Partner Center

# FAQ-new

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# Contents

1 Overview....1
2 HUAWEI CLOUD Partner Network....2
2.1 How Do I Meet the Revenue Requirements When Applying for Joining HCPN Without any Revenue for the First Time?....2
2.2 How Can I Obtain HCIA-Cloud Service Exam Vouchers and HCIP-Cloud Service Solutions Architect Exam Vouchers?....2
2.3 Can I Start from a Premier Partner Directly?....2
2.4 Are There Any Special Policies for Partners Won Back from Competitors?....3
2.5 How Can I Apply to Become a Core Partner?....3
3 Cloud Solution Providers....5
3.1 Partner Policies....5
3.1.1 What Is Cloud Solution Provider Program?....5
3.1.2 What Is the Revenue of a Cloud Solution Provider? How Do I Calculate the Revenue?....5
3.1.3 What Are the Incentives for a Cloud Solution Provider?....5
3.1.4 Are Cloud Resources Used by Cloud Solution Providers Themselves Included in the Sales Revenue?....5
3.1.5 Is the Consumption Using Coupons Issued by HUAWEI CLOUD Included in Sales Revenue?....6
3.1.6 Is Customers' Consumption for New Resources Differentiated from That for Renewal in Partners' Revenue?....6
3.1.7 How Can Partners Apply for Additional POC Test Coupons?....6
3.1.8 How Are Incentive Earnings Distributed?....6
3.1.9 How Long Is the Validity Period of the Referral and Reseller Models?....6
3.1.10 What Is the Transaction Mode for the Referral and Reseller Model?....6
3.1.11 How Do Partners Set Discounts for Customers?....6
3.1.12 What Does the Account Information, Amount Due, and Account Balance of the Partner Center Mean?....7
3.1.13 Does a Cloud Solution Provider Need a Product Authorization to Sell Huawei Cloud Products and Services?....7
3.1.14 Does Each Country Has One HUAWEI CLOUD Partner Policy Designed?....7
3.1.15 Do Cloud Solution Providers Need to Make Payment to Huawei Cloud in Advance for Overstock?....7
3.1.16 Does a Partner Need to Provide Services for Customers Associated in the Referral Model?....7
3.1.17 Does HUAWEI CLOUD Set Budgets for Partners? What Is the Relationship Between This Function and Budget Setting by Partners for Reseller Customers?....8

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3.2 Registration and Authentication ..... 8
3.2.1 How Do Organization Members Created by a Partner Change Their Passwords? ..... 8
3.2.2 How Do I View My Partner Qualification Information? ..... 11
3.2.3 How Can I Become a Huawei Cloud Solution Provider? ..... 11
3.2.4 If I Want to Become a Solution Partner, What Do I Do When I Am Prompted to Bind a Credit Card During Account Registration? ..... 12
3.2.5 How Do I Join the HCPN Solution Partner Program When I Already Have My HUAWEI CLOUD Account Bound with a Credit Card? ..... 12
3.2.6 How Do I Join HCPN Solution Partner Program When My Account Has Purchased HUAWEI CLOUD Services? ..... 12
3.2.7 Why Can't I Purchase HUAWEI CLOUD Services Using My Solution Partner Account? ..... 12
3.2.8 How Does a Solution Partner Try HUAWEI CLOUD Services? ..... 12
3.2.9 Can a Partner Account Be Deregistered? ..... 12
3.2.10 Can a Partner Registered in Country A Register as a HUAWEI CLOUD Solution Partner in Country B? ..... 12
3.2.11 Why Cannot I Bind a Credit Card to My Account If I Want to Become a Solution Partner? ..... 13
3.2.12 Can I Bind a Bank Card of Country B to an Account Registered in Country A? ..... 13
3.2.13 When Do I Need to Renew My Partner Program Certificates and How Do I Renew Them? ..... 13
3.2.14 How Do I Change My Individual Account to an Enterprise Account? ..... 13
3.2.15 Registering a New Account and Applying to Join Cloud Solution Provider Program ..... 15
3.2.16 Registering a New Account and Upgrading the Partner Tier ..... 18
3.3 Association and Disassociation ..... 22
3.3.1 What Are the Precautions for Associating a Customer with a Partner? ..... 22
3.3.2 How Can I Process Disassociation Requests from My Customers? ..... 23
3.3.3 How Can I Change the Association Type for My Customers? ..... 24
3.3.4 How Does a Partner Send Invitation Links? ..... 24
3.3.5 How Does a Partner Create a QR Code for Developing Customers? ..... 24
3.3.6 Can Partners Pre-register a Project? ..... 24
3.3.7 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? ..... 24
3.3.8 Do Huawei Cloud Solution Providers Need to Pre-Register Customer Projects When Developing Customers? ..... 25
3.3.9 What Should I Enter for HUAWEI CLOUD BD When I Register an Opportunity? ..... 25
3.4 Consumption Quota ..... 25
3.4.1 What Is a Consumption Quota? Why Do I Receive Consumption Quota Notifications? What Can I Do If My Consumption Quota Is Not Enough? ..... 25
3.4.2 How Do I Know the Usage of My Consumption Quota? ..... 25
3.5 Invoices ..... 26
3.6 Incentive Settlement ..... 26
3.6.1 What Are Partner's Revenue and Incentives? ..... 26
3.6.2 When Does Huawei Start Reconciliation and Settle Incentives After Customers Purchase Cloud Services? ..... 26
3.6.3 Where Can I View My Incentive Data? ..... 26
3.6.4 What Are the Differences Between Incentives from Reseller Customers and Incentives from Referral Customers? ..... 26

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3.6.5 How Can I Confirm My Incentives? How Do I Map the Data to the Policies That I Enjoy?....27
3.6.6 How Does HUAWEI CLOUD Distribute (or Pay) the Incentive Earnings?....27
3.6.7 When Do Partners Need to Issue Invoices to HUAWEI CLOUD?....27
3.6.8 Why Cannot I View the Billing List Page?....28
3.6.9 Where Do I Mail the Invoices? What Else Is Required in Addition to the Invoices?....28
3.6.10 What Are the Incentive Invoice Requirements?....28
3.6.11 What Is the Settlement Currency Used If I Choose **Transfer to bank account**?....29
3.6.12 What Tax Should Be Deducted When the Incentives Are Paid?....29
3.6.13 When Can I Get the Coupons When I Choose **Exchange for cash coupons**?....29
3.6.14 When Can I Get the Incentive Earnings After I Mail the Invoices?....29
3.6.15 How Long Is an Incentive Earning Valid For?....30
3.7 Discounts and Coupons....30
3.7.1 Can a Partner Set Discounts for Customers? What Is the Discount Range?....30
3.7.2 Can a Product Be Bought Using a Cash Coupon Alone?....30
3.7.3 After a Customer Associates with a Partner, Can the Customer's Account Balance Still Be Used?....30
3.7.4 What Are the Cash Coupon Usage Rules and Can the Coupons Be Used Together with Commercial and Promotion Discounts? ....30
3.7.5 Can I Use Multiple Cash Coupons at a Time?....31
3.7.6 Why Can't I Find My Cash Coupon Converted from My Historical Cash Coupon Quota?....31
3.7.7 What Are Test Coupons?....31
3.7.8 Are There Any Limits on Using Test Coupons and How Do I Use Test Coupons? ....31
3.7.9 Will Customer Resources Be Automatically Deleted After Test Coupons Are Used Up?....31
3.7.10 Will I Fall Into Arrears After Test Coupons Are Used Up?....32
3.7.11 Is the Consumption Generated by Test Coupons Counted into Partner Revenue?....32
3.7.12 How Can I Request Test Coupons as a Solution Partner?....32
3.7.13 Is There Any Limit on the Test Coupon Amount That Can Be Requested?....32
3.7.14 Why Is My Cash Coupon Quota Missing? How Do I Use the New Cash Coupons?....32
3.7.15 Cash Coupon Usage Rules....32
3.8 Other....33
3.8.1 How Does a Partner Change the Account Name?....33
3.8.2 How Do I Download a Partner Program Certificate, and How Can I View the Validity Period of the Certificate?....33
3.8.3 Why I Fail to Receive a Verification Code When Registering a Partner Account?....33
3.8.4 How Can I Configure Email and SMS Notifications for Specific Personnel to Send Financial Information to Them?....34
3.8.5 How Do I View and Download the Huawei Cloud Partner Network Certification Agreement and the Huawei Cloud Solution Provider Cooperation Agreement?....34
3.8.6 How Do I Pay Yearly/Monthly Products?....34
3.8.7 What Are the Impacts If a Partner Revokes Its Reseller Customers' Permission to View Bills or Cost in the Billing Center?....34
3.8.8 What Are the Statistical Rules of the Expenditure Dashboard?....34
3.8.9 How Do I View the Expenditure Summary After the Expenditure Summary Module Has Been Moved from the Customer Expenditure Page to the Expenditures Page?....35
3.8.10 Products That Support 95 Percentile Bandwidth Billing....36

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3.8.11 What Are the Impacts of Bill Run Mechanism Adjustment on Partners? 37
3.8.12 How Do I Create a Service Ticket? 38
3.8.13 How Do I View the Service Ticket Processing Progress? 40
3.8.14 What Are the Impacts of Account Restriction or Freezing? 41
3.8.15 What Is a Combined Order? 41
3.8.16 What Is a Child Resource? 42
3.8.17 How Can I Query Expenditure Data in the Disassociation Month for a Customer Who is a Unified Accounting Member of an Enterprise? 42

**4 Reseller Customers 44**
4.1 Where Can a Customer View the Invitations? 44
4.2 What Is the Applicable Scope of Partner-authorized Discounts? 44
4.3 How Do Customers View Their Associated Partners? 45
4.4 When Will a Customer Be Notified After the Customer Is Associated with a Partner? 45
4.5 Can Customers Place Orders on the HUAWEI CLOUD Official Website? Do Customers Need to Ask Their Partners to Do That for Them? 45
4.6 How Long Is the Validity Period of an Invitation Link Sent by Partners? 45
4.7 How Can a Customer View the Discounts Set by a Partner? 45
4.8 What Should I Do If I Cannot Be Associated with a Partner? 46
4.9 How Can a Customer Disassociate from a Partner? 46
4.10 How Do Referral Customers Use the Discount Granted by the Partner? 46
4.11 Can a Reseller Customer Purchase Pay-per-Use Products If Its Partner Sets the Budget to 0? Will This Incur Overdue Payment? 46
4.12 How Do I Change My Partner? 46
4.13 Why Are My Cash Coupons Missing? 47

**5 Resellers 48**
5.1 How Do I Manage Withholding Tax (WHT) Credential Information? 48

**6 KooGallery Partners 49**
6.1 How Can Service Providers Join the Huawei Cloud KooGallery Program? 49
6.2 What Benefits Can Service Providers Enjoy in Huawei Cloud KooGallery? 49
6.3 Can Service Providers Apply for Test Coupons? 49
6.4 What Are the Requirements for Service Providers to Issue Invoices to Huawei? 49

**7 Carrier Partners 52**
7.1 Does Each Carrier Partner Need to Sign Agreements in Addition to the HUAWEI CLOUD HCPN Standard Certification Agreement? 52
7.2 How Can Carrier Partners Succeed with HCPN? 52
7.3 What Support Can HUAWEI CLOUD Provide for Carrier Partners? 52

**8 Business Information Authentication 53**
8.1 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? 53
8.2 Can I Enter My Company Name in a Language Other Than Chinese or English During Business Information Certification? 53
8.3 Do All Cloud Solution Providers Need to Complete Business Information Authentication? 53

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8.4 What Are the Differences Between Solution Partner Certification and Payment Information Authentication?....54
8.5 How Can I Choose the Tax Rate for Payment Information Authentication in the HUAWEI CLOUD Partner Center?....54
8.6 What Should Partners Do If Payment Information Authentication Failed When Bank Information Is Correct?....54
8.7 What Can I Do If the Bank Information Is Incorrect or Has Changed?....54
8.8 Why Is the Associated Information Questionnaire Is Required During Accreditation?....55
8.9 Why Is Payment Information Authentication Delayed?....55
8.10 Can a Cloud Solution Provider Change Its Registration Country?....55

**9 Partner Training and Certification....56**

9.1 Some Role-based Training Courses for Partners Are Unavailable. What Should I do?....56
9.2 What Is the Relationship Between the Professional Accreditation Required in the Partner Program and the Partner's Role-based Training Courses?....56
9.3 Where Are the Exams for Professional Accreditation Required in the Partner Program?....56
9.4 Do I Have to Pass the Professional Accreditation Before the Career Certification?....57
9.5 Should I Follow Certain Sequence in Career Certification?....57
9.6 How Can I Participate in HUAWEI CLOUD Career Certification?....57
9.7 Does the Certification Exam Incur Any Charges?....57
9.8 How Can I Obtain Exam Coupons?....57

**10 Partner Benefit Request....58**

10.1 Test Coupons....58
10.1.1 Resource Configuration....58
10.2 Exam Vouchers....61
10.2.1 How Do I View the Issued Exam Vouchers?....61
10.2.2 Why Are Exam Vouchers Not Received After They Have Been Approved?....61
10.3 Market Development Fund....62
10.3.1 How Much MDF Can I Get?....62
10.3.2 Can I Organize Marketing Activities Before the MDF Application Is Approved?....62
10.3.3 Which Activities Is MDF Applicable To?....62
10.3.4 What MDF Application Materials Are Needed?....64
10.3.5 What Expenses Is MDF Applicable To?....65
10.3.6 Key Points for MDF Use....67
10.3.7 Can I Submit One Application for Multiple Activities?....67
10.3.8 When Is the Deadline for MDF Reimbursement Applications?....67
10.3.9 What Are Compliance Requirements for Using MDF?....68
10.4 Funding Head (FH)....68
10.4.1 What Are the Requirements for Requesting the Funding Head?....68
10.4.2 What Are the Requirements for Dedicated Personnel in FH Request?....68
10.4.3 What Information Do Dedicated Personnel Need to Maintain for FH Request?....68
10.4.4 How Do I Main the Information of Dedicated Personnel?....68
10.4.5 Why Is the Number of Final FH Recipients Half of That of Dedicated Personnel Who Meet FH Request Requirements?....69

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10.4.6 How Often Should FH Incentives Be Reconciled? 69
10.4.7 How Often Can FH Payment Be Requested? 69
10.4.8 How Is the On-the-Job Duration Calculated? 69
10.4.9 What Is the Monthly Funding Amount? 69
**11 Organization Management 70**
11.1 Maintaining Exam Voucher User Information 70
**12 Opportunities 72**
12.1 POs and HOs 72
12.1.1 What Incentives Can I Get by Sharing Opportunities with Huawei Cloud? 72
12.1.2 How Do I Get Opportunities Shared by Huawei Cloud? 72
12.1.3 How Do I Verify That the Opportunity I Have Submitted Is Valid? 72
12.1.4 What Should I Keep In Mind Before Submitting an Opportunity? 73
12.1.5 What Are the Principles for Handling Duplicate Opportunities? 73
12.1.6 What Is the Time Limit for the Verification of Partner-Originated Opportunities (POs)? 73
12.1.7 Is It Necessary to Update the Opportunities I Shared After They Are Verified and Approved? 73
12.1.8 What Should I Keep In Mind When Accepting an Opportunity Shared by Huawei Cloud? 73
**13 Partner Brand Marketing 74**
13.1 Can Partners Print the Huawei Logo on Their Business Cards? 74
13.2 How Press Releases Involving HUAWEI CLOUD Are Evaluated? 74
13.3 How Can the Compliance Be Assured When Using Partners' Cases in Marketing Activities? 74
13.4 Can Partners Use the Huawei HCPN Logo for Marketing Promotion? 74
**14 API 76**
14.1 API Calling 76
14.1.1 How Do I Handle the Error APIG.0308? 76
14.2 Fine-Grained Authorization 76
14.2.1 What Can I Do If the Error Code CBC.0151, Was Returned After I Added the Condition Key, billing:cloudServiceType? 76

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# 1 Overview

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

- **Huawei Cloud Partner Network**
- **Cloud Solution Provider**
- **Reseller Customers**
- **Resellers**
- **KooGallery Partners**
- **Carrier Partners**
- **Partner Training and Certification**
- **Market Development Fund (MDF)**
- **Funding Head (FH)**
- **Opportunities**
- **Partner Brand Marketing**
- **Organization Management**

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# 2 HUAWEI CLOUD Partner Network

## 2.1 How Do I Meet the Revenue Requirements When Applying for Joining HCPN Without any Revenue for the First Time?

When you join HCPN as a new partner, you will be granted the standard tier in advance without considering your revenue so that you can carry out businesses.

## 2.2 How Can I Obtain HCIA-Cloud Service Exam Vouchers and HCIP-Cloud Service Solutions Architect Exam Vouchers?

Contact your ecosystem manager to obtain these exam vouchers.

## 2.3 Can I Start from a Premier Partner Directly?

Yes, you can start from a Premier partner directly on condition that you meet the HCPN management requirement.

- Regional partner that will be upgraded to a Premier partner in advance
  - Be a medium- and large-sized enterprise with customer base and professional capabilities in the local market.
  - Has made a written commitment on annual revenue of at least 360,000 USD and detailed annual business plan.
  - Promises to invest in five full-time employees and obtain HUAWEI CLOUD Certified Associate certificate within six months.
- Regional partner that will be upgraded to an Advanced partner in advance:
  - Be a medium- and large-sized enterprise with customer base and professional capabilities in the local market.
  - Has made a written commitment on annual revenue of at least 120,000 USD and detailed annual business plan.

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- Promises to invest in three full-time employees and obtain HUAWEI CLOUD Certified Associate certificate within six months.

# 2.4 Are There Any Special Policies for Partners Won Back from Competitors?

Yes. Special policies for partners won back from competitors are as follows:

- Partners won back from A1

  Partners of the A1 Registered tier are certified as HCPN Standard partners. Partners of the A1 Select tier are certified as HCPN Advanced partners. Partners of the A1 Advanced and Premier tiers are certified as HCPN Premier partners.

- Partners won back from A2

  Partners of the A2 Action Pack tier are certified as HCPN Standard partners. Partners of the A2 Silver competency are certified as HCPN Advanced partners. Partners of the A2 Gold competency are certified as HCPN Premier partners.

# 2.5 How Can I Apply to Become a Core Partner?

You can apply to become a Core partner only after receiving an invitation from Huawei Cloud. The requirements for Core partners are as follows:

- Leading carrier
  a. Has made a commitment on annual revenue of at least 1200,000 USD.
  b. Promises to invest at least five full-time employees and pass HUAWEI CLOUD certification within six months.
  c. Has a B2B business basis in the local market.
  d. Be top 3 carrier in the home country. A maximum of three such partners exist in one country.

  For carriers that fail to meet the preceding requirements, they are certified as Advanced or Premier partners.

- Leading regional partners (such as A1 Premier partners, A2 Gold partners, and partners with special capabilities)
  a. Has made a commitment on annual revenue of at least 1200,000 USD.
  b. Has special capabilities such as local data centers, bandwidths, and operating licenses.
  c. Promises to invest at least five full-time employees and pass HUAWEI CLOUD certification within six months.
  d. Uses HUAWEI CLOUD for its own services, and builds new solutions or applications based on HUAWEI CLOUD.
  e. A maximum of five such partners exist in one country.

  For carriers that fail to meet the preceding requirements, they are certified as HCPN partners of the corresponding tier based on the policy for partners won back from competitors.

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- Local organizations of a global partner
  a. A global partner certified by Huawei Cloud is a Core partner and enjoys the benefits of Core partners of the region. Huawei's local and national organizations must conduct face-to-face certification and registration with the partner.
  b. The revenue of the partner is calculated and distributed based on the certified regional account.
  c. Has made a commitment on annual revenue of at least 500,000 USD in the region.
  d. Promises to invest at least five full-time employees and pass HUAWEI CLOUD certification within six months.
  e. Uses HUAWEI CLOUD for its own services, and builds new solutions or applications based on HUAWEI CLOUD.

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# 3 Cloud Solution Providers

## 3.1 Partner Policies

### 3.1.1 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.

### 3.1.2 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.

### 3.1.3 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.

### 3.1.4 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

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provider account. Then, the cash expenditures generated by this Huawei Cloud account are counted into partner's sales revenue.

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

This part is not counted.

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

No. The two parts are not differentiated.

## 3.1.7 How Can Partners Apply for Additional POC Test Coupons?

Contact the local HUAWEI CLOUD ecosystem manager.

## 3.1.8 How Are Incentive Earnings Distributed?

Monthly incentive earnings generated from referral customers can be paid to partners using the following methods: **Transfer to bank account** (requiring an incentive amount of over 200 USD), **Top up Huawei Cloud account**, or **Exchange for cash coupons**. In resell mode, incentive payment only support **Top up Huawei Cloud account** or **Exchange for cash coupons**.

## 3.1.9 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.

## 3.1.10 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.

## 3.1.11 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.

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## 3.1.12 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.

## 3.1.13 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.

## 3.1.14 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.

## 3.1.15 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.

## 3.1.16 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.

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### 3.1.17 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.

## 3.2 Registration and Authentication

### 3.2.1 How Do Organization Members Created by a Partner Change Their Passwords?

An organization's members can change their passwords 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**.
- On the IAM user login page, do the following:
  a. Click **Forgot Password**.

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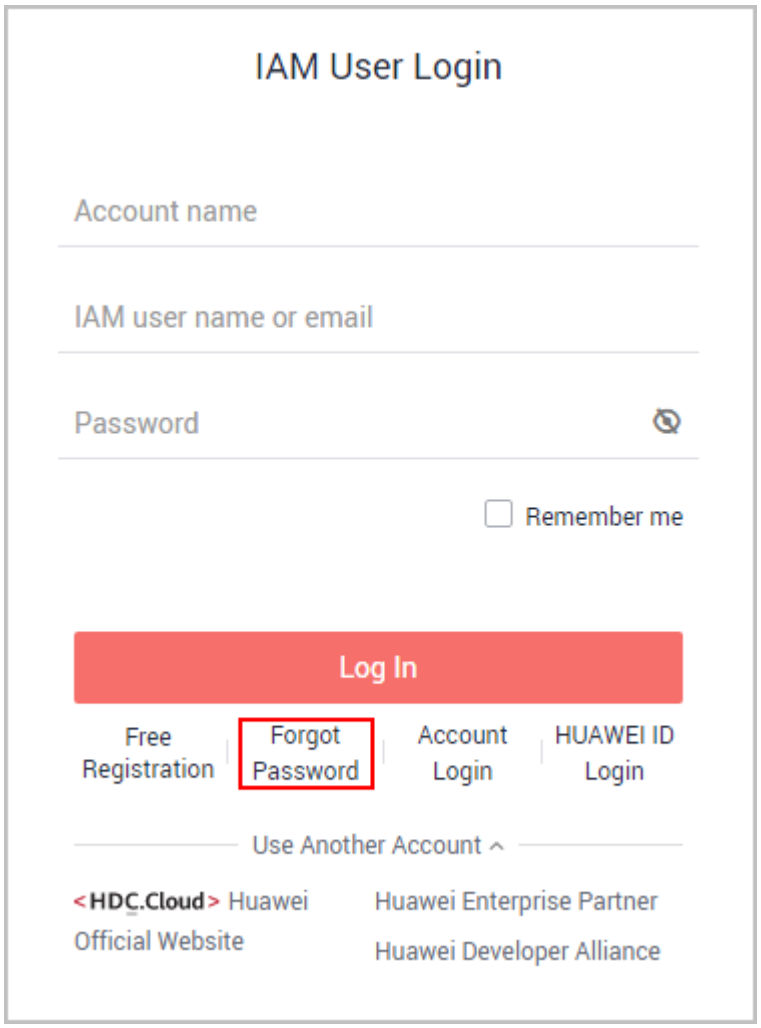


b. Select **IAM User**, enter the administrator account, IAM username, and CAPTCHA code, and click **Next**.

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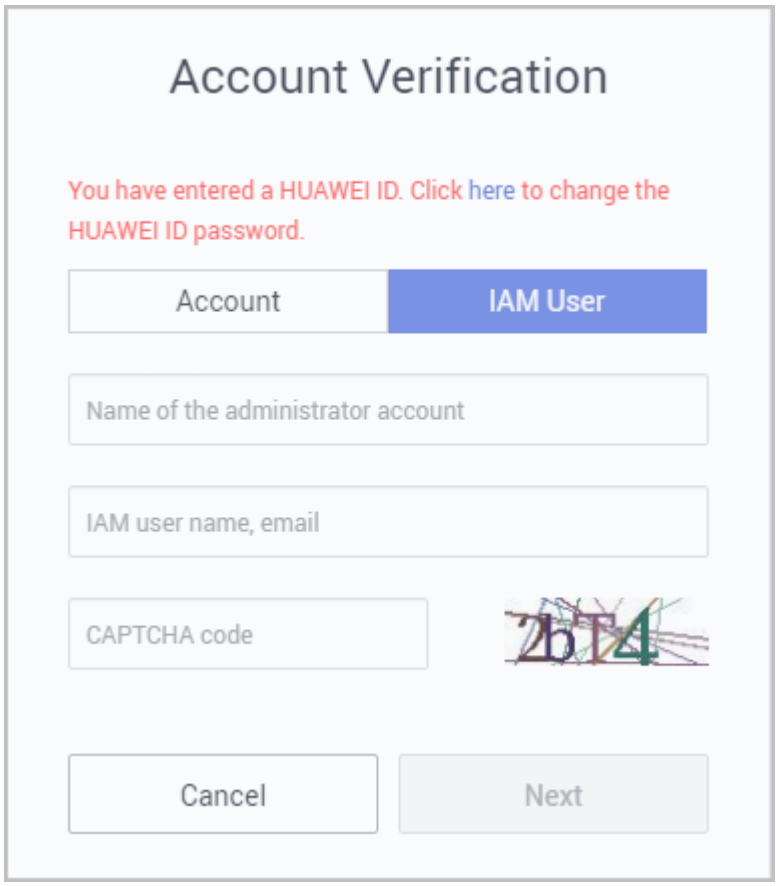
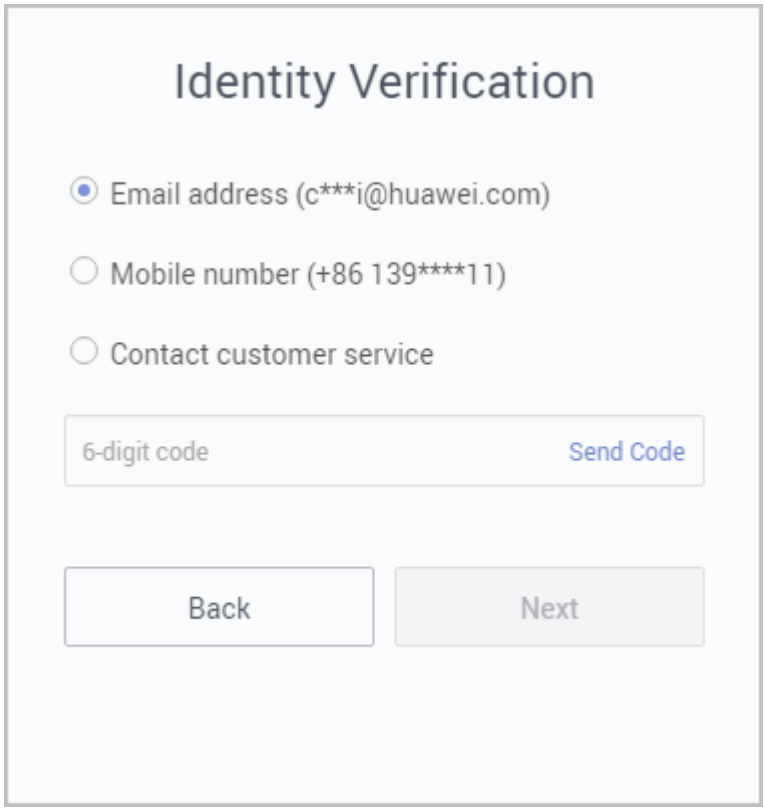



c. Enter the verification code and click **Next**.

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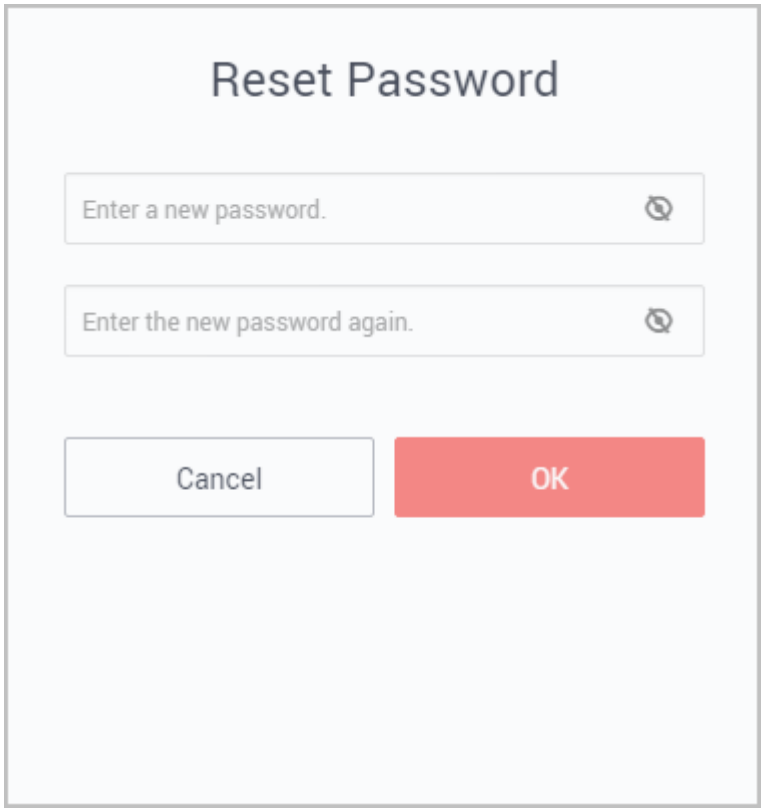
d. Reset the password and click **OK**.




The password is successfully changed.

## 3.2.2 How Do I View My Partner Qualification Information?

Log in to **Partner Center** and choose **Partner Programs** > **Huawei Cloud Partner Programs** > **Partner Programs Enrolled** in the menu on the top. View all partner programs you have joined and your partner tiers in different programs.

- Select a partner program and click **View Details** to view the program details.
- Select a partner program and click **Download Certificate** to download the program certificate.

## 3.2.3 How Can I Become a Huawei Cloud Solution Provider?

If you have registered a Huawei Cloud account and the account has no historical consumption and no credit card account is linked, you can log in to Huawei Cloud and visit the **Partners** page to apply for joining HCPN first. After that you can apply for joining the Solution Partner Program.

If you do not have a Huawei Cloud account, visit Huawei Cloud official website for account registering (no need to link a credit card account) and then visit **Partners** page to apply to join HCPN first. After that, you can apply for joining the Solution Partner Program.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## 3.2.4 If I Want to Become a Solution Partner, What Do I Do When I Am Prompted to Bind a Credit Card During Account Registration?

You do not need to bind a credit card. You can visit the **Partner** page to directly join the HCPN Solution Partner Program.

## 3.2.5 How Do I Join the HCPN Solution Partner Program When I Already Have My HUAWEI CLOUD Account Bound with a Credit Card?

Joining the Solution Partner Program does not need you to bind a credit card. You need to register a new account on the **Partner** page.

## 3.2.6 How Do I Join HCPN Solution Partner Program When My Account Has Purchased HUAWEI CLOUD Services?

You need to register a new account on the **Partner** page.

## 3.2.7 Why Can't I Purchase HUAWEI CLOUD Services Using My Solution Partner Account?

A Solution Partner account is used for managing services. It cannot purchase HUAWEI CLOUD services.

## 3.2.8 How Does a Solution Partner Try HUAWEI CLOUD Services?

You can register a common HUAWEI CLOUD account. After you bind an email and phone number, complete the account information, and configure a payment method, you can try and experience HUAWEI CLOUD services.

## 3.2.9 Can a Partner Account Be Deregistered?

A HUAWEI CLOUD account that has been added to any partner program cannot be deregistered.

## 3.2.10 Can a Partner Registered in Country A Register as a HUAWEI CLOUD Solution Partner in Country B?

In principle, the registration place is not limited. However, due to the restrictions of commercial, legal, and financial tax regulations of each country, partners are generally allowed to register as HUAWEI CLOUD Solution Partner in the country where their companies are registered to support HUAWEI CLOUD sales and trading.


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## 3.2.11 Why Cannot I Bind a Credit Card to My Account If I Want to Become a Solution Partner?

After a partner becomes a solution partner, its original HUAWEI CLOUD account becomes a Solution Partner account. A Solution Partner account cannot be used to purchase or use cloud resources. Therefore, if the partner's account has been bound to a credit card and has cloud resources provisioned, the partner can apply to become a solution partner only after all the resources are disabled and unsubscribed from.

To disable and unsubscribe from the cloud services, the partner needs to submit a service ticket. For certain cloud services, such as DNS, SMN, and some services in the OBT stage, it takes one to two days to disable the services after the service ticket is submitted. Therefore, it will take long time for the partner to disable the provisioned cloud services. To avoid these situations, the partner cannot bind a credit card to its account if it wants to become a solution partner.

## 3.2.12 Can I Bind a Bank Card of Country B to an Account Registered in Country A?

Yes, you can bind a bank card of country B to an account registered in country A.

## 3.2.13 When Do I Need to Renew My Partner Program Certificates and How Do I Renew Them?

The renewal of the partner program certificates shall follow the partner program policy. The certificates can be automatically renewed on a specific date or you can choose to manually re-certificate or apply for joining the programs again. For details, contact your ecosystem manager (find your ecosystem manager on the **Overview** page in Partner Center).

The certificates are automatically renewed on January 31 each year.

## 3.2.14 How Do I Change My Individual Account to an Enterprise Account?

You can change your individual account to an enterprise account in account center.

### Procedure

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

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

**Step 3** Choose **Basic Information** in the navigation pane on the left.

**Step 4** In the **HUAWEI CLOUD Tenant Information** area, click **Edit**.

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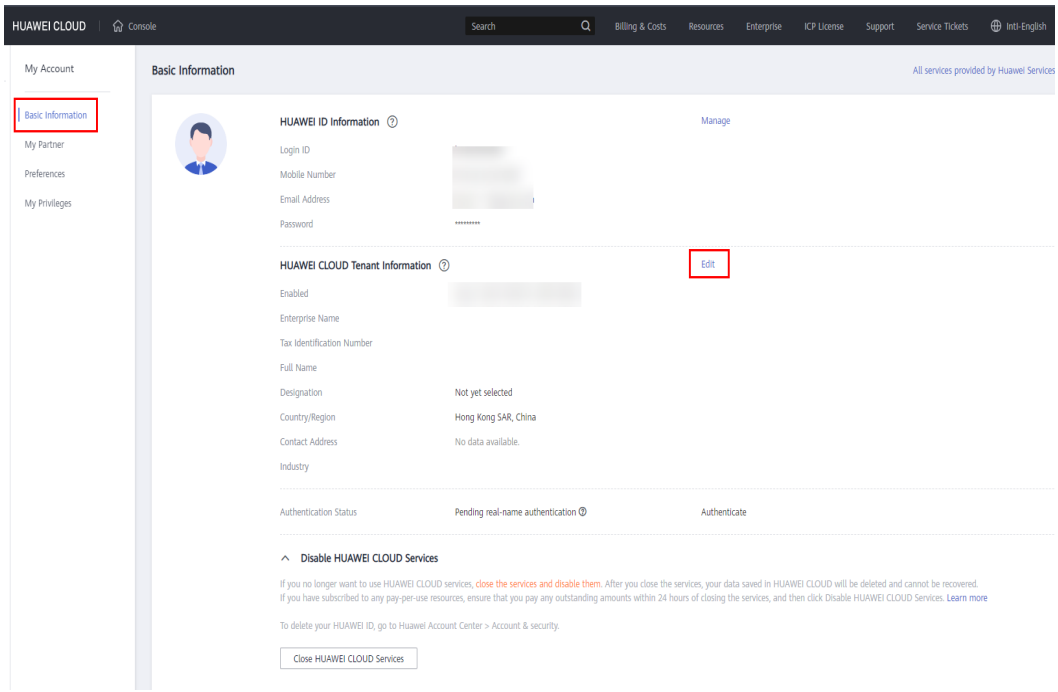
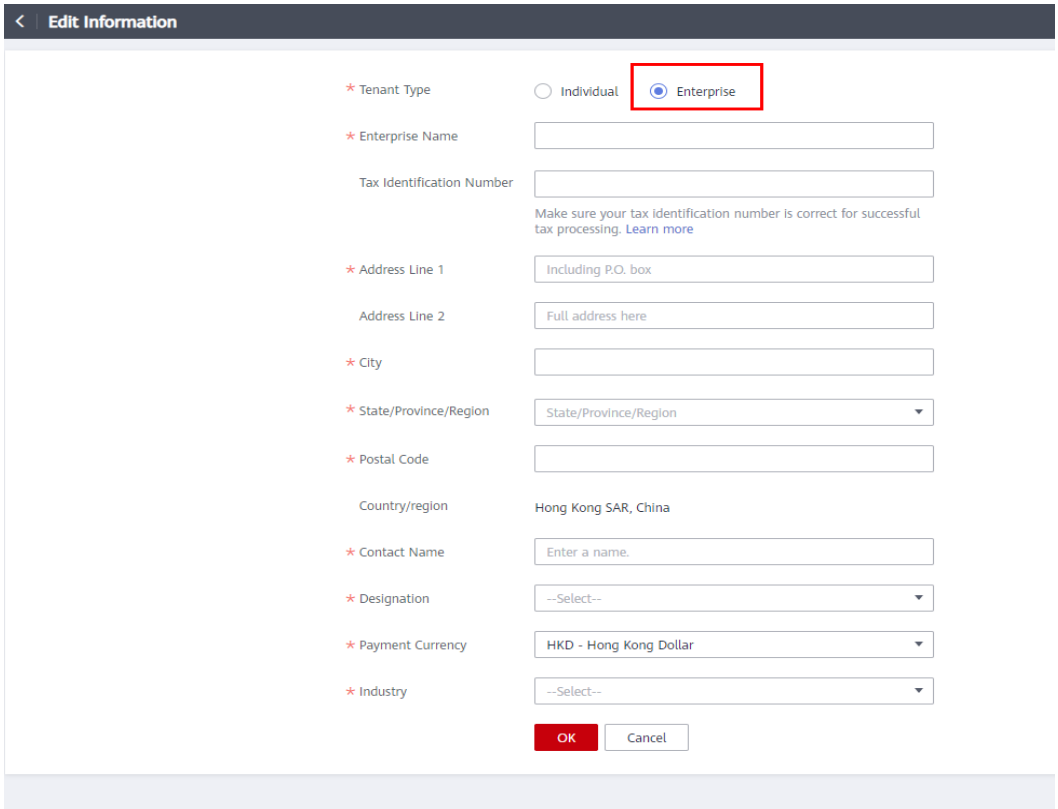



**Step 5** On the displayed page, set **Tenant Type** to **Enterprise** and modify required information displayed in the following figure.




**Step 6** Click **OK**.

**----End**

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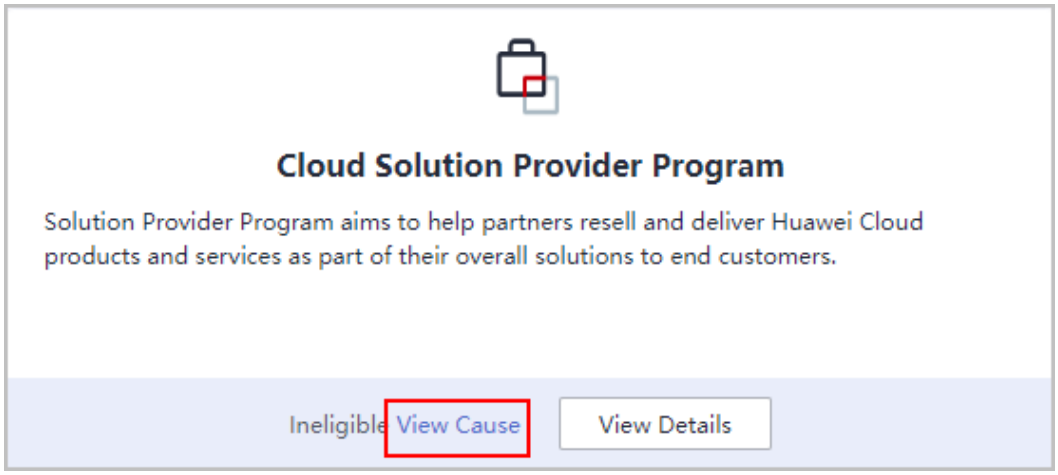
# 3.2.15 Registering a New Account and Applying to Join Cloud Solution Provider Program

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.

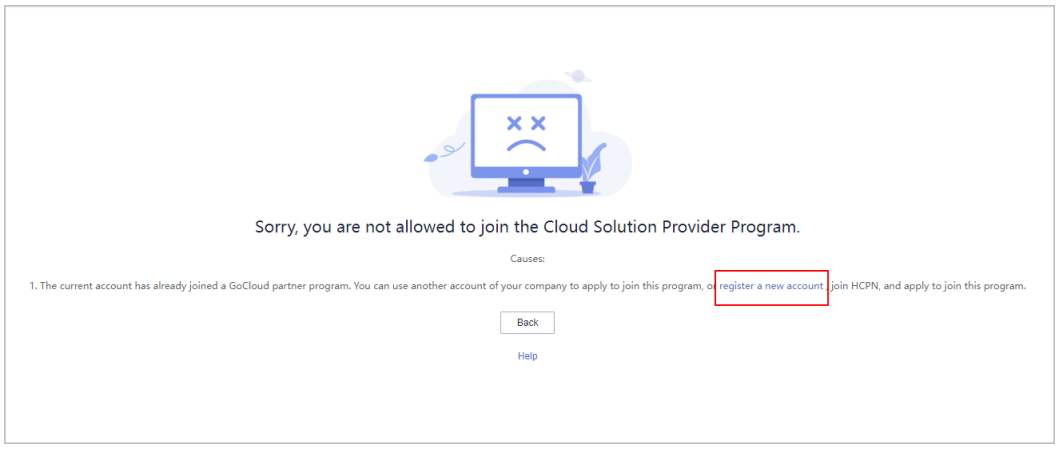
## Procedure

**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.

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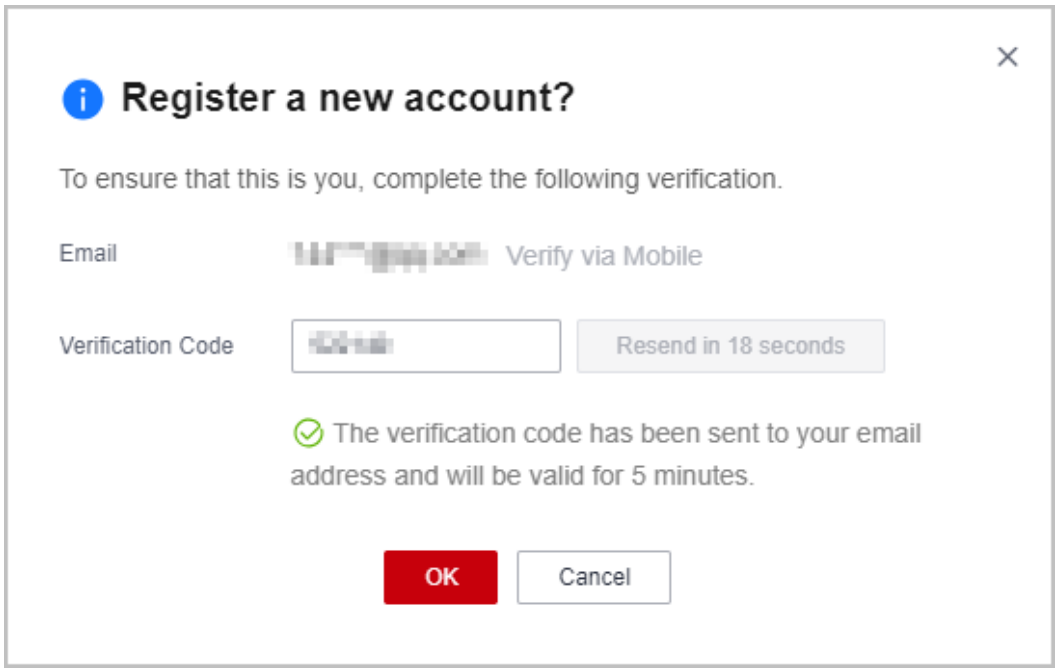
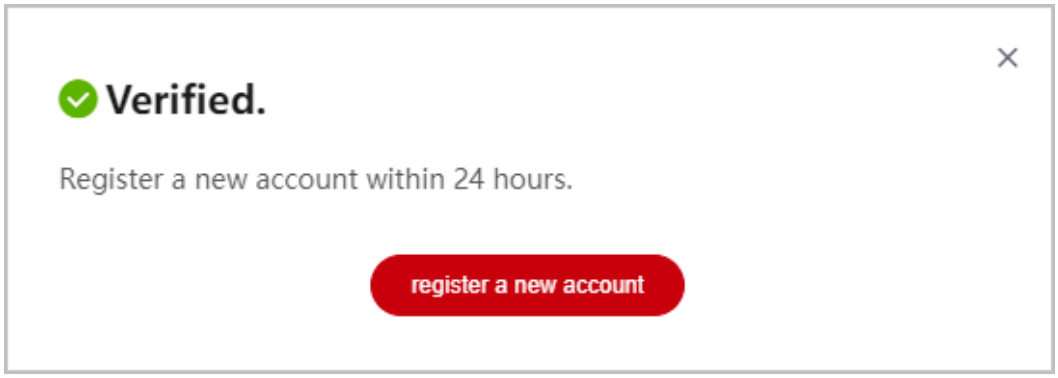



NOTE

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**.

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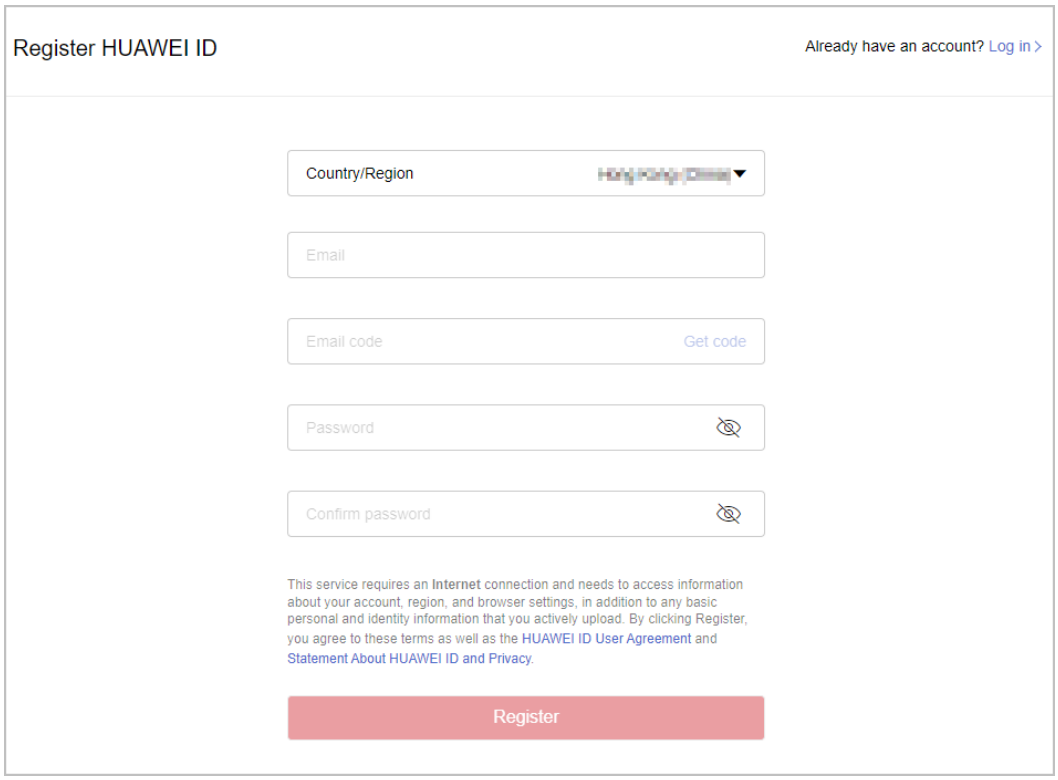
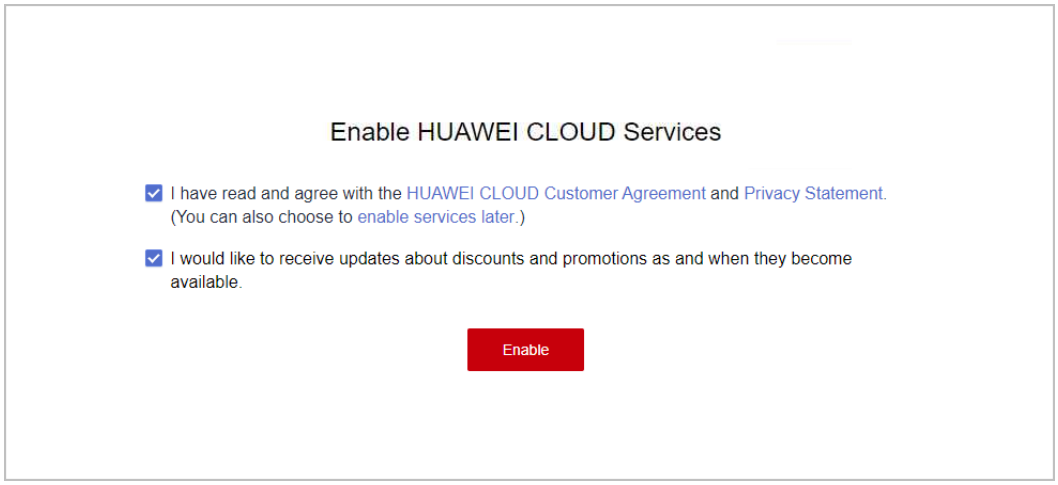



**NOTE**

When registering a new account, use another email address.

**Step 7** Enable Huawei Cloud services.




**Step 8** Fill in required information and read and accept the agreements on the **Register and Join HCPN** page. Click **Register**.

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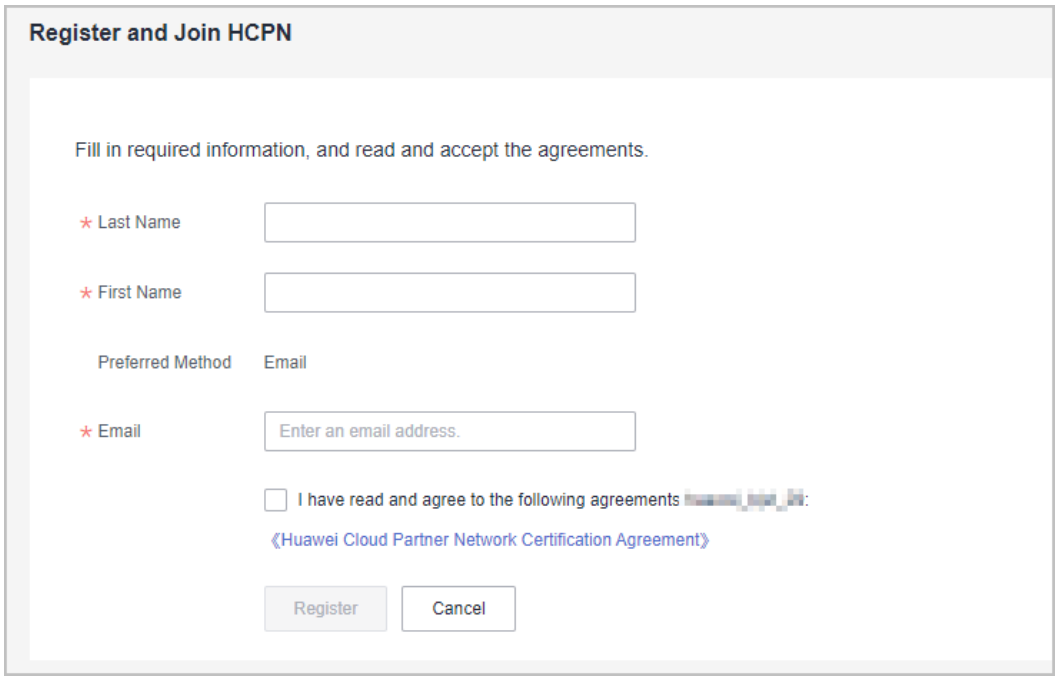
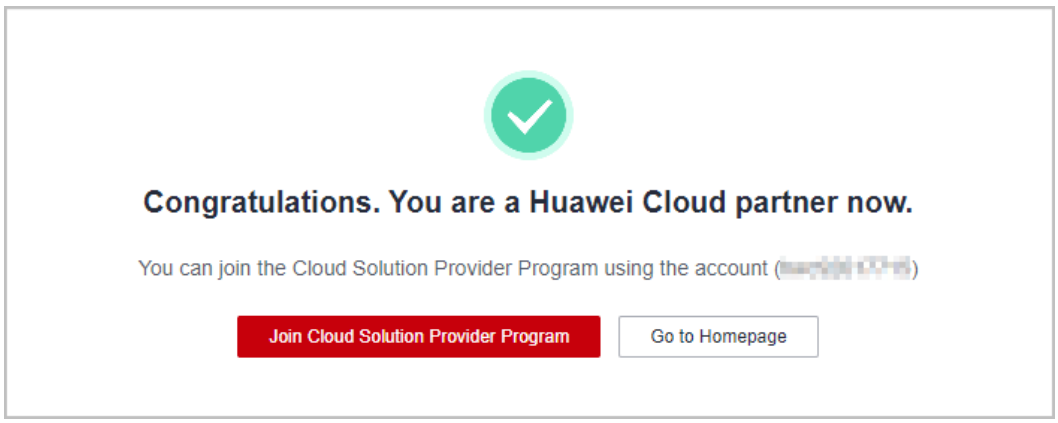



**Step 9** A message, indicating that you have successfully joined HCPN, is displayed. Click **Join Cloud Solution Provider Program** and use your new account to apply to join this program.




**----End**

# 3.2.16 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.

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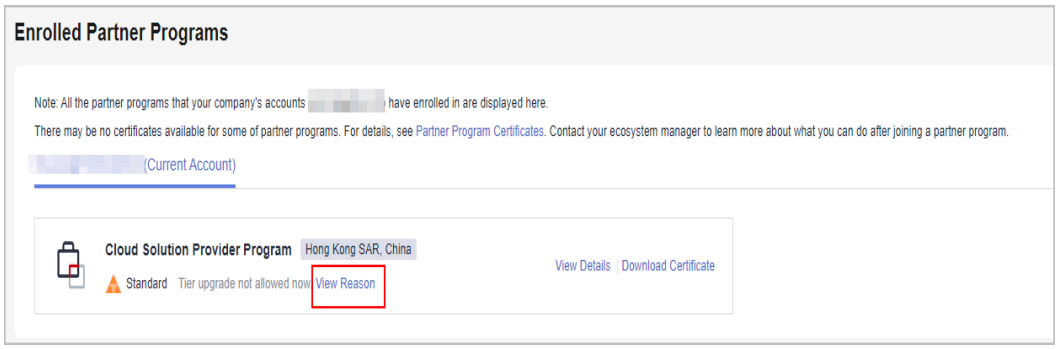
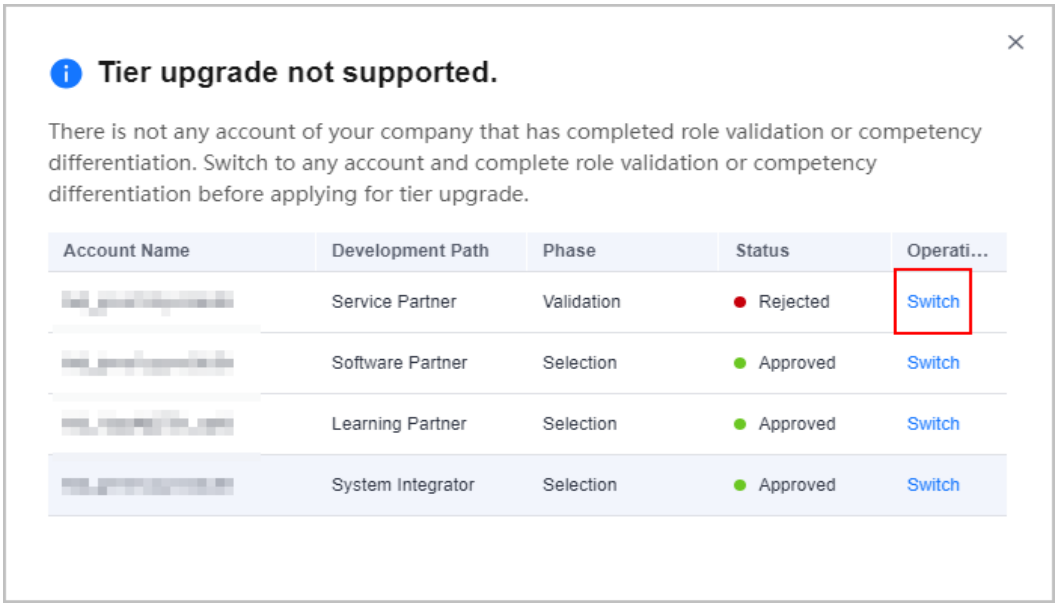
**Step 2** Find the **Cloud Solution Provider Program** and click **View Reason**.




**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.




- 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.

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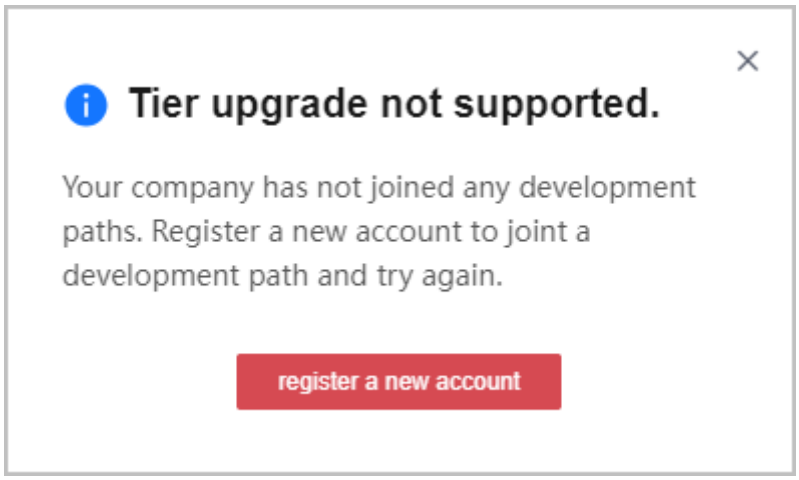
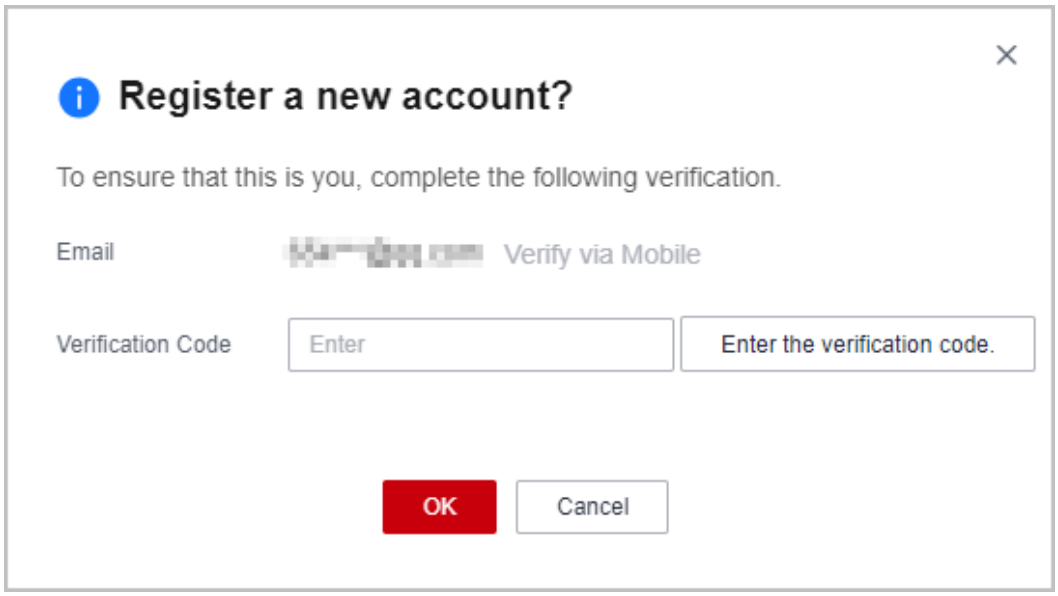


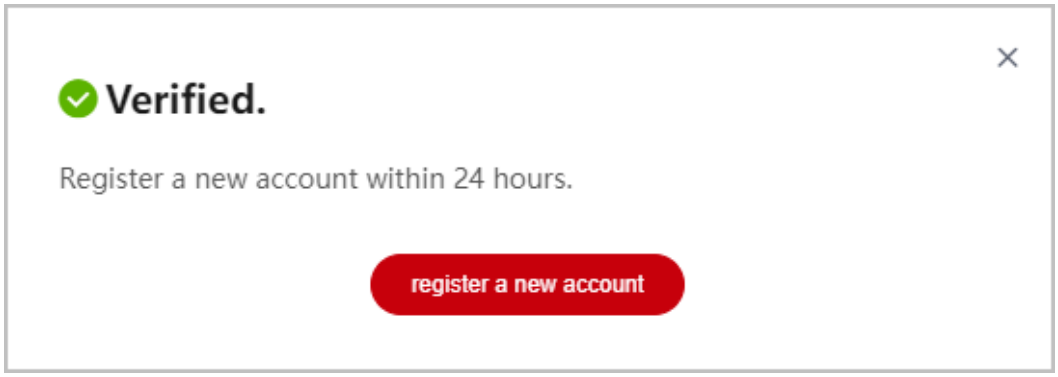

**Step 4** Enter the verification code you received.




NOTE

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

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

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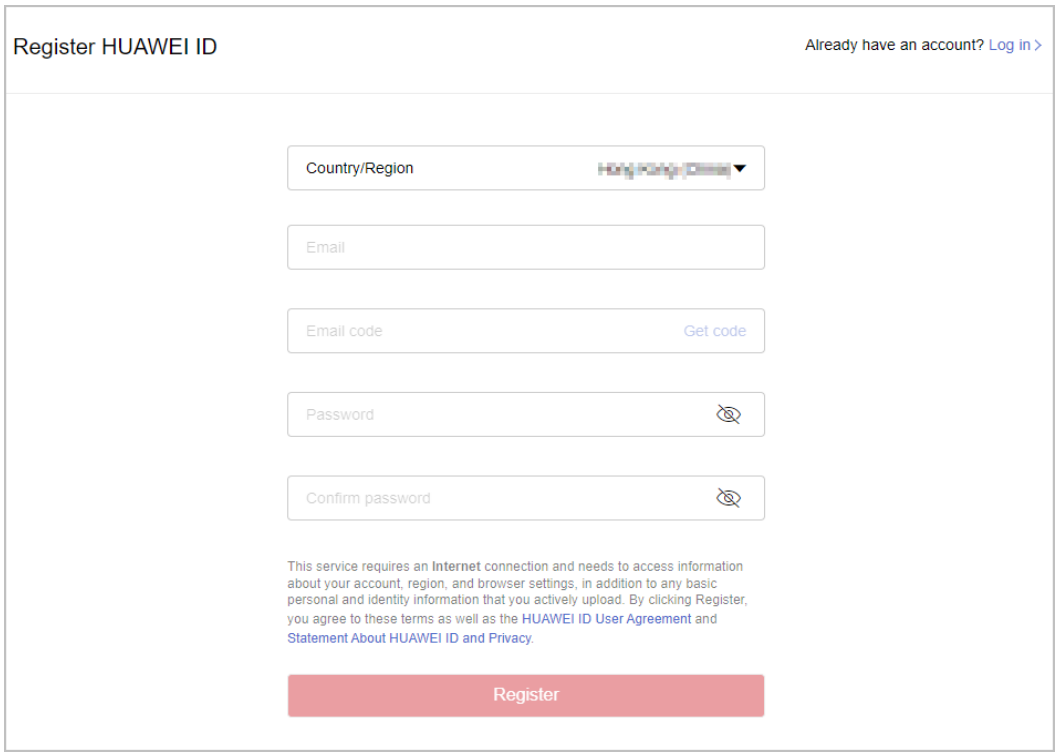
**NOTE**

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

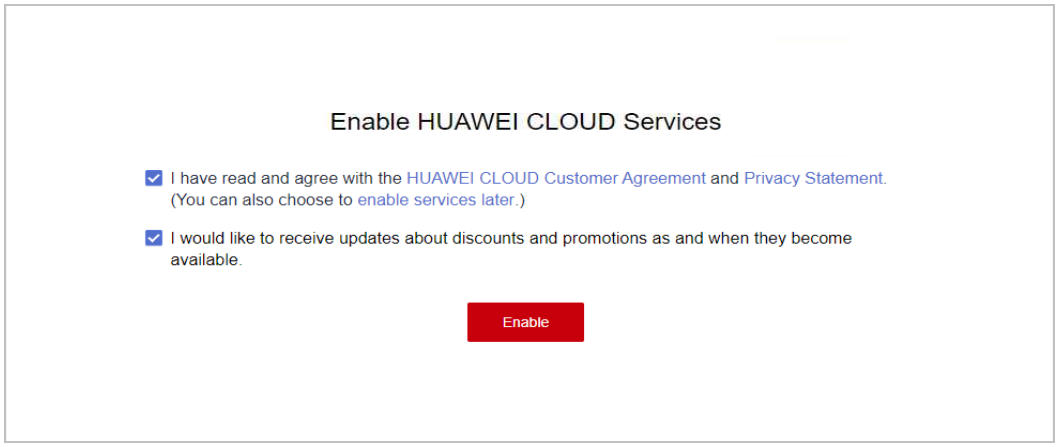
**Step 6** On the **Register HUAWEI ID** page, enter required information and click **Register**.




**NOTE**

When registering a new account, use another email address.

**Step 7** Enable Huawei Cloud services.




**Step 8** Fill in required information and read and accept the agreements on the **Register and Join HCPN** page. Click **Register**.

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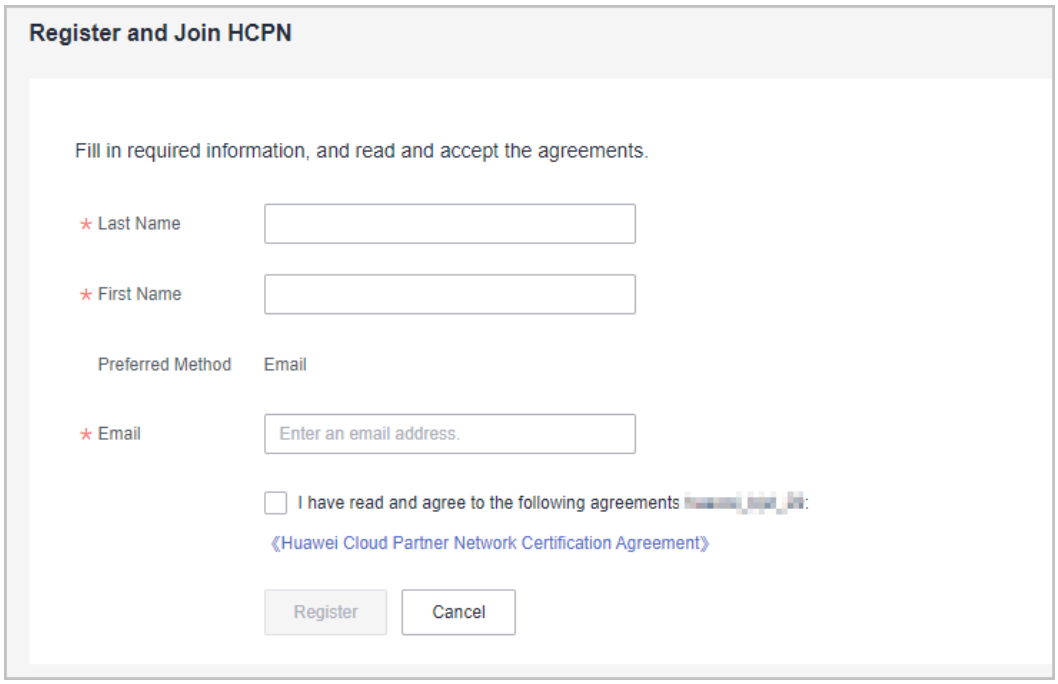
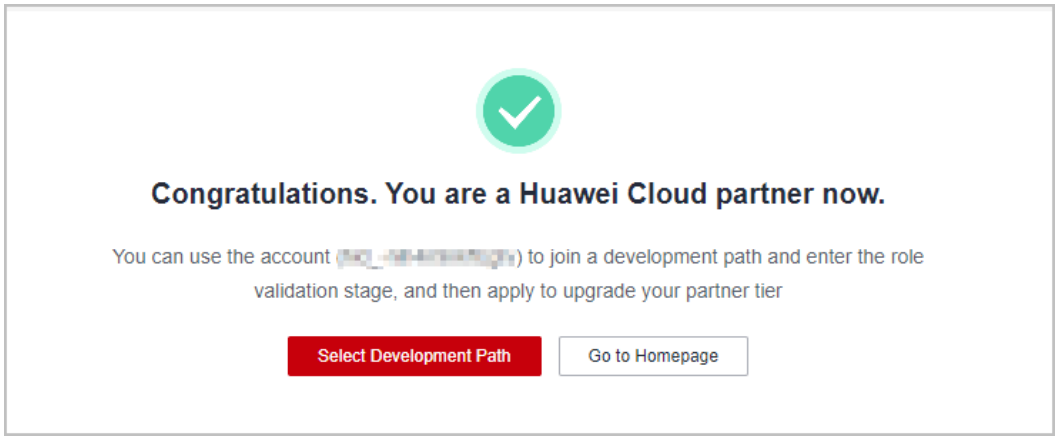



**Step 9** A message, indicating that you have successfully joined HCPN, is displayed. Click **Select Development Path**, use your new account to join a development path, and complete the role validation. Then, apply to upgrade your partner tier.




**----End**

# 3.3 Association and Disassociation

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

- A customer cannot be associated with a partner if the customer:
  - Registers with Huawei Cloud (China).
  - Has been associated with another partner.

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  - Has signed a special contract with HUAWEI CLOUD, such as offline directly-signed contract, authorized telemarketing contract with discounts, or directly-signed special offer contract.
  - Has registered for more than seven days or has cash expenditure records.
  - Has unpaid bills.
- 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 been associated with an enterprise member account.
- If a customer associates with a partner in reseller model, customer's cash coupons:
  - Can only be used to deduct customer's expenditures generated before the association.
- In the reseller model, if a customer invited has subscribed to resources before, you can **freeze the customer's account and resources** to prevent new fees from being generated by those resources.

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

You can query association records or process disassociation requests in Partner Center.

NOTE

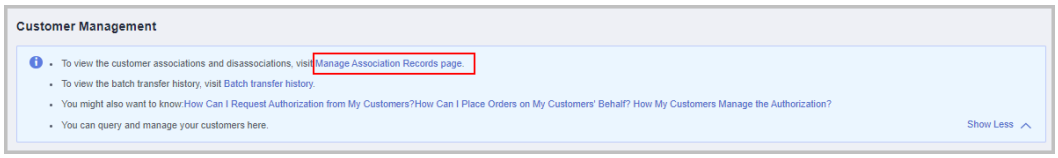
Only partners with administrator permissions can process disassociation requests from customers.

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

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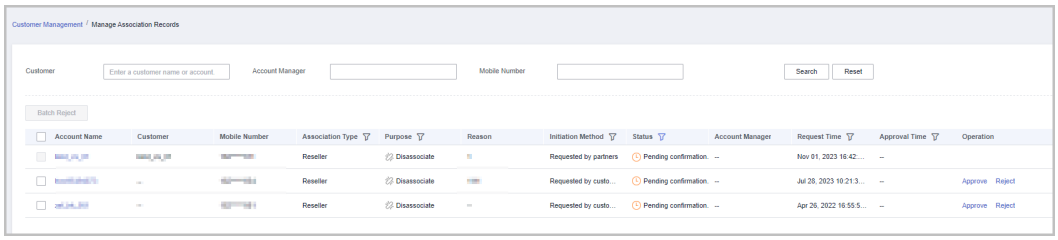


NOTE

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

**----End**

## 3.3.3 How Can I Change the Association Type for My Customers?

You can submit a service ticket or contact the ecosystem manager to change the association type.

## 3.3.4 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**.

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

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

## 3.3.6 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.

## 3.3.7 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-

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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.

## 3.3.8 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.

## 3.3.9 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.

# 3.4 Consumption Quota

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

An 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. You can view the quota details by choosing **Account Management** > **Basic Information** > **Consumption Quota** in the 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.

## 3.4.2 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

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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.

# 3.5 Invoices

# 3.6 Incentive Settlement

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

- Revenue

  Indicates the cash consumption generated when a solution partner and its associated customers purchase HUAWEI CLOUD products and services, including the consumption paid using the prepaid account, credit account, flexi-purchase coupons, and stored value cards and excluding the consumption on Marketplace.

- Incentives

  Indicates the incentives provided by HUAWEI CLOUD for solution partners, including performance-based basic rebates and special incentives that meet certain requirements.

## 3.6.2 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.

## 3.6.3 Where Can I View My Incentive Data?

Partners can log in to the Partner Center and choose **Financial Information** > **Incentive Management** to view the incentive data. The incentive data of the previous month is generated at the beginning of this month. On the **Confirm Incentives** tab, partners can view the details online, or export the bills to the local.

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

According to HUAWEI CLOUD partner incentive policies, incentives from referral customers can be paid by month or quarter, and incentives from reseller customers can be paid by quarter only. Partners can check the performance from reseller customers of each month, but the incentives are 0. The quarterly

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performance data from reseller customers will be displayed if the data reaches the quarterly rebate threshold, and the according incentives will be paid to the partners.

## 3.6.5 How Can I Confirm My Incentives? How Do I Map the Data to the Policies That I Enjoy?

- Confirming incentives from referral customers: Check the rebate type in the **Details** pane (rebate for list-price products or rebate for discounted products) and determine the formula used to calculate the rebate. Then, check the list price in the **Incentive Details** pane and calculate the rebate percentage based on the customer discount. The rebate amount is equal to the list price multiplies the rebate percentage. Partners can check whether the displayed data is correct.
- 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.

## 3.6.6 How Does HUAWEI CLOUD Distribute (or Pay) the Incentive Earnings?

HUAWEI CLOUD provides three incentive distribution (or payment) methods, including **Transfer to bank account**, **Top up HUAWEI CLOUD account**, and **Exchange for cash coupons**.

- **Transfer to bank account**: Incentive earnings (including the tax) will be transferred to your authenticated bank account.
- **Top up HUAWEI CLOUD account**: Incentive earnings (including the tax) will be transferred to your HUAWEI CLOUD account.
- **Exchange for coupon coupons**: Incentive earnings (excluding the tax) can be exchanged for coupons.

## 3.6.7 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**.

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## 3.6.8 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.

## 3.6.9 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.

## 3.6.10 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.

<table>
<tr><th>Country/ Region</th><th>Huawei Signing Entity</th><th>Tax ID of Huawei Signing Entity</th></tr>
<tr><td>South Korea</td><td rowspan="3">Huawei Services (Hong Kong) Co., Ltd.<br>Address: Room 03, 9/F, Tower 6, the Gateway No.9 Canton Road, Tsim Sha Tsui, Kowloon, Hong Kong</td><td>Registration number:<br>145-80-01643</td></tr>
<tr><td>United Arab Emirates</td><td>VAT number:<br>100584086100003</td></tr>
<tr><td>Bahrain</td><td>VAT account number:<br>220014005100002</td></tr>
<tr><td>South Africa</td><td>Huawei Technologies Africa (Pty) Ltd.<br>Address: Huawei Office Park, Western Service Rd, Woodmead, Johannesburg, 2191, South Africa</td><td>VAT registration number:<br>4060225127</td></tr>
<tr><td>Chile</td><td>Huawei (Chile) S.A.<br>Address: Rosario Norte 532, Piso 17, Las Condes, Santiago, Chile</td><td>Rol Único Tributario (RUT):<br>99.535.120-K</td></tr>
</table>


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| | | |
|---|---|---|
| Thailand | Huawei Technologies (Thailand) Co., Ltd.<br>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.<br>Address: Room 03, 9/F, Tower 6, the Gateway No.9 Canton Road, Tsim Sha Tsui, Kowloon, Hong Kong | Tax ID, which is optional |

## 3.6.11 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.

## 3.6.12 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).

## 3.6.13 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.

## 3.6.14 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.

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### 3.6.15 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.

## 3.7 Discounts and Coupons

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

A partner can set a general discount for Referral customers within the authorized scope, or set a discount specially for a Referral customer's order.

- For details about how to set discounts for customers, see **Setting Discounts for Customers**.
- For details about how to set a discount for a specific order, see **Adjusting the Price of a Customer's Order**.

A partner can set discounts for customers only by product type.

### 3.7.2 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.

### 3.7.3 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.

### 3.7.4 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.

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## 3.7.5 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.

## 3.7.6 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.

## 3.7.7 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.

## 3.7.8 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**.

## 3.7.9 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.

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## 3.7.10 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.

## 3.7.11 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.

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

You can request test coupons included in the benefits for the HCPN Consulting Partners. For details, see **here**.

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.

## 3.7.13 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.

## 3.7.14 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.

## 3.7.15 Cash Coupon Usage Rules

Huawei Cloud issues cash coupons to the partners. These coupons can be used to pay bills.

Partners can obtain cash coupons by:

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- 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).

# 3.8 Other

## 3.8.1 How Does a Partner Change the Account Name?

When a partner needs to change the account name, the partner can submit a service ticket.

## 3.8.2 How Do I Download a Partner Program Certificate, and How Can I View the Validity Period of the Certificate?

Use your partner account to log in to **Huawei Cloud**. Click **Partner Center** in the drop-down list of your account name. Choose **Partner Programs** > **Huawei Cloud Partner Programs** > **Partner Programs Enrolled** and download the certificate of the target program.

You can view the certificate validity period in the certificate file.

## 3.8.3 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.

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## 3.8.4 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**.

## 3.8.5 How Do I View and Download the Huawei Cloud Partner Network Certification Agreement and the Huawei Cloud Solution Provider Cooperation Agreement?

View the ***Huawei Cloud Partner Network Certification Agreement*** and the ***Huawei Cloud Solution Provider Cooperation Agreement***.

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

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

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

A partner can revoke its reseller customers' permission to view the **Bills** and **Cost** in the Billing Center. Once this permission is revoked, all reseller customers cannot view **Bills** or **Cost** and will not receive consumption data.

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

## 3.8.8 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.

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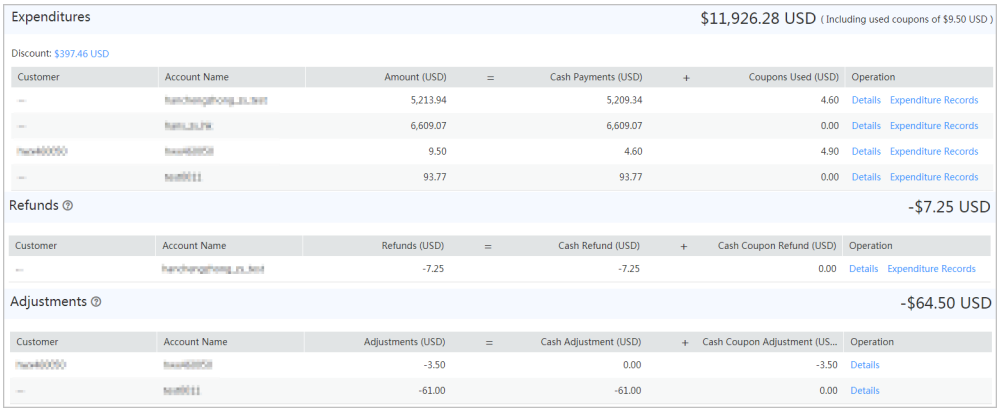
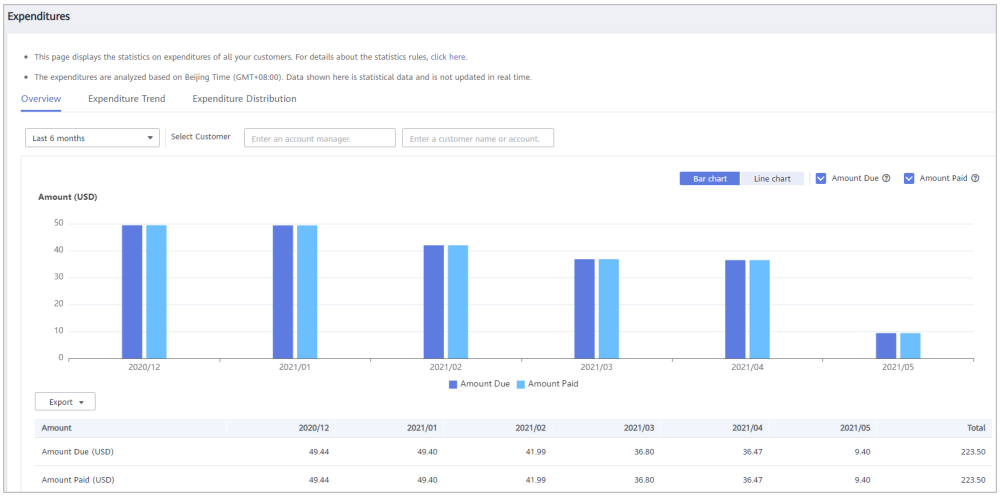
Account directors can view the expenditure statistics of all the customers of their account managers.

# 3.8.9 How Do I View the Expenditure Summary After the Expenditure Summary Module Has Been Moved from the Customer Expenditure Page to the Expenditures Page?

1. View the expenditures, refunds, and adjustments on the **Sales** > **Customer Business** > **Customer Expenditure** page.




View the amount due on the **Overview** tab page of **Sales** > **Operations Statistics** > **Expenditures**.




2. You can view the expenditure statistics on the **Overview** tab page of **Sales** > **Customer Business** > **Customer Expenditure**. Select a time range and the sorting dimension **Customer Account** to view the expenditures summarized by customer account on the **Expenditure Distribution** tab page.

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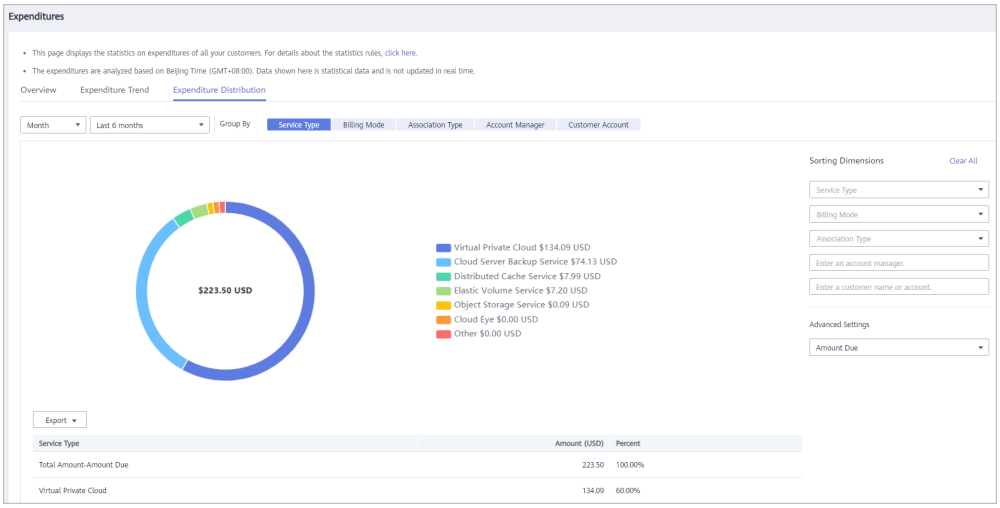


To learn more about the functions on the **Expenditures** page, visit **here**.

# 3.8.10 Products That Support 95 Percentile Bandwidth Billing

| Product | Service Overview |
| --- | --- |
| Content Delivery Network (CDN) | https://www.huaweicloud.com/intl/en-us/product/cdn.html |
| Anti-DDoS Service (AAD) | https://www.huaweicloud.com/intl/en-us/product/aad.html |
| Object Storage Service (OBS) | https://www.huaweicloud.com/intl/en-us/product/obs.html |
| Live | https://www.huaweicloud.com/intl/en-us/product/live.html |
| Virtual Private Cloud (VPC) | https://www.huaweicloud.com/intl/en-us/product/vpc.html |
| Cloud Connect | https://www.huaweicloud.com/intl/en-us/product/cc.html |
| Direct Connect | https://www.huaweicloud.com/intl/en-us/product/dc.html |

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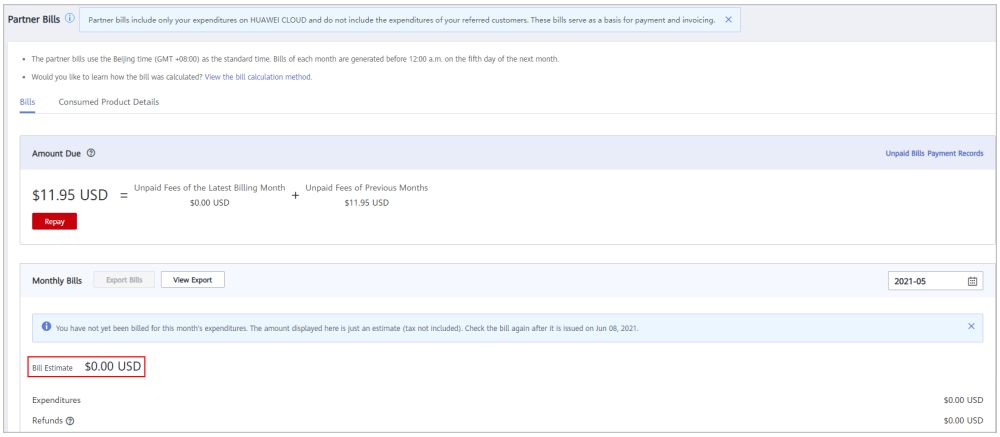
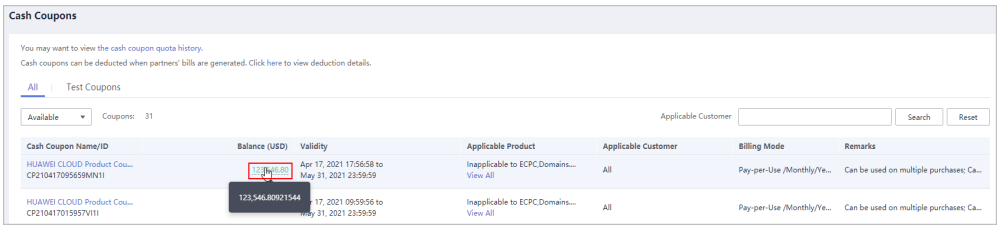
# 3.8.11 What Are the Impacts of Bill Run Mechanism Adjustment on Partners?

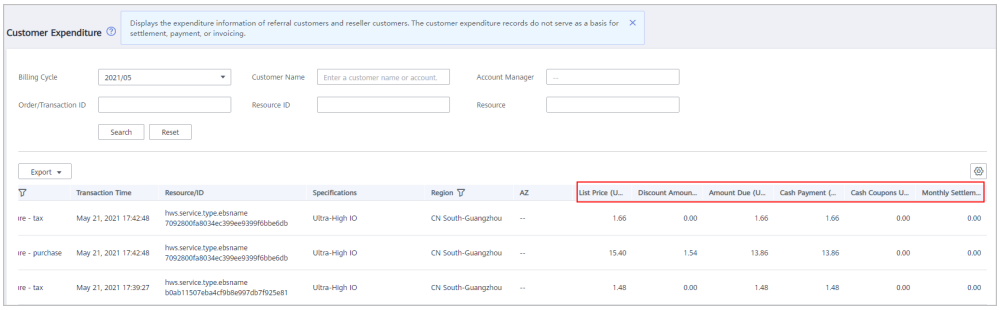
1. The total amount of a monthly bill on the **Sales** > **Financial Information** > **Partner Bills** > **Bills** page slightly increases when the third and later decimal places in the amount are not truncated.




2. 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.
3. Two decimal places are displayed for the balance of cash coupons on the **Sales** > **Financial Information** > **Cash Coupons** page by default. If you hover your cursor over the balance amount, the amount accurate to eight decimal places is displayed.




4. The amount of coupons used in bill run is accurate to eight decimal places.
5. The amounts of list price, discounted amount, amount due, cash payment, cash coupons used, and monthly settlement on the **Sales** > **Customer Business** > **Customer Expenditure** page are accurate to eight decimal places.

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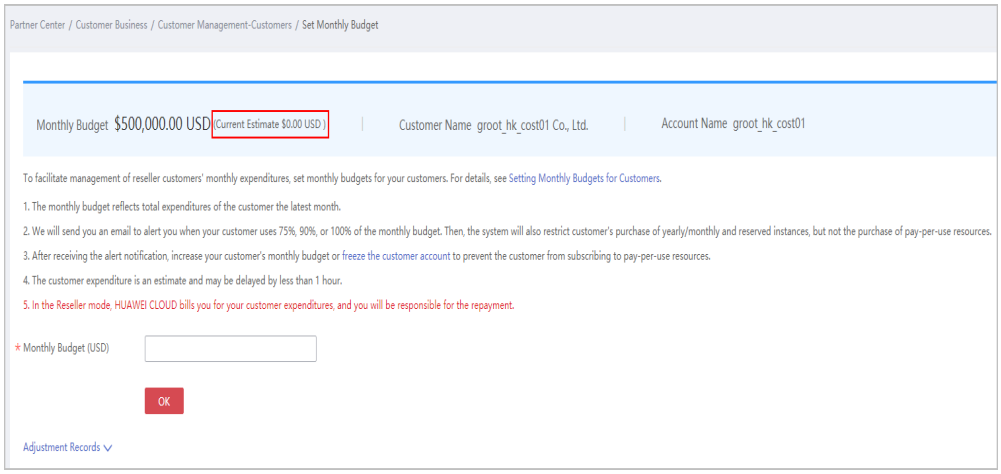
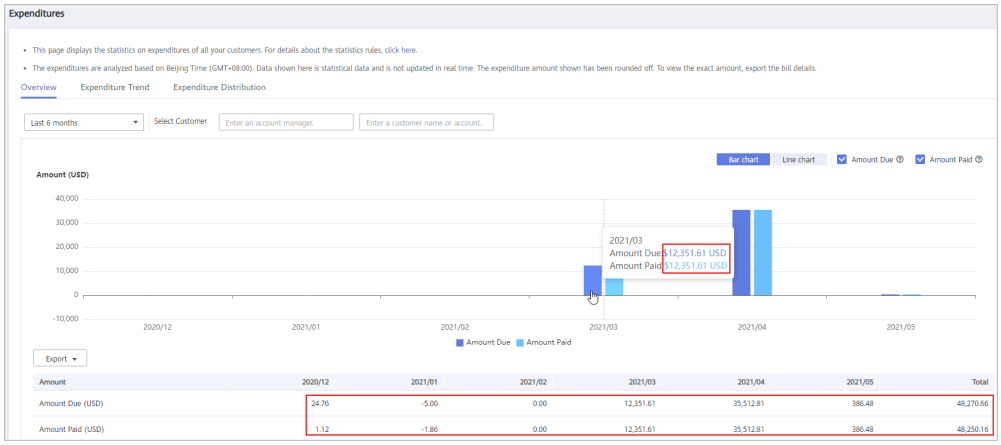
6. The amount of **Current Estimate** displayed when a monthly budget is set for a customer associated in the Reseller model on the **Sales** > **Customer Business** > **Customer Management** page is accurate to eight decimal places.




7. 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.




8. Amounts in bill-related APIs and the subscribed bills on the **Support** > **Open APIs** page are accurate to eight decimal places.

# 3.8.12 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.

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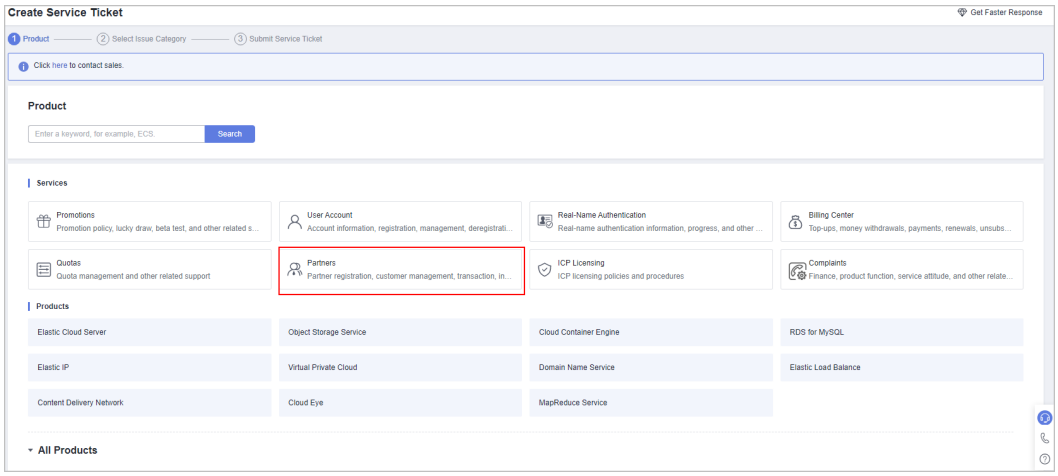
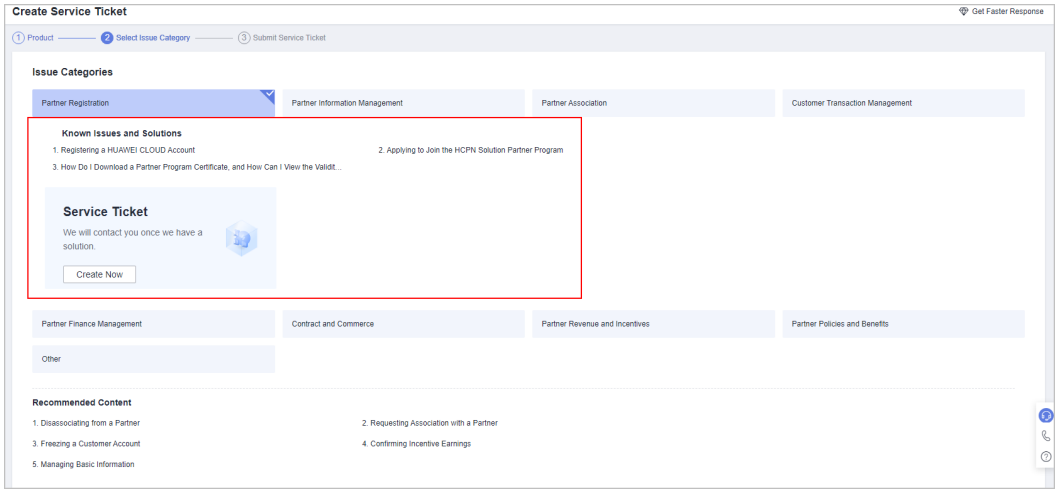



**Step 5** Configure **Issue Categories** and view **Known Issues and Solutions**. Check whether there is any issue similar to yours. If yes, click it to view its solution. If no, create a service ticket.




**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**.

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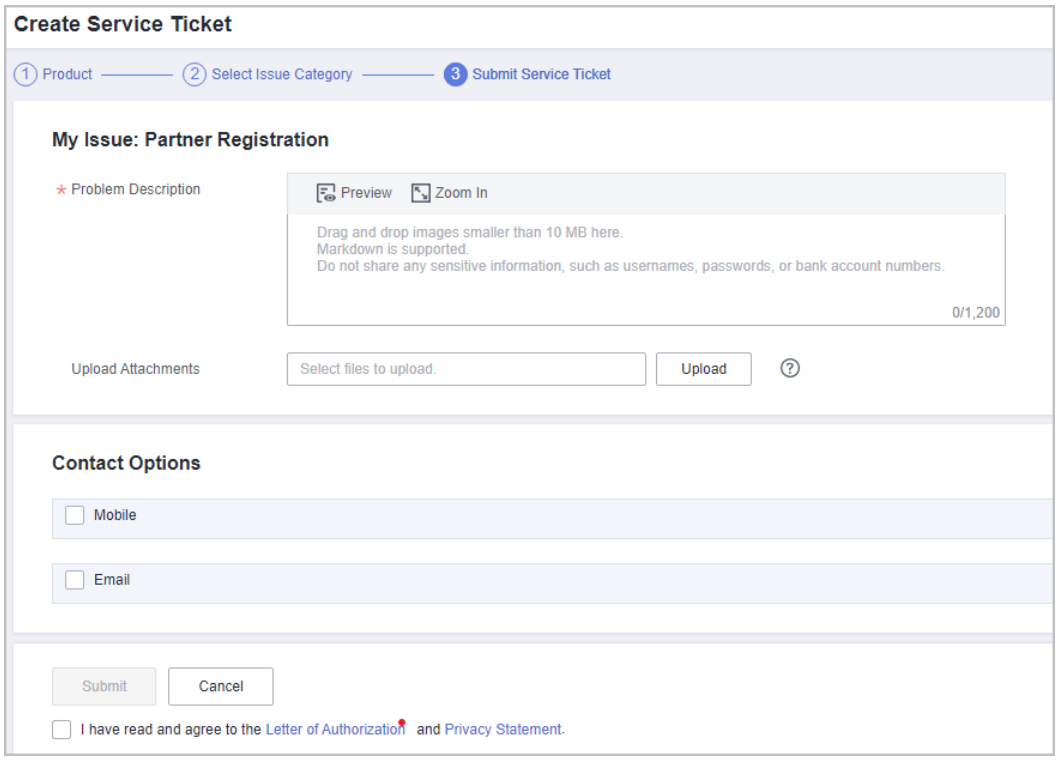



**----End**

# 3.8.13 How Do I View the Service Ticket Processing Progress?

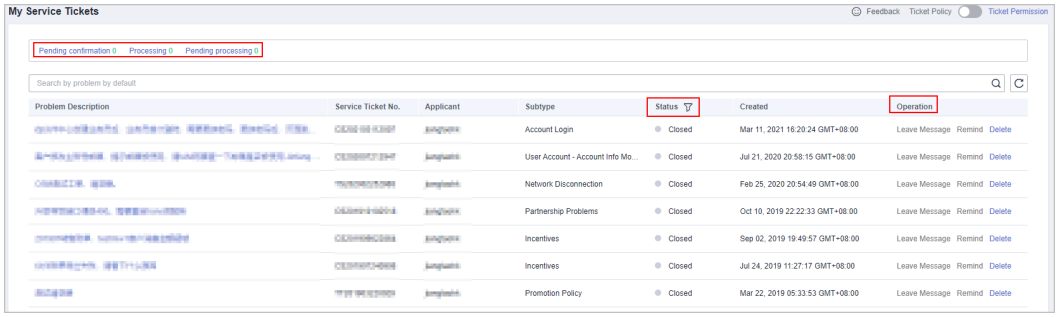
## Procedure

**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**

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## 3.8.14 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 Partner Service Provider is restricted, the resellers managed by Partner Service Provider 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 Partner Service Provider is frozen, developing resellers is not allowed.
  - If the account of Partner Service Provider is frozen, the accounts of resellers managed by Partner Service Provider 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.
    - The resources of the associated customers will also be frozen.

## 3.8.15 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.

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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, unsubscription, 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.

## 3.8.16 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.

## 3.8.17 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.

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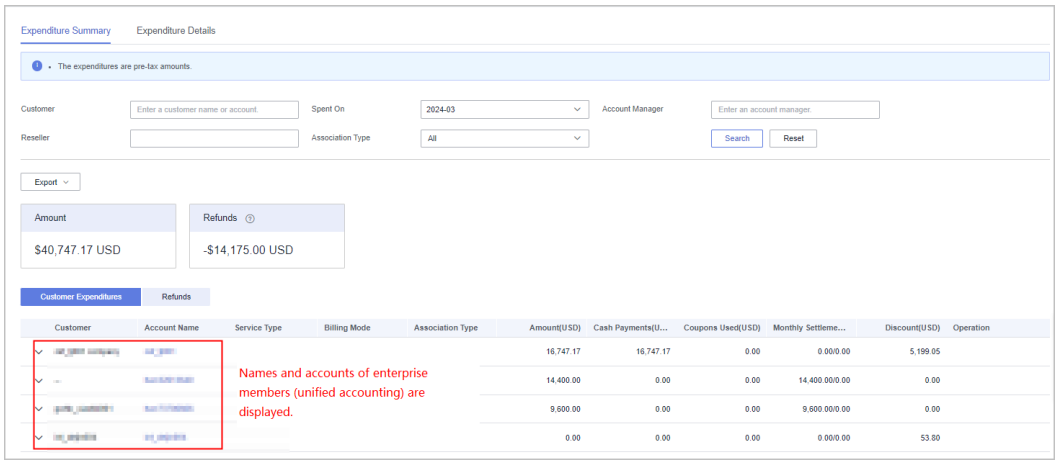
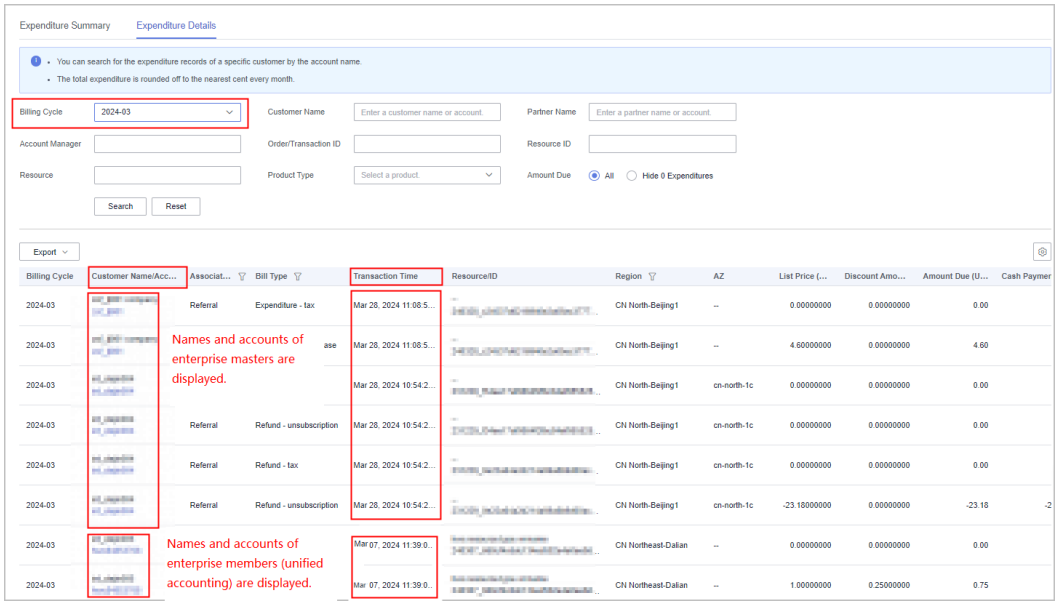



**Step 5** Click the **Expenditure Details** tab.

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.




**----End**

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# 4 Reseller Customers

## 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**.

## 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.

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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.

# 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.

# 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.

# 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.

# 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.

# 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.

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## 4.8 What Should I Do If I Cannot Be Associated with a Partner?

Contact the customer service to submit a service ticket requesting an association with your partner.

## 4.9 How Can a Customer Disassociate from a Partner?

To disassociate a customer from a partner, the customer needs to contact the customer service and submit a service ticket. HUAWEI CLOUD will disassociate the customer from the partner only after obtaining the agreement from the partner.

## 4.10 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.

## 4.11 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.

## 4.12 How Do I Change My Partner?

You can click **here** to disassociate with 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**.


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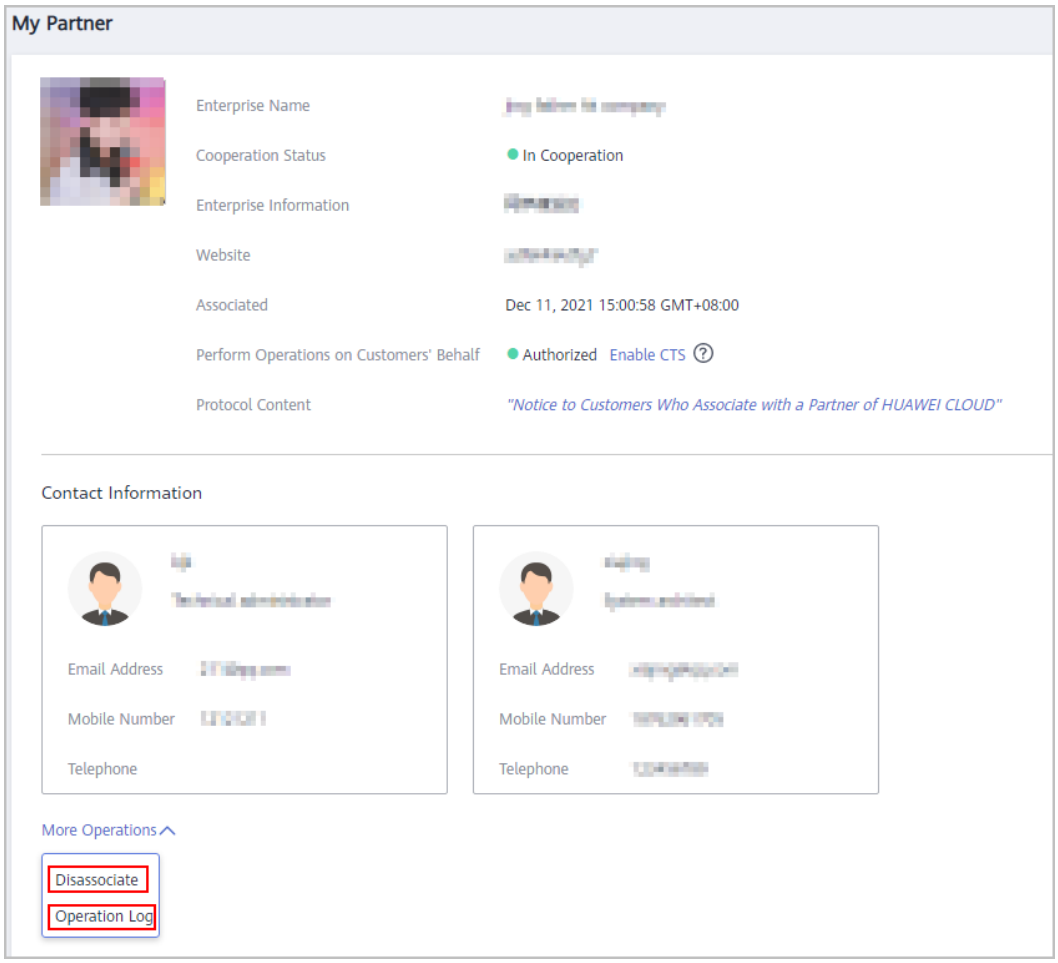


Offline association is not supported. If you have any questions about the association process, contact your partner.

# 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.

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# 5 Resellers

## 5.1 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.

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# 6 KooGallery Partners

## 6.1 How Can Service Providers Join the Huawei Cloud KooGallery Program?

Service providers can submit an application on the Huawei Cloud official website if they meet the requirements for registering with KooGallery.

## 6.2 What Benefits Can Service Providers Enjoy in Huawei Cloud KooGallery?

In addition to technical support, training support, and marketing support, service providers can leverage Huawei's global sales and service capabilities to expand their sales channels, better serve customers, and gain more commercial benefits.

## 6.3 Can Service Providers Apply for Test Coupons?

Yes. Service providers can apply for test coupons from the local HUAWEI CLOUD ecosystem manager.

## 6.4 What Are the Requirements for Service Providers to Issue Invoices to Huawei?

KooGallery partners registered in the following countries must provide the Huawei tax ID when issuing invoices. Your invoice may be rejected if you enter a wrong Huawei signing entity and/or Huawei tax ID.

| Country/ Region | Huawei Signing Entity | Huawei Tax ID (VAT Registration No.) |
| --- | --- | --- |

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| | | |
|---|---|---|
| Singapore | Sparkoo Technologies Singapore Pte. Ltd.<br>Address: 1 CHANGI BUSINESS PARK AVENUE 1 #05-01/06 SINGAPORE 486058 | 202141109N |
| United Arab Emirates | | 100516893300003 |
| South Korea | | 231-80-06110 |
| Others | | Tax ID, which is optional |
| All countries | Sparkoo Technologies Hong Kong Co., Limited<br>Address: 7/F., Tower 6, The Gateway, No. 9 Canton Road, Tsimshatsui, Kowloon | Tax ID, which is optional |
| Chile | Sparkoo Technologies Chile SpA<br>Address: Rosario Norte 532, Piso 11, Las Condes, Región Metropolitana, Chile | 77.569.009-7 |
| Others | | Tax ID, which is optional |
| Peru | SPARKOO TECHNOLOGIES PERU S.A.C.<br>Address: Calle Las Begonias 415, Int. 2301, San Isidro, Lima 27, Perú | 20609623501 |
| Others | | Tax ID, which is optional |
| Brazil | SPARKOO TECNOLOGIAS DO BRASIL LTDA<br>Address: Rua Arquiteto Olavo Redig de Campos, nº 105, conjuntos 252, Edifício EZ Towers, Vila São Francisco, CEP 04711-904,na Cidade de São Paulo, Estado de São Paulo | 45.503.762/0001-49 |
| Others | | Tax ID, which is optional |
| Thailand | Sparkoo Technologies (Thailand) Co., Ltd.<br>Address: No. 9, G Tower Grand Rama 9, Room No. GN01-04, 35th Floor, Rama 9 Road, Huaykwang Sub-district, Huaykwang District, Bangkok Metropolis. | 0105565047713 |
| Others | | Tax ID, which is optional |
| All countries | SPARKOO TECHNOLOGIES SOUTH AFRICA (PTY) LTD<br>Address: Building 17, Huawei Office Park, 124 Western Services Road, Woodmead, Johannesburg, 2191 | Tax ID, which is optional |

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| | | |
|---|---|---|
| South Africa | HUAWEI TECHNOLOGIES AFRICA (PTY) LTD<br>Address: Huawei Office Park, Building 15, 124 Western Services Road, Woodmead EX.20, Johannesburg, 2191 | 4060225127 |
| Others | | Tax ID, which is optional |
| Mexico | Huawei Technologies De Mexico, S.A. De C.V.<br>Address: AV. SANTA FE No. 440 Int. No. PISO 15 SANTA FE 05348 CUAJIMALPA DE MORELOS MEXICO | HTM011012DW7 |
| Others | | Tax ID, which is optional |
| United Arab Emirates | Huawei Services (Hong Kong) Co., Limited<br>Address: Room 03, 9/F, Tower 6, the Gateway No.9, Canton Road, Tsim Sha Tsui, Kowloon, Hong Kong | 100584086100003 |
| Saudi Arabia | | 310481924600003 |
| South Korea | | 145-80-01643 |
| South Africa | | 4570291130 |
| Türkiye | | 4641608182 |
| Colombia | | 901480575 |
| Others | | Tax ID, which is optional |

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# 7 Carrier Partners

## 7.1 Does Each Carrier Partner Need to Sign Agreements in Addition to the HUAWEI CLOUD HCPN Standard Certification Agreement?

Yes. Each carrier partner needs to sign a separate cooperation agreement, in which the right for annual incentives will be specified. Contact the local HUAWEI CLOUD ecosystem manager to obtain the specific agreement template.

## 7.2 How Can Carrier Partners Succeed with HCPN?

HUAWEI CLOUD provides carrier partners with a wide range of support plans that cover marketing, sales, service support, and technology support. This helps carrier partners design and carry out their businesses and achieve business goals.

## 7.3 What Support Can HUAWEI CLOUD Provide for Carrier Partners?

HCPN encourages carrier partners to migrate their own services to HUAWEI CLOUD. In this process, HUAWEI CLOUD or its partners will provide consulting services to help carrier partners build a cloud-based business system.

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# 8 Business Information Authentication

## 8.1 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?

They must be 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. This parameter associates with the tax and bank information, and therefore must be consistent. If not, errors may occur.

## 8.2 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.

## 8.3 Do All Cloud Solution Providers Need to Complete Business Information Authentication?

Yes. All cloud solution providers need to complete business information authentication.

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# 8.4 What Are the Differences Between Solution Partner Certification and Payment Information Authentication?

HUAWEI CLOUD provides two types of partner certification: solution partner certification and payment information authentication. The latter requires partners to provide bank and tax affairs information. Partners can gain their incentive earnings only after they complete both the types of certification. Partners can apply for the both types of certification together or separately.

# 8.5 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.

# 8.6 What Should Partners Do If Payment Information Authentication Failed When Bank Information Is Correct?

This may be because the bank information provided by partners is not in the country where the bank supported in the current version is located. In this case, partners can consult HUAWEI CLOUD customer service or the ecosystem manager and contact support personnel to handle the problem offline. (Partners need to provide a bank confirmation letter.)

# 8.7 What Can I Do If the Bank Information Is Incorrect or Has Changed?

Partners need to specify correct bank information. If the bank information is incorrect, payment may fail. You need to modify or update the bank information and submit it to the system again. After the information is updated, payment can be continued.

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# 8.8 Why Is the Associated Information Questionnaire Is Required During Accreditation?

Huawei needs this information to better manage partners and suppliers. Partners should fill in the questionnaire honestly.

# 8.9 Why Is Payment Information Authentication Delayed?

Partners are certified as suppliers because they have cooperated with Huawei in procurement, and their information, which is different from the payment information submitted to CBC, exists in the Huawei ERP system. After Huawei procurement personnel add related information to the ERP system, the payment information authentication will pass. It takes about one to two weeks for approval after procurement personnel add the information.

# 8.10 Can a Cloud Solution Provider Change Its Registration Country?

In principle, the registered country cannot be changed. In special cases, you can specify the reason and submit a service ticket. If your account has not been authenticated or used to consume any resources, you are advised to deregister the account and register a new account again. Changing the registration country involves changes in the database and multiple systems. You are not advised to apply for changing the registration country unless otherwise required.

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# 9 Partner Training and Certification

## 9.1 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.

Email subject: Application for HUAWEI CLOUD Partner Courses

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

## 9.2 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.

## 9.3 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

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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.

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

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

## 9.5 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.

## 9.6 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** to make an exam appointment.
- Customer service: Visit **Pearson VUE customer service**.
- Test center: Visit **test center**.

## 9.7 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.

## 9.8 How Can I Obtain Exam Coupons?

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

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# 10 Partner Benefit Request

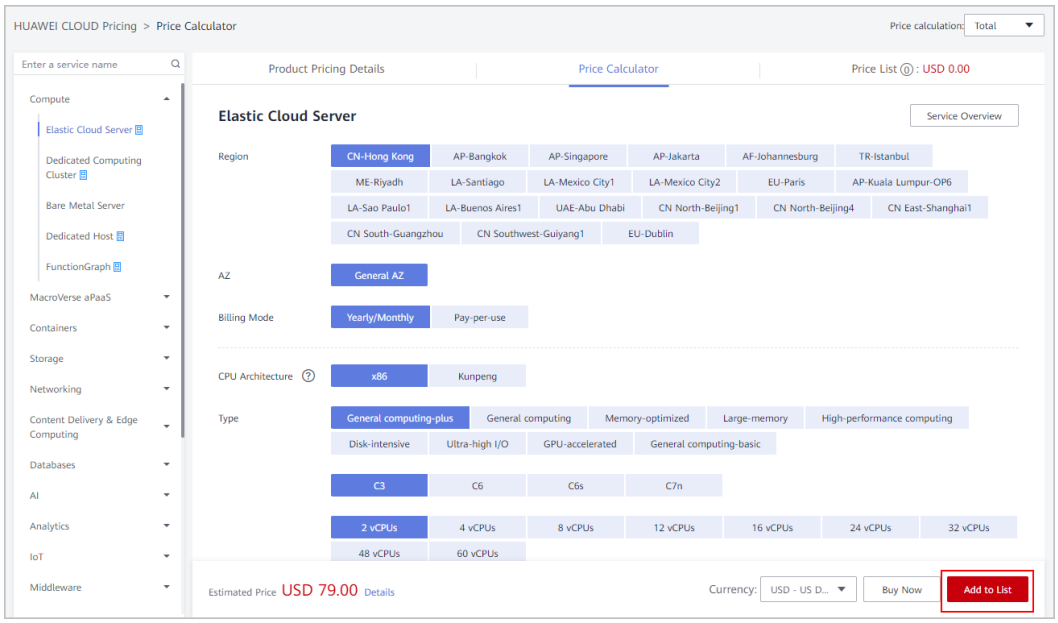
## 10.1 Test Coupons

### 10.1.1 Resource Configuration

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

#### 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.

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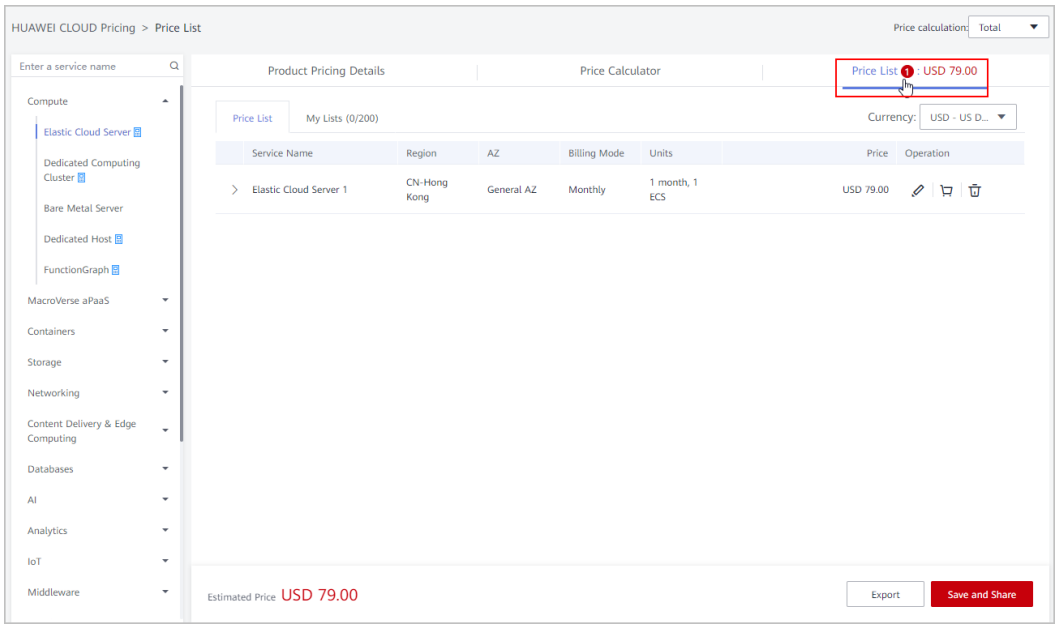
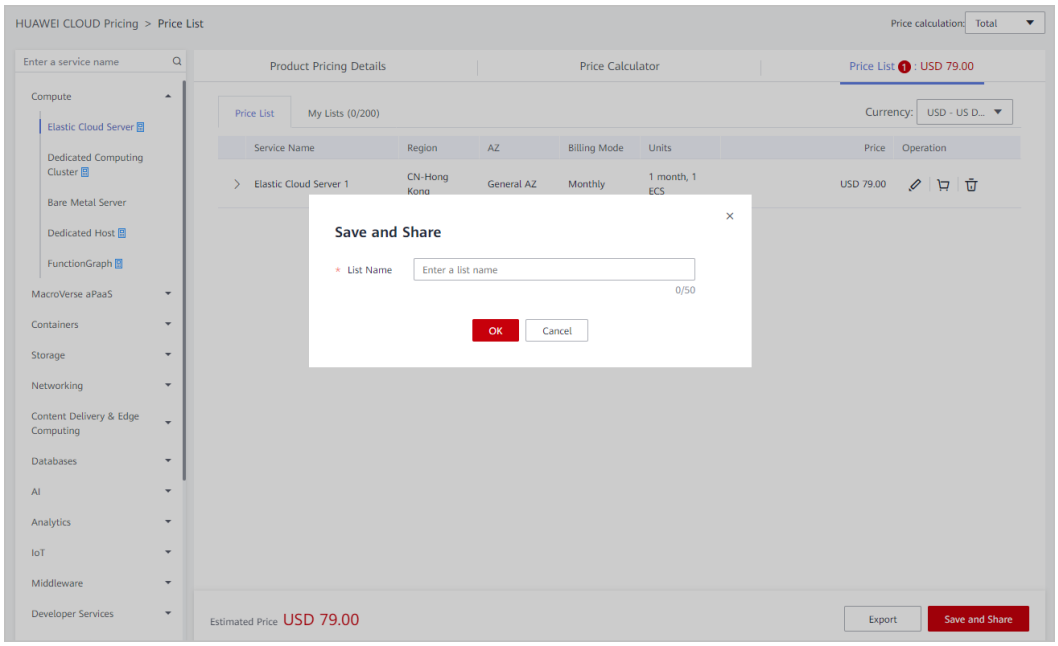



**Step 3** Click **Save and Share**. In the displayed dialog box, enter a list name and click **OK**.




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

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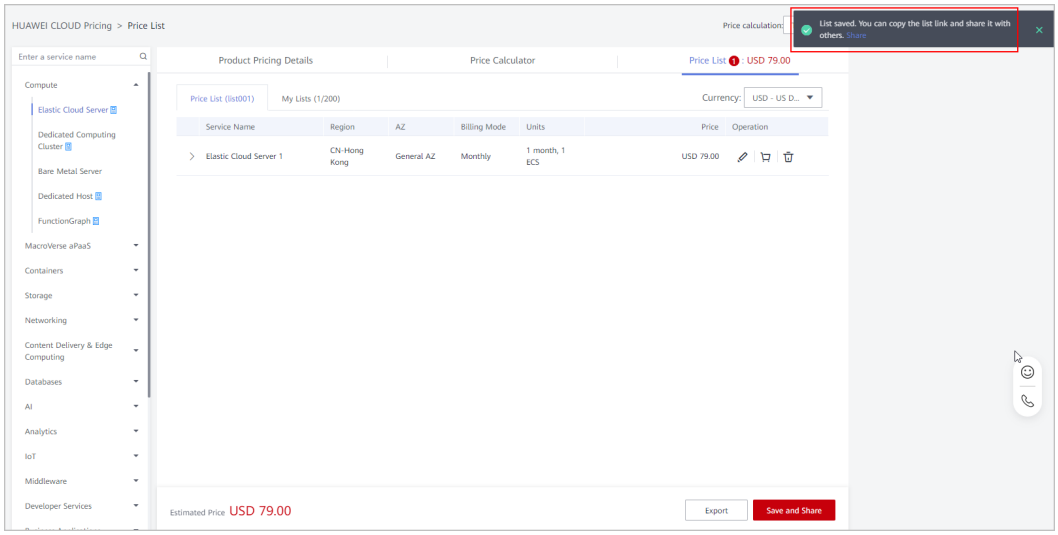
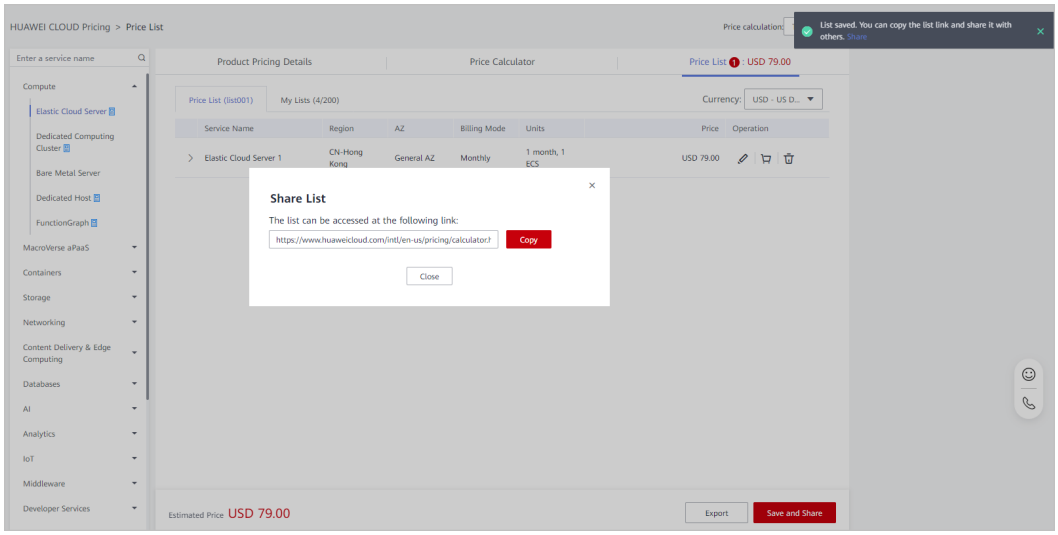



**Step 5** Click **Copy** in the displayed dialog box.




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

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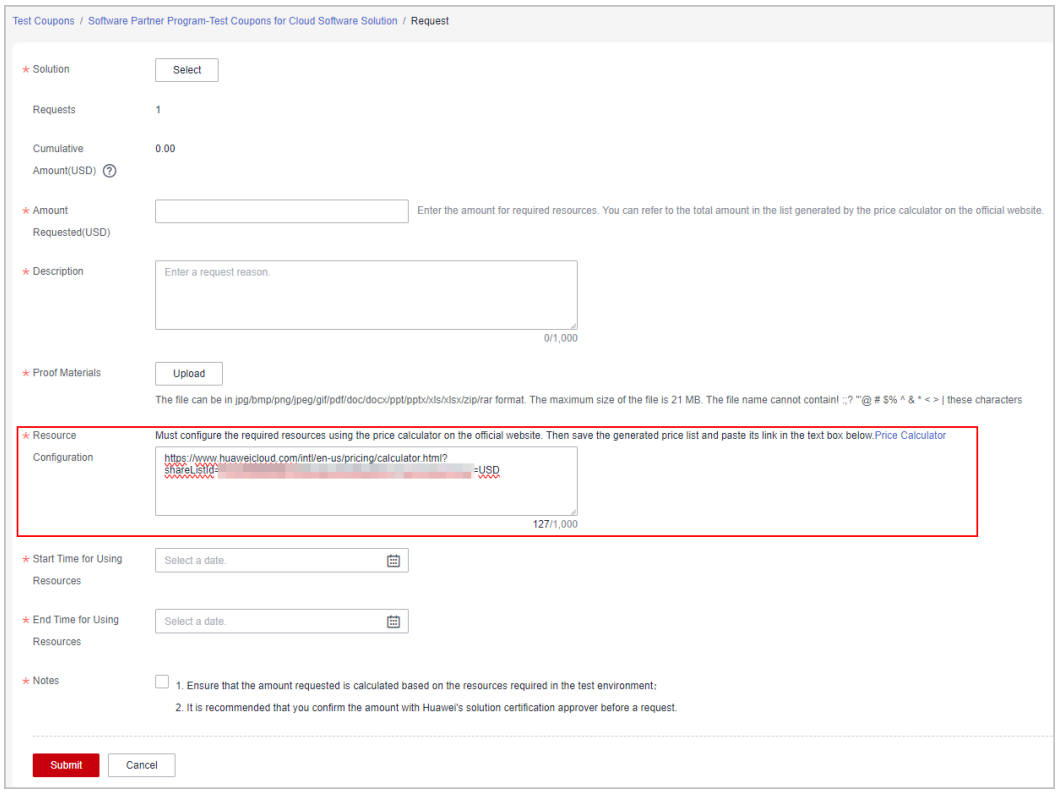


**----End**

# 10.2 Exam Vouchers

## 10.2.1 How Do I View the Issued Exam Vouchers?

You submit applications for exam vouchers, and the exam vouchers will be distributed to your employees' personal accounts. 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.

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

**Approved**: indicates that Huawei has approved your applications for exam vouchers.

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

After your applications for exam vouchers are approved, Huawei operations personnel will distribute the exam vouchers in the background. Your employees

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can view the vouchers in their personal accounts only after they have been successfully distributed.

# 10.3 Market Development Fund

## 10.3.1 How Much MDF Can I Get?

Maximum MDF amount for reference:

- Distribution Partner Program: $50,000 USD
- Cloud Solution Provider Program: Standard: $5,000; Advanced: $15,000 USD; Premier: $30,000 USD; Core: $50,000 USD

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

## 10.3.2 Can I Organize Marketing Activities Before the MDF Application Is Approved?

No. Approval shall be obtained before an activity is organized, and the activity must be accepted strictly. MDF owners manage MDF applications and check on the activities. Partners must submit MDF applications at least 10 working days before the activity. None of the MDF activities can be paid for or reimbursed if they are not approved in advance and accepted based on the acceptance requirements. If key information of the activity, such as the time, location, intended attendee, or form, changes, the activity application shall be submitted again before the activity is executed.

The expense items must be specified in an MDF application. The actual reimbursements cannot exceed the budget, otherwise, you should pay for the excessive part.

## 10.3.3 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 |

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| | |
|---|---|
| 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<br>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 |

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| | |
|---|---|
| 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 |

## 10.3.4 What MDF Application Materials Are Needed?

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

| Application Material Type | | Description |
|---|---|---|
| Authentic proofs | Event photo | • Photos illustrate the activity theme, presenters, participants, and Huawei elements such as Huawei logo or banner, and presenters.<br>• 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.<br>**NOTE**<br>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. |
| | Sealed receipts | • 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.<br>• 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. |
| | Scanned copy of invoices | • 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.<br>• The amount on invoices should be no less than the actual reimbursed amount in the application. |

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| Application Material Type | | Description |
|---|---|---|
| | 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 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.) |
| | 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.<br>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 |

## 10.3.5 What Expenses Is MDF Applicable To?

Marketing activities which MDF is applicable to shall be carried out in strict accordance with national laws and regulations. In case of any violations, partners and personnel concerned shall be held legally accountable.

- Reimbursable expenses:

| Activity | Description |
|---|---|
| Events and activities | For end users:<br>Exhibitions, customer workshops/on-site meetings, third-party industry forums, exhibition halls, visits to Huawei, and tour exhibitions |
| Digital marketing | Website, EDM, Search, App, WeChat, Weibo, etc. |

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| Activity | Description |
| --- | --- |
| Media | Print advertisement, multimedia advertisement, and media publicity including news, advertorial, and on-line special edition |
| Others | Other activities that are planned independently by HUAWEI CLOUD partners and comply with regulations on MDF. |

| Expense Type | Description |
| --- | --- |
| Events and activities | Normal and reasonable expenses arising from standard marketing activities, including but not limited to expenses of the site, sponsorship, lecturers, conference services, catering, and transportation. |
| Marketing materials | Product materials including product manuals and brochures, promotional pamphlets, and success cases |
| Media-related | Advertisement expenses (including expenses for idea designing, printing and producing, and releasing), copywriting expenses, and direct mailing expenses |
| Gift | The unit price of regular visiting gifts customized by Huawei Cloud partners in a batch must not exceed CNY 200.<br>A proper amount of gifts are allowed for marketing activities, and the gift expense per capita must not exceed CNY 200. |

- 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

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- 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

## 10.3.6 Key Points for MDF Use

1. Huawei provides closed-loop and standardized management according to the requirements of "pre-event plan, in-event monitoring and post-event summary".
2. MDF cannot be used for gift procurement irreverent with specific activities.
3. It is prohibited for partners to develop several orders for one marketing activity, repeatedly enjoy incentives in multiple incentive plans, or falsely report expenses. Once a violation occurs, Huawei will cancel the partner's qualification for MDF application in the current year and give penalties.

Note: Splitting the amount of an order refers to develop two or more orders for one large amount and apply for reimbursement through several times or by several employees. This avoids the mandatory requirement from the system that the application must be submitted to the approver for approval. The scenarios include but are not limited to:

- Expenses incurred at the same time and for the same event and purpose are claimed through several times.
- Expenses incurred at the same time and for the same event and purpose are claimed by several employees.
- Expenses incurred during the same activity are claimed through several times based on the time stamped on invoices.
- Expenses incurred during the same activity are claimed through several times based on the expense type.
- Other scenarios that are identified as splitting orders.

## 10.3.7 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.

## 10.3.8 When Is the Deadline for MDF Reimbursement Applications?

Apply for reimbursement within 90 days after the activity ends, otherwise, Huawei Cloud has the right to reject the application. Incomplete application materials can

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be retained for a maximum of 45 days. If submitting the application later than the deadline, attach the budget sponsor's or the authorized approvers' approval of the delay.

The expense items must be specified in an MDF application. The actual reimbursements cannot exceed the budget, otherwise, you should pay for the excessive part.

### 10.3.9 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 Funding Head (FH)

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

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

(2) The monthly average revenue for three consecutive months is greater than or equal to $15,000 USD.

(3) The number of qualified new customers developed by an FH recipient in a quarter is greater than or equal to 4.

(4) To learn more about the FH request, contact your ecosystem manager.

### 10.4.2 What Are the Requirements for Dedicated Personnel in FH Request?

(1) Positions: BD and SA.

(2) Certificates: HCIA or higher-level certification is required.

### 10.4.3 What Information Do Dedicated Personnel Need to Maintain for FH Request?

Position Information, certificates, and employment information

### 10.4.4 How Do I Main the Information of Dedicated Personnel?

(1) Log in to Partner Center and access **Organization Management** to create user accounts for the dedicated personnel.

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(2) Ask the dedicated personnel to log in to Partner Center with their user accounts, complete association between user accounts and HUAWEI IDs, and update the personal information.

For details, see **Managing the Information of Dedicated Personnel**.

## 10.4.5 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.

## 10.4.6 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.

## 10.4.7 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.

## 10.4.8 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.

## 10.4.9 What Is the Monthly Funding Amount?

It is an amount provided by Huawei Cloud to a dedicated person on a monthly basis, and will be distributed on a quarterly basis. To learn about more details, contact your ecosystem manager.

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# 11 Organization Management

## 11.1 Maintaining Exam Voucher User Information

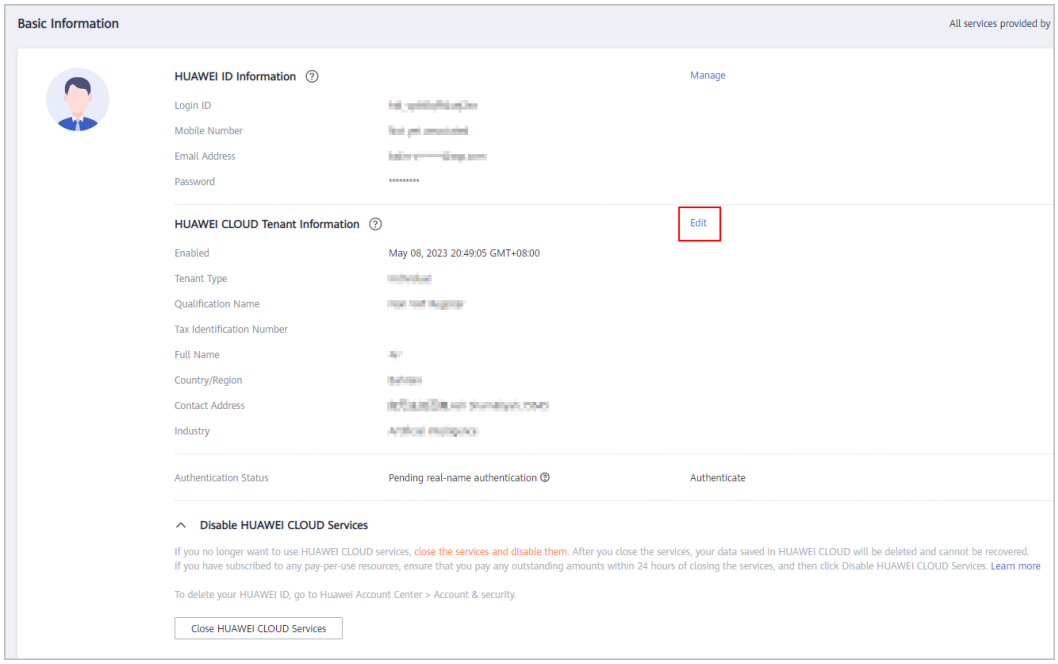
If the name of a person selected during exam voucher application cannot be found, ask the person to maintain its information and then apply for the exam vouchers.

### 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.




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

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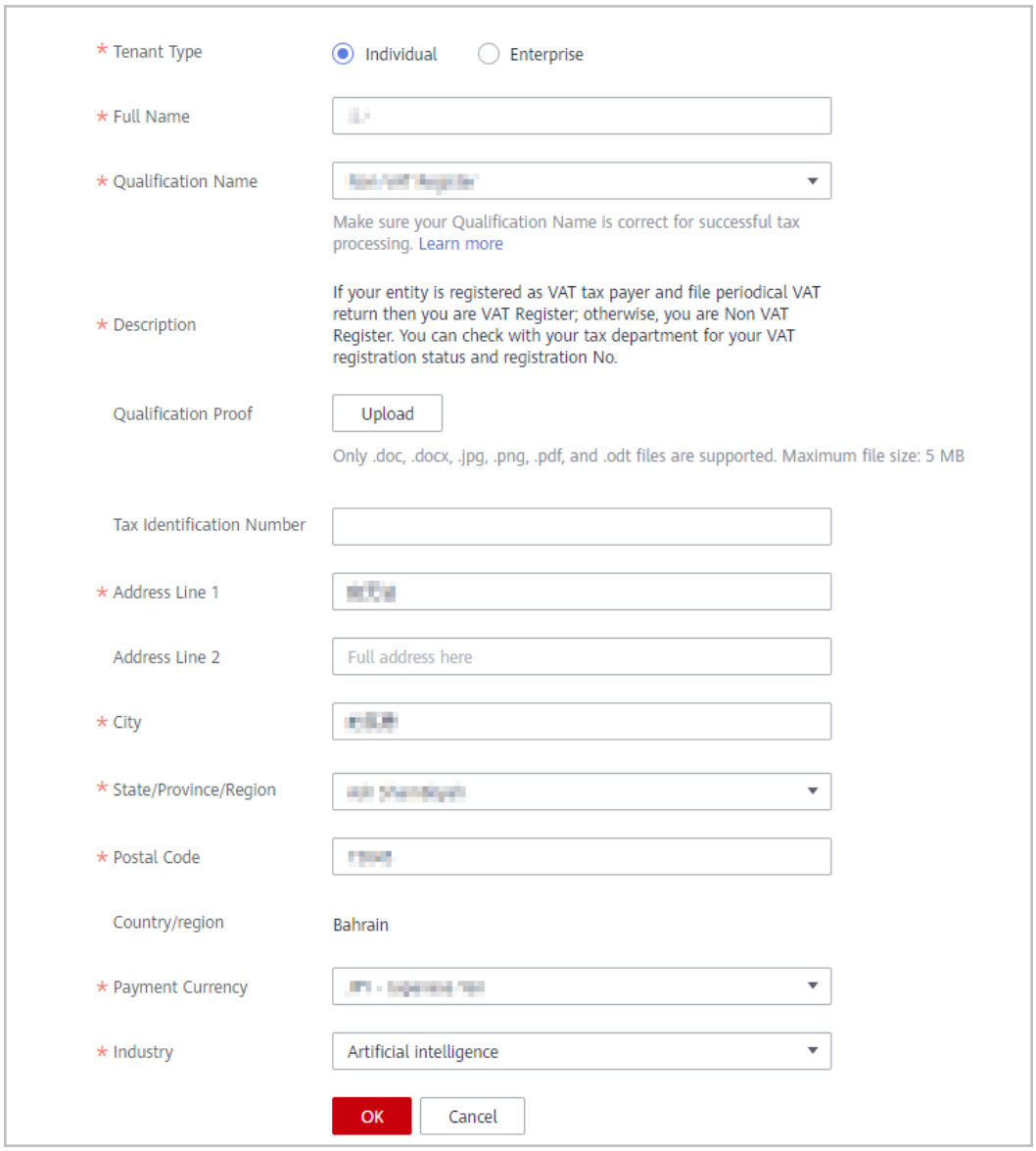


**----End**

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# 12 Opportunities

## 12.1 POs and HOs

### 12.1.1 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.

### 12.1.2 How Do I Get Opportunities Shared by Huawei Cloud?

You will be eligible to get opportunities shared by Huawei Cloud when you keep sharing and regularly updating opportunities in Partner Center after joining the PCE program and have entered the competency differentiation stage of a development path, or you have entered the role validation stage of the development path and have three partner-originated opportunities (POs) that have been closed during the last 12 months.

### 12.1.3 How Do I Verify That the Opportunity I Have Submitted Is Valid?

The submitted opportunity is invalid in any of the following scenarios:

- No clear customer contact information is provided.
- There is no clear budget or timeline of the PCE program.
- There is no incremental revenue generated.

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- Key opportunity development actions or customer needs are not clearly described in the opportunity description.

## 12.1.4 What Should I Keep In Mind Before Submitting an Opportunity?

You must obtain consent from customers before sharing opportunities with Huawei Cloud because customers' personal information is involved in the opportunities you are about to share.

## 12.1.5 What Are the Principles for Handling Duplicate Opportunities?

Opportunity duplication handling principle: When multiple partner-originated opportunities (POs) or Huawei-originated opportunities (HOs) are repeated, only one opportunity can be verified.

1. If an opportunity is submitted by multiple partners, whichever the opportunity gets verified and approved first will be accepted by Huawei Cloud.
2. If an HO conflicts with a PO, time is the decisive factor, and the HO is subject to the submission time while the PO is subject to the time when it is verified and approved.

BD is the primary owner for handling duplicate opportunities.

## 12.1.6 What Is the Time Limit for the Verification of Partner-Originated Opportunities (POs)?

For those opportunities that have been verified and approved, their verification must comply with the rules for opportunity duplication handling and opportunity qualification. The service level agreement (SLA) for opportunity verification is 10 working days. The opportunity will be rejected if the verification is not completed within the 10 working days.

## 12.1.7 Is It Necessary to Update the Opportunities I Shared After They Are Verified and Approved?

It is necessary to update the opportunities after they are verified and approved. The **Update** button will be available when an opportunity is verified and approved. You can develop businesses with Huawei Cloud through information collaboration, joint sales, and joint services based on this opportunity.

## 12.1.8 What Should I Keep In Mind When Accepting an Opportunity Shared by Huawei Cloud?

The SLA for you to accept an opportunity shared by Huawei Cloud is three working days. The opportunity will be rejected if you do not accept it within the specified time period. The **Update** button will be available when an opportunity is verified and approved. You can develop businesses with Huawei Cloud through information collaboration, joint sales, and joint services based on this opportunity.

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# 13 Partner Brand Marketing

## 13.1 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.

## 13.2 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).

## 13.3 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*.

## 13.4 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

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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.

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# 14 API

## 14.1 API Calling

### 14.1.1 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**.

## 14.2 Fine-Grained Authorization

### 14.2.1 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**.

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**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** Sing in to the management 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.

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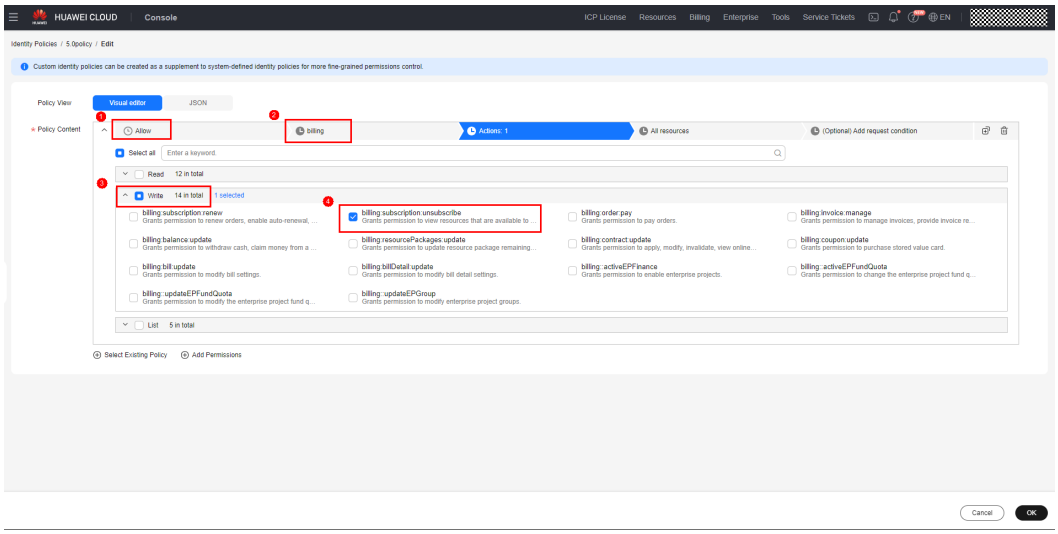


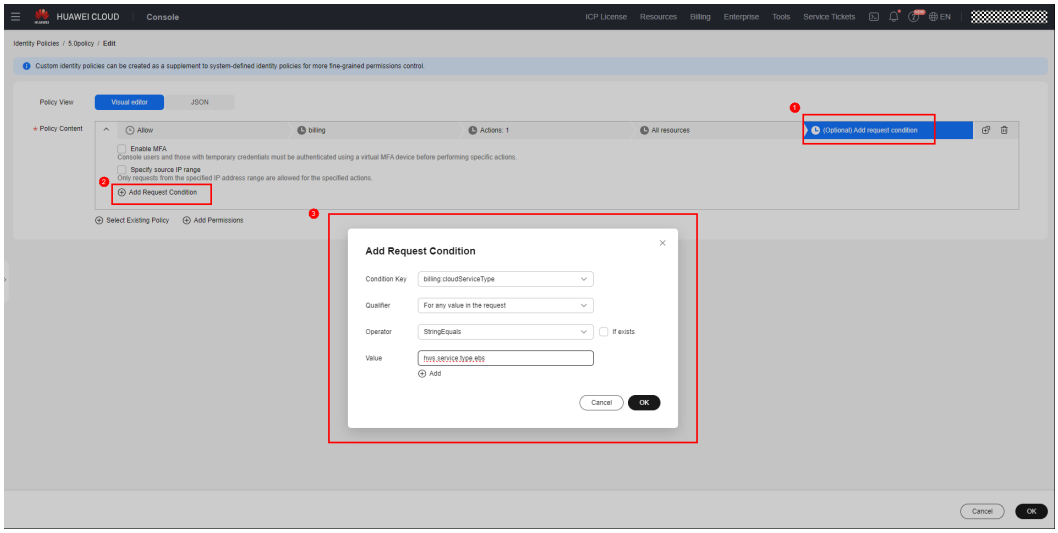
**Step 3** Add the **billing:cloudServiceType** condition key.

Cick **(Optional) Add request condition** > **Add Request Condition**. Confiture 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.

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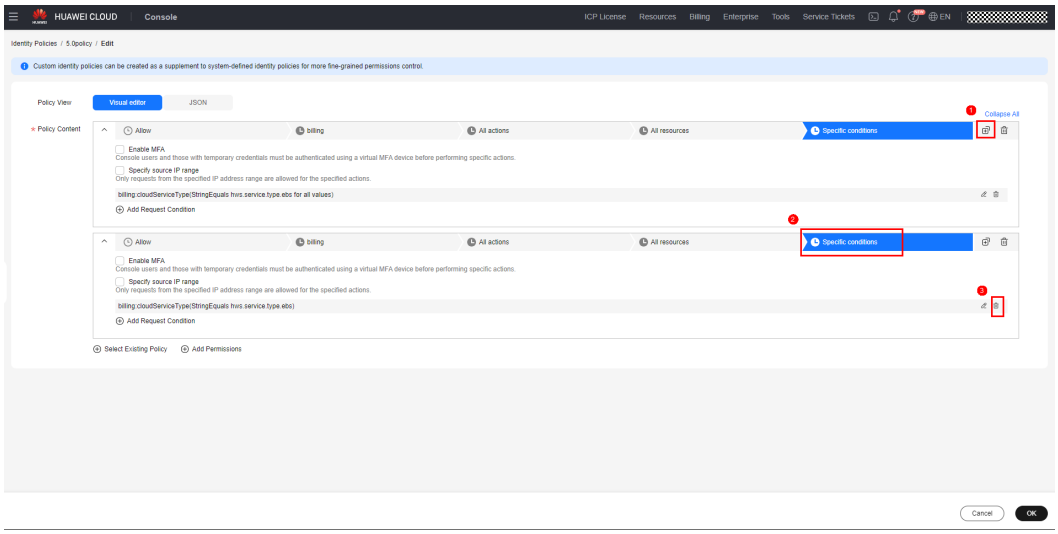
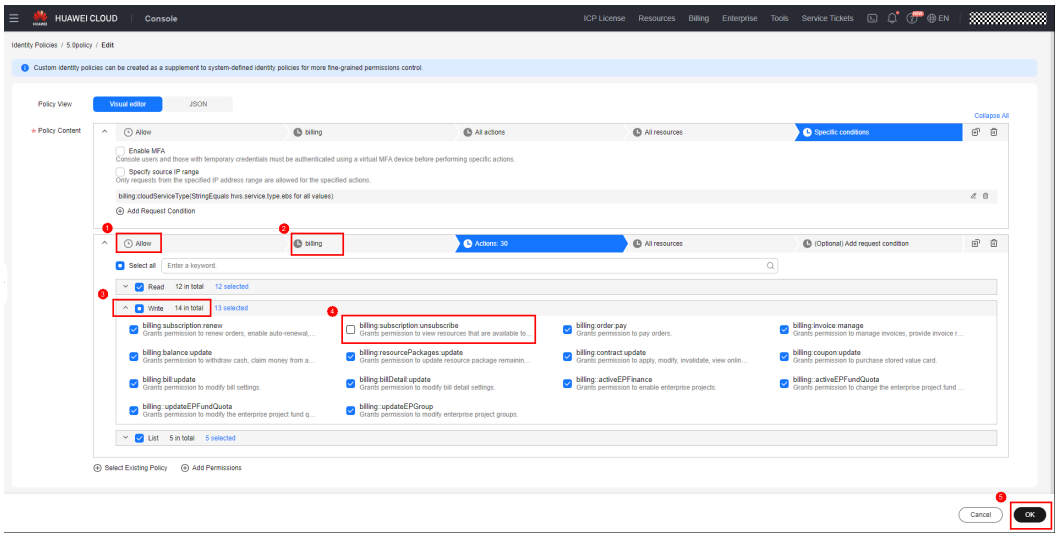



Deselect **billing:subscription:unsubscribe** and click OK.

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