

## Partner Center

# FAQ

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# Security Declaration

## Vulnerability

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# 1 Overview

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You can obtain frequently asked questions (FAQs) about different roles.

- [Overview](#)
- [Joining HCPN](#)
- [Partner Development Paths](#)
- [Partner Programs](#)
- [Partner Information Management](#)
- [Partner Learning Management](#)
- [Partner Organization Management](#)
- [Partner Build Management](#)
- [Partner Competency Certification](#)
- [Partner Benefit Request](#)
- [Opportunities](#)
- [Partner Sales Management](#)
- [Partner Support Management](#)
- [Partner Brand Marketing](#)
- [API](#)

# 2 Joining HCPN

---

## 2.1 What Is Tax Identification Number? What Is the Difference Between Tax Identification Number and Business License Registration Number?

The tax identification number (TIN), also referred to as taxpayer ID or tax ID, is a unique number found on a tax registration certificate. It is used to verify the identity of the taxpayer and is essential for handling tax-related tasks like filing and payment. Each enterprise has its own unique TIN. For specific rules and examples of tax identification numbers in different countries, please refer to [Tax Identification Number Rules](#).

It is important to ensure that the TIN is accurate as it impacts tax processing. For more information, see [Tax Help](#).

The business license registration number is a unique code that an enterprise receives when registering with the industrial and commercial administration department. It is the specific number listed on the registration credential file.

## 2.2 Can Multiple Huawei Cloud Accounts of the Same Legal Entity join HCPN?

Multiple Huawei Cloud accounts of the same legal entity can join HCPN. If one of these accounts has already joined HCPN, when any other accounts apply to join HCPN, the system prompts a message indicating that your company is already a partner of Huawei Cloud, and any other accounts belonging to this company can easily join HCPN.

**Register and Join HCPN**

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

Last Name:

First Name:

Position:

Preferred Method:  Email  Mobile Phone  Work Phone  Fax

Email:

Mobile Phone:

Work Phone:

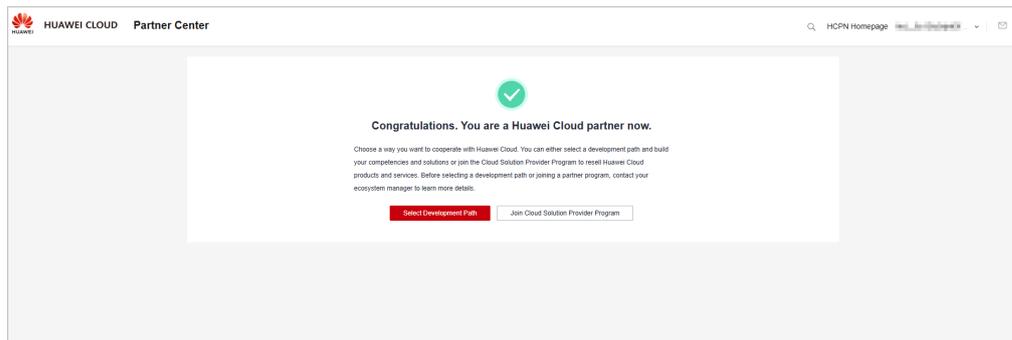
Fax:

Work Address:

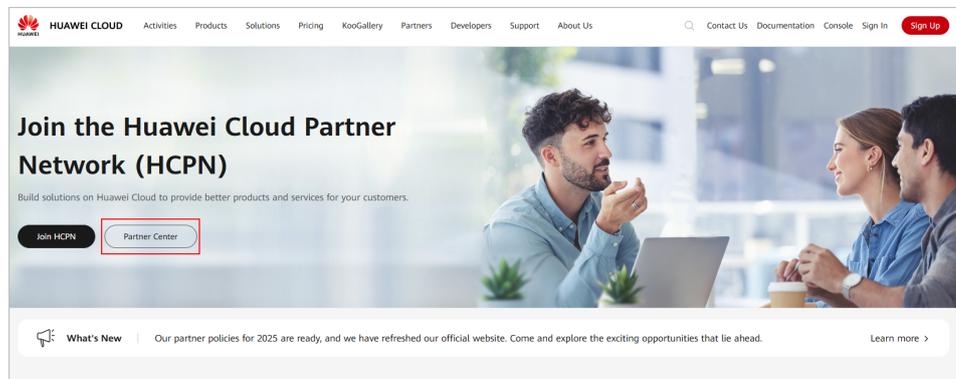
I have read and agree to the following agreements:  
[\(HCPN Partner Behavior Regulations\)](#) [\(Huawei Cloud Partner Network Certification Agreement\)](#)

## 2.3 How Do I Check the Review Status for My Application for Joining HCPN?

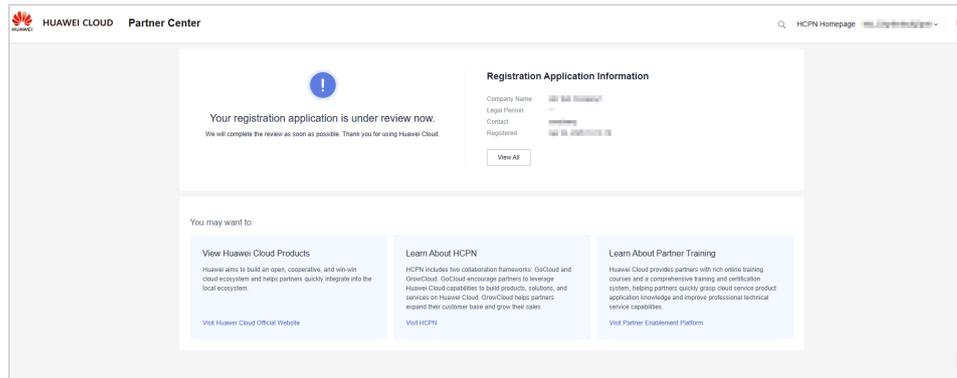
- Once you submit an application to join HCPN, the system will verify the company information provided. If the verification is successful, you can then access the Partner Center to proceed with further business activities.



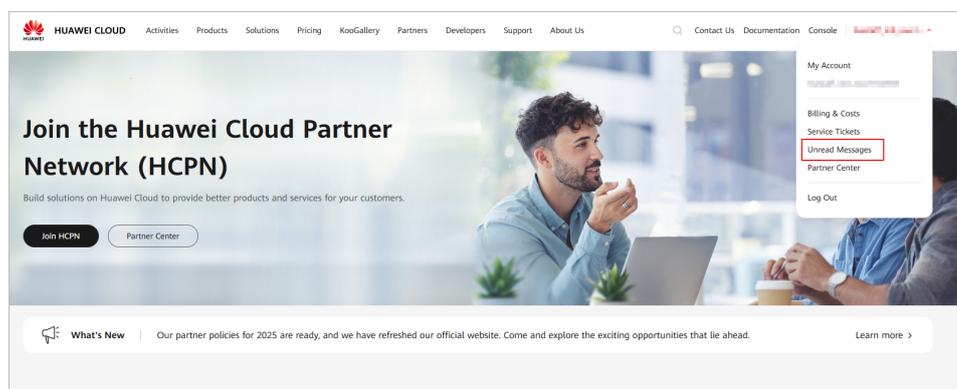
- If the system verification fails, a manual review is required. You can log in to the Partner Center to view the review progress. The review result will be sent to you through in-app message, email, or SMS.
  - Access the [Partners](#) website and click **Partner Center**.



- Log in to the Partner Center using your HUAWEI ID to check the review progress.



- c. After the review is complete, the review result will be sent to you through in-app message, email, or SMS.



# 3 Partner Development Paths

---

## 3.1 Software Partner Development Path

### 3.1.1 What Are the Requirements for Role Validation?

You must have at least one validated cloud software solution.

### 3.1.2 What Are the Requirements for Competency Differentiation Certification?

You must have at least one validated advanced cloud software solution.

### 3.1.3 What Materials Are Required for Cloud Software Validation/Advanced Cloud Software Validation?

1. Software copyright registration certificate
2. *Software Partner Foundational Technical Review Form* and related documents for basic review
3. Solution quick reference
4. Test report

### 3.1.4 What Are the Conditions for a Software Solution to Pass Cloud Software Validation?

Scenario 1: The solution passes the Foundational Technical Review (FTR), and the solution quick reference passes the review.

Scenario 2: A partner-led baseline solution has been released for sales.

### **3.1.5 What Are the Conditions for a Software Solution to Pass Advanced Cloud Software Validation?**

Scenario 1: The solution passes the Foundational Technical Review (FTR), and the solution quick reference and the test report pass the review (the solution must use at least three advanced cloud services or one key cloud service).

Scenario 2: A partner-led baseline solution has been released for sales, and the test report passes the review (the solution must use at least three advanced cloud services or one key cloud service).

Scenario 3: An ecosystem program software solution passes technical certification.

### **3.1.6 Must I Obtain Software Copyrights for My Solutions Before Apply for Cloud Software Validation/Advanced Cloud Software Validation?**

Yes. Software copyrights are required for Foundational Technical Review (FTR), and must be provided during the application for Cloud Software Validation/Advanced Cloud Software Validation in Partner Center.

### **3.1.7 After Completing Advanced Cloud Software Validation, Will I Directly Enter the Competency Differentiation Phase?**

Yes. Partner Center will automatically match the path phase based on the solution certification status of the partner entity.

### **3.1.8 Does a Validated Software Solution Have a Validity Period? What Are the Impacts When It Becomes Invalid?**

A software solution will be valid for one year as of the date when this solution is validated and approved. If it becomes invalid, the partner path phase and benefit request will be affected.

### **3.1.9 How Do I Download the Corresponding Certificate After Passing Cloud Software Validation or Advanced Cloud Software Validation?**

You can download the certificate on the **Build > Advanced Cloud Software Solutions/Cloud Software Solutions > Certified** page in Partner Center.

### **3.1.10 The Solution A of a Partner Has Passed the Cloud Software Validation, and This Partner Has Obtained a Test Coupon Quota of Up to ¥100,000. Can This Partner Use the Test Coupon for the Creation and Testing of the Solution B?**

Yes. According to the partner policies in 2025, the test coupons are issued to partners. If a partner has multiple applications or software solutions, the partner

can request this benefit multiple times, but the total amount must not exceed the specified quota for this benefit.

## 3.2 System Integrator Development Path

### 3.2.1 How Do I Join the System Integrator Development Path?

An invitation from Huawei Cloud is required if you want to work with Huawei Cloud as an SI partner. Huawei Cloud comprehensively evaluates whether to whitelist a partner based on the partner's industry position, customer coverage, willingness to cooperate, and investment.

### 3.2.2 What Certification Exams Do Pre-sales Solution Experts Need to Pass?

The experts need to pass the Huawei Cloud Businesses Professional certification exam and obtain the HCIP-Cloud Service Solutions Architect or HCCDP-Solution Architectures certificate.

### 3.2.3 What Are the Requirements of Role Validation for SI Partners?

1. Reach a consensus with Huawei Cloud on the business plan and customer list.
2. At least four Huawei Cloud pre-sales solution experts have passed the Huawei Cloud Business Professional (HCBP) certification exam and obtained the HCIP-Cloud Service Solutions Architect or HCCDP-Solution Architectures certificate.
3. Have one joint offering or one competency badge.

### 3.2.4 How Many Experts Who Have Passed Certifications Are Required for Role Validation?

At least four experts who have passed certifications are required.

### 3.2.5 What Are the Requirements of Role Validation for SI Partners Regarding Competency Building? How Many Offerings Should Be Co-created? Do I Need to Obtain a Competency Badge?

A joint offering or a competency badge is needed.

\*Joint offering: Partners can request role validation once a Huawei Cloud baseline solution successfully completes the OBP project initiation or a joint operations product is approved through the product selection decision-making process. The certification assessment can consider common products available on the International and European websites.

### **3.2.6 What Are the Requirements of Competency Differentiation for SI Partners?**

1. Reach a consensus with Huawei Cloud on the business plan and customer list.
2. At least 10 Huawei Cloud pre-sales solution experts have passed the Huawei Cloud Business Professional (HCBP) certification exam and obtained the HCIP-Cloud Service Solutions Architect or HCCDP-Solution Architectures certificate, and at least one of them has obtained the HCIE-Cloud Service Solutions Architect or HCCDE-Solution Architectures certificate.
3. Have at least three joint offerings and competency badges in total (including two badges at least).

### **3.2.7 How Many Experts Who Have Passed Certifications Are Required for Competency Differentiation?**

10 experts who have passed certifications are required. At least one of them has obtained the HCIE or HCCDE certificate.

### **3.2.8 What Are the Requirements of Competency Differentiation for SI Partners Regarding Competency Building? How Many Offerings Should Be Co-created? Do I Need to Obtain a Competency Badge?**

At least two competency badges must be obtained, and there are at least three joint offerings and competency badges in total.

\*Joint offering: Partners can request role validation once a Huawei Cloud baseline solution successfully completes the OBP project initiation or a joint operations product is approved through the product selection decision-making process. The certification assessment can consider common products available on the International and European websites.

### **3.2.9 Can a Validated SI Partner Grant the SI Partner Identity and Benefits to Its Subsidiary?**

Yes. If an SI partner has multiple business entities in different regions, the SI partner can use the created offerings and obtained competency badges of its wholly-owned subsidiaries for role validation. (Note: A document sealed by both parties, which can prove their association relationship and the agreement on the use of offerings and competency badges, and a letter committing to provide complete software or service capability support must be provided.) In addition, subsidiaries in each region can be directly granted the identity and benefits of the SI partner.

For more information, contact the Partner Development Manager (PDM).

### **3.2.10 For a Huawei Cloud Advanced Cloud SI in the Chinese Mainland, Can Its Entities in Other Regions be Granted Identity and Benefits based on the Identity Tier of Its Certified Entity in the Chinese Mainland?**

Yes. If a partner's entity in the Chinese Mainland has reached an agreement on cooperation with Huawei Cloud and has global resource coordination capabilities, the regional service entity of the Advanced Cloud SI can reach a consensus with the local Huawei Cloud team on the cooperation willingness and business plan. After a comprehensive evaluation by Huawei Cloud, the partner's entity can be granted the identities and benefits based on the identity tier of the certified entity in the Chinese Mainland to simplify the partner's business development across regions.

For more information, contact the Partner Development Manager (PDM).

# 4 Partner Programs

---

## 4.1 Cloud Solution Providers

### 4.1.1 What Is a Huawei Cloud Solution Provider?

A cloud solution provider is capable of selling and delivering Huawei Cloud services and solutions to customers and helps Huawei Cloud expand sales by providing value-added and promotion services. A partner can apply to join the Cloud Solution Provider Program to become a cloud solution provider.

### 4.1.2 How Do I Join the Cloud Solution Provider Program If My Account Has Already Joined a Partner Development Path or Distribution Partner Program (Distributor)?

If your account has already joined a partner development path or Distribution Partner Program (Distributor), this account cannot be used to apply to join the Cloud Solution Provider Program. You can log in to Partner Center using another partner account of your company or [register a new account](#) to join the HCPN and then apply to join the Cloud Solution Provider Program.

### 4.1.3 Why Can't I Purchase Huawei Cloud Services Using an Account That Has Already Joined the Cloud Solution Provider Program?

The account of a cloud solution provider is not a Huawei Cloud customer account. Thus, it cannot be used to purchase Huawei Cloud services.

### 4.1.4 How Do I Download My Cloud Solution Provider Certificate?

User your account that has already joined the Cloud Solution Provider Program to access **Partner Programs > Huawei Cloud Partner Programs > Partner Programs Enrolled** to download the certificate. (You can query the account information [here](#).)

## 4.1.5 How Do I Renew My Cloud Solution Provider Certificate?

The system automatically extends the certificate validity by one year around January 31 every year for cloud solution providers who have passed appraisal—no manual renewal required.

## 4.1.6 How Do I Upgrade My Cloud Solution Provider Tier?

You can check your tier in **Scorecard** on the home page. Once all criteria are met, you can access **Partner Programs > Huawei Cloud Partner Programs > Partner Programs Enrolled**, find the **Cloud Solution Provider Program**, and apply to upgrade the tier.

## 4.1.7 When Will the Annual Appraisal Result for a Cloud Solution Provider Be Released?

The appraisal result of the previous year for a cloud solution provider will be released at the end of January in the current year. You can view the result in **Scorecard** on the home page. The historical data and appraisal results can be viewed in **History**.

## 4.1.8 How Do I Exit the Cloud Solution Provider Program?

If needed, contact your ecosystem manager offline and apply to exit the program.

## 4.1.9 How Do I Delete My Account That Has Already Joined the Cloud Solution Provider Program?

An account that has joined the Cloud Solution Provider Program cannot be deleted. Once your identity as a cloud solution provider expires, the corresponding account will become invalid but cannot be deleted.

## 4.1.10 How Do I Modify My Company Information As a Cloud Solution Provider?

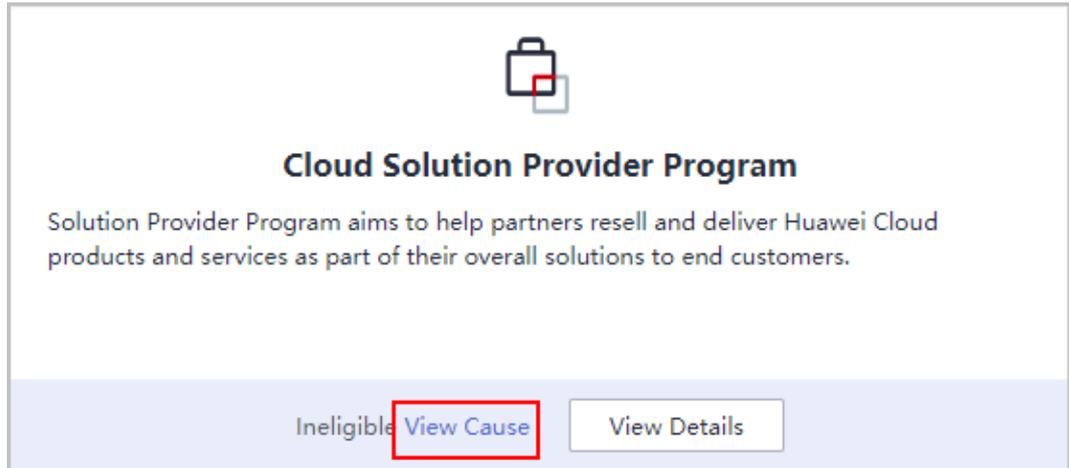
Log in to Partner Center using the master account and access **Partner Information > Basic Information > Company Information** to modify the company information. (You can query the account information [here](#))

## 4.1.11 Registering a New Account and Applying to Join Cloud Solution Provider Program

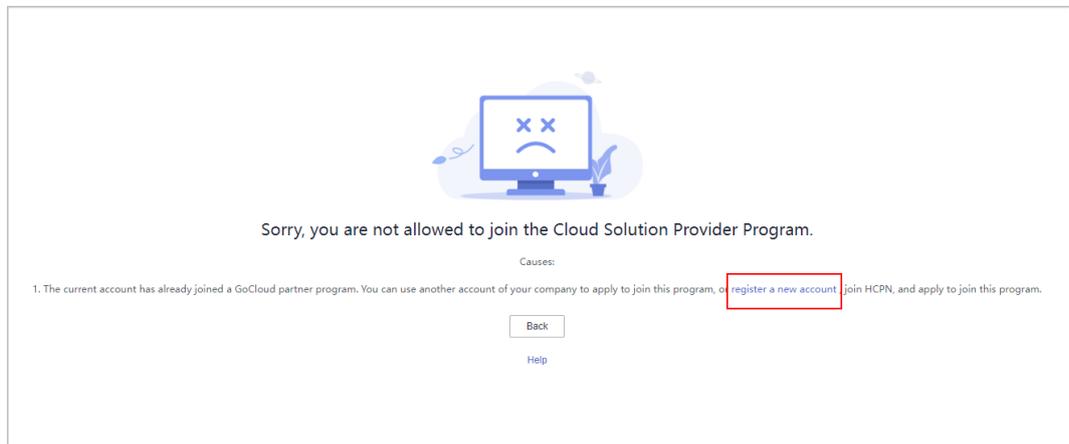
Your account that has joined a partner development path cannot join the Cloud Solution Provider Program. You can use a new account to join the Program.

### Procedure

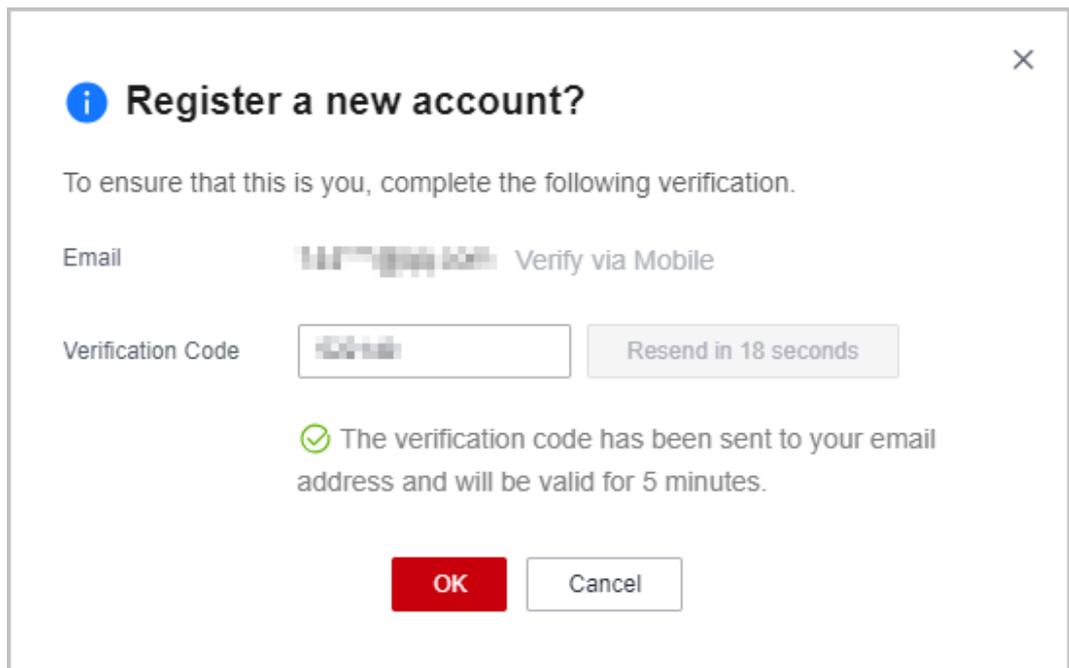
- Step 1** Choose **Partner Programs > Huawei Cloud Partner Programs** in the menu on the top.
- Step 2** Find the **Cloud Solution Provider Program** and click **View Cause**.



**Step 3** View the cause and click **register a new account**.



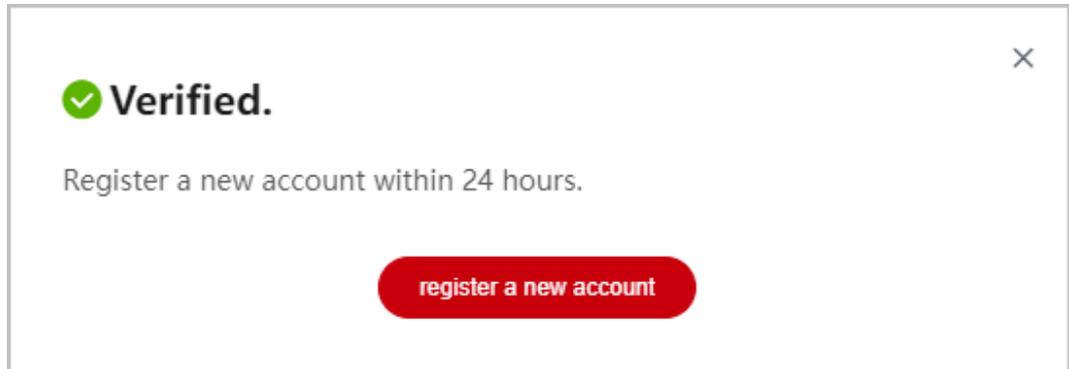
**Step 4** Enter the verification code you received.



 **NOTE**

The email address used for verification is linked to the current account.

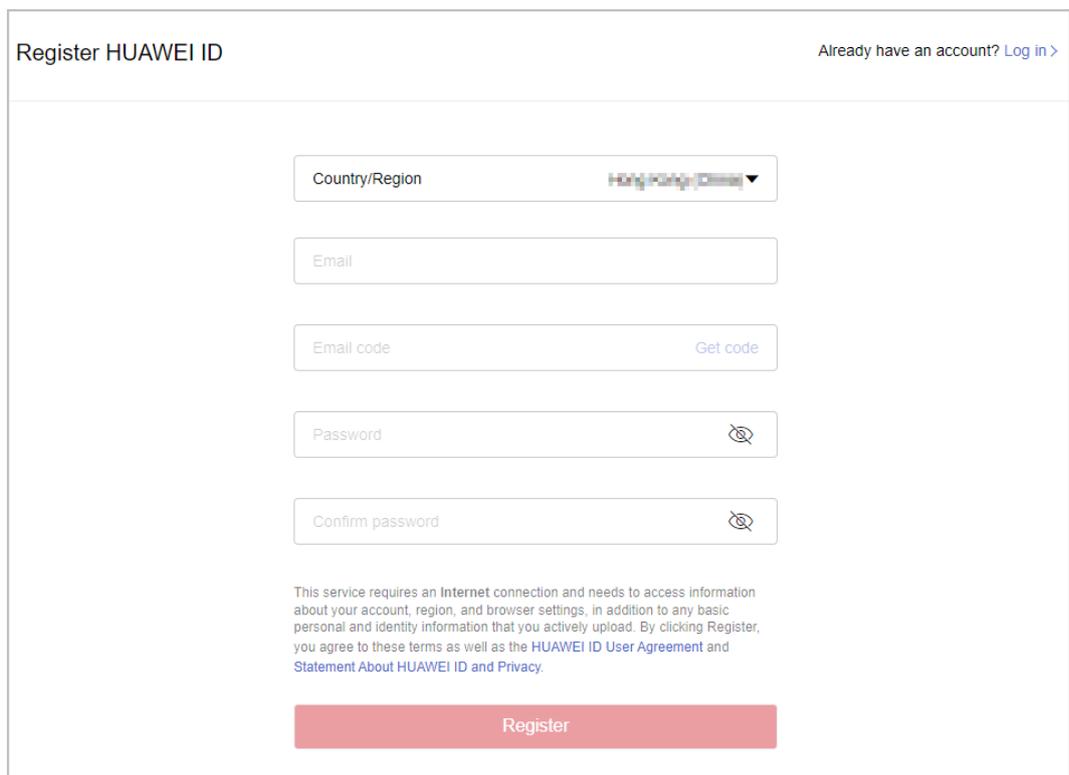
**Step 5** Complete account registration within 24 hours after the verification.



 **NOTE**

The link for account registration will become invalid if you have not completed the registration within 24 hours after the verification.

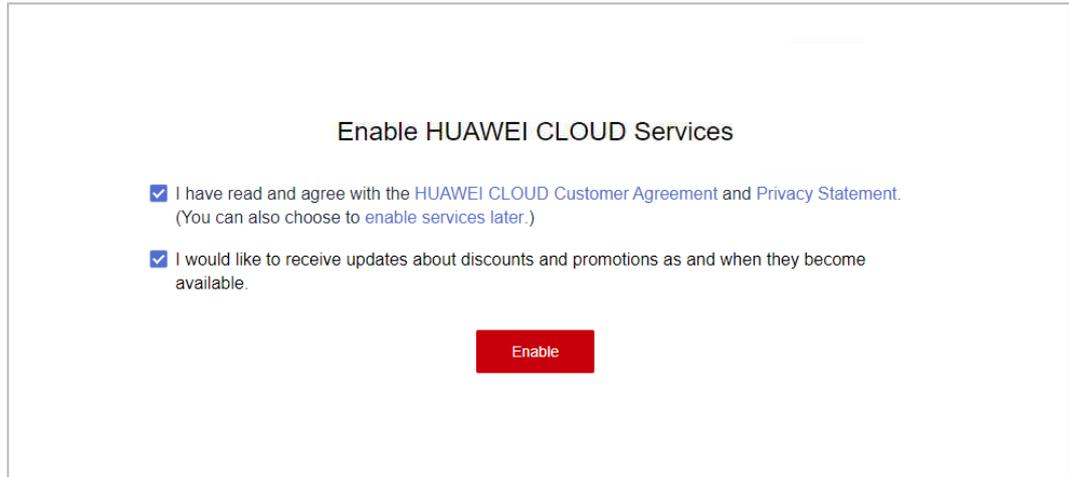
**Step 6** On the **Register HUAWEI ID** page, enter required information and click **Register**.



 **NOTE**

When registering a new account, use another email address.

**Step 7** Enable Huawei Cloud services.



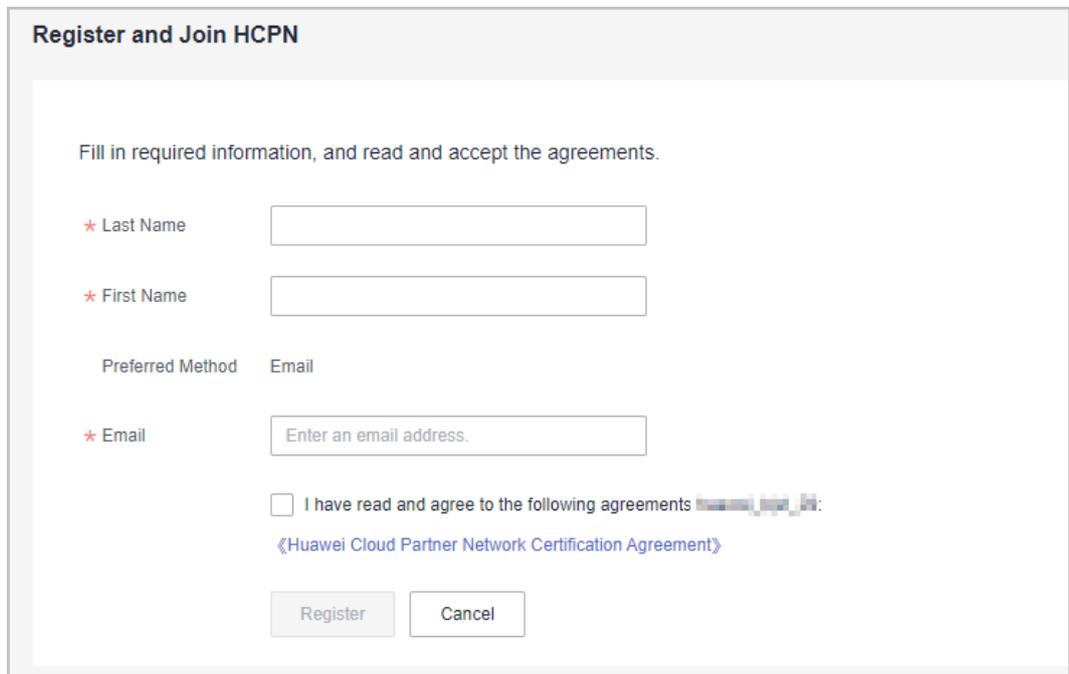
**Enable HUAWEI CLOUD Services**

I have read and agree with the [HUAWEI CLOUD Customer Agreement](#) and [Privacy Statement](#).  
(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**

**Step 8** 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

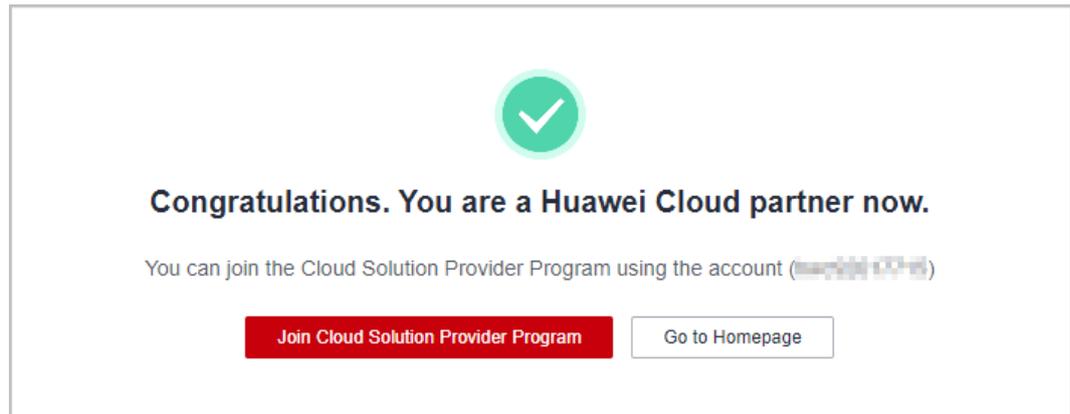
\* First Name

Preferred Method  Email

\* Email

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

**Step 9** A message, indicating that you have successfully joined HCPN, is displayed. Click [Join Cloud Solution Provider Program](#) and use your new account to apply to join this program.



----End

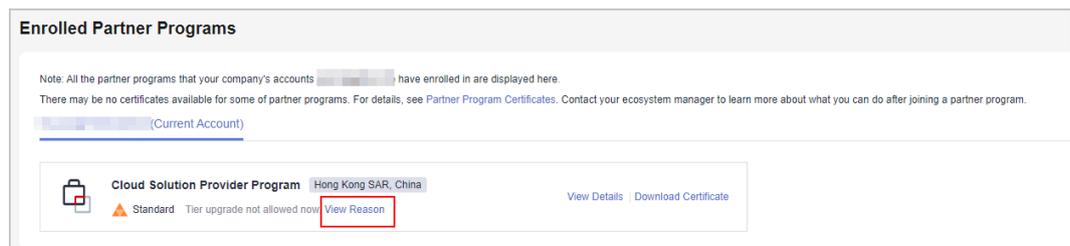
## 4.1.12 Registering a New Account and Upgrading the Partner Tier

If the partner tier of your current account cannot be upgraded, switch to another account or register a new account, join a development path ([Service Partner Development Path](#), [Software Partner Development Path](#), or [System Integrator Development Path](#)), and complete the role validation. Then, you can apply to upgrade the tier.

### Procedure

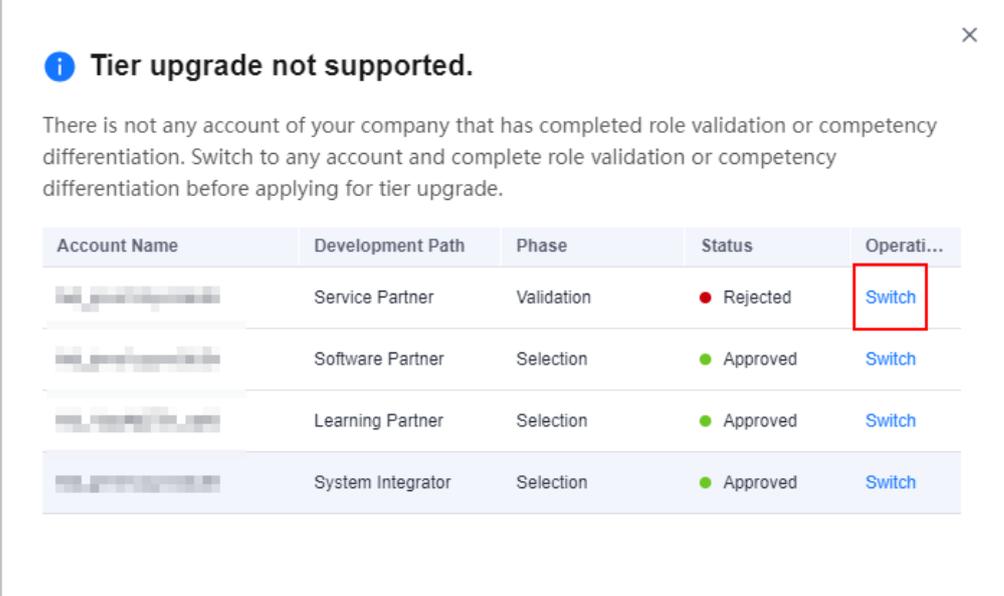
**Step 1** Choose **Partner Programs > Huawei Cloud Partner Programs > Partner Programs Enrolled** in the menu on the top.

**Step 2** Find the **Cloud Solution Provider Program** and click **View Reason**.



**Step 3** The system displays a message indicating that the tier of the current account cannot be upgraded.

- If there is not any account of your company that has completed role validation, you can switch to any account and complete role validation to apply for tier upgrade.

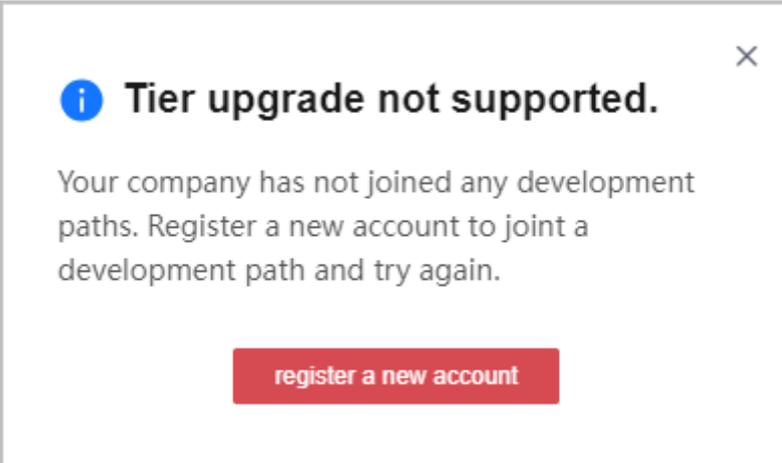


**i Tier upgrade not supported.**

There is not any account of your company that has completed role validation or competency differentiation. Switch to any account and complete role validation or competency differentiation before applying for tier upgrade.

Account Name	Development Path	Phase	Status	Operati...
[REDACTED]	Service Partner	Validation	● Rejected	<a href="#">Switch</a>
[REDACTED]	Software Partner	Selection	● Approved	<a href="#">Switch</a>
[REDACTED]	Learning Partner	Selection	● Approved	<a href="#">Switch</a>
[REDACTED]	System Integrator	Selection	● Approved	<a href="#">Switch</a>

- If your company has not joined any development paths, register a new account to joint a development path, complete the role validation, and try again.

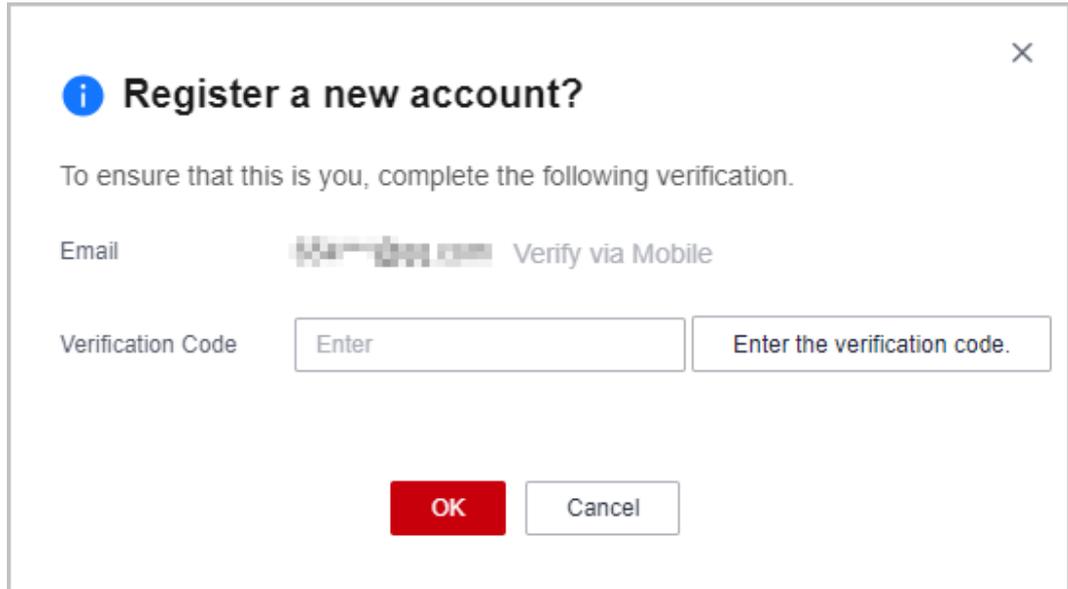


**i Tier upgrade not supported.**

Your company has not joined any development paths. Register a new account to joint a development path and try again.

[register a new account](#)

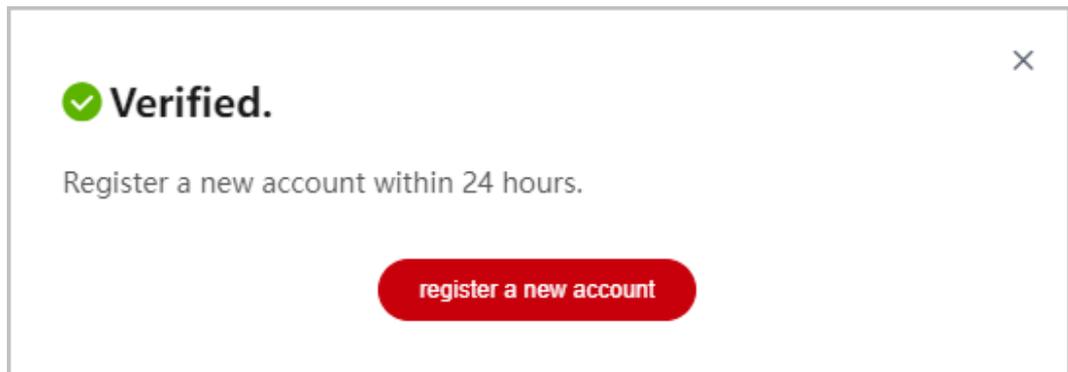
**Step 4** Enter the verification code you received.



 NOTE

The email address used for verification is linked to the current account.

**Step 5** Complete account registration within 24 hours after the verification.



 NOTE

The link for account registration will become invalid if you have not completed the registration within 24 hours after the verification.

**Step 6** 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 7** Enable Huawei Cloud services.

**Enable HUAWEI CLOUD Services**

I have read and agree with the [HUAWEI CLOUD Customer Agreement and Privacy Statement](#).  
(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**

**Step 8** 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

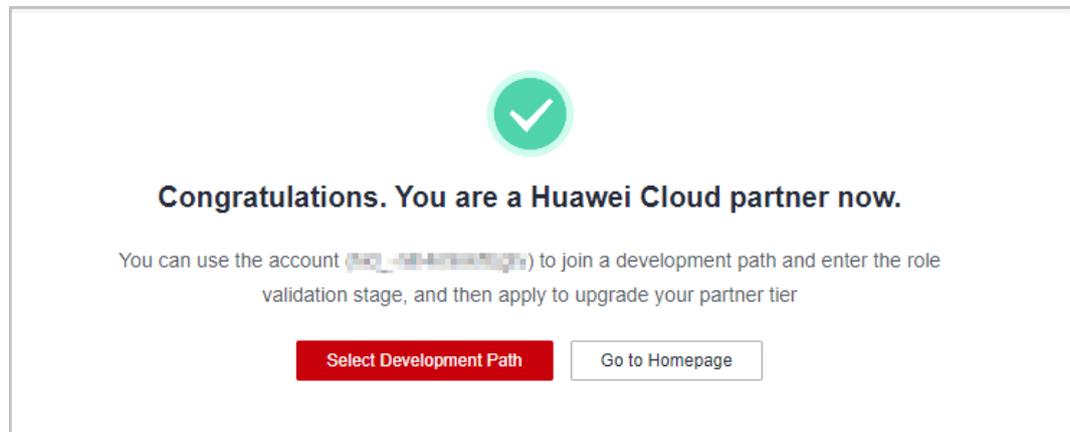
\* First Name

Preferred Method Email

\* Email

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

**Step 9** A message, indicating that you have successfully joined HCPN, is displayed. Click **Select Development Path**, use your new account to join a development path, and complete the role validation. Then, apply to upgrade your partner tier.



----End

## 4.2 Distributors

### 4.2.1 What Is the Huawei Cloud Distribution Partner Program (Distributor)?

Distributors in the Distribution Partner Program are authorized by Huawei Cloud to sell and deliver Huawei Cloud products and services to end customers through Huawei Cloud resellers. An invitation from Huawei Cloud is required to join this program and become a distributor.

## 4.2.2 What Are the Requirements for a Partner Account to Receive an Invitation to Join Distribution Partner Program and Become a Distributor?

A partner account invited to join the Distribution Partner Program (Distributor) must have joined the Huawei Cloud Partner Network (HCPN) and must have not joined any other partner development paths or programs.

## 4.2.3 How Do I Download the Distributor Certificate?

Use your distributor account (founded [here](#)) to access **Partner Programs > Huawei Cloud Partner Programs > Partner Programs Enrolled** to download the certificate.

## 4.2.4 How Do I Renew My Distributor Certificate?

The system automatically extends the certificate validity by one year at the end of each January for distributors who have passed appraisal—no manual renewal required.

## 4.2.5 When Will the Annual Appraisal Results for Distributors Be Released?

The appraisal result of the previous year for a distributor will be released at the end of January in the current year. You can view the result in **Scorecard** on the home page. The historical data and appraisal results can be viewed in **History**.

## 4.2.6 How Do I Exit the Huawei Cloud Distribution Partner Program (Distributor)?

If needed, you can contact your ecosystem manager to apply to exit the program.

## 4.2.7 How Do I Delete My Account That Was Used to Join the Distribution Partner Program (Distributor)?

An account that has joined the Distribution Partner Program (Distributor) cannot be deleted. Once your identity as a distributor in the Distribution Partner Program (Distributor) expires, the corresponding account will become invalid but cannot be deleted.

## 4.3 Resellers

### 4.3.1 What Is the Huawei Cloud Distribution Partner Program (Reseller)?

A reseller in the Huawei Cloud Distribution Partner Program refers to a partner developed, supported, and managed by a Huawei Cloud distributor and has the pre-sales consulting, sales, and service capabilities. Resellers work with Huawei

Cloud to expand the cloud service market and sell Huawei Cloud products and services to end customers.

# 5 Partner Information Management

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## 5.1 Basic Information

### 5.1.1 What Information Is Contained in Basic Information?

**Basic Information** in Partner Center contains the following information:

- **Company Information:** the business information and contact information you specified when applying to join HCPN
- **Account Information:** account name, mobile number, email, password, security credentials, and the links for managing or modifying them
- **Consumption Quota** (for distributors and cloud solution providers): Check the used quota and modify the notification threshold.
- **Preferences** (for cloud solution providers): Set the language and time zone for notifications via SMS, email, and in-app message. In addition, you can set the payment currency.
- **Customer Notification Settings** (for distributors and cloud solution providers): Configure the notification receiving rules on behalf of the customers associated in the reseller model and set a unified notification receiving template for these customers.
- **Customer Bill Settings** (for distributors and cloud solution providers): Grant or revoke your reseller customers' permissions to view the **Billing** and **Cost Center** in the **Billing Center**.
- **Accounts:** Huawei Cloud accounts of the same legal person (of partner company) that have already joined HCPN. These accounts include the master account, reseller development accounts, and customer development accounts. This tab also shows the development path or partner program each account has joined as well as the enrollment time and the account status.

### 5.1.2 How Do I Modify My Company Name and Other Information in the Registration Credential File?

Only the partner master account (find the master account [here](#)) can modify the company basic information, including the registration credential file, company

name, legal person, business period, state/province, city, district/county, address line, and postal code. The business license registration number, tax identification number, and country/region cannot be modified.

### 5.1.3 How Do I Modify My Company Logo, Contact Information, and Introduction?

Only the partner master account (find the master account [here](#)) can modify the company details including contact information and introduction. You can change the company logo on the **Basic Information > Company Information** tab. The entries for modifying the contact information and introduction are not available currently. You can [submit a ticket](#) to do so.

### 5.1.4 How Do I Modify the Contact Information of My Account?

You can modify the account contact information on the **Basic Information > Company Information** page, including the contact name, position, mobile number, and email address.

### 5.1.5 Which Partner Accounts Can Be Used to Purchase Huawei Cloud Resources?

Non-BP accounts that have not joined Distribution Partner Program and Cloud Solution Provider program and have registered as Huawei Cloud customers can access the Huawei Cloud [console](#) to purchase resources.

### 5.1.6 How Do I Change My Huawei Account Name?

You click **Manage** in the **Huawei Account Information** area on the **Basic Information > Account Information** tab to switch to **Account & security** to change your Huawei account name. Huawei account name can be changed only once.

### 5.1.7 How Do I Change the Mobile Number and Email Address Linked to My Account?

You click **Manage** in the **Huawei Account Information** area on the **Basic Information > Account Information** tab to switch to **Account & security** to change the mobile number and email address linked to your account. Alternatively, you can change the business mobile number and business email address in the **HUAWEI CLOUD Basic Information** area on the same tab.

## 5.2 Business Information Authentication

### 5.2.1 What Is Business Information Authentication?

Partners must submit their business information, such as bank account, billing, and tax information in Partner Center for authentication. This ensures smooth transaction processing and settlements within the Huawei Cloud system.

## 5.2.2 Do All Partners Need to Complete Business Information Authentication?

Business information authentication is mandatory for cloud solution providers, distributors, and the scenarios where Huawei Cloud needs to make payments to partners' bank accounts, such as MDF reimbursement and incentive applications.

## 5.2.3 What Is the Relationship Between the Country/Region Specified When the Partner Account Is Registered and the Registered Country/Region of the Partner Legal Entity? Can They Be Different?

In principle, they must be kept consistent. For example, if a company is registered as a legal entity in Hong Kong, China, you must specify the registered country/region to Hong Kong. If they are not consistent, key services, such as tax calculation and bill generation, will be affected.

## 5.2.4 Can I Enter My Company Name in a Language Other Than Chinese or English During Business Information Certification?

HUAWEI CLOUD supports company names only in Chinese or English in business information certification. If you enter a Chinese company name and want to settle your incentives in US dollars, ensure that your bank account is in English.

## 5.2.5 How Can I Choose the Tax Rate for Payment Information Authentication in the HUAWEI CLOUD Partner Center?

Partners can choose the tax rate based on the tax regulations in their country. Specifically, the tax rate must be the value-added tax (VAT) rate that the partners use in applying for the service invoices from HUAWEI CLOUD. The service invoices are used for HUAWEI CLOUD distribute the partners' incentive earnings. The initial incentive data does not include the tax. After the partner selects the correct tax rate, HUAWEI CLOUD will calculate the total (original incentives plus tax) and pays it to the partner.

## 5.2.6 How Long Does It Take to Complete the Business Information Authentication?

After the business information is submitted, the system automatically authenticates the business information.

The business information can be authenticated within 1 to 3 hours.

In some cases, Huawei business reviewer needs to review the information. Please wait for the review result.

## 5.2.7 What Should I Do If Business Information Authentication Fails? Why Do I Need to Upload a Bank Letter?

Partners have collaborated with Huawei in procurement, been certified as Huawei suppliers, and have supplier authentication information in the supplier system.

If the bank information submitted for partner business authentication does not match the bank information already in the supplier system, the authentication will fail. In this case, a bank letter must be provided to Huawei's operations support personnel for manual processing, which typically takes 3–5 working days.

Huawei's operations personnel will generate a draft bank letter based on the partner's authenticated bank information. Partners can download the draft bank letter from the **Partner Information > Business Information** page, stamp or sign it (Note: Do not use a screenshot. Please use a physical stamp, or the banking information review will fail.), and then upload the scanned bank letter with the stamp. After uploading, please wait patiently for the processing results.

## 5.2.8 What Should I Do If I Enter Incorrect Bank Information or If My Bank Account Changes?

Partners need to specify correct bank information. If the bank information is incorrect, payment may fail.

If the bank information is incorrect or changed, you can modify the bank information on the **Partner Information > Business Information** page and re-authenticate the information again. After the system updates the information, you can continue the payment.

If you cannot re-authenticate the bank information, contact your ecosystem manager or submit a [service ticket](#) to provide necessary bank information to Huawei. After Huawei operations personnel generate a draft bank letter based on the information, you need to download and seal it and return the scanned copy to Huawei operations personnel for manual processing. The processing takes 3-5 working days.

- The bank information to be provided is as follows:
  - a. Supplier Name
  - b. Bank Name
  - c. Bank Account No.
  - d. Branch Name
  - e. Branch No.
  - f. Account Name
  - g. Currency
- Partner seal requirements: Electronic seals or signatures are not permitted for corporate supplier seals. (For suppliers with account in China, only company seal, financial special seal, or contract special seal are accepted.)

## 5.2.9 Which Contracting Party Is Used for Business Information Authentication?

### Applying for Basic Benefits

Before requesting basic benefits such as Market Development Fund (MDF), Funding Head (FH), competency improvement incentive, test coupons, exam vouchers, you need to complete the business information authentication of the default contracting party.

1. Use your account to log in to [Huawei Cloud](#).
2. In the upper right corner, choose **Partner Center** from the drop-down list of your account name to go to the Partner Center.
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.
4. Complete the business information authentication of the default contracting party.  
For details, see [Business Information Authentication](#).

#### NOTE

If the default contracting party is in the **Unauthenticated** or **Certification failed** status, when you request an incentive project for the basic benefit, a message will be displayed in Partner Center, asking you to complete business information authentication first. In this case, you can click the business information link in the message to go to the business information authentication page of the contracting party and complete the authentication.

### Applying for MIGRATION ALL Benefits

Before applying for MIGRATION ALL benefits, you need to complete the business information authentication of the contracting party corresponding to the benefit.

MIGRATION ALL benefits support multiple contracting parties. You can determine which contracting party needs to be authenticated for MIGRATION ALL benefits by performing the following operations:

1. Use your account to log in to [Huawei Cloud](#).
2. In the upper right corner, choose **Partner Center** from the drop-down list of your account name to go to the Partner Center.
3. Choose **Benefits > MIGRATION ALL**.
4. In the benefit project list, locate the project for which you want to apply for MIGRATION ALL benefits and click the project name to view the project details.



Incentive Request ID	Benefit	Project Name	Project Phase	Incentive amount (Tax Included)(USD)	Status	Requested	Operation
-	MIGRATION ALL	<span style="border: 1px solid red; padding: 2px;">Project Name</span>	Evaluation	-	Available Incentives	-	Request Payment

5. On the project details page, view the country/region where the project is located, and find the corresponding contracting party based on the country/region.

The following table lists some examples of the mapping between the country/region and the contracting party.

**Table 5-1** Mapping between the country/region and the contracting party

<b>Country/Region</b>	<b>Contracting Party</b>
Singapore	Sparkoo Technologies Singapore Pte. Ltd.
Malaysia	Sparkoo Technologies Singapore Pte. Ltd.
South Korea	Sparkoo Technologies Singapore Pte. Ltd.
Kenya	Sparkoo Technologies Singapore Pte. Ltd.
Nigeria	Sparkoo Technologies Singapore Pte. Ltd.
Ethiopia	Sparkoo Technologies Singapore Pte. Ltd.
Mauritius	Sparkoo Technologies Singapore Pte. Ltd.
Papua New Guinea	Sparkoo Technologies Singapore Pte. Ltd.
Pakistan	Sparkoo Technologies Singapore Pte. Ltd.
Japan	Sparkoo Technologies Singapore Pte. Ltd. Huawei Services (Hong Kong) Co., Ltd.
Thailand	Sparkoo Technologies (Thailand) Co., Ltd. Huawei Services (Hong Kong) Co., Ltd.
Philippines	Huawei Technologies Phils. Inc.
United Arab Emirates	Sparkoo Technologies - Sole Proprietorship L.L.C. Sparkoo Technologies Singapore Pte. Ltd. Huawei Services (Hong Kong) Co., Ltd.
India	Huawei Telecommunications (India) Company Private Limited
Bahrain	Huawei Services (Hong Kong) Co., Ltd.

Country/Region	Contracting Party
South Africa	Huawei Services (Hong Kong) Co., Ltd.
Morocco	Huawei Services (Hong Kong) Co., Ltd.
Cambodia	Huawei Services (Hong Kong) Co., Ltd.
Vietnam	Huawei Services (Hong Kong) Co., Ltd.
Mexico	Huawei Technologies de Mexico, S.A. de C.V.
Chile	Huawei Services (Hong Kong) Co., Ltd.
Brazil	Huawei do Brasil Telecomunicações Ltda.
Egypt	Huawei Services (Hong Kong) Co., Ltd.
Türkiye	Sparkoo Technologies Singapore Pte. Ltd. Huawei Services (Hong Kong) Co., Ltd.
Saudi Arabia	Sparkoo Technologies Arabia Co., Ltd. Sparkoo Technologies Singapore Pte. Ltd. Huawei Services (Hong Kong) Co., Ltd.
Indonesia	PT Sparkoo Technologies Indonesia Huawei Services (Hong Kong) Co., Ltd.

6. 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.
7. Find the contracting party to be authenticated and click **Certification Application**.
8. Complete the business information authentication.  
For details, see [Business Information Authentication](#).

# 6 Partner Learning Management

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## 6.1 Partner Training and Certification

### 6.1.1 Some Role-based Training Courses for Partners Are Unavailable. What Should I do?

Among role-based training courses, some are exclusive to partners. However, partners are not automatically accessible to these courses (We are now developing this function). Currently, as a partner, you need to do the following to apply for the courses:

Send an email to the local HUAWEI CLOUD ecosystem manager or to [zhaocaina@huawei.com](mailto:zhaocaina@huawei.com).

Email subject: Application for HUAWEI CLOUD Partner Courses

Email content includes the partner's region, name, and account of HUAWEI CLOUD (international).

### 6.1.2 What Is the Relationship Between the Professional Accreditation Required in the Partner Program and the Partner's Role-based Training Courses?

Training courses in HUAWEI CLOUD Business Professional, HUAWEI CLOUD Technical Professional, and HUAWEI CLOUD Professional Service correspond to the three professional accreditations.

HUAWEI CLOUD TCO and Cloud Economics is a course included in HUAWEI CLOUD Business Professional and HUAWEI CLOUD Technical Professional, but the exam is designed separately.

### 6.1.3 Where Are the Exams for Professional Accreditation Required in the Partner Program?

Entries of three exams corresponded to HUAWEI CLOUD Business Professional, HUAWEI CLOUD Technical Professional, and HUAWEI CLOUD Professional Service

are provided at the bottom of each course page. The total score is 100 and the passing score is 80. Passing an exam indicates that you have passed the corresponding professional accreditation.

HUAWEI CLOUD TCO and Cloud Economics is included in HUAWEI CLOUD Business Professional and HUAWEI CLOUD Technical Professional training courses. The last chapter of the course is an exam. Passing the exam means you pass the professional accreditation.

### **6.1.4 Do I Have to Pass the Professional Accreditation Before the Career Certification?**

No, but you are advised to pass the professional accreditation first.

### **6.1.5 Should I Follow Certain Sequence in Career Certification?**

No. Considering the career certification is designed with different levels of complexity, you are advised to start from the HUAWEI CLOUD Certified-Associate.

### **6.1.6 How Can I Participate in HUAWEI CLOUD Career Certification?**

HUAWEI CLOUD career certification is entrusted to a third-party test organization to provide offline certification exams. You can schedule an exam with either of the following methods:

- Website: Visit Pearson VUE (<http://support.huawei.com/learning/en/newindex.html>) to make an exam appointment.
- Customer service: Visit [Pearson VUE customer service](#).
- Test center: Visit [test center](#).

### **6.1.7 Does the Certification Exam Incur Any Charges?**

The HUAWEI CLOUD career certification exam charges \$200 per person. If you have joined the HUAWEI CLOUD Partner Network (HCPN), you can obtain exam coupons corresponding to your tier.

### **6.1.8 How Can I Obtain Exam Coupons?**

If you have joined HCPN, you can contact the local HUAWEI CLOUD ecosystem manager.

# 7 Partner Organization Management

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## 7.1 Member Management

### 7.1.1 How Do the Member Management and Dedicated Personnel Modules Differ?

**Member Management:** The module is used by partners to create organization member accounts and implement role-based permission management.

**Dedicated Personnel:** The module is used by partners to invite their employees to associate personal HUAWEI IDs with a partner account, view personal information of employees, and manage dedicated personnel.

### 7.1.2 How Do I Create an Organization Member Account and Assign Permissions to It?

1. Log in to Partner Center using the administrator account and [create a member account](#) in **Organization > Member Management**.
2. [Assign a custom role](#) to the member account.

### 7.1.3 Permissions of the Preset Account Manager Role

The permissions of the preset account manager role are fixed and cannot be modified. An account manager role has the permission to query customer expenditure records, but does not have the permission to manage cash coupons or partner bills.

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.

Account managers are assigned to customers to control the permissions of operator accounts to view specified customers. The similar permission control is not supported for other roles.

## 7.1.4 What Can I Do If It Is Found That the Email Address or Mobile Number Used for Creating an Organization Member Account Has Already Been Used for Account Registration?

If you have already created an account on the IAM console using the email address or mobile number that you want to use to create an organization member account, delete the email address, mobile number, or account on the IAM console, and then use the email address or mobile number to create a member account in Organization of Partner Center.

- Method 1: Delete the email address or mobile number on the IAM console. For details, see [Modifying Security Settings for an IAM User](#).

Note: The organization member account cannot be the same as an existing IAM account.

- Method 2: Delete the IAM account. For details, see [Deleting IAM Users](#).

## 7.1.5 What Are the Differences Between the Permissions of an Organization Member Account Created in Partner Center and an IAM Account Created on the Huawei Cloud Console?

After an organization member account is **created** on the **Organization > Member Management** page in Partner Center and **assigned a role**, this account can be used to view menus and content in Partner Center.

An IAM user created on the Huawei Cloud console can only access the console, not Partner Center, and cannot be granted Partner Center menu permissions.

## 7.1.6 How Do Organization Members You Created Change Their Passwords?

An organization member can change their password using either of the following methods:

- Log in to Partner Center, 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. For details about how to change the password, see [Changing Your Password](#).
- Change the password on the IAM user login page.
  - a. Click **Forgot Password** on the login page.

IAM User Login

Tenant name or Huawei Cloud account name

IAM username or email address

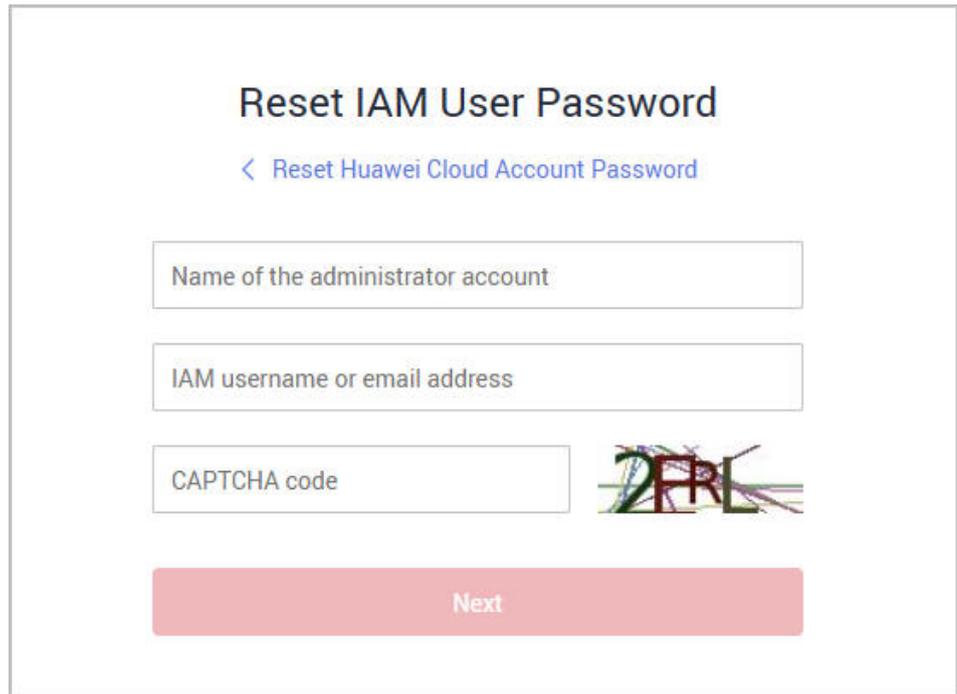
IAM user password

Log In

[Forgot Password](#)  Remember me

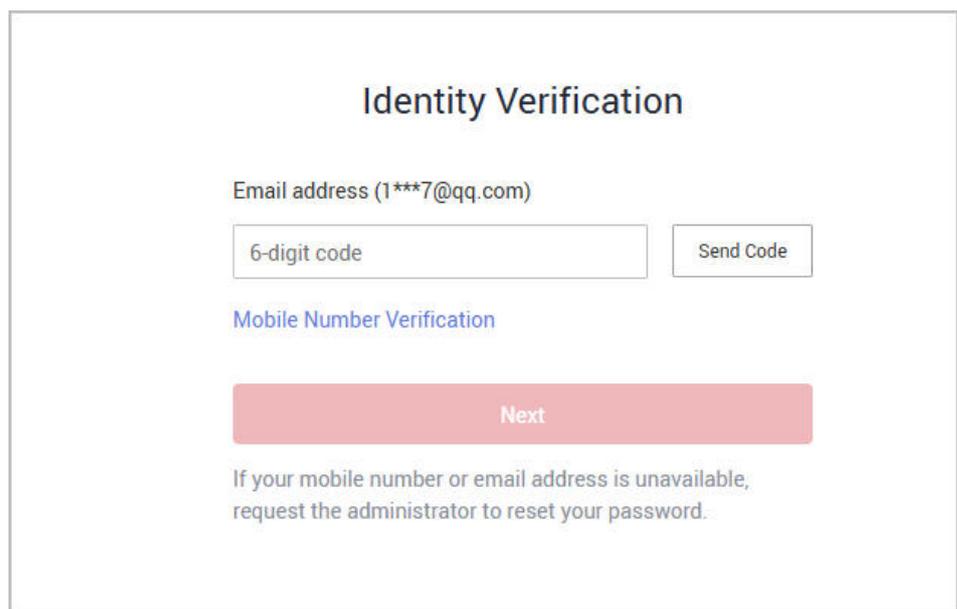
Use Another Account: HUAWEI ID | Federated User

- b. Enter the administrator account, IAM username, and verification code, and click **Next**.



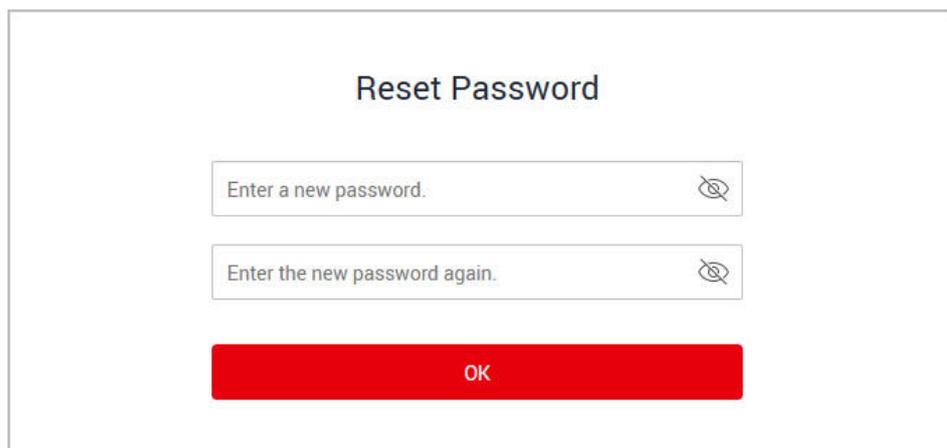
The screenshot shows a web form titled "Reset IAM User Password". Below the title is a blue link: "< Reset Huawei Cloud Account Password". The form contains three input fields: "Name of the administrator account", "IAM username or email address", and "CAPTCHA code". To the right of the CAPTCHA field is a CAPTCHA image showing the letters "2RL" in a colorful, distorted font. At the bottom of the form is a large red button labeled "Next".

- c. Verify the identity using verification code and click **Next**.



The screenshot shows a web form titled "Identity Verification". It features a label "Email address (1\*\*\*7@qq.com)" above a "6-digit code" input field and a "Send Code" button. Below this is a blue link for "Mobile Number Verification". At the bottom is a large red button labeled "Next". A note at the bottom of the form reads: "If your mobile number or email address is unavailable, request the administrator to reset your password."

- d. Set a new password and click **OK**.



- e. The password is successfully changed.

### 7.1.7 Why Is There No Access Permission or Operation Buttons Displayed After I Log In to Partner Center Using My Organization Member Account and Open the Menu?

Your account is an organization member account. You need to ask the partner administrator account to assign required operation permissions to your account. For details, see [Assigning a Custom Role to a User](#).

### 7.1.8 Maintaining Exam Voucher User Information

If the name of a person selected during exam voucher application cannot be found, ask the person to maintain its information and then apply for the exam vouchers.

#### Procedure

- Step 1** Use the voucher user account to log in to [Huawei Cloud](#).
- Step 2** Click **My Account** in the drop-down list of your account name.
- Step 3** Choose **Basic Information** in the navigation pane on the left. On the displayed page, click **Edit** in the **HUAWEI CLOUD Tenant Information** area.

**Basic Information** All services provided by

**HUAWEI ID Information** Manage

Login ID: [redacted]  
Mobile Number: [redacted]  
Email Address: [redacted]  
Password: [redacted]

**HUAWEI CLOUD Tenant Information** Edit

Enabled: May 08, 2023 20:49:05 GMT+08:00  
Tenant Type: [redacted]  
Qualification Name: [redacted]  
Tax Identification Number: [redacted]  
Full Name: [redacted]  
Country/Region: [redacted]  
Contact Address: [redacted]  
Industry: [redacted]

Authentication Status: Pending real-name authentication Authenticate

**Disable HUAWEI CLOUD Services**

If you no longer want to use HUAWEI CLOUD services, close the services and disable them. After you close the services, your data saved in HUAWEI CLOUD will be deleted and cannot be recovered. If you have subscribed to any pay-per-use resources, ensure that you pay any outstanding amounts within 24 hours of closing the services, and then click Disable HUAWEI CLOUD Services. [Learn more](#)

To delete your HUAWEI ID, go to Huawei Account Center > Account & security.

Close HUAWEI CLOUD Services

**Step 4** Modify the tenant name on the displayed page and click **OK**.

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

- Tenant Type:** Radio buttons for  Individual and  Enterprise.
- Full Name:** Text input field.
- Qualification Name:** Dropdown menu with "Non-VAT Register" selected. Below it is a note: "Make sure your Qualification Name is correct for successful tax processing. Learn more".
- Description:** Text area with a note: "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."
- Qualification Proof:** "Upload" button. Below it is a note: "Only .doc, .docx, .jpg, .png, .pdf, and .odt files are supported. Maximum file size: 5 MB".
- Tax Identification Number:** Text input field.
- Address Line 1:** Text input field.
- Address Line 2:** Text input field with placeholder "Full address here".
- City:** Text input field.
- State/Province/Region:** Dropdown menu with "Bahrain" selected.
- Postal Code:** Text input field.
- Country/region:** Text field with "Bahrain" displayed.
- Payment Currency:** Dropdown menu with "BHD - Bahraini Dinar" selected.
- Industry:** Dropdown menu with "Artificial intelligence" selected.

At the bottom of the form are two buttons: a red "OK" button and a white "Cancel" button.

----End

## 7.2 Dedicated Personnel

### 7.2.1 How Do I Associate My Personal HUAWEI ID with the Partner Account?

1. The partner account needs to send an association invitation to you. For details, see [Inviting a Member](#).
2. You need to click the link in the invitation and accept the invitation. Then, the association is completed. For details, see [Accepting the Invitation from a Partner](#).

Currently, only the partner administrator account can send association invitations to member accounts or cancel the association between the HUAWEI ID and the partner account.

## 7.2.2 How Do I Cancel the Association between a HUAWEI ID and the Partner Account?

Only the administrator account can cancel the association. For details, see [Canceling Association](#).

If the HUAWEI ID belongs to an employee who has been certified as a dedicated personnel, the administrator needs to [disqualify this employee as dedicated personnel](#) and then cancels the association.

## 7.2.3 What Are the Requirements for the HUAWEI ID of an Invited Member?

The HUAWEI IDs of the invited members must meet the following conditions:

1. The HUAWEI ID has not been authenticated as an enterprise user.
2. The HUAWEI ID is not associated with another partner.
3. The HUAWEI ID is not a Huawei Cloud partner account.
4. The HUAWEI ID has not been associated with three partners within the past year.

## 7.2.4 What Should I Do If I Get a Message Saying No Account Information Is Found After Failing to Invite a Member to Associate Their HUAWEI ID with the Partner Account?

(1) Make sure your account is on the correct website (Chinese mainland website/international website/European website) to prevent inviting accounts from different websites. Each website manages its accounts separately.

(2) You can only invite Huawei Cloud individual accounts. Enterprise accounts or IAM users cannot be invited.

(3) Check whether the entered account name is a Huawei Cloud tenant name. You can log in to the individual account and go to My Account to verify the account name. If the Huawei Cloud account name is different from the Huawei Cloud tenant name, enter the Huawei Cloud tenant name first.

## 7.2.5 How Long Is the Validity Period of an Invitation Link?

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.

## 7.2.6 How Do I Bind an Individual Certificate to a Partner Account? How Do I Upload a Certificate?

1. Associate your HUAWEI ID with the partner account. For details, see [Inviting a Member](#) and [Accepting the Invitation from a Partner](#).

2. Log in to the Partner Center using the HUAWEI ID associated with the partner account, and maintain certificate information on the **Certificates** page. For details, see [Entering Certificate Details](#).
  - You do not need to manually upload the developer certificate (HCCDA, HCCDP, or HCCDE) and professional certificate. The data has already been synchronized from Developer Institute and is displayed in the **Certificates** tab.
  - After the professional certificates (HCIA, HCIP, or HCIE) are uploaded to the HUAWEI ID, they will be reviewed by Huawei. After the certificates are approved, you can view the certificates on the **Certificates** tab.
3. After you associate your HUAWEI ID with the partner account, your certificate information will be synchronized to the partner.

### 7.2.7 How Do I Transfer a Certificate from One Account to Another Account?

You can delete the certificate from a HUAWEI ID and upload the certificate to another HUAWEI ID.

Certificates automatically synchronized from Developer Institute cannot be transferred to another HUAWEI ID.

### 7.2.8 How Can I View the Certificates of a Personal HUAWEI ID?

Log in to the partner account associated with the personal HUAWEI ID, access the details page of the associated personal HUAWEI ID in **Organization > Dedicated Personnel > Invited Members**, and view the certificate synchronization status.

### 7.2.9 Can I Apply to Be a Dedicated Personnel of Multiple Paths at the Same Time?

No. You can only apply to be a dedicated personnel for one partner development path at a time.

If you need to switch the path, apply to disqualify your identity as a dedicated personnel. Once the application is approved, apply to join a new path.

### 7.2.10 What Materials Must Be Uploaded When the Partner Administrator Submit a Dedicated Personnel Application for an Employee?

Proof of employment issued by the partner for the employee or the valid certificate of the employee. For details, contact the ecosystem manager.

# 8 Partner Build Management

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## 8.1 Cloud Software Solutions

### 8.1.1 What Is Cloud Software Validation?

Cloud Software Validation proves that partners fully utilize the features of cloud computing technologies in designing and using their applications and software. The features include auto scaling, high availability and reliability, and pay-per-use payment. With these features, the applications and software can run stably, securely, and reliably on Huawei Cloud.

### 8.1.2 What Are the Conditions for Cloud Software Validation?

You can create a cloud software solution only after you have joined the Software Partner Development Path. Once you have created a cloud software solution, you can request Cloud Software Validation.

### 8.1.3 How Do I Take Cloud Software Validation?

1. Contact your PDM to arrange Partner Solution Architects (PSAs) to provide technical support.
2. Download the Foundational Technical Review (FTR) template and solution quick reference template in **Document Library** of Partner Center.
3. PSA will help you output materials, including the Foundational Technical Review (FTR), quick reference, and test report. Technical Support Engineer (TSE) will help you output the HaydnCSF test report (if needed).
4. Create a cloud software solution in Partner Center, upload certification materials, and submit a certification application.
5. PSA will preliminarily review the materials and will reject the materials if they do not meet the requirements.
6. Huawei Cloud software technical experts review the FTR and provide technical review conclusions. If the materials pass the review, the application will be deemed to pass the level-1 review.

7. The Huawei Cloud PDM director will conduct a comprehensive business review based on the technical review conclusions and quick reference. If the requirements are met, the application will be deemed to pass the level-2 review.

## 8.1.4 Why Do I Need to Take Cloud Software Validation?

A partner who has completed Cloud Software Validation (that is, the partner has completed role validation) is entitled as Cloud Software Partner and can enjoy the corresponding benefits provided in the Role Validation phase.

## 8.1.5 What is FTR?

Foundational Technical Review (FTR) certifies basic technical capabilities of software partners' products or solutions and helps partners identify and address any potential risks in their products or solutions to improve the competitiveness of the products or solutions on Huawei Cloud. Partners need to fill out the *Huawei Cloud Software Partner Foundational Technical Review* form and prepare required materials based on the software type and the requirements of the basic validation items. Partners need to fill out the form based on the actual capabilities of their software and provide evidence as required, including but not limited to the software deployment guide, user guide, and test report. The FTR review focuses on the technical capabilities of partners' software and must comply with the *Huawei Cloud Partner Software Foundational Technical Review Standard Process*. Partners can download the FTR form in the document library of Partner Center.

# 8.2 Advanced Cloud Software Solutions

## 8.2.1 Advanced Cloud Software Solutions

### 8.2.1.1 What Is Advanced Cloud Software Validation?

Advanced Cloud Software Validation demonstrates that the applications and software of partners have already met all requirements of Cloud Software Validation. It is used to further validate whether the applications and software of partners have more advanced technical architecture, more comprehensive functions, and more competitive features after being upgraded and refactored by integrating with premier cloud services of Huawei Cloud to bring more benefits for customers.

### 8.2.1.2 Why Do I Need to Take Advanced Cloud Software Validation?

A partner who has completed Advanced Cloud Software Validation (that is, the partner has completed competency differentiation) is entitled as Advanced Cloud Software Partner and can enjoy the corresponding benefits provided in the Competency Differentiation phase.

### 8.2.1.3 How Do I Take Advanced Cloud Software Validation?

1. Contact your PDM to arrange Partner Solution Architects (PSAs) and Technical Support Engineers (TSEs) to provide technical support.

2. Download the Foundational Technical Review (FTR) template and solution quick reference template in **Document Library** of Partner Center.
3. PSA will help you output materials, including the Foundational Technical Review (FTR), quick reference, and test report. Technical Support Engineer (TSE) will help you output the HaydnCSF test report (if needed).
4. Create an advanced cloud software solution in Partner Center, upload certification materials, and submit a certification application.
5. PSA will preliminarily review the materials and will reject the materials if they do not meet the requirements.
6. Huawei Cloud software technical experts review the FTR and HaydnCSF test report and provide technical review conclusions. If the materials pass the review, the application will be deemed to pass the level-1 review.
7. The Huawei Cloud PDM director checks if the submitted materials include the solution quick reference and reviews them together with the Huawei Cloud software business expert team. If the materials meet the requirements, the application will be deemed to pass the level-2 review.

#### **8.2.1.4 How Long Is the Validity Period of a Validated Advanced Cloud Software?**

The validated advanced cloud software is valid for one year from the date when the validation succeeds. After the validity period ends, you need to apply for the advanced cloud software validation according to the latest requirements.

### **8.2.2 Ecosystem Program Software Solutions**

#### **8.2.2.1 What Is an Ecosystem Program Software Solution?**

An ecosystem program software solution is a joint solution built by a partner based on four types of cloud service products: Ascend Cloud/Pangu Large Models, Kunpeng Cloud, GaussDB, and HarmonyOS application cloud migration.

#### **8.2.2.2 What Is the Certification Process of an Ecosystem Program Software Solution?**

Step 1: [Join the Software Partner Development Path](#).

Step 2: Join the Special Program for Software Partners' Ecosystems on Ascend Cloud/Pangu Large Models, Kunpeng Cloud, GaussDB, or HarmonyOS Applications.

Step 3: Apply for joining an ecosystem program for your software or solutions. After passing the admission review of the corresponding ecosystem program, you can gain access to the relevant ecosystem program and its associated benefits.

Step 4: After the software or solution is built and released, you can submit an application for technical certification. After the technical certification review, the software or solution gets the advanced cloud software certification and the corresponding ecosystem program certification, and you can gain access to the associated benefits.

### 8.2.2.3 What Are the Requirements for the Ecosystem Program Software Solution Certification?

1. Admission certification requirements: You must join the Special Program for Software Partners' Ecosystems on Ascend Cloud/Pangu Large Models, Kunpeng Cloud, GaussDB, or HarmonyOS Applications and complete project initiation for a solution before applying for admission certification.

### 8.2.2.4 What Benefits Can I Enjoy After Completing the Ecosystem Program Software Solution Certification?

1. Once you have passed the admission certification for a solution and the solution has not been released yet, you can apply for corresponding test coupons.

## 8.3 Baseline Solutions

### 8.3.1 What Is Baseline Solution?

Baseline solutions focus on meeting customer demands for digital transformation. By working with ecosystem partners, we co-develop, market, and sell these solutions to address customer challenges and drive value. Integrating partner products with Huawei Cloud services ensures mutual success for both our partners and Huawei Cloud.

### 8.3.2 What Are the Application Conditions for Baseline Solutions?

1. Partners must have joined HCPN.
2. Partners must have a clear division of responsibilities and resource allocation for pre-sales, delivery, maintenance, and operations.

### 8.3.3 How Do I Submit a Project Initiation Application for a Baseline Solution?

1. Contact your PDM to arrange Partner Solution Architects (PSAs) to provide technical support.
2. Build the OBP project initiation guide of the solution and upload the guide during solution project initiation.
3. Create the solution feature list, upload the file during solution project initiation, and verify the file.
4. On the solution project initiation page, complete the basic solution information and click **Submit**.
5. The PDM will complete the preliminary review of the solution and arrange a review meeting. The PDM will send the meeting time and link to related reviewers.
6. After the solution is approved at the meeting, the solution project initiation is complete.

# 9 Competency Certification

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## 9.1 How Long Is the Competency Certification Period? Is There a Service Level Agreement (SLA)?

Competency certification: 52 to 103 days (generally)

The SLA for preliminary review of certification materials: 3 days

The SLA for supplementing certification materials: 20 days

The SLA for technical pre-review of certification materials: 10 days

The SLA for confirming the technical pre-review comments: 20 days

The SLA for technical review and presentation: 10 days

The SLA for supplementing archiving materials: 20 days

The SLA for reviewing supplementary materials: 5 days

The SLA for countersigning: 5 days

The Cloud ECO WORKSPACE's SLA reminder helps guarantee SLA compliance.

Partners can view the review progress on the application details page of **Competencies > Competency Certification > Certification History** in the Partner Center.

## 9.2 How Is the Competency Certification Result Provided for Partners?

Partners can view the competency certification result and suggestions in the Partner Center. After the certification is complete, Partner Center will send an email to notify partners of the certification result.

### **9.3 During the Competency Certification, Can Partners Communicate with the Reviewers If They Have Questions or Concerns About the Standards and Proof Requirements? Are There Any Methods for Communication?**

The competency certification process specifies the defense and clarification mechanism. If a partner has any questions about the certification criteria or proof materials, the PDM or competency certification operations specialist can organize review experts to conduct online certification defense.

### **9.4 What Information Regarding Competency Certification Process and Result Is Publicly Available for Partners? Are There Any Methods to Access the Information?**

In addition to the final certification result, we also provide feedback on whether each assessment item is passed or not and the improvement suggestions for a certain assessment item. The final certification result will be archived in the Partner Center and synchronized to the partner's email address. All certification processes and results are open and transparent.

# 10 Partner Benefit Request

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## 10.1 Description of Basic Benefits

### 10.1.1 Description of Benefits Across the Development Paths

Benefit description:

#### 1. Toolkit, technical documents, competency suite, and best practices

They are the tool software, product technical documents, development suites, best practices, and other technical resources provided by Huawei Cloud for partners who build / applications and software solutions, or develop certification courses or joint offerings based on Huawei Cloud services. For details, visit Huawei Cloud Developer Community and Huawei Cloud official website.

#### 2. InnoStage Workbench

InnoStage Workbench is a unified platform offered by Huawei Cloud to partners for online solution building. It digitizes the solution building process and results and enables partners to conduct solution design, deployment, verification, and management online, accelerating solution building and release. For details, visit the Huawei Cloud official website. Currently, InnoStage Workbench is only available for partners of the Chinese mainland website.

#### 3. Technical expert support

Huawei Cloud arranges technical experts (Developer Technical Support Engineer or Partner Solution Architect) to assist partners in resolving technical issues with Huawei Cloud service or products or to help partners with service/software solution design, service competency building, and joint offerings based on business authorization. Partners need to contact the Partner Development Manager (PDM) to apply for this benefit.

#### 4. Huawei Cloud test coupons

The test coupons are issued to partner for the purpose of training as well as service trial use, training, solution and tool building, testing, verification, and migration. The upper limit of this benefit in the benefit table of the official website is specific for partners. If a partner has multiple applications and service/

software solutions, the partner can request this benefit multiple times, but the total amount must not exceed the specified limit for this benefit.

#### **5. Huawei Cloud online courses**

Huawei Cloud provides systematic training courses online to help partners quickly complete learning and easily transition to the cloud. For details, visit the Huawei Cloud official website.

#### **6. KooLabs**

KooLabs is Huawei Cloud's official exercise platform. Following the lab tutorial, developers can quickly get started with Huawei Cloud services and implement, debug, and verify them on the cloud.

#### **7. Training**

Certification training activities organized by Huawei Cloud for partners. Partners can submit application for participating in the training to the PDM.

#### **8. HCCDE and HCCDP exam vouchers**

Exam vouchers required by partners to participate in Huawei Cloud developer certifications.

#### **9. Eligible for being searched or displayed in Partner Finder of Huawei Cloud official website**

Partners have the opportunity to be listed and displayed in Partner Finder so that customers can easily find their desired partners on Huawei Cloud.

#### **10. Partner certificate**

The corresponding certificate is awarded to partners who have completed role validation and competency differentiation certification.

#### **11. Cloud software certificate/Advanced cloud software certificate**

The applications and solutions that have completed Cloud Software Validation or Advanced Cloud Software Validation can get the corresponding certificate.

#### **12. Eligible for being invited to participate in Huawei Cloud marketing activities**

Partners are eligible to be invited to release a joint solution with Huawei Cloud and conduct joint promotion at exhibitions, such as HUAWEI CONNECT, Huawei Partner Conference, Huawei Cloud city summits, and other Huawei-hosted or third-party exhibitions.

#### **13. Market Development Fund (MDF)**

MDF is provided for partners with great influence in the market or industry, motivating them carry out marketing and publicity activities for their applications and software/service solutions.

MDF is used to support partners' marketing activities. For details about the application scenarios, applicable activity types, management requirements, and application and review processes, see the *Huawei Cloud Global Partner Market Development Fund (MDF) Management Regulations*. The upper limit in the benefit table of the official website is specific for partners. If a partner has

multiple service/software solutions, the partner can request this benefit multiple times, but the total amount must not exceed the specified limit for this benefit. To be eligible for this benefit, the applications and service/software solution must be fully developed and released, either as a baseline solution or a joint operations product.

- **MDF for system integrators:**

MDF is used to support partners' marketing activities. The upper limit of this benefit in the preceding table is specific for partners. MDF aims to encourage partners to establish connections between NA customer and Huawei Cloud in various ways, including but not limited to: having customers' CXO visit Huawei, collaborating with Huawei to establish Joint Innovation Centers for NA customers, delivering specialized presentations with Huawei Cloud for customers' CXOs, jointly speaking at industry summits/forums to engage customers, and showcasing the ability to work with Huawei Cloud to serve customers better during events or releasing joint whitepapers based on specific themes. Partners can apply multiple times within their allocated quota.

- **MDF for learning partners:**

Huawei Cloud encourages partners with differentiated competencies to carry out marketing and publicity activities for authorized ecosystem training service or ecosystem certification service, expand the reach of Huawei Cloud's fundamental technologies and developers, and accelerate the development of Huawei Cloud global ecosystem.

#### **14. Authorization of ecosystem training or certification services:**

After meeting the corresponding certification requirements, differentiated partners can obtain the authorization of Huawei Cloud training services or exam services and independently carry out training or certification services for different user groups. Courses related to ecosystem training services must comply with the Learning Partner Ecosystem Training Service Management Regulations.

#### **15. KooLabs support for ecosystem training or certification services**

Huawei Cloud provides KooLabs support required for partners with differentiated competencies.

## **10.2 Test Coupons**

### **10.2.1 What Is a Test Coupon?**

After joining an ecosystem program, a partner can request a test coupon. The test coupon can be used for training as well as solution building, testing, verification, and migration.

### **10.2.2 What Are the Requirements for Requesting Test Coupon?**

The test coupon request requirements and the quota vary depending on the partner development path. They are subject to the annual policy of each path.

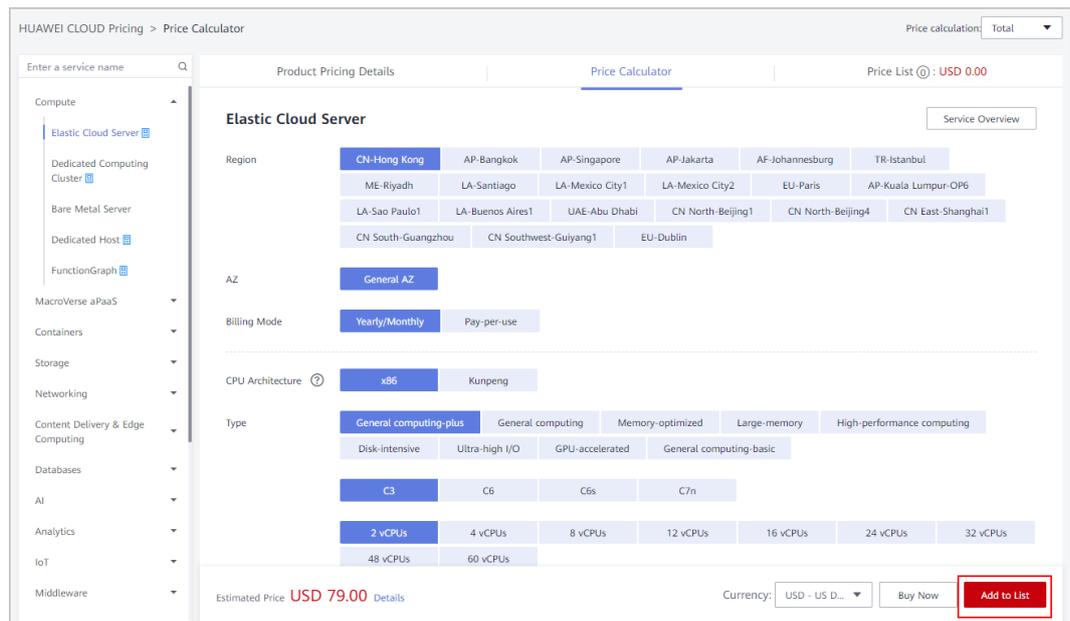
For details, visit the details page of each path on the [official website](#).

## 10.2.3 How Do I Obtain the Resource Configuration List?

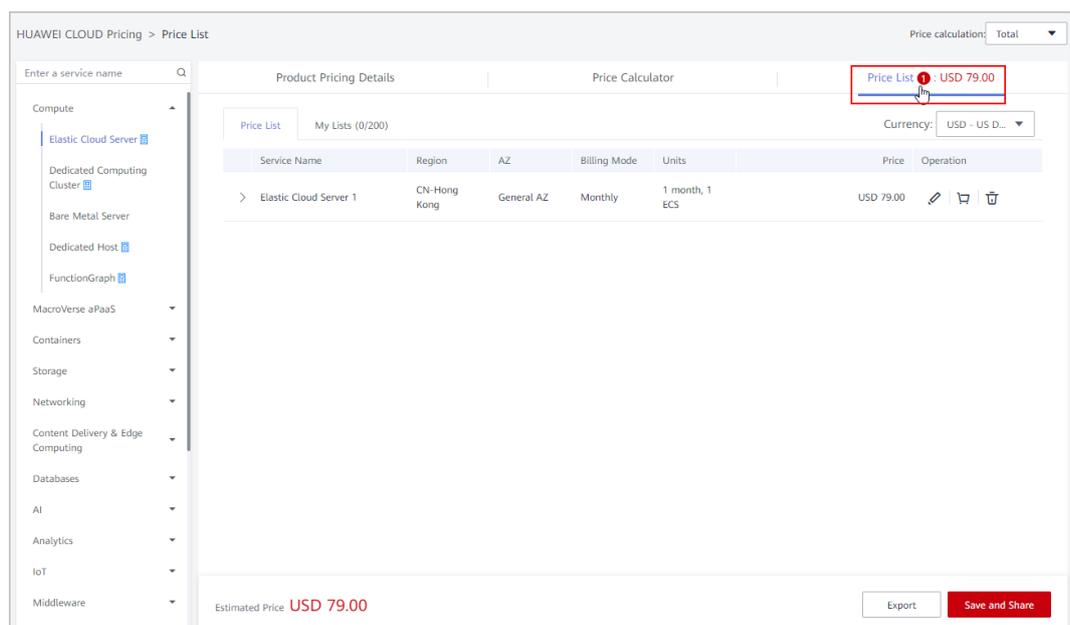
Configure the required resources using the price calculator on the official website. Save and share the generated price list and paste the shareable link in the text box.

### Procedure

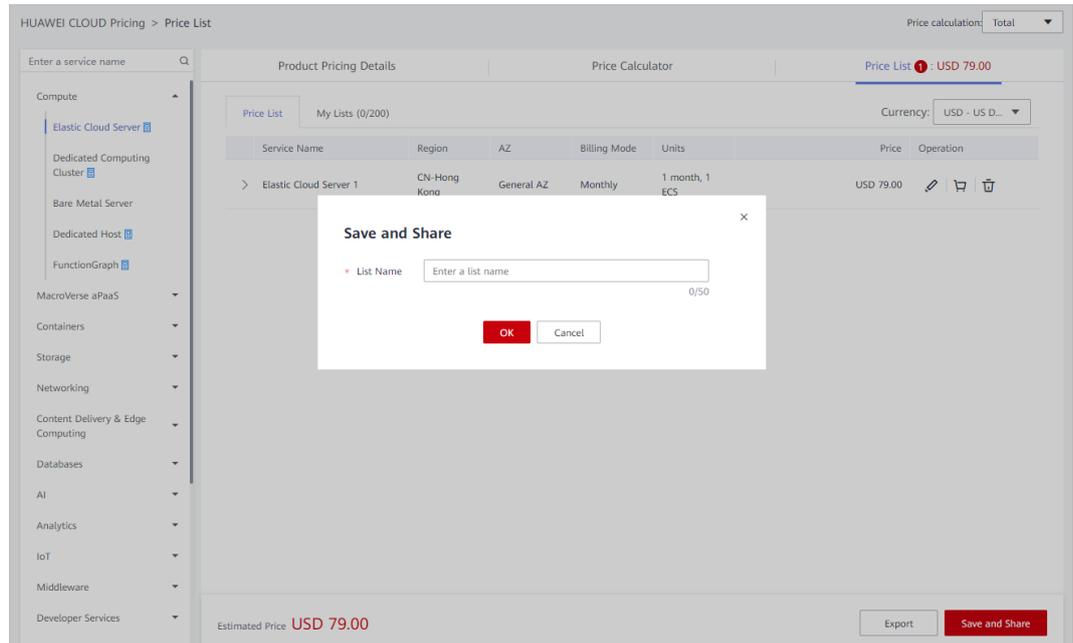
- Step 1** Log in to **Price Calculator** on the Huawei Cloud official website and add required resources to the price list.



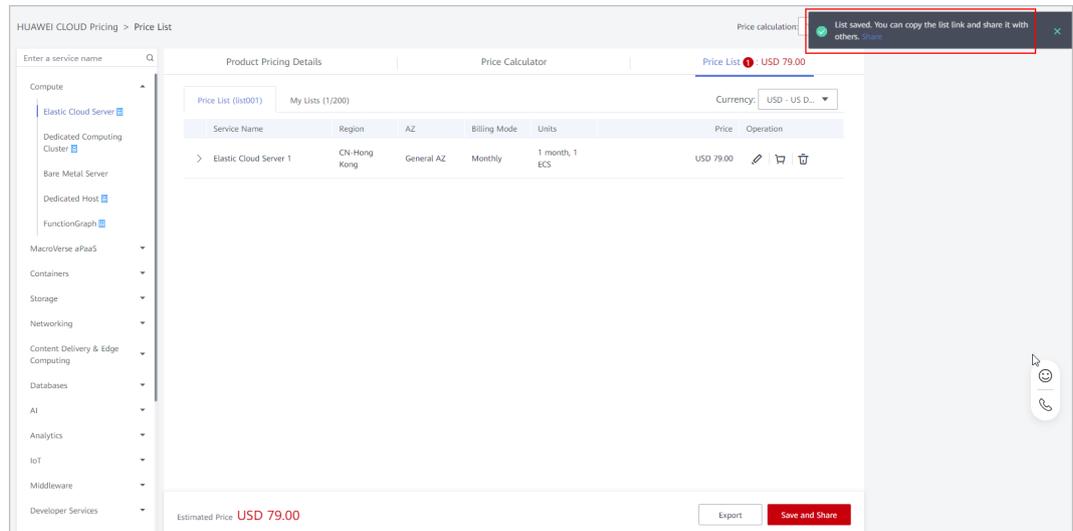
- Step 2** Switch to the **Price List** tab.



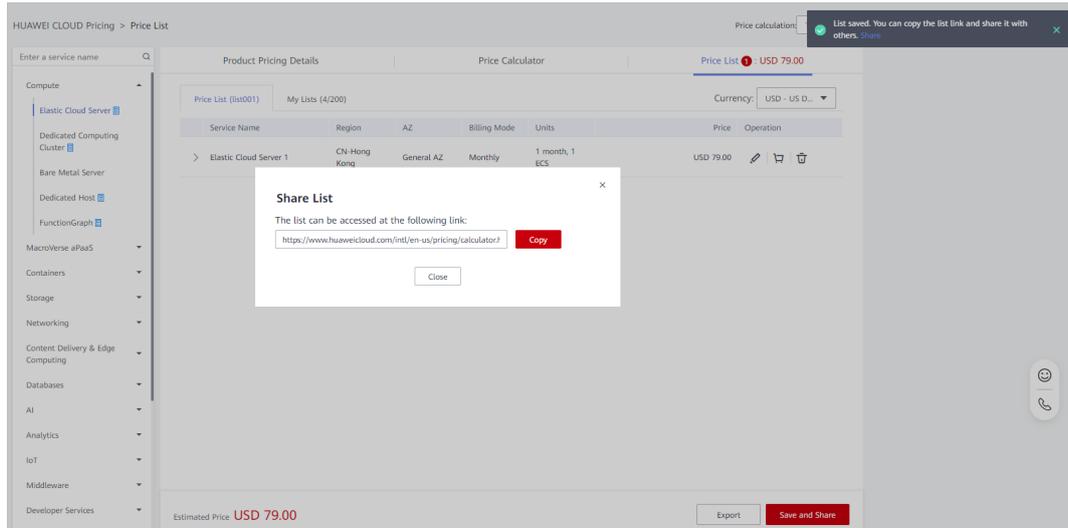
**Step 3** Click **Save and Share**. In the displayed dialog box, enter a list name and click **OK**.



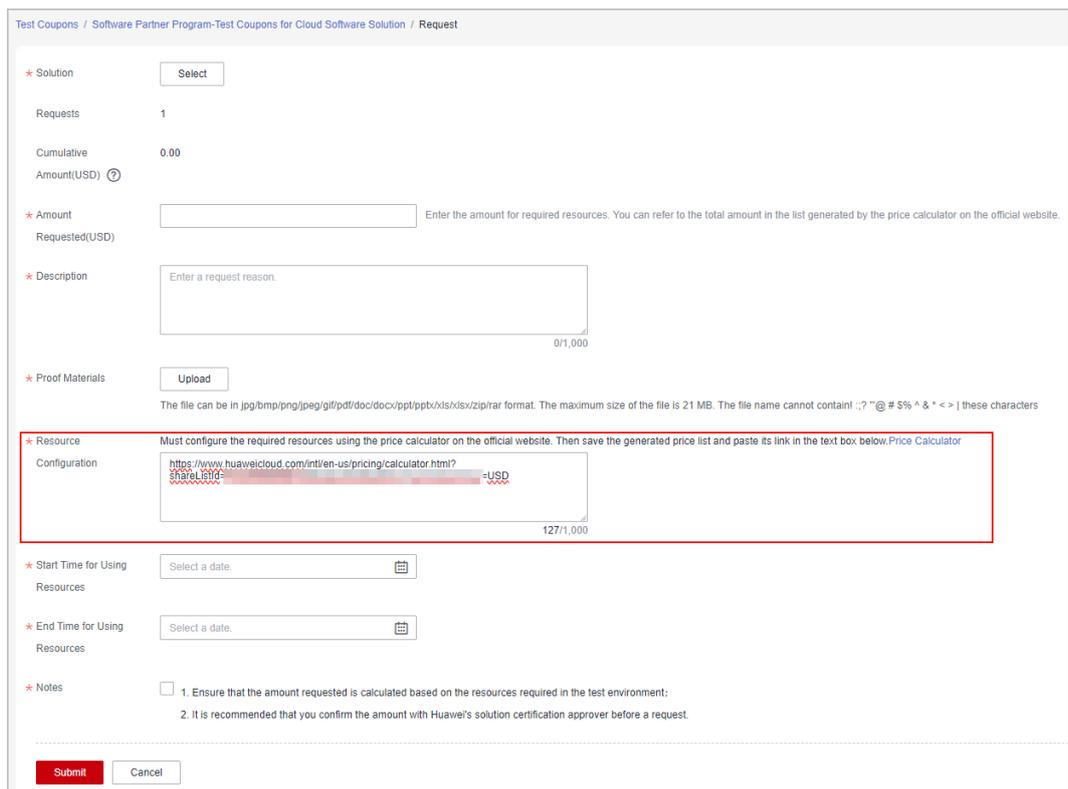
**Step 4** A message is displayed indicating that the list has been saved. Click **Share**.



**Step 5** Click **Copy** in the displayed dialog box.



**Step 6** Paste the link to the text box of **Resource Configuration** on the benefit request page.



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## 10.2.4 Where Can I View My Test Coupons?

Log in to the Huawei Cloud management console and access **Billing Center > Promotions > Coupons** to check the validity period, face value, and usage restrictions of the test coupons obtained.

## 10.2.5 How Long Is the Validity Period of a Test Coupon?

Test coupons will be valid for three months of when they are issued.

## 10.3 Exam Vouchers

### 10.3.1 What Is an Exam Voucher?

Exam vouchers are required by partners to participate in Huawei Cloud developer certifications. This benefit is requested and reviewed specifically for partners. It will be issued to the voucher user accounts specified by partners during the application.

### 10.3.2 What Are the Requirements for Requesting Exam Vouchers?

The exam voucher request requirements and the quota are subject to each partner development path or partner program. For details, visit the details page of each path/program on the [official website](#).

### 10.3.3 What Information Needs to Be Collected in Advance for Applying for Different Types of Exam Vouchers?

#### 1. HCCDA/HCCDP/HCCDE exam vouchers

1. Specify voucher users. The users' HUAWEI IDs must meet the following requirements:
  - (1) The HUAWEI IDs are linked to email addresses.
  - (2) Use your partner account to [invite](#) the vouchers users to [associate](#) their HUAWEI IDs with your partner account.

#### 2. HCIA/HCIP/HCIE exam vouchers

1. Specify voucher users. The users' HUAWEI IDs must meet the following requirements:
  - (1) The HUAWEI IDs are linked to email addresses.
  - (2) Use your partner account to [invite](#) the vouchers users to [associate](#) their HUAWEI IDs with your partner account.
2. Collect the Huawei uniportal accounts of the voucher users. The accounts must meet the following requirements:
  - (1) [Uniportal accounts are registered](#) on the Huawei Talent platform, and [real-name authentication](#) is completed.

### 10.3.4 How Do I Register a Uniportal Account and Perform Real-Name Authentication?

1. Registering a uniportal account: <https://e.huawei.com/en/talent/cert/#/careerCert>

2. Uniportal account real-name authentication: <https://e.huawei.com/en/talent/usercenter/#/home/myinfo>

### 10.3.5 Why Can't I Select an Associated Individual HUAWEI ID When I Apply for Exam Vouchers?

Exam voucher users must link their email addresses to their HUAWEI IDs.

### 10.3.6 Does an Exam Voucher User Need to Get an Approval for Their Dedicated Personnel Application?

No. The voucher user must be a member who has already associated its HUAWEI ID with your partner account and linked an email to its HUAWEI ID.

### 10.3.7 Why Are Exam Vouchers Not Received After They Have Been Approved?

After the applications submitted by a partner administrator in Partner Center for exam vouchers are approved, Huawei operations personnel will distribute the exam vouchers in the background (the exam vouchers will be distributed within six working days when the applications are approved). Voucher users can view the vouchers in their personal accounts only after the vouchers have been successfully distributed.

**Approved** indicates that Huawei has approved the applications for exam vouchers. (the applications cannot be withdrawn or changed after being approved).

**Issued:** indicates that the exam vouchers have been issued to the employees' personal accounts.

### 10.3.8 How Do I 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.
- HCCDX: Voucher users can use their HUAWEI IDs to log in to the Huawei Cloud management console, access [Billing Center > Promotions > Coupons](#) to view the exam vouchers.

### 10.3.9 How Long Is the Validity Period of an Exam Voucher?

HCIX exam vouchers will be valid for one year of when they are redeemed.

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

## 10.3.10 Can I Transfer Exam Vouchers to Others?

Only the designated user specified in the voucher application is allowed to use exam vouchers. Reselling exam vouchers is not permitted.

## 10.3.11 How Do I Schedule an Exam?

Operation guide for scheduling a Huawei certification exam: <https://e.huawei.com/en/talent/news/#/details?consultationId=4678>

# 10.4 Market Development Fund (MDF)

## 10.4.1 What Is 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 quotas, see [How Much MDF Can I Get?](#)

## 10.4.2 What Are the Requirements for Requesting MDF?

MDF request requirements and quotas are subject to partner development paths or partner programs. The upper limit in the benefit table of the official website is specific for partners. If a partner has multiple service/software solutions, the partner can request this benefit multiple times, but the total amount must not exceed the specified limit for this benefit. To be eligible for this benefit, the applications and service/software solution must be fully developed and released, either as a baseline solution or a joint operations product.

## 10.4.3 How Much MDF Can I Get?

Maximum MDF amount for reference:

- Distribution Partner Program: \$50,000 USD
- Cloud Solution Provider Program: Standard: \$5,000 USD; Advanced: \$15,000 USD; Premier: \$30,000 USD; Core: \$50,000 USD
- Software Partner
  - Role validation: up to \$10,000 USD
  - Competency differentiation: up to \$15,000 USD
- Service Partner
  - Role validation: up to \$10,000 USD
  - Competency differentiation: up to \$15,000 USD
- SI Partner
  - Role validation: up to \$50,000 USD
  - Competency differentiation: up to \$80,000 USD
- Learning Partner

- Competency differentiation: up to \$15,000 USD

The amount is subject to the benefits released on the Huawei Cloud official website.

#### **10.4.4 When Should I Submit an MDF Application Before an Activity Begins?**

An application must be submitted at least 10 working days before an activity starts. If you miss the deadline, explain the reason in your application.

#### **10.4.5 Can I Submit One Application for Multiple Activities?**

Yes, you can submit one application for multiple activities within a quarter targeted at the same group of audience, of the same type, and approved by the same department. You need to specify the durations of each activity in reimbursement materials and attach proofs for each activity.

#### **10.4.6 If the Key Information (Such as the Time, Location, Intended Attendee, and Form) of an MDF Activity Changes, Should I Submit an MDF Application for the Activity Again?**

Yes. You need to submit a new MDF application for the activity before the activity starts.

#### **10.4.7 Can I Initiate an MDF Activity When My MDF Application Is Not Approved?**

No.

An MDF activity can be initiated only after the MDF application is approved. Any activities initiated prior to approval are not eligible for payment or reimbursement.

#### **10.4.8 How Long Will an MDF Quota Remain Valid?**

An approved MDF quota is valid only in the current year. The marketing activities budgeted for the year the MDF was granted must be approved by December 31 of that year.

The marketing activities budgeted for that year but scheduled to be held the following year must be held by January 31 of the following year. If marketing activities are not held within the specified time, the MDF applications and budgets will become invalid and cannot be extended.

#### **10.4.9 Which Activities Is MDF Applicable To?**

Huawei Cloud partners need to plan marketing activities based on the MDF activity types regulated. Otherwise, MDF will not be granted.

All MDF reimbursements must be used for activities oriented to their customers or partners, and the activity expenses must be authentic and reasonable. For special cases, specify the reason in the application and reimbursement materials.

##### **Reimbursable activities**

Activity	Description
Partner inviting customers' CXOs to visit Huawei	Inviting customers' CXOs to visit Huawei for deeper communication to strengthen relationships and popularize customer brands
Partner inviting customer for communication	Technical communication, benchmarking, discussion, appreciation banquet, and tours
Partner's CXO visiting Huawei	Inviting partners' executives to visit Huawei for deeper communication to strengthen partnership and promote cooperation
Partner discussion and training	Channel activities including technical exchanges, benchmarking, and training for partners' executives, technological and sales personnel Technical communication with Huawei Cloud, or benchmarking on specific products and solutions
Partner development	Partner recruitment, development, and acknowledgement activities
Advertising and brand promotion	Advertising and brand promotions led by partners to improve the awareness of Huawei-partner joint brands, including but not limited to preparing advertising materials and placing all forms of advertisements such as print advertising, outdoor advertising, TV and radio advertising, and online media advertising (web banners, clicks, pop-ups, keywords search, rankings, and logo display).
Joint marketing	Working with Huawei Cloud to hold marketing and branding activities to expand market share; Partner-led or Huawei-led activities, such as tour exhibitions, summits, industry activities, and technical exchanges
Digital marketing	Partner-led marketing activities through email, phone calls, and online promotion that related to Huawei Cloud products and solutions. Reimbursable expenses include design drawings, content creation, contact information, invitation letters, and related expenses.
Marketing materials	Partner-prepared marketing materials to improve Huawei's brand image, strengthen cooperation with Huawei, and promote the sales of Huawei Cloud products and solutions, including but not limited to (partner testimonials) videos, advertorials, publicity brochures, manuals, roll-up banners, gifts, clothing, giveaways, and related translations

Exhibition	As representatives of Huawei Cloud products and solutions, partners participating in the exhibitions organized by third-party industrial organizations or institutions, including Huawei Cloud-related industry forums, tour exhibitions, exhibition hall design and building, and booth building, to promote technologies and solutions
Joint exhibition halls/showcases	Exhibition halls, showcases, and demonstration centers jointly built by Huawei and partners
Success stories	Success cases led by partners to improve the awareness of Huawei-partner joint brands or promote the sales of Huawei Cloud products and solutions, including but not limited to writing cases, authorizing cases, and obtaining customer case authorization

### 10.4.10 When Should I Submit an MDF Reimbursement Application After an Activity Ends?

You must apply for reimbursement within 90 days of when the activity ends; otherwise, Huawei Cloud has the right to reject the application. Incomplete application materials can be retained for a maximum of 45 days. If you miss the deadline, contact the ecosystem manager to obtain the approval email from the relevant director and upload it as an attachment to your application.

### 10.4.11 Can the Actual MDF Reimbursement Amount Exceed the MDF Amount Granted?

No. Actual reimbursements cannot exceed the MDF amount granted; otherwise, you should pay for the excess part.

### 10.4.12 What Materials Are Required for MDF Reimbursement?

You must strictly follow the acceptance requirements to provide proofs and summaries during MDF reimbursement application for standardized management and closed-loop control.

Application Material Type		Description
Authentic proofs	Event photo	<ul style="list-style-type: none"> <li>• Photos illustrate the activity theme, presenters, participants, and Huawei elements such as Huawei logo or banner, and presenters.</li> <li>• Photos illustrate the actual items money was spent on, including the venue, advertisements, marketing materials, and catering. For example, there may be photos of gifts or awards or raffle prizes.</li> </ul> <p><b>NOTE</b> Submit alternative authentic proofs, such as related contracts, screenshots, or original hotel bills if photos are not possible in the absence of tangible deliverables or for other reasons.</p>
	Sealed receipts	<ul style="list-style-type: none"> <li>• Expense details in the sealed receipts issued by the payee should precisely reflect the actual activity. For example, if "meal expenses" are incurred, the expense type must be "meal expenses" and cannot be changed to "accommodation expenses" or some other type of expenses. If a computer mouse is purchased as a gift, "mouse" must be printed on the receipts.</li> <li>• If information on receipts is inconsistent with the actual expense type, explain the reason and confirm the reason with the channel cooperation owner, and provide a confirmation email as a proof for reimbursement.</li> </ul>
	Scanned copy of invoices	<ul style="list-style-type: none"> <li>• The invoice title is the name of the HUAWEI CLOUD partner who hosted the activity, that is, the partner who submitted the MDF application e-flow.</li> <li>• The amount on invoices should be no less than the actual reimbursed amount in the application.</li> </ul>
	Advertisements and newsletters	Newsletters and advertisements on media, websites, publication, Weibo, WeChat together with related contracts, screenshots, or photos
Activity materials	Overall summary	An overall summary on the marketing activity, including when, where, and how it is held, who participate in the activity, and evaluation on how well the activity is held
	Attendance sheet	Attendance sheet of participants (If the attendance sheet cannot be provided, partners should explain why, for example, if participants signed in using WeChat.)

Application Material Type		Description
	Opportunities	Partners need to record related opportunities as required if the target audience includes end customers.
	Sponsorship contracts	Scanned copies of sponsorship contracts (sealed) are required if sponsorship fees involved. Benefits listed in sponsorship contracts must have proofs such as photos.
	Experience and reflection	A reflection on preliminary preparation and meeting agendas, highlighting what you learn from this activity to guide you to make it better next time
	Customer feedback	Customers' feedback on this activity

### 10.4.13 Can I Split a Large Activity Expense Across Multiple Reimbursement Requests?

No.

You cannot split the expense of an activity across multiple reimbursement requests, for example, multiple reimbursement applications submitted by different applicants for expenses incurred for the same activity, submitting multiple reimbursement applications for expenses incurred for the same activity, or submitting reimbursement applications for the same activity in different partner programs.

Huawei Cloud takes MDF compliance seriously. Partners caught falsifying expense reports or repeatedly enjoying MDF will lose their eligibility for MDF applications that year and face additional penalties.

### 10.4.14 Can the Invoice I Issued Differ from the Invoicing Information Provided?

No.

The invoices required for MDF reimbursement outside the Chinese mainland must be issued based on the invoicing information provided in the system after the reimbursement or payment application is approved. (The invoicing information is the company information maintained in business information authentication.) So, the information on an invoice, especially the company name, tax number, amount, and currency, must be consistent with invoicing information provided in the system. Any discrepancies will result in reimbursement failures.

### 10.4.15 Does an MDF Quota Include Tax?

Yes.

The MDF quota granted to you includes tax. The specific tax rate is subject to the local tax rate of each region/rep office. You need to bear the benefits and losses related to MDF caused by fluctuations in exchange rates in regions outside the Chinese mainland.

### **10.4.16 Which Expenses Are Not Eligible for Reimbursement with MDF?**

Unreimbursable expenses:

- Gifts
  - Gifts that are not for marketing and promotion purposes, such as customized gifts for regular customer visits;
  - Gifts that are given to Huawei or partners' event team members, or that have not been distributed;
  - Expensive gifts, the value standards for which are determined and managed by each region.
- Huawei government and enterprise offerings and Huawei Cloud products and services
- Huawei coupons, including training vouchers and exam vouchers issued for HCIE, HCIP, and HCIA certification, test coupons, and cash coupons
- Tickets for Huawei's mega events, like Ecosystem Conference and Huawei Connect
- Entertainment expenses related to dance halls, karaoke, artistic performance, concerts, plays, fitness, clubs, scenic spot tickets, tour guide, bathing, foot spa, and beauty & hairdressing
- Cash coupons or cards, including consumption cards, shopping cards, transportation cards, and prepaid recharge cards
- Membership expenses charged for joining a profitable third-party association and expenses for inviting customers to a third-party association or organization
- Individual expenses including but not limited to tuition, decoration, maternity products, toys, personal clothing, jewelry, cosmetics, belts, watches, health care products, medicines, and sporting goods, fuel, and driving lessons
- Others: device assets (such as mobile phones and TVs for livestreaming), sales management software, and e-commerce stores

### **10.4.17 What Can I Do If the MDF Amount Granted Is Different from the Actual Reimbursement Amount?**

If the reimbursement amount is less than the MDF amount granted, the remaining amount will be automatically returned to you after the reimbursement application is approved.

If the reimbursement amount is greater than the MDF amount granted, the final reimbursement amount is subject to the MDF amount granted.

## 10.4.18 Why Is the MDF Frozen When I Apply for It? How Do I Unfreeze It?

1.

When a cloud solution provider or distributor requests the distribution of benefits, the system will automatically check for any overdue bills up until the date of the request. If there are any overdue bills, all benefits will be frozen, and the cloud solution provider or distributor will not be able to make any request for the benefit distribution.

The benefits will be automatically unfrozen once all overdue bills are paid.

For details, visit [Payment](#).

## 10.4.19 What Are Compliance Requirements for Using MDF?

Partners shall strictly comply with applicable local laws and Huawei's anti-bribery policies and requirements. Partners shall not use MDF incentives granted by Huawei Cloud for any illegal purpose, including any purpose that violates anti-bribery laws and other applicable laws, such as directly or indirectly bribing public officials or other personnel to help Huawei obtain or retain business opportunities.

## 10.4.20 What Are the Key Guidelines to Follow When I Use MDF?

1. The use of MDF must be managed in a closed-loop manner according to the requirements of "pre-event planning – in-event monitoring – post-event summary".
2. Do not use the MDF for gifts that are irrelevant to specific activities.
3. You cannot make multiple MDF reimbursement applications for one marketing activity, repeatedly enjoy MDF in multiple partner programs, or falsely claim reimbursements. Once a violation occurs, Huawei will cancel your qualification for applying for MDF benefits in the current year and give penalties.

Note: It is not allowed to divide a large activity expense into two or more invoices and submitting reimbursement requests several times or via several employees. Such actions bypass the system mandatory requirement for approval from approvers. These actions include:

- Submitting multiple reimbursements for expenses incurred at the same time and for the same event and purpose.
- Submitting multiple reimbursements for expenses incurred at the same time and for the same event and purpose through multiple employees.
- Submitting multiple reimbursements for expenses incurred from the same activity based on the time stamp on the invoices.
- Submitting multiple reimbursements for expenses incurred from the same activity based on the expense type.
- Other scenarios that are identified as split reimbursements.

## 10.5 Funding Head (FH)

### 10.5.1 Cloud Solution Provider Program/Distribution Partner Program (Distributor) – FH for BD/SA

#### 10.5.1.1 What Are the Requirements for Requesting the Funding Head?

(1) You have joined Huawei Cloud Solution Provider Program or Distribution Partner Program.

(2) You are in the rep office's named partner (NP) list, or your monthly average revenue exceeds \$15,000 USD for three consecutive months.

(3) The ratio of dedicated employees you invested to the number of FH recipients is 2:1.

(4) For details about the Management By Objectives (MBO) assessment rules, see *Rules for Quarterly MBO Assessment for FH Application of Huawei Cloud GrowCloud Partners in Each Region Outside the Chinese Mainland*.

#### 10.5.1.2 What Are the Requirements for Incentive Recipients in an FH Request?

(1) Positions: BD and SA.

(2) Certificates: The incentive recipients in the FH request must pass the HCIA-Cloud Service or HCCDA-Cloud Tech Essentials certification or higher-level certification.

Remind incentive recipients to maintain their personal information regularly. For details, see [Partner Member Information Management](#).

#### 10.5.1.3 How Do I Maintain the Information of Dedicated Personnel? What Information Needs to Be Maintained?

You invite members to associate their HUAWEI IDs with your partner account. They can log in to their HUAWEI IDs to maintain their personal information.

The following information must be maintained: position information (BD/SA), uploaded certificate, and onboarding date.

For details, see [Partner Member Information Management](#).

#### 10.5.1.4 How Is the On-the-Job Duration Calculated?

The on-the-job duration is calculated based on the employment information provided by the dedicated personnel. The on-the-job duration is counted by calendar month in a quarter. For example, the on-the-job duration during the time range from January 10 to March 20 is one month, that is the entire month of February.

### **10.5.1.5 What Is the Monthly Funding Amount?**

The monthly funding amount for a single person in each country (or region) outside the Chinese mainland is one of the coefficients in the FH incentive calculation formula. To learn about more details, contact your ecosystem manager.

### **10.5.1.6 Why Is the Number of Final FH Recipients Half of That of Dedicated Personnel Who Meet FH Request Requirements?**

According to the official FH document, the number of final FH recipients cannot exceed half the number of dedicated personnel invested. In addition, the number is subject to the fund upper limit specified in the program that you joined.

### **10.5.1.7 How Often Should FH Incentives Be Reconciled?**

The FH incentives need to be confirmed on a calendar quarterly basis.

At the beginning of each quarter, the system will generate incentives based on the number of eligible recipients. And you will receive an email notification of incentive reconciliation.

### **10.5.1.8 How Often Can FH Payment Be Requested?**

You can request payment on a calendar quarterly basis.

After you confirm the FH incentives of this quarter and the incentives are approved, you can request the payment.

### **10.5.1.9 Can I Submit Multiple FH Applications in the Same Period?**

No. You can only submit one FH application for each employee in the same period.

### **10.5.1.10 What Compliance Requirements Does an FH Application Need to Meet?**

1. You have submitted authentic, valid, and accurate application materials as required by Huawei Cloud. You shall not use false, misleading, or deceptive materials.
2. The funding recipients shall be formal employees, including but not limited to contract employees with valid social security certificates or current salary payslips during the funding period. They cannot be dispatched employees.

## **10.5.2 System Integrator Partner Pre-sales Solution Expert Funding Head Program**

### **10.5.2.1 What Is System Integrator Partner Pre-sales Solution Expert Funding Head Program?**

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

### 10.5.2.2 What Are the Conditions for Joining the Program?

An SI partner who has completed role validation can apply to join the program.

### 10.5.2.3 What Requirements Should I Met Before Confirming My Qualifications?

Once you have joined the System Integrator Partner Pre-sales Solution Expert Funding Head Program, you can submit a qualification confirmation application, and you need to read and agree to the agreement before submitting the application.

### 10.5.2.4 How Many FH Applications Can I Submit Each Month?

You can only submit an FH application once a month. In each application, you can add multiple incentive recipients.

### 10.5.2.5 What Are the Requirements for Incentive Recipients?

1. The incentive recipients must be dedicated personnel of an SI partner, with a minimum tenure of three months in that role.
2. Certificates: They have earned valid certificates for HCCDP – Solution Architectures, HCCDE – Solution Architectures, HCIP-Cloud Service Solutions Architect, or HCIE-Cloud Service Solutions Architect.
3. Request limit: Each pre-sales solution expert can apply for FH up to two times.
4. Project requirements: During each request, at least one practical project based on Huawei Cloud needs to be provided as evidence of their capabilities. The same project can only be used by one pre-sales solution expert to request FH once.

### 10.5.2.6 How Do I Maintain the Information of Incentive Recipients? What Information Needs to Be Maintained?

1. For details about how to apply to become dedicated personnel of an SI partner, see [Inviting a Member](#), [Accepting the Invitation from a Partner](#), and [Submitting a Dedicated Personnel Application](#).
2. Contact your ecosystem manager to complete the pre-sales solution expert rating and capability evaluation.

### 10.5.2.7 What Are the Levels of Exports Eligible for FH? How Do They Differ from Each Other Regarding Incentive Requirements?

Incentives Recipient	Certification Requirement	Project Scale Requirement
Senior pre-sales solution expert	The experts must meet the pre-sales solution expert certification requirements of SI partners.	The project-related payments on Huawei Cloud are greater than or equal to CNY 300,000 or \$50,000 USD, and the rep office acknowledges the partner's investments and contributions to the project.
Principal pre-sales solution expert	<ol style="list-style-type: none"> <li>The experts must meet the pre-sales solution expert certification requirements of SI partners.</li> <li>The experts must pass the written exam for HCIE-Cloud Service Solutions Architect or HCCDE-Solution Architectures at the minimum.</li> </ol>	The project-related payments on Huawei Cloud are greater than or equal to CNY 2 million or \$300,000 USD, and the rep office acknowledges the partner's investments and contributions to the project. For public cloud projects, only the payments of customers during a period (no more than 12 months) from the project start month to the incentive request month will be counted.

Notes:

- Each pre-sales solution expert can apply for FH up to two times, with at least one Huawei Cloud-based practical project as evidence of their capabilities. The same project can only be used by one pre-sales solution expert to request FH.
- Principal pre-sales solution experts also need to pass the HCIE-Cloud Service Solutions Architect or HCCDE-Solution Architectures written exam.
- If a pre-sales solution expert is assessed as a principal pre-sales solution expert in the first FH request, they must provide proof of project scale that is greater than or equal to CNY 2 million or \$300,000 USD for their second request.

### 10.5.2.8 How Is the FH Amount Calculated?

Monthly FH amount for a partner =  $\sum$ Number of employees meeting the criteria  $\times$  Number of months (fixed value: 4)  $\times$  Workforce baseline  $\times$  100%

Incentive Recipient	Baseline (USD/Month)
Senior pre-sales solution expert	The baseline varies from different regions or countries. For details, see the "FH amount limit for each region (country)".
Principal pre-sales solution expert	Baseline for senior pre-sales solution experts × 1.2

### 10.5.2.9 Can I Submit Multiple FH Applications in the Same Period?

No. FH is exclusive across different development paths, partner programs, and scenarios. Each pre-sales solution expert of a partner can only apply for FH in a specific development path, partner program, or scenario during the same period.

### 10.5.2.10 What Compliance Requirements Does an FH Application Need to Meet?

1. You have submitted authentic, valid, and accurate application materials as required by Huawei Cloud. You shall not use false, misleading, or deceptive materials.
2. The FH recipients must be formal employees who have entered into a valid employment contract with your company, and such formal employment relationship must remain valid throughout the incentive period. Labor dispatch employees are not eligible for the incentive application. To substantiate the declared employment relationship with the FH recipients, you are obligated to furnish the employment certificates bearing the company's stamp and other relevant materials, such as the social insurance certificate.
3. If the materials you submitted contain any personal information, including but not limited to personal information of your employees and third parties, it is imperative that you obtain explicit consent or separate consent from the personal information subject in accordance with all applicable laws and regulations, including but not limited to the Personal Information Protection Law of the People's Republic of China ("Personal Information Protection Law").
4. You must ensure that the materials you submitted do not contain any confidential information, trade secrets, sensitive information, or other content that is deemed confidential.

## 10.5.3 Learning Partner Funding Head Program

### 10.5.3.1 What Is Learning Partner Funding Head Program?

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

### 10.5.3.2 What Requirements Should I Met Before Confirming My Qualifications?

Once you have joined the Learning Partner Funding Head Program, you can submit a qualification confirmation application.

### 10.5.3.3 What Are the Requirements for Incentive Recipients in an FH Request?

- Instructor Cultivation Fund:
  1. At least one certified instructor is required. The instructor must have earned instructor certification for training courses of HCCDP or HCCDE.
  2. The recipients must be dedicated personnel of a learning partner.
  3. The instructor certificate for training courses of HCCDP or HCCDE has been earned, and the certificate is valid.
  4. You can apply for the incentive for an instructor only once.
- Instructor Dedicated Engagement Fund:
  1. The recipients must be dedicated personnel of a learning partner.
  2. The instructor certificate for training courses of HCCDP or HCCDE has been earned, and the certificate is valid.
  3. The number of training days for HCCDP and HCCDE courses delivered by an instructor must be greater than or equal to 8 working days in a month (the training duration must be greater than or equal to 6 hours each working day), and the average satisfaction score in the current month is greater than or equal to 4.25.

### 10.5.3.4 How Do I Maintain the Information of Incentive Recipients? What Information Needs to Be Maintained?

1. For details about how to apply to become dedicated personnel of a learning partner, see [Inviting a Member](#), [Accepting the Invitation from a Partner](#), and [Submitting a Dedicated Personnel Application](#).
2. The instructor certificate for training courses of HCCDP or HCCDE must be obtained. For details about how to obtain the certificate, contact your ecosystem manager.

### 10.5.3.5 What Are the Proof Materials Required for the Personnel?

- Instructor Cultivation Fund:
  - a. Valid employment certificate with the official seal of the company
- Instructor Dedicated Engagement Fund:
  - a. Valid employment certificate with the official seal of the company
  - b. Social security certificates (they must be valid from the month when the instructors obtain instructor certificates to the month prior to the incentive application month)
  - c. Deliverables for acceptance (such as training summary report, training attendance sheet, class satisfaction survey, and delivery process photos)

### 10.5.3.6 How Is the Incentive Amount Calculated?

- Instructor Cultivation Fund:  
Partner incentive amount =  $\sum$ Number of employees meeting the criteria  $\times$  Limit of monthly fund amount for a specific country or region  $\times$  2  
(For details about the monthly fund amount limit for a specific country or region, contact your ecosystem manager.)
- Instructor Dedicated Engagement Fund:  
Partner incentive amount =  $\sum$ Number of employees meeting the criteria  $\times$  Limit of monthly fund amount for a specific country or region  $\times$  1  
(For details about the monthly fund amount limit for a specific country or region, contact your ecosystem manager.)

### 10.5.3.7 Can I Submit Multiple FH Applications in the Same Period?

No. FH is exclusive across different development paths, partner programs, and scenarios. Each pre-sales solution expert of a partner can only apply for FH in a specific development path, partner program, or scenario during the same period.

### 10.5.3.8 What Compliance Requirements Does an FH Application Need to Meet?

1. You have submitted authentic, valid, and accurate application materials as required by Huawei Cloud. You shall not use false, misleading, or deceptive materials.
2. The FH recipients must be formal employees who have entered into a valid employment contract with your company, and such formal employment relationship must remain valid throughout the incentive period. Labor dispatch employees are not eligible for the incentive application. To substantiate the declared employment relationship with the FH recipients, you are obligated to furnish the employment certificates bearing the company's stamp and other relevant materials, such as the social insurance certificate.
3. If the materials you submitted contain any personal information, including but not limited to personal information of your employees and third parties, it is imperative that you obtain explicit consent or separate consent from the personal information subject in accordance with all applicable laws and regulations, including but not limited to the Personal Information Protection Law of the People's Republic of China ("Personal Information Protection Law").
4. You must ensure that the materials you submitted do not contain any confidential information, trade secrets, sensitive information, or other content that is deemed confidential.

## 10.6 Sales Performance Incentive Fund (SPIF)

### 10.6.1 What Measures Can Be Taken to Guarantee the Precision of Performance Calculation?

The performance involved in the SPIF benefit comes from the account managers maintained in the partner account. Please enter the SPIF recipients into Partner

Center within the specified period of time as required and ensure the accuracy of customer allocation for the account managers.

## 10.6.2 What Are the Conditions for Applying for Sales Performance Incentive Fund (SPIF)?

SPIF is available for partners who have joined Cloud Solution Provider Program and Distribution Partner Program (distributor). They must contact the ecosystem manager to confirm the application conditions before submitting an application. The ecosystem manager will then reach out to the HQ contact person to open the online application entry.

## 10.6.3 What SPIF Distribution Methods Does the Online Application Support?

Currently, the SPIF can only be issued as money.

## 10.7 Competency Improvement Incentive

### 10.7.1 What Is the Competency Improvement Incentive?

The competency improvement incentive is a cash incentive benefit provided in the Service Partner Competency Improvement Incentive Program. This program is intended to build a competency-centered service partner network, help and motivate them to quickly establish dedicated teams, gain successful service experience, and pass Huawei Cloud partner competency certification, improve partners' competencies in providing Huawei Cloud services, and ultimately help them achieve business success.

### 10.7.2 What Are the Requirements for Applying for the Competency Improvement Incentive?

- (1) Join the Service Partner Development Path and complete role validation.
- (2) Have certified level-1 competencies in the year that fall within the incentive scope specified.
- (3) Join the Service Partner Competency Improvement Incentive Program.

For details, see the [official website](#).

### 10.7.3 What Are the Conditions for Joining the Service Partner Competency Improvement Incentive Program?

- (1) You have to join the service partner development path and enter the role validation phase.
- (2) You have certified level-1 competencies in the year that fall within the incentive scope specified.
- (3) The level-1 competency badges used to apply for incentives must be obtained during the period from January 1, 2025 to December 31, 2025. The badge

acquisition time is subject to the time when a partner is granted competency badges in Partner Center.

(4) A level-1 competency badge can only be used by the same partner to apply for the incentive once.

(5) Partners with a level-1 competency badge must apply for incentives (such as training, exam vouchers, and cash incentives) by December 31 of the year when the competency badge was obtained. Otherwise, the incentives will become invalid.

(6) Due to the limited incentives, the distribution of the incentives for competency improvement follows a first-come, first-served principle.

## 10.7.4 Which Level-1 Competency Labels Can Be Used to Apply for the Competency Improvement Incentive?

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

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

## 10.7.5 Are There Any Time Limits for Requesting Competency Improvement Incentives After Obtaining a Competency Badge?

Partners with a level-1 competency badge must apply for incentives (such as training, exam vouchers, and cash incentives) by December 31 of the year when the competency badge was obtained. Otherwise, the incentives will become invalid.

Due to the limited incentives, the distribution of the incentives for competency improvement follows a first-come, first-served principle.

## 10.7.6 What Should I Provide Before the Competency Improvement Incentive Is Distributed?

An invoice is required.

After your incentive application is approved, check the invoicing information and issue an invoice accordingly.

# 10.8 MIGRATION ALL

## 10.8.1 What Is the MIGRATION ALL Incentive Program?

The MIGRATION ALL (MA) incentive program is designed to support service partners to build their service capabilities in projects and promote revenue growth of Huawei Cloud. This program provides support for service partners in developing the best practices, tools, methodologies, and project practice capabilities related to migration to Huawei Cloud. It drives partners to enhance their service expansion and delivery in cloud migration projects for high-value customers, speed up customers' decision-making on cloud migration, and ultimately drive Huawei Cloud revenue growth.

## 10.8.2 How Do I Apply for Benefits Provided in MIGRATION ALL?

Step 1: Join the MIGRATION ALL incentive program.

Step 2: Register projects at different phases within the validity period of this program.

Step 3: Apply for incentives by project phase.

## 10.8.3 What Are the Benefit Quotas for Different Project Phases?

- **Evaluation:** **N** represents the estimated annual expenditures incurred by new cloud resources in a project.
  - $\$100,000 \text{ USD} \leq \mathbf{N} < \$300,000 \text{ USD}$ : The maximum amount shall not exceed \$20,000 USD.

- $N \geq \$300,000$  USD: The maximum amount shall not exceed \$30,000 USD.
- **Mobilization: N** represents the estimated annual expenditures incurred by new cloud resources in a project.
  - $\$100,000 \text{ USD} \leq N < \$300,000 \text{ USD}$ : The maximum amount shall not exceed \$40,000 USD.
  - $N \geq \$300,000 \text{ USD}$ : The maximum amount shall not exceed \$60,000 USD.
- **Migration and modernization: M** represents the actual annual expenditures incurred by new public network region resources in a project.
  - $\$100,000 \text{ USD} \leq M < \$300,000 \text{ USD}$ : The maximum amount shall not exceed \$30,000 USD.
  - $M \geq \$300,000 \text{ USD}$ : The maximum amount shall not exceed \$75,000 USD

# 11 Opportunities Management

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## 11.1 Opportunity Sharing

### 11.1.1 Partner Customer Engagement (PCE)

#### 11.1.1.1 What Is the PCE Program?

The Huawei Cloud Partner Customer Engagement (PCE) program is a policy framework built by Huawei Cloud to encourage opportunity sharing between Huawei Cloud and partners. Huawei Cloud provides partners with tools and benefits for sharing opportunities to promote efficient cooperation with them and help them achieve business development and success.

#### 11.1.1.2 What Is an Opportunity?

Customers intend or plan to purchase or obtain products, services, or solutions that Huawei can provide, and they have prepared initial investment plans or budgets. They are very likely to purchase the products, services, or solutions within one year or sooner, or are in the initial phase of a procurement plan, such as top-level design, requirement planning, and bidding document preparation. This can be taken as an opportunity. Once the opportunity is verified, sales resources can be invested to convert the opportunity into a deal.

#### 11.1.1.3 What Are the Objectives of the PCE Program?

The PCE program is a partnership framework that facilitates opportunity sharing between Huawei Cloud and partners based on the joint partner offerings, enabling them to explore business opportunities and deliver value to shared customers. This program provides partners with a wide selection of resources, such as an opportunity management platform, pre-sales business support, and benefits, as well as the opportunity sharing and incentive acceleration mechanisms, to promote effective collaboration between Huawei Cloud and partners in sales of partner offerings, accelerate joint business exploration, and help achieve shared success.

#### 11.1.1.4 What Benefits Can I Get After Joining the PCE Program?

- (1) You can access Partner Center and manage POs and HOs (if any) in **Sales > Opportunity Management > Opportunity Sharing**.
- (2) Huawei Cloud will provide corresponding project support for you based on your specific project requirements. Opportunities associated with your offerings jointly built with Huawei Cloud will receive preferential support.
- (3) Huawei Cloud will recommend their own project opportunities to you when you meet relevant conditions and invite you to develop customers together. Related conditions include the matching between your offerings and customer requirements, the number of valid opportunities you contributed, advanced technologies used in your offerings, and the intensity of cooperation between you and Huawei Cloud.

#### 11.1.1.5 How Do I Join the PCE Program?

1. Use your partner account to log in to [Huawei Cloud](#) and choose **Partners > Join Programs** in the top navigation.
2. On the displayed page, find the PCE program and click **Join Now**.
3. Read and agree to the agreement mentioned on the displayed page and click **Submit**. A message is displayed indicating that you have successfully joined the program. (No manual review is required.)

#### 11.1.1.6 What Are the Requirements for Joining the PCE Program?

You are eligible to join the PCE program when you:

- (1) Have joined Huawei Cloud Partner Network (HCPN).
- (2) Have accepted the *Huawei Cloud Partner Customer Engagement (PCE) Terms and Conditions*.
- (3) Have promised to regularly update opportunities in Huawei Cloud Partner Center to help Huawei Cloud obtain necessary opportunity updates.

#### 11.1.1.7 Why Can't I Find the Entry for Joining the PCE Program?

If you cannot join the PCE program in Partner Center, contact your PDM to add you to the PCE whitelist.

#### 11.1.1.8 How Do I Confirm Whether I Have Successfully Joined the PCE Program?

1. Log in to Partner Center and choose **Partner Programs > Huawei Cloud Partner Programs** in the top navigation.
2. Select **Partner Programs Enrolled** to view the partner programs you have joined.
3. If you can find the PCE program, it indicates that you have successfully joined the program.

### 11.1.1.9 How Are Opportunities Categorized?

Opportunities are categorized based on their source or originator.

- A Partner-Originated Opportunity (PO) is an opportunity shared by a partner. This opportunity will promote information sharing, joint sales, and joint services between the partner and Huawei Cloud after being reviewed and verified by Huawei Cloud.
- A Huawei-Originated Opportunity (HO) is an opportunity shared by Huawei. This opportunity will promote information sharing, joint sales, and joint services between a partner and Huawei Cloud after being confirmed by the partner.

### 11.1.1.10 Are Engagement and Investment the Criteria to Determine the Source of an Opportunity?

No. The source of an opportunity depends on who shares it. If you have a valid opportunity, submit it in a timely manner.

## 11.1.2 POs

### 11.1.2.1 What Are the Requirements for Submitting an Opportunity?

Once joining the PCE program, you can create an opportunity and submit it to Huawei Cloud to get support.

### 11.1.2.2 What Should I Keep in Mind When Submitting an Opportunity?

1. When submitting an opportunity, ensure it meets the defined criteria and requirements. Clearly outline the customer's information, needs, pain points, budget, and procurement plan. An ambiguous lead will not be considered as an opportunity.
2. This opportunity has the potential to drive increased adoption of Huawei Cloud.
3. Before sharing an opportunity with Huawei, make sure you get the consent from the customer involved in the opportunity through phone calls, meetings, workshops, or any other methods, ensuring their confidential business information remains protected unless expressly permitted.

### 11.1.2.3 Why Can't I See the Button for Creating an Opportunity on the Opportunity Management Page After I Have Joined the PCE Program?

Check whether the current login account is the partner administrator account or the organization member account. If it is a member account, the administrator needs to assign the permission for creating opportunities to this account. For details, see [Assigning a Custom Role to a User](#).

### 11.1.2.4 Can I Withdraw and Correct the Opportunity Information I Submitted?

You can directly modify opportunities in the **Draft** state. If it is necessary to withdraw and modify an opportunity that has already been submitted, contact the

Partner Development Manager (PDM) to reject it. Then, you can make necessary changes to the opportunity and submit it again.

### 11.1.2.5 How Can I Stay Updated on the Latest Status of an Opportunity?

1. When the status of an opportunity is updated, the contact person preset during opportunity creation will receive an SMS notification.
2. You can log in to Partner Center and access the **Sales > Opportunity Management > Opportunity Sharing > Partner-Originated** page to check the opportunity status in real time.

### 11.1.2.6 Why My Opportunity Is Rejected?

The opportunity you submitted do not meet the criteria for sharing with the Huawei Cloud sales team. The possible causes are as follows:

- (1) [Incomplete information] Key details are missing or improperly filled out, violating submission guidelines.
- (2) [Invalid opportunity] This opportunity does not meet validation criteria due to missing contact information, unclear budget and project timeline, no revenue potential, and missing key actions or business requirements in opportunity description.
- (3) [Duplicate opportunity] This opportunity has already been submitted by Huawei Cloud or another partner and has already been approved.

Note: In the preceding scenarios (1) and (2), you can supplement the missing details and submit the opportunity again.

### 11.1.2.7 If Multiple Partners Share Opportunities Related to the Same Customer with Huawei Cloud, Which Partner Will Get Support from Huawei Cloud?

There is a mechanism for handling duplicate opportunities in different scenarios:

- 1. An HO conflicts with a PO.  
Time is the decisive factor. The HO is subject to the submission time in Cloud CRM while the PO is subject to the time when it is approved by the PDM. Whichever occurs first will be considered valid; the other will be treated as a duplicate.
- 2. A PO conflicts with another. If multiple partners share opportunities related to the same customer or requirement with Huawei Cloud, whichever the opportunity gets verified and approved first by the PDM will be considered valid.

This mechanism treats partners and Huawei Cloud equally. Whoever shares an opportunity earlier will benefit. Thus, we hope that partners can submit opportunities as earlier as possible to secure their opportunities and gain a critical edge in the market.

### **11.1.2.8 Can I Share an Opportunity with Huawei Immediately After Joining the PCE Program?**

Yes. All eligible partners can join the PCE program. After joining the program, you can share opportunities with Huawei to obtain support.

Confirm the full name of the customer with your PDM in advance.

### **11.1.2.9 Will the Opportunity Information Shared Be Protected Well?**

Huawei Cloud ensures the privacy of partners and customers by strictly protecting opportunity information through the following measures:

- (1) Opportunity data storage meets Huawei Cloud security and trustworthiness requirements.
- (2) Access to opportunity data is controlled by permissions based on roles and domains, with visibility granted only to ecosystem managers, like PDM, based on the principle of least privilege. Opportunity information is strictly restricted to roles directly involved in project operations.
- (3) All employees undergo rigorous training to strengthen confidentiality awareness and ensure compliance, reinforcing our information security protections.

### **11.1.2.10 What Incentives Can I Get by Sharing Opportunities with Huawei Cloud?**

Through information collaboration, joint sales, and joint services with Huawei Cloud, you will get more business opportunities to increase your revenue.

Joint sales and services with Huawei Cloud can help you better understand customer requirements, provide optimal solutions for customers, and enrich customer cooperation.

When you meet the conditions required for obtaining Huawei-originated opportunities (HOs), you will be eligible to get opportunities shared by Huawei Cloud in Partner Center as well as obtain related incentives.

### **11.1.2.11 What Are the Benefits of Sharing Opportunities with Huawei?**

By sharing opportunities with Huawei, you can obtain Huawei Cloud's support in projects, increasing your chances of winning projects. You can also accumulate successful POs, which may enable you to be prioritized to obtain opportunities shared by Huawei Cloud, helping you achieve greater success.

## **11.1.3 HOs**

### **11.1.3.1 What Are the Requirements to Obtain an HO?**

You have joined the PCE program and meet both of the following two requirements:

- (1) Complete role validation or competency differentiation certification.

- (2) Have offerings jointly built with Huawei Cloud.

### 11.1.3.2 What Should I Do After I Get an HO?

After Huawei shares an opportunity with you, an SMS notification will be sent to you. You need to accept or reject the opportunity within three working days of receiving it, or the opportunity will become invalid.

Log in to Partner Center and access **Sales > Opportunity Management > Opportunity Sharing > Huawei-Originated**. If there is an HO to be accepted, you can decide whether to accept the opportunity.

### 11.1.3.3 What Should I Keep in Mind After I Get an HO?

You need to accept or reject the opportunity within three working days of receiving it, or the opportunity will become invalid. After accepting the opportunity, you can develop businesses with Huawei Cloud through information collaboration, joint sales, and joint services based on this opportunity.

### 11.1.3.4 Is It Possible to Withdraw a Mistakenly Accepted HO?

If you mistakenly accept an opportunity, contact your PDM or the customer responsible to withdraw the opportunity.

## 11.1.4 Other

### 11.1.4.1 Suggestions for Partners in the PCE Program to Succeed

- **After joining the PCE program, you should:**
  - a. Submit opportunities that can promote sales of Huawei Cloud services, products, and solutions as well as the solutions jointly developed with Huawei Cloud.
  - b. Submit POs as early as possible to secure opportunities.
  - c. Clarify specific project requirements in POs to obtain tailored support from Huawei Cloud.
  - d. Share more opportunities to unlock priority in HO recommendations.
  - e. Develop joint business plans (BPs) and regularly review potential opportunities and opportunity updates.
  - f. Regularly review and summarize successful experience and ensure that the entire organization maintains a high level of consistency in goals and actions.
- **You should not:**
  - a. Submit POs that are irrelevant to your joint solutions.
  - b. Submit leads as opportunities.
  - c. Submit projects for which contracts have already been signed as opportunities.
  - d. Submit duplicate POs.

- e. Use generic templates for the PO description.
- f. Privately share an opportunity with your ecosystem manager and let them record it as an HO in the system.

#### **11.1.4.2 How Do I Obtain the Documentation, Including Operation Guides, Related to PCE?**

Method 1: Once you have joined the PCE program, contact your PDM to get related documents.

Method 2: Log in to Partner Center and access **Support > Document Library**. On the displayed page, search for related documents using keyword **Partner Customer Engagement** or **PCE**.

#### **11.1.4.3 How Do I Provide Feedback and Seek Help When I Encounter Any Problems Related to PCE?**

If you have any questions during your engagement in the PCE program, contact your PDM.

You can click **Rate Your Experience** in the upper right corner of the opportunity management page to report your feedback.

# 12 Partner Sales Management

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## 12.1 Cloud Solution Providers

### 12.1.1 Partner Policies

#### 12.1.1.1 What Is Cloud Solution Provider Program?

Designed for system integrators (SIs), strategic consulting firms, solution providers, agents, managed service providers (MSPs), value-added resellers (VARs), and carrier partners, the cloud solution provider program can use Huawei Cloud products as a portion of its differentiated solution and resell these products to end customers.

#### 12.1.1.2 What Is the Revenue of a Cloud Solution Provider? How Do I Calculate the Revenue?

If a partner resells Huawei Cloud products or services to a customer or indirectly drives the sales of Huawei Cloud products or services, the payment for the resources used by the customer on Huawei Cloud is the revenue calculation basis. The cash revenue generated from the direct or indirect sales of Huawei Cloud products or services will be counted into the partner's revenue, which is an important metric for determining the partner's incentives.

#### 12.1.1.3 What Are the Incentives for a Cloud Solution Provider?

Huawei Cloud gives incentives to cloud solution providers based on their revenues and value-added contributions. Incentives include revenue-based incentives and special incentives meeting certain requirements.

#### 12.1.1.4 Are Cloud Resources Used by Cloud Solution Providers Themselves Included in the Sales Revenue?

The account of cloud solution providers cannot be used to purchase cloud resources. To purchase cloud resources, a partner can register a new Huawei Cloud

account using the same company as that for registering a cloud solution provider account and then associate the Huawei Cloud account to the cloud solution provider account. Then, the cash expenditures generated by this Huawei Cloud account are counted into partner's sales revenue.

#### **12.1.1.5 Is the Consumption Using Coupons Issued by HUAWEI CLOUD Included in Sales Revenue?**

This part is not counted.

#### **12.1.1.6 Is Customers' Consumption for New Resources Differentiated from That for Renewal in Partners' Revenue?**

No. The two parts are not differentiated.

#### **12.1.1.7 How Can Partners Apply for Additional POC Test Coupons?**

Contact the local HUAWEI CLOUD ecosystem manager.

#### **12.1.1.8 How Long Is the Validity Period of the Referral and Reseller Models?**

Only one model can be selected for a customer. The model is permanently valid after the customer is associated.

#### **12.1.1.9 What Is the Transaction Mode for the Referral and Reseller Model?**

Referral model: A customer signs a contract with Huawei Cloud. Huawei Cloud is responsible for the customer's contracts, billing, and invoices, and the customer pays to Huawei Cloud. The customer needs to bind a credit card to purchase cloud services, and the partner takes the incentive.

Reseller model: A customer transacts with a partner, and the partner transacts with Huawei Cloud. The partner is responsible for the customer's budget setting, contracts, billing, and invoices. The customer does not need to bind a credit card. The bills and payment of the customer are paid by the partner.

#### **12.1.1.10 How Do Partners Set Discounts for Customers?**

Referral model: Partners can select a customer in the Partner Center and set a discount within the authorized scope set by HUAWEI CLOUD for the customer.

Reseller model: HUAWEI CLOUD does not control the transaction price between partners and customers. Therefore, discounts cannot be set in the Partner Center.

#### **12.1.1.11 What Does the Account Information, Amount Due, and Account Balance of the Partner Center Mean?**

**Amount Due:** indicates the expenses that a partner should pay to Huawei (summarizes the cloud resource usage of the customers associated with the partner and the consumption calculated based on the settlement price between the partner and HUAWEI CLOUD).

**Account Balance:** indicates the balance of a partner's account. HUAWEI CLOUD deducts fees from the Account Balance after the monthly partner Amount Due is calculated.

#### **12.1.1.12 Does a Cloud Solution Provider Need a Product Authorization to Sell Huawei Cloud Products and Services?**

No, the cloud solution provider does not need product authorization. Cloud solution providers can sell all products listed on the official website of the Huawei Cloud (international website) in any regions around the world.

#### **12.1.1.13 Does Each Country Has One HUAWEI CLOUD Partner Policy Designed?**

No. There are only two types of HUAWEI CLOUD partner policies: one type is for the Chinese mainland, and the other type is for markets outside Chinese mainland.

Partners can register and certify on HUAWEI CLOUD in any place, and sell HUAWEI CLOUD global resources based on the partner policy of the registration place. The settlement price, discount, and rebate are subject to the pricing policy of the region.

#### **12.1.1.14 Do Cloud Solution Providers Need to Make Payment to Huawei Cloud in Advance for Overstock?**

Cloud solution providers do not need to make payment to Huawei Cloud in advance for overstock. Huawei Cloud has different annual revenue requirements for different tiers of cloud solution providers. The cloud solution providers will be upgraded or downgraded when their annual revenue meets the corresponding requirements. Huawei Cloud customers outside the Chinese mainland use the postpaid mode. Huawei Cloud grants credits to partners based on their customers' conditions.

#### **12.1.1.15 Does a Partner Need to Provide Services for Customers Associated in the Referral Model?**

If a customer associates with a partner in the Referral mode, the partner needs to provide support service for the customer.

#### **12.1.1.16 Does HUAWEI CLOUD Set Budgets for Partners? What Is the Relationship Between This Function and Budget Setting by Partners for Reseller Customers?**

- HUAWEI CLOUD sets a consumption quota for a partner based on the partner tier. The quota granted by HUAWEI CLOUD to the partner does not relate to the monthly budget set by the partner for its customers. If the partner's consumption exceeds the quota set by HUAWEI CLOUD, HUAWEI CLOUD will notify the partner of repaying the money immediately, but will not perform any operations on the cloud services used by partner's reseller customers.
- A partner sets the monthly budget for its reseller customers is to manage the cloud resource usage of the customers. HUAWEI CLOUD compares the

customer's expenditure at the official price with the monthly budget. If the customer's expenditure exceeds a certain proportion of the budget, the partner will receive a notification. The partner can adjust the monthly budget or freeze the account of the customer. Once the account is frozen, the customer cannot purchase, renew, or change resources, and provisioned resources may become unavailable, but still incur fees. The customer budget will restore in next month.

## 12.1.2 Association and Disassociation

### 12.1.2.1 What Are the Precautions for Associating a Customer with a Partner?

#### Precautions

- A customer cannot be associated with a partner if the customer:
  - Registers with Huawei Cloud (Chinese mainland).
  - Has been associated with another partner.
  - Has signed a special contract with Huawei Cloud, such as offline directly-signed contract, authorized telemarketing contract with discounts, or directly-signed special offer contract.
  - Has registered for more than seven days or has cash expenditure records. The customer must contact the partner for registration before association.
  - Has unpaid bills. The customer must top up their account to pay off the bills before association.
  - Is using an enterprise member account (resource or cloud account) associated with a master account in the unified accounting mode.
- A customer cannot be associated with a partner in reseller model if the customer:
  - Has signed a professional service contract with Huawei Cloud.
  - Has valid reserved instances (RIs).
  - Is using an enterprise member account.
  - Is using an enterprise master account that has associated with independent accounting member accounts.
  - Has joined the Software Partner, Service Partner, Learning Partner, or System Integrator (SI) development path.
  - Has valid stored-value cards. The customer must use up these cards before association.
  - Has valid service support plans. The customer must unsubscribe from these plans before they can be associated with the partner in the reseller model.
  - Is using an enterprise master account that has member accounts with valid service support plans. The customer must have their member accounts unsubscribe from these plans before associating with a partner in the reseller model.

- Has unpaid orders. The customer must pay for or cancel these orders before they can be associated with a partner in the reseller model.
- If a customer is associated with a partner in reseller model, the customer's cash coupons:
  - Can only be used to deduct the customer's expenditures generated before the association.
- In the reseller model, if a customer invited has subscribed to resources before, you can **freeze both an account and resources** to prevent new fees from being generated by those resources.

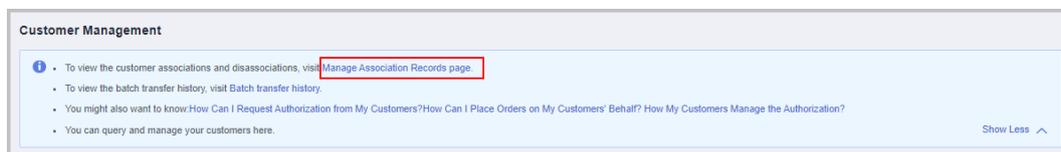
### 12.1.2.2 How Can I Process Disassociation Requests from My Customers?

You can query association records or process disassociation requests in **Customers > Customer Management** of Partner Center.

#### NOTE

Only partners with administrator permissions can process disassociation requests from customers.

- 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.
- Step 3** In the top navigation bar, select **Sales > Customers > Customer Management**.
- Step 4** Click **Manage Association Records** in the upper part of the page.



- Step 5** Query association records or process disassociation requests.  
Click **Approve** or **Reject** in the **Operation** column.

The screenshot shows the 'Manage Association Records' page. At the top, there are search filters for 'Customer', 'Account Manager', and 'Mobile Number', along with 'Search' and 'Reset' buttons. Below the filters is a 'Batch Reject' button. The main content is a table with the following columns: Account Name, Customer, Mobile Number, Association Type, Purpose, Reason, Initiation Method, Status, Account Manager, Request Time, Approval Time, and Operation. The table contains three rows of data, all with a status of 'Pending confirmation'.

Account Name	Customer	Mobile Number	Association Type	Purpose	Reason	Initiation Method	Status	Account Manager	Request Time	Approval Time	Operation
...	...	...	Reseller	Disassociate	...	Requested by partners	Pending confirmation	...	Nov 01, 2023 16:42:...	...	Approve Reject
...	...	...	Reseller	Disassociate	...	Requested by custo...	Pending confirmation	...	Jul 20, 2023 10:21:3...	...	Approve Reject
...	...	...	Reseller	Disassociate	...	Requested by custo...	Pending confirmation	...	Apr 26, 2022 16:55:5...	...	Approve Reject

#### NOTE

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

----End

### 12.1.2.3 Can a Customer Associate with Only One Reseller? Can a Customer Disassociate from the Current Partner and Reassociate with Another One?

A customer can associate with only one reseller. The customer can request to disassociate from the current partner and then associate with another partner.

### 12.1.2.4 How Does a Partner Send Invitation Links?

A partner can pre-register potential customers first, and then send invitation links to them using either of the following methods:

- By email: An email with a registration link is sent to a potential customer inviting the potential customer to associate with the partner.
- By registration link or QR code: A registration link or QR code is sent to a potential customer by email.

For details, see [Pre-registering Customers](#).

### 12.1.2.5 How Does a Partner Create a QR Code for Developing Customers?

On the **Sales > Leads and Opportunities > Customer Development > By Link or QR Code** page of the Partner Center, cloud solution providers can create QR codes for developing customers.

### 12.1.2.6 If I Have Preregistered a Customer, but the Customer's Email Address Is Later Changed, Causing the Invitation to Fail to Reach the New Email, What Should Be Done?

You can solve the problem in through the following methods:

1. If the customer has a Huawei Cloud account:
  - Log in to Partner Center, access **Sales > Leads and Opportunities > Customer Development > From Partner Center**, click **Preregister Customer**, use a new email address to preregister the customer, and invite the customer again.
2. If the customer does not have a Huawei Cloud account:
  - Log in to Partner Center, access **Sales > Leads and Opportunities > Customer Development > From Partner Center**, click **Preregister Customer**, use a new email address to preregister the customer, and invite the customer again.
  - Log in to Partner Center, access **Sales > Leads and Opportunities > Customer Development > From Partner Center**, copy the invitation link, and send the link to the customer offline.

### 12.1.2.7 Can I Change an Associated Customer's Association Type from Reseller to Referral?

No.

### 12.1.2.8 Can Partners Pre-register a Project?

Cloud solution providers cannot pre-register projects but can pre-register customers in the Partner Center on Huawei Cloud.

### 12.1.2.9 What Can I Do If I Fail to Pre-register a Customer? If I Pre-register a Customer Successfully, Is the Customer Successfully Associated with Me?

- If you and the potential customer are in the same country, customer pre-registration is not mandatory for you to associate with the customer. You can directly send an invitation link or QR code to the potential customer.
- The customer pre-registration is to ensure that the potential customer will not be associated with other partners in a certain period of time. After you pre-register the potential customer, other partners cannot pre-register or associate with the customer within 15 days, unless the customer uses a new email address. During this period, if the customer accepts the invitation from you, the customer is associated with you successfully.
- After a customer is successfully pre-registered by a partner, the customer needs to be associated with the partner. Huawei Cloud only recognizes that customers associated with a partner belong to the partner.

### 12.1.2.10 Do Huawei Cloud Solution Providers Need to Pre-Register Customer Projects When Developing Customers?

Huawei Cloud determines the revenue rebates and project ownership only based on the customer account bound to the project. Therefore, cloud solution providers do not need to pre-register customer projects when developing customers.

### 12.1.2.11 What Should I Enter for HUAWEI CLOUD BD When I Register an Opportunity?

When an ecosystem manager register an opportunity, enter the ecosystem manager employee ID for the **HUAWEI CLOUD BD** field. The **HUAWEI CLOUD Ecosystem Manager** and **HUAWEI CLOUD SA** fields are optional. If you specify these two fields, the target personnel can view the opportunity in the CRM system.

## 12.1.3 Consumption Quota

### 12.1.3.1 What Is a Consumption Quota? Why Do I Receive Consumption Quota Notifications? What Can I Do If My Consumption Quota Is Not Enough?

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 you have used 80% more of your quota, you will receive a quota notification. If you want to know your quota details, choose **Partner Information > Basic**

**Information** in the drop-down list of the account name in Partner Center and switch to the **Consumption Quota** tab, or you can directly check your quota details in **Consumption Quota** area on the **Home** page of Partner Center. The quota notification function cannot be disabled. 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.

If your consumption quota is not enough, contact your ecosystem manager to increase the total consumption quota or repay money in advance.

### 12.1.3.2 How Do I Know the Usage of My Consumption Quota?

No special attention is required. If you are about to use up or have used up your consumption quota, HUAWEI CLOUD will automatically send you a notification. If you want to know your quota details, choose **Partner Information > Basic Information** in the drop-down list of the account name in Partner Center and switch to the **Consumption Quota** tab, or you can directly check your quota details in **Consumption Quota** area on the **Home** page of Partner Center.

## 12.1.4 Incentive Settlement

### 12.1.4.1 What Are Partner's Revenue and Incentives?

- Revenue  
All payments made by a partner to Huawei Cloud for the resources purchased by customers associated with the partner in the Resale model are counted as the revenue of this partner. Expenditures generated from cash coupons issued by Huawei Cloud, value-added tax, sales tax, goods and service tax, and other turnover taxes, as well as the expenditures on the products with no revenue or rebate cannot be included in the revenue. The revenue defined here is only for Cloud Solution Providers and Distributors, and Huawei Cloud will not generate revenue for resellers.  
New expenditures incurred in the existing referral model are not counted as the revenue of the partner.
- Incentives  
Incentives are provided by Huawei Cloud for partners, including revenue-based basic rebates and special incentives that are granted when certain conditions are met.

### 12.1.4.2 When Does Huawei Start Reconciliation and Settle Incentives After Customers Purchase Cloud Services?

HUAWEI CLOUD provides incentives for partners by month, quarter, or year according to partner policies. Take monthly incentive as an example. The revenue incentive reconciliation with partners is initiated within five working days of the next month after a subscription. Partners are notified of issuing invoices to Huawei within five working days after the reconciliation if partners choose **Transfer to back account** or **Top up HUAWEI CLOUD account**. Huawei completes the payment within 30 calendar days after receiving the invoices. If partners choose **Exchange for cash coupons**, Huawei completes the payment within five working days after the reconciliation.

### 12.1.4.3 Where Can I View My Incentive Data?

You can log in to Partner Center and choose **Sales > Incentives > Incentive Management** in the menu on the top. Then, you can view the incentive data on the displayed page. The incentive data of the previous month is generated at the beginning of this month. On the **Confirm Incentives** tab, you can view the details online or export the bills to the local.

### 12.1.4.4 What Are the Differences Between Incentives from Reseller Customers and Incentives from Referral Customers?

According to the Huawei Cloud international partner incentive policy, from January 1, 2026, new expenditures incurred in the existing referral model are not counted as the revenue of the partner, and expenditures incurred in the reseller model will be counted as the revenue of the partner.

### 12.1.4.5 How Can I Confirm My Incentives?

- Confirming incentives from referral customers: New expenditures are not counted into the revenue since January 1, 2026.
- Confirming incentives from reseller customers: The monthly performance data is provided for check. The quarterly rebate data is generated only when the quarterly performance reaches the threshold. The monthly performance is equal to the list price multiplied by the settlement discount for reseller customers (excluding the consumptions paid by coupons), that is, the actual billed amount for reseller customers.
- After HUAWEI CLOUD notifies partners of reconciliation, partners can view detailed performance and incentive data in the partner center. If partners find that the data is incorrect before the reconciliation deadline, they can reject the reconciliation request, and the operations manager will follow up this rejected request. If partners have no doubt, the bill confirmation is automatically completed when the reconciliation period ends. If partners have any questions, they can contact the customer service or the ecosystem manager. If the operation is rejected, the settlement may be delayed.

### 12.1.4.6 When Do Partners Need to Issue Invoices to HUAWEI CLOUD?

Partners must issue invoices to HUAWEI CLOUD if they choose **Transfer to bank account** or **Top up HUAWEI CLOUD account**.

### 12.1.4.7 Why Cannot I View the Billing List Page?

The **Billing List** page can be viewed only after your payment information is authenticated and your payment application is successfully submitted to Huawei's payment system. Some partners submit payment information authentication after they are notified of incentives earnings, and apply for incentive earning distribution after their payment information is authenticated. The payment application fails because the payment system needs time to synchronize data and cannot identify that the authentication is successful. Partners can see view the **Billing List** page on the next day after the payment information passes the authentication.

### 12.1.4.8 Where Do I Mail the Invoices? What Else Is Required in Addition to the Invoices?

You can obtain the mail address in the billing notification email or on the **Billing List** page. In addition to the invoices, you need to also mail the billing list.

### 12.1.4.9 What Are the Incentive Invoice Requirements?

Solution partners registered in the following countries (South Korea, United Arab Emirates, Bahrain, South Africa, Chile, and Thailand) must provide Huawei tax number when issuing invoices. The cloud solution providers of other registration countries or regions do not need to provide Huawei tax ID. Your invoice may be rejected if you enter a wrong Huawei signing entity and/or Huawei tax number.

Country/ Region	Huawei Signing Entity	Tax ID of Huawei Signing Entity
South Korea	Huawei Services (Hong Kong) Co., Ltd.	Registration number: 145-80-01643
United Arab Emirates	Address: Room 03, 9/F, Tower 6, the Gateway No.9 Canton Road, Tsim Sha Tsui, Kowloon, Hong Kong	VAT number: 100584086100003
Bahrain		VAT number: 220014005100002
South Africa	Huawei Technologies Africa (Pty) Ltd. Address: Huawei Office Park, Western Service Rd, Woodmead, Johannesburg, 2191, South Africa	VAT registration number: 4060225127
Chile	Huawei (Chile) S.A. Address: Rosario Norte 532, Piso 17, Las Condes, Santiago, Chile	Rol Único Tributario (RUT): 99.535.120-K
Thailand	Huawei Technologies (Thailand) Co., Ltd. Address: No. 9, G Tower Grand Rama 9, Room No. GN01-04, 34th – 39th Floor, Rama 9 Road, Huaykwang Sub-district, Huaykwang District, Bangkok Metropolis, 10310	Tax payer number: 0105544059925

Others	Huawei Services (Hong Kong) Co., Ltd. Address: Room 03, 9/F, Tower 6, the Gateway No.9 Canton Road, Tsim Sha Tsui, Kowloon, Hong Kong	Tax ID, which is optional
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#### 12.1.4.10 What Is the Settlement Currency Used If I Choose Transfer to bank account?

The settlement currency used is the one entered by a partner during business information authentication.

#### 12.1.4.11 What Tax Should Be Deducted When the Incentives Are Paid?

The tax is deducted according to the tax laws of the country or region involved in the payment, including but not limited to the withholding tax (WHT).

#### 12.1.4.12 When Can I Get the Coupons When I Choose Exchange for cash coupons?

The coupons distributed as incentive earnings are automatically distributed to the partner's coupon account when the payment application is submitted.

#### 12.1.4.13 When Can I Get the Incentive Earnings After I Mail the Invoices?

The financial department of Huawei will submit the incentive earning transfer application to your bank or top up your HUAWEI CLOUD account within 30 calendar days after receiving your qualified invoices. After Huawei submits the incentive earning transfer application to your bank, normally your bank account will receive your incentive earnings 1 to 3 working days, which depends on your account processing efficiency.

#### 12.1.4.14 How Long Is an Incentive Earning Valid For?

An incentive earning is valid for one year as of the date when a notification of applying to issue incentive earnings is sent. You must apply to issue incentive earnings within the validity period.

#### 12.1.4.15 How Are Incentive Earnings Distributed?

Incentive earnings generated from referral customers can be paid to partners through three methods: **Transfer to bank account** (when the incentive amount exceeds \$200 USD), **Top up HUAWEI CLOUD account**, and **Exchange for cash coupons**.

Incentive earnings generated from reseller customers can be paid to partners through two methods: **Top up HUAWEI CLOUD account** and **Exchange for cash coupons**.

If you choose to use your incentives to top up your Huawei Cloud account, the amount added to your balance is subject to the exchange rate on the day of payment.

#### 12.1.4.16 What Is Partner Revenue?

Partner Revenue in the Reseller Model: All payments made by a partner to Huawei Cloud for the resources purchased by the customers associated with the partner in the Reseller model are counted as the revenue of this partner. The revenue does not include the expenditures with cash coupons issued by Huawei Cloud, turnover taxes, such as value-added tax, sales tax, and goods and services tax (GST), or expenditures on products with no revenue or rebate. Revenue is only defined for Huawei Cloud solution providers and distributors. Huawei does not generate revenue for resellers.

Revenue of partners in the referral model: New expenditures incurred in the existing referral model are not counted as the revenue of the partner.

#### 12.1.4.17 How Do I Reconcile the Revenue?

##### 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 menu on the top, select **Sales > Incentives > Revenue Management**.
- Step 4** Select the **Revenues** tab to view the revenue summary. Select the **Details** tab to view the detailed revenue information of a billing cycle. Filter revenue details based on the revenue generation time, order type, and billing mode. Click **Export > Export by Revenue Generation Time** or **Export > Export Selected** to export the revenue details of the corresponding billing cycle and perform revenue reconciliation.
- Step 5** If you have any questions about the revenue, you can provide feedback on the page.  
  
On the **Revenues** tab page, click **Feedback** in the **Operation** column to provide feedback for revenue in the **Draft** or **Publicizing** state.  
  
On the **Details** tab page, click **Feedback** in the **Operation** column to provide feedback.
- Step 6** If a revenue status changes to **End of publicity** or **Final**, the revenue data has been finalized. If you have any questions on the finalized revenue data, submit a service ticket or contact your ecosystem manager.

----End

#### 12.1.4.18 Example for Incentive Details for Increased Revenues

Partners who meet the requirements for incentives granted for increased revenues will be automatically enrolled in the incremental incentive program. They can check the bills and details of incentives for increased revenues in Partner Center, or

manually calculate the incentives to confirm that the incentives for increased revenues in the system are correct.

The system will automatically check whether partners meet the requirements and calculate the incentives for increased revenues.

 **NOTE**

Different incremental incentive programs have different policy requirements. Partners can view the incentive policy documents in **Support > Document Library** of Partner Center.

## Viewing Details About Incentives for Increased Revenues

- 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** Choose **Sales > Incentives > Incentive Management** in the menu on the top. The **Confirm Incentives > Summary** page is displayed by default.
- Step 4** View the incentive bill summary information, including the period, incentive name, incentive amount, association type, status, and validity period.



The screenshot shows the 'Confirm Incentives' page with a 'Summary' tab selected. At the top right, there is a search bar with '2024Q4' entered and 'Search' and 'Reset' buttons. Below is a table with the following data:

Incentive ID	Period	Incentive Name	Incentive Earnings(USD)	Association Type	Status	Operation
c732900a-0c1f49ca-9439-72e613984184	2024Q4	2024-Quarterly Incentives for Inc...	6,800.00	Reseller	● Distrib	<a href="#">View Reconciliation Details</a>

 **NOTE**

- Incentive amount = Incentive base increment x Rebate. The rebate changes with the policy. To learn about the latest policy, go to **Support > Document Library** in Partner Center to check the relevant incentive policy document.
  - The incentive amount for increased revenues is updated every day when the incentives are in the **Estimated** state. Partner Center only displays the estimated incentive earnings without showing the estimated details. That is, when you click **View Reconciliation Details** in the **Operation** column, you will only see the incentive summary data. The incentive earnings are not split based on the association type, so the **Associated Type** field displays as --.
  - When the incentive earnings are the **Pending confirmation** state, click **Confirm** in the **Operation** column. Then, access the **Sales > Incentives > Incentive Management > Incentive Payment** page and request incentive payment.
- Step 5** Switch to the **Details** tab and click **Details** in the **Operation** column to view the incentive details, including the customer name, product name, product type, rebate, rebate rule, and product incentive strategy.

Confirm Incentives Incentive Payment

Summary | Details

Export Period: 2024Q4 Feedback: All Advanced Search

Item Type	Product Name	Revenue Generated	Revenue Eligible for Incentives(USD)	Rebate Percentage	Incentive Earnings(USD)	Operation
nal Databas...	SQL Server Read Replica Enterprise Edit...	2024/12/31	9,499,000,000	--	248,435,384.60	<a href="#">Details</a>
nal Databas...	SQL Server Read Replica Enterprise Edit...	2024/12/31	92,253,000,000	--	2,412,770,769.00	<a href="#">Details</a>
nal Databas...	SQL Server Read Replica Enterprise Edit...	2024/12/31	34,212,000,000	--	894,775,384.60	<a href="#">Details</a>
nal Databas...	SQL Server Read Replica Enterprise Edit...	2024/12/31	86,213,000,000	--	2,254,801,538.00	<a href="#">Details</a>
nal Databas...	SQL Server Read Replica Enterprise Edit...	2024/12/31	37,823,000,000	--	989,216,923.10	<a href="#">Details</a>

**NOTE**

- Click **Customize Column** above the list and select other fields to view more information about incentives.
- Incentive for a revenue = Amount of the revenue × (Total incentive amount for increased revenues/Incentive base)

----End

## Manually Confirming the Incentive Amount for Increased Revenues and Viewing Incentive Details of a Revenue

The following uses the quarterly incentives for increased revenue in Q4 2024 as an example.

**Step 1** Check the conditions for incentive rebate.

- Incentive threshold ≥ \$30,000 USD
- Growth rate for the revenue of the quarter is at least 45% compared with that in the same quarter of the previous year.

**Step 2** Confirm whether the conditions are met.

Log in to Partner Center and choose **Sales > Incentives > Indicator Information** in the menu on the top.

Indicator Information Quick Links

• Operation guide: Indicator Management  
 • FAQs: Why Were Customer Indicators Added? Why Do Some Indicators Have Details While Others Do Not?  
 • Regarding the incentive policies for Huawei Cloud partners, partners can view the incentive thresholds and bases by checking their corresponding indicators. By matching indicator values with policy rules, they can confirm their achievement of thresholds and the incentives obtained accordingly.

Export Applicable Scope: Incentives for Quarterly Increased X Add filter

Indicator Name	Applicable Scope	Statistical ...	Statistl...	Dimen...	Custo...	Billing...	Indicator Value	Operation
2024-Quarterly Incentive Base Increment	Incentives for Quarterly Increased ...	Auto	Quarter	--	--	2024Q4	170,000.00	<a href="#">View Details</a>
23-24 Incentive Threshold: Quarterly Reven...	Incentives for Quarterly Increased	Auto	Quarter	--	--	2023Q4	120,000.00	<a href="#">View Details</a>
23-24 Incentive Threshold: Quarterly Reven...	Incentives for Quarterly Increased	Auto	Quarter	--	--	2024Q4	320,000.00	<a href="#">View Details</a>
2024-YoY Growth Rate (Year-on-year growt...	Incentives for Quarterly Increased ...	Auto	Quarter	--	--	2024Q4	1.67	<a href="#">View Details</a>
23-24 Quarterly Incentive Base	Incentives for Quarterly Increased	Auto	Quarter	--	--	2023Q4	90,000.00	<a href="#">View Details</a>
23-24 Quarterly Incentive Base	Incentives for Quarterly Increased	Auto	Quarter	--	--	2024Q4	260,000.00	<a href="#">View Details</a>

As shown in the preceding figure:

The incentive threshold for Q4 2024 is 320,000, which is greater than 30,000, meeting the incentive threshold requirements.

The incentive threshold for Q4 2023 is 120,000, the growth rate is calculated as follows:  $(320,000 - 120,000) / 120,000 \times 100\% = 167\%$ . This value is greater than 45%, meeting the growth rate requirement.

**Step 3** Confirm quarterly incentive base increment in Q4 2024

Indicator Name	Applicable Scope	Statistical ...	Statisti...	Dimen...	Custo...	Billing...	Indicator Value	Operation
2024-Quarterly Incentive Base Increment	Incentives for Quarterly Increased ...	Auto	Quarter	--	--	2024Q4	170,000.00	View Details
23-24 Incentive Threshold: Quarterly Reven...	Incentives for Quarterly Increased	Auto	Quarter	--	--	2023Q4	120,000.00	View Details
23-24 Incentive Threshold: Quarterly Reven...	Incentives for Quarterly Increased	Auto	Quarter	--	--	2024Q4	320,000.00	View Details
2024-YoY Growth Rate (Year-on-year growt...	Incentives for Quarterly Increased ...	Auto	Quarter	--	--	2024Q4	1.67	View Details
23-24 Quarterly Incentive Base	Incentives for Quarterly Increased	Auto	Quarter	--	--	2023Q4	90,000.00	View Details
23-24 Quarterly Incentive Base	Incentives for Quarterly Increased	Auto	Quarter	--	--	2024Q4	260,000.00	View Details

The quarterly incentive base for Q4 2024 is 260,000.

The quarterly incentive base for Q4 2023 is 90,000.

Quarterly incentive base increment for Q4 2024 = 260,000 - 90,000 = 170,000

**Step 4** Confirm the total incentive amount for increased revenues.

Total incentive amount for increased revenues = Quarterly incentive base increment × Rebate 4% = 170,000 × 0.04 = 6800

In Partner Center, choose **Sales > Incentives > Incentive Management** in the menu on the top. The **Confirm Incentives > Summary** page is displayed by default.

As shown in the figure, the incentive amount is the total incentive amount for increased revenues for Q4 2024.

Incentive ID	Period	Incentive Name	Incentive Earnings(USD)	Association Type	Status	Operation
c732900a-0c1f49ca-9439-72ed13984184	2024Q4	2024-Quarterly Incentives for Inc...	6,800.00	Reseller	Distri	View Reconciliation Details

**Step 5** Confirm the incentive amount for a revenue.

Incentive for a revenue = Amount of the revenue × (Total incentive amount for increased revenues/Incentive base for Q4 2024)

**Table 12-1** Incentive amount calculation for revenues

Revenue Amount	Total Incentive Amount for Increased Revenues (6,800)/Incentive Base for Q4 2024 (260,000)	Incentive Amount for the Revenue
37823	0.026153846	989.2169231
86213	0.026153846	2254.801538
34212	0.026153846	894.7753846
92253	0.026153846	2412.770769
9499	0.026153846	248.4353846

In Partner Center, choose **Sales > Incentives > Incentive Management** in the menu on the top. The **Confirm Incentives > Summary** page is displayed by default.

Switch to the **Details** tab and click **Details** in the **Operation** column to view the incentive details, including the customer name, product name, product type, rebate, rebate rule, and product incentive strategy.

As shown in the figure, the incentive amount for each revenue is consistent with the result in [Table 12-1](#).

Type	Product Name	Revenue Generated	Revenue Eligible for Incentives(USD)	Rebate Percentage	Incentive Earnings(USD)	Operation
nal Databas...	SQL Server Read Replica Enterprise Edit...	2024/12/31	9,499.00000000	--	248.43538460	Details
nal Databas...	SQL Server Read Replica Enterprise Edit...	2024/12/31	92,253.00000000	--	2,412.77076900	Details
nal Databas...	SQL Server Read Replica Enterprise Edit...	2024/12/31	34,212.00000000	--	894.77538460	Details
nal Databas...	SQL Server Read Replica Enterprise Edit...	2024/12/31	86,213.00000000	--	2,254.80153800	Details
nal Databas...	SQL Server Read Replica Enterprise Edit...	2024/12/31	37,823.00000000	--	989.21692310	Details

**NOTE**

- The **Revenue Eligible for Incentives** field is not displayed by default. You can click **Customize Column** above the list and select this field.
- The number is accurate to eight decimal places.
- The rebate is displayed as --. If you have any questions, contact your ecosystem manager.

----End

### 12.1.4.19 What Should I Do If I Select a Wrong Incentive Payment Method?

Once you have selected an incentive payment method, it cannot be changed. Withdrawing the incentive payment application is not supported.

Handling methods for the referral model:

- If you have selected payment method "Top up Huawei Cloud account", but actually you want to let Huawei Cloud transfer your incentives to your bank account, you can withdraw the incentives topped up to your Huawei Cloud account to your bank account.
- If you have selected payment method "Transfer to bank account", but actually you want to let Huawei Cloud top up your Huawei Cloud account using the incentives, you can top up your Huawei Cloud account using the incentives transferred to your bank account.

Handling methods for the resale model:

- If you have selected payment method "Top up Huawei Cloud account", but actually you want to let Huawei Cloud transfer your incentives to your bank account, you can withdraw the incentives topped up to your Huawei Cloud account to your bank account.

#### NOTE

"Transfer to bank account" is not supported in resale model, but you can use the method above to transfer the incentives to your bank account.

## 12.1.5 Discounts and Coupons

### 12.1.5.1 Can a Partner Set Discounts for Customers? What Is the Discount Range?

A partner can apply for the discount setting permission from the ecosystem manager. After the application is approved, the partner can set discounts for their customers associated in the Referral model.

Only general discount is supported. General discounts are applicable to all product categories. For details about the applicable products, access **Partner Center > Sales > Incentives > Product Discounts and Incentives**. For details about how to set discounts, see [Setting Discounts for Customers](#).

### 12.1.5.2 Can a Product Be Bought Using a Cash Coupon Alone?

Only one cash coupon can be used for each order. If a cash coupon is applicable to the product and the face value of the cash coupon is equal to or greater than the order value, the cash coupon can be used alone to pay the order. A partner can set the application scope of cash coupons when they issue cash coupons to customers.

### 12.1.5.3 After a Customer Associates with a Partner, Can the Customer's Account Balance Still Be Used?

- Yes. The account balance can be used when the customer is associated in the Referral model.

- 
- When a customer is associated in the Reseller model, the customer can withdraw the balance of top-up account by submitting a service ticket or contacting customer service.

#### **12.1.5.4 What Are the Cash Coupon Usage Rules and Can the Coupons Be Used Together with Commercial and Promotion Discounts?**

For details about how to use cash coupons, see [Cash Coupon Usage Rules](#).

For details about whether you can use cash coupons together with commercial discounts or promotional discounts, go to the Partner Center to view the cash coupon usage rules on the **Cash Coupons** page.

#### **12.1.5.5 Can I Use Multiple Cash Coupons at a Time?**

Yes. Partner's cash coupons are deducted when a bill is generated. If there are multiple cash coupons meeting conditions and being valid in the corresponding billing cycle, these cash coupons can be deducted at a time.

#### **12.1.5.6 Why Can't I Find My Cash Coupon Converted from My Historical Cash Coupon Quota?**

The historical cash coupon quota of a partner will be converted into its cash coupon after **the bill of the current month** is generated. After the conversion, the partner can view its cash coupon converted from the historical quota before the bill of the next month is generated. This type of cash coupon is applicable to all the reseller customers of the partner.

Additionally, the cash coupons issued by a partner to its reseller customers and those directly obtained by the reseller customers from HUAWEI CLOUD will also be converted into partner's cash coupons during the conversion. This type of cash coupons is applicable to only the reseller customers who had these coupons before.

#### **12.1.5.7 What Are Test Coupons?**

Test coupons (HUAWEI CLOUD practice & demonstration coupons) are provided by HUAWEI CLOUD to partners. Partners then grant these coupons to their reseller customers for service or resource testing.

Partners can contact their ecosystem managers to request test coupons for their customers. The test coupons requested for one customer cannot be used for another one.

Partners can also request test coupons in the Partner Center themselves. For details, see Requesting Consulting Partner Basic Benefits. The test coupons requested from the Partner Center can be used by all customers of a partner.

#### **12.1.5.8 Are There Any Limits on Using Test Coupons and How Do I Use Test Coupons?**

For details about the limits on using test coupons, go to the **Cash Coupons** page in the Partner Center to specific rules.

For details about how to use test coupons, see the [cash coupon usage rules](#).

### **12.1.5.9 Will Customer Resources Be Automatically Deleted After Test Coupons Are Used Up?**

After the test coupons are used up, customer resources will not be automatically deleted. The resources must be deleted by the customer.

During the testing, you are advised to pay close attention to the test progress and contact your customer to delete test resources in a timely manner. HUAWEI CLOUD will notify you of the test coupon usage to remind you to avoid arrears in the case of insufficient test coupon balance.

### **12.1.5.10 Will I Fall Into Arrears After Test Coupons Are Used Up?**

Yes.

HUAWEI CLOUD will send you the test coupon balance and estimated bill of customer's monthly/pay-per-use consumption. Pay attention to this to prevent arrears in the case of insufficient test coupon balance.

### **12.1.5.11 Is the Consumption Generated by Test Coupons Counted into Partner Revenue?**

Test coupons are not counted into partner's revenue because they are used only for functional and service tests.

### **12.1.5.12 How Can I Request Test Coupons as a Solution Partner?**

Additionally, you can submit an application to your ecosystem manager at the rep office based on the project. Then, the ecosystem manager will apply for test coupons on your behalf. Information including the project background, cloud resource configuration, test duration, and expected order date and amount needs to be provided to the ecosystem manager.

### **12.1.5.13 Is There Any Limit on the Test Coupon Amount That Can Be Requested?**

The amount that can be request differ with partner tier. Solution partners can request additional test coupons if the coupons are required in customer projects.

### **12.1.5.14 Why Is My Cash Coupon Quota Missing? How Do I Use the New Cash Coupons?**

From January 1, 2021 (April 1, 2021 for solution partners from Asia-Pacific regions), the coupons will be centrally deducted when the bills of the solution partners are generated, and the partners cannot issue cash coupons to their customers anymore. For details about how to use cash coupons, see [Usage Rules](#).

Partner's remaining cash coupon quota and cash coupons of partner's reseller customers will be converted into partner's cash coupons. The conversion occurs after the partner bill of the current month is generated.

To see the cash coupons after a conversion, choose **Financial Information > Cash Coupons** in the Partner Center. If you want to view historical quota and usage records of cash coupons, click **the cash coupon quota history** on the **Financial Information > Cash Coupons** page in the Partner Center.

### 12.1.5.15 Cash Coupon Usage Rules

Huawei Cloud issues cash coupons to you. Then, you can use these coupons to pay bills.

You can obtain cash coupons by:

- [Applying to issue incentive earnings as cash coupons](#) in Partner Center.
- Contacting the ecosystem manager to requesting PoC test coupons.

Cash coupon usage rules are as follows:

- Different cash coupons will be used for different transactions based on the transaction time.
- Cash coupons assigned to a specific customer will be preferentially used.
- Cash coupons will not be refunded for resources that are unsubscribed from or downgraded.

#### 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).

## 12.1.6 Indicator Management

### 12.1.6.1 Why Do Some Indicators Have Details While Others Do Not?

If an indicator is generated based on the revenue of the current partner account, you can view the details about this indicator.

If an indicator marks the growth or growth rate that is calculated based on another indicator, you cannot view the indicator details directly. You need to view the indicator details of the two billing cycles in a specific indicator.

If an indicator is not generated based on the partner revenue, you cannot view the indicator details.

## 12.1.7 Other

### 12.1.7.1 Why I Fail to Receive a Verification Code When Registering a Partner Account?

The possible causes are as follows:

- The verification code email is identified as spam.

- The email address is invalid.
- Spaces or other invisible characters are entered before or after the email address.
- The network or platform has a fault. You can provide the account name and email address entered during the registration to the O&M personnel for fault locating.
- "mail01.huawei.com" is blocked by the firewall of the partner or customer. It needs to be added to the whitelist.

### 12.1.7.2 How Can I Configure Email and SMS Notifications for Specific Personnel to Send Financial Information to Them?

By default, the email and SMS notifications are sent to email addresses and mobile numbers of solution partner accounts. To configure email and SMS notifications for internal employees so that they can receive financial information such as information about account in arrears or incentive earning confirmation, perform the following steps:

1. Log in to the Partner Center.
2. Move the mouse to the SMS icon  in the upper right corner of the page.
3. Click **Message Receive Management** and go to the **Receiving Setting** page.
4. In the **Finance** pane, click **Modify** in the rows of **Account fee** and **Bill**.
5. In the **Modify Message Recipient** dialog box, click **Add Message Recipient** to add the email address and mobile number of the message recipient.
6. Click **OK**.

### 12.1.7.3 How Do I Pay Yearly/Monthly Products?

A partner or customer has three payment methods: online payment, payment from balance, and monthly settlement.

### 12.1.7.4 What Are the Impacts If a Partner Revokes Its Reseller Customers' Permission to View Bills or Cost in the Billing Center?

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.

Whereas, reseller customers can still view their expenditures calculated using the pricing on the Huawei Cloud official website by choosing **Billing Center** > **Orders**.

### 12.1.7.5 What Are the Statistical Rules of the Expenditure Dashboard?

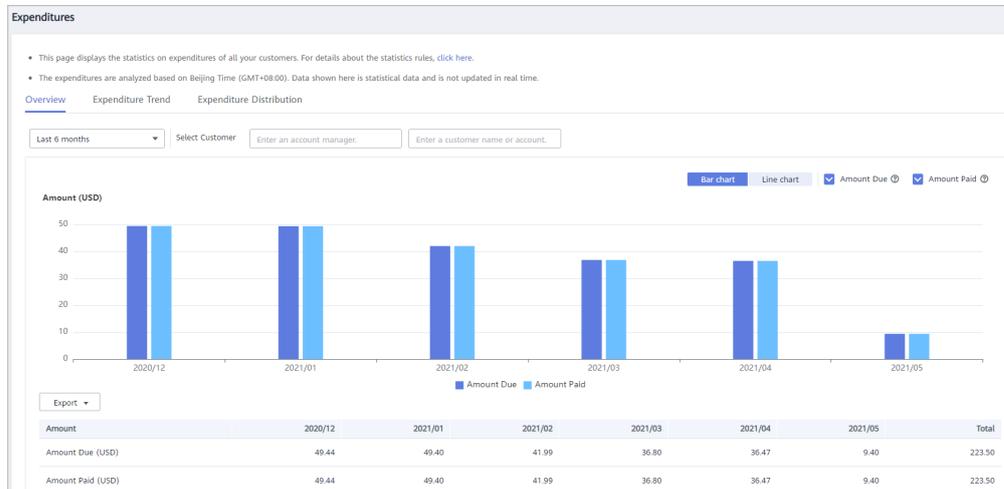
Expenditure statistics of all customers of a partner will be displayed on the dashboard.

Account managers can view the expenditure statistics of their customers.

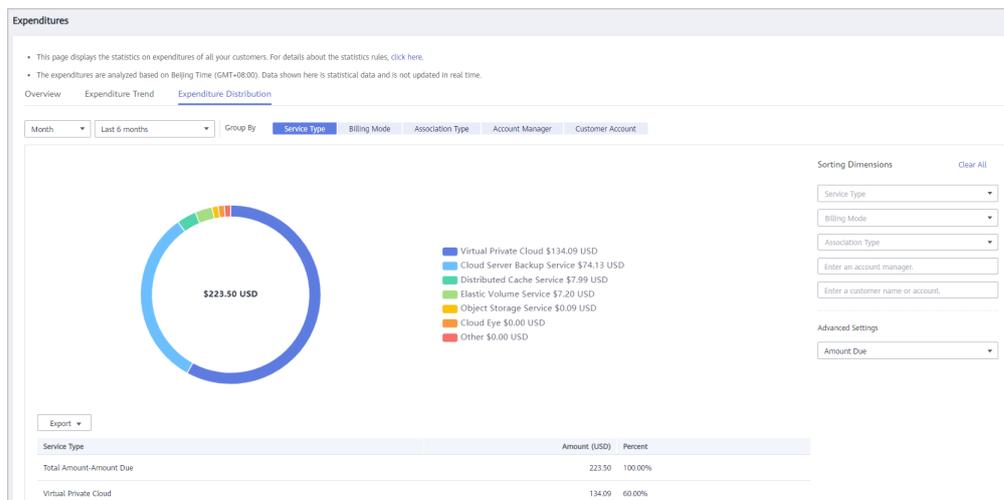
Account directors can view the expenditure statistics of all the customers of their account managers.

### 12.1.7.6 How Can I Check Expenditures in Partner Center After the Navigation upgrade?

1. You can view the amount due on the **Overview** tab of the **Sales > Operations Statistics > Expenditures** page.



2. You can view more detailed expenditure data on the **Expenditure Distribution** tab of the **Sales > Operations Statistics > Expenditures** page. You can specify a time period and a customer to view expenditures.



To learn more about the functions on the **Expenditures** page, visit [here](#).

### 12.1.7.7 Products That Support 95 Percentile Bandwidth Billing

The 95th Percentile Bandwidth is a billing mode for Huawei Cloud CDN and Live services based on bandwidth usage. This billing mode can help you save money during peak bandwidth demands, while ensuring unwavering service reliability and optimal performance.

- You are billed on a monthly basis. The usage for each month will be billed in the following month.
- In each calendar month, the peak bandwidth is measured and recorded on each valid day. At the end of the month, the records are sorted from the highest to the lowest, and the top 5% of the records are thrown away. Then

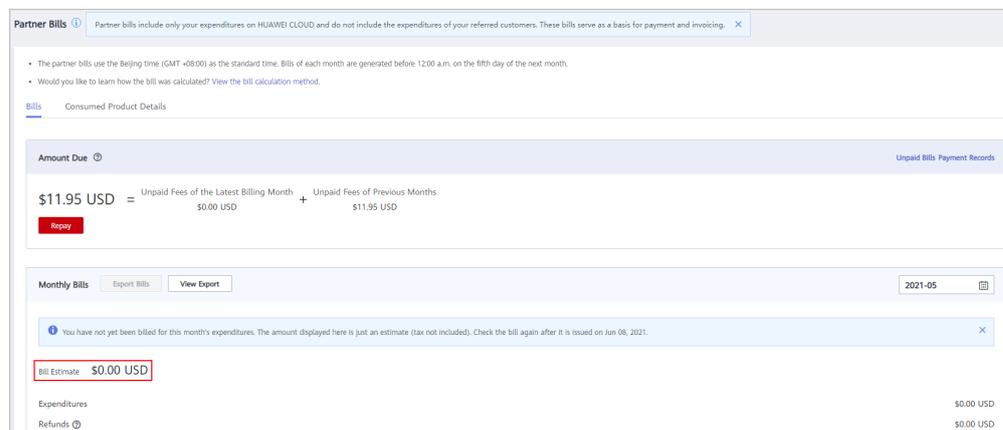
the highest bandwidth value in the remaining records is the billable bandwidth of the month.

The following products support 95 Percentile Bandwidth Billing.

Product	Service Overview
Content Delivery Network (CDN)	<a href="https://www.huaweicloud.com/intl/en-us/product/cdn.html">https://www.huaweicloud.com/intl/en-us/product/cdn.html</a>
Anti-DDoS Service (AAD)	<a href="https://www.huaweicloud.com/intl/en-us/product/aad.html">https://www.huaweicloud.com/intl/en-us/product/aad.html</a>
Object Storage Service (OBS)	<a href="https://www.huaweicloud.com/intl/en-us/product/obs.html">https://www.huaweicloud.com/intl/en-us/product/obs.html</a>
Live	<a href="https://www.huaweicloud.com/intl/en-us/product/live.html">https://www.huaweicloud.com/intl/en-us/product/live.html</a>
Virtual Private Cloud (VPC)	<a href="https://www.huaweicloud.com/intl/en-us/product/vpc.html">https://www.huaweicloud.com/intl/en-us/product/vpc.html</a>
Cloud Connect	<a href="https://www.huaweicloud.com/intl/en-us/product/cc.html">https://www.huaweicloud.com/intl/en-us/product/cc.html</a>
Direct Connect	<a href="https://www.huaweicloud.com/intl/en-us/product/dc.html">https://www.huaweicloud.com/intl/en-us/product/dc.html</a>

### 12.1.7.8 What Are the Impacts of Bill Run Mechanism Adjustment on Partners?

1. The total amount of a monthly bill on the **Sales > Financial Information > Partner Bills > Bills** page slightly increases when the third and later decimal places in the amount are not truncated.



- The amounts of expenditure summaries on the **Sales > Financial Information > Partner Bills > Bills > By Product** and **By Customer** pages have been rounded off, so there may be some discrepancies with the total amount on the **Bills** page. To view the accurate amount, you can export the bill in XLSX or CSV format to obtain the accurate amount that is accurate to eight decimal places.
- Two decimal places are displayed for the balance of cash coupons on the **Sales > Financial Information > Coupons** page by default. If you hover your cursor over the balance amount, the amount accurate to eight decimal places is displayed.

Cash Coupon Name/ID	Balance(USD)	Validity	Applicable Product	Applicable Customer	Reseller Name/Account	Billing Mode	Remarks
...	3,899,855.00	Jan 02, 2020 00:00:00 GMT+08:00 Dec 31, 2025 23:59:59 GMT+08:00	All	All	--	Yearly/Monthly/Pay-per-Us...	Can be used on multiple purchases
...	889,999.00	Jan 02, 2020 00:00:00 GMT+08:00 Dec 31, 2025 23:59:59 GMT+08:00	All	All	--	Yearly/Monthly/Pay-per-Us...	Can be used on multiple purchases
...	500.00	Sep 18, 2020 00:00:00 GMT+08:00 Dec 31, 2025 23:59:59 GMT+08:00	Inapplicable to ECPC Domains... View all	...	...	Monthly/Pay-per-Use	Can be used on multiple purchases
...	...	Sep 18, 2020 00:00:00 GMT+08:00 Dec 31, 2025 23:59:59 GMT+08:00	Inapplicable to ECPC Domains... View all	...	...	Monthly/Pay-per-Use	Can be used on multiple purchases

- The amount of coupon value applied to bills 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 **Expenditure Details** tab of the **Sales > Customers > Customer Expenditure** page are accurate to eight decimal places.

Transaction Time	ResourceID	Specifications	Region	AZ	List Price(USD)	Discount Amo...	Amount Due(USD)	Cash Payment...	Cash Coupons ...	Monthly Settle...
Aug 11, 2024 00:48:1...	bandwidth-5420 88ad3996-c964-4b79-a776-b3ab0003110	Shared bandwidth	CN North- Ulanqab3	AZ1	0.10500000	0.00000000	0.105	0.00	0.00	0.105

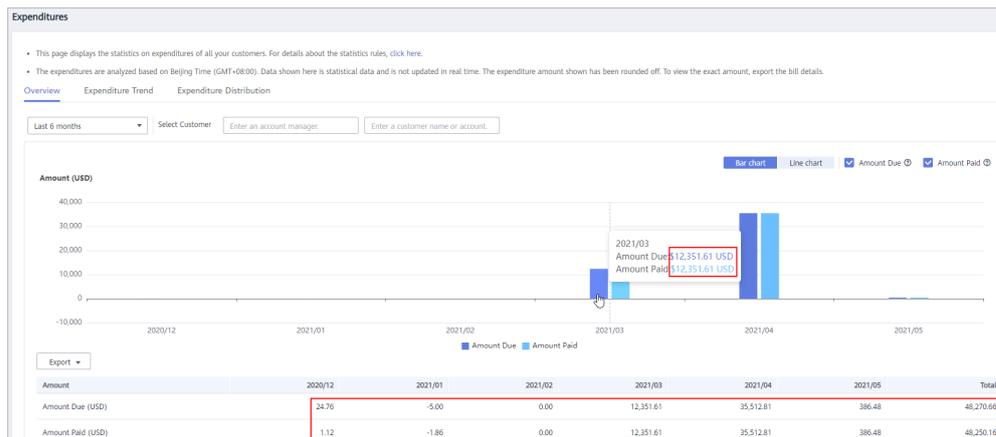
- The amount of **Current Estimate** displayed when a monthly budget is set for a customer associated in the Reseller model on the **Sales > Customers > Customer Management** page is accurate to eight decimal places.

Monthly Budget -- **Current Estimate (USD) \$0.00 USD** | Customer Name C\*\*... | Account Name ...

\* Budget Type  Monthly Budget  One-Time Budget

\* Monthly Budget (USD)

- The amount on the **Sales > 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.

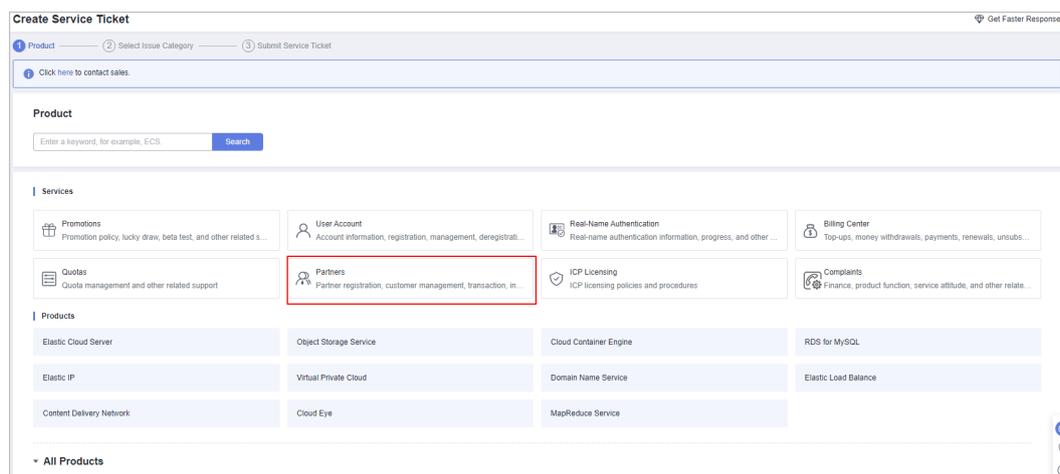


- Amounts in bill-related APIs and the subscribed bills on the **Support > Open APIs** page are accurate to eight decimal places.

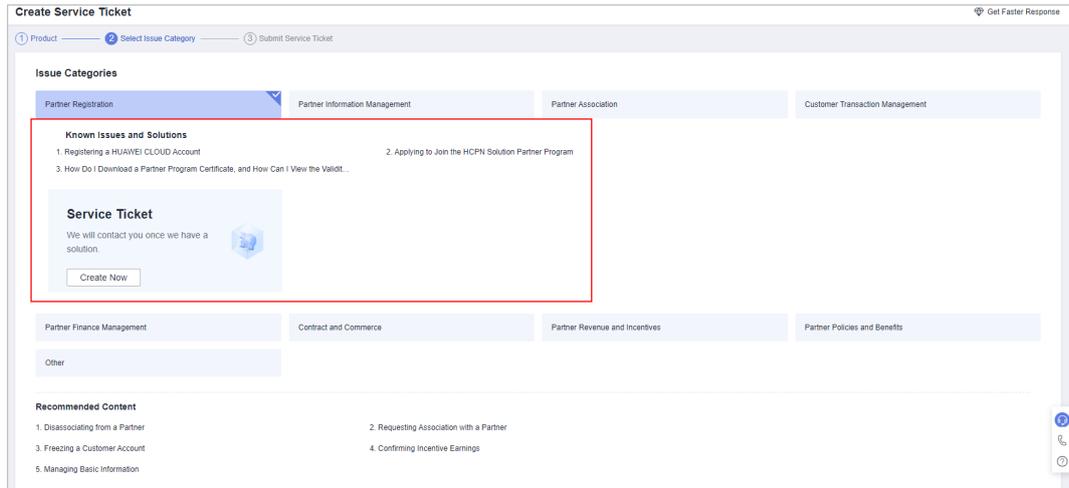
### 12.1.7.9 How Do I Create a Service Ticket?

#### Procedure

- Step 1** Use your partner account to log in to **Huawei Cloud**.
- Step 2** Click **Service Ticket Management** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Service Tickets > Create Service Ticket** in the navigation pane on the left.
- Step 4** Select the target product and click **Partners** in the **Services** area or enter the keyword **partner** in the text box of the **Product** area and select **Partners** from the drop-down list that is automatically displayed.



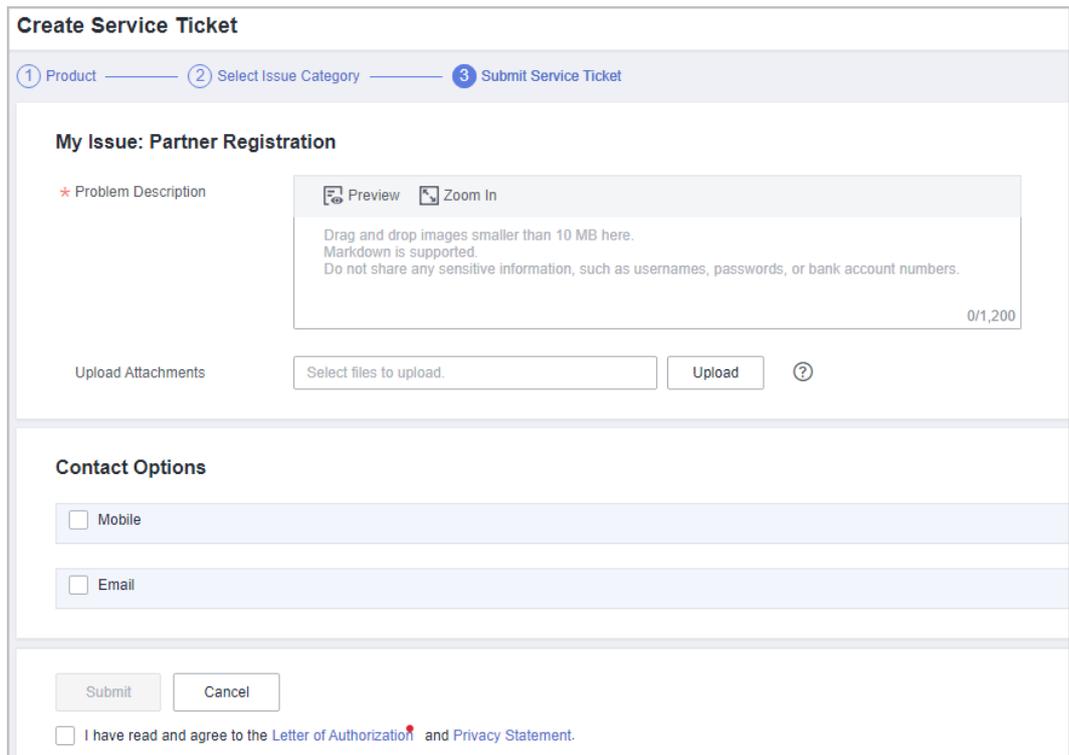
- Step 5** Configure **Issue Categories** and view **Known Issues and Solutions**. Check whether there is any issue similar to yours. If yes, click it to view its solution. If no, create a service ticket.



**NOTE**

You can also refer to **Recommended Content** to check whether your problem can be resolved.

**Step 6** Enter the problem in **Problem Description**, configure **Contact Options (Mobile or Email)**, select **I have read and agree to the Letter of Authorization and Privacy Statement**, and click **Submit**.

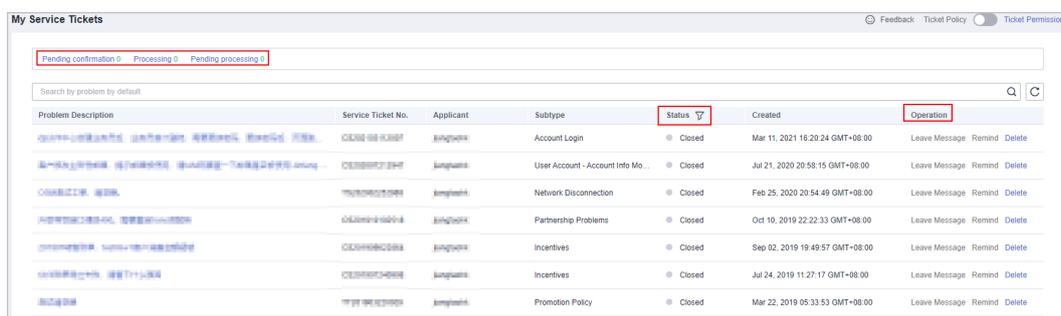


-----End

### 12.1.7.10 How Do I View the Service Ticket Processing Progress?

#### Procedure

- Step 1** Use your partner account to log in to [Huawei Cloud](#).
- Step 2** Click **Service Ticket Management** in the drop-down list of your account name in the upper right corner.
- Step 3** In the navigation pane on the left, choose **Service Tickets > My Service Tickets**.
- Step 4** You can view the service ticket processing status on the displayed page. You can click **Leave Message** or **Remind** in the **Operation** column. In the upper left corner of the page, you can view the service tickets in the pending confirmation, processing, or pending processing state.



----End

### 12.1.7.11 What Are the Impacts of Account Restriction or Freezing?

- Account restriction:
  - If the account of a partner is restricted, all customers of this partner cannot purchase any resources.
  - If the account of a distributor is restricted, the resellers managed by the distributor and the customers associated with the resellers cannot purchase any resources.
- Account freezing:
  - The accounts and resources of associated customers will also be frozen.
  - Online and offline customer development is not allowed.
  - Disassociation from customers is not allowed.
  - Customer account unfreezing is allowed but resource unfreezing is not allowed.
  - If the account of a distributor is frozen, this distributor cannot develop resellers.
  - If the account of a distributor is frozen, the accounts of the distributor's resellers will also be frozen.
    - Online and offline customer development is not allowed.
    - Disassociation from customers is not allowed.
    - Customer account unfreezing is allowed but resource unfreezing is not allowed.

- All yearly/monthly and pay-per-use resources of the customers will also be frozen.

### 12.1.7.12 What Is a Combined Order?

A combined order is generated when you place multiple instances in one order for batch purchase, renewal, specifications changing, unsubscriptions, and billing mode changing (Pay-per-Use to Yearly/Monthly). In the combined order, all instances must be paid or canceled together. After the combined order is paid, these instances can be managed separately.

You can view the combined order details, such as the order name and combination type, on the Billing Center.

There are 3 combination types:

- **Combined service:** Multiple instances are purchased and used together.  
An example is as follows:  
You placed a yearly/monthly subscription order for an ECS with the system disk, image, data disk, shared disk, EIP, and bandwidth resources added. A combined order is generated, including three resource types: an ECS (including images, system disk,s and data disks), shared disks, and VPCs (including EIPs and bandwidths). These three resource types are enabled independently, and each cloud service can be renewed, changed, or unsubscribed separately.  
Resource type 1: ECS (including images, system disks, and data disks)  
Resource type 2: EVS disk (shared)  
Resource type 3: VPC (including EIPs and bandwidths)
- **Batch management:** Multiple instances are managed in a batch, such as renewal, specifications changing, unsubsubscription, and billing mode changing (Pay-per-Use to Yearly/Monthly).
- **Combined purchase:** Multiple instances are purchased from the cart or during a promotion, for example, in Double 11 Shopping Day.

### 12.1.7.13 What Is a Child Resource?

A child resource is subordinate to other resources or objects, for example, an EVS system disk is a child resource of an ECS.

### 12.1.7.14 How Can I Query Expenditure Data in the Disassociation Month for a Customer Who is a Unified Accounting Member of an Enterprise?

Prerequisites:

- The queried customer is both a referral customer of a partner and a unified accounting member associated with an enterprise master.
- The queried customer is still associated with their enterprise master.

Expenditure data:

- The expenditure summary in the disassociation month is displayed together with the account of the customer.

- The expenditure details in the disassociation month are displayed in a list together with the account of the customer before the customer is disassociated from you. However after the customer is disassociated from you, the expenditure details will no longer be displayed with the account of the customer. Instead, the customer's expenditure details will be included in those of their enterprise master.

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

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

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

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

If the customer disassociated from you at 15:25:30 on March 14, 2024, the expenditure data of the customer in march is still displayed with the account name of the customer.

The screenshot shows the 'Expenditure Summary' page with filters for Customer, Spent On (2024-03), Reseller, and Association Type (All). It displays an 'Amount' of \$40,747.17 USD and 'Refunds' of -\$14,175.00 USD. Below is a table 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.

Customer	Account Name	Service Type	Billing Mode	Association Type	Amount(USD)	Cash Payments(USD)	Coupons Used(USD)	Monthly Settlement(USD)	Discount(USD)	Operation
...	...				16,747.17	16,747.17	0.00	0.00/0.00	5,199.95	
...	...				14,400.00	0.00	0.00	14,400.00/0.00	0.00	
...	...				9,600.00	0.00	0.00	9,600.00/0.00	0.00	
...	...				0.00	0.00	0.00	0.00/0.00	53.80	

**Step 5** Click the **Expenditure Details** tab.

If the customer disassociated from you at 15:25:30 on March 14, 2024, details of expenditures generated from 00:00:00 on March 1, 2024 to 15:25:30 on March 14, 2024 are displayed with the account name of the customer. Details of expenditures generated from 15:25:31 on March 14, 2024 to 23:59:59 on March 31, 2024 are included in those of the customer's enterprise master.

Expenditure Summary Expenditure Details

• You can search for the expenditure records of a specific customer by the account name.  
• The total expenditure is rounded off to the nearest cent every month.

Billing Cycle: 2024-03 Customer Name: Enter a customer name or account. Partner Name: Enter a partner name or account.

Account Manager: Order/Transaction ID: Resource ID:

Resource: Product Type: Select a product. Amount Due:  All  Hide 0 Expenditures

Search Reset

Export

Billing Cycle	Customer Name/Account	Associat...	Bill Type	Transaction Time	ResourceID	Region	AZ	List Price (...)	Discount Amo...	Amount Due (U...	Cash Paymer
2024-03	[Redacted]	Referral	Expenditure - tax	Mar 28, 2024 11:06:5...	[Redacted]	CN North-Beijing1	--	0.00000000	0.00000000	0.00	
2024-03	[Redacted]	Referral	Expenditure - tax	Mar 28, 2024 11:06:5...	[Redacted]	CN North-Beijing1	--	4.60000000	0.00000000	4.60	
2024-03	[Redacted]	Referral	Refund - subscription	Mar 28, 2024 10:54:2...	[Redacted]	CN North-Beijing1	cn-north-1c	0.00000000	0.00000000	0.00	
2024-03	[Redacted]	Referral	Refund - tax	Mar 28, 2024 10:54:2...	[Redacted]	CN North-Beijing1	cn-north-1c	0.00000000	0.00000000	0.00	
2024-03	[Redacted]	Referral	Refund - subscription	Mar 28, 2024 10:54:2...	[Redacted]	CN North-Beijing1	cn-north-1c	-23.18000000	0.00000000	-23.18	-2
2024-03	[Redacted]	Referral	Refund - tax	Mar 07, 2024 11:39:0...	[Redacted]	CN Northeast-Dalian	--	0.00000000	0.00000000	0.00	
2024-03	[Redacted]	Referral	Refund - subscription	Mar 07, 2024 11:39:0...	[Redacted]	CN Northeast-Dalian	--	1.00000000	0.25000000	0.75	

Names and accounts of enterprise masters are displayed.

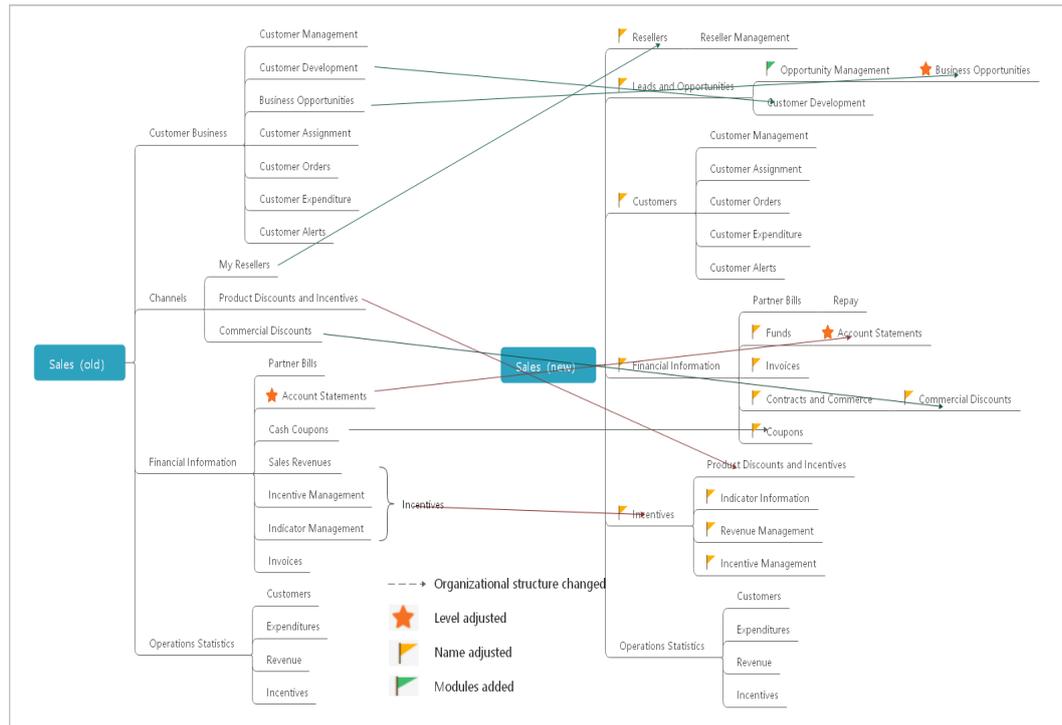
Names and accounts of enterprise members (unified accounting) are displayed.

----End

### 12.1.7.15 Menu Update for the Sales Module

The **Sales** menus have been restructured to better align with the service development process, product objectives, user needs, and the current information architecture. The new menus are more relevant, logic-based and consistent. The menu structure is in consistent with the process from developing customers, increasing sales, managing revenues and incentives, to continuous operations. This structure is more scalable and flexible for adjustment and is more stable and ordered.

Menu comparison



### New Sales menu (distributors)

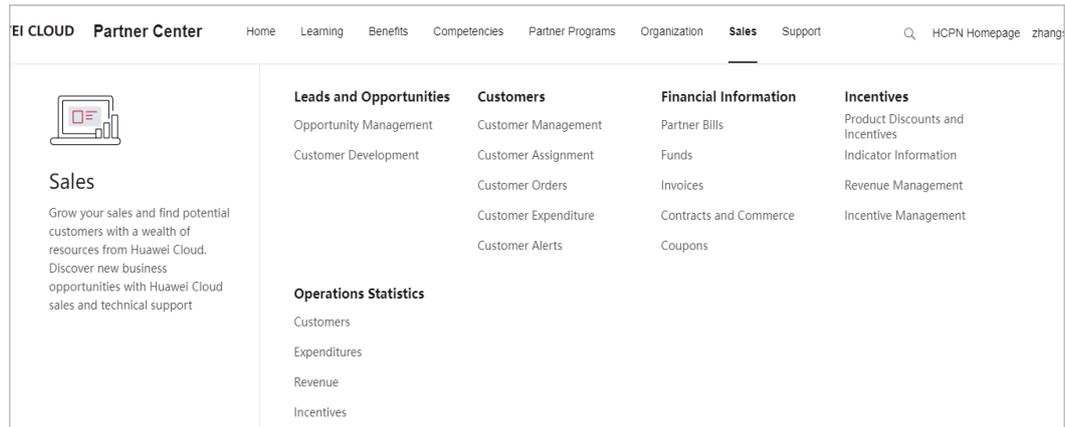
CLOUD Partner Center Home Learning Benefits Competencies Partner Programs Organization **Sales** Support Q HCPN Homepage

#### Sales

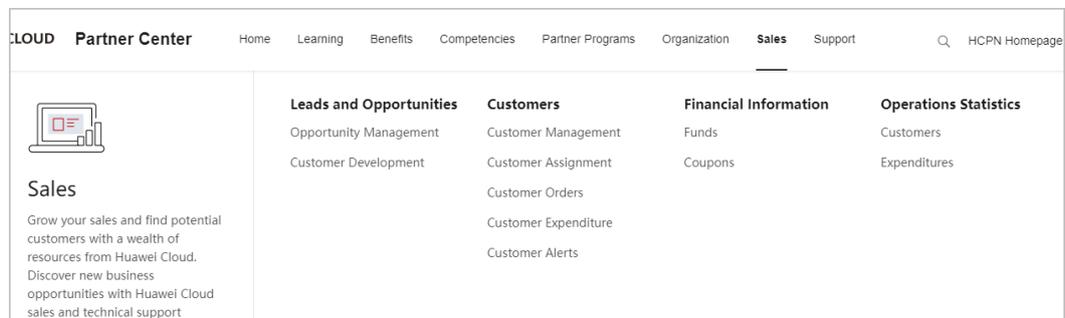
Grow your sales and find potential customers with a wealth of resources from Huawei Cloud. Discover new business opportunities with Huawei Cloud sales and technical support

Resellers	Leads and Opportunities	Customers	Financial Information
Reseller Management	Opportunity Management	Customer Management	Partner Bills
	Customer Development	Customer Assignment	Funds
		Customer Orders	Invoices
		Customer Expenditure	Contracts and Commerce
		Customer Alerts	Coupons
Incentives	Operations Statistics		
Product Discounts and Incentives	Customers		
Indicator Information	Expenditures		
Revenue Management	Revenue		
Incentive Management	Incentives		

### New Sales menu (solution providers)



### New Sales menu (resellers)



### 12.1.7.16 Why Am I Unable to See the Customer Development Menu After Logging In to Partner Center?

If the **Customer Development** menu is not available after you log in to Partner Center, the possible causes are as follows:

1. The login account is a distributor account that is used to develop resellers.
2. The login account is not linked to a card or has no credit.
3. The login account is an operator account, and the account does not have the permission.

If the problem persists, contact your ecosystem manager or submit a service ticket.

### 12.1.7.17 Why Are the Customer Account and Customer Name Empty on the Account Statements Page in Partner Center?

The customer has deleted the Huawei Cloud account.

### 12.1.7.18 Can Resellers of Huawei Cloud (International) Resell Resources of Regions in the Chinese Mainland?

Yes.

### 12.1.7.19 Which Partners Can Process Marketing Tasks?

As per the guidelines, distributors and cloud solution providers can process marketing tasks related to their customers. Marketing tasks related to resellers' customers are processed by the corresponding distributor. Resellers can only view details and processing records.

## 12.2 Distributor

### 12.2.1 Why Am I Unable to See the Customer Development Menu After Logging In to Partner Center?

If the **Customer Development** menu is not available after you log in to Partner Center, the possible causes are as follows:

1. The login account is a distributor account that is used to develop resellers.
2. The login account is not linked to a card or has no credit.
3. The login account is an operator account, and the account does not have the permission.

If the problem persists, contact your ecosystem manager or submit a service ticket.

## 12.3 Resellers

### 12.3.1 How Do I Disassociate from My Distributor?

You cannot directly disassociate from your associated distributor. You can choose to exit the corresponding partner program. Once you exit the program, your account will be discarded, and you will automatically be disassociated from the distributor.

If you want to associate with other distributors, see [How Do I Change the Associated Distributor?](#)

### 12.3.2 How Do I Change the Associated Distributor?

You cannot change the associated distributor directly.

If you need to change the associated distributor, perform the following steps:

1. Log out of the account that was used to associate with the distributor.
2. Create an account and contact a new distributor to invite you for association.
3. [Accept the cooperation invitation from the distributor and apply to become a reseller.](#)

### 12.3.3 How Do I Check My Reseller ID?

You cannot check it by yourself. Contact your distributor or ecosystem manager.

### 12.3.4 Does a Reseller Have an Offline Contract or Agreement?

The reseller can check the agreements in **Partner Center > Partner Programs > Commitments and Agreements > Signed Agreements**.

They can search for agreements by contract number or filter agreements by status. They can click **Download** in the **Operation** column to save the agreement to the local PC or click **View** to view the agreement content online.

Contract No.	Agreement	Contracting Entity	Status	Signing Date	Effective On	Expired On	Operation
	HCPH Certification Agreement	Huawei Services (Hong Kong) Co...	Valid	Mar 26, 2022	Feb 11, 2022	Feb 10, 2023	Download View

### 12.3.5 How Do I Manage Withholding Tax (WHT) Credential Information?

The WHT platform is intended to help you record and manage WHT credential information. After you have fulfilled your WHT-related responsibilities and obtained the WHT certificates issued by the competent tax authority, you can submit related certificates and credential information on this platform. You can also follow up the processing progress of the credential information by Huawei.

## 12.4 Partner Customers

### 12.4.1 Where Can a Customer View the Invitations?

A customer can check the email sent from the partner.

The customer can also ask your partner to share the invitation link or QR code.

For details about how to associate with a partner, see [Requesting Association with a Partner](#).

### 12.4.2 What Is the Applicable Scope of Partner-authorized Discounts?

1. You can view the list of applicable products on the **Sales Management > Product Discounts and Incentives** page in the Partner Center.
2. The discounts are applicable to yearly/monthly products (excluding subscriptions for at least one year) and pay-per-use products and packages.
3. The discounts do not apply to Open Cloud Service Alliance nodes and spot instances.
4. The partner-authorized discounts 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/intl/en-us/>)
- Promotional products: Promotional products, three-year reserved instances, Direct Connect, and Spot ECSs listed on the Huawei Cloud website (<https://www.huaweicloud.com/intl/en-us/>)

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.

5. The partner-authorized discounts cannot be combined with special discounts (discount on special offers), or promotional discounts.
6. The coupon usage restrictions determine whether a partner-authorized discount can be combined with a coupon.

#### NOTE

The discounts are subject to the policies released by Huawei Cloud. Contact your ecosystem manager to learn more.

### 12.4.3 How Do Customers View Their Associated Partners?

Customers can click [here](#) to view their associated partners. Alternatively, customers can log in to the HUAWEI CLOUD, switch to the **My Account** page, select **My Partner** to view their associated partners.

### 12.4.4 When Will a Customer Be Notified After the Customer Is Associated with a Partner?

After a customer is associated with a partner, the system sends an email to notify the customer of the association. The notification time is subject to the time when the customer receives the email.

### 12.4.5 Can Customers Place Orders on the HUAWEI CLOUD Official Website? Do Customers Need to Ask Their Partners to Do That for Them?

Customers can place orders directly on the HUAWEI CLOUD official website.

### 12.4.6 How Long Is the Validity Period of an Invitation Link Sent by Partners?

If an invitation link is sent by email by partners, its validity period can be seen in the email. If an invitation link or QR code is sent offline by partners, it will be valid permanently.

## 12.4.7 How Can a Customer View the Discounts Set by a Partner?

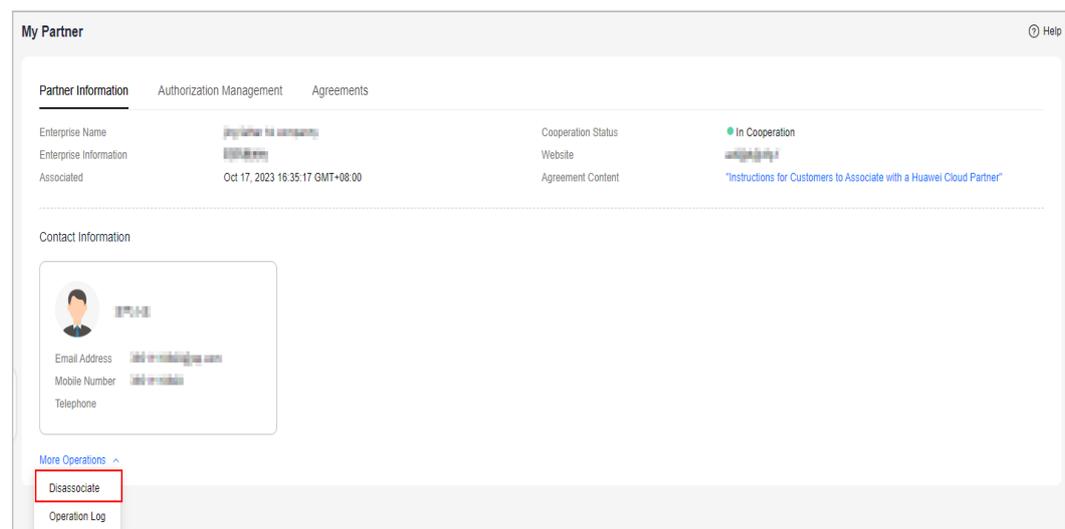
The customer can select partner discounts when making a payment, or view partner discounts at **Coupons and Discounts > Commercial Discounts** in the Billing Center.

## 12.4.8 How Can a Customer Disassociate from a Partner?

A customer associated with a partner in the Reseller model can request disassociation in account center. For details, see [How Does a Customer Associated with Its Partner in Reseller Model Request Disassociation?](#)

## 12.4.9 How Do I Change My Partner?

You can sign in to [the management console](#) and go to the **My Partner** page to disassociate from your partner first and then accept online invitation from your new partner to associate with the partner. For details about how to associate with a partner, see [Requesting Association with a Partner](#).



Offline association is not supported. If you have any questions about the association process, contact your partner.

## 12.4.10 What Are the Impacts on the Grace Period of Pay-per-Use Resources When a Customer Is Associated with or Disassociated from a Partner?

When a customer is associated with a partner in the reseller model, if the grace period of the customer's pay-per-use resources is less than one day, it will be automatically changed to one day to avoid arrears caused by the association.

When a customer associated with a partner in the reseller model is disassociated from the partner, if the grace period of the customer's pay-per-use resources is less than 15 days, it will be automatically changed to 15 days to avoid arrears caused by disassociation.

## 12.4.11 How Do Referral Customers Use the Discount Granted by the Partner?

When paying a bill, the referral customer selects **Partner Discounts** as prompted. To view its partner discount, go to the bill payment page or choose **Coupons and Discounts > Commercial Discounts** on the Partner Center.

## 12.4.12 Can a Reseller Customer Purchase Pay-per-Use Products If Its Partner Sets the Budget to 0? Will This Incur Overdue Payment?

The customer can purchase pay-per-use products. The partner pays the bills generated. The customer will not have any outstanding amount.

## 12.4.13 Why Are My Cash Coupons Missing?

From January 1, 2021 (April 1, 2021 for solution partners from Asia-Pacific regions), the coupons will be centrally deducted when the bills of the solution partners are generated. All your cash coupons then will be converted into your partner's cash coupons and used by your partner.

For more information, contact your partner.

## 12.4.14 Where Is the Refund Returned After a Customer Associated in the Reseller Model Unsubscribes from a Product? When Will the Refund Arrive?

Customer	Payment Method	During Association	After Disassociation	Refund Received
Customers associated in the Reseller model	Monthly settlement	N/A	The refund will be returned to the partner account. The customer needs to negotiate with the partner.	The refund will be settled at the end of the month. The refund for unsubscription is included in the bill for the month when the unsubscription is successful.

## 12.4.15 What Should I Do If I Cannot Be Associated with a Partner?

You can do the following to solve the problem:

- If you fail to associate with a partner, the failure cause and recommended solution are displayed on the page. Perform operations as prompted and associate with the partner again.
- You can contact your partner. The partner can [access Partner Center and check the association failure causes and suggested operations](#) and then guide you to solve the problem.
- Contact the customer service to submit a service ticket requesting an association with your partner.

# 13 Partner Delivery Management

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## 13.1 Project Management

### 13.1.1 What Are the Conditions for Project Registration?

You must be a service partner who has joined the MIGRATION ALL incentive program. Check the program details.

### 13.1.2 What Should I Consider When Selecting a Project Phase During Project Registration?

1. You can only choose one phase for each registration.
2. When registering for the first time, you are free to choose any phase to begin with.
3. A specific phase can only be registered once for a given customer and project.

### 13.1.3 What Are the Requirements for Project Delivery Personnel?

Project delivery personnel must meet the following conditions:

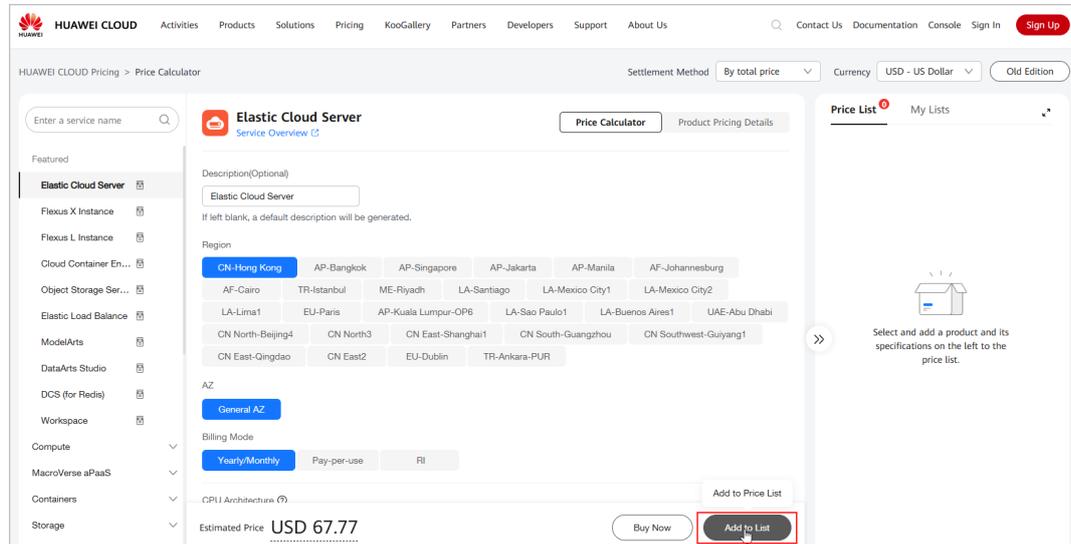
1. The HUAWEI IDs of the delivery personnel must be associated with your partner account. For details, see [Inviting a Member](#).
2. Project delivery personnel must hold certificates that are valid during the project period. For details, see [Viewing Personal Qualification Information](#).
3. The certificates are valid throughout the entire project period.

### 13.1.4 How Do I Obtain the Migration Service List?

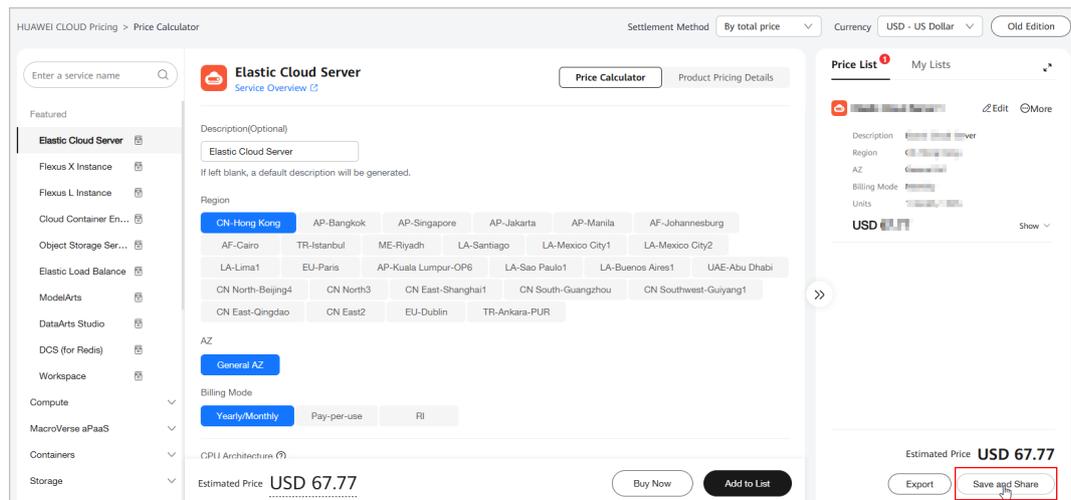
Configure the required resources using the price calculator on the official website. Save and share the generated price list and paste the shareable link in the text box of the migration service list.

## Procedure

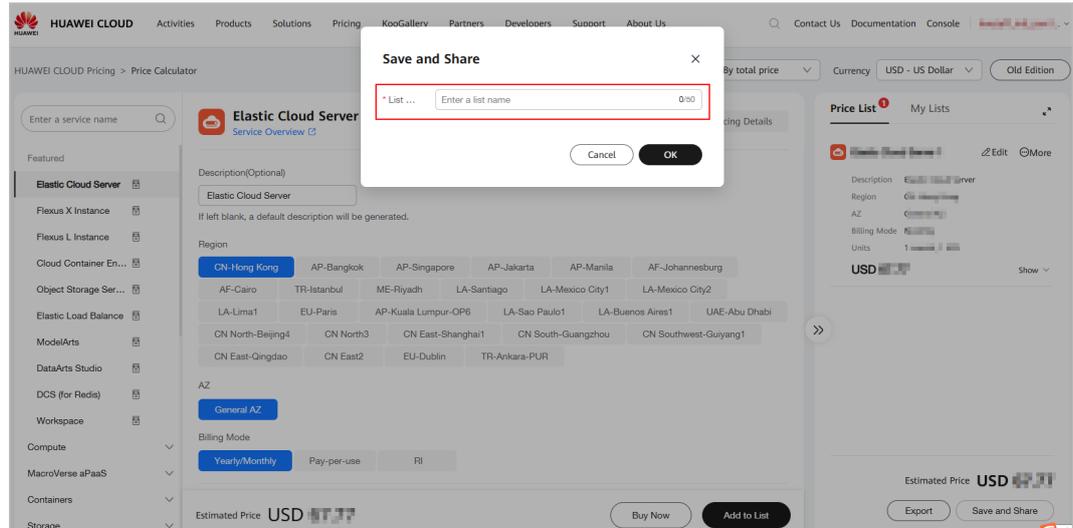
**Step 1** Log in to **Price Calculator** on the Huawei Cloud official website and add required resources to the price list.



**Step 2** Click **Save and Share** in the lower right corner.



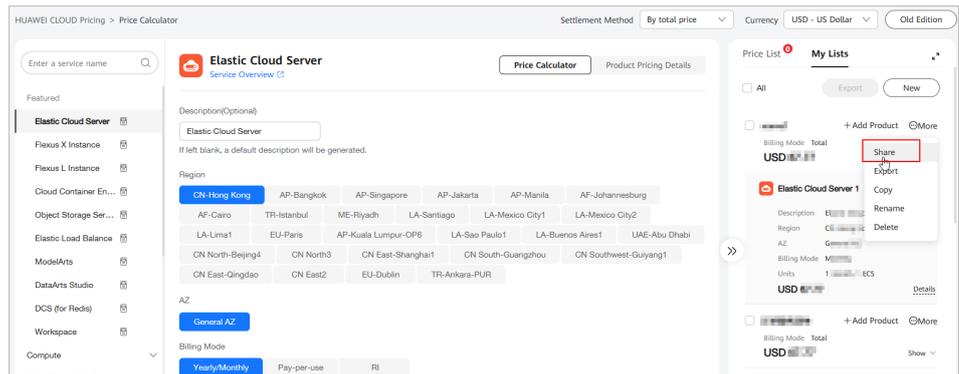
**Step 3** In the dialog box displayed, enter a list name and click **OK**.



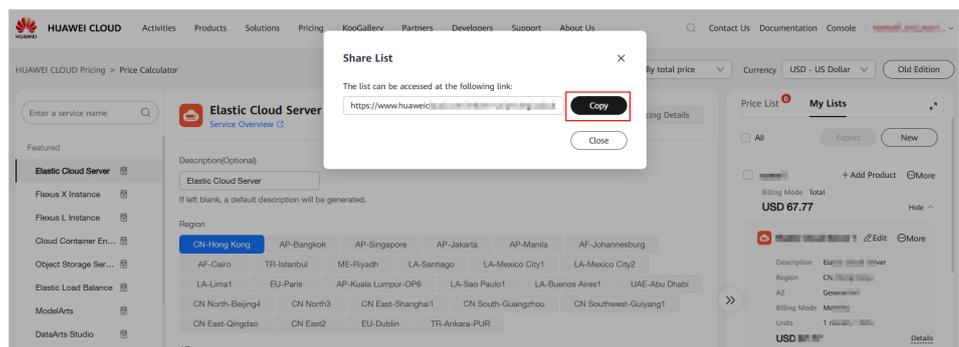
**Step 4** The system displays a message indicating that the list has been saved. You can share the list via link.

- **Share the list.**

- Find **My Lists** on the right and click **More > Share**.



- On the **Share List** page, click **Copy** next to the sharable link.



- Paste the link to the **Migration Services** text box on the project registration page.

**Project Management / Register Project**

- The HUAWEI IDs of the project delivery personnel must be associated with your partner account. [How Do I Associate My Personal HUAWEI ID with the Partner Account?](#)
- Project delivery personnel must hold project management, HCIA, HCDA, or higher-level certificates that are valid during the project period.
- Any adjustments to project delivery personnel must be reported to the ecosystem manager in a timely manner. (Ensure that the personnel taking over the project delivery jobs hold equivalent certificates and are actually involved in the project.)

1 Provide Project Details 2 Specify Involved Personnel 3 Upload Project Materials

Company Name: [Input] Huawei Cloud Account: [Input]  
 Development Path/Partner: Service Partner Certification Phase: Validation  
 Program: [Input]  
 Competency Badges Obtained: Yes [View Details](#)

**Basic Project Information**

Program:  MIGRATION ALL (MAN) Country/Region: [Select]  
 Project Name: [Select] Project Phase:  Evaluation  Mobilization  Migration and modernization  
 Project Source: [Select] Cloud Resource Scenario: [Select]

**Customer Information**

Company Name: [Input] Huawei Cloud Account: [Input]  
 Huawei Cloud NA: [Select] Contact Name: [Input]  
 Contact Email: [Input]

**Cloud Resources in Project**

Core Cloud Resources Involved: Yes  
 Core Cloud Resources: [Select the involved core cloud reso...]  
 Migration Services: [Text area for shareable link] [How Do I Obtain the Migration Service List?](#)  
 Migration Services File: [Upload]  
 Estimated Annual Expenditures: \$71,024  
 Incurred by New Cloud Resources: The estimated annual expenditures incurred by new cloud resources in the project must be greater than or equal to \$100,000 USD.

**Project Delivery Information**

Estimated Delivery Start Date: [Select a date] Estimated Delivery End Date: [Select a date]

**Huawei Contacts**

Rep Office: [Select] Project Owner: [Input]  
 Mobile Number: +8621Hong [Input]

[Next] [Save Draft] [Cancel]

- **Export the list.**
  - Find **My Lists** on the right and click **More > Export**.

HUAWEI CLOUD Pricing > Price Calculator Settlement Method: By total price Currency: USD - US Dollar Old Edition

Enter a service name [Search]

**Elastic Cloud Server** [Service Overview](#) Price Calculator Product Pricing Details

Featured:

- Elastic Cloud Server
- Flexus X Instance
- Flexus L Instance
- Cloud Container En...
- Object Storage Ser...
- Elastic Load Balance
- ModelArts
- DataArts Studio

Description(Optional): Elastic Cloud Server  
 If left blank, a default description will be generated.

Region:

CN-Hong Kong	AP-Bangkok	AP-Singapore	AP-Jakarta	AP-Manila	AF-Johannesburg
AF-Cairo	TR-Istanbul	ME-Riyadh	LA-Santiago	LA-Mexico City1	LA-Mexico City2
LA-Lima1	EU-Paris	AP-Kuala Lumpur-OPS	LA-Sao Paulo1	LA-Buenos Aires1	UAE-Abu Dhabi
CN North-Beijing1	CN North3	CN East-Shanghai1	CN South-Guangzhou	CN Southwest-Guiyang1	
CN East-Qingdao	CN East2	EU-Dublin	TR-Ankara-PUR		
AZ					

**Price List** **My Lists**

[All] [Export] [New]

[Add Product] [More]

Billing Mode: Total USD [Share] [Export] [Copy]

Description: [Rename] [Delete]

Region: AZ

Billing Mode: [Details]

Units: 1 ECS

- Upload the exported list in the **Migration Services File** area on the project registration page.

The screenshot shows a multi-step registration form for a project. The first step is 'Provide Project Details', which includes fields for Company Name, Huawei Cloud Account, Development Path/Partner, Program, and Competency Badges. The second step is 'Basic Project Information', with fields for Program (MIGRATION ALL (MAN)), Country/Region, Project Name, Project Source, Project Phase, and Cloud Resource Scenario. The third step is 'Customer Information', with fields for Company Name, Huawei Cloud NA, Contact Email, Huawei Cloud Account, and Contact Name. The fourth step is 'Cloud Resources in Project', with fields for Core Cloud Resources Involved, Migration Services (including a shareable link field), and Estimated Annual Expenditures. The fifth step is 'Project Delivery Information', with fields for Estimated Delivery Start Date and Estimated Delivery End Date. The sixth step is 'Huawei Contacts', with fields for Rep Office, Mobile Number, and Project Owner. A red box highlights the 'Migration Services File' section, which includes an 'Upload' button and instructions: 'Export the migration services from the price calculator and upload them here. 1. Up to 10 files can be uploaded. Maximum individual file size: 10MB. 2. Supported formats: doc, docx, xls, xlsx, ppt, pptx, pdf, xlsb, mps. 3. The file names cannot contain the following characters: /, \, @, #, %, ^, \*.' The form also includes a 'Next' button and 'Save Draft' and 'Cancel' options.

----End

### 13.1.5 Which Documents or Materials Do I Need to Provide During Project Registration to Demonstrate the Project Authenticity?

Materials for the customer project demonstrating authenticity can take the form of customer testing invitation emails or letters, formal announcements, tendering requirements, or other authoritative materials (opportunities verified and approved by Huawei Cloud can be provided).

### 13.1.6 In the Benefit Application Materials, the Customer Acceptance Report Requires the Customer to Confirm the Acceptance of the Content Specified in the Proposal/SOW. What Is the Effective Confirmation Method?

The proof for the service project completion confirmation from the customer can be a written confirmation letter with customer's official seal or the seal of the customer's department or an official email sent from the customer contact. (The customer can sign the confirmation letter and send the scanned copy via email.)

# 14 Partner Support Management

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## 14.1 Document Library

### 14.1.1 What Types of Documents Are Available in the Document Library?

The document library contains documents about policies, benefits, marketing, products, solutions, and other.

### 14.1.2 What Are the Conditions for Viewing the Document Library?

Partners who have joined a partner program or partner development path can view the document library. The document library that can be viewed varies depending on the partner type.

### 14.1.3 How Do I Search for Documents in Document Library?

The document library supports fuzzy search by title and keyword, or you can filter documents by category.

### 14.1.4 Why Can't I Download Some Documents?

Certain files cannot be downloaded because they are protected by copyright or contain confidential details.

### 14.1.5 Why Is It That Certain Documents Were Accessible in the Past But Seem Unavailable Now?

Certain documents have been revised or deleted as a result of changes in policies or modifications to products.

# 15 Partner Brand Marketing

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## 15.1 Can Partners Print the Huawei Logo on Their Business Cards?

No. However, certified partners can use the HCPN partner logo that meets the VI specifications.

## 15.2 How Press Releases Involving HUAWEI CLOUD Are Evaluated?

If partners need to organize press releases, media interviews, and joint news conferences involving HUAWEI CLOUD, they must report to Huawei for review. For details, see the *Guide to Evaluating Press Releases Involving HUAWEI CLOUD* (V03.00).

## 15.3 How Can the Compliance Be Assured When Using Partners' Cases in Marketing Activities?

We can use partners' cases only after obtaining authorization from their customers. Sometimes, we cannot obtain authorization because we are not sure about the details. This affects the marketing effect and partners' relationship with customers. For how to obtain customer authorization, see the *Case Authorization Guide*.

## 15.4 Can Partners Use the Huawei HCPN Logo for Marketing Promotion?

In the visual exposure of brand communication, including advertisements, websites, and social media, equity elements, such as Huawei logo, product promotion name, font, advertisement design, and color shall be consistent with

the VI regulations released by Huawei. For details, see the HUAWEI CLOUD Brand VI Specifications.

Materials used in activities and brand advertisements, including outdoor advertisements (such as subway advertisements and outdoor billboards), airport advertisements, print advertisements, and TV advertisements, must be submitted to Huawei headquarters for review.

# 16 API

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## 16.1 API Calling

### 16.1.1 How Do I Handle the Error APIG.0308?

If error message "The throttling threshold has been reached: policy user over ratelimit,limit:XX,time:1 second","error\_code":"APIG.0308" is returned when you call an API, it means that the number of concurrent requests have exceeded the service limit. Each service has a concurrency limit, for example the most concurrent requests that a service can process may be XX per second.

You can use the following two methods:

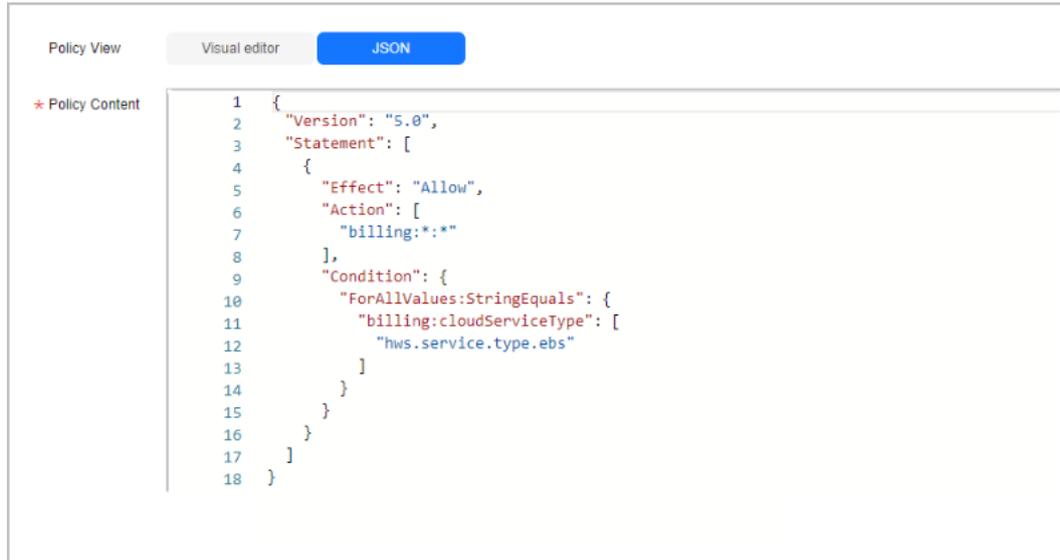
1. Check the code to see if there is a concurrency issue, and if there is, wait for about 2 to 5 seconds to resend the request.
2. Check the backend information to confirm if the results of the previous requests were returned before sending more requests.

If you need to support higher levels of concurrency, contact us at [Presales Support](#).

## 16.2 Fine-Grained Authorization

### 16.2.1 What Can I Do If the Error Code CBC.0151, Was Returned After I Added the Condition Key, `billing:cloudServiceType`?

The following shows an example of a policy containing the condition key, `billing:cloudServiceType`.



```
Policy View | Visual editor | JSON
* Policy Content
1  {
2    "Version": "5.0",
3    "Statement": [
4      {
5        "Effect": "Allow",
6        "Action": [
7          "billing:*:*"
8        ],
9        "Condition": {
10         "ForAllValues:StringEquals": {
11           "billing:cloudServiceType": [
12             "hws.service.type.ebs"
13           ]
14         }
15       }
16     ]
17   }
18 }
```

**NOTE**

Currently, the **billing:cloudServiceType** condition key only supports the action, **billing:subscription:unsubscribe**.

Details of error code, **CBC.0151**, are shown as follows:

```
{
  "error_code": "CBC.0151",
  "error_msg": "user access denied.checkCustomerPermission,correct permission code is billing:order:view"
}
```

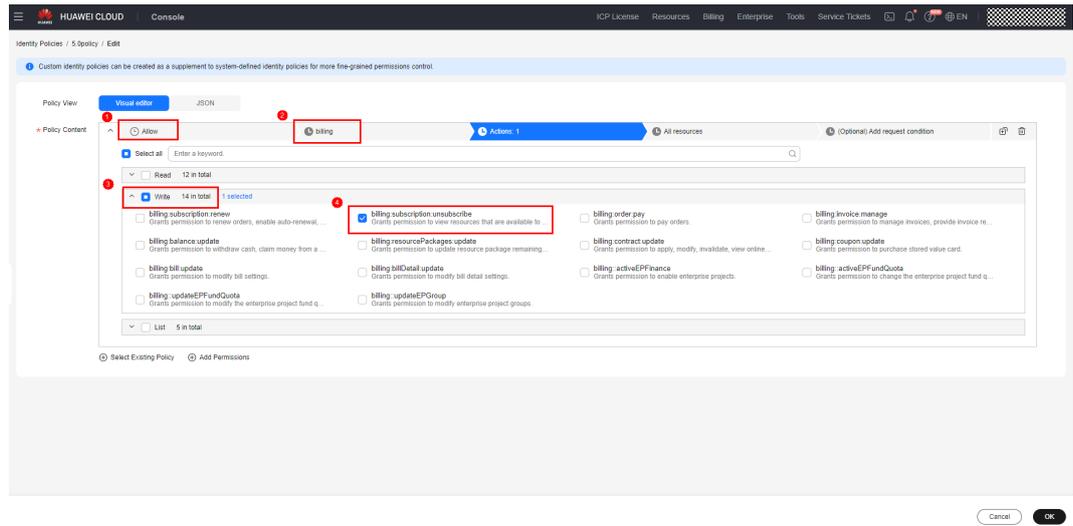
You can resolve this issue by:

Separating **billing:subscription:unsubscribe** and **billing:cloudServiceType** from other actions.

**Step 1** Log in to the new console.

**Step 2** Modify the policy content to separate the **billing:subscription:unsubscribe** action from other actions.

Set policy items based on the following picture.



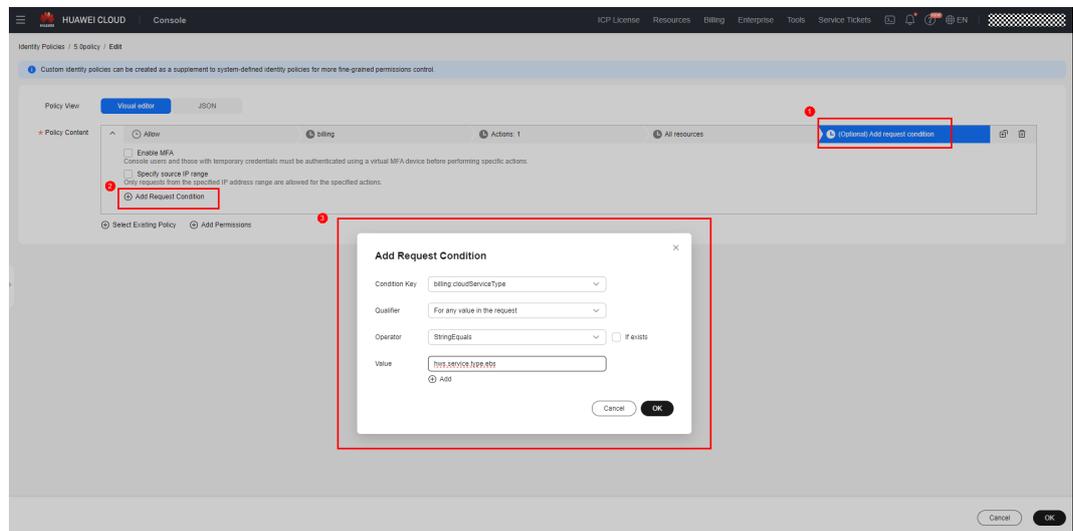
**Step 3** Add the **billing:cloudServiceType** condition key.

Click **(Optional) Add request condition > Add Request Condition**. Configure the condition parameters:

Condition Key: **billing:cloudServiceType**

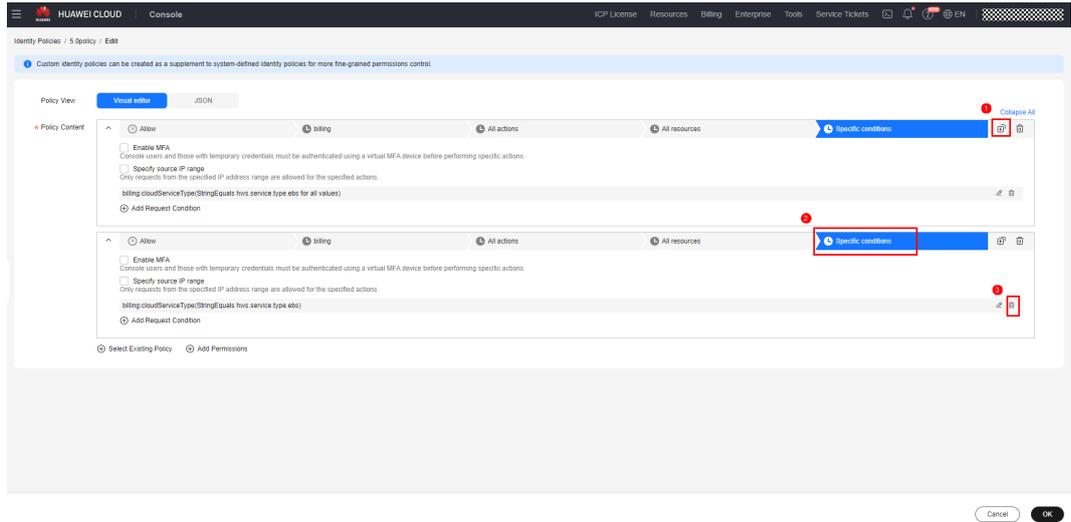
Operator: **StringEquals**

Value: **hws.service.type.ebs**

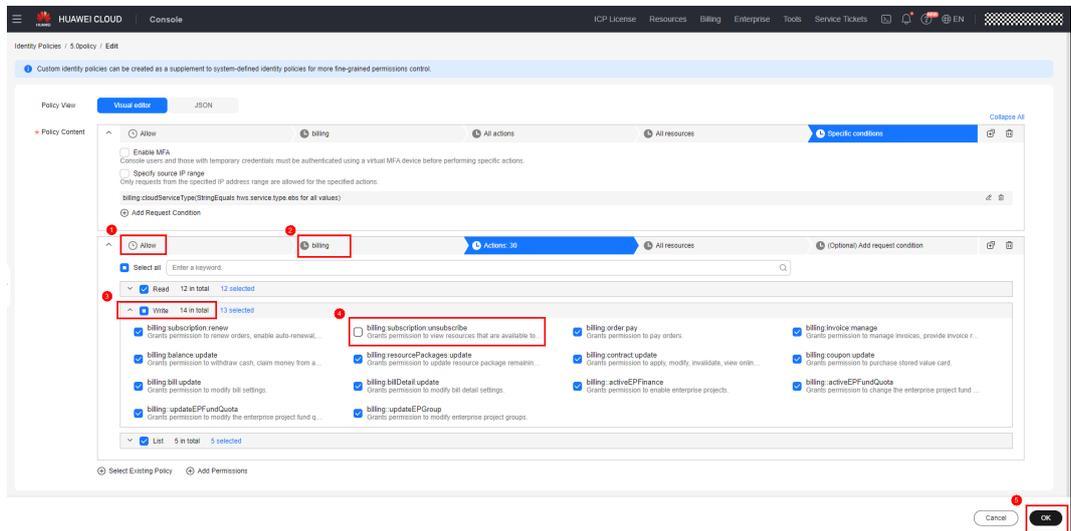


**Step 4** Add other actions.

Click the icon on the right side of **Specific conditions**. Delete the **billing:cloudServiceType** condition key.



Deselect **billing:subscription:unsubscribe** and click OK.



----End