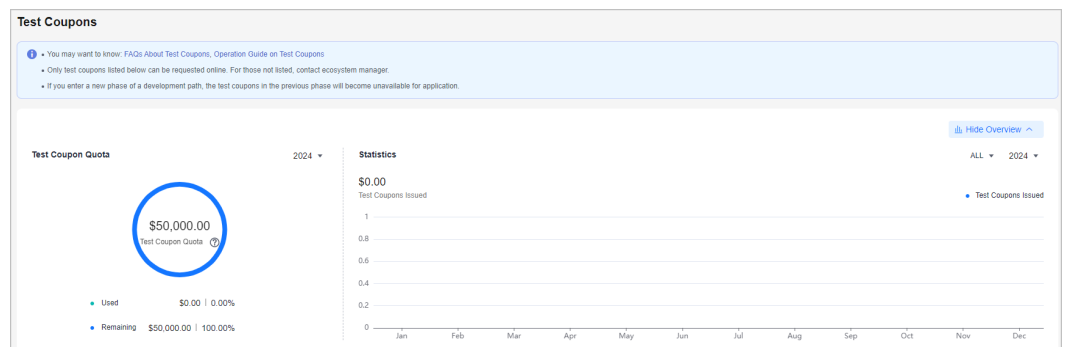
On the **Coupons Request** tab page, click **View Details** in the **Operation** column. View the request records of the test coupon on the displayed page.

- 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

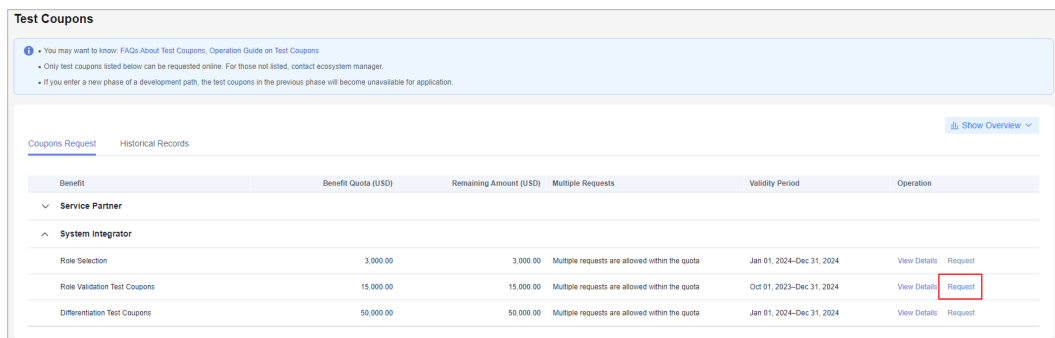
You have joined the [System Integrator Development Path](#) and completed role validation.

 **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.



Benefit	Benefit Quota (USD)	Remaining Amount (USD)	Multiple Requests	Validity Period	Operation
Service Partner					
System Integrator					
Role Selection	3,000.00	3,000.00	Multiple requests are allowed within the quota	Jan 01, 2024-Dec 31, 2024	View Details Request
Role Validation Test Coupons	15,000.00	15,000.00	Multiple requests are allowed within the quota	Oct 01, 2023-Dec 31, 2024	View Details Request
Differentiation Test Coupons	50,000.00	50,000.00	Multiple requests are allowed within the quota	Jan 01, 2024-Dec 31, 2024	View Details Request

 **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**.

Test Coupons / System Integrator-Role Validation Test Coupons / Request

Specify the following details and submit the request.

Basic Information

Benefit Quota(USD) 15,000.00

Issued Amount(USD) 0.00

Remaining Amount(USD) 15,000.00

* Amount Requested(USD) The final amount issued may differ slightly from what is shown here.

* Description Enter a request reason. 0/1,024

* Introductory Materials 1. Up to 10 files can be uploaded. Maximum size for a single file: 50 MB;
2. Files can be uploaded in PPT, PPTX, DOC, DOCX, XLS, XLSX, ZIP, RAR, JPG, BMP, PNG, GIF, or PDF format;
3. File name can not contain the following characters: !:"'@#%&'*~<->|;

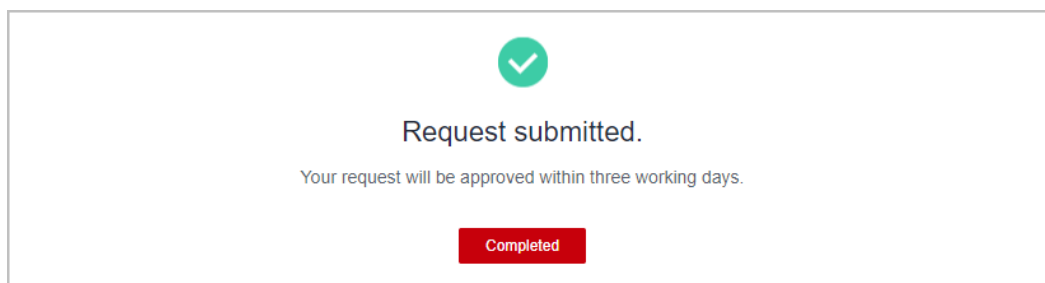
* Resource Configuration Configure the required resources using the price calculator on the official website. Save and share the generated price list and paste the shareable link in the text box below. [How Do I Obtain the Resource Configuration List?](#)
Paste the shareable link here. Otherwise, your request may be rejected. 0/1,000

* Notes 1. The test coupons can only be used for trainings as well as solution building, testing, verification, and migration.
2. You cannot submit different test coupon applications for the same solution of the same version in different development paths. The resource configurations must be confirmed with PDM and PSA.

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](#).

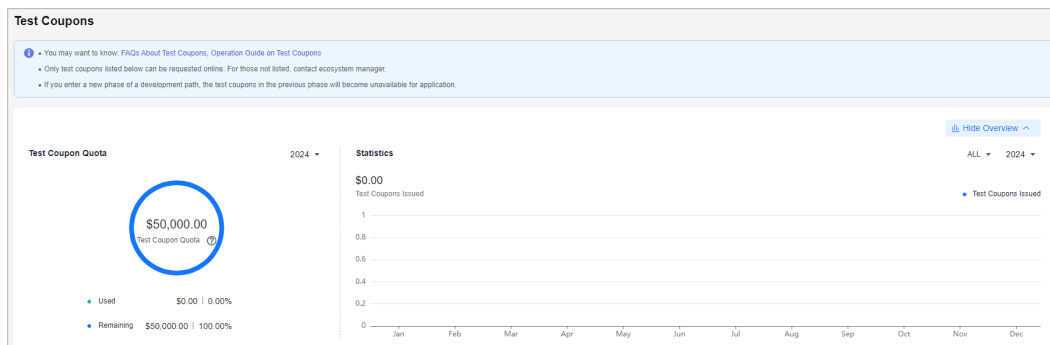
Step 6 A message is displayed indicating that your request has been submitted successfully.



----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.

The screenshot shows the 'Test Coupons' page with the 'Coupons Request' tab selected. It features a table with columns: Benefit, Benefit Quota (USD), Remaining Amount (USD), Multiple Requests, Validity Period, and Operation. The table lists three benefits under the 'System Integrator' category: 'Role Selection' (3,000.00 USD), 'Role Validation Test Coupons' (15,000.00 USD), and 'Differentiation Test Coupons' (50,000.00 USD). The 'Request' button for 'Differentiation Test Coupons' is highlighted with a red box.

Benefit	Benefit Quota (USD)	Remaining Amount (USD)	Multiple Requests	Validity Period	Operation
System Integrator					
Role Selection	3,000.00	3,000.00	Multiple requests are allowed within the quota	Jan 01, 2024–Dec 31, 2024	View Details Request
Role Validation Test Coupons	15,000.00	15,000.00	Multiple requests are allowed within the quota	Oct 01, 2023–Dec 31, 2024	View Details Request
Differentiation Test Coupons	50,000.00	50,000.00	Multiple requests are allowed within the quota	Jan 01, 2024–Dec 31, 2024	View Details Request

NOTE

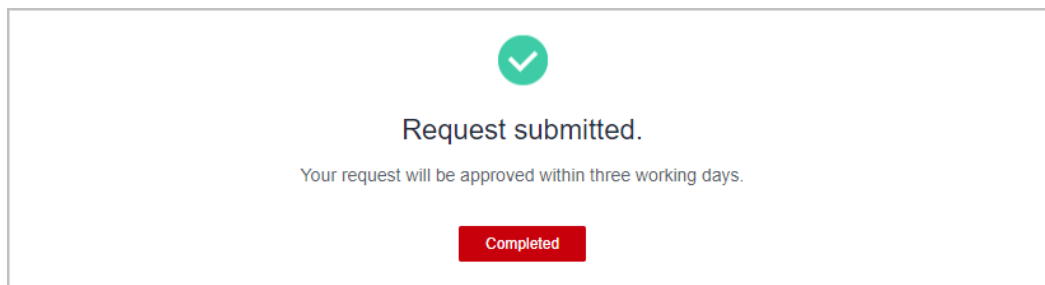
- To view details and request records of the test coupon, click **View Details** in the **Operation** column.
- You can switch to the **Historical Records** tab page to view the request records of invalid benefits.

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](#).

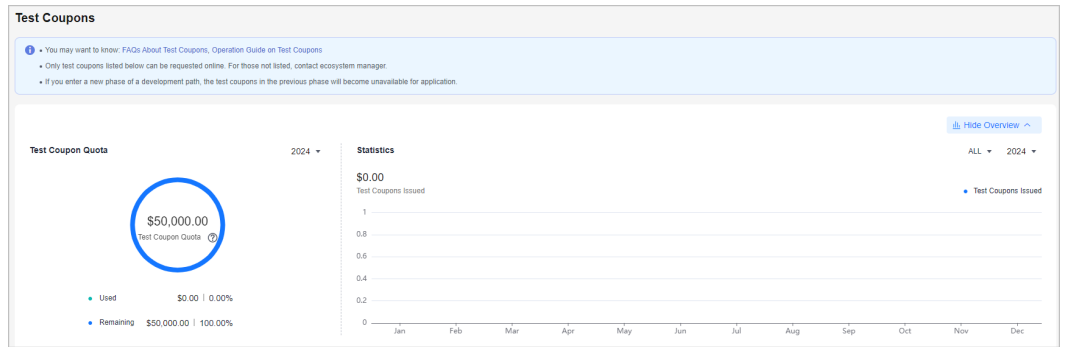
Step 6 A message is displayed indicating that your request has been submitted successfully.



----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.

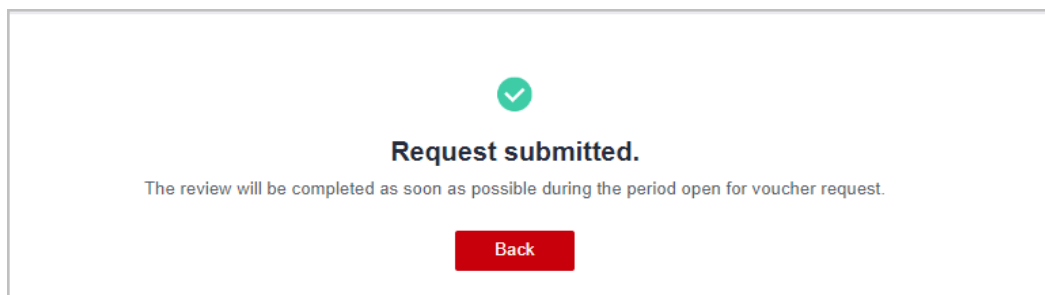
Benefit	Quota	Remaining	Multiple Requests	Validity Period	Operation
HCIA/HCCDA Exam Vouchers (Advanced)	5	5	Multiple requests are allowed within the quota	Feb 07, 2024–Dec 31, 2024	Request
HCIP/HCCDP Exam Vouchers (Advanced)	5	5	Multiple requests are allowed within the quota	Feb 07, 2024–Dec 31, 2024	Request

- 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

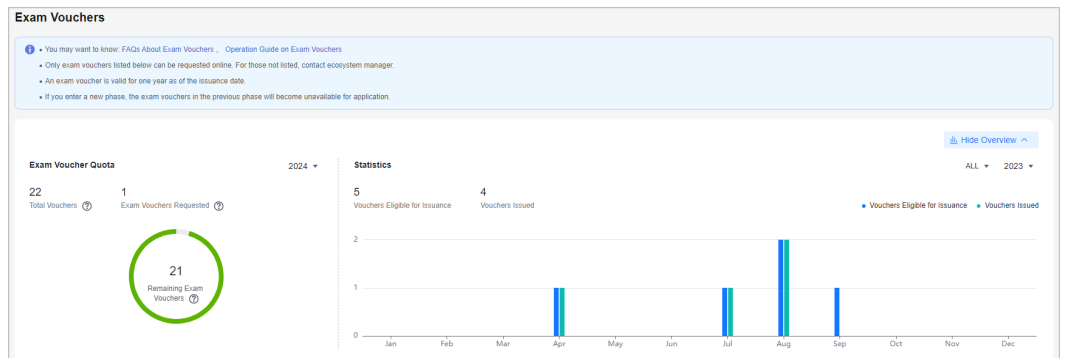
- Viewing Request History

On the **Benefits > Exam Vouchers** page, select the **Request History** tab page and view the request history.

Request No.	Used By	Benefit	Development Path/Partne...	Phase	Vouchers Requested	Status	Review Comment	Requested	Operation
WVdYQK279MAGdm7nCu		Entry-level and Work-level ...	Service Partner	Competency Differenti...	1	Under review	--	Mar 20, 2024 14:22:26	
mCSJQ2REaMWWHQI2		HCIKHCCDX Exam Vouch...	Software Partner	Competency Differenti...	1	Approved	OK	Sep 07, 2023 09:52:02	
JW5dZ95bzZFwWZm		HCIKHCCDX Exam Vouch...	Software Partner	Competency Differenti...	1	Issued	OK	Aug 21, 2023 11:34:42	
gEadRq91hFzKX4o		HCIKHCCDX Exam Vouch...	Service Partner	Competency Differenti...	1	Under review	--	Aug 08, 2023 14:02:54	

- 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.

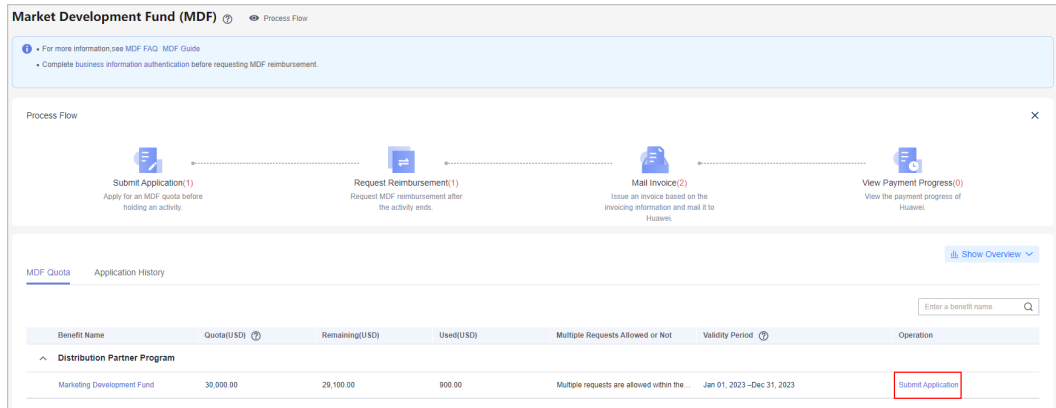
Procedure

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

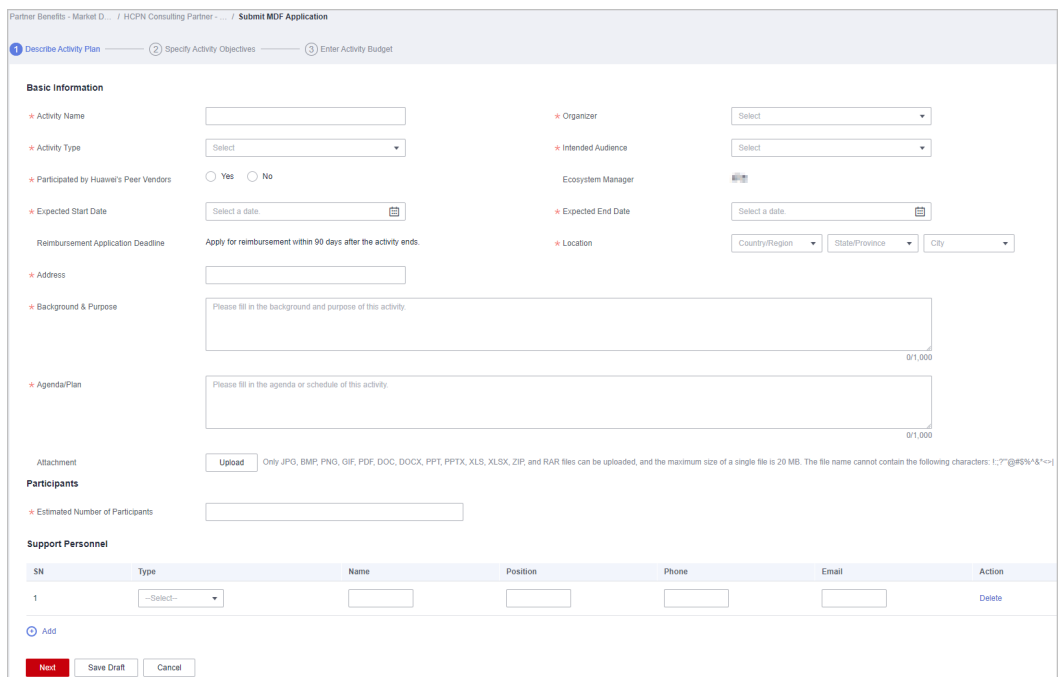
Step 2 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

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**.

Partner Benefits - Market D... / Distribution Partner Progra... / **Submit MDF Application**

1 Describe Activity Plan — 2 **Specify Activity Objectives** — 3 Enter Activity Budget

* In Brief

* In Detail

Item	Objective
Type of customers rea... Level of cu...	0
Media views	0
Customers developed	0
Leads ?	0
Estimated revenue amount of opportunities ?	0.00 USD

01,000

Previous **Next** Save Draft Cancel

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

Partner Benefits - Market D... / Distribution Partner Progra... / **Submit MDF Application**

1 Describe Activity Plan — 2 Specify Activity Objectives — 3 **Enter Activity Budget**

Marketing Development Fund

Program: Distribution Partner Program Max MDF Quota(USD): 30000.00

Quota Used(USD): 0.00 Validity Period: 2023/01/01-2023/12/31

Activity Budget

SN	Item	MDF Used	Budget Amount (Tax Included...)	Remarks	Operation
1					Delete

○ Add

Total Amount with MDF Used (Tax Included) 0 USD
 Amount with No MDF Used (Tax Included) 0 USD
 Total Budget (Tax Included) 0 USD

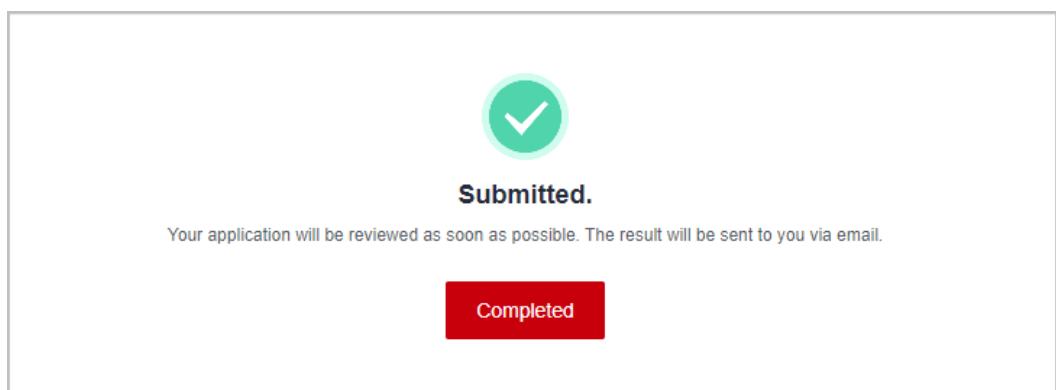
Previous **Submit** Save Draft Cancel

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.



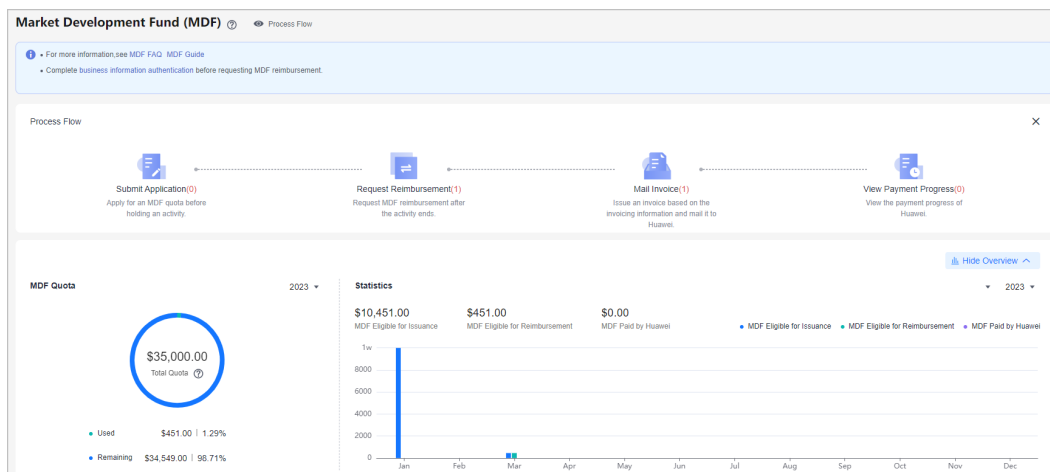
 NOTE

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

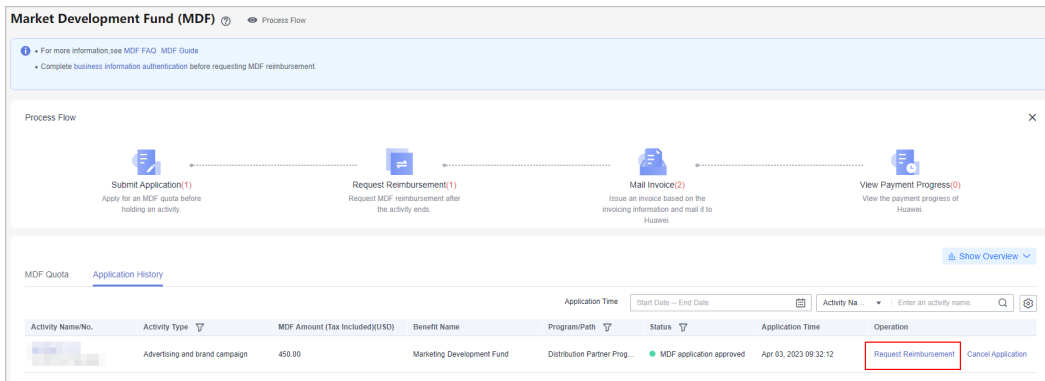
- You must complete **business information authentication** before submitting an application for MDF reimbursement.
- The bills of GrowCloud partners have been associated with benefit distribution, and payment requests cannot be made until the bills are fully paid. Applying for MDF reimbursement is supported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

Procedure

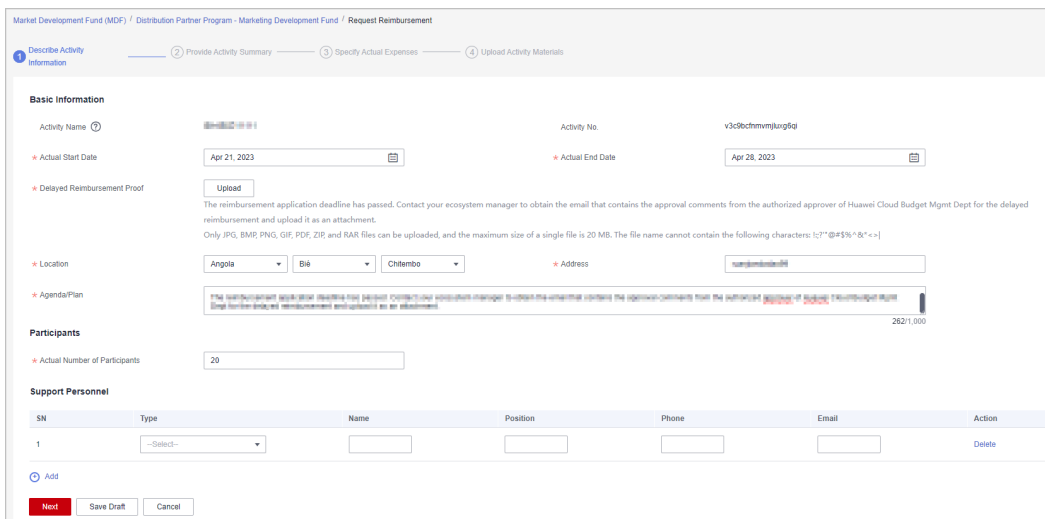
- Step 1** Use your account to log in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.

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**.

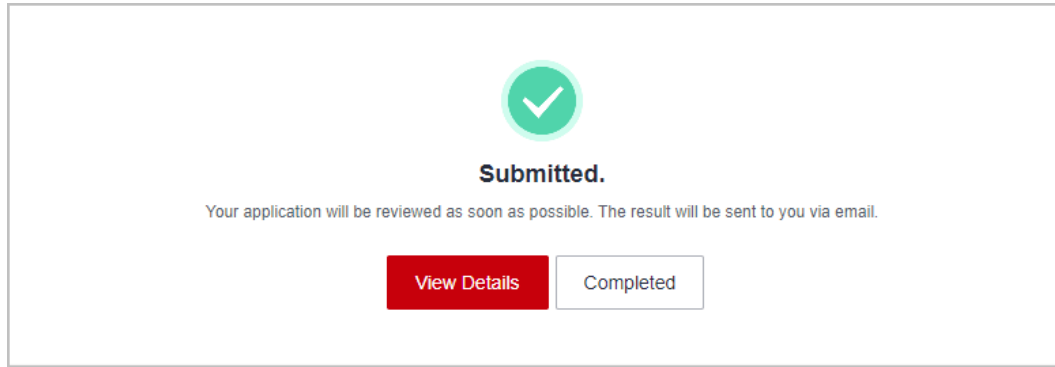
NOTE

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.

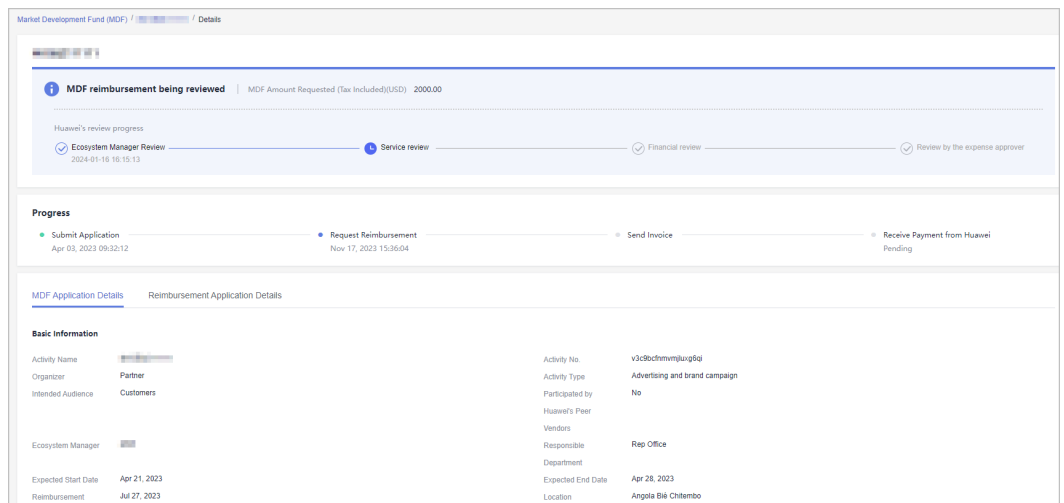


NOTE

- 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

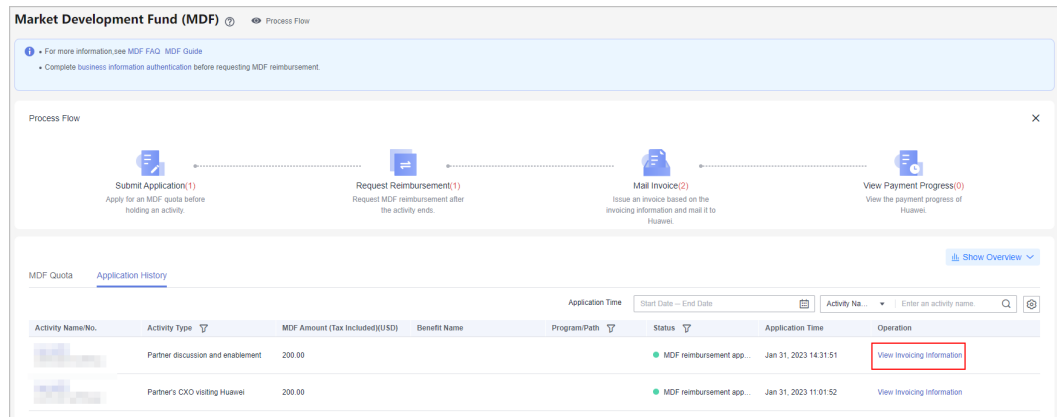
6.3.3 Mailing Invoice

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

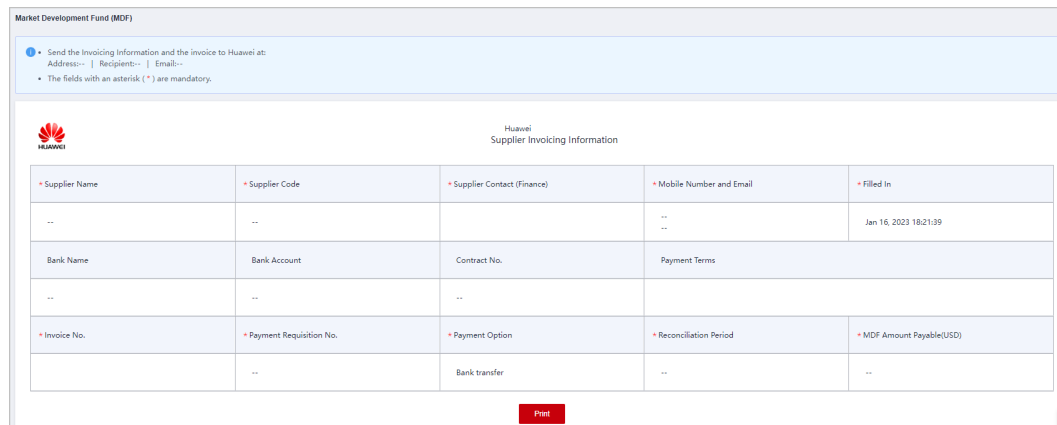
Procedure

- 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

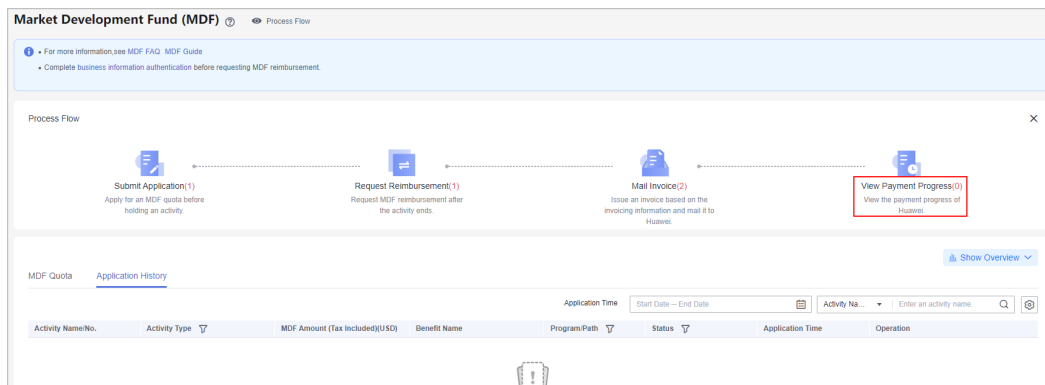
Step 1 Use your account to log in to [Huawei Cloud](#).

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

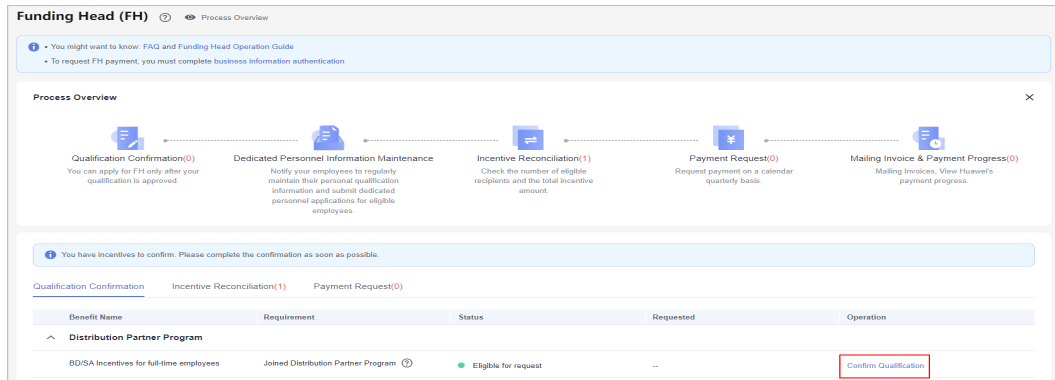
You can apply for FH only after your qualification is approved and related agreement is signed.

Prerequisites

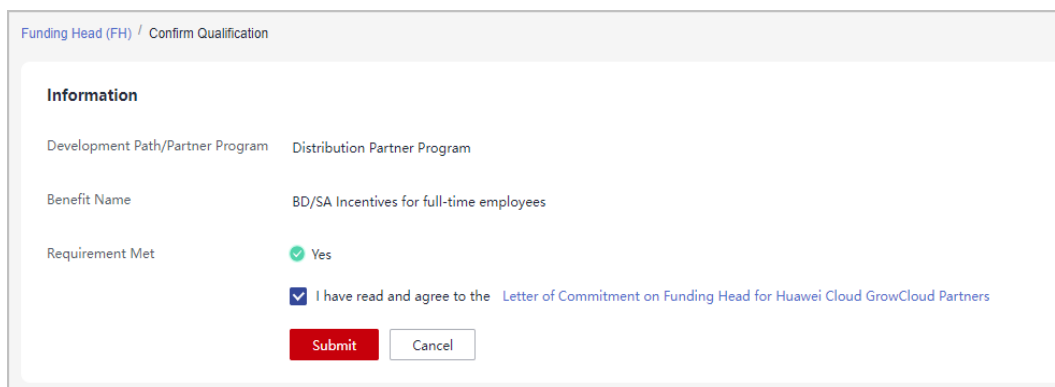
- ***Before applying for this benefit, contact your partner sales manager to obtain the benefit threshold and the application conditions.***

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**.

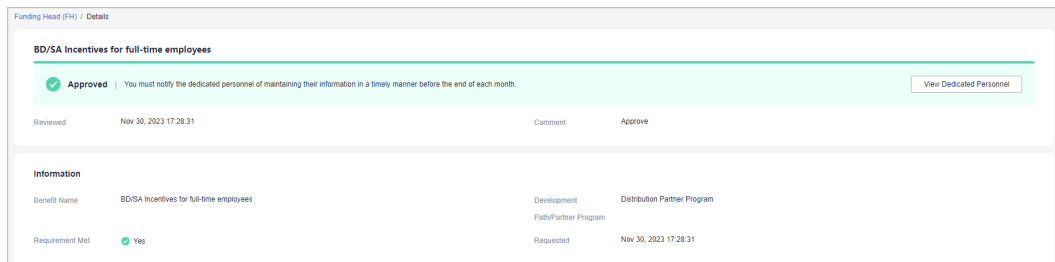


Step 5 Read and agree the FH agreement and click **Submit**.



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

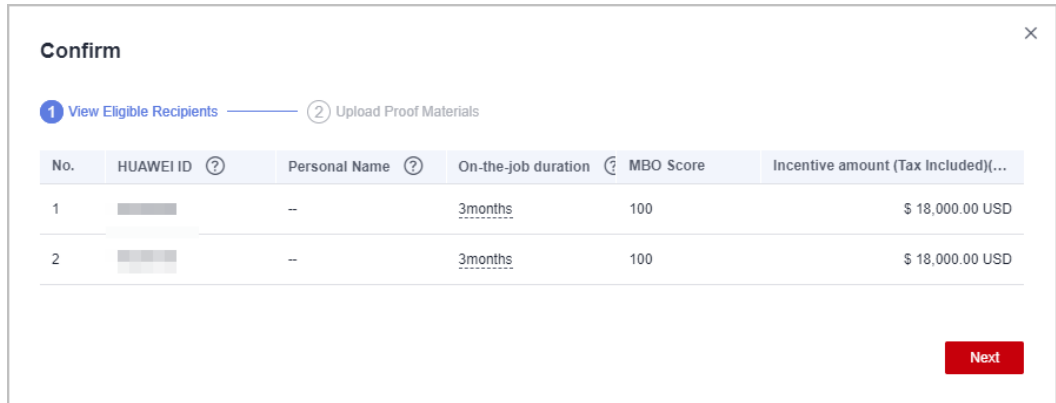
6.4.1.2 Incentive Reconciliation

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

 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**.



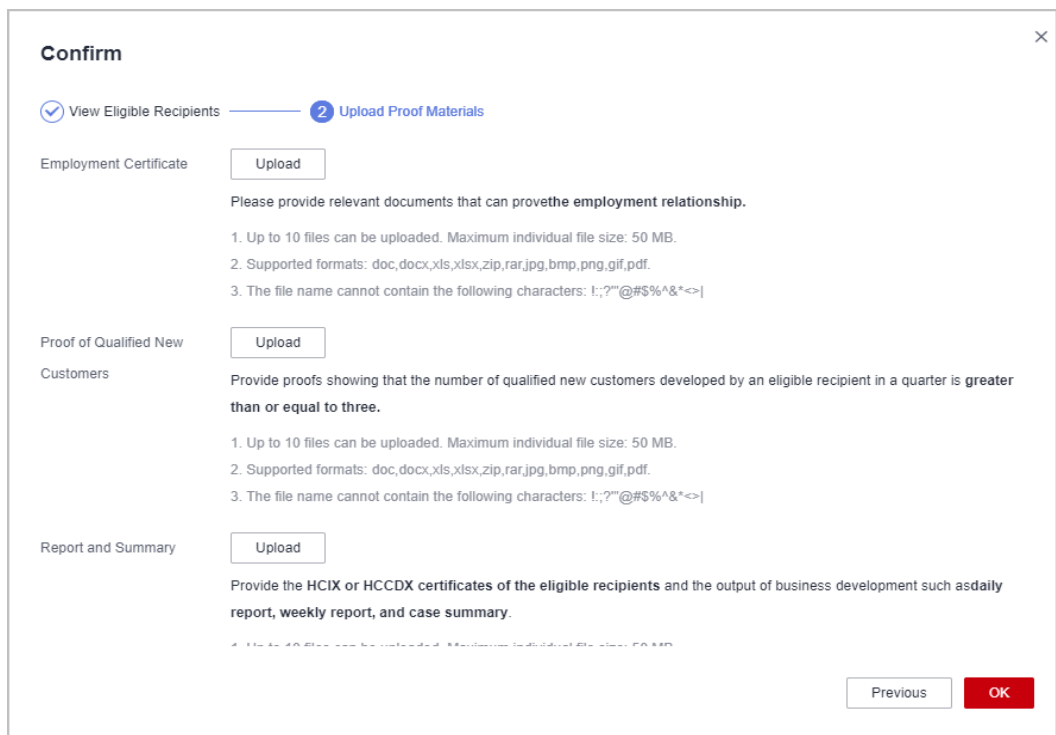
Confirm ×

1 View Eligible Recipients ——— 2 Upload Proof Materials

No.	HUAWEI ID ?	Personal Name ?	On-the-job duration ?	MBO Score	Incentive amount (Tax Included)(...
1	██████████	--	3months	100	\$ 18,000.00 USD
2	██████████	--	3months	100	\$ 18,000.00 USD

Next

Step 7 Upload the required proof materials and click **OK**.



Confirm ×

View Eligible Recipients ——— Upload Proof Materials

Employment Certificate

Please provide relevant documents that can provethe employment relationship.

1. Up to 10 files can be uploaded. Maximum individual file size: 50 MB.
2. Supported formats: doc,docx,xls,xlsx,zip,rar,jpg,bmp,png,gif,pdf.
3. The file name cannot contain the following characters: !,:?*"@#\$\$%^&*<>|

Proof of Qualified New Customers

Provide proofs showing that the number of qualified new customers developed by an eligible recipient in a quarter is **greater than or equal to three**.

1. Up to 10 files can be uploaded. Maximum individual file size: 50 MB.
2. Supported formats: doc,docx,xls,xlsx,zip,rar,jpg,bmp,png,gif,pdf.
3. The file name cannot contain the following characters: !,:?*"@#\$\$%^&*<>|

Report and Summary

Provide the HCIX or HCCDX certificates of the eligible recipients and the output of business development such asdaily report, weekly report, and case summary.

4. Up to 10 files can be uploaded. Maximum individual file size: 50 MB.

 **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

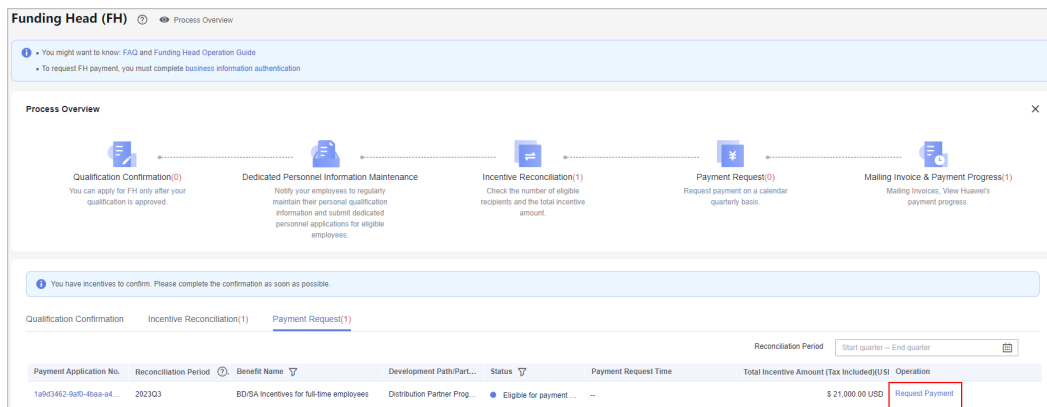
Request payment on a calendar quarterly basis after the incentives of a quarter are finalized.

Prerequisites

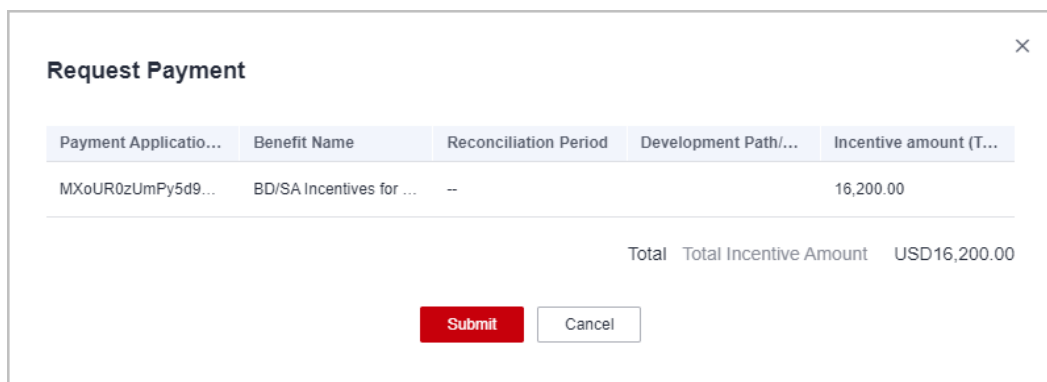
- To request FH payment, you must complete [business information authentication](#).
- The bills of GrowCloud partners have been associated with benefit distribution, and payment requests cannot be made until the bills are fully paid. Applying for FH payment is supported only when the bills are fully 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.

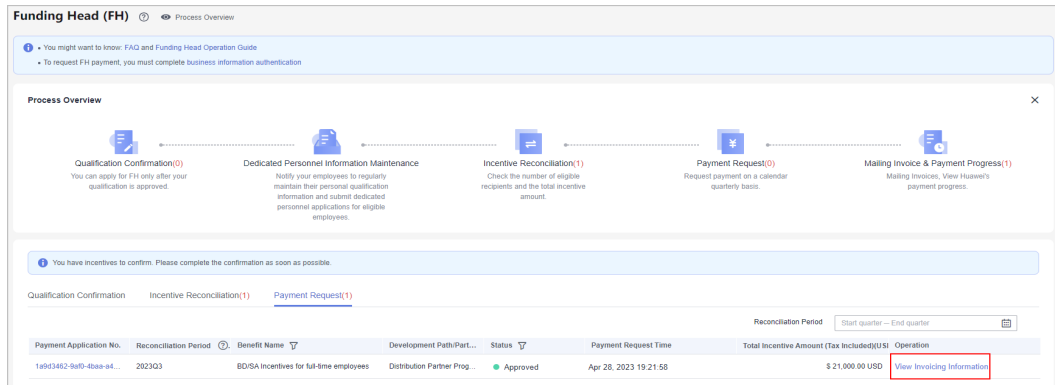
----End

6.4.1.4 Mailing Invoice

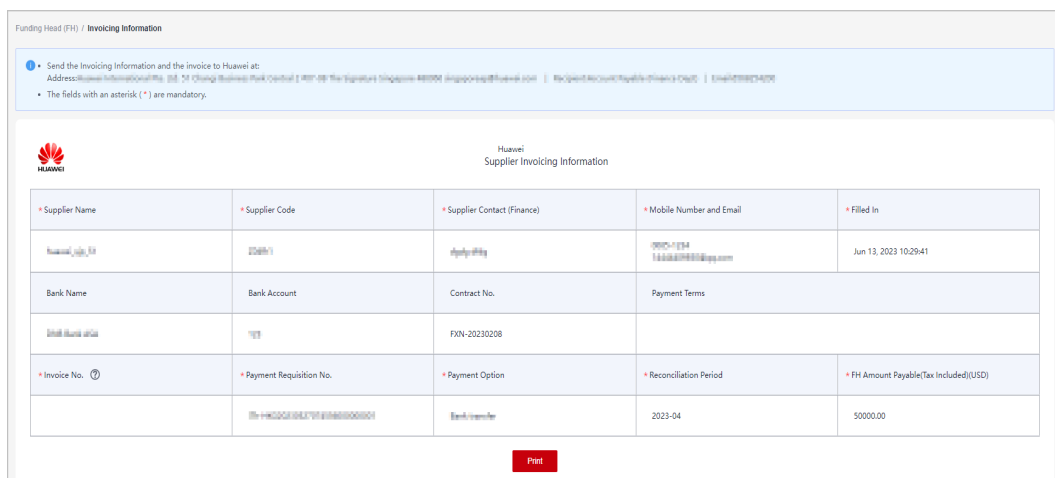
After the payment request is approved, you need to issue an invoice based on the invoicing information provided and mail the invoice to Huawei.

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**.

Product Type	Code	Discount Granted by Partner	Incentive Policy
--	1232434	Without discounts	No rebates
AI Consultation Service	hw.service.type.aics	Without discounts	Standard product
Anti-DDoS	hw.service.type.anti-ddos	Without discounts	Standard product
Application Operations Management	hw.service.type.aom	Without discounts	Standard product
Application Orchestration Service	hw.service.type.aos	Without discounts	Standard product
API Gateway	hw.service.type.apig	Without discounts	Standard product
Application Performance Management	hw.service.type.apm	Without discounts	Standard product
Auto Scaling	hw.service.type.as	Without discounts	Standard product
Bare Metal Server	hw.service.type.baremetal	Without discounts	Standard product
Blockchain Service	hw.service.type.bcs	Without discounts	Standard product

- 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**.

Commercial Discounts ⓘ						
Customer Name <input type="text"/>					Search	Reset
ID	Type	Customer/Account Name ⓘ	Status	Effective Date	Expiration Date	
0HEI902210010B	Partner-level	--	Effective	Sep 16, 2022 16:22:15 GMT+08:00	Sep 27, 2024 23:59:59 GMT+08:00	
0HEI902210010C	Customer-level	0HEI902210010C	Effective	Sep 23, 2022 00:00:00 GMT+08:00	Sep 18, 2025 23:59:59 GMT+08:00	

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.

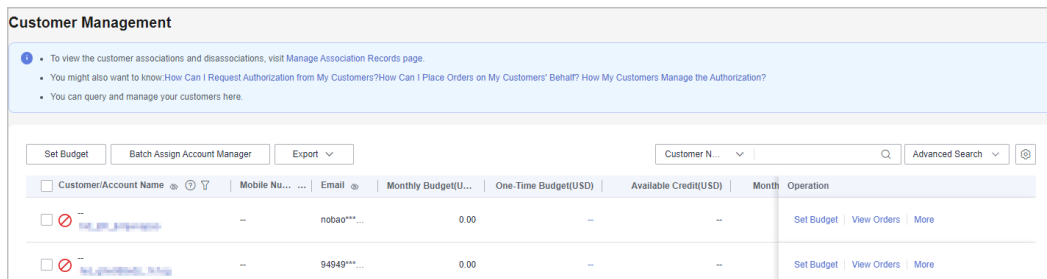
Huawei Cloud Partner Service Provider can also query all the customers associated with its cloud solution providers and view the customers' used budget and basic information.

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

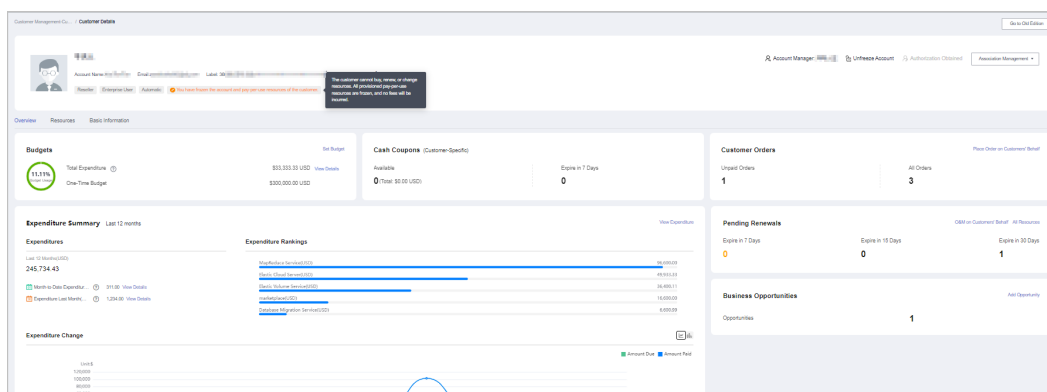
You can search for customers by frozen status, association type, association time, customer name, account manager name, expenditure in this month, resource expiration date, mobile number, or customer tag.



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

Customer Management / Set Budget

Monthly Budget -- (Current Estimate: \$0.00 USD) | Customer Name -- | Account Name (HUAWAI_CLOUD_PARTNER)

Budget Type: Monthly Budget One-Time Budget

Monthly Budget (USD):

Account freezing upon monthly budget exhaustion: Automatic Manual

To facilitate management of reseller customers' monthly expenditures, set monthly budgets for your customers. For details, see [Setting Monthly Budgets for Customers](#).

1. **Monthly budget quota**: reflects total expenditures (calculated based on the list prices) of the customer the latest month. The budget will restore in the following month.
2. Huawei Cloud will send you an email to alert you when your customer uses 75%, 90%, or 100% of the monthly budget. You can set recipients in Message Center > SMS & Email Settings > Message Type > Finance > Partner budget. [Set Recipients](#)
3. If the budget of your customer is exhausted, the system will restrict customer's purchase of yearly/monthly and pay-per-use resources and reserved instances, and some of the provisioned resources may be unavailable, but the provisioned pay-per-use resources still incur fees.
4. Huawei Cloud shall not take the responsibilities for any adverse impacts on customers' services due to account freezing and disputes arising out of it. Exercise caution when performing this operation.
5. You can increase the budget and then unfreeze the account of the customer to clear the alert.
6. The customer expenditure is an estimate and may be delayed by hours.
7. It is only used for managing expenditures of your customers but will not exempt you from the corresponding responsibility.

The customer account has been frozen. Unfreeze the account to allow the customer to buy resources.

Unfreeze Now

Adjustment Records [▼](#)

- Manual account freezing

Customer Management / Set Budget

Monthly Budget \$0.00 USD (Current Estimate \$0.00 USD) | Customer Name | Account Name hid_jbfr_jkmjwvpaao

Budget Type Monthly Budget One-Time Budget

Monthly Budget (USD)

Account freezing upon monthly budget exhaustion

Automatic Manual

To facilitate management of reseller customers' monthly expenditures, set monthly budgets for your customers. For details, see [Setting Monthly Budgets for Customers](#).

- Monthly budget quota: reflects total expenditures (calculated based on the list prices) of the customer the latest month. The budget will restore in the following month. The spending of the current month on certain monthly-settled cloud services, such as CDN billed by 95th percentile bandwidth, will not be counted into the used budget.
- Huawei Cloud will send you an email to alert you when your customer uses 75%, 90%, or 100% of the monthly budget. You can set recipients in Message Center > SMS & Email Settings > Message Type > Finance > Partner budget. Set Recipients
- If the budget of your customer is exhausted, the system will restrict customer's purchase of yearly/monthly and reserved instances, but not the purchase of pay-per-use resources. The provisioned pay-per-use resources still incur fees.
- After receiving the alert notification, increase your customer's monthly budget or freeze the account to prevent the customer from purchasing pay-per-use resources. The provisioned pay-per-use resources still incur fees. You can choose to freeze the account and resources of the customer, and no fees will be incurred.
- The customer expenditure is an estimate and may be delayed by hours.
- It is only used for managing expenditures of your customers but will not exempt you from the corresponding responsibility.

The customer account has been frozen. Unfreeze the account to allow the customer to buy resources.

Unfreeze Now

Adjustment Records

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

The screenshot shows the 'Set Budget' interface. At the top, there are fields for 'One-Time Budget' (set to 0.00 USD), 'Customer Name', and 'Account Name'. Below these, there are radio buttons for 'Monthly Budget' and 'One-Time Budget' (which is selected). A text input field for 'One-Time Budget (USD)' is present. Underneath, there are radio buttons for 'Account freezing upon one-time budget exhaustion', with 'Automatic' selected. A list of 7 notes is provided, detailing the implications of one-time budgets and account freezing. At the bottom, there is a checkbox for 'Unfreeze Now' and a red 'OK' button.

- Manual account freezing

Customer Management / Set Budget

One-Time Budget → (Total Expenditure ⓘ \$0.00 USD) | Customer Name | Account Name hid_jbfr_ikmjwvapao

Budget Type Monthly Budget One-Time Budget

One-Time Budget (USD)

Account freezing upon one-time budget exhaustion

Automatic Manual

To facilitate management of reseller customers' one-time expenditures, set monthly budgets for your customers. For details, see [Setting One-Time Budget for Customers](#).

1. **One-Time budget**: reflects total expenditures (calculated based on the list prices) of the customer the latest month. It will not automatically restore.
2. Huawei Cloud will send you an email to alert you when your customer uses 75%, 90%, or 100% of the monthly budget. You can set recipients in Message Center > SMS & Email Settings > Message Type > Finance > Partner budget. [Set Recipients](#)
3. If the budget of your customer is exhausted, the system will restrict customer's purchase of yearly/monthly and reserved instances, **but not the purchase of pay-per-use resources. The provisioned pay-per-use resources still incur fees.**
4. After receiving the alert notification, increase your customer's budget or **freeze the account** to prevent the customer from purchasing pay-per-use resources. The provisioned pay-per-use resources still incur fees. You can choose to **freeze the account and resources of the customer**, and no fees will be incurred.
5. The customer expenditure is an estimate and may be delayed by hours.
6. It is only used for **managing expenditures** of your customers but will not exempt you from the corresponding responsibility.

The customer account has been frozen. Unfreeze the account to allow the customer to buy resources.

Unfreeze Now

[Adjustment Records](#) ▾

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	<ul style="list-style-type: none"> • Unsubscribing from resources • Modifying resource names 	<ul style="list-style-type: none"> • 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)	<ul style="list-style-type: none"> • Modifying resource names • Viewing resource information 	<ul style="list-style-type: none"> • 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.

Freeze Account

✕

Freeze Account Notes

- 1.If the account is frozen, the customer cannot buy, renew, or change resources, and provisioned resources may be unavailable, but they still incur fees. To avoid incurring new fees, you can choose to freeze both the account and its resources.
- 2.Huawei Cloud shall not take the responsibilities for any adverse impacts on customers', services due to account freezing and disputes arising out of it. Exercise caution when performing this operation.
- 3.Visit [Impacts of Account Freeze](#) to learn about the impacts of frozen accounts. You can also unfreeze an account.
- 4.The account unfreezing operation may fail if your account has been frozen.

Reason

0/256

Account Name	Customer	Budget(USD)	Total Expenditure(USD)
...	W****	100.00	0.00

OK
Cancel

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.

Freeze Account and Resources
✕

Freeze Account and Resources Notes

- 1.If the account and resources are frozen, the customer cannot buy, renew, or change resources, **and all provisioned resources are not available. Unfreeze the resources within 15 days (subject to the time range regulated on the official website) after they are frozen. Otherwise, the stored data will be deleted and the cloud service resources will be released.**
- 2.Huawei Cloud shall not take the responsibilities for any adverse impacts on customers', services due to account freezing and disputes arising out of it. Exercise caution when performing this operation.
- 3.Visit [Impacts of Account Freeze](#) to learn about the impacts of frozen accounts. You can also unfreeze an account.
- 4.The account unfreezing operation may fail if your account has been frozen.

Reason

0/256

Account Name	Customer	Budget(USD)	Total Expenditure(USD)
[blurred]	W****	100.00	0.00

OK
Cancel

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.

Are you sure you want to unfreeze the following account(s)? ✕

After the account is unfrozen, customers can buy, renew, or change resources, and you need to pay for your customers.

Reason

0/256

Account Name	Customer 	Automatically...	Budget(USD)	Total Expenditure(USD) 
...	--	No	0.10	0.00

OK
Cancel

 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.

Unfreeze Account and Resources

×

i The account and resources of this customer have been frozen upon budget exhaustion. If you unfreeze its account and resources without adjusting the budget granted, its account and resources will be frozen again next hour. [Increase the budget](#) to unfreeze the account and resources of the customer.

After the account is unfrozen, customers can buy, renew, or change resources, and you need to pay for your customers.

Reason

0/256

Account Name	Customer	Automatically...	Budget(USD)	Total Expenditure(USD) ?
...	W****	Yes	100.00	0.00

OK
Cancel

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

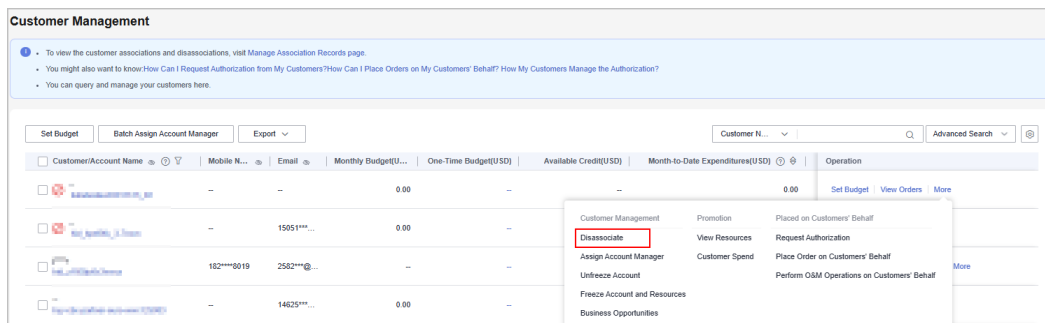
- Only the administrator role of a partner can disassociate from their customers.

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

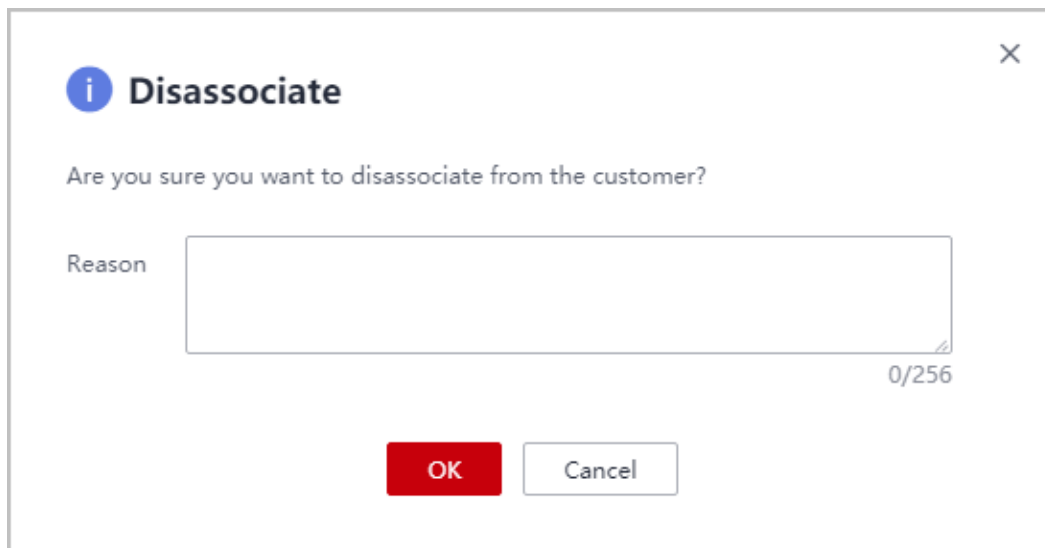
- Click the eye icon next to a header to show or hide the complete content in the column. The content is hidden by default. For example, you can click the eye icon next to **Customer/Account Name** to show or hide the complete content of customer names.

- Step 5** If the account fails 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**

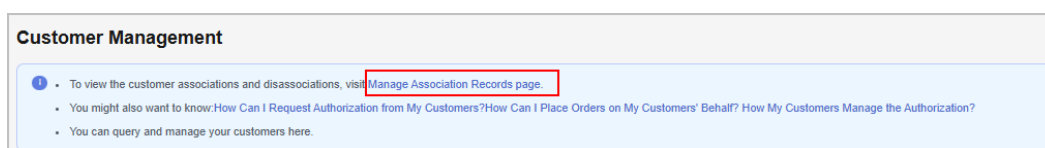
Only partners with the corresponding permissions can process the disassociation requests from customers.

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.

Account Name	Customer	Mobile Number	Association	Purpose	Reason	Initiation Me...	Status	Account Ma...	Request Time	Approval Time	Operation
...	Reseller	Association	--	Invited by email...	Completed	--	Oct 27, 2024 16:...	Oct 27, 2024 16:...	...
...	Reseller	Disassociate	1	Requested by p...	Pending confirma...	--	Oct 27, 2024 09:...	--	...

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.

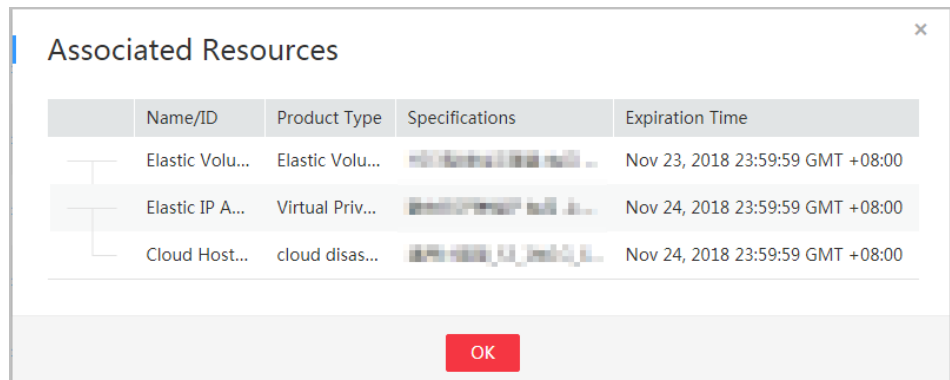
- View yearly/monthly resources.

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

NameID	Product Type	Specifications	Region	Status	Effective Time/Expiration Time	Processing upon Expi...	Order No.
...	Frozen	Jan 04, 2023 10:24:34 GMT+08:00 Jan 05, 2024 07:29:59 GMT+08:00	Automatic deletion after
...	Frozen	Oct 28, 2023 15:54:19 GMT+08:00 Dec 30, 2023 07:59:59 GMT+08:00	Automatic deletion after

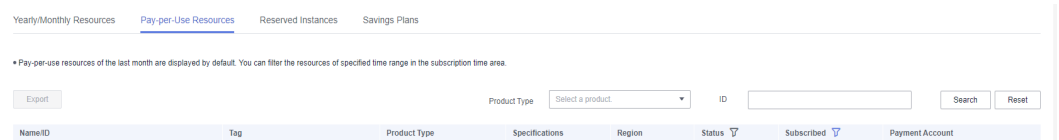
- Click **Export** to export all yearly/monthly resource records of a customer.

- 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.

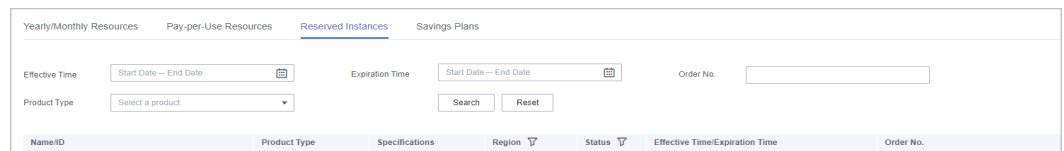


Click **Export** to export all pay-per-use resource records of a customer.

 **NOTE**

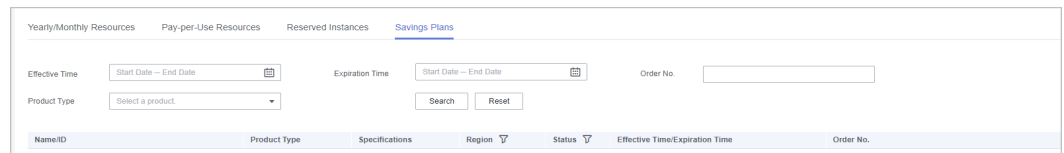
- View the reserved instances.

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.



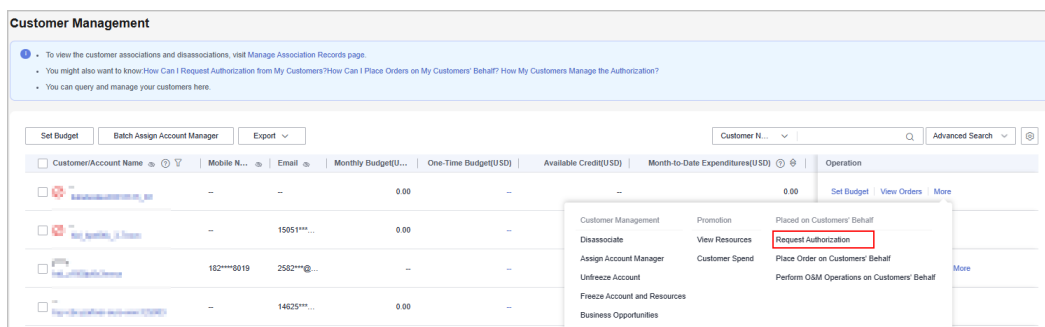
----End

7.3.1.8 Requesting Customer Authorization

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

Procedure

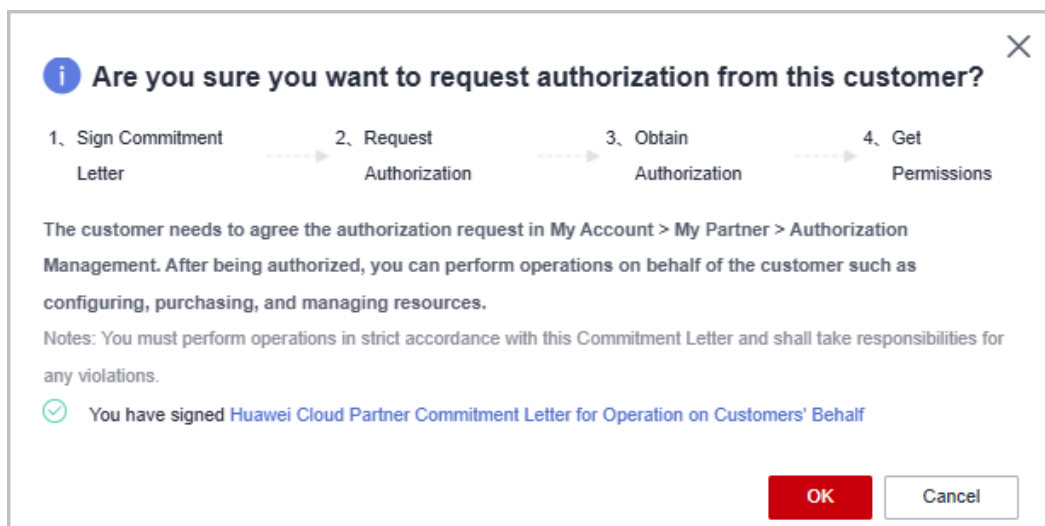
- Step 1** Use your partner account to log in to [Huawei Cloud](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation, select **Sales > Customer Business > Customer Management**.
- Step 4** Select a customer and 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

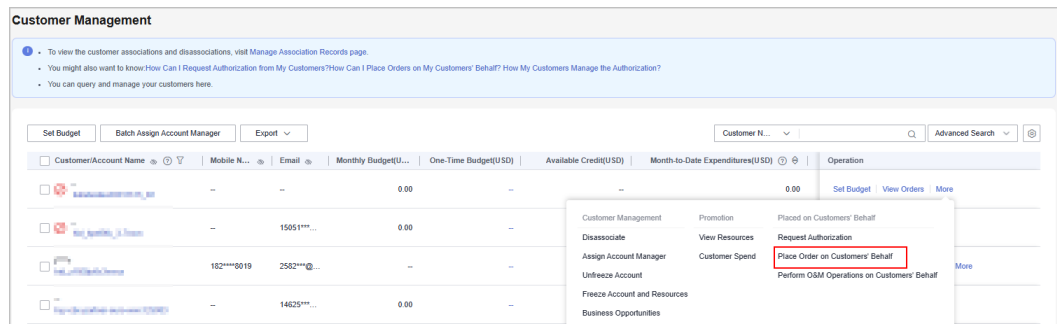
You can place orders to purchase yearly/monthly resources or pay-per-use resources on Partner Center for your customers associated in the reseller model.

Prerequisites

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

Procedure

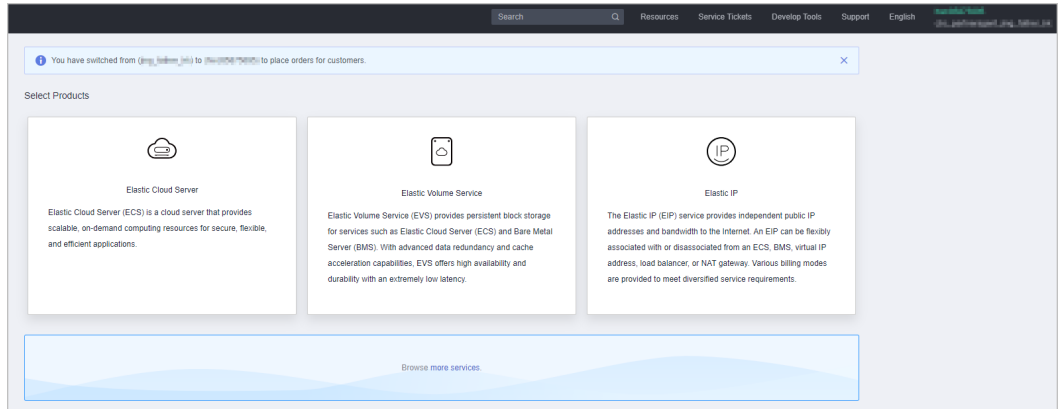
- Step 1** Use your account to log in to [Huawei Cloud](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** On the top navigation bar, select **Sales > Customer Business > Customer Management**.
- Step 4** Locate the row with the target customer associated in the reseller model and choose **More > Place Order on Customers' Behalf** in the **Operation** column.



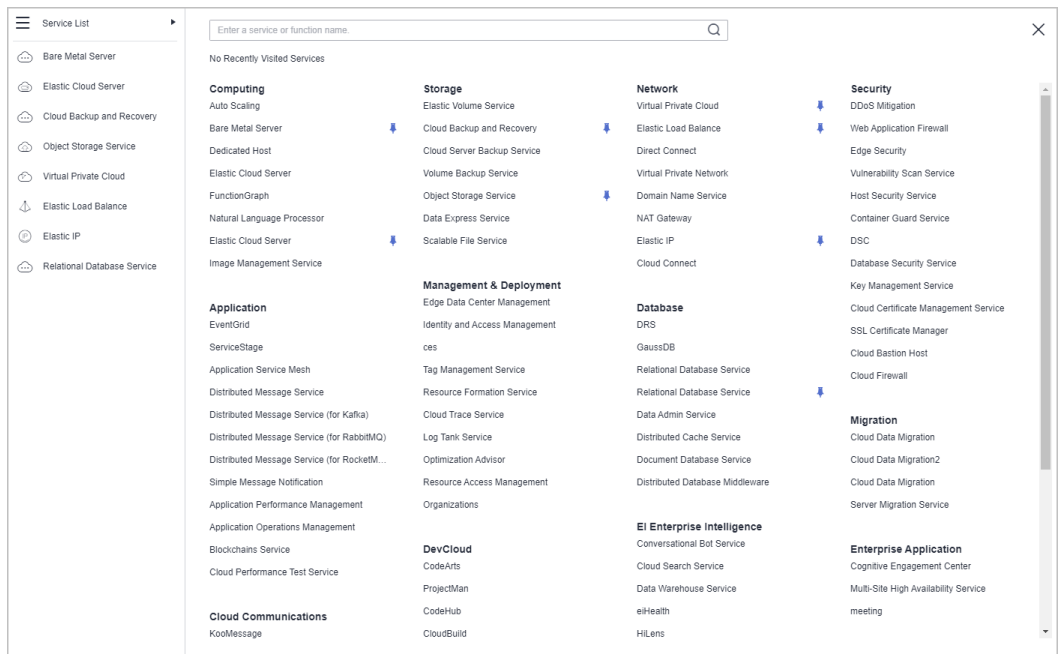
NOTE

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

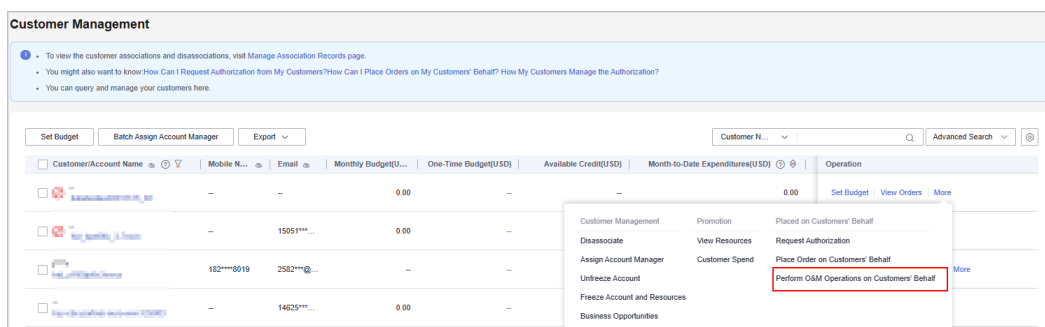
You can perform resource O&M for your customers associated in the reseller model in the Partner Center.

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**

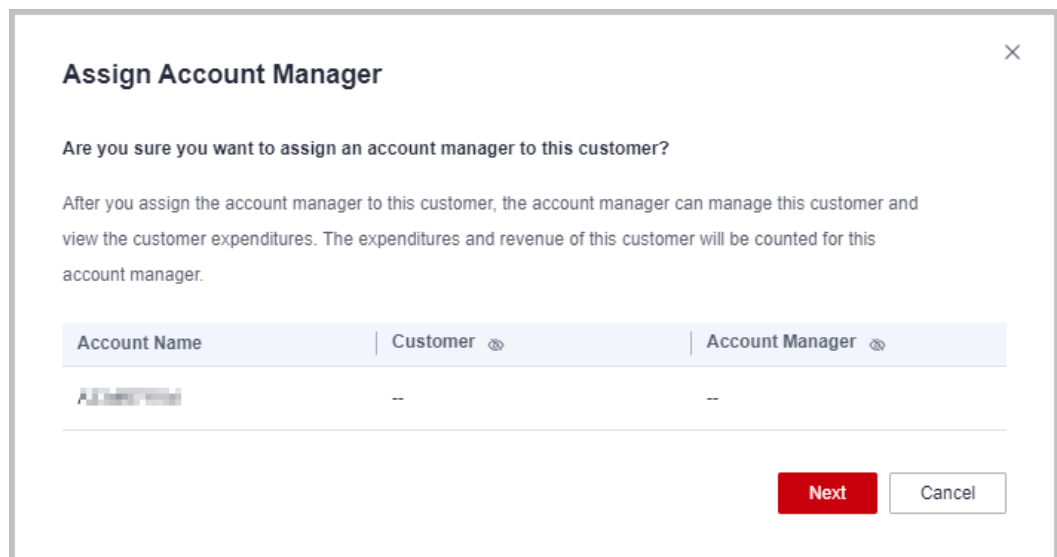
If a customer is associated with a partner via an invitation email, invitation link, or QR code sent by the account manager, the customer is assigned to the account manager after the association. In this case, the partner does not need to assign another account manager to the customer.

Precautions

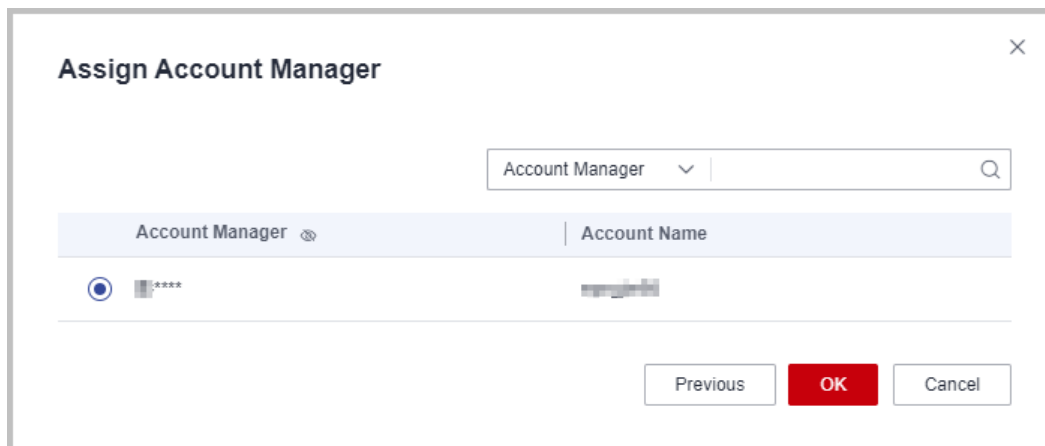
After an account manager is assigned for a customer, the account manager can manage the customer. Specifically, the account manager can view the expenditure records of the customer, and the customer's consumption and revenues generated during the management period belong to the account manager.

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.

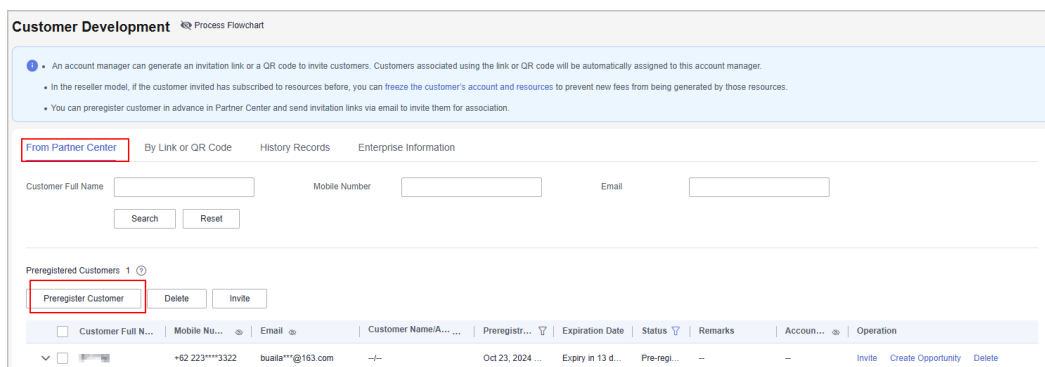
Precautions

- 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

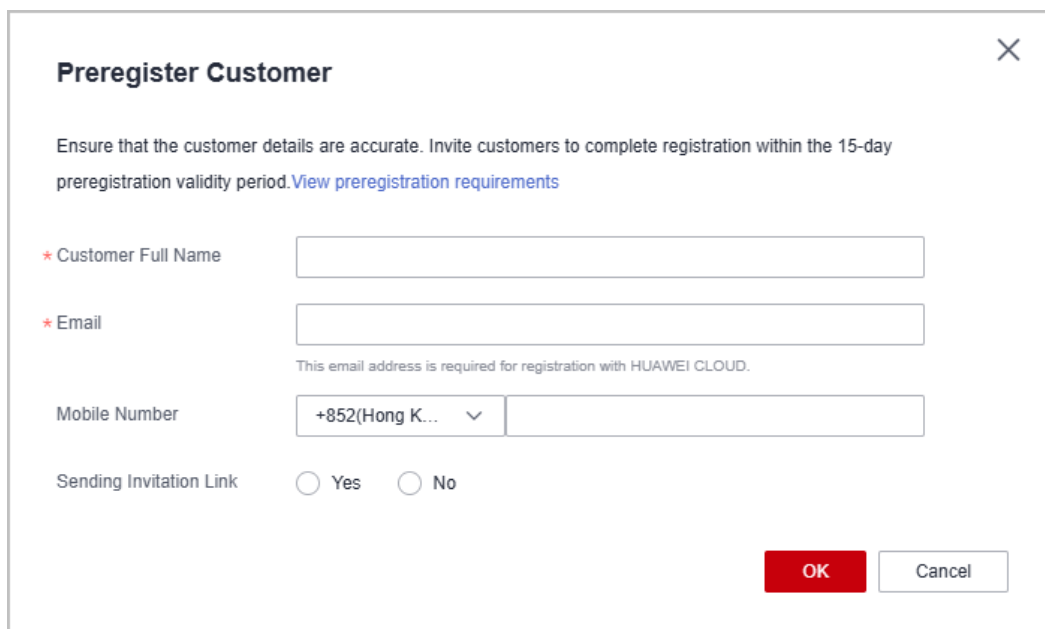
- Step 1** Use your account to log in to [Huawei Cloud](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** On the top navigation bar, select **Sales > Customer Business > Customer Development**.
- Step 4** On the **From Partner 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

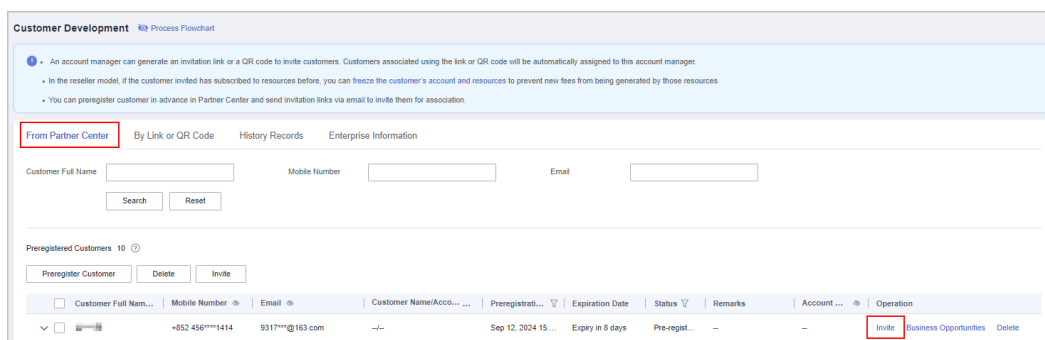
A partner must pre-register a customer before sending an email to the customer. For details about pre-registering a customer, see [Pre-registering Customers](#).

Procedure

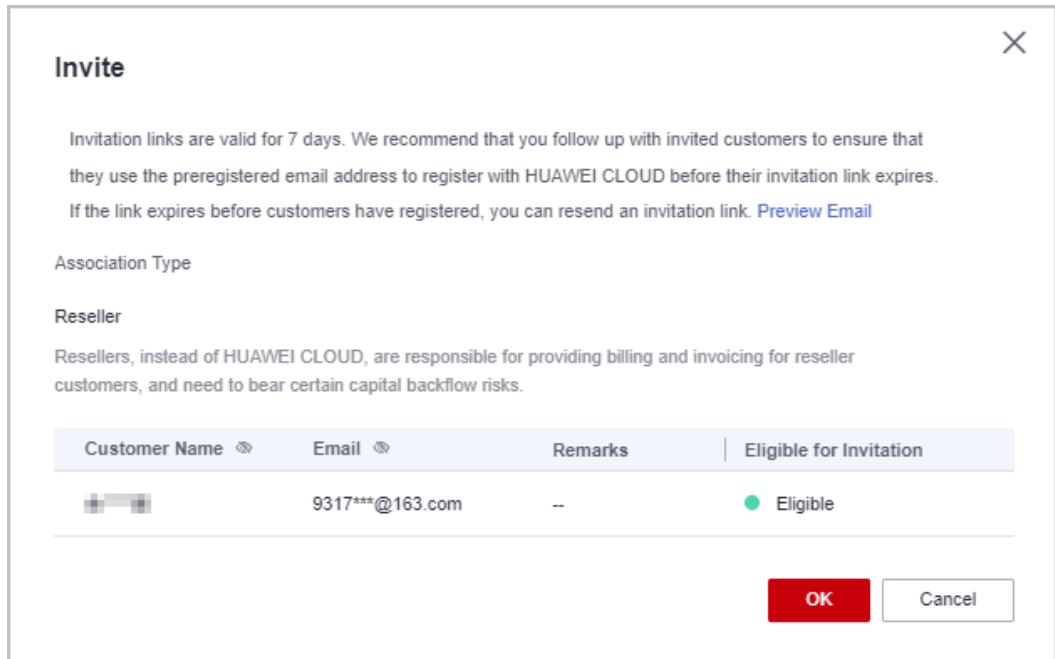
- Step 1** Log in to [Huawei Cloud](#) as a partner.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** On the top navigation bar, select **Sales > Customer Business > Customer Development**.
- Step 4** In the customer list, select 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

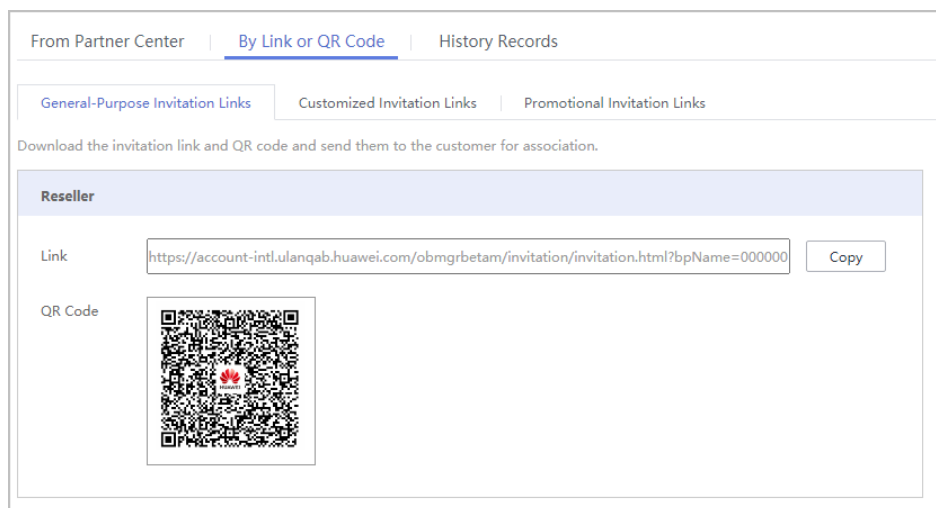
- Step 1** Log in to [Huawei Cloud](#) as a partner.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** On the top navigation bar, select **Sales > Customer Business > Customer Development**.
- Step 4** Click the **By Link or QR Code** 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**.

From Partner Center | **By Link or QR Code** | History Records

General-Purpose Invitation Links | **Customized Invitation Links** | Promotional Invitation Links

Enter a custom tag, generate a custom invitation link and QR code, and send them to the potential customer.

Association Type Reseller
Resellers, instead of HUAWEI CLOUD, are responsible for providing billing and invoicing for reseller customers, and need to bear certain capital backflow risks.

* Account Manager Customize Dedicated ⓘ

Remarks

0/100

Generate

Generation Record ▾

- 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.


Generate ×

✓ Link and QR code generated successfully.

Association Type Reseller Account Manager XXXXXXXX

Remarks --

Link

QR Code 

OK

 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

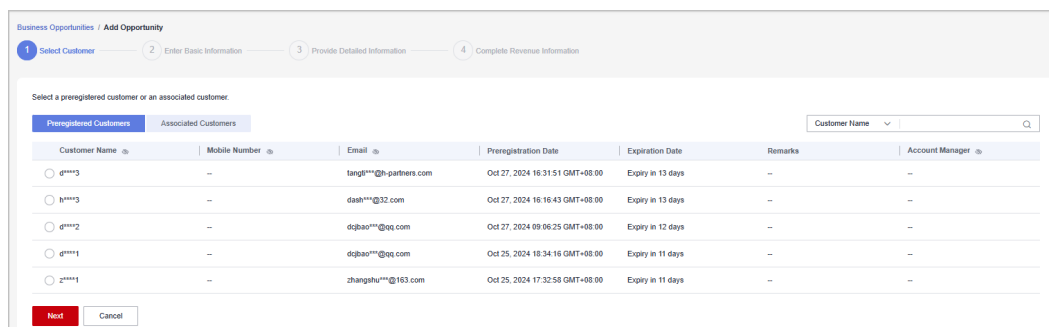
Step 1 Use your partner account to log in to [Huawei Cloud](#).

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

Business Opportunities / Add Opportunity

1 Select Customer 2 Enter Basic Information 3 Provide Detailed Information 4 Complete Revenue Information

Select a preregistered customer or an associated customer.

Preregistered Customers		Associated Customers				
Customer/Account Name	Customer Level	Mobile Number	Association Type	Associated On	Custom Tag	Account Manager
 huawei_123456789	V0	--	Reseller	Oct 27, 2024 16:38:20 GMT+08:00	--	--
 huawei_987654321	V0	--	Reseller	Oct 27, 2024 09:17:09 GMT+08:00	huaban03_x30039373	z****n
 huawei_111111111	V0	--	Reseller	Oct 24, 2024 09:07:42 GMT+08:00	--	z****n
 huawei_222222222	V0	--	Reseller	Aug 14, 2024 11:27:36 GMT+08:00	--	--
 huawei_333333333	V0	--	Reseller	Aug 14, 2024 11:04:51 GMT+08:00	--	--
 huawei_444444444	V0	--	Reseller	Aug 06, 2024 15:05:15 GMT+08:00	--	--
 huawei_555555555	V0	147****4343	Reseller	Jul 31, 2024 19:51:23 GMT+08:00	--	--
 huawei_666666666	V0	--	Referral	Jul 31, 2024 19:00:56 GMT+08:00	--	z****n
 huawei_777777777	V0	147****4242	Reseller	Jul 31, 2024 15:00:24 GMT+08:00	--	--
 huawei_888888888	V0	185****4141	Reseller	Jul 30, 2024 15:09:35 GMT+08:00	--	--

Total Records: 30 10 < 1 2 3 4 >

Next Cancel

 **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**.

Business Opportunities / Add Opportunity

① Select Customer — ② Enter Basic Information — ③ Provide Detailed Information — ④ Complete Revenue Information

Basic Information

* Opportunity Name

Industry

Service System

* Opportunity Type New Continuous operations

* Win Probability

* Development Phase

Testing Project Yes No

* Bidding Project Yes No

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

Business Opportunities / Add Opportunity

① Select Customer — ② Enter Basic Information — ③ Provide Detailed Information — ④ Complete Revenue Information

Cloud Migration

Estimated Expenditures on Cloud ? USD/year

Technical Exchange

Test Details

Peer Vendor Alibaba Cloud Tencent Cloud AWS Microsoft Google Other

Use of Peer Vendor's Cloud Services

Opportunity Operations

Background 0/1,000

Progress Details 0/1,000


Risk & Request 0/1,000

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**.

Business Opportunities / Add Opportunity

① Select Customer — ② Enter Basic Information — ③ Provide Detailed Information — ④ Complete Revenue Information

Estimated Monthly Revenue (USD)


Estimated Deadline 

Service Period ▼

Major Products ▼

Estimated Monthly Revenue from Major Products (USD)

Business Opportunities / Add Opportunity



Business opportunity added

The information of the business opportunity added has been synchronized to HUAWEI CLOUD. Please keep it updated if there is any progress.

 **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.

Business Opportunities / **Modify**

Basic Information Other Information Revenue Information

Opportunity Name

Industry

Service System

* Opportunity Type New Continuous operations

Win Probability 50% [Modify](#)

Development Phase [Opportunity confirmation](#) [Modify](#)

Testing Project Yes No

Bidding Project Yes

Total Estimated Sign Amount (USD) 1,105.00

Estimated Signing Date 2022/03/25

Bid Opening Date 2022/03/26

Bid Submission Date 2022/03/27

[Save](#)

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

Business Opportunities / **Modify**

Basic Information **Other Information** Revenue Information

Cloud Migration

Estimated Expenditures on Cloud ? USD/year


Technical Exchange Finished [Modify](#)


Test Details Ongoing [Modify](#)


Peer Vendor Alibaba Cloud Tencent Cloud AWS Microsoft Google Other

Use of Peer Vendor's Cloud Services

Opportunity Operations

Background  3/1,000

Progress Details  [Modify](#)

Risk & Request  3/1,000

- Change the information on the **Revenue Information** tab page, and save the changes.

The screenshot shows the 'Business Opportunities / Modify' page with the 'Revenue Information' tab selected. The form contains the following fields:

Field	Value
Estimated Monthly Revenue (USD)	[Redacted]
Estimated Deadline	2022/03/21
Service Period	5 months
Major Products	Database, EI
Estimated Monthly Revenue from Major Products (USD)	[Redacted]

A red 'Save' button is located at the bottom left of the form.

- 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.

The 'Specify Progress' dialog box contains the following fields:

- * Development Phase: --Select--
- * Win Probability: --Select--
- Technical Exchange: --Select--
- Test Details: --Select--
- Progress Details: [Text area] 0/1,000

At the bottom, there are 'OK' and 'Cancel' buttons.

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.

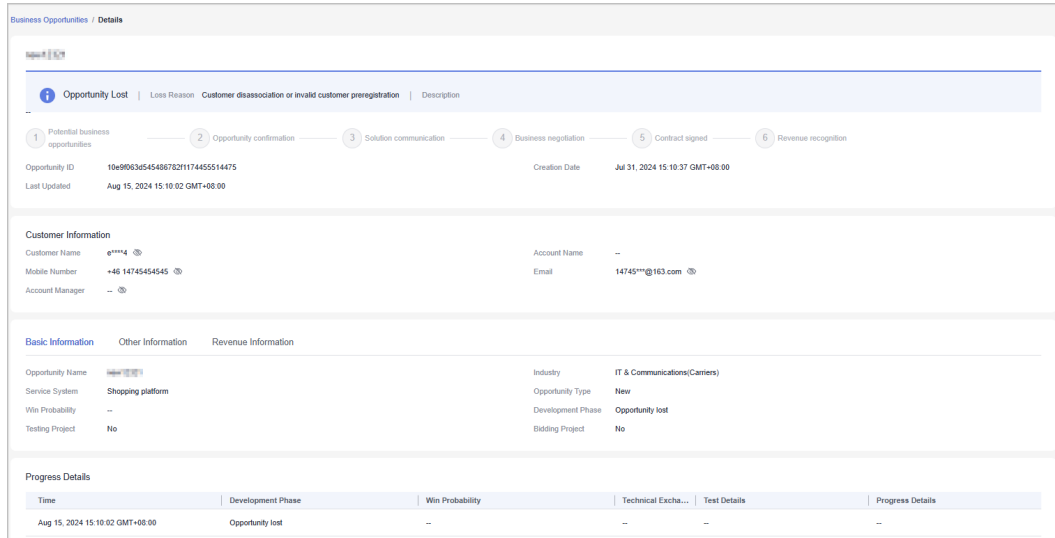
Business Opportunities										
Opportunity Name	Customer Na...	Account Name	Industry	Opportunity Type	Win Probab...	Development ...	Estimated Monthly Reve...	Account Man...	Last Updated	Operation
	e****4	--	IT & Communicall...	New	--	Opportunity lost	123,213.00	--	Aug 15, 2024 15:...	--
	--	Ind_Telecom_Infrastr...	IoT(IoT)	New	50%	Revenue recognit...	122.00	z****n	Jul 25, 2024 19:3...	Specify Progress Modify
	--	Ind_Telecom_Infrastr...	--	New	100%	Potential busines...	11.00	z****n	Jul 25, 2024 19:3...	Specify Progress Modify
	g****n	--	Gaming/Other ga...	New	--	Opportunity lost	2.00	--	Jun 05, 2024 14:...	--
	e****5	--	--	New	--	Opportunity lost	495,465.00	--	Feb 13, 2024 16:...	--
	w****m	--	--	New	--	Opportunity lost	495,465.00	--	Feb 07, 2024 14:...	--
	--	Ind_Telecom_Infrastr...	IT & Communicall...	Continuous opera...	--	Opportunity lost	88.00	z****n	Jan 29, 2024 14:...	--
	e****8	Ind_Telecom_Infrastr...	IT & Communicall...	Continuous opera...	--	Opportunity lost	11.00	z****n	Jan 29, 2024 14:...	--
	e****8	Ind_Telecom_Infrastr...	--	New	50%	Opportunity confi...	1.00	z****n	Jan 29, 2024 14:...	Specify Progress Modify
	A****g	Ind_Telecom_Infrastr...	IT & Communicall...	Continuous opera...	50%	Revenue recognit...	2,000.00	z****n	Jan 29, 2024 10:...	Specify Progress Modify

Total Records: 17 < 1 2 >

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.

The screenshot shows the 'Expenditure Summary' interface. At the top, there are search filters for 'Customer N...', 'Spent On' (set to 2024-09), and 'Account Manager'. Below these are 'Association Type' and 'Search'/'Reset' buttons. A summary section shows 'Amount' as \$2,618 USD and 'Refunds' as \$0.00 USD. At the bottom, there is a table with columns: Customer, Account Name, Service Type, Billing Mode, Association Type, Amount(USD), Cash Payments(U.S...), Coupons Used(US...), Monthly Settlements..., Discount(USD), and Operation. The table contains one row with values: 2,618, 0.00, 0.00, 2,618, 0.00.

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

Billing Cycle	Customer Name/Account	Associat...	Account Ma...	Product Type	Product Name	Billing M...	Spent On	Order/Transaction ID	Order Type	Bill Type	Transaction Time
2024-05		Reseller	--	SP Test Ser...	spsku05090 In Yearly-1	Savings Plans	May 30, 2024 13:00:00 GP May 30, 2024 14:00:00 GP	HVCSPP0HK20230530001	Subscription	Expenditure - hourly b...	May 30, 2024 14:08:5
2024-05		Reseller	--	SP Test Ser...	spsku05090 In Yearly-1	Savings Plans	May 30, 2024 05:00:00 GP May 30, 2024 06:00:00 GP	HVCSPP0HK20230530001	Subscription	Expenditure - hourly b...	May 30, 2024 06:09:4

- 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.

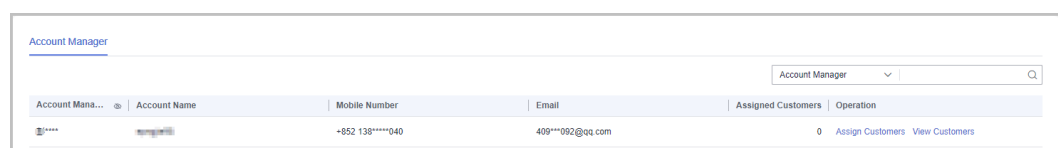
An account manager can view the customers assigned by the partner on the **Customer Business > Customer Management**.

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.

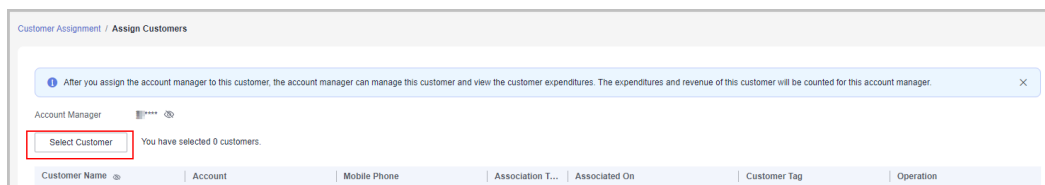


 **NOTE**

- 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

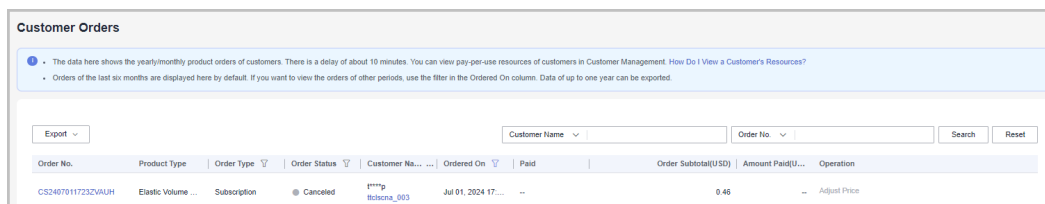
A partner can query all the associated customers' orders.

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**.




Order No.	Product Type	Order Type	Order Status	Customer Name	Ordered On	Paid	Order Subtotal(USD)	Amount Paid(USD)	Operation
CS24070117232VALJH	Elastic Volume ...	Subscription	⊗ Canceled	****p ftlscnd_003	Jul 01, 2024 17:...	--	0.45	--	Adjust Price

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 screenshot shows the 'Amount Due' section with a total of \$23.30 USD. Below the total, it is broken down into 'Unpaid Fees of the Latest Billing Month' (\$0.00 USD) and 'Unpaid Fees of Previous Months' (\$23.30 USD). A red 'Repay' button is located below the breakdown.

The **Repay** page is displayed.

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

The screenshot shows the 'Partner Bills / Repay' page. The 'Amount Due' is \$1,970,118.20 USD. Below this, there is a table of bills. The 'Repayment Method' is 'Online Payment' and the 'Repayment Amount (USD)' is 593.77. A red 'Repay' button is at the bottom.

Billing Month	Deadline	Status	Amount Due	Exchange Rate on the Last Day of Billin...
2023/03	Apr 03, 2022 23:59:59 GMT+08:00	Overdue	593.77 USD = 4,251.39 CNY	1 USD = 7.16 CNY
2023/06	Jul 03, 2023 23:59:59 GMT+08:00	Not overdue	984,495.73 USD = 0.00 HKD	1 USD = 7.8461 HKD
2023/06	Jul 02, 2023 07:59:59 GMT+08:00	Not overdue	984,495.73 USD = 0.00 HKD	1 USD = 7.8461 HKD
2023/09	Nov 03, 2023 23:59:59 GMT+08:00	Overdue	331.35 USD = 2,569.38 HKD	1 USD = 7.75428 HKD
2023/10	Nov 03, 2023 23:59:59 GMT+08:00	Overdue	201.62 USD = 1,443.80 CNY	1 USD = 7.16 CNY

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**.

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

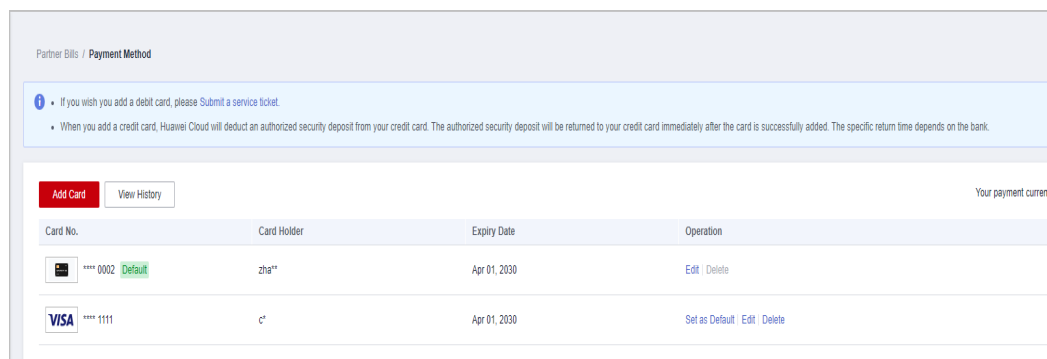
You can pay by credit card. After a credit card is added, you will get a quota of \$1,000 USD.

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**.



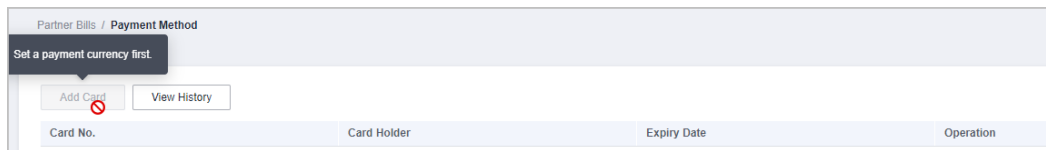
Partner Bills / Payment Method

 • If you wish you add a debit card, please Submit a service ticket.
• When you add a credit card, Huawei Cloud will deduct an authorized security deposit from your credit card. The authorized security deposit will be returned to your credit card immediately after the card is successfully added. The specific return time depends on the bank.

Add Card View History Your payment currency

Card No.	Card Holder	Expiry Date	Operation
 **** 0002 Default	zha**	Apr 01, 2030	Edit Delete
 **** 1111	c**	Apr 01, 2030	Set as Default Edit Delete

 NOTE

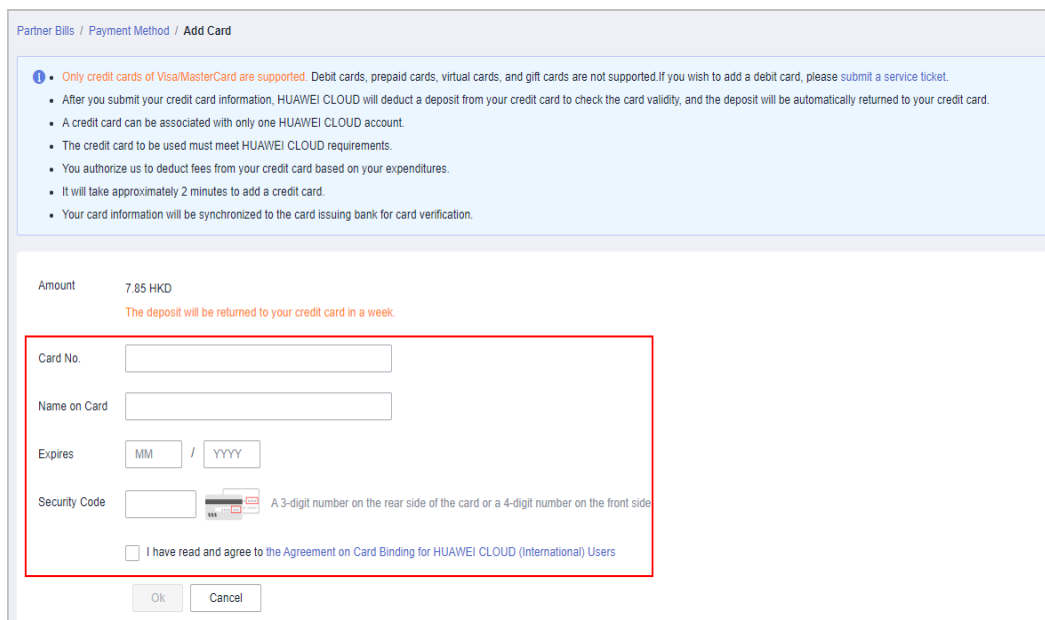


If a transaction currency has not been set, the **Add Card** button is unavailable. You need to set the transaction currency and then add a credit card.

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:

$$\text{Amount Due} = \text{Settlement amount} - \text{Coupons used} + \text{Tax}$$

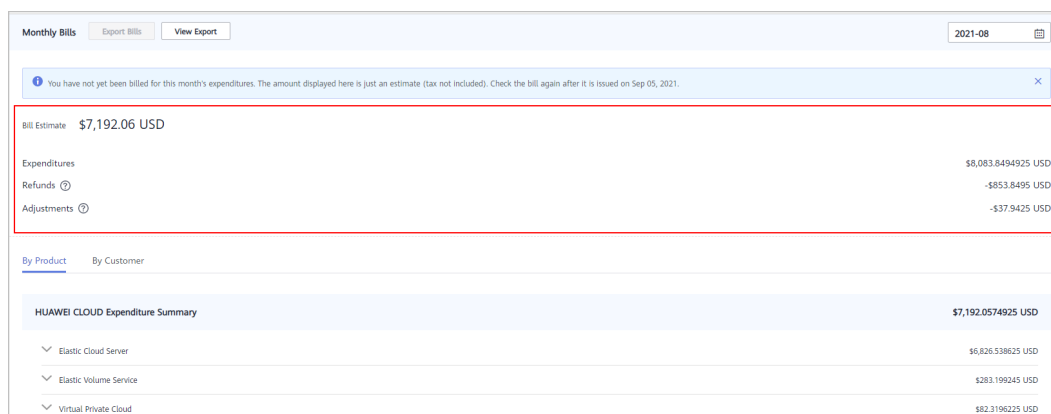
 **NOTE**

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:

$$\text{Expenditures } (\$8,083.8494925) + \text{Refunds } (-\$853.8495) + \text{Adjustments } (-\$37.9425) = \$7192.0574925 \text{ (rounded off to the second decimal place } \$7,192.06)$$



Monthly Bills		2021-08
<p>You have not yet been billed for this month's expenditures. The amount displayed here is just an estimate (tax not included). Check the bill again after it is issued on Sep 05, 2021.</p>		
Bill Estimate	\$7,192.06 USD	
Expenditures		\$8,083.8494925 USD
Refunds		-\$853.8495 USD
Adjustments		-\$37.9425 USD
<p>HUAWEI CLOUD Expenditure Summary</p>		\$7,192.0574925 USD
<p>▼ Elastic Cloud Server</p>		\$6,826.538625 USD
<p>▼ Elastic Volume Service</p>		\$283.199245 USD
<p>▼ Virtual Private Cloud</p>		\$82.3196225 USD

- 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: <ul style="list-style-type: none"> • Expenditure • Refund • Adjustment 	Expenditure
Billing Mode	Product billing mode, including: <ul style="list-style-type: none"> • 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. <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • Common product • Promotional product • No discount • Special discount request 	Common product
Settlement Discount	<ul style="list-style-type: none"> • Discount that Huawei Cloud set for partners. • Fixed unit price agreed by Huawei Cloud and the partner. 	25%
Payment (USD)	<ul style="list-style-type: none"> • 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) <p>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.</p>	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

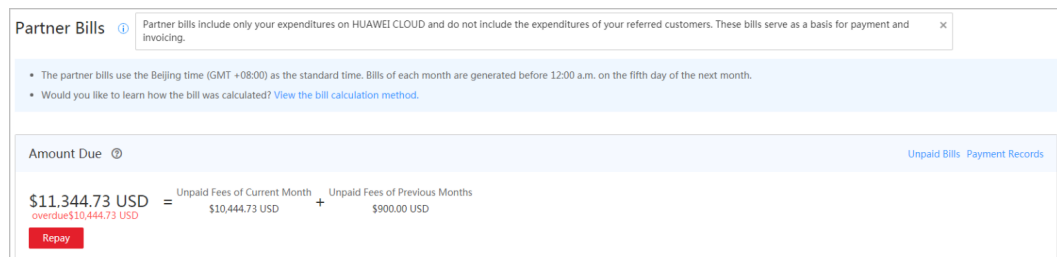
- Bills of the last month are generated before 12:00 (UTC+00:00) on the fifth day of each month.

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.



Partner Bills ⓘ Partner bills include only your expenditures on HUAWEI CLOUD and do not include the expenditures of your referred customers. These bills serve as a basis for payment and Invoicing. ✕

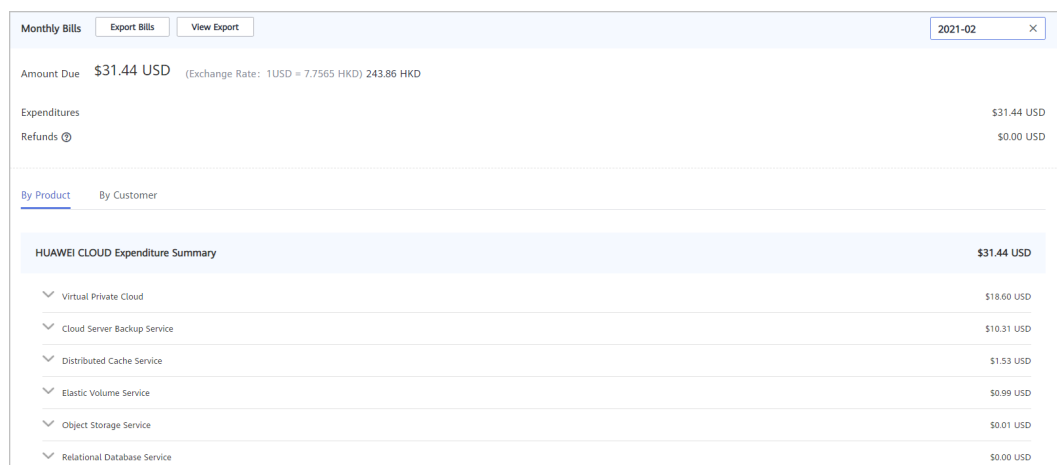
- The partner bills use the Beijing time (GMT +08:00) as the standard time. Bills of each month are generated before 12:00 a.m. on the fifth day of the next month.
- Would you like to learn how the bill was calculated? [View the bill calculation method.](#)

Amount Due ⓘ [Unpaid Bills](#) [Payment Records](#)

\$11,344.73 USD = Unpaid Fees of Current Month + Unpaid Fees of Previous Months
overdue \$10,444.73 USD \$10,444.73 USD + \$900.00 USD

[Repay](#)

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



Monthly Bills [Export Bills](#) [View Export](#) 2021-02 ✕

Amount Due **\$31.44 USD** (Exchange Rate: 1USD = 7.7565 HKD) 243.86 HKD

Expenditures \$31.44 USD

Refunds ⓘ \$0.00 USD

[By Product](#) [By Customer](#)

HUAWEI CLOUD Expenditure Summary		\$31.44 USD
Virtual Private Cloud		\$18.00 USD
Cloud Server Backup Service		\$10.31 USD
Distributed Cache Service		\$1.53 USD
Elastic Volume Service		\$0.99 USD
Object Storage Service		\$0.01 USD
Relational Database Service		\$0.00 USD

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

Monthly Bills	Export Bills	View Export	2021-02
Amount Due	\$31.44 USD	(Exchange Rate: 1USD = 7.7565 HKD)	243.86 HKD
Expenditures			\$31.44 USD
Refunds			\$0.00 USD

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 Product	By Customer
HUAWEI CLOUD Expenditure Summary \$207,564.55 USD	
Elastic Cloud Server \$193,097.16 USD	
<ul style="list-style-type: none"> Cloud Host \$263,596.90 USD Reserved Instance \$187,728.00 USD Yearly/Monthly \$75,868.90 USD Other -\$70,499.74 USD Cloud Host -\$70,499.74 USD Yearly/Monthly -\$8,702.62 USD Reserved Instance -\$61,797.12 USD 	
Elastic Volume Service \$13,130.73 USD	
Virtual Private Cloud \$1,336.66 USD	
Marketplace Expenditure Summary -\$100.00 USD	
betam-hk-saas (Service Provider Miss Wang's company) -\$100.00 USD	

- **By customer**

On the **By Customer** tab, you can query the expenditures of each customer associated by reseller model in Huawei Cloud and KooGallery.

By Product	By Customer										
* The amount shown here has been rounded off, so there may be a discrepancy with the total amount shown in the monthly bill. To view the exact amount, export the monthly bill.											
father_2002 (father_2002 company) \$16.05 USD											
Product Type	Product Name	Billing Mode	Bill Type	Customer Expend...	Settlement Type	Settlement Disco...	Settlement Amou...	Coupons Used(US...	Amount Due Excl...	Tax(USD)	Amount Due(USD)
Total Amount				30.30			25.22	10.00	15.22	0.83	16.05
Elastic Volume Se...	GD3 linear EV5 O...	Yearly/Monthly	Expenditures	30.30	With official list p...	25%	25.22	10.00	15.22	0.83	16.05

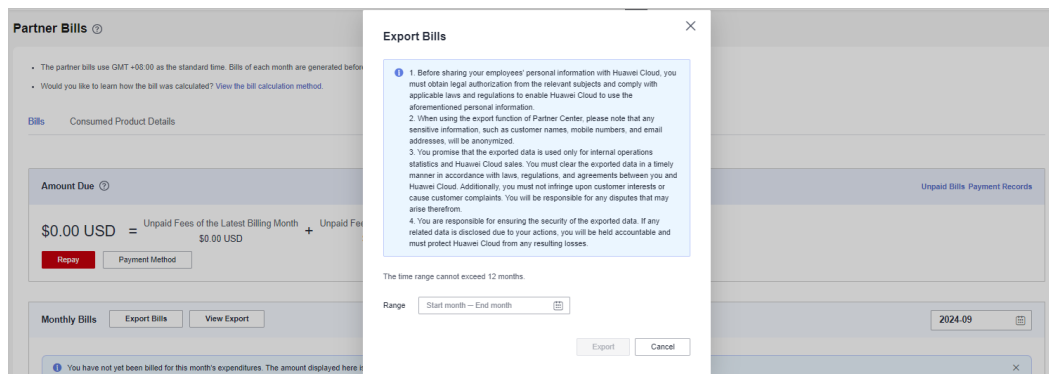
You can view the total amount of expenditures of a customer in the **Total Amount** area.

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.

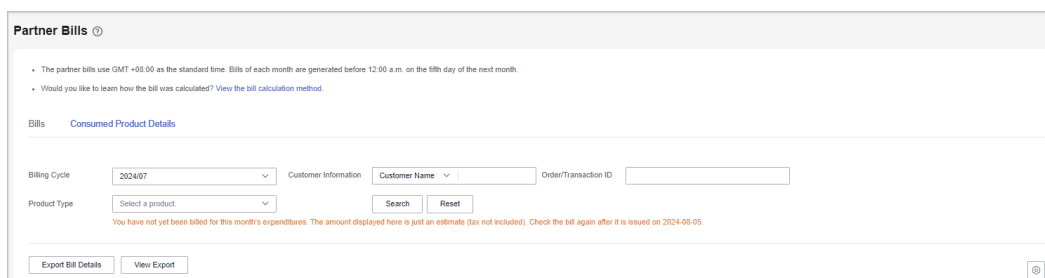
----End

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.

Cash Coupon Name/ID	Balance(USD)	Validity	Applicable Product	Customer/Account Name	Billing Mode	Remarks
HUAWEI CLOUD Experience... CP240131071952959	10.00	Jan 31, 2024 15:19:51 GMT+08:00to Mar 01, 2024 07:59:59 GMT+08:00	Inapplicable to Private Number.HUA... View All	A****g http://www.huaweicloud.com/...	Pay-per-Use/Monthly	Inapplicable to Marketplace products...

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.

Cash Coupon Name/ID	Balance(USD)	Validity	Applicable Product	Customer/Account Name	Billing Mode	Remarks
HUAWEI CLOUD Experience... CP240131071952959	10.00	Jan 31, 2024 15:19:51 GMT+08:00to Mar 01, 2024 07:59:59 GMT+08:00	Inapplicable to Private Number.HUA... View All	A****g http://www.huaweicloud.com/...	Pay-per-Use/Monthly	Inapplicable to Marketplace products...
HUAWEI CLOUD Experience... CP230307081244TPPE3	10.00	Feb 07, 2023 16:11:34 GMT+08:00to Mar 31, 2023 07:59:59 GMT+08:00	Inapplicable to Private Number.HUA... View All	q****i http://www.huaweicloud.com/...	Monthly/Pay-per-Use	Inapplicable to Marketplace products...

 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.

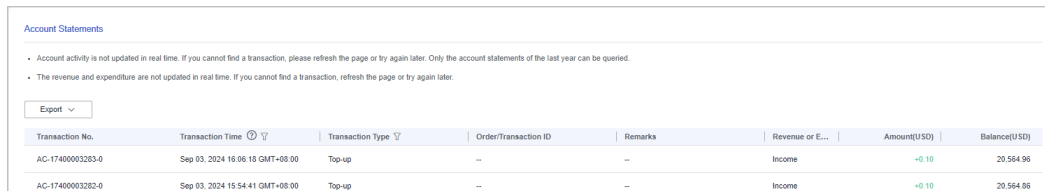
----End

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.



Transaction No.	Transaction Time	Transaction Type	Order/Transaction ID	Remarks	Revenue or E...	Amount(USD)	Balance(USD)
AC-17400003263-0	Sep 03, 2024 16:06:18 GMT+08:00	Top-up	--	--	Income	+0.10	20,564.96
AC-17400003262-0	Sep 03, 2024 15:54:41 GMT+08:00	Top-up	--	--	Income	+0.10	20,564.86

- 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**.

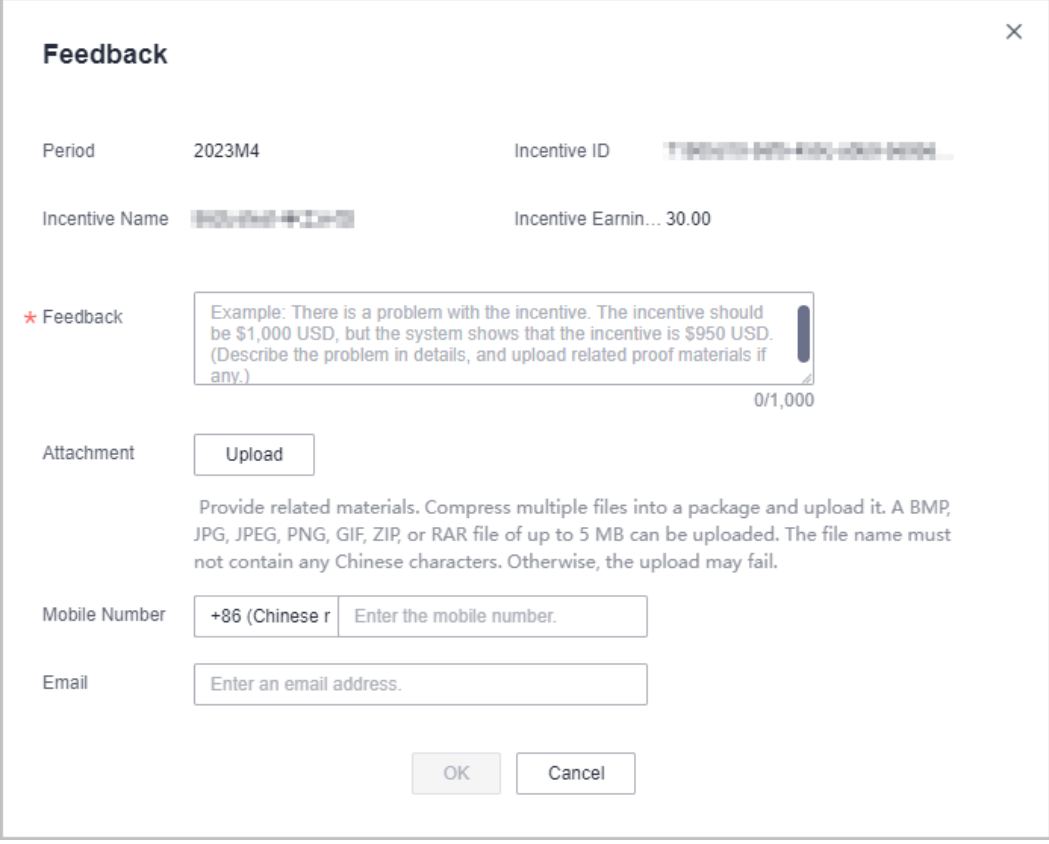
The **Incentive Management** page is displayed.

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.

Period	Reseller Name/Reseller...	Customer Name/Account...	Product Type	Product Name	Revenue Confirmed	Rebate Percentage	Incentive Earnings(USD)	Operation
2023Q1	--	--	Elastic Volume Service	Ultra-High IO_downprice	2023/03/01	80%	80,000,000	Details
2023Q1	--	--	Elastic Volume Service	Ultra-High IO_downprice	2023/03/01	80%	80,000,000	Details
2023Q1	--	--	Elastic Volume Service	Ultra-High IO_downprice	2023/03/01	80%	80,000,000	Details
2023Q1	--	--	Elastic Volume Service	Ultra-High IO_downprice	2023/03/01	80%	80,000,000	Details
2023Q1	--	--	Elastic Volume Service	Ultra-High IO_downprice	2023/03/01	80%	80,000,000	Details
2023Q1	--	--	Elastic Volume Service	Ultra-High IO_downprice	2023/03/01	80%	80,000,000	Details

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



The screenshot shows a 'Feedback' dialog box with the following fields and options:

- Period:** 2023M4
- Incentive ID:** T123456789-1234-5678-9012-345678901234
- Incentive Name:** 华为激励计划
- Incentive Earnin...:** 30.00
- * Feedback:** A text area with a placeholder example: "Example: There is a problem with the incentive. The incentive should be \$1,000 USD, but the system shows that the incentive is \$950 USD. (Describe the problem in details, and upload related proof materials if any.)" and a character count of 0/1,000.
- Attachment:** An 'Upload' button and instructions: "Provide related materials. Compress multiple files into a package and upload it. A BMP, JPG, JPEG, PNG, GIF, ZIP, or RAR file of up to 5 MB can be uploaded. The file name must not contain any Chinese characters. Otherwise, the upload may fail."
- Mobile Number:** A dropdown menu showing '+86 (Chinese r' and an input field with the placeholder 'Enter the mobile number.'
- Email:** An input field with the placeholder 'Enter an email address.'
- Buttons:** 'OK' and 'Cancel' buttons at the bottom.

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.

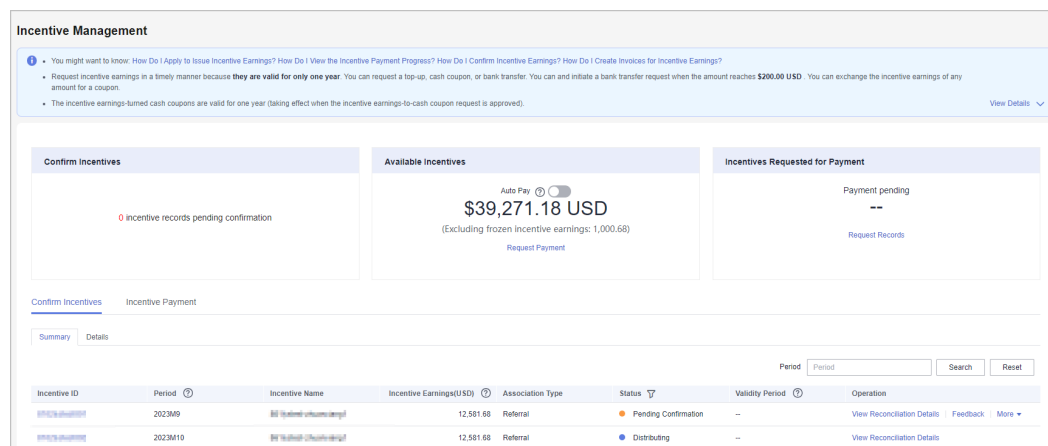
Prerequisites

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.



Incentive ID	Period	Incentive Name	Incentive Earnings(USD)	Association Type	Status	Validity Period	Operation
1234567890	2023M9	1234567890	12,581.68	Referral	Pending Confirmation	--	View Reconciliation Details Feedback More
1234567890	2023M10	1234567890	12,581.68	Referral	Distributing	--	View Reconciliation Details

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.

Request Payment

• Request incentive earnings in a timely manner because **they are valid for only one year**. You can request a top-up, cash coupon, or bank transfer. You can initiate a bank transfer request when the amount reaches **\$200.00 USD**. You can exchange the incentive earnings of any amount for a coupon.

• The incentive earnings-turned cash coupons are valid for one year (taking effect when the incentive earnings-to-cash coupon request is approved). Show More

* Payment Options

Transfer to bank account (Invoice required. The incentive earnings will be transferred to your authenticated bank account within about 30 calendar days from when the invoice is received.)

Exchange for cash coupons (No approval or invoice required. You can get the coupon quota within about 10 minutes.)

Top-up HUAWEI CLOUD account (Invoice required. The incentive earnings will be transferred to your HUAWEI CLOUD account within about 30 calendar days from when the invoice is received.)

<input checked="" type="checkbox"/> Period	Incentive Name	Incentive Earnings	Exchange Rate	Incentive Earnings (Payme...	Service Fee Tax Rate	Invoice Amount (Payment ...	Payment Option	Association Type
<input type="checkbox"/> 2019M2	Monthly rebate	-76.00 USD	1 USD = 6.6809 ZAR	-508.20 ZAR	0%	508.20 ZAR	Any	Referral
<input checked="" type="checkbox"/> 2019M1	Monthly rebate	666.00 USD	1 USD = 19.0169 ZAR	12,665.26 ZAR	0%	12,665.26 ZAR	Any	Referral
<input checked="" type="checkbox"/> 2021M1	Monthly rebate	20.00 USD	1 USD = 6.6 ZAR	132.00 ZAR	0%	132.00 ZAR	Any	Referral
<input checked="" type="checkbox"/> 2019M2	Monthly rebate	32.00 USD	1 USD = 6.6809 ZAR	213.98 ZAR	0%	213.98 ZAR	Any	Referral
<input checked="" type="checkbox"/> 2019M1	Monthly rebate	32.00 USD	1 USD = 19.0169 ZAR	608.54 ZAR	0%	608.54 ZAR	Any	Referral

Show more (Selected 6 records) ▼

Requested Incentive Earnings **\$3,674.01 USD** (Deducted negative incentives of **\$76.00 USD**)

Invoice Amount (Payment Currency) **99,567.01 ZAR**

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.

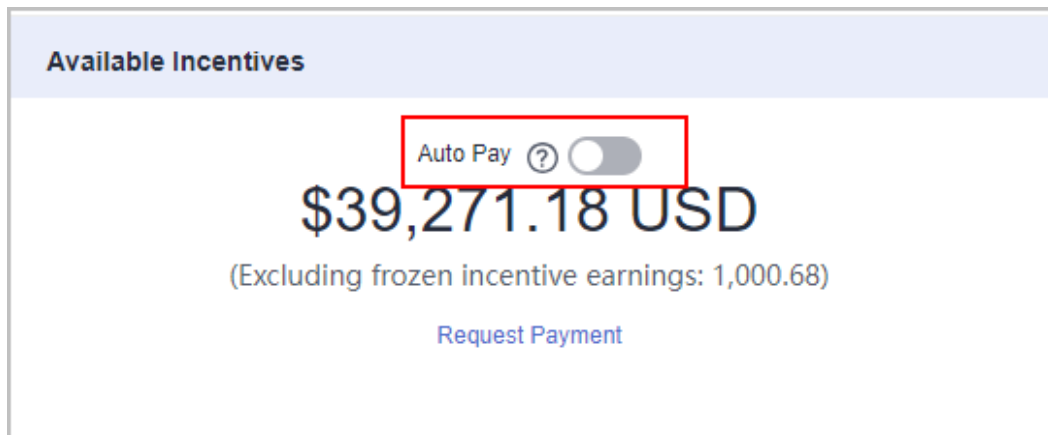
Step 7 (Optional) Enable automatic payment.

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.

Confirm Incentives										
Incentive Payment										
Incentive Distribution Incentive Details Request Records										
										Period
										Period
										Search
										Reset
ⓘ										
Requisition No.	Period	Incentive Earnings	Incentive Earning...	Invoice Amount (...)	Payment Option	Status	Request Time	Completion Time	Applied By	Operation
--	2024M6	990.00 USD	990.00 USD	--	Exchange for cash ...	Completed	2024/07/25	--	husban03_x30039...	View Details
--	2024M1	20.00 USD	20.00 USD	--	Exchange for cash ...	Completed	2024/07/19	--	husban03_x30039...	View Details

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.

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: [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.

Supplier Billing List				
				
* Supplier Name	* Supplier Code	* Financial Contact	* Phone Number and Email Address	* Time of Filling
[Redacted]	[Redacted]	[Redacted]	[Redacted]	2019-03-20
Bank Name	Bank Account	Contract Number	Payment Terms	
[Redacted]	[Redacted]	[Redacted]		
* Invoice No.	* InTouch No.	* Payment form	* Settlement Period	* actual Incentive amount
	[Redacted]	Top up account	2068M5	1,002.00
				Total: 1002.00
Print				

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

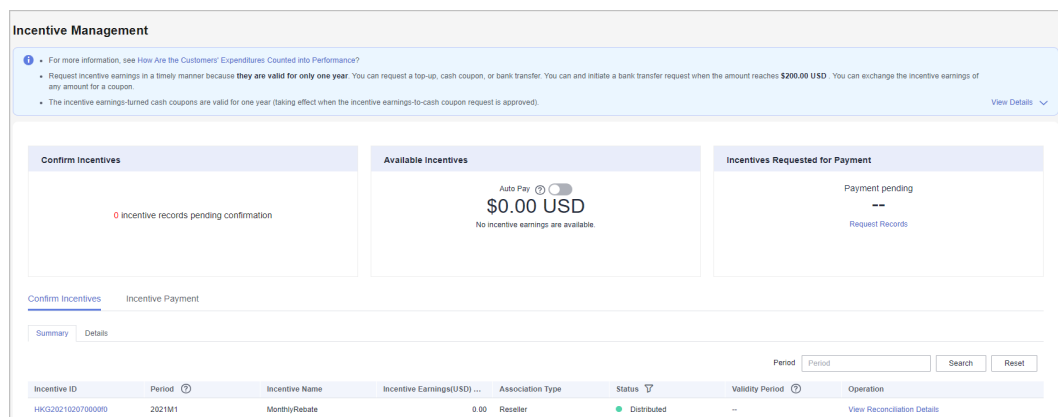
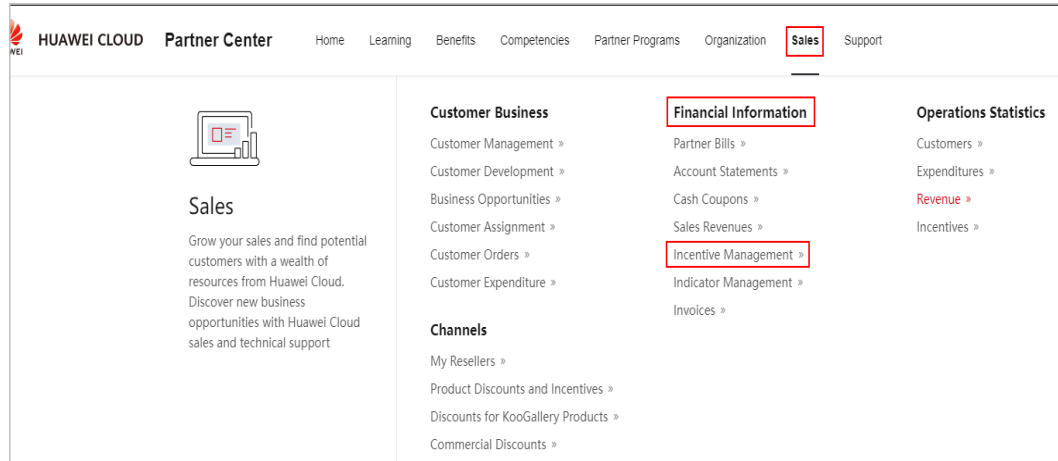
7.4.7.7 Viewing Incentive Details

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

Procedure

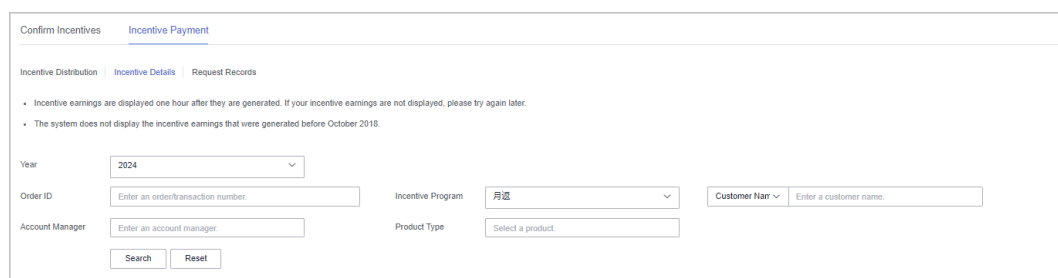
- Step 1** Use your account to log in to [Huawei Cloud](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** Select **Sales > Financial Information > Incentive Management** on the top navigation bar.

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**.

Indicator Name	Applicable Scope	Statistical Method	Statistical Period	Billing Cycle	Indicator Value	Last Updated	Operation
Annual Revenue (USD) Inc.	Actual Revenue (Accountment) Application, Usage	Auto	Year	2022Y	102.69	Jan 09, 2023 20:20:35	View Details
Q1_2024	?	Auto	Quarter	2022Q4	31,920.00	Jan 03, 2023 03:00:39	View Details
Q2_2022	?	Auto	Quarter	2022Q2	280.00	Dec 27, 2022 10:26:05	View Details
Latin America (LAP) Special	--	Manual	Quarter	2022Q2	236.01	Sep 02, 2022 09:59:58	View Details
Latin America (LAP) Special	--	Manual	Quarter	2022Q2	12,000.00	Aug 30, 2022 11:13:15	View Details View Feedback
Quarterly Revenue (USD) Inc.	--	Manual	Quarter	2022Q2	3,000.01	Aug 29, 2022 19:55:45	View Details Feedback
Latin America (LAP) Special	--	Manual	Quarter	2022Q2	5,000.00	Aug 29, 2022 17:55:15	View Details
Latin America (LAP) Special	--	Manual	Quarter	2022Q2	9,000.00	Aug 26, 2022 17:59:59	View Details Feedback

- 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.

Basic Information	
Indicator Name	Statistical Method: Auto
Statistical Period	Billing Cycle: 2023Q1
Indicator Value	Last Updated: May 22, 2023 19:24:32
Applicable Scope	Description

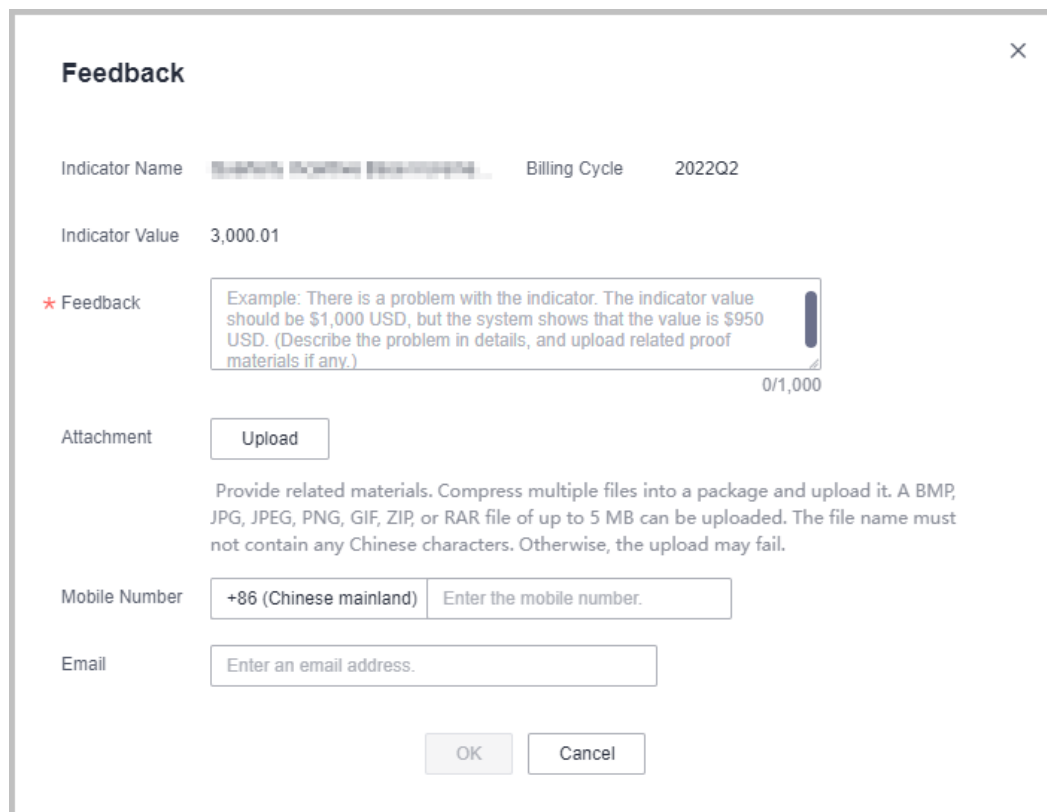
Details						
Revenue ID	Customer Name/Account Name	Order ID	Product Name	Billing Mode	Revenue Eligible for Incentive...	Revenue Confirmed On
10000000000000000000	--	10000000000000000000	Ultra-High IO_downprice	Pay-Per-Use	100.00000000	2023/3/31
10000000000000000000	Latin America (LAP) Special	10000000000000000000	Ultra-High IO_downprice	Reserved instance-hourly billing	100.00000000	2023/3/31

- 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.



The screenshot shows a 'Feedback' dialog box with the following fields and options:

- Indicator Name:** [Redacted]
- Billing Cycle:** 2022Q2
- Indicator Value:** 3,000.01
- * Feedback:** A text area with a placeholder example: "Example: There is a problem with the indicator. The indicator value should be \$1,000 USD, but the system shows that the value is \$950 USD. (Describe the problem in details, and upload related proof materials if any.)" and a character count of 0/1,000.
- Attachment:** An 'Upload' button and a note: "Provide related materials. Compress multiple files into a package and upload it. A BMP, JPG, JPEG, PNG, GIF, ZIP, or RAR file of up to 5 MB can be uploaded. The file name must not contain any Chinese characters. Otherwise, the upload may fail."
- Mobile Number:** A dropdown menu set to '+86 (Chinese mainland)' and an input field with the placeholder 'Enter the mobile number.'
- Email:** An input field with the placeholder 'Enter an email address.'
- Buttons:** 'OK' and 'Cancel' buttons at the bottom.

----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.

Period	Invoice No.	Invoice Content	Invoice Amount	Status	Operation
202410	CSER24000005	Top-up	800.00 USD	Invoiced	Download
202304	CIE23000081	Pre-payment invoice	100.00 USD	Invoiced	Download

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**.

The screenshot shows the 'Upload' page for 'Withholding Tax Certificates'. It features several input fields: 'Certificate Code' with a note 'If there is no code in your WHT certificate or receipt, click here to generate a code.', 'Certificate Date' with a calendar icon, and 'Certificate Amount' with a dropdown menu. Below these is a 'Select Invoices' section with an 'Add' button and a table with columns: Invoice No., Issued, Total Invoice Amount (Including ...), Total Invoice Amount (Excluding...), Certificate Amount (Certificate C..., Certificate Amount (Payment Curren..., and Operation. The table is currently empty with a 'No data found.' message. At the bottom, there is an 'Attachment' section with an 'Upload Certificate' button and a note: 'The file can be in JPEG, PNG, GIF, or PDF format and cannot exceed 10 MB. You are advised to compress all files into a .ZIP package and upload it if there are any'. A 'Remarks' text area and a red 'Submit' button are also present.

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	<p>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.</p> <p>The following invoice information is displayed: (Multiple invoices are displayed in multiple lines if there are any):</p> <ul style="list-style-type: none"> • 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. <p>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.</p> <ul style="list-style-type: none"> • 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**.

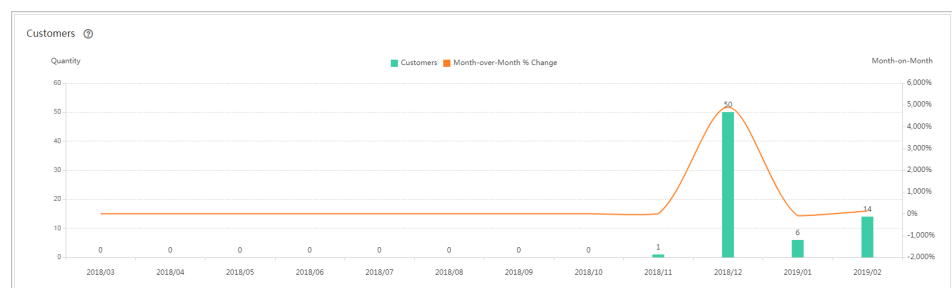
- Click the **Overview** tab.

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

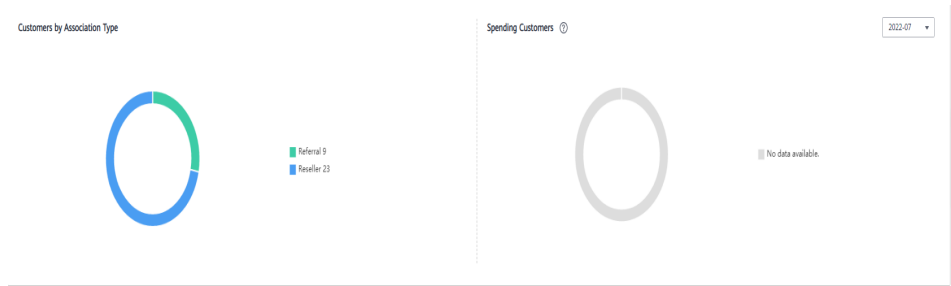
 Total Customers 33  Total Associations 2  Spending Customers This Month 0

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

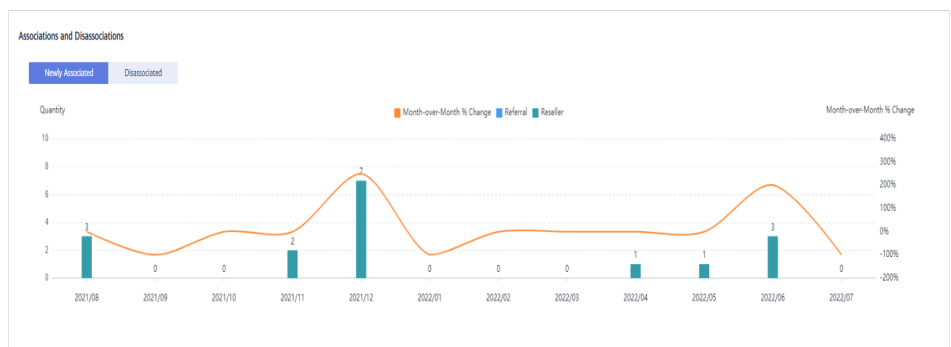
In the **Customers** area, you can view the trend of the number of customers in the whole year.



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.

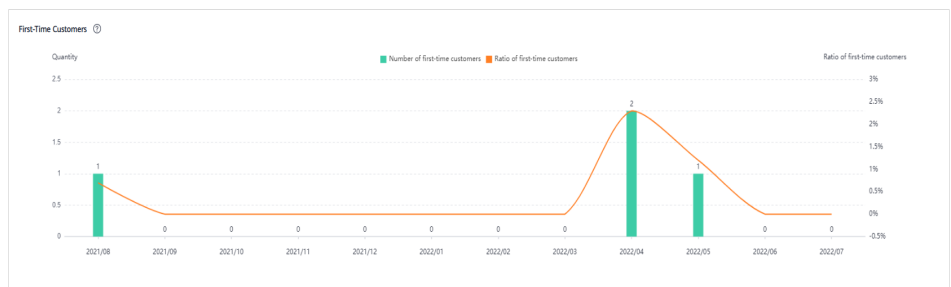


- In the **Newly Associated and Disassociated Customers** area, set **Association Type, Operation, and Operation Time** as the search criteria and view the desired records.

Customer	Account Name	Association Type	Operation	Account Manager	Operation Time
gpmo1_14_...@11	gpmo1_14_...@11	Reseller	Association	--	Jan 29, 2021 10:24:28
gpmo1_14_...@11	gpmo1_14_...@11	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

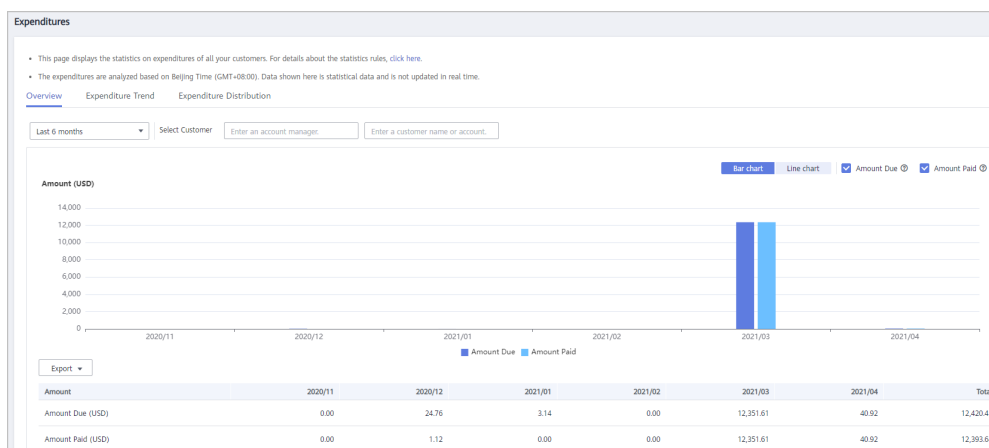
A partner can view the expenditure overview, trend, and distribution of a customer.

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.

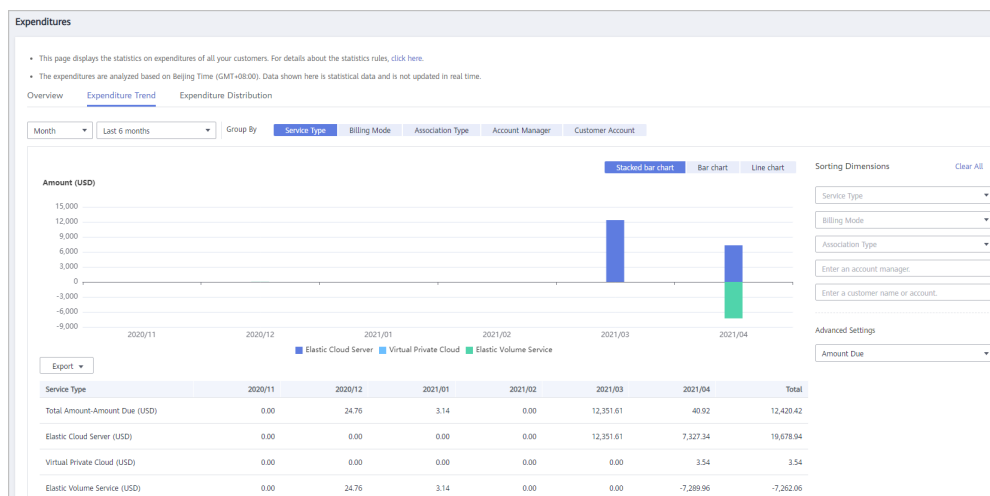
- Export the selected records.
Choose **Export > Export Selected**. Message "Export task created." is displayed.
- View the export history.

- 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.

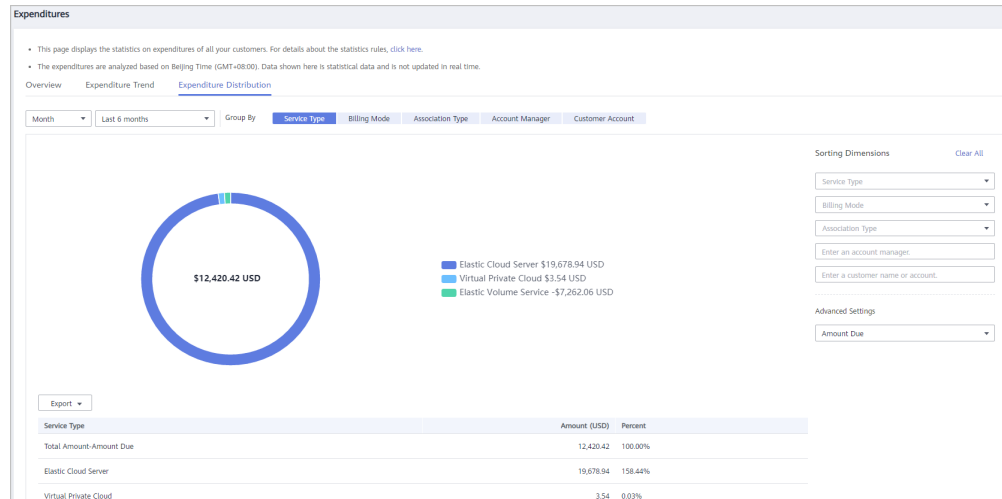
- Select the **Expenditure Trend** tab, select a time range, and set the grouping basis (service type, billing mode, association type, account manager, and customer account) to view the expenditure trend of customers and detailed fees. You can also set criteria in **Sorting Dimensions** and **Advanced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



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

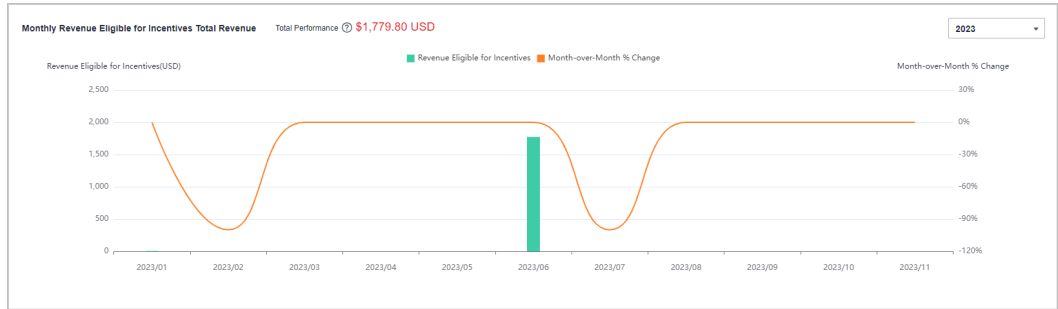
Partners can view the performance trend, performance statistics, and performance summary of the current year.

Precautions

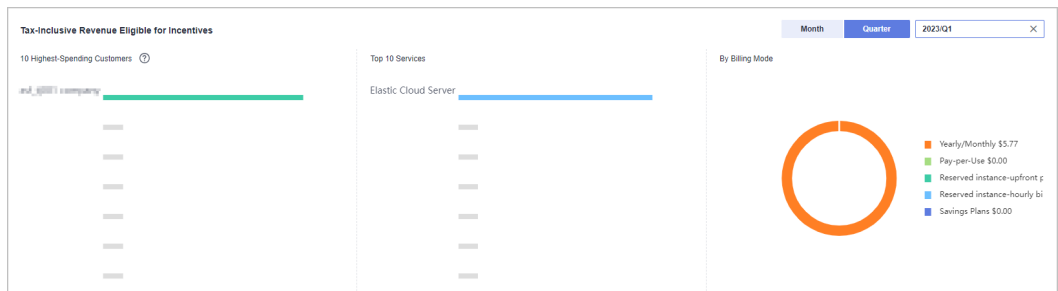
- Account managers can view the revenue generated from different customers. If an account manager is assigned with a new customer, the expenditure of the new customer will be included in the revenue from the second day of the assignment.

Procedure

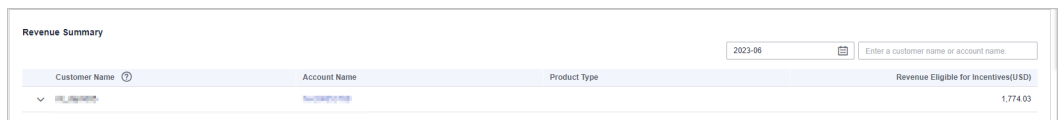
- Step 1** Sign in to **Huawei Cloud** as a partner.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** On the top navigation bar, select **Sales > Operations Statistics > Revenue**.
- Step 4** In the **Monthly Revenue Eligible for 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.

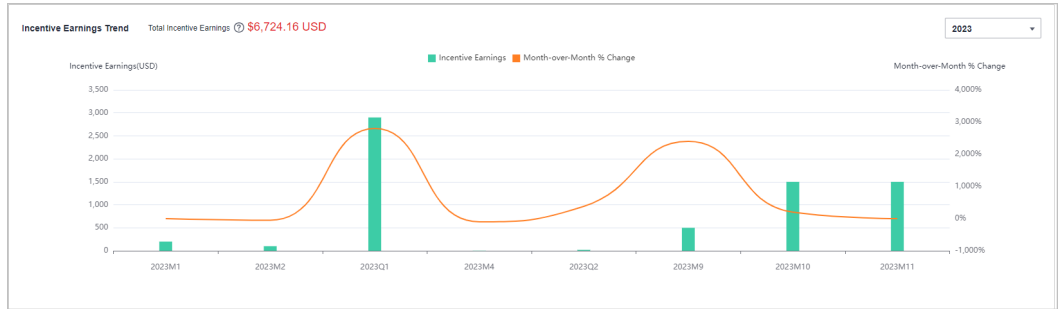
----End

7.5.4 Viewing Incentive Statistics

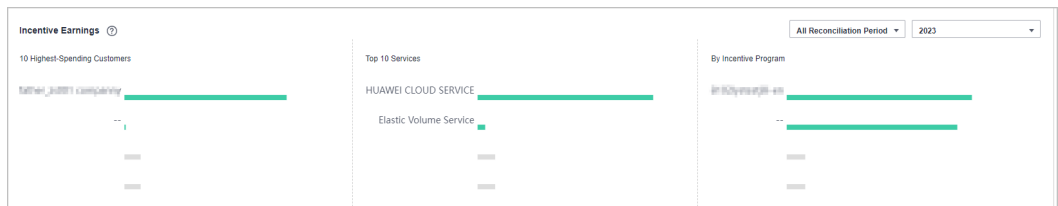
Partners can view the incentive trend, statistics, and summary of the current year.

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.

Incentive Earnings Summary Expenditures Refunds

Customer Name	Account Name	Product Type	Incentive Earnings(USD)
▼ HUAWEI CLOUD SERVICE	HUAWEI_CLOUD_SERVICE		1,241.93
▼ --	--		10.00

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**.

Product Type	Code	Discount Granted by Partner	Incentive Policy
-	hws service type.20220331011	Without discounts	Standard product
-	hws service type.20220331061	Without discounts	Standard product
-	hws service type.20220331066	Without discounts	Standard product
-	hws service type.20220627066	Without discounts	Standard product
AI Consultation Service	hws service type.acts	Without discounts	Standard product
Anti-DDoS	hws service type.antiddos	Without discounts	Standard product
Application Operations Management	hws service type.aom	Without discounts	Standard product
Application Orchestration Service	hws service type.aos	Without discounts	Standard product
API Gateway	hws service type.apig	Without discounts	Standard product
Application Performance Management	hws service type.apm	Without discounts	Standard product

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**.

ID	Type	Customer/Account Name	Status	Effective Date	Expiration Date
0HEI002410020N	Customer-level	*****@*****.com	Effective	Aug 27, 2024 00:00:00 GMT+08:00	Aug 25, 2025 23:59:59 GMT+08:00

 **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

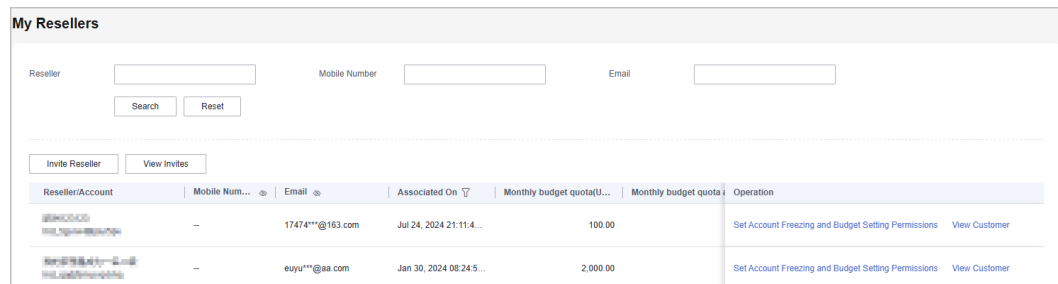
You can develop resellers as a distributor.

Precautions



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

Procedure

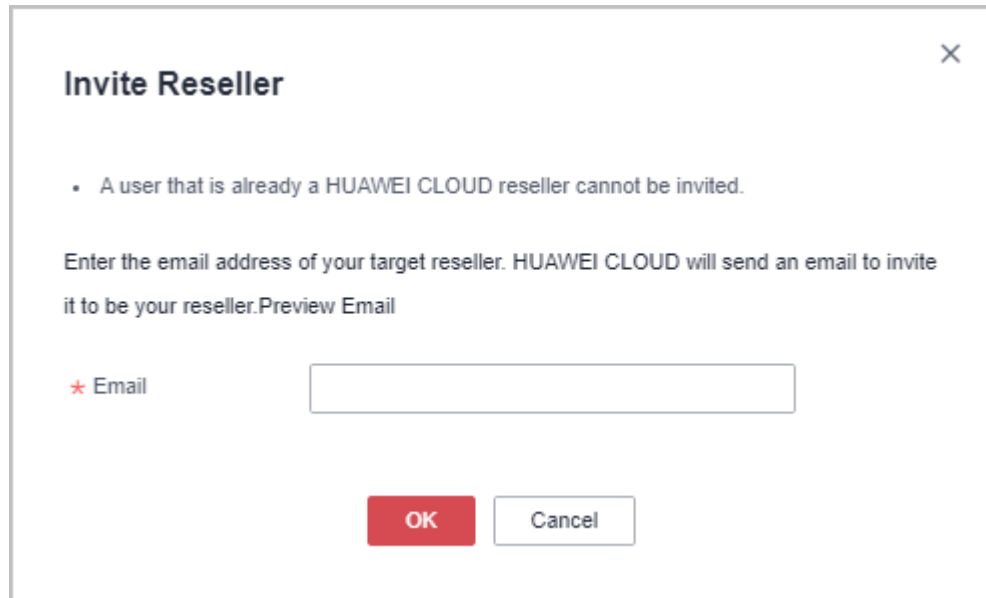
- Step 1** Log in to [Huawei Cloud](#) as a distributor.
- Step 2** Click **Partner Center** in the drop-down list of your account name.
- Step 3** On the top navigation bar, select **Sales > Channels > My Resellers**.
- Step 4** Click **Invite Reseller**.



The screenshot shows the 'My Resellers' page with search filters for Reseller, Mobile Number, and Email. Below the filters are 'Invite Reseller' and 'View Invites' buttons. A table lists two resellers with columns for Reseller/Account, Mobile Number, Email, Associated On, Monthly budget quota, and Operation.

Reseller/Account	Mobile Num...	Email	Associated On	Monthly budget quota(U...	Monthly budget quota	Operation
	--	17474***@163.com	Jul 24, 2024 21:11:4...	100.00		Set Account Freezing and Budget Setting Permissions View Customer
	--	euyu**@aa.com	Jan 30, 2024 08:24:5...	2,000.00		Set Account Freezing and Budget Setting Permissions View Customer

- 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 budgets 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.

My Resellers

Reseller Mobile Number Email

Reseller/Account	Mobile Num...	Email	Associated On	Monthly budget quota(U...	Monthly budget quota	Operation
	--	17474***@163.com	Jul 24, 2024 21:11:4...	100.00		Set Account Freezing and Budget Setting Permissions View Customer
	--	euyuu***@sa.com	Jan 30, 2024 08:24:5...	2,000.00		Set Account Freezing and Budget Setting Permissions View Customer

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.

My Resellers / Set Account Freezing and Budget Setting Permissions

Reseller Reseller Account

Set Account Freezing and Budget Setting Permissions

You can grant authorization to resellers for budget setting or withdrawal and account or resource freezing. [Show Less](#)

- After being authorized, resellers can set budgets for their customers and freeze or unfreeze accounts or resources of the customers. Huawei Cloud shall not take the responsibilities for any adverse impacts on customers' services due to account or resource freezing and disputes arising out of it. Exercise caution when performing this operation.
 - The account is frozen: the customer cannot buy, renew, or change resources, and provisioned resources may be unavailable, but they still incur fees.
 - The account and resources are frozen: the customer cannot buy, renew, or change resources, and all provisioned resources are not available. Unfreeze the resources **within 15 days** (subject to the time range regulated on the official website) after they are frozen. Otherwise, **the stored data will be deleted and the cloud service resources will be released.**
- 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 on the [Customer Business > Customer Management > Resellers' Customers](#) page.

Authorize Permissions

Set Budget

You can choose to set either monthly budget quota or one-time budget quota for a reseller or set both of them for a reseller at the same time. [Show Less](#)

- The monthly budget quota and one-time Budget Quota are managed separately.
 - Monthly budget quota: reflects total expenditures (calculated based on the list prices) of the customer the latest month. The budget will restore in the following month.
 - One-Time budget: reflects total expenditures (calculated based on the list prices) of the customer. It will not automatically restore.
- If budget quota needs to be adjusted, the budget quota after adjustment must be greater than or equal to the budget a reseller configured for its customer.
- If the expenditures of customers exceed the budgets configured for them, whether the customers are restricted to purchase resources or use existing resources depends on the actions (freezing customer account or resources) taken by the associated reseller. You need to authorize related permissions to the reseller.
- It is only used to help you manage resellers as well as expenditures of customers associated with resellers and does not affect the reseller management, customers expenditures, or repayment obligations.

Budget Type Monthly budget quota One-Time budget quota

Select at least one budget type.

Monthly budget quota(USD)

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.

My Resellers / Set Account Freezing and Budget Setting Permissions

Reseller Reseller Account

Set Account Freezing and Budget Setting Permissions

You can grant authorization to resellers for budget setting or withdrawal and account or resource freezing. [Show Less](#)

- After being authorized, resellers can set budgets for their customers and freeze or unfreeze accounts or resources of the customers. Huawei Cloud shall not take the responsibilities for any adverse impacts on customers' services due to account or resource freezing and disputes arising out of it. Exercise caution when performing this operation.
 - The account is frozen: the customer cannot buy, renew, or change resources, and provisioned resources may be unavailable, but they still incur fees.
 - The account and resources are frozen: the customer cannot buy, renew, or change resources and the cloud service resources will be released.
- 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 on the [Customer Business > Customer Management > Resellers' Customers](#) page.

Authorize Permissions

Cancel the authorization of the permissions for account freezing and budget setting?

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.

Verify your identity to proceed with the operation.

Email Address

Verification Code

 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

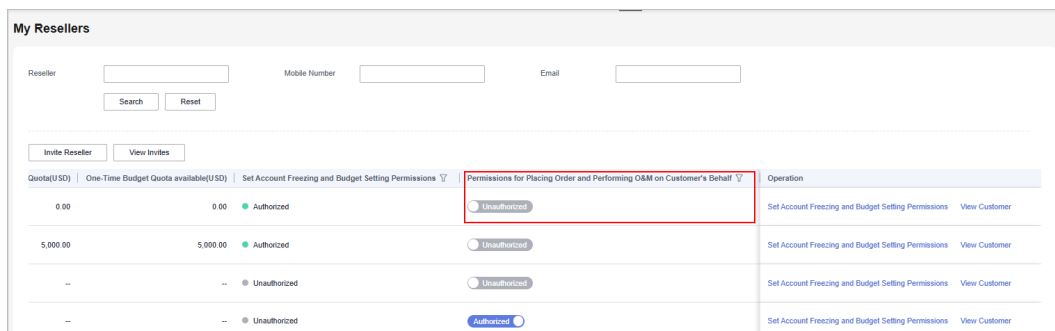
8.2.1.5 Authorizing a Reseller to Place Orders and Perform O&M on the Behalf of Customers

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.

i **Allow this reseller to perform operations on customers' behalf?**✕

The reseller with your authorization can perform operations, such as configuring, purchasing, and managing resources, on behalf of a customer. Before performing the operations, the reseller shall also request an authorization from the customer.

Notes: By selecting "I have read and agree to the Huawei Cloud Distributor Commitment Letter for Operation on Customers' Behalf", you will be deemed to have agreed to all terms and conditions in this Commitment Letter. You must authorize the reseller to perform operations on customers' behalf in strict accordance with this Commitment Letter and guarantee that the reseller shall perform operations within the authorization scope. You and the reseller shall take responsibilities for any violations.

I have read and agree to the [Huawei Cloud Distributor Commitment Letter for Operation on Customers' Behalf](#)

Verify your identity to proceed with the operation.

Email Address

Verification Code

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**.

The screenshot shows the 'My Resellers' interface. At the top, there are search filters for Reseller, Mobile Number, and Email, with 'Search' and 'Reset' buttons. Below the filters are 'Invite Reseller' and 'View Invites' buttons. The main table has columns for Quota(USD), One-Time Budget Quota available(USD), authorization status, permissions, and Operation. The 'Authorized' status is highlighted with a red box.

Quota(USD)	One-Time Budget Quota available(USD)	Authorization	Permissions	Operation
0.00	0.00	Authorized	Unauthorized	Set Account Freezing and Budget Setting Permissions View Customer
5,000.00	5,000.00	Authorized	Unauthorized	Set Account Freezing and Budget Setting Permissions View Customer
--	--	Unauthorized	Unauthorized	Set Account Freezing and Budget Setting Permissions View Customer
--	--	Unauthorized	Authorized	Set Account Freezing and Budget Setting Permissions View Customer

-----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.

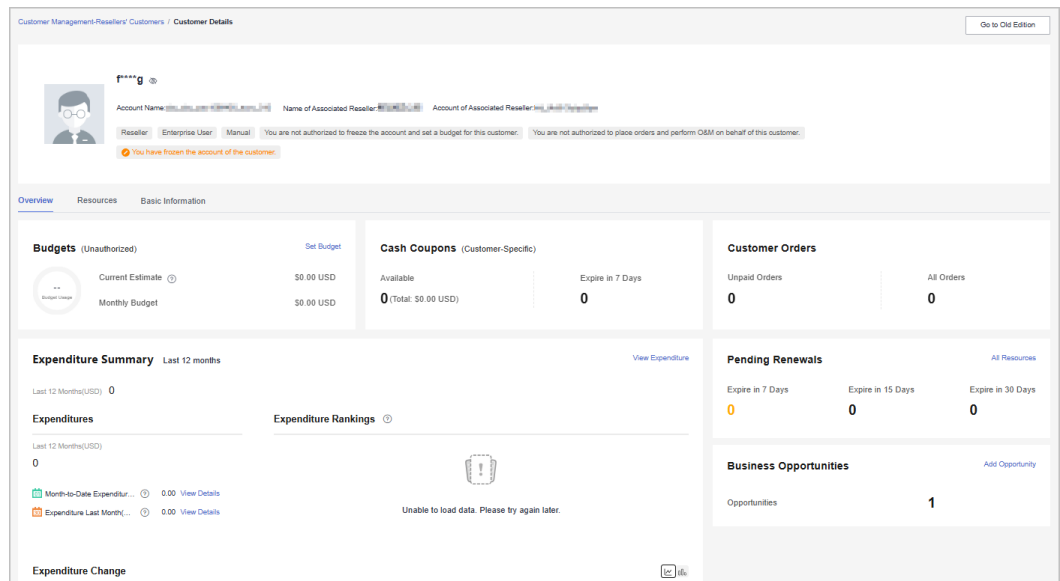
The screenshot shows the 'Customer Management' interface. At the top, there is a warning message: 'Only resellers can place orders and perform O&M on behalf of their customers. They must obtain authorization from you before performing these operations. How Do I Authorize a Reseller to Place Orders and Perform O&M on Behalf of Customers?'. Below this is the 'Resellers' Customers section with search filters for Customer N., Reseller, and buttons for Search and Reset. The main table has columns for Customer/Account, Reseller/Account Name, Authorize Permissions, Mobile N., Monthly Budget(USD), One-Time Budget(USD), Available Credit(USD), and Operation.

Customer/Account	Reseller/Account Name	Authorize Permissions	Mobile N.	Monthly Budget(USD)	One-Time Budget(USD)	Available Credit(USD)	Mo	Operation
...	...	No	158****1236	0.00	--	--		Set Budget View Expenditure More
...	...	No	150****5198	100.00	--	--		Set Budget View Expenditure More

 **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.



The screenshot displays the 'Customer Details' page for a customer named 'f***g'. The page is divided into several sections:

- Account Information:** Shows the account name, associated reseller, and user type (Reseller, Enterprise User, Manual). It includes a warning: 'You have frozen the account of the customer.'
- Budgets (Unauthorized):** Displays 'Current Estimate' and 'Monthly Budget' both at '\$0.00 USD'.
- Cash Coupons (Customer-Specific):** Shows 'Available' coupons as '0' and 'Expire in 7 Days' as '0'.
- Customer Orders:** Shows 'Unpaid Orders' and 'All Orders' both as '0'.
- Expenditure Summary (Last 12 months):** Shows 'Last 12 Months(USD)' as '0'.
- Expenditures:** Lists 'Month-to-Date Expenditure' and 'Expenditure Last Month' both as '0.00'.
- Expenditure Rankings:** Shows a warning icon and the message 'Unable to load data. Please try again later.'
- Pending Renewals:** Shows 'Expire in 7 Days', 'Expire in 15 Days', and 'Expire in 30 Days' all as '0'.
- Business Opportunities:** Shows 'Opportunities' as '1'.

 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

The screenshot shows the 'Set Budget' configuration page. At the top, it displays 'Monthly Budget \$0.00 USD (Current Estimate: \$0.00 USD)', 'Customer Name P**...', and 'Account Name cbc_cbc_zwx1099400_eur...'. Below this, the 'Budget Type' is set to 'Monthly Budget' (selected with a radio button) and 'One-Time Budget' is unselected. The 'Monthly Budget (USD)' field is empty. Under the heading 'Account freezing upon monthly budget exhaustion', the 'Automatic' radio button is selected, and 'Manual' is unselected. A detailed list of 7 notes explains the implications of budget exhaustion, such as email alerts and resource restrictions. At the bottom, there is an 'Unfreeze Now' checkbox (unchecked) and an 'OK' button.

- Manual account freezing

This screenshot is identical to the previous one, but the 'Manual' radio button under 'Account freezing upon monthly budget exhaustion' is selected instead of 'Automatic'. The rest of the page content, including the budget type, fields, and notes, remains the same.

 **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

The screenshot shows the 'Set Budget' page for a customer. At the top, it displays 'One-Time Budget -- (Total Expenditure 0.00 USD)', 'Customer Name P*...', and 'Account Name cbc_cbc_zwx1099400_eur...'. Below this, the 'Reseller' is identified as 'HUAWEI CLOUD'. The 'Budget Type' is set to 'One-Time Budget' (selected with a radio button). The 'One-Time Budget (USD)' field is empty. Under 'Account freezing upon one-time budget exhaustion', the 'Automatic' option is selected. A detailed list of 7 points explains the budgeting process and account freezing. At the bottom, there is an 'Unfreeze Now' checkbox (unchecked) and an 'OK' button.

- Manual account freezing

The screenshot shows the 'Set Budget' page for a customer. At the top, it displays 'One-Time Budget -- (Total Expenditure 0.00 USD)', 'Customer Name P*...', and 'Account Name cbc_cbc_zwx1099400_eur...'. Below this, the 'Reseller' is identified as 'HUAWEI CLOUD'. The 'Budget Type' is set to 'One-Time Budget' (selected with a radio button). The 'One-Time Budget (USD)' field is empty. Under 'Account freezing upon one-time budget exhaustion', the 'Manual' option is selected. A detailed list of 6 points explains the budgeting process and account freezing. At the bottom, there is an 'Unfreeze Now' checkbox (unchecked) and an 'OK' button.

 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	<ul style="list-style-type: none"> • Unsubscribing from resources • Modifying resource names 	<ul style="list-style-type: none"> • 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)	<ul style="list-style-type: none"> • Modifying resource names • Viewing resource information 	<ul style="list-style-type: none"> • 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.

Freeze Account ✕

Freeze Account Notes

1.If the account is frozen, the customer cannot buy, renew, or change resources, and provisioned resources may be unavailable, but they still incur fees. To avoid incurring new fees, you can choose to freeze both the account and its resources.

2.Huawei Cloud shall not take the responsibilities for any adverse impacts on customers', services due to account freezing and disputes arising out of it. Exercise caution when performing this operation.

3.Visit [Impacts of Account Freeze](#) to learn about the impacts of frozen accounts. You can also unfreeze an account.

4.The account unfreezing operation may fail if your account has been frozen.

Reason

0/256

Account Name	Customer	Budget(USD)	Total Expenditure(USD)
...	w****户	100.00	0.00

OK
Cancel

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.

Freeze Account and Resources
✕

Freeze Account and Resources Notes

- 1.If the account and resources are frozen, the customer cannot buy, renew, or change resources, **and all provisioned resources are not available. Unfreeze the resources within 15 days (subject to the time range regulated on the official website) after they are frozen. Otherwise, the stored data will be deleted and the cloud service resources will be released.**
- 2.Huawei Cloud shall not take the responsibilities for any adverse impacts on customers', services due to account freezing and disputes arising out of it. Exercise caution when performing this operation.
- 3.Visit [Impacts of Account Freeze](#) to learn about the impacts of frozen accounts. You can also unfreeze an account.
- 4.The account unfreezing operation may fail if your account has been frozen.

Reason

0/256

Account Name	Customer	Budget(USD)	Total Expenditure(USD)
XXXXXXXXXXXX	W****	100.00	0.00

OK
Cancel

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.

Are you sure you want to unfreeze the following account(s)? ✕

After the account is unfrozen, customers can buy, renew, or change resources, and you need to pay for your customers.

Reason

0/256

Account Name	Customer	Automatically...	Budget(USD)	Total Expenditure(USD) ?
...	--	No	0.10	0.00

OK

 **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.

Unfreeze Account and Resources
✕

i The account and resources of this customer have been frozen upon budget exhaustion. If you unfreeze its account and resources without adjusting the budget granted, its account and resources will be frozen again next hour. [Increase the budget](#) to unfreeze the account and resources of the customer.

After the account is unfrozen, customers can buy, renew, or change resources, and you need to pay for your customers.

Reason

Account Name	Customer	Automatically...	Budget(USD)	Total Expenditure(USD)
[blurred]	w****	Yes	100.00	0.00

OK
Cancel

NOTE

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

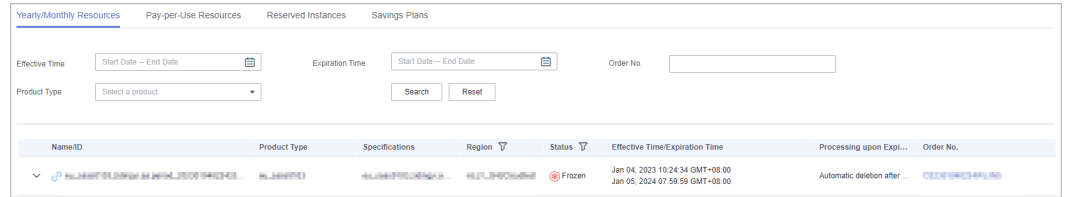
----End

8.2.2.1.6 Viewing a Customer's Resources

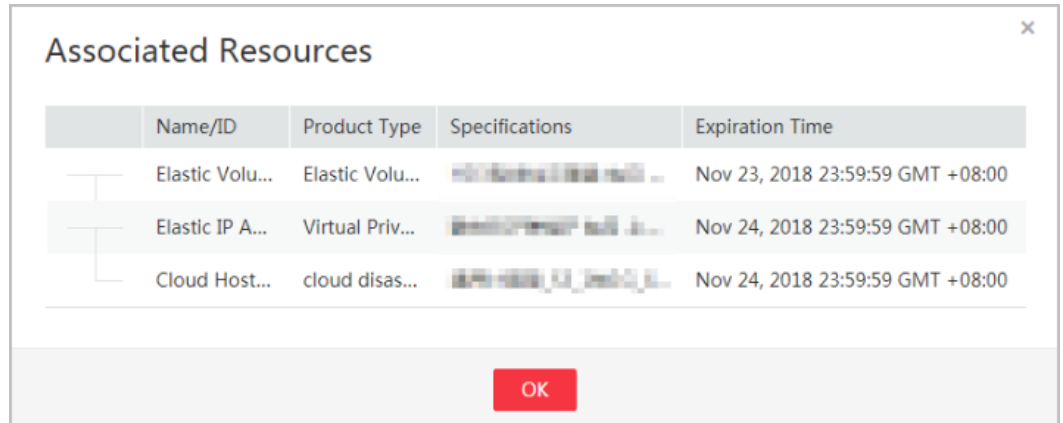
A distributor can view the pay-per-use and yearly/monthly resources and reserved instances purchased by customers of its resellers.

Procedure

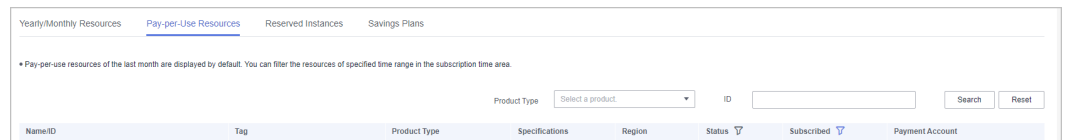
- Step 1** Sign in to [Huawei Cloud](#) as a partner.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** On the top navigation bar, select **Sales > Customer Business > Customer Management**.
- Step 4** On the **Customer Management** 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.



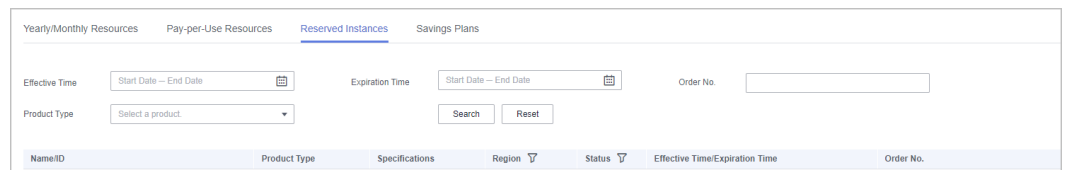
- Click to check instance information and resource status.
- Click to check associated resources.



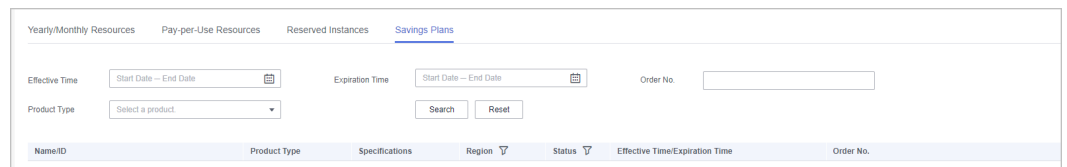
- View pay-per-use resources.
On the **Pay-per-use Resources** page, set the search criteria and query the desired pay-per-use resource records.



- 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

Business Opportunities-Resellers' Customers / Add Opportunity

1 Select Customer — 2 **Enter Basic Information** — 3 Provide Detailed Information — 4 Complete Revenue Information

Basic Information

* Opportunity Name

Industry

Service System

* Opportunity Type New Continuous operations

* Win Probability

* Development Phase

Testing Project Yes No

* Bidding Project Yes No

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

Business Opportunities-Resellers' Customers / Add Opportunity

1 Select Customer — 2 Enter Basic Information — 3 **Provide Detailed Information** — 4 Complete Revenue Information

Cloud Migration

Estimated Expenditures on Cloud USD/year

Technical Exchange

Test Details

Peer Vendor Alibaba Cloud Tencent Cloud AWS Microsoft Google Other

Use of Peer Vendor's Cloud Services

Opportunity Operations

Background

Progress Details

Risk & Request

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**.

Business Opportunities-Resellers' Customers / Add Opportunity

Select Customer
 Enter Basic Information
 Provide Detailed Information
 4 Complete Revenue Information

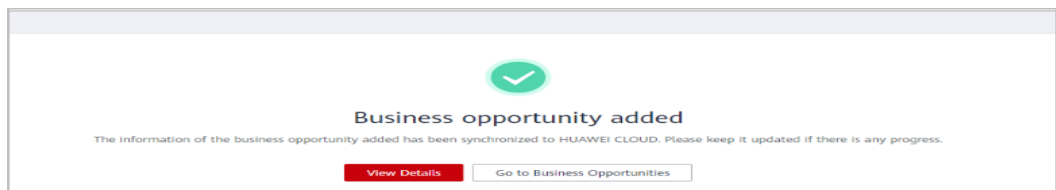
Estimated Monthly Revenue(USD)

Estimated Deadline

Service Period

Major Products

Estimated Monthly Revenue from Major Products(USD)



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.

Business Opportunities-Resellers' Customers / **Modify**

[Basic Information](#)
[Other Information](#)
[Revenue Information](#)

Opportunity Name

Industry

Service System

* Opportunity Type New
 Continuous operations

Win Probability 0% [Modify](#)

Development Phase Potential business opportunities [Modify](#)

Testing Project Yes No

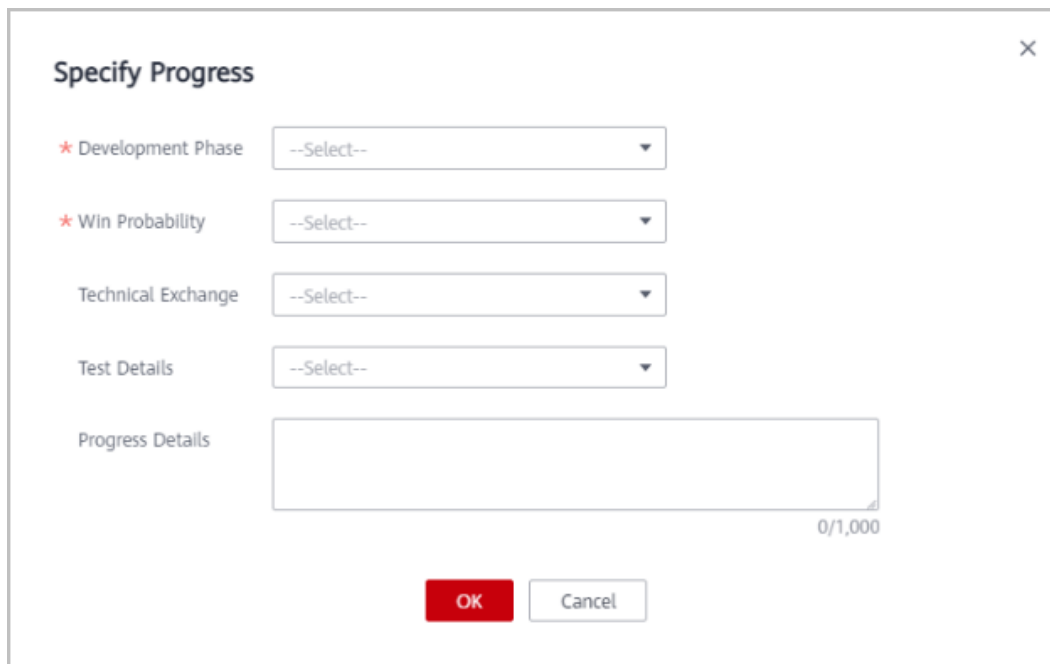
Bidding Project No

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

- Change the information on the **Revenue Information** tab, and save the changes.

Estimated Monthly Revenue(USD)	100.00
Estimated Deadline	2025/10/30
Service Period	1 month
Major Products	IaaS
Estimated Monthly Revenue from Major Products(USD)	1.00

- 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.



The 'Specify Progress' dialog box contains the following fields:

- Development Phase: --Select--
- Win Probability: --Select--
- Technical Exchange: --Select--
- Test Details: --Select--
- Progress Details: A text area with a character count of 0/1,000.

Buttons: OK (red), Cancel (white).

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**.

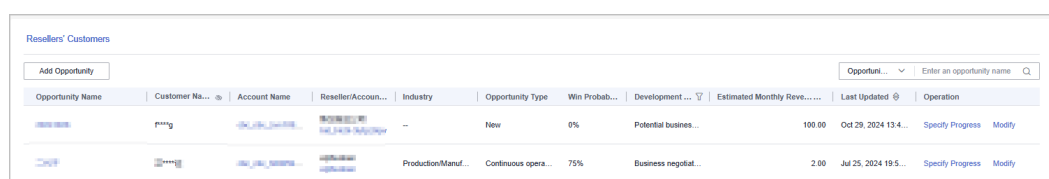
Precautions

- 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.

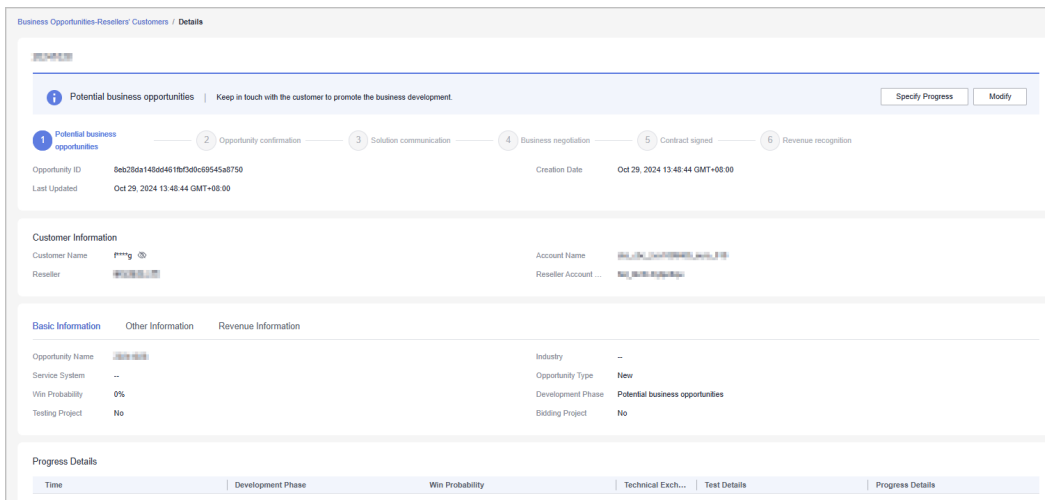


Opportunity Name	Customer Name	Account Name	Reseller/Account...	Industry	Opportunity Type	Win Probab...	Development ...	Estimated Monthly Reve....	Last Updated	Operation
	****				New	0%	Potential busines...	100.00	Oct 29, 2024 13:4...	Specify Progress Modify
				Production/Manuf...	Continuous opera...	75%	Business negotat...	2.00	Jul 25, 2024 19:5...	Specify Progress Modify

 **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**.

Order No.	Product Type	Order Type	Order Status	Customer Name	Reseller/Account Na...	Ordered On	Paid	Order Subtotal(USD)	Amount Paid(USD)
CS2407280243QF1...	Cloud Backup and Re...	Subscription	Completed	G****2		Jul 26, 2024 10:43:51...	Jul 26, 2024 10:52:17...	3.60	3.60
CS2407280243PY926	Cloud Backup and Re...	Subscription	Cancelled	G****2		Jul 26, 2024 10:43:33...	--	1.90	--

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.

The screenshot shows the 'Expenditure Summary' interface. At the top, there are tabs for 'Expenditure Summary' and 'Expenditure Details'. Below the tabs, a message states 'The expenditures are pre-tax amounts'. The search filters include 'Customer Name' (dropdown), 'Spent On' (2023-05), 'Account Manager' (text input), 'Reseller' (text input), and 'Association Type' (All). There are 'Search' and 'Reset' buttons. Below the filters, there is an 'Export' button and two summary boxes: 'Amount' (\$0.46 USD) and 'Refunds' (\$0.00 USD). At the bottom, there are two tabs: 'Customer Expenditures' and 'Refunds'. A table is visible with columns: Customer, Account Name, Service Type, Billing Mode, Association Type, Amount(USD), Cash Payments(USD), Coupons Used(USD), Monthly Settlement(USD), Discount(USD), and Operation. The table shows a single row with values: 0.46, 0.00, 0.00, 0.46, 0.00.

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

The screenshot shows the 'Expenditure Details' interface. At the top, there are search filters for Billing Cycle (2024-02), Customer Information (Customer Name), Partner Name, Account Manager, Order/Transaction ID, Resource ID, Resource, Product Type, and Amount Due (All/Hide 0 Expenditures). Below the filters is a table with columns: Billing Cycle, Customer Name, Associat..., Partner Name/Account, Account M..., Product Type, Product Name, Billing M..., Spent On, Order/Transaction ID, Order Type, and Bill Type. The table contains two rows of data for the billing cycle 2024-02, showing details for Elastic Volu... and GD3 linear EVS Ondemand.

- 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

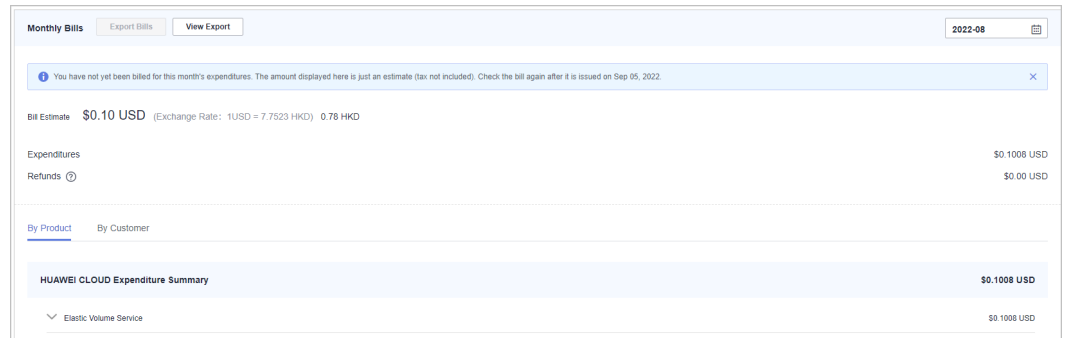
 **NOTE**

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:

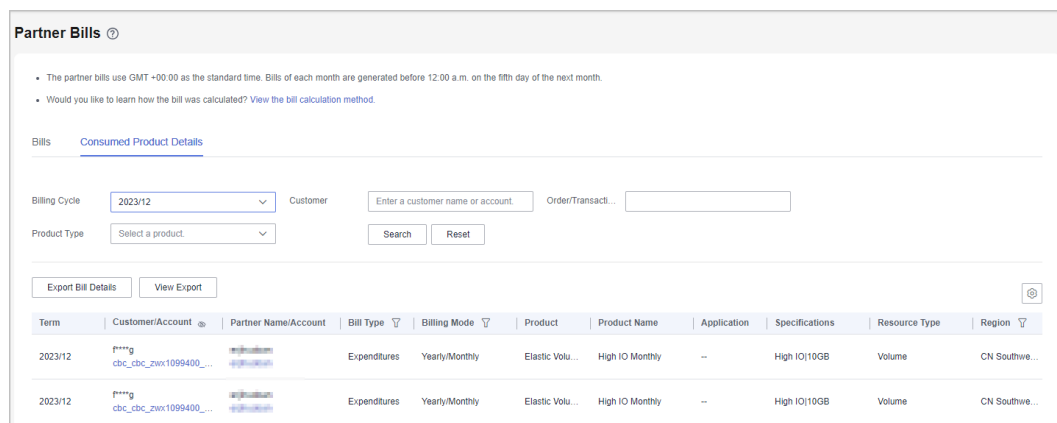
Expenditures (\$8,083.8494925) + Refunds (-\$853.8495) + Adjustments (-\$37.9425) = \$7192.0574925 (rounded off to the second decimal place \$7,192.06)



- 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: <ul style="list-style-type: none"> ● Expenditure ● Refund ● Adjustment 	Expenditure

Field	Description	Example Value
Billing Mode	Product billing mode, including: <ul style="list-style-type: none"> • 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	<p>Time when a transaction was executed in the transaction bill of a customer.</p> <ul style="list-style-type: none"> 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	<p>Type of a yearly/monthly/reserved instance subscription, including:</p> <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> • Common product • Promotional product • No discount • Special discount request 	Common product
Settlement Discount	<ul style="list-style-type: none"> • Discount that Huawei Cloud set for partners. • Fixed unit price agreed by Huawei Cloud and the partner. 	25%

Field	Description	Example Value
Payment (USD)	<ul style="list-style-type: none"> 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) <p>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.</p>	750
Coupons Used (USD)	<p>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.</p> <p>For details about cash coupon usage rules, see Usage Rules.</p>	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)	<p>Amount due of a partner's bill, with tax not included.</p> <p>Amount to be paid (tax excluded) = Settlement amount - Coupons used</p>	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)	<p>Amount due.</p> <p>Amount due = Amount to be paid (tax not included) + Tax</p>	685

Field	Description	Example Value
Usage Days/ Total	<p>(Number of measurement points in a month/288)/Number of days in the month</p> <p>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).</p>	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)	<p>Usage displayed in the unit used for pricing when the product is released. The value is truncated to a maximum of 10 decimal places.</p> <p>Total Usage (Pricing Unit) = Total Usage/Conversion Factor</p> <p>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.</p>	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

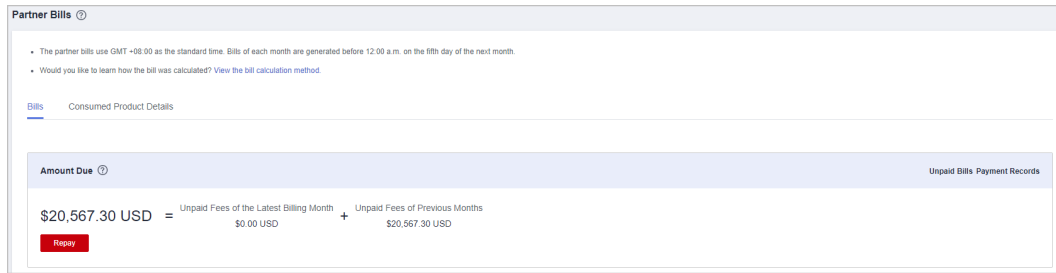
- Bills of the last month are generated before 12:00 (UTC+00:00) on the fifth day of each month.

Procedure

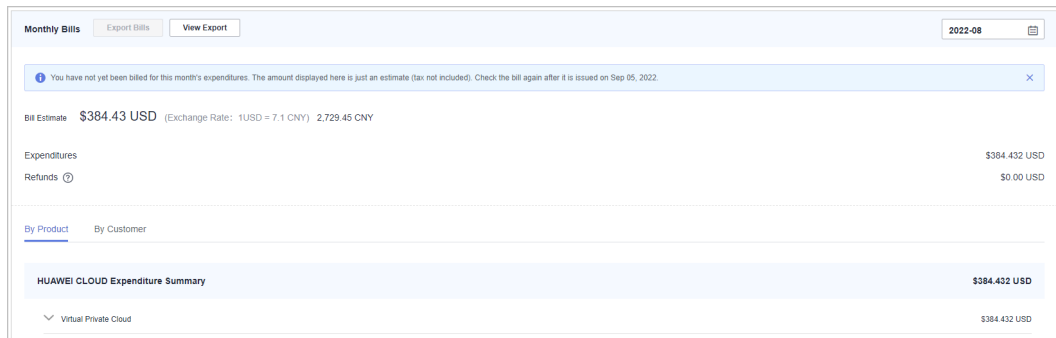
- Step 1** Use your partner account to log in to [Huawei Cloud](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** On the top navigation bar, select **Sales > Financial Information > Partner Bills**.
- Step 4** In the **Amount Due** pane, you can query the amount to be paid, including the unpaid fees of current month and those of previous months.

NOTE

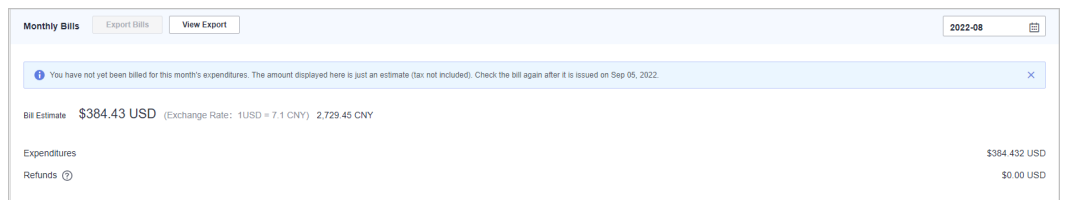
- Click **Repay** to pay the bill. For details, see [Repayment](#).
- You can click **Unpaid Bills** to see the bills that you need to pay.
- You can click **Payment record** to switch to the **Revenue & Expenditure** page to view the payment records.



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.

Product	Amount
HUAWEI CLOUD Expenditure Summary	\$31.44 USD
Virtual Private Cloud	\$18.60 USD
Cloud Server Backup Service	\$10.31 USD
Distributed Cache Service	\$1.53 USD
Elastic Volume Service	\$0.99 USD
Object Storage Service	\$0.01 USD
Relational Database Service	\$0.00 USD

– **By customer**

On the **By Customer** tab, you can query the expenditures of each customer associated by reseller model in Huawei Cloud and KooGallery.

Product Type	Product Name	Billing Mode	Bill Type	Customer Expe...	Settlement Type	Settlement Disc...	Settlement Amo...	Coupons Used(...	Amount Due Ex...	Tax(USD)	Amount Due(USD)
Virtual Private Cl...	bandwidth On-de...	Pay-per-Use	Expenditures	72.578	Special discount r...	50%	36.288	0.00	36.288	0.00	36.288
Virtual Private Cl...	bandwidth_On-de...	Pay-per-Use	Expenditures	24.96	Special discount r...	50%	12.48	0.00	12.48	0.00	12.48
Virtual Private Cl...	bandwidth On-de...	Pay-per-Use	Expenditures	92.16	Special discount r...	50%	46.08	0.00	46.08	0.00	46.08

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.

Term	Customer/Account	Partner Name/Account	Bill Type	Billing Mode	Product	Product Name	Application	Specifications	Resource Type	Region
202312	****g cbc_cbc_zwx1099400_...	****g cbc_cbc_zwx1099400_...	Expenditures	Yearly/Monthly	Elastic Volu...	High IO Monthly	--	High IO 10GB	Volume	CN Southwe...
202312	****g cbc_cbc_zwx1099400_...	****g cbc_cbc_zwx1099400_...	Expenditures	Yearly/Monthly	Elastic Volu...	High IO Monthly	--	High IO 10GB	Volume	CN Southwe...

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.

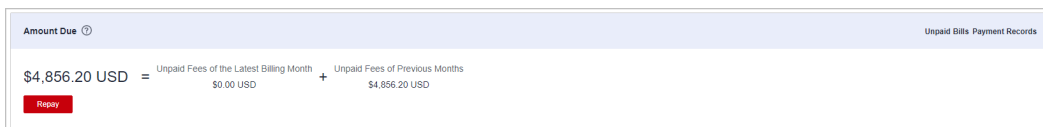
Precautions

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.

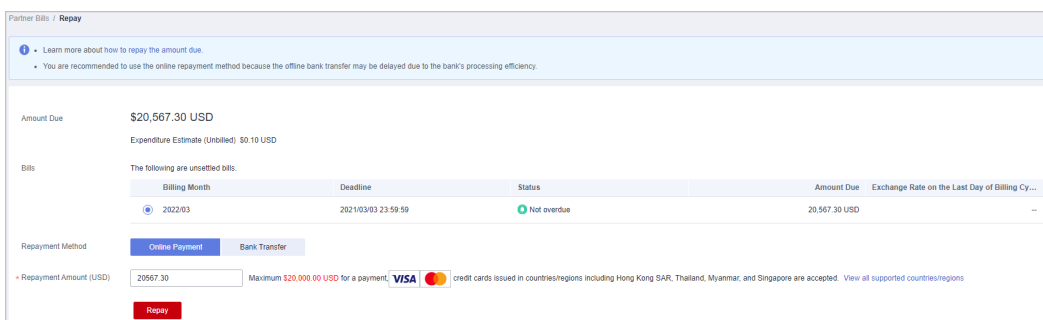
The **Repay** page is displayed.



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

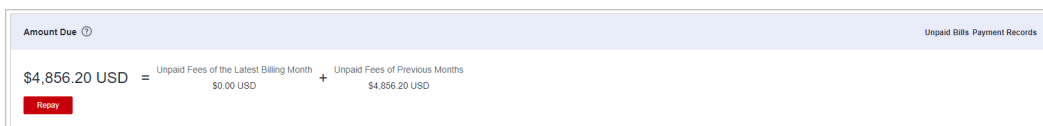
Step 1 Use your partner account to log in to [Huawei Cloud](#).

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](#).

Repayment Method					
Online Payment		Bank Transfer			
Transfer to the following account					
Standard Top-Up Account <small>It is open to all customers. Because there is not a fixed association between your HUAWEI CLOUD account and your bank account, after a transfer, please submit a service ticket to input the top-up amount. HUAWEI CLOUD will process your service ticket in 3 working days.</small>					
Payee	Address	Currency	Bank	Account	SwiftCode
Huawei Services (Hong Kong) Co., Limited	11th Floor, The Center 99 Queen's Road Central, Hong Kong	USD	DBS BANK (HONG KONG) LIMITED	000527950	DBHKH0H000X

----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.

Account Statements							
<ul style="list-style-type: none"> Account activity is not updated in real time. If you cannot find a transaction, please refresh the page or try again later. Only the account statements of the last year can be queried. The revenue and expenditure are not updated in real time. If you cannot find a transaction, refresh the page or try again later. 							
Export ▾							
Transaction No.	Transaction Time	Transaction Type	Order/Transaction ID	Remarks	Revenue or Ex...	Amount(USD)	Balance(USD)

- 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.

Cash Coupons

You may want to view the cash coupon quota history.
Cash coupons can be deducted when partners' bills are generated. Click here to view deduction details.

All | Test Coupons

Available ▾ Coupons: 33 Applicable Customer: Search Reset

Cash Coupon Name/ID	Balance (USD)	Validity	Applicable Product	Applicable Customer	Billing Mode	Remarks
HUAWEI CLOUD Experience C... CP2012170256045EVS	300.00	Dec 17, 2020 10:56:04 to Jan 31, 2021 23:59:59	Inapplicable to ECPC.Domains... View All	HuaweiCloud UO4	Pay-per-Use	Can be used on multiple purchases: Ca...
HUAWEI CLOUD Experience C... CP20121701360430N6	2,100.00	Dec 17, 2020 09:36:03 to Jan 31, 2021 23:59:59	Inapplicable to ECPC.Domains... View All	HuaweiCloud UO4	Pay-per-Use	Can be used on multiple purchases: Ca...
HUAWEI CLOUD Experience C... CP2012170135148DCS	2,100.00	Dec 17, 2020 09:35:14 to Jan 31, 2021 23:59:59	Inapplicable to ECPC.Domains... View All	HuaweiCloud UO4	Pay-per-Use	Can be used on multiple purchases: Ca...
HUAWEI CLOUD Experience C... CP201216135623HGUS	100.00	Dec 16, 2020 21:56:25 to Jan 31, 2021 23:59:59	Inapplicable to ECPC.Domains... View All	HuaweiCloud UO4	Pay-per-Use	Can be used on multiple purchases: Ca...

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.

Cash Coupons

You may want to view the cash coupon quota history.
Cash coupons can be deducted when partners' bills are generated. Click here to view deduction details.

All | Test Coupons

Test Coupon Balance Notification:

Available ▾ Coupons: 12 Applicable Customer: Search Reset

Cash Coupon Name/ID	Balance (USD)	Validity	Applicable Product	Applicable Customer	Billing Mode	Remarks
HUAWEI CLOUD Experience C... CP2012170256045EVS	300.00	Dec 17, 2020 10:56:04 to Jan 31, 2021 23:59:59	Inapplicable to ECPC.Domains... View All	HuaweiCloud UO4	Pay-per-Use	Can be used on multiple purchases: Ca...
HUAWEI CLOUD Experience C... CP20121701360430N6	2,100.00	Dec 17, 2020 09:36:03 to Jan 31, 2021 23:59:59	Inapplicable to ECPC.Domains... View All	HuaweiCloud UO4	Pay-per-Use	Can be used on multiple purchases: Ca...

----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.

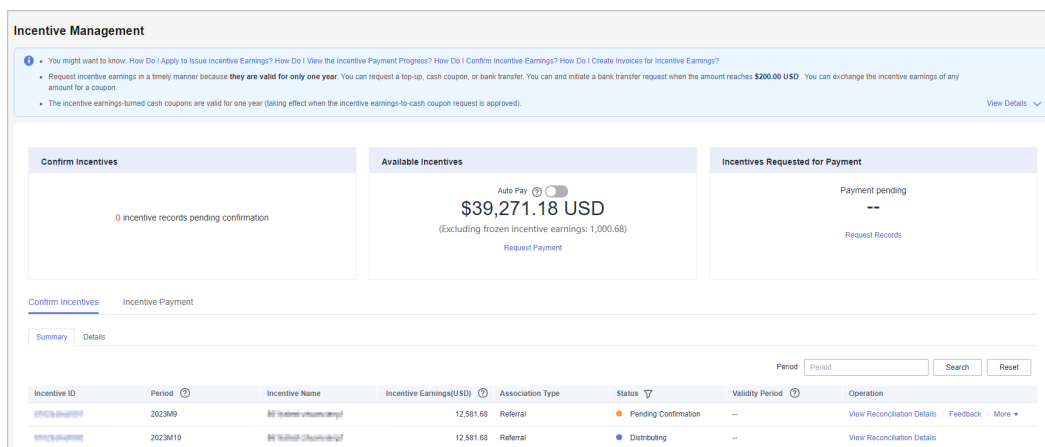
8.2.3.4.4 Confirming Incentive Earnings

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.

The screenshot shows the 'Confirm Incentives' page with a table of incentive details. The table has columns for Period, Reseller Name/Reseller..., Customer Name/Account..., Product Type, Product Name, Revenue Confirmed, Rebate Percentage, Incentive Earnings(USD), and Operation. There are 6 rows of data, all for Period 2023Q1, Product Type Elastic Volume Service, and Product Name Ultra-High IO_devprice. The Revenue Confirmed is 2023/03/01, Rebate Percentage is 80%, and Incentive Earnings(USD) is 80,000,000.000. Each row has a 'Details' link in the Operation column.

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

The screenshot shows the 'Feedback' dialog box. It contains the following fields and options:

- Period:** 2023M4
- Incentive ID:** T120230401-0001-0001-0001-0001
- Incentive Name:** 弹性体积服务激励
- Incentive Earnin...:** 30.00
- * Feedback:** A text area with a placeholder example: "Example: There is a problem with the incentive. The incentive should be \$1,000 USD, but the system shows that the incentive is \$950 USD. (Describe the problem in details, and upload related proof materials if any.)" and a character count of 0/1,000.
- Attachment:** An 'Upload' button. Below it, text reads: "Provide related materials. Compress multiple files into a package and upload it. A BMP, JPG, JPEG, PNG, GIF, ZIP, or RAR file of up to 5 MB can be uploaded. The file name must not contain any Chinese characters. Otherwise, the upload may fail."
- Mobile Number:** A field with a dropdown set to '+86 (Chinese r)' and a text input field containing 'Enter the mobile number.'
- Email:** A text input field containing 'Enter an email address.'
- Buttons:** 'OK' and 'Cancel' buttons at the bottom.

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.

Incentive Management

• You might want to know: [How Do I Apply to Issue Incentive Earnings?](#) [How Do I View the Incentive Payment Progress?](#) [How Do I Confirm Incentive Earnings?](#) [How Do I Create Invoices for Incentive Earnings?](#)

- Request incentive earnings in a timely manner because **they are valid for only one year**. You can request a top-up, cash coupon, or bank transfer. You can initiate a bank transfer request when the amount reaches **\$200.00 USD**. You can exchange the incentive earnings of any amount for a coupon.
- The incentive earnings-turned cash coupons are valid for one year (taking effect when the incentive earnings-to-cash coupon request is approved).

[View Details](#) ▾

Confirm Incentives

0 incentive records pending confirmation

Auto Pay

\$39,271.18 USD

(Excluding frozen incentive earnings: 1,000.66)

[Request Payment](#)

Incentives Requested for Payment

Payment pending
--

[Request Records](#)

Confirm Incentives Incentive Payment

Summary Details

Period:

Incentive ID	Period	Incentive Name	Incentive Earnings(USD)	Association Type	Status	Validity Period	Operation
2023M9	2023M9	Monthly rebate	12,581.68	Referral	Pending Confirmation	--	View Reconciliation Details Feedback More
2023M10	2023M10	Monthly rebate	12,581.68	Referral	Distributing	--	View Reconciliation Details

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.

Request Payment

• Request incentive earnings in a timely manner because **they are valid for only one year**. You can request a top-up, cash coupon, or bank transfer. You can initiate a bank transfer request when the amount reaches **\$200.00 USD**. You can exchange the incentive earnings of any amount for a coupon.

• The incentive earnings-turned cash coupons are valid for one year (taking effect when the incentive earnings-to-cash coupon request is approved).

[Show More](#) ▾

Payment Options

Transfer to bank account (Invoice required. The incentive earnings will be transferred to your authenticated bank account within about 30 calendar days from when the invoice is received.)

Exchange for cash coupons (No approval or invoice required. You can get the coupon quota within about 10 minutes.)

Top up HUAWEI CLOUD account (Invoice required. The incentive earnings will be transferred to your HUAWEI CLOUD account within about 30 calendar days from when the invoice is received.)

<input checked="" type="checkbox"/> Period	Incentive Name	Incentive Earnings	Exchange Rate	Incentive Earnings (Payme...	Service Fee Tax Rate	Invoice Amount (Payment ...	Payment Option	Association Type
<input type="checkbox"/> 2019M2	Monthly rebate	-76.00 USD	1 USD = 6.6869 ZAR	-508.20 ZAR	0%	-508.20 ZAR	Any	Referral
<input checked="" type="checkbox"/> 2019M1	Monthly rebate	666.00 USD	1 USD = 19.0169 ZAR	12,665.26 ZAR	0%	12,665.26 ZAR	Any	Referral
<input checked="" type="checkbox"/> 2021M1	Monthly rebate	20.00 USD	1 USD = 6.6 ZAR	132.00 ZAR	0%	132.00 ZAR	Any	Referral
<input checked="" type="checkbox"/> 2019M2	Monthly rebate	32.00 USD	1 USD = 6.6869 ZAR	213.98 ZAR	0%	213.98 ZAR	Any	Referral
<input checked="" type="checkbox"/> 2019M1	Monthly rebate	32.00 USD	1 USD = 19.0169 ZAR	608.54 ZAR	0%	608.54 ZAR	Any	Referral

[Show more \(Selected 6 records\)](#) ▾

Requested Incentive Earnings **\$3,674.01 USD** (Deducted negative incentives of \$76.00 USD)

Invoice Amount (Payment Currency) **59,567.01 ZAR**

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**.

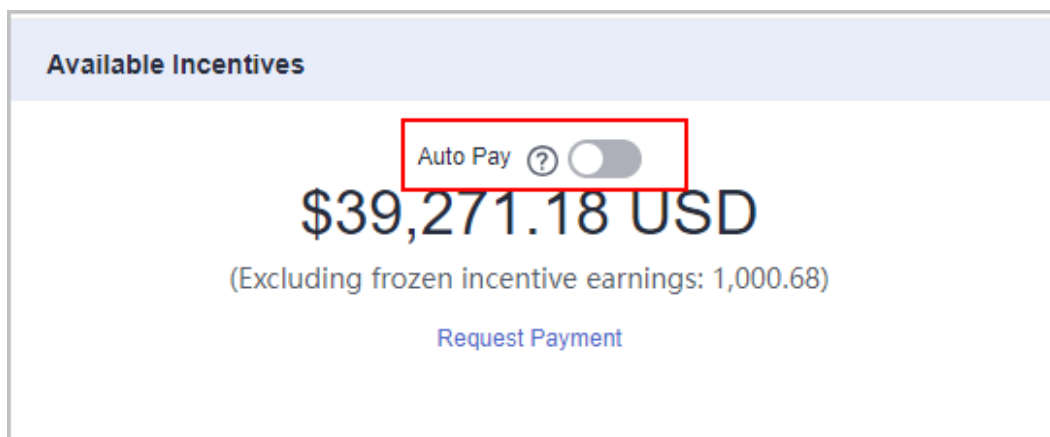
The system displays a message indicating that the operation is successful.

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.

Requisition No.	Period	Incentive Earnings	Incentive Earnings...	Invoice Amount (P...	Payment Option	Status	Request Time	Completion Time	Applied By	Operation
--	2023-11-08	1,000.68 USD	1,000.68 USD	--	Exchange for cash	Completed	Nov 08, 2023	--	--	View Details
--	2023-11-01	100.00 USD	100.00 USD	112.00 USD	Exchange for cash	Completed	Nov 01, 2023	--	--	View Details

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.

The screenshot shows a web interface for 'Confirm Incentives' with a sub-tab 'Incentive Payment'. It features three tabs: 'Incentive Distribution', 'Incentive Details', and 'Request Records'. Below the tabs are two bullet points: 'Incentive earnings are displayed one hour after they are generated. If your incentive earnings are not displayed, please try again later.' and 'The system does not display the incentive earnings that were generated before October 2018.' The form includes a 'Year' dropdown menu set to '2023', and input fields for 'Order ID', 'Account Manager', 'Product Type', 'Customer Name', and 'Reseller Name'. There are also 'Search' and 'Reset' buttons.

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.

Invoices

To ensure you never miss an invoice, consider [selling up email receipts for electronic invoices](#) that are sent to a specific recipient's email address. In case any invoices are missing, you may [submit a ticket](#) to request invoicing. If you want to return an invoice, you can also [submit a ticket](#).

Manage Invoice Info selling up email receipts for electronic invoices Withholding Tax Certificates

Period	Invoice No.	Invoice Content	Invoice Amount	Status	Operation
202410	CSEK24000005	Top-up	800.00 USD	Invoiced	Download
202304	CIEZ30000081	Pre-payment invoice	100.00 USD	Invoiced	Download

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.

Parameter	Description
Select Invoices	<p>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.</p> <p>The following invoice information is displayed: (Multiple invoices are displayed in multiple lines if there are any):</p> <ul style="list-style-type: none"> • 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. <p>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.</p> <ul style="list-style-type: none"> • 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	<p>Upload a signed or scanned copy of the WHT certificate.</p> <p>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.</p>
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.

8.2.4 Operation Statistics

8.2.4.1 Viewing Expenditure Statistics

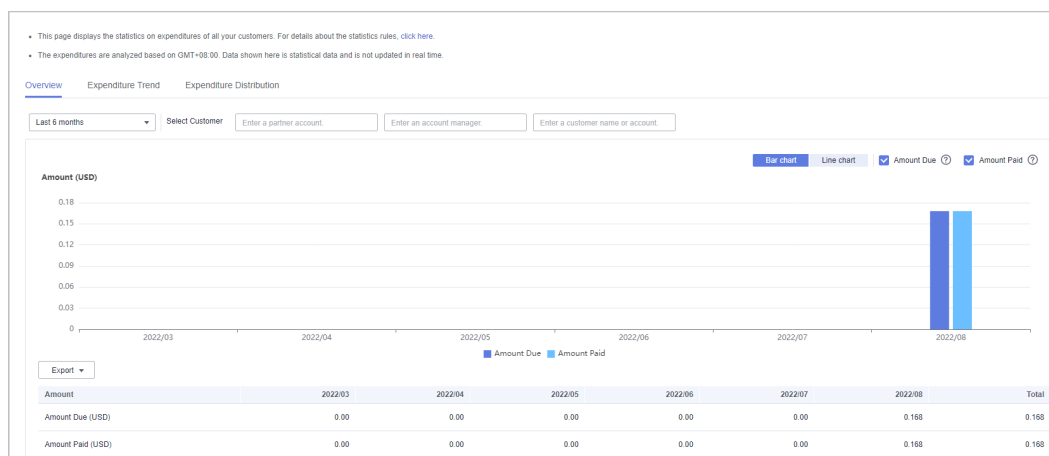
A partner can view the expenditure overview, trend, and distribution of a customer.

Precautions

For details about the expenditure statistics rules, click here.

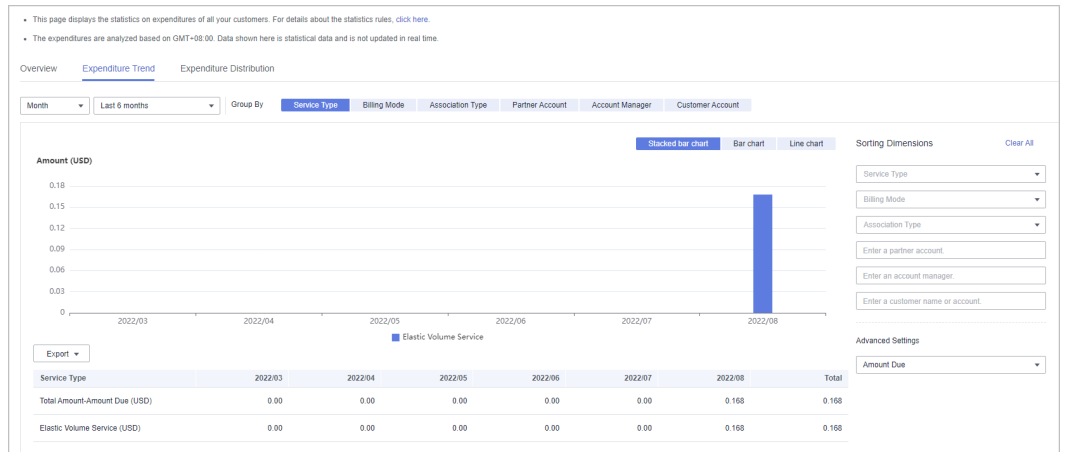
Procedure

- 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.



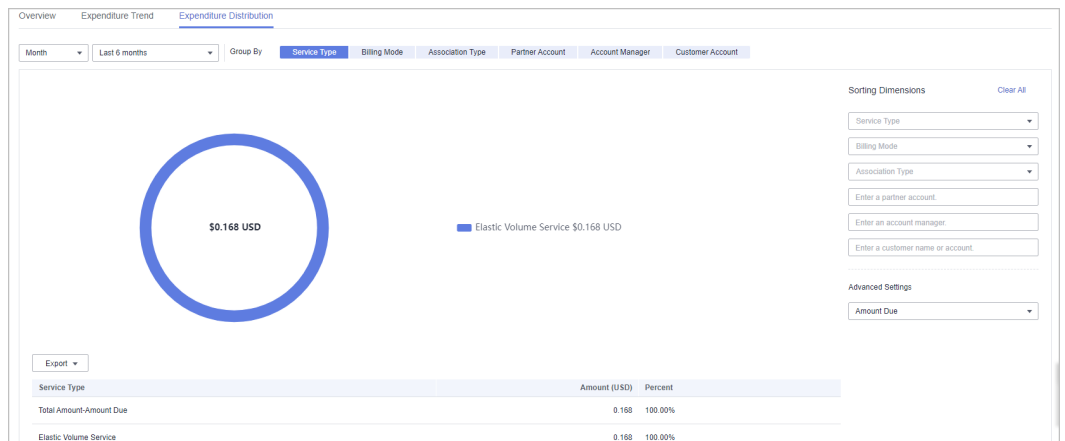
Export customer expenditure data.

- 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

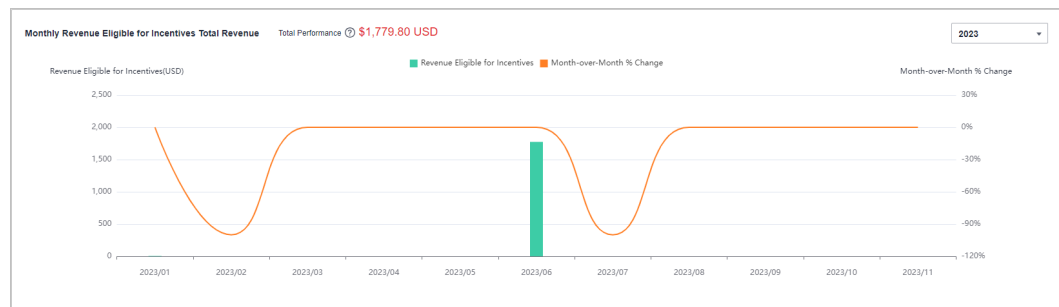
Partners can view the revenue trend, revenue statistics, and revenue summary.

Precautions

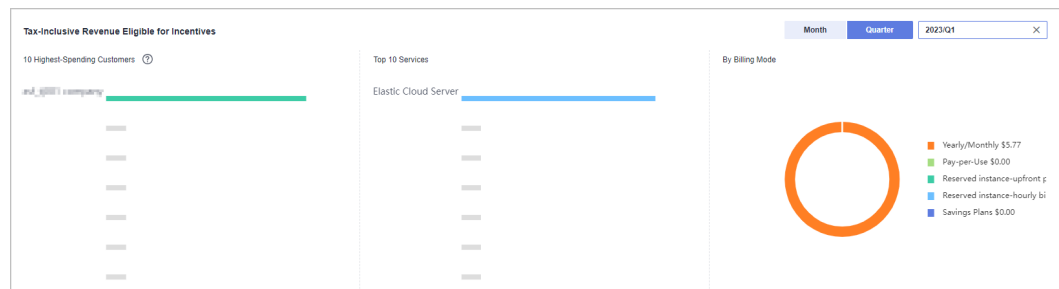
- Account managers can view the revenue of different customers. If an account manager is assigned with a new customer, the expenditures of the new customer will be counted as the account manager's revenue from the following day of the assignment.

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.

Revenue Summary			
			2023-06
Enter a customer name or account name.			
Customer Name	Account Name	Product Type	Revenue Eligible for Incentives(USD)
▼ [Customer Name]	[Account Name]		1,774.03

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

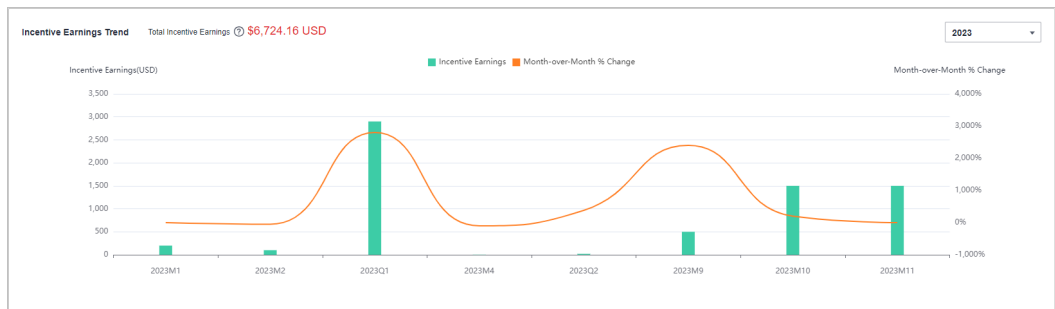
----End

8.2.4.3 Viewing Incentive Statistics

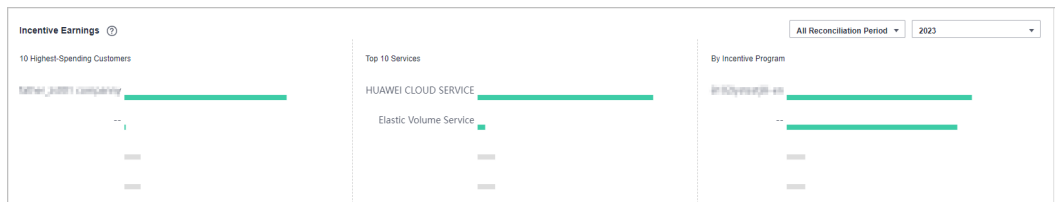
Partners can view the incentive trend, statistics, and summary of the current year.

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.

Incentive Earnings Summary			
Expenditures		Refunds	
			2023
All Reconciliation Periods			
Enter a customer name or account name.			
Customer Name	Account Name	Product Type	Incentive Earnings(USD)
▼ [Customer Name]	[Account Name]		1,241.93
▼ --	--		10.00

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

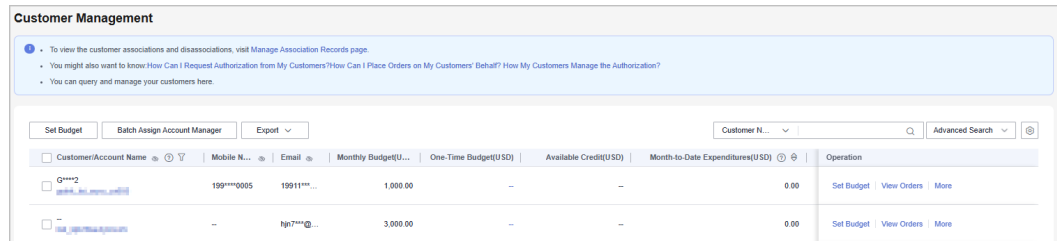
A partner can query all the associated customers' current estimate and basic information.

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

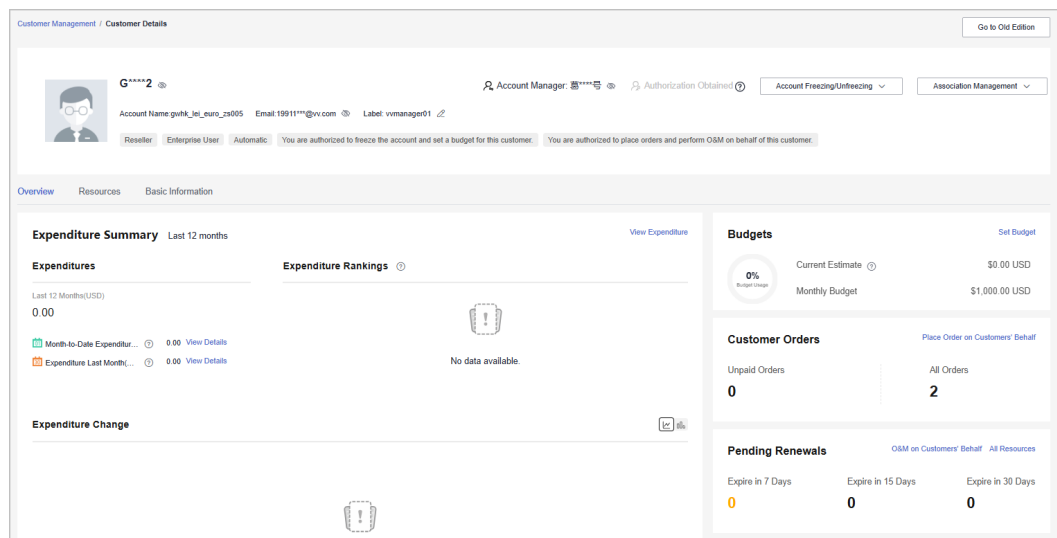
You can search for customers by customer name, account manager name, expenditure in this month, resource expiration date, mobile number, or customer tag.



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

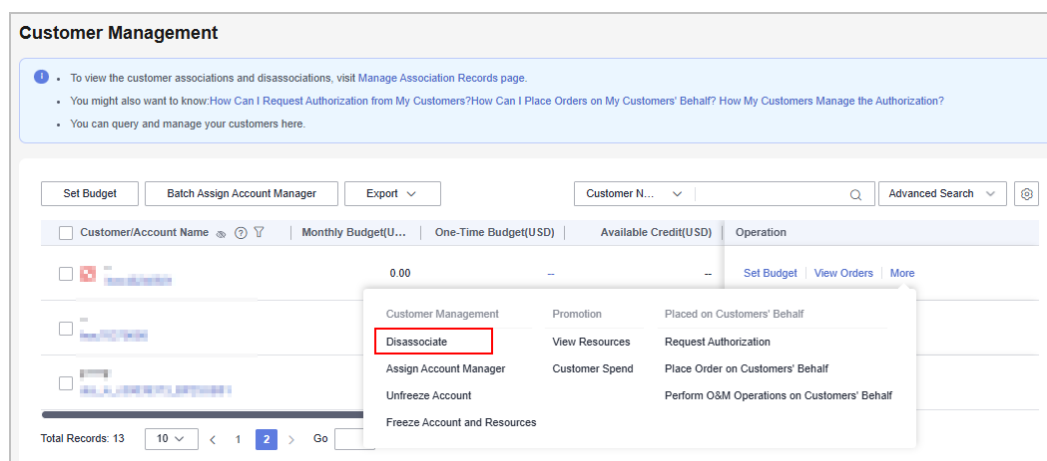
- Only partners assigned to the Administrator role can disassociate from their customers.

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

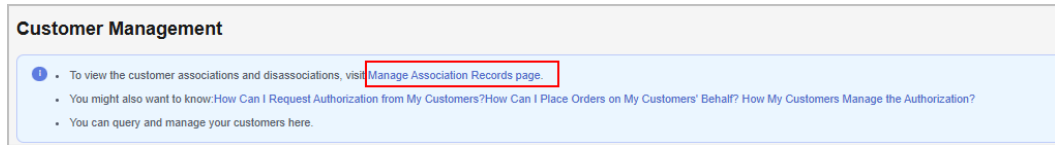
You can query association and disassociation records, and process the disassociation requests initiated by customers.

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.

Account Name	Customer	Mobile Number	Association	Purpose	Reason	Initiation Me.	Status	Account Ma.	Request Time	Approval Time	Operation
...	Reseller	Association	--	Invited by email...	Completed	--	Oct 27, 2024 16:...	Oct 27, 2024 16:...	...
...	Reseller	Disassociate	1	Requested by p...	Pending confirma	--	Oct 27, 2024 09:...	--	...

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

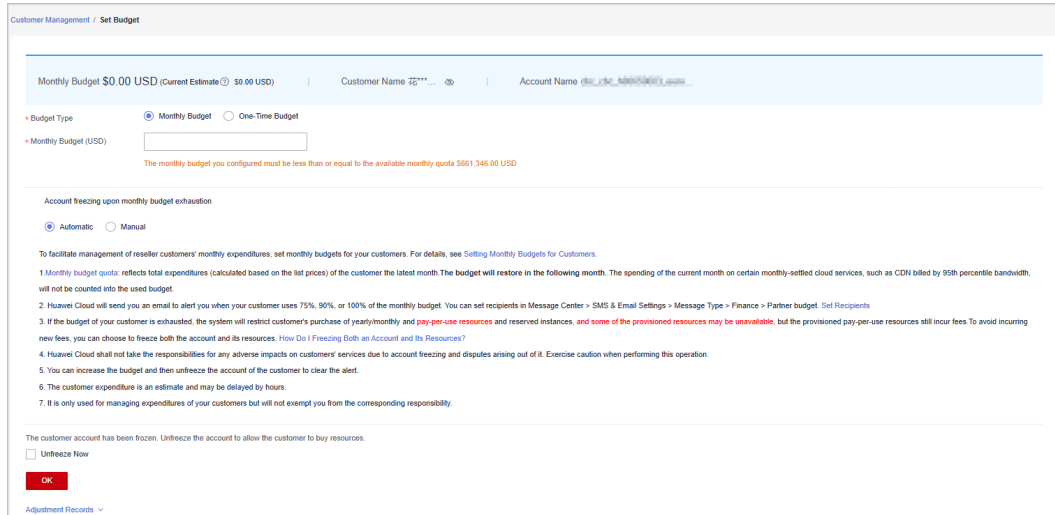
Step 1 Log in to **Huawei Cloud** as a reseller.

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

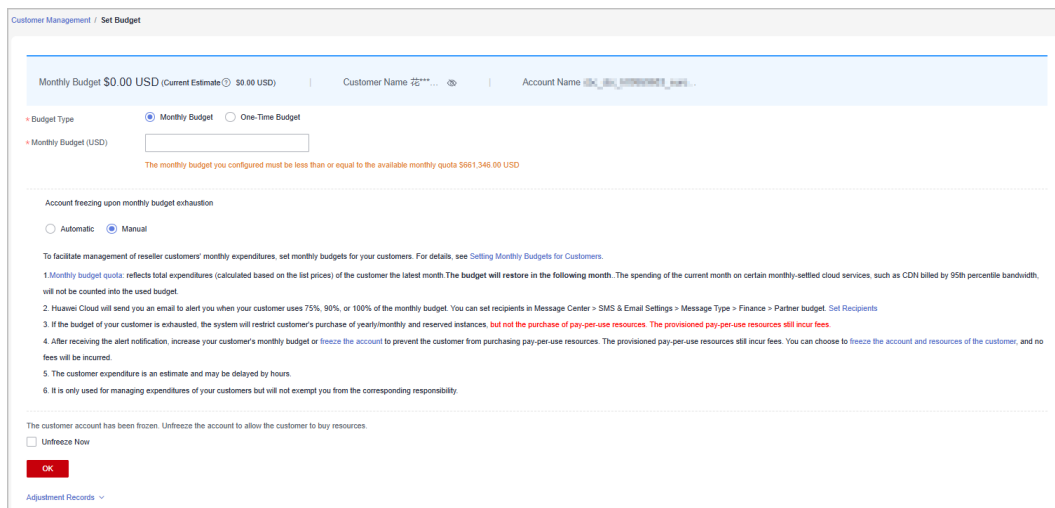
Step 3 On the top navigation bar, select **Sales > Customer Business > Customer Management**.

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

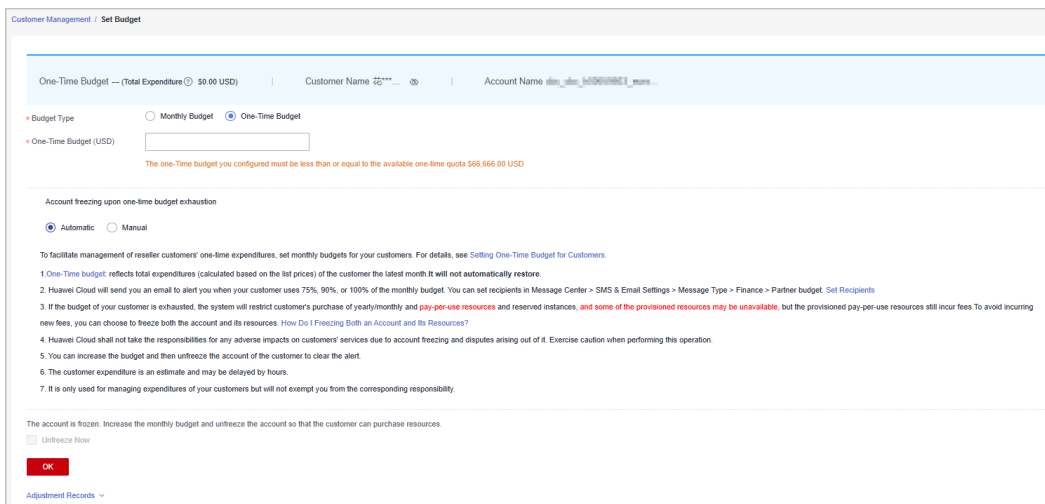
Step 1 Sign in to **Huawei Cloud** as a partner.

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



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	<ul style="list-style-type: none"> • Unsubscribing from resources • Modifying resource names 	<ul style="list-style-type: none"> • 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)	<ul style="list-style-type: none"> • Modifying resource names • Viewing resource information 	<ul style="list-style-type: none"> • 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.

Freeze Account
✕

Freeze Account Notes

- 1.If the account is frozen, the customer cannot buy, renew, or change resources, and provisioned resources may be unavailable, but they still incur fees. To avoid incurring new fees, you can choose to freeze both the account and its resources.
- 2.Huawei Cloud shall not take the responsibilities for any adverse impacts on customers', services due to account freezing and disputes arising out of it. Exercise caution when performing this operation.
- 3.Visit [Impacts of Account Freeze](#) to learn about the impacts of frozen accounts. You can also unfreeze an account.
- 4.The account unfreezing operation may fail if your account has been frozen.

Reason

0/256

Account Name	Customer	Budget(USD)	Total Expenditure(USD)
...	W****	100.00	0.00

OK
Cancel

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.

Freeze Account and Resources

✕

Freeze Account and Resources Notes

- 1.If the account and resources are frozen, the customer cannot buy, renew, or change resources, **and all provisioned resources are not available. Unfreeze the resources within 15 days (subject to the time range regulated on the official website) after they are frozen. Otherwise, the stored data will be deleted and the cloud service resources will be released.**
- 2.Huawei Cloud shall not take the responsibilities for any adverse impacts on customers', services due to account freezing and disputes arising out of it. Exercise caution when performing this operation.
- 3.Visit [Impacts of Account Freeze](#) to learn about the impacts of frozen accounts. You can also unfreeze an account.
- 4.The account unfreezing operation may fail if your account has been frozen.

Reason

0/256

Account Name	Customer	Budget(USD)	Total Expenditure(USD)
XXXXXXXXXXXXXXXXXXXX	W****	100.00	0.00

OK
Cancel

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.

Are you sure you want to unfreeze the following account(s)?

After the account is unfrozen, customers can buy, renew, or change resources, and you need to pay for your customers.

Reason

Account Name	Customer	Automatically...	Budget(USD)	Total Expenditure(USD)
[blurred]	--	No	0.10	0.00

OK Cancel

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.

Unfreeze Account and Resources
✕

i The account and resources of this customer have been frozen upon budget exhaustion. If you unfreeze its account and resources without adjusting the budget granted, its account and resources will be frozen again next hour. [Increase the budget](#) to unfreeze the account and resources of the customer.

After the account is unfrozen, customers can buy, renew, or change resources, and you need to pay for your customers.

Reason 0/256

Account Name	Customer	Automatically...	Budget(USD)	Total Expenditure(USD)
...	W****	Yes	100.00	0.00

OK
Cancel

NOTE

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



----End

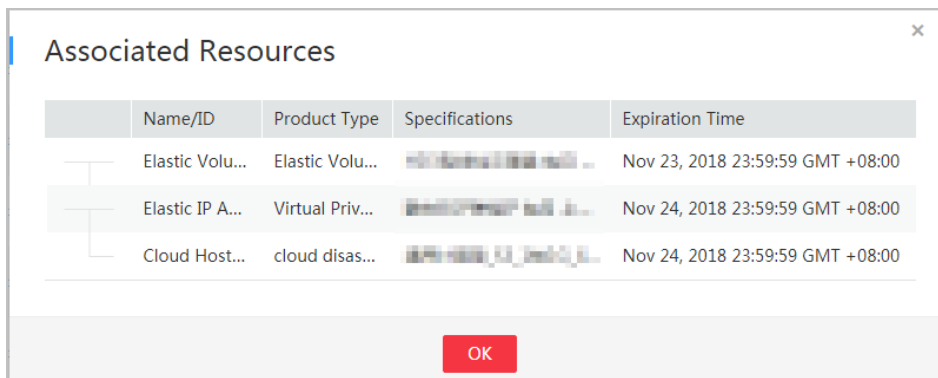
8.3.2.1.7 Viewing a Customer's Resources

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

Procedure

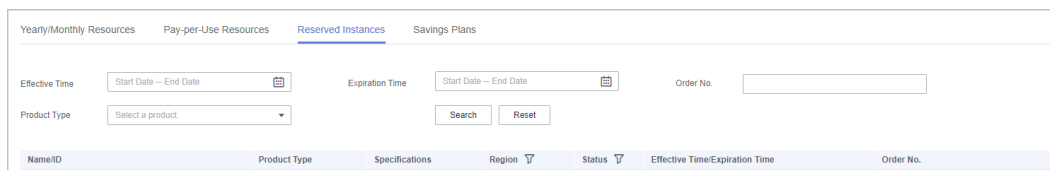
- Step 1** Sign in to [Huawei Cloud](#) as a partner.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** On the top navigation bar, select **Sales > Customer Business > Customer Management**.
- Step 4** On the **Customer Management** 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.



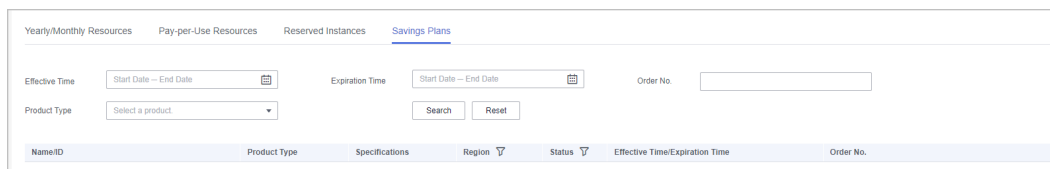
Name/ID	Product Type	Specifications	Expiration Time
Elastic Volu...	Elastic Volu...	...	Nov 23, 2018 23:59:59 GMT +08:00
Elastic IP A...	Virtual Priv...	...	Nov 24, 2018 23:59:59 GMT +08:00
Cloud Host...	cloud disas...	...	Nov 24, 2018 23:59:59 GMT +08:00

- 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.



Name/ID	Product Type	Specifications	Region	Status	Effective Time/Expiration Time	Order No.
---------	--------------	----------------	--------	--------	--------------------------------	-----------

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



Name/ID	Product Type	Specifications	Region	Status	Effective Time/Expiration Time	Order No.
---------	--------------	----------------	--------	--------	--------------------------------	-----------

----End

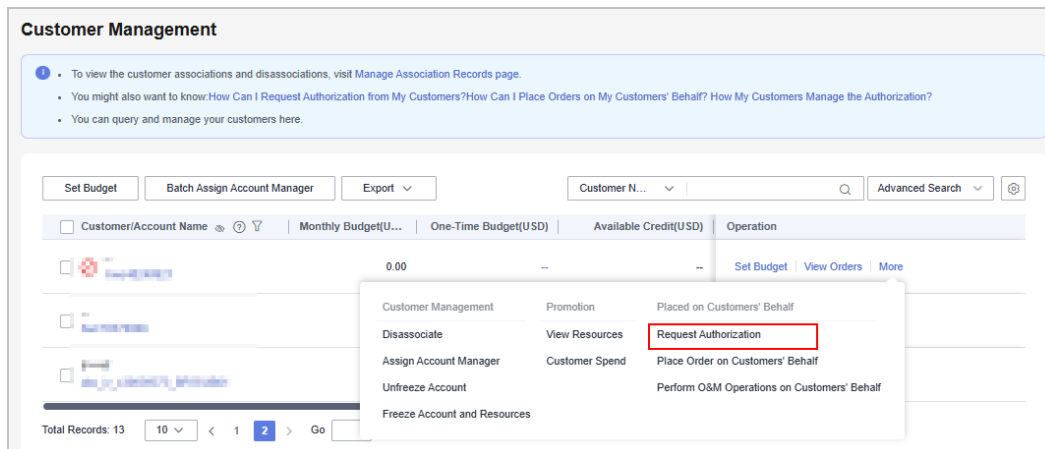
8.3.2.1.8 Requesting Customer Authorization

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**.

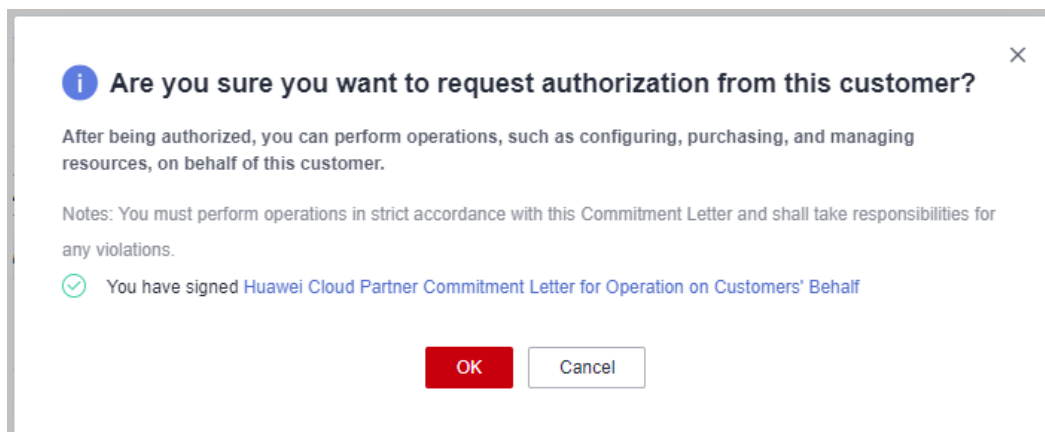
Step 4 Select a customer and click **More > Request Authorization** in the **Operation** column.



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**

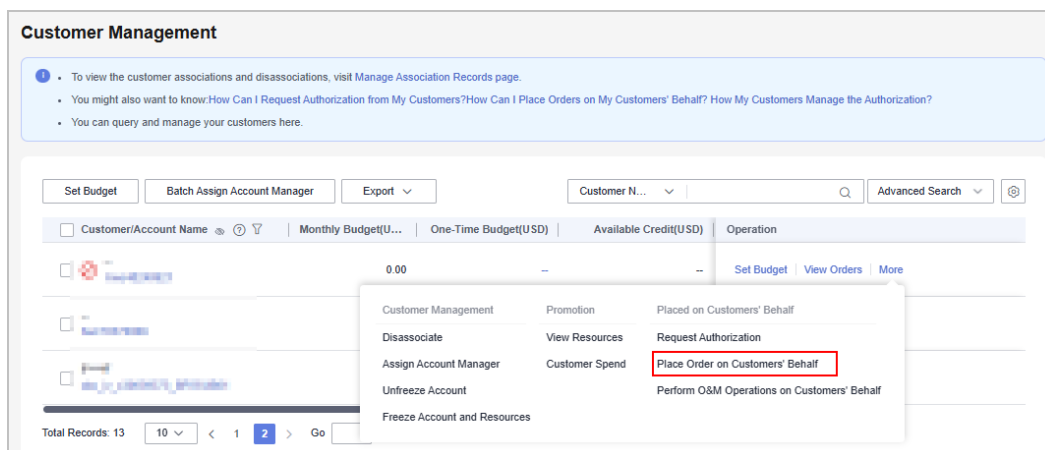
Currently, you are allowed to place orders to purchase the following cloud services for your customers: ECS, EVS, and EIP.

Prerequisites

A partner must obtain customer authorization before placing an order on behalf of a customer associated in resale model.

Procedure

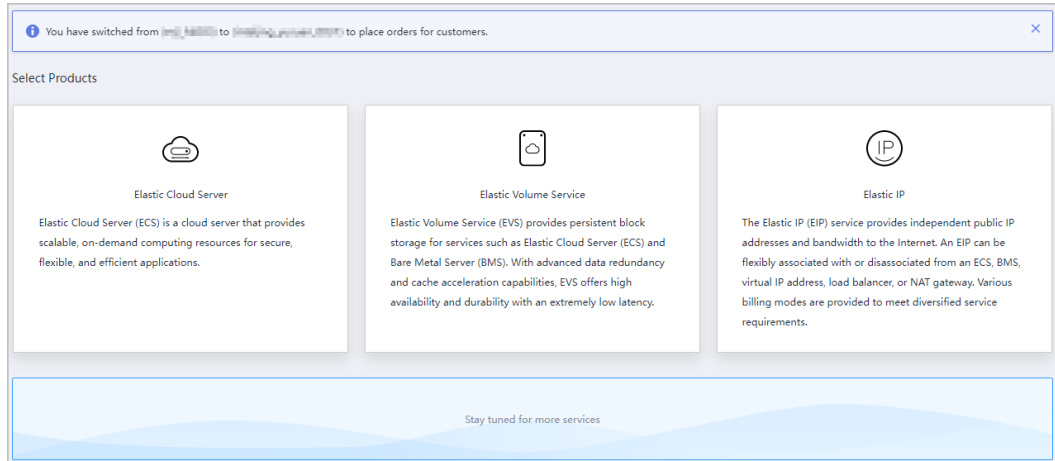
- Step 1** Log in to [Huawei Cloud](#) as a reseller.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** On the top navigation bar, select **Sales > Customer Business > Customer Management**.
- Step 4** Locate the row with the target 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

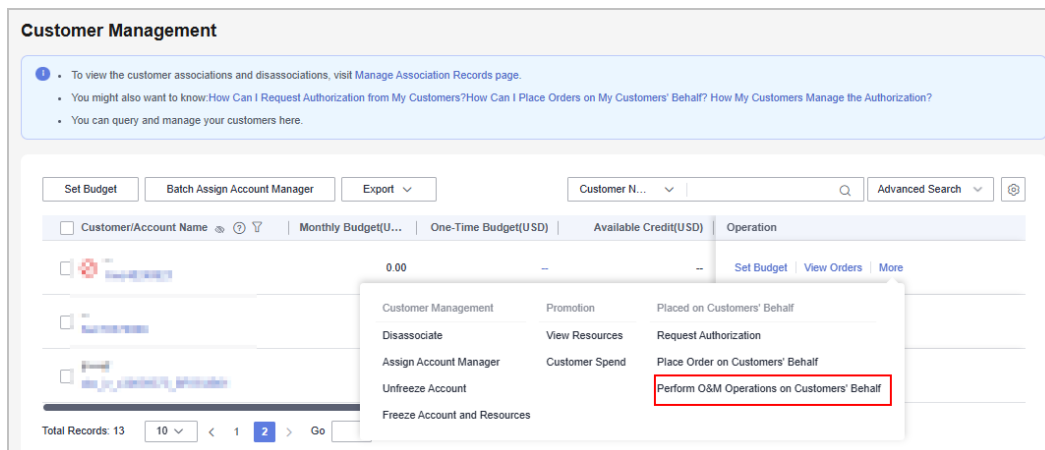
You can perform resource O&M on behalf of your customers associated in the reseller model in the Partner Center.

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.

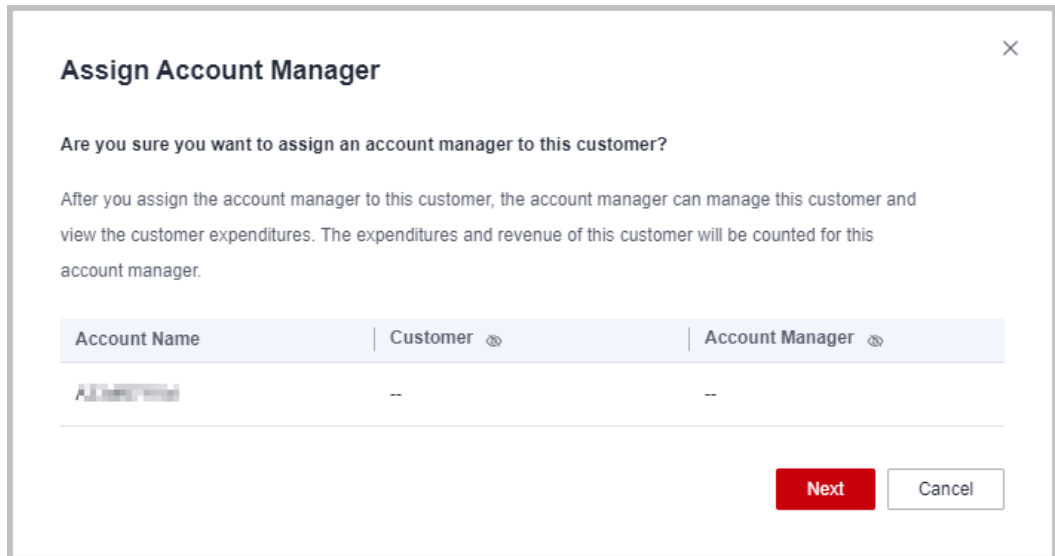
Procedure

Step 1 Sign in to [Huawei Cloud](#) as a partner.

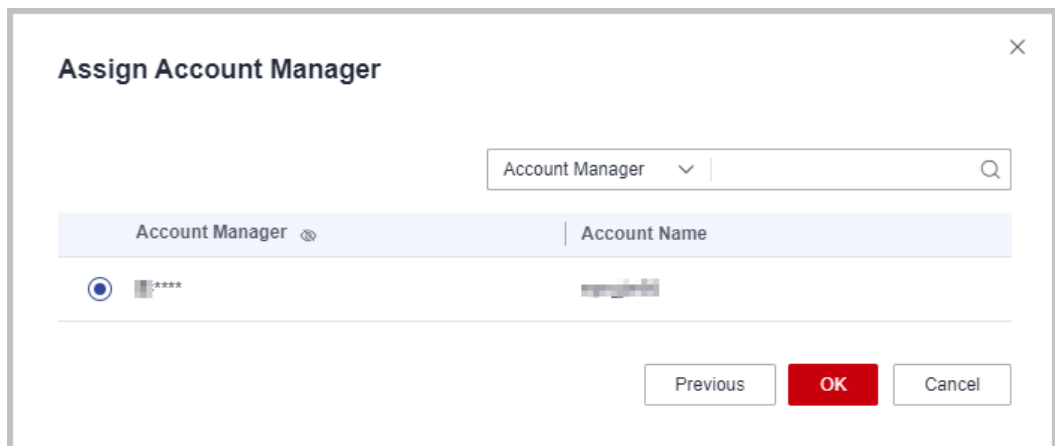
Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

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.

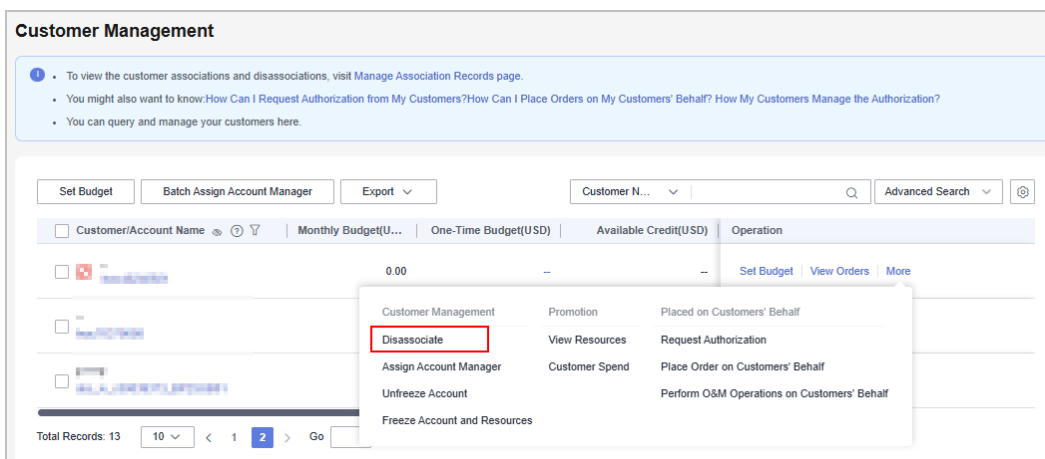
 **NOTE**

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

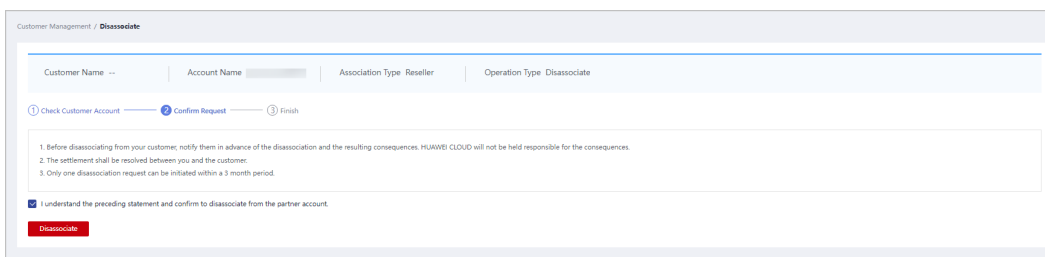
- Step 1** Use your partner account to log in to [Huawei Cloud](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** On the top navigation bar, select **Sales > Customer Business > Customer Management**.
- Step 4** In the customer list, select a customer and choose **More > Disassociate** in the **Operation** column.



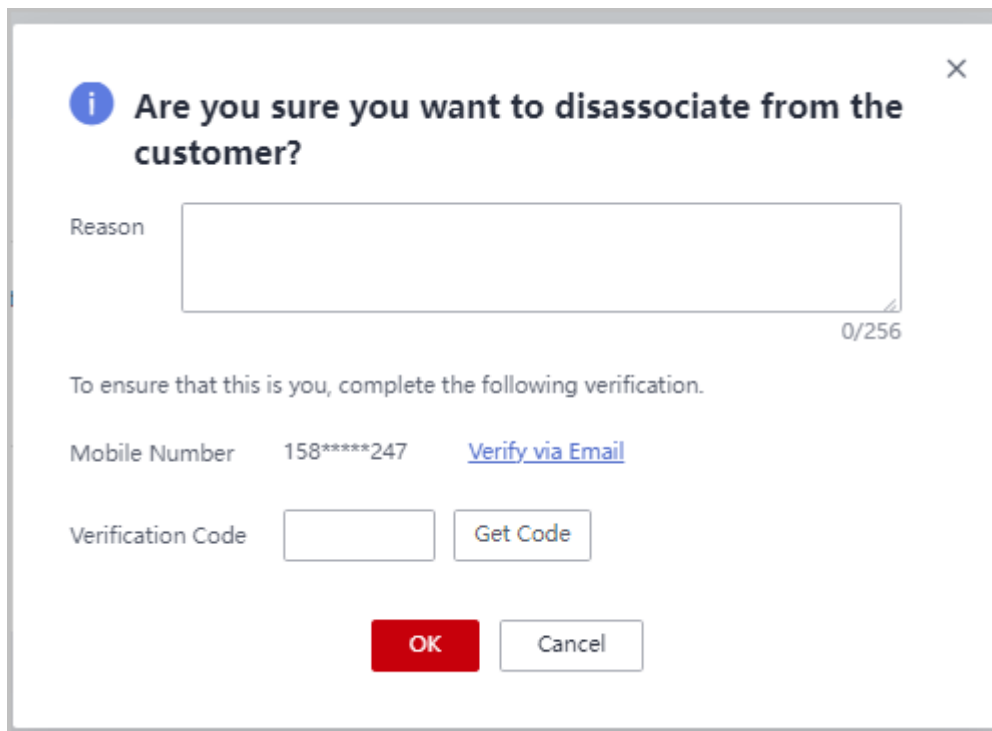
 **NOTE**

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**.



i Are you sure you want to disassociate from the customer?

Reason 0/256

To ensure that this is you, complete the following verification.

Mobile Number 158*****247 [Verify via Email](#)

Verification Code

- 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.

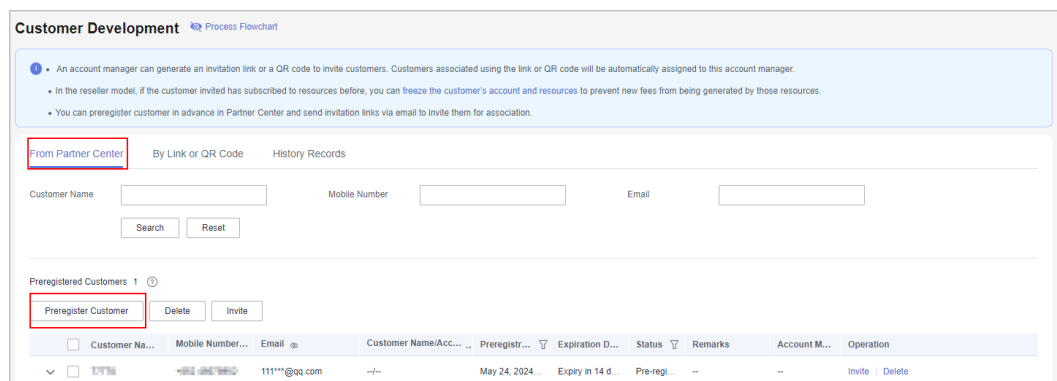
Precautions

- 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

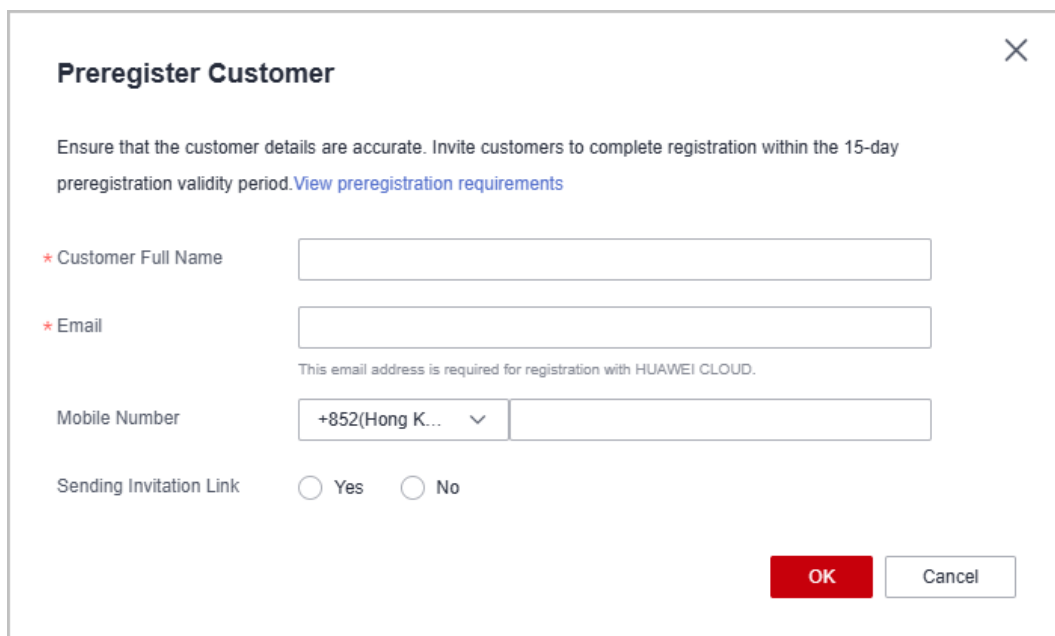
- Step 1** Use your partner account to log in to [Huawei Cloud](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** On the top navigation bar, select **Sales > Customer Business > Customer Development**.
- Step 4** On the **From 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**.



The dialog box titled "Preregister Customer" contains the following fields and options:

- Customer Full Name**: A text input field with a red asterisk indicating it is required.
- Email**: A text input field with a red asterisk indicating it is required. Below the field, a note states: "This email address is required for registration with HUAWEI CLOUD."
- Mobile Number**: A field with a dropdown menu showing "+852(Hong K..." and an adjacent text input field.
- Sending Invitation Link**: Two radio buttons labeled "Yes" and "No".
- Buttons**: A red "OK" button and a white "Cancel" button.

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 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

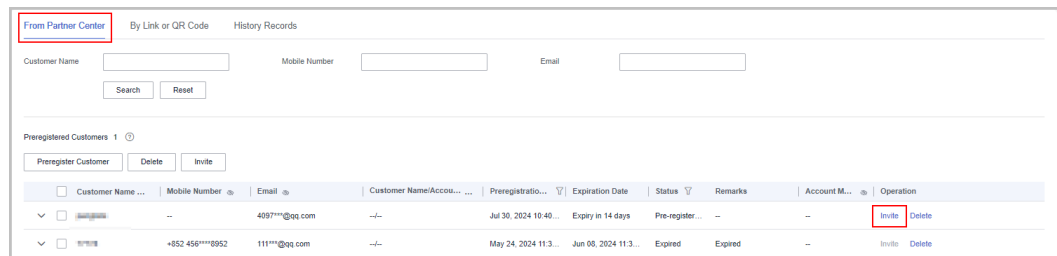
A partner must preregister a customer before sending an email to the customer. For details about pre-registering a customer, see [Pre-registering Customers](#).

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**.

Invite ✕

Invitation links are valid for 7 days. We recommend that you follow up with invited customers to ensure that they use the preregistered email address to register with HUAWEI CLOUD before their invitation link expires. If the link expires before customers have registered, you can resend an invitation link. [Preview Email](#)

Association Type

Reseller

Resellers, instead of HUAWEI CLOUD, are responsible for providing billing and invoicing for reseller customers, and need to bear certain capital backflow risks.

Customer Name	Email	Remarks	Eligible for Invitation
p****s	4097***@qq.com	--	● Eligible

OK Cancel

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](#).

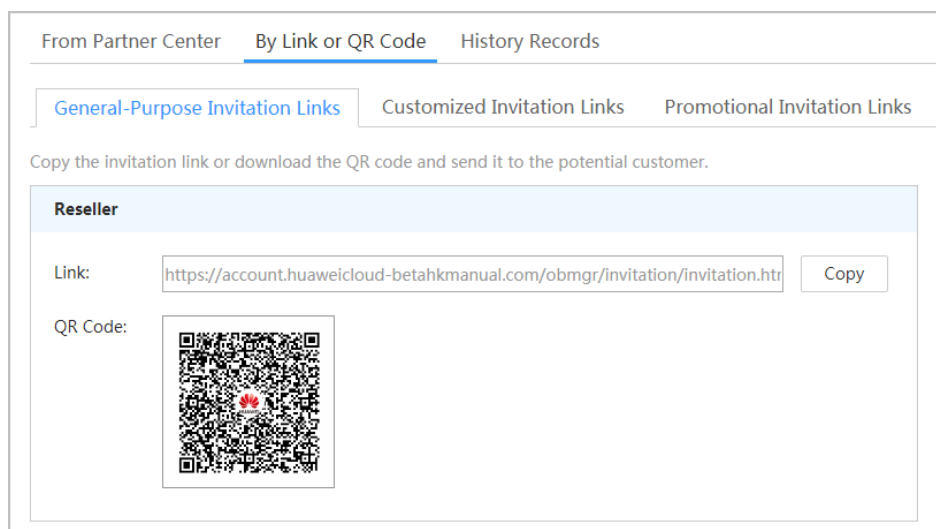
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** On the top navigation bar, select **Sales > Customer Business > Customer Development**.
- Step 4** Click the **By Link or QR Code** tab.
- Step 5** Obtain the invitation link and QR 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**.

From Partner Center | **By Link or QR Code** | History Records

General-Purpose Invitation Links | **Customized Invitation Links** | Promotional Invitation Links

Enter a custom tag, generate a custom invitation link and QR code, and send them to the potential customer.

* Association Type Reseller
Partners will take certain capital backflow risks in this association type.

* Custom Tag Select Account Manager Customize
[Dropdown menu]

Remarks
[Text area] 0/100

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.


Generate [Close]

Link and QR code generated successfully.

Association Type: Reseller Custom Tag: seller

Remarks: --

Link: **Copy**

QR Code: 

OK

 **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.

The screenshot shows the 'Expenditure Summary' interface. At the top, there are search filters for 'Customer N...', 'Spent On' (set to 2024-09), and 'Account Manager'. Below these are 'Search' and 'Reset' buttons. A summary section shows 'Amount' as \$2,618 USD and 'Refunds' as \$0.00 USD. A table below has tabs for 'Customer Expenditures' and 'Refunds'. The table header includes columns for Customer, Account Name, Service Type, Billing Mode, Association Type, Amount(USD), Cash Payments(USD), Coupons Used(USD), Monthly Settlement..., Discount(USD), and Operation. The first row of data shows an amount of 2,618 and a discount of 0.00.

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.
 - Choose **Export** > **View Export** to switch to the **Export History** page.
 - Click **Download** in the **Operation** column to download and view the exported bills.

----End

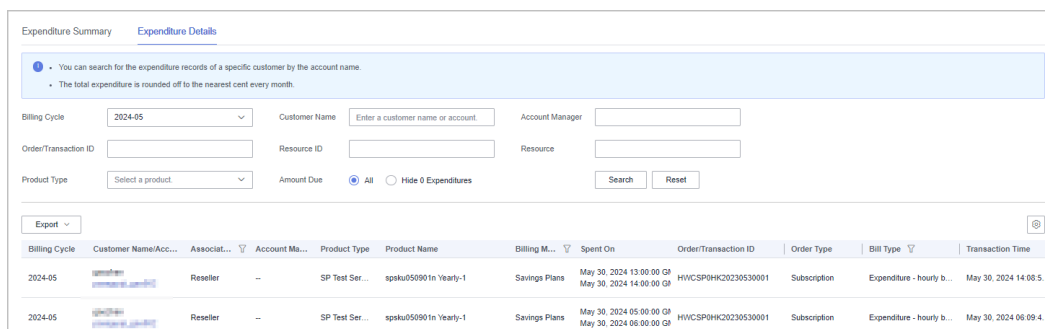
8.3.2.3.2 Querying Expenditure Details

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.



The screenshot shows the 'Expenditure Details' page with search filters and a table of expenditure records. The search filters include Billing Cycle (2024-05), Customer Name, Account Manager, Order/Transaction ID, Resource ID, Resource, Product Type, and Amount Due (All selected). The table has columns for Billing Cycle, Customer Name/Account, Association, Account Manager, Product Type, Product Name, Billing Mode, Spent On, Order/Transaction ID, Order Type, Bill Type, and Transaction Time.

Billing Cycle	Customer Name/Account	Associat...	Account Ma...	Product Type	Product Name	Billing M...	Spent On	Order/Transaction ID	Order Type	Bill Type	Transaction Time
2024-05	 [redacted]	Reseller	--	SP Test Ser...	spsku050901n Yearly-1	Savings Plans	May 30, 2024 13:00:00 GT May 30, 2024 14:00:00 GT	HWCSPOHK20230530001	Subscription	Expenditure - hourly b...	May 30, 2024 14:08:5...
2024-05	 [redacted]	Reseller	--	SP Test Ser...	spsku050901n Yearly-1	Savings Plans	May 30, 2024 05:00:00 GT May 30, 2024 06:00:00 GT	HWCSPOHK20230530001	Subscription	Expenditure - hourly b...	May 30, 2024 06:09:4...

 **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

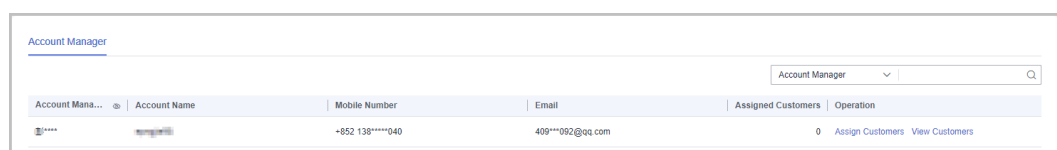
A partner can assign customers to an account manager, and view or unassign the assigned customers.

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.

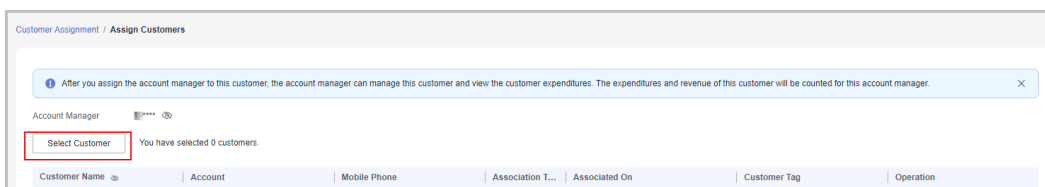


NOTE

- 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.

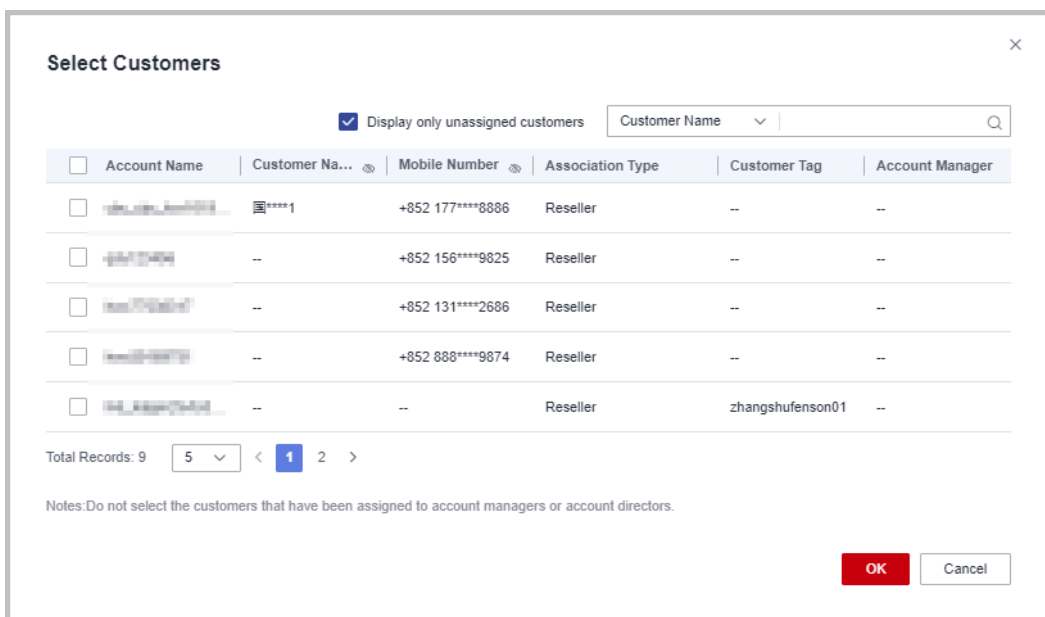
Step 4 Click **Assign Customer** in the **Operation** column.

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**.

Customer Orders

 The data here shows the yearly/monthly product orders of customers. There is a delay of about 10 minutes. You can view pay-per-use resources of customers in Customer Management. [How Do I View a Customer's Resources?](#)

 Orders of the last six months are displayed here by default. If you want to view the orders of other periods, use the filter in the Ordered On column. Data of up to one year can be exported.

Export

Customer N...

Order...

Order No.	Pro...	O... <input type="button" value="v"/>	O... <input type="button" value="v"/>	C... <input type="button" value="v"/>	O... <input type="button" value="v"/>	Paid	Order Subtotal(USD)	Am...	Operation
CS2407260243QF1U7	Clou...	Sub...	●	G****2 gwh...	Jul 2...	Jul 2...	3.60	<input type="button" value="3..."/>	
CS2407260243PY926	Clou...	Sub...	●	G****2 gwh...	Jul 2...	--	1.90	--	

 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.

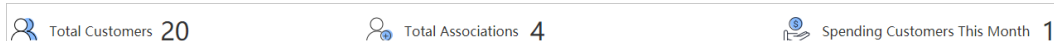
Procedure

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**.

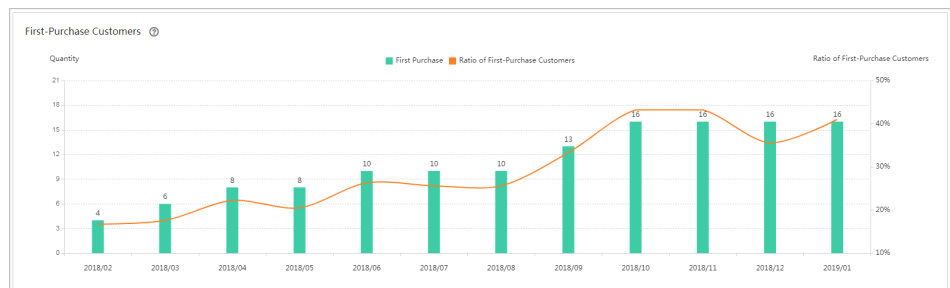


- Click **Select Account Manager or Director** to sort out the customers that you want to view.

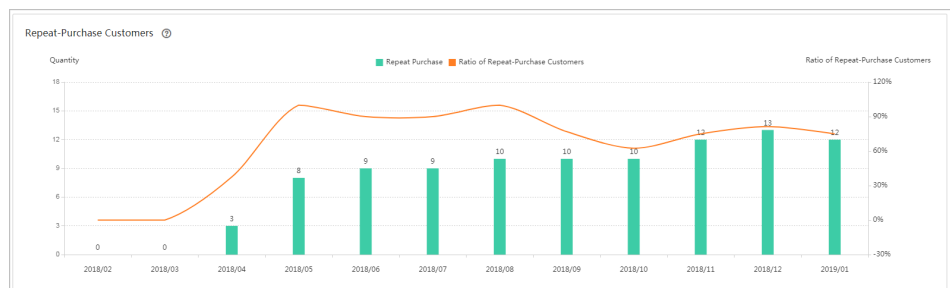
In the **Customers** area, you can view the trend of the number of customers in the whole year.

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.

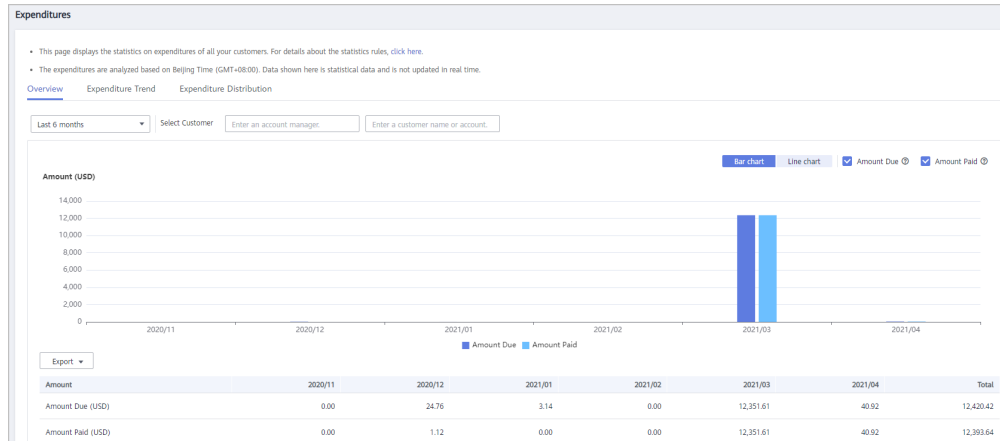
Precautions

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](#).

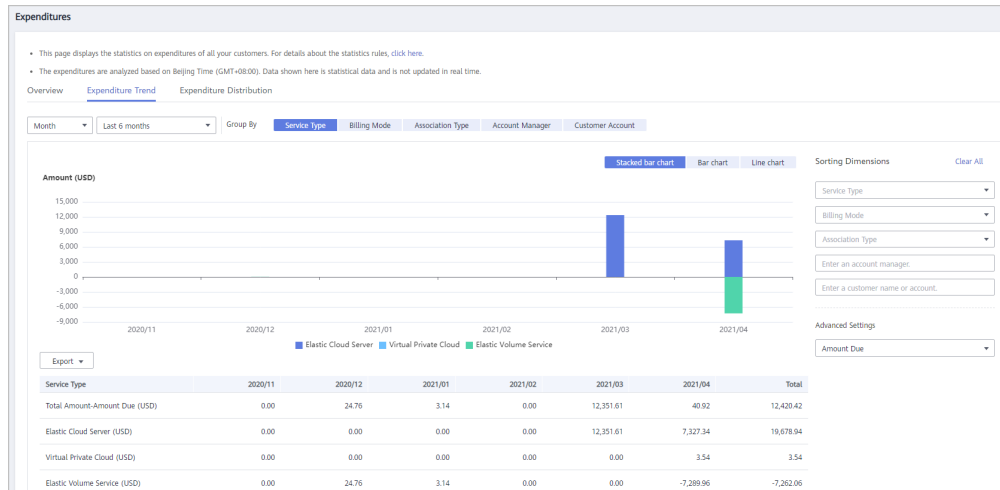
Procedure

- 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.



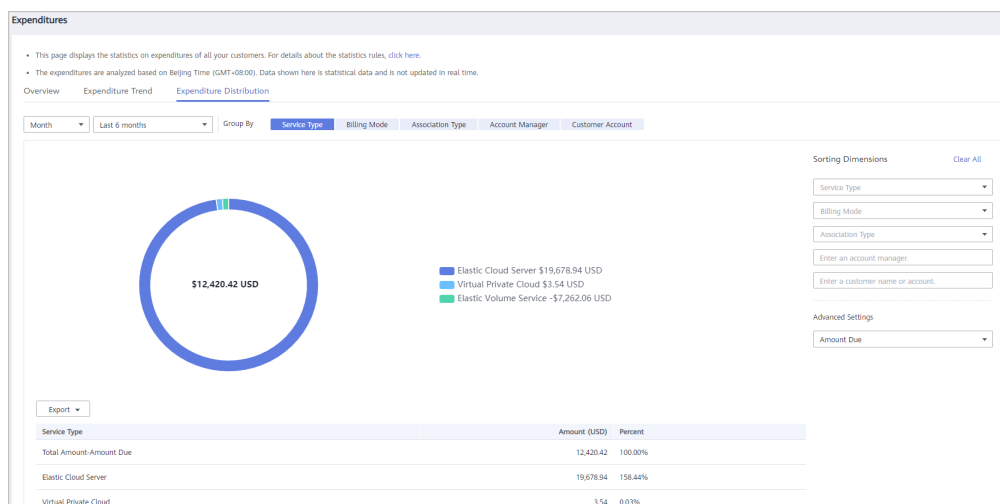
Export customer expenditure data.

- 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*.

Dear customer, you are invited to become a customer of a Huawei Cloud partner.

Huawei Cloud provides you with the Account Association service (hereinafter referred to as "this Service") according to this Statement. Please be sure to carefully read this Statement (including any subsequent modifications) before associating with [redacted] (hereinafter referred to as "Partner"). If you have questions about this Statement, please contact Huawei Cloud.

Notice:

- 2.You understand and agree to upload your name and contact information, and authorize your associated Partner to access the information when necessary. We understand the importance of your privacy information, and will use appropriate physical, management, and technical measures to protect your personal information. For more details about Huawei Cloud privacy policies, visit https://www.huaweicloud.com/eu/declaration/sa_prp.html.
- 3.Any disputes arising between you and the Partner shall be resolved according to the agreement entered into between you and the Partner.
- 4.The cash coupons that you have can only be applied to the expenditures incurred before you associate with the partner.
- 5.You shall reach an agreement with the Partner if you want to disassociate from the Partner, and agree with the partner on the account settlement before disassociation.
- 6.In respect of matters not covered in this Statement, such as limitation of liabilities, security, and data protection,Huawei Cloud End User License Agreement shall apply. Huawei Cloud may inform you of the updated version of this Statement by uploading updated version on our website or by other means. The updated version takes effect immediately after the modification is released or the notification is sent.

Last Updated:Sep 01, 2022

If you accept this invitation to associate with the partner, your account will be frozen by default and some of your resources will be inaccessible before you ask the partner to set a budget for you and unfreeze your account. If you do not want to be affected, you can ignore this invitation and ask the partner to submit a ticket to associate with you.

I have read and agree with the Instructions for Associating with a Huawei Cloud Partner.

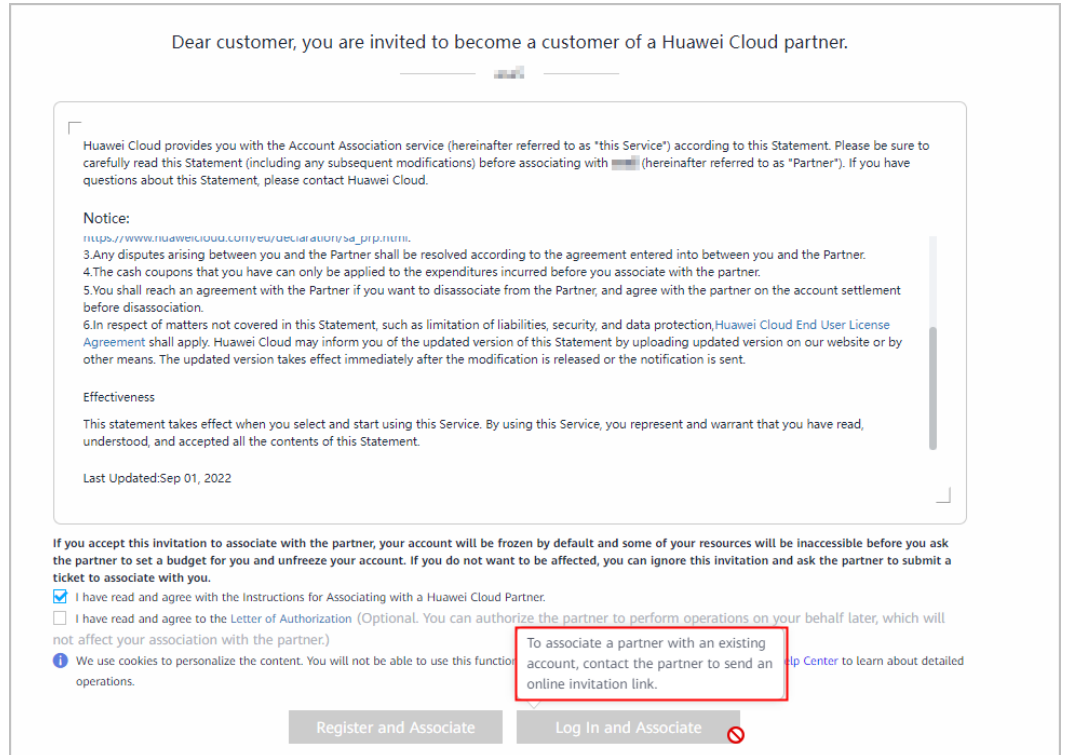
I have read and agree to the [Letter of Authorization](#) (Optional. You can authorize the partner to perform operations on your behalf later, which will not affect your association with the partner.)

We use cookies to personalize the content. You will not be able to use this function until you enable "Analytics cookies" [here](#).Go to [Help Center](#) to learn about detailed operations.

Register and Associate
Log In and Associate

 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.



Dear customer, you are invited to become a customer of a Huawei Cloud partner.

Huawei Cloud provides you with the Account Association service (hereinafter referred to as "this Service") according to this Statement. Please be sure to carefully read this Statement (including any subsequent modifications) before associating with [redacted] (hereinafter referred to as "Partner"). If you have questions about this Statement, please contact Huawei Cloud.

Notice:
https://www.huaweicloud.com/en/declaration/ea_pip.html
 3.Any disputes arising between you and the Partner shall be resolved according to the agreement entered into between you and the Partner.
 4.The cash coupons that you have can only be applied to the expenditures incurred before you associate with the partner.
 5.You shall reach an agreement with the Partner if you want to disassociate from the Partner, and agree with the partner on the account settlement before disassociation.
 6.In respect of matters not covered in this Statement, such as limitation of liabilities, security, and data protection,Huawei Cloud End User License Agreement shall apply. Huawei Cloud may inform you of the updated version of this Statement by uploading updated version on our website or by other means. The updated version takes effect immediately after the modification is released or the notification is sent.

Effectiveness
 This statement takes effect when you select and start using this Service. By using this Service, you represent and warrant that you have read, understood, and accepted all the contents of this Statement.

Last Updated:Sep 01, 2022

If you accept this invitation to associate with the partner, your account will be frozen by default and some of your resources will be inaccessible before you ask the partner to set a budget for you and unfreeze your account. If you do not want to be affected, you can ignore this invitation and ask the partner to submit a ticket to associate with you.

I have read and agree with the Instructions for Associating with a Huawei Cloud Partner.
 I have read and agree to the Letter of Authorization (Optional. You can authorize the partner to perform operations on your behalf later, which will not affect your association with the partner.)
 We use cookies to personalize the content. You will not be able to use this function if you do not agree to our cookie policy. [Click here](#) to learn about detailed operations.

To associate a partner with an existing account, contact the partner to send an online invitation link.

[Register and Associate](#) [Log In and Associate](#)

- 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
 - Click **Register for Association** to go to the account registration page.
 - 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
 - Click **Login for Association**.
 - On the login page, enter your account name and password, and click **Log In**.

Account Login

Account name or email

Password

Mobile Number Login Remember me

Log In

Free Registration Forgot Password

IAM User Login

Use Another Account ^

<HDC.Cloud>Huawei Official Website

Huawei Enterprise Partner Huawei Developer Alliance

Federated User HUAWEI ID

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**.

Enable HUAWEI CLOUD Services

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.)

I would like to receive updates about discounts and promotions as and when they become available.

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.

My Partner

Enterprise Name: [Redacted]

Cooperation Status: ● In Cooperation

Enterprise Information: [Redacted]

Website: [Redacted]

Associated: Dec 11, 2021 15:00:58 GMT+08:00

Perform Operations on Customers' Behalf: ● Authorized [Enable CTS](#) ?

Protocol Content: "Notice to Customers Who Associate with a Partner of HUAWEI CLOUD"

Contact Information

Technical administration

Email Address: [Redacted]

Mobile Number: [Redacted]

Telephone: [Redacted]

Marketing

Email Address: [Redacted]

Mobile Number: [Redacted]

Telephone: [Redacted]

[More Operations](#) ^

Disassociate

Operation Log

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.

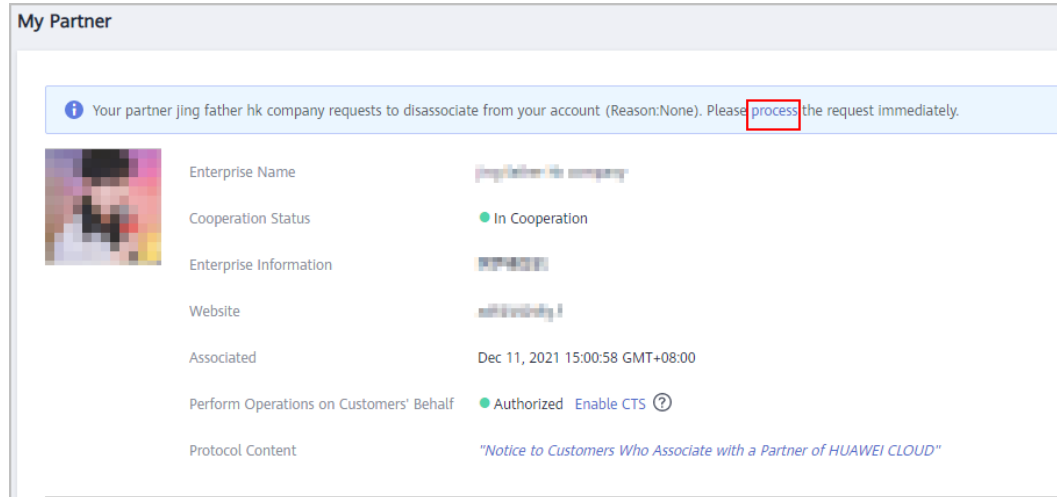
Step 4 Enter the text message verification code and click **OK**.

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 click **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

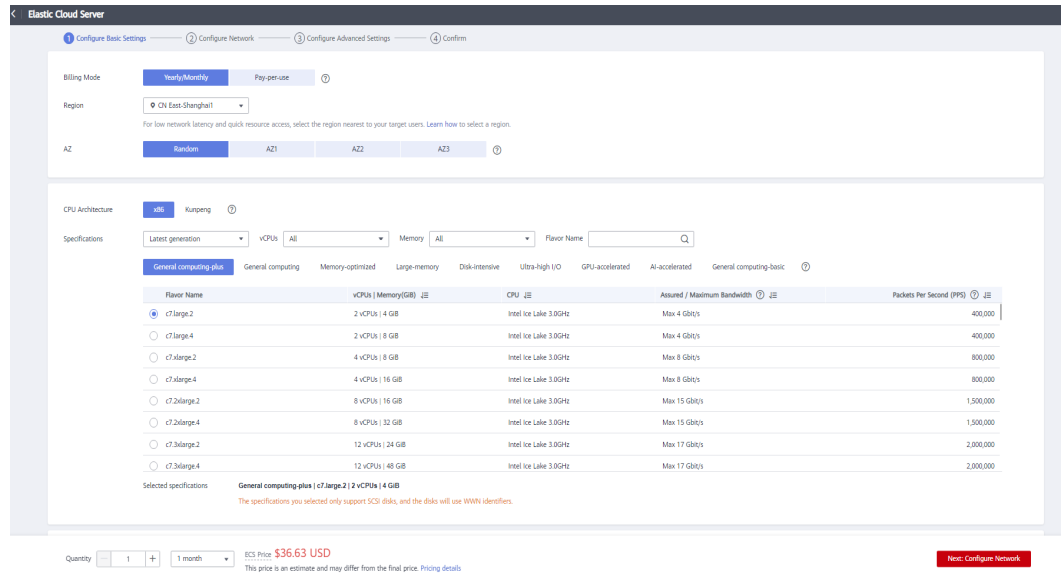
Click a completed order and view the discounts on the **Details** page.

9.4 Buying Huawei Cloud Products

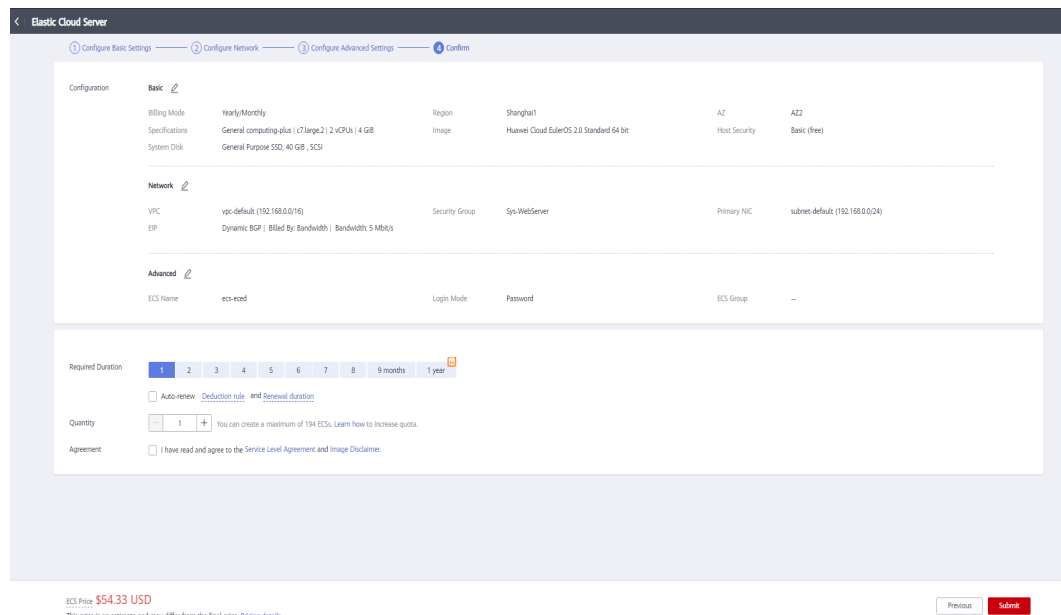
Procedure

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.

My Partner				
Partner Information		Authorization Management		
Requested On	Status	Effective Time	Expiration Time	Operation
Jan 04, 2023 15:40:15	● Pending acceptance	--	--	Process

Step 6 Select **I have read and agree to the Huawei Cloud Customer Authorization Letter** and click **Agree**.

Authorize Partner to Place Orders for Me
< Back to My Partner


Authorize



Confirm whether to authorize your partner to perform any operations:

- Manage my HUAWEI CLOUD resources
- Subscribe to, renew, unsubscribe from, and change cloud services
- Reset passwords and modify policies of cloud services
- View my account, expenditure, order, discount, and contract information
- Create and view work orders
- Start, stop, restart, and delete cloud resources

! You can revoke the authorization on the My Partner page anytime.

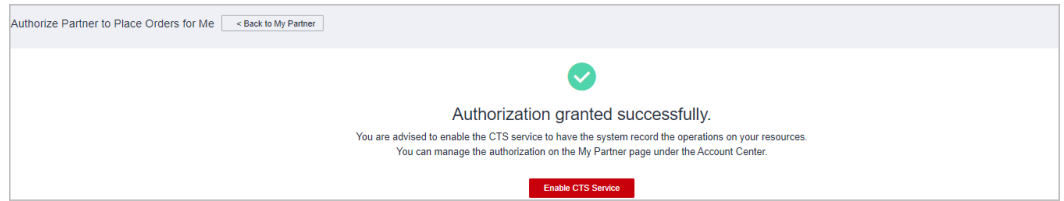
I have read and agree to the [Huawei Cloud Customer Authorization Letter](#)

Agree
Reject

In the displayed dialog box, enter the verification code and click **OK**.

 **NOTE**

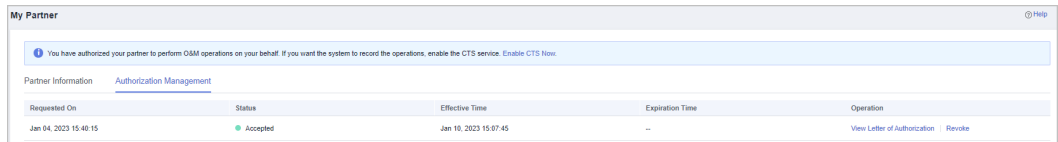
After the authorization, you are advised to enable CTS immediately so that you can view the records of operations performed by the partner on your resources.



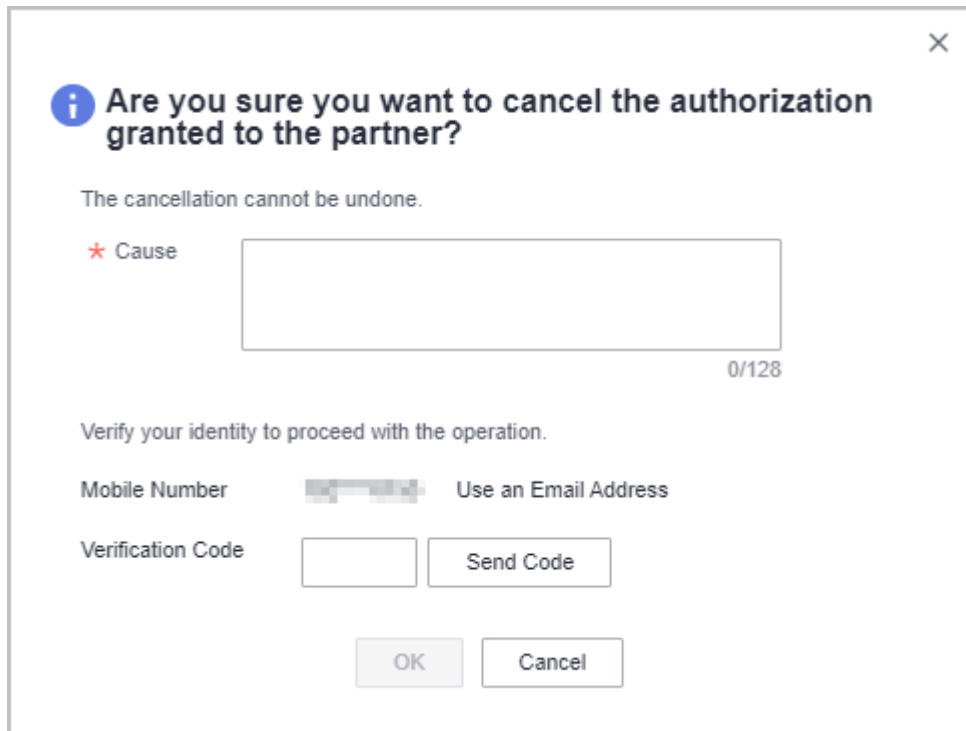
----End

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**.



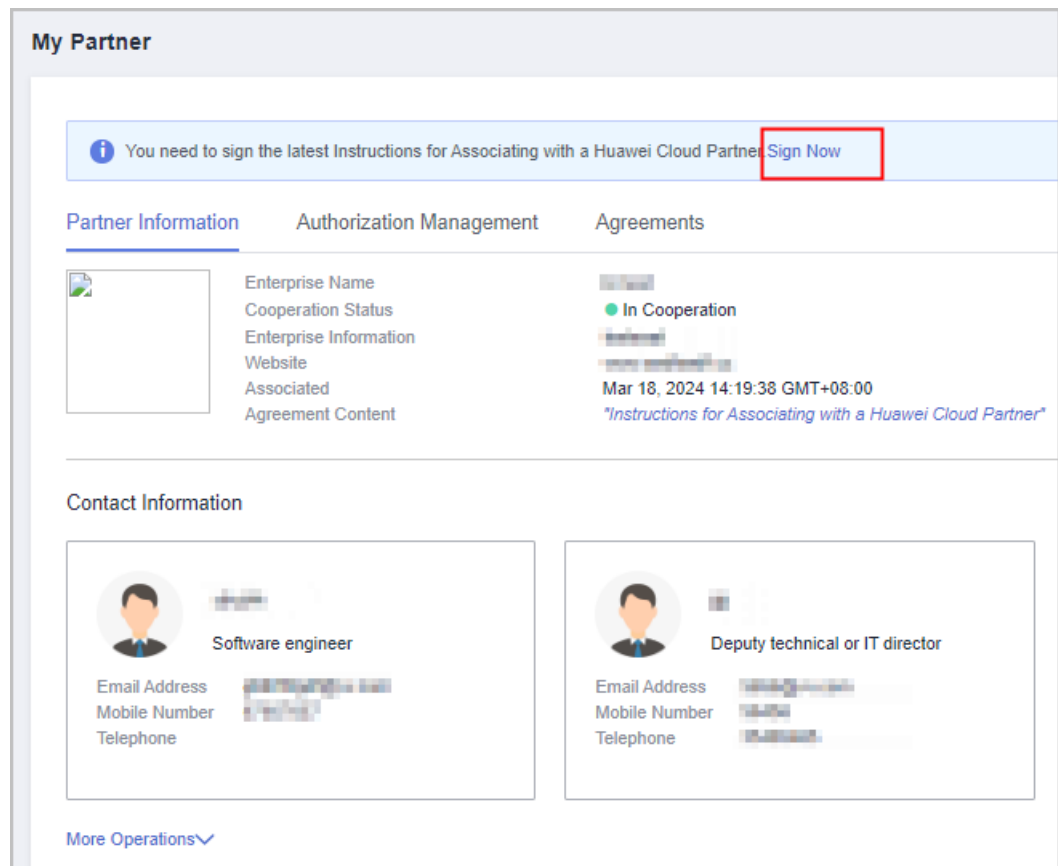
----End

9.6 Signing *Instructions for Customers to Associate with a Huawei Cloud Partner*

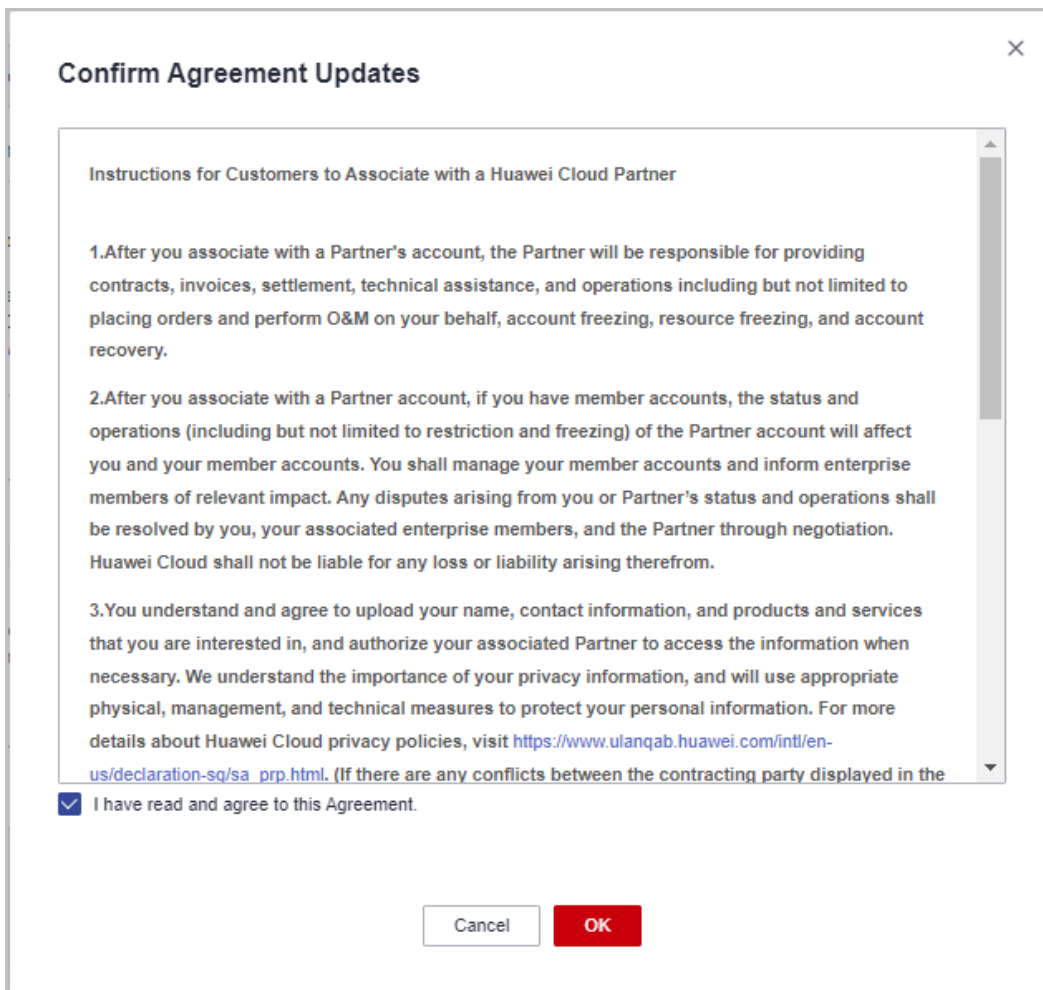
Procedure

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.

Partner Information		Authorization Management		Agreements	
Name	Version	Signed	Operation		
Instructions for Customers to Associate ...	V1001	Mar 21, 2024 14:58:27 GMT+08:00	View		

----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

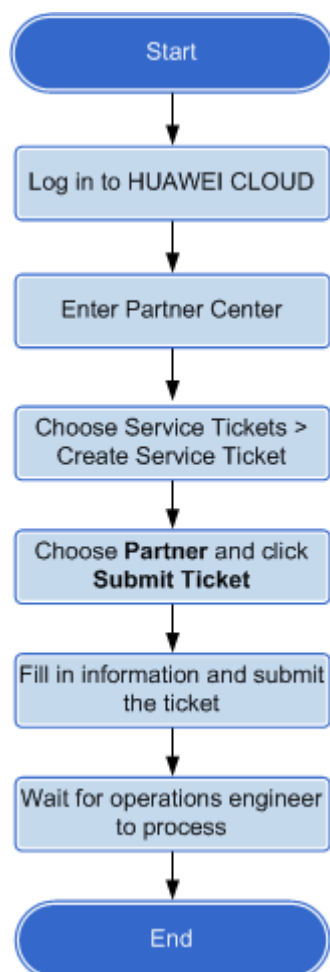
Trace Name	Resource Type	Trace Source	Resource ID	Resource Name	Trace Status	Operator	Operation Time	Operation
createTracker	tracker	CTS		system	normal		Feb 02, 2019 19:22:43 GMT+08:00	View Trace
Trace ID		dbee5100-26dc-11e9-bb00-286ed488cbe2		Source IP Address				
Trace Type		ConsoleAction		Generated		Feb 02, 2019 19:22:43 GMT+08:00		

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



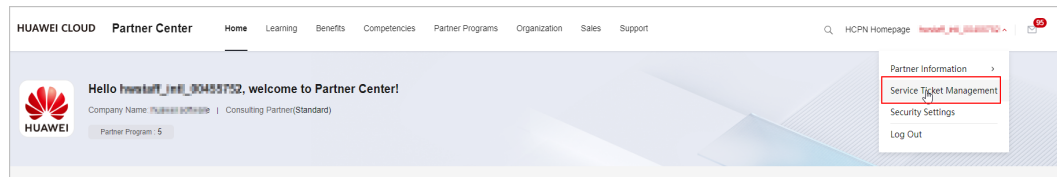
Procedure

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

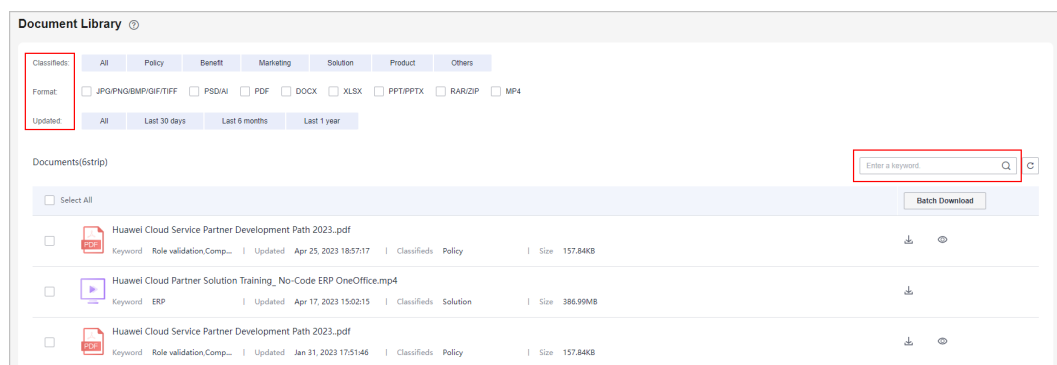
After joining a partner program, partners can view and download partner policies, products and solutions, and documents related to business support in the document library.

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_spc.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.

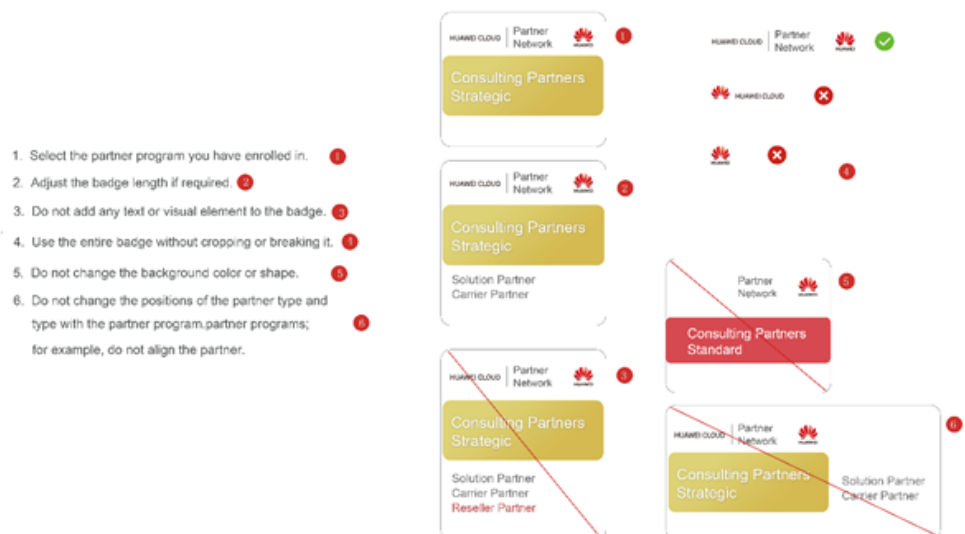
Usage Instructions

- Partners shall use the badge only according to the terms of the *HCPN Certification Agreement*.
- 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*.

- 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)

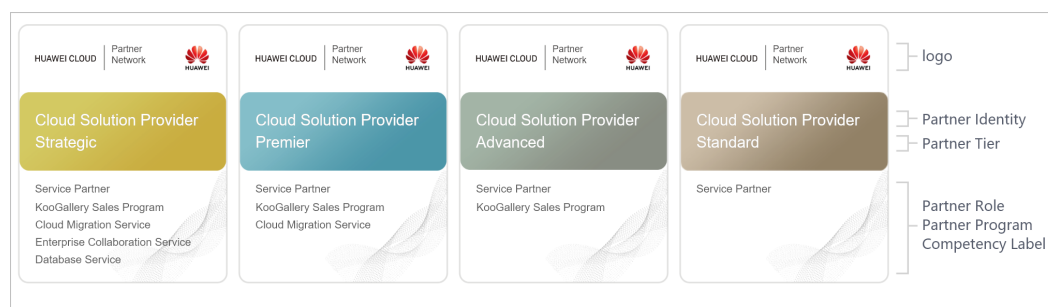
Definition

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.

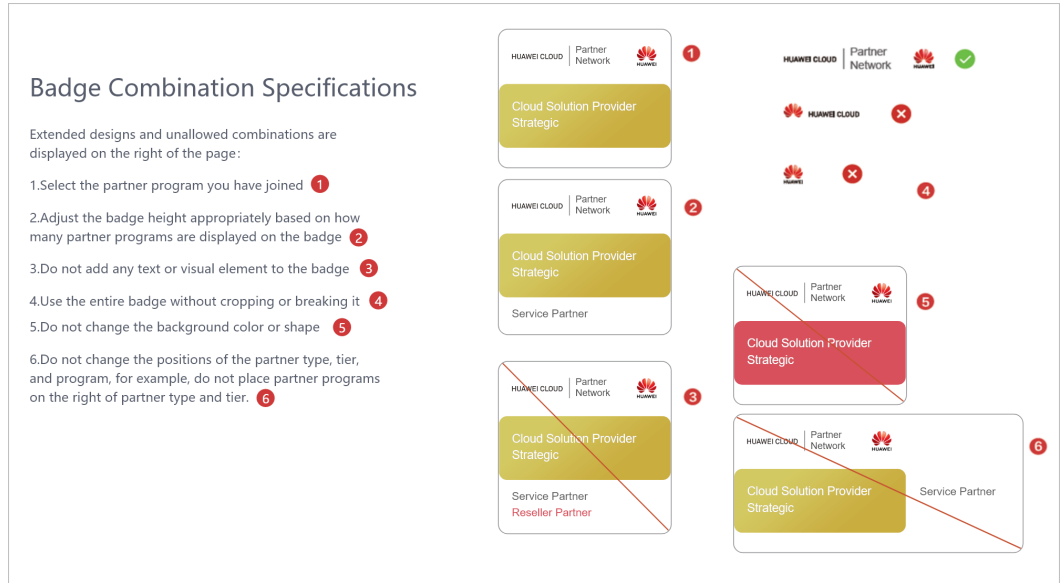
Usage Instructions

- Partners shall use the badge only according to the terms of the *HCPN Certification Agreement*.
- 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

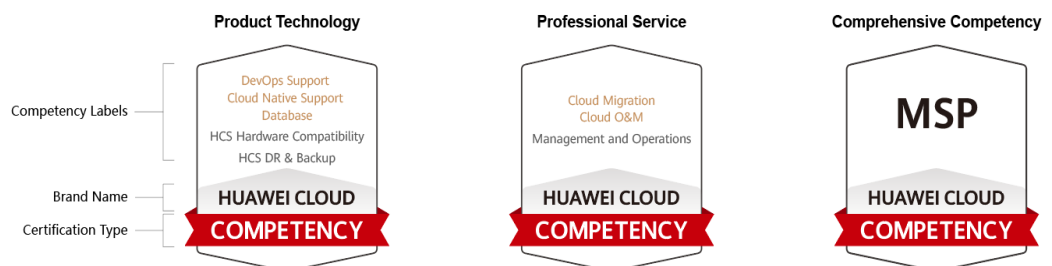
I. Application Scope

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

- 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.
- 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*.

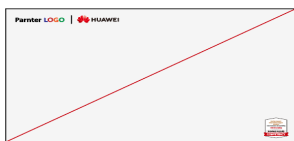
Example standards in the Specifications for Authorized Use of Competency Badges

Core authorization principles:

HCPN partners must comply with the Specifications in marketing materials of the HUAWEI CLOUD Competency Certification Program. Any conduct violating the Specifications must be rectified in a timely manner or the authorized use of badges in the marketing materials shall be canceled.

- The Specifications apply to partners who have obtained authorization for badges of certified competencies.

- It is prohibited to use the "HUAWEI" brand trademark and "HUAWEI CLOUD" trademark without permission.



- The standard badge format must be used.

① It is prohibited to add or delete content without permission.

② It is prohibited to change the shape or color.



- It is prohibited to bind the competency badges with any company, activity, or other names.



- The competency badges should not be over highlighted, and they should be placed at a proper place in an appropriate size.



- The badges can only be used in the publicities related to the certified competencies.

- 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.
- 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.
- 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:

Partners' websites	<p>Partners can use the competency badges within the authorized scope if the following conditions are met:</p> <ol style="list-style-type: none"> 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. Partners shall only use the competency badges on their own official websites, marketing materials, and exhibition materials. 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 <i>Specifications for Authorized Use of Competency Badges</i>. <i>The competency badges shall not be used together with partner's logo side by side or placed above the logo.</i>
Partners' marketing emails	
Partners' exhibition materials	
Partners' marketing emails	<p>Partners can use the competency badges in marketing emails if the following conditions are met:</p> <ol style="list-style-type: none"> 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. Partners can only use the competency badges in their own marketing emails. The use of competency badges in marketing emails must comply with <i>Specifications for Authorized Use of Competency Badges</i>. <i>Note that the competency badges cannot be used in email signatures</i>
Offline and online ads	<p>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.</p>

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

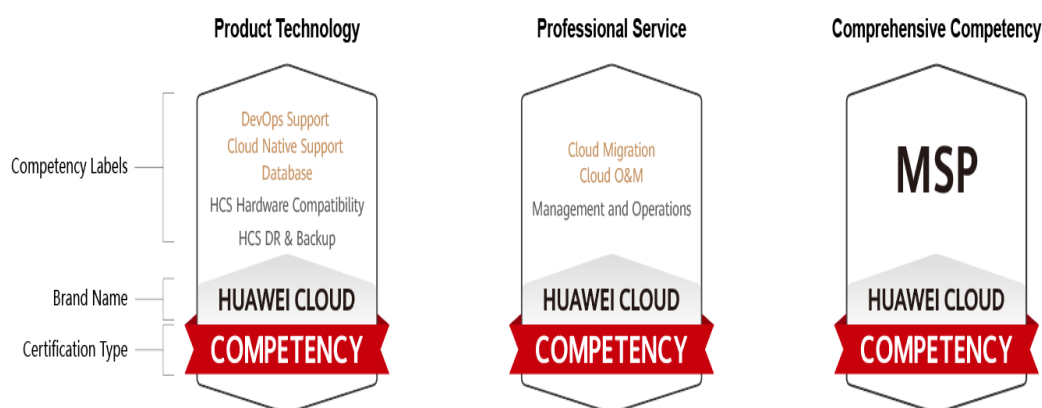
I. Application Scope

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

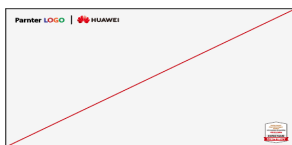
- Partners must use the badges in accordance with the terms in the *Huawei Cloud Partner Network Certification Agreement* and the requirements in this document. If partners have any questions about the qualification and requirements, they can contact the corresponding Huawei Cloud ecosystem manager.
- 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

Core authorization principles:

HCPN partners must comply with the Specifications in marketing materials of the HUAWEI CLOUD Competency Certification Program. Any conduct violating the Specifications must be rectified in a timely manner or the authorized use of badges in the marketing materials shall be canceled.

- The Specifications apply to partners who have obtained authorization for badges of certified competencies.
- It is prohibited to use the "HUAWEI" brand trademark and "HUAWEI CLOUD" trademark without permission.



- The standard badge format must be used.
 - It is prohibited to add or delete content without permission.
 - It is prohibited to change the shape or color.



- It is prohibited to bind the competency badges with any company, activity, or other names.



- The competency badges should not be over highlighted, and they should be placed at a proper place in an appropriate size.



- The badges can only be used in the publicities related to the certified competencies.

- 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.
- 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.
- 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:

Partners' websites	<p>Partners can use the competency badges within the authorized scope if the following conditions are met:</p> <ol style="list-style-type: none"> 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 <i>Specifications for Authorized Use of Competency Badges</i>. <i>The competency badges shall not be used together with partner's logo side by side or placed above the logo.</i>
Partners' marketing emails	
Partners' exhibition materials	
Partners' marketing emails	<p>Partners can use the competency badges in marketing emails if the following conditions are met:</p> <ol style="list-style-type: none"> 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 <i>Specifications for Authorized Use of Competency Badges</i>. <i>Note that the competency badges cannot be used in email signatures</i>

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	<ul style="list-style-type: none"> ● 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	<ul style="list-style-type: none"> 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_spc.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
<p>This issue is the tenth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● 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. 	<p>2024-8-20</p>
<p>This issue is the ninth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● 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. 	<p>2024-5-24</p>

Description	Date
<p>This issue is the eighth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● 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. 	<p>2024-3-14</p>
<p>This is the seventh official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● Added Partner Benefit Request > Apply for Market Development Fund (MDF). ● Added Partner Benefit Request > Funding Head (FH). ● Modified section Document Library. 	<p>2024-01-11</p>
<p>This issue is the sixth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● Added Partner Information Management > Business Information Certification. ● Modified Partner Benefit Request > Test Coupons. 	<p>2023-12-15</p>

Description	Date
<p>This issue is the fifth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • 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. 	<p>2023-11-7</p>

Description	Date
<p>This issue is the fourth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● 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. 	<p>2023-8-3</p>

Description	Date
<ul style="list-style-type: none"> ● 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
<ul style="list-style-type: none"> ● 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. 	
<p>This issue is the third official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● 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
<p>This issue is the second official release.</p> <ul style="list-style-type: none"> ● Modified section Resellers' Customers > Requesting Association with a Partner. 	2022-12-2
<p>This issue is the first official release.</p>	2022-09-23