

## Billing Center

# FAQs

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# Security Declaration

## Vulnerability

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

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

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

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

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# Contents

---

<b>1 Postpayment Instructions.....</b>	<b>1</b>
1.1 Are There Any Limits to How I Use Post Paid HUAWEI CLOUD Services?.....	1
1.2 How Do I Apply for Postpayment?.....	2
1.3 What Happens to My Top-Up Account If I Switch from Prepayment to Postpayment?.....	2
1.4 Do Postpaid Customers Use Prepayment Or Postpayment When Purchasing a Yearly/Monthly Product?.....	2
1.5 What Is a Billing Cycle? How Long Is the Billing Cycle for HUAWEI CLOUD?.....	2
1.6 What Is a Repayment Period? How Long Is the Repayment Period for HUAWEI CLOUD?.....	3
1.7 What Is Overdue? What Are the Consequences of Being Overdue?.....	3
1.8 What Is a Grace Period of Huawei Cloud? How Long Is It?.....	3
1.9 What Is a Retention Period of Huawei Cloud? How Long Is It?.....	3
1.10 What Is a Due Date?.....	4
1.11 How Are My Expenditures Settled?.....	4
1.12 What Can I Do If I Have an Outstanding Amount?.....	4
1.13 What Will Be the Result If the Payment Succeeds?.....	4
1.14 What Will Be the Result If the Payment Fails?.....	4
1.15 Why Did the Automatic Payment from My Credit Card Fail After the Bill Was Generated?.....	5
<b>2 Adding a Card.....</b>	<b>6</b>
2.1 Instructions.....	6
2.1.1 Why Do I Need to Add a Credit Card?.....	6
2.1.2 When Should I Add a Credit Card?.....	6
2.1.3 Which Types of Customers Need to Add a Credit Card?.....	6
2.1.4 Do I Need to Add a Credit Card If I Am a Reseller?.....	7
2.1.5 What Credit Cards Are Supported for HUAWEI CLOUD (International)?.....	7
2.1.6 What Should Be Noted When I Add a Credit Card?.....	7
2.1.7 How Do I Add a Debit Card?.....	7
2.2 Operations.....	7
2.2.1 How Do I Add a Credit Card to My Account?.....	7
2.2.2 How Do I Verify a Credit Card to Be Added?.....	8
2.2.3 What Was My Credit Card Charged For When I Added It As a Payment Method?.....	8
2.2.4 When Is the Test Charge to My Credit Card Refunded?.....	8
2.2.5 How Do I Change My Default Card?.....	8
2.2.6 How Do I Update My Credit Card Information?.....	9

2.3 Problems.....	9
2.3.1 Why Can't I Successfully Add a Credit Card?.....	9
2.3.2 What Can I Do If Adding a Credit Card Fails?.....	10
<b>3 Payment.....</b>	<b>11</b>
3.1 What Payment Methods Are Supported on HUAWEI CLOUD (International)?.....	11
3.2 How Do I Make a Bank Transfer?.....	12
3.3 What Type of Online Payments are Supported?.....	12
3.4 What Can I Do If My Online Payment is Declined?.....	13
3.5 What Can I Do If I Receive the Message, "Cardholder Authentication" and the Payment Page Does Not Respond During an Online Payment?.....	13
3.6 Will My Subsequent Payments Be Restricted After an Online Payment Fails?.....	14
3.7 What Is the Maximum Allowed for an Individual Online Payment?.....	14
3.8 What Can I Do If I Transferred Money into the Wrong Account?.....	14
3.9 What Is a Dedicated Top-Up Account?.....	15
3.10 How Do I View My Dedicated Top-Up Account Information?.....	15
3.11 How Do I Use My Dedicated Top-Up Account to Pay Bills?.....	16
<b>4 Repayment.....</b>	<b>17</b>
4.1 Can I Pay by Myself if I Am Associated With a Partner by Resale Model?.....	17
<b>5 Bills.....</b>	<b>18</b>
5.1 How Do I Pay for My Bills As a Reseller Customer?.....	18
5.2 Why Do Some Resources in Bills Not Have Resource Names or IDs?.....	18
5.3 How Do I Find Cloud Service Resources By Resource Names or IDs?.....	19
5.4 What Is a Child Resource?.....	20
5.5 Why Can't I Access the Target OBS Bucket?.....	20
5.6 Customers Using Monthly Settlement.....	21
5.6.1 How Does Huawei Cloud Calculate the Billing Cycle?.....	22
5.6.2 How Do I Pay for Yearly/Monthly Subscriptions?.....	23
5.6.3 How Am I Charged in Monthly Settlement?.....	23
5.6.4 How Do I Pay My Bill?.....	23
5.6.5 Where Can I Find the Payment Details for a Credit Card I Added?.....	23
5.6.6 When Is a Cash Coupon Used for Pay-per-Use Products?.....	24
5.6.7 How Do I View the Usage Records of a Cash Coupon?.....	24
5.6.8 How Do I View Past Account Statements?.....	24
5.6.9 Why Is the Last-Hour Expenditure Data Missing from the Bill Pushed to the OBS on the Last Day of the Last Month?.....	24
5.6.10 Why Am I Billed Twice in a Month for a Monthly Resource?.....	24
5.6.11 When Is the Bill for My Expenditures Generated?.....	25
5.6.12 Why Does the Amount Displayed on the Bill Have Eight Decimal Places?.....	25
5.6.13 When Is the Tax for Pay-per-Use Products Collected?.....	25
5.6.14 When Is the Tax for a Yearly/Monthly Subscription Collected?.....	25
5.6.15 Why Are My CDN Expenditures Not Displayed in the Bill for This Month?.....	25
5.6.16 Why Can't I Find the Expenditure Data of My Purchased Pay-per-Use Resources in the Bill?.....	26

5.6.17 What Exchange Rate Is Used for Bills Settled Not in USD?.....	26
5.6.18 Why Is Part of the Usage of One Month Included in the Usage of the Next Month?.....	26
5.6.19 Why Are the Actual Start Time and End Time of a Monthly/Yearly Product Different from Those Displayed in the Bill Details?.....	26
5.6.20 What Is a Negative Balance on a Credit Card?.....	26
5.6.21 Why Is My Payable Amount Calculated Using Total Usage (Pricing Unit) Slightly Different from That Displayed in the Bill?.....	27
<b>6 Expenditure Quota.....</b>	<b>30</b>
6.1 What Is An Expenditure Quota?.....	30
6.2 How Do I Know When My Expenditure Quota Is Used Up?.....	30
6.3 When Will I Receive Expenditure Quota Notifications?.....	30
6.4 What Can I Do If My Expenditure Quota Is Not Enough?.....	31
6.5 When Are the Pay-per-Use Resources Released After Test Coupons Are Used Up?.....	31
<b>7 Resource Packages.....</b>	<b>32</b>
7.1 Why Am I Getting Charged for My Pay-per-Use Products Even After I Purchased a Resource Package? .....	32
7.2 How Will I Be Billed for Usage in Excess of a Resource Package I Purchased?.....	33
7.3 Why Am I Still Getting Billed Even After Receiving an SMS Message Indicating That the Resource Package Has Been Used Up and the Service Has Stopped?.....	33
7.4 Why Does My Resource Package Expire at 2019/09/01 00:00:00 When I Purchased it at 2019/08/26 18:00:00?.....	33
7.5 If I Already Purchased a Resource Package, Why Am I Incurring New Charges?.....	34
7.6 Why Did I Receive a Notification Indicating That I Have Exceeded the Resource Package Quota When I Actually Have Remaining Quota Left?.....	34
7.7 How Will My Resource Packages with the Same Application Scenarios Be Used?.....	34
7.8 Where Can I Buy Resource Packages?.....	35
7.9 How Do I View the Usage of a Resource Package?.....	35
7.10 What Are the Differences Between Resource Packages and Pay-per-Use Resources?.....	35
7.11 Why Is the Remaining Resource Not Calculated in Real Time?.....	35
7.12 When Does the Resource Package I Purchased Expire?.....	37
7.13 When Will I Receive Resource Package Usage Alerts?.....	37
7.14 How Will My Resource Packages Be Used To Pay for Cloud Services?.....	38
7.15 Why Didn't the Individual Instance Usage Percentages of My Resource Package Add Up to 100%? .....	39
<b>8 Free Packages.....</b>	<b>40</b>
8.1 What Is a Free Package?.....	40
8.2 How Do I Qualify For Free Packages?.....	41
8.3 When Does a Free Package Expire?.....	41
8.4 How Do I Use a Free Package?.....	41
8.5 In What Data Centers Are Free Packages Available?.....	41
8.6 Do I Need to Pay for a Free Package?.....	41
8.7 Why Do I Have to Add a Payment Method to Use Free Packages?.....	42
8.8 What Are the Differences Between Free Packages and <b>My Packages</b> in the Resource Center?.....	42

8.9 How Do I Find Out How Much of My Free Package Quota I Have Used So Far or If I Already Exceeded It?.....	42
8.10 Why Did I Receive a Bill When I Am Eligible for Free Packages?.....	42
8.11 How Do I Provision Resources Included in a Free Package?.....	43
8.12 Can I Continue to Use the Remaining Quota of a Free Package Next Month If It Has Not Been Used Up?.....	43
<b>9 Cash Coupons.....</b>	<b>44</b>
9.1 How Do I Use Cash Coupons?.....	44
9.2 Can a Cash Coupon Be Combined with Commercial Discounts, Partner Authorized Discounts, and Promotional Discounts?.....	45
9.3 Can I Use Multiple Cash Coupons at Once?.....	45
9.4 What Are HUAWEI CLOUD Experience Cash Coupons?.....	45
9.5 Can An Account Be in Arrears After a HUAWEI CLOUD Experience Cash Coupon Is Used Up?.....	45
9.6 Will Resources Be Automatically Deleted After a HUAWEI CLOUD Experience Cash Coupon Is Used Up?.....	46
9.7 What Usage Limits Are There for a HUAWEI CLOUD Experience Cash Coupon? How Do I Use a HUAWEI CLOUD Experience Cash Coupon?.....	46
9.8 Why Can't I Use My Cash Coupon?.....	46
9.9 Can I Request Invoices for the Amounts Paid Using Cash Coupons?.....	46
9.10 Why Is My Resource Still Frozen After I Request a Cash Coupon for It?.....	46
9.11 Why Was My Pay-per-Use Cash Coupon Not Used to Pay for My Pay-per-Use Product?.....	47
9.12 How Do I View My Cash Coupon Usage Records?.....	47
9.13 Can a Cash Coupon Be Used Multiple Times?.....	47
9.14 How Can I Obtain and How to Use Test Coupon?.....	47
<b>10 Orders.....</b>	<b>49</b>
10.1 How Long Does It Take to Process an Approved Order?.....	49
10.2 How Long Is the Validity Period of an Unpaid Order? Can I Extend the Period?.....	50
10.3 How Do I View Completed Orders?.....	50
10.4 How Do I Pay for My Order?.....	51
10.5 How Do I Use Discounts and Coupons When Paying for an Order?.....	51
10.6 How Is the Coupon Amount Split Among Orders?.....	52
10.7 Can I Cancel an Order in the Pending Payment, Expired, or Processing State and How?.....	53
10.8 Why Is My Order Automatically Canceled?.....	53
10.9 Can I Resume a Canceled Order? Does the Order Disappear After Being Canceled?.....	54
10.10 Can I Delete a Canceled Order?.....	54
10.11 What Can I Do When an Order Fails to Be Submitted?.....	54
10.12 What Should I Do If Some Resources in a Cloud Service Order Fail to Be Provisioned?.....	54
10.13 What's New in Orders and Bills?.....	55
10.14 What Changes Are Brought by the Combined Service and Combined Order?.....	57
10.15 What Is a Combined Order?.....	71
10.16 What Is a Combined Service?.....	72
10.17 What's New in Export Templates?.....	73
<b>11 Renewals.....</b>	<b>76</b>

11.1 What Is the Difference Between a Top-Up and a Renewal?.....	77
11.2 How Do I Renew an Instance?.....	77
11.3 Where Can I View the Renewal Price?.....	77
11.4 When Does a Resource Renewal Take Effect?.....	79
11.5 Can I Change the Product Specifications in a Renewal?.....	79
11.6 What Are the Renewal Period Options?.....	80
11.7 How Long Is the Renewal Duration When I Renew a Resource for One Month?.....	80
11.8 How Can I Renew My Resources in the Grace Period or Retention Period?.....	80
11.9 Why Is the Duration of a Monthly Product Less Than or More Than One Month After I Renew It?...	81
11.10 What Can I Do If I Cannot Find the Resources to Be Renewed?.....	81
11.11 Why Cannot I Renew a Resource? Which Resources Cannot Be Renewed?.....	81
11.12 Can I Renew Expired, Frozen, and Released Resources?.....	82
11.13 Why Is the Price for a Renewal Higher Than That for a New Purchase?.....	82
11.14 Are There Any Discounts for Renewals?.....	83
11.15 Is There a Discount for the Renewal of Resources Purchased During a Special Event?.....	83
11.16 When Does an Automatic Renewal Take Place?.....	83
11.17 How Do I Disable Auto-Renewal?.....	84
11.18 Is a Cloud Service Product Automatically Renewed After It Expires?.....	84
11.19 Will a Free Trial Product Be Automatically Renewed After the Trial Has Expired?.....	84
11.20 Is a Resource Deleted After Expiration?.....	84
11.21 When Do the Renewed Resources Take Effect If They Are Renewed Before Their Expiration?.....	84
11.22 What Is the Validity Period Before Paying for a Renewal?.....	85
11.23 How Do I Choose Between Renew and Buy Again?.....	85
11.24 Can Frozen Resources Be Unsubscribed from, Released, or Deleted?.....	86
11.25 Can Released Resources Be Renewed?.....	86
11.26 How Can I Renew the Resources of an Enterprise Project?.....	86
11.27 Does the Billing Mode Change Affect the Cloud Service Running?.....	87
11.28 Does Changing the Specifications of a Product Affect Other Discounted Products?.....	87
<b>12 Unsubscriptions.....</b>	<b>88</b>
12.1 How Do I View the Refund for My Resource Unsubscription?.....	88
12.2 Where Is the Money Returned After Unsubscriptions? When Will the Refund Arrive in My Account? .....	89
12.3 When Will I Be Charged Handling Fees? How Is the Refund Calculated?.....	90
12.4 Will Used Coupons Be Returned During My Resource Unsubscriptions?.....	91
12.5 Can I Unsubscribe from a Yearly/Monthly Subscription?.....	91
12.6 How Long Can My Unsubscription Request Get Approved?.....	92
12.7 Which Cloud Services Cannot Be Unsubscribed From?.....	92
12.8 Can I Unsubscribe from Pay-Per-Use Resources?.....	92
12.9 Can I Unsubscribe from a Resource Package?.....	92
12.10 Why Can't I Find Resources On the Unsubscriptions Page?.....	92
12.11 Can a Resource Be Retrieved After Its Unsubscription?.....	93
12.12 Will Unsubscribed Resources Be Automatically Stored in the Recycle Bin?.....	93



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12.13 Precautions When You Unsubscribe from Resources Over \$1000 USD.....	93
12.14 Can I Modify the Region Specified in an Order?.....	94
12.15 How Do I Delete an EVS Disk?.....	94
<b>13 Resources.....</b>	<b>95</b>
<b>14 Others.....</b>	<b>96</b>
14.1 What Can I Do If the Billing Center Page Cannot Be Opened?.....	96
14.2 What Can I Do If Prompt "Insufficient permissions. Policy doesn't allow bss: unsubscribe: update to be performed." Is Displayed When I Am Performing the Operation?.....	96

# 1 Postpayment Instructions

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[1.1 Are There Any Limits to How I Use Post Paid HUAWEI CLOUD Services?](#)

[1.2 How Do I Apply for Postpayment?](#)

[1.3 What Happens to My Top-Up Account If I Switch from Prepayment to Postpayment?](#)

[1.4 Do Postpaid Customers Use Prepayment Or Postpayment When Purchasing a Yearly/Monthly Product?](#)

[1.5 What Is a Billing Cycle? How Long Is the Billing Cycle for HUAWEI CLOUD?](#)

[1.6 What Is a Repayment Period? How Long Is the Repayment Period for HUAWEI CLOUD?](#)

[1.7 What Is Overdue? What Are the Consequences of Being Overdue?](#)

[1.8 What Is a Grace Period of Huawei Cloud? How Long Is It?](#)

[1.9 What Is a Retention Period of Huawei Cloud? How Long Is It?](#)

[1.10 What Is a Due Date?](#)

[1.11 How Are My Expenditures Settled?](#)

[1.12 What Can I Do If I Have an Outstanding Amount?](#)

[1.13 What Will Be the Result If the Payment Succeeds?](#)

[1.14 What Will Be the Result If the Payment Fails?](#)

[1.15 Why Did the Automatic Payment from My Credit Card Fail After the Bill Was Generated?](#)

## 1.1 Are There Any Limits to How I Use Post Paid HUAWEI CLOUD Services?

No.

If we have reasonable grounds to suspect that your account is at risk of falling into arrears, we have the right to bill you more frequently, and charge your credit

card based on expenses incurred. As long as the payment clears, you can continue using HUAWEI CLOUD services.

## 1.2 How Do I Apply for Postpayment?

HUAWEI CLOUD provides a postpayment option for all customers. Once you are approved for postpayment, you can use HUAWEI CLOUD services first and pay for them later.

You can request authorization for postpayment online or offline.

- Online: Register an account, add a mobile number, completing your account information, and add a payment method (adding a credit card) as prompted on the official website. The credit card added will be used for payment. For details, see [Adding a Payment Method](#).
- Offline: Contact your account manager to apply for postpayment authorization. On the **Funds Management > Payment Methods** page in the Billing Center, add a credit card for automatic payment. Otherwise, you can only pay manually. For details about how to pay, see [How Does an Ordinary HUAWEI CLOUD Customer Pay \(in Postpayment Mode\)?](#).

## 1.3 What Happens to My Top-Up Account If I Switch from Prepayment to Postpayment?

The top-up account will still be there, but you cannot top it up or withdraw money from it. If you have special requirements, submit a service ticket. The fee for your expenditures is paid in the following order of priority: cash coupons -> top-up account -> credit account.

## 1.4 Do Postpaid Customers Use Prepayment Or Postpayment When Purchasing a Yearly/Monthly Product?

If you pay for a yearly/monthly product online or by a credit card you added, it is prepayment. If you pay for a yearly/monthly product using monthly bill settlement, it is postpayment.

## 1.5 What Is a Billing Cycle? How Long Is the Billing Cycle for HUAWEI CLOUD?

The billing cycle for HUAWEI CLOUD is one calendar month by default, and the bill for each month is generated on the third day of the following month.

## 1.6 What Is a Repayment Period? How Long Is the Repayment Period for HUAWEI CLOUD?

A repayment period is the time from the bill date to the due date.

- For customers who apply for postpayment online, the repayment period is 0. The bill date is the due date, and payment is deducted immediately after the bill is generated on the third day of each month.
- For customers who apply for postpayment offline, the repayment period is as stipulated by the contract (generally one month). It is OK as long as customers repay within the repayment period. If the customer has a card added and has not repaid within the repayment period, HUAWEI CLOUD will deduct the fee from the credit card on the due date.

## 1.7 What Is Overdue? What Are the Consequences of Being Overdue?

If you have not paid your bill by 24:00 on the due date, the bill is overdue. If a bill is overdue, your services will enter a grace period.

## 1.8 What Is a Grace Period of Huawei Cloud? How Long Is It?

A grace period is the time for you to renew the resources if your yearly/monthly subscriptions have expired or to pay off the outstanding amount if your pay-per-use resources are in arrears due to payment failures. During this period, you can continue to access and use some resources. The grace period for Huawei Cloud (International) is 15 days long.

If you are in arrears due to insufficient balance, you cannot subscribe to new services.

If your yearly/monthly subscriptions are not renewed and enter the grace period, you can continue to subscribe to new services.

## 1.9 What Is a Retention Period of Huawei Cloud? How Long Is It?

A retention period is the time your resources will enter if your yearly/monthly subscriptions are still not renewed or the outstanding amount for pay-per-use resources is still not paid off when the grace period ends. During this period, the resources cannot be accessed, but the resource data stored will be retained. The retention period for Huawei Cloud (International) is 15 days long.

## 1.10 What Is a Due Date?

It is the final date before which HUAWEI CLOUD requires you to pay off the bill.

A repayment period is the time from the bill date to the due date.

- For customers who apply for postpayment online, the repayment period is 0. The bill date is the due date, and payment is deducted immediately after the bill is generated on the third day of each month.
- For customers who apply for postpayment offline, the repayment period is as stipulated by the contract (generally one month). It is OK as long as customers repay within the repayment period. If the customer has a card added and has not repaid within the repayment period, HUAWEI CLOUD will deduct the fee from the credit card on the due date.

## 1.11 How Are My Expenditures Settled?

The bill for each month is generated on the third day of the following month. The outstanding amount needs to be paid off before the due date. For details about how to pay manually, see [How Does an Ordinary HUAWEI CLOUD Customer Pay \(in Postpayment Mode\)?](#).

## 1.12 What Can I Do If I Have an Outstanding Amount?

If we have reasonable grounds to suspect that your account is at risk of falling into arrears, we have the right to bill you more frequently, and charge your credit card based on expenses incurred. If you have not added a credit card, you need to manually pay off the balance at once. For details about how to pay manually, see [How Does an Ordinary HUAWEI CLOUD Customer Pay \(in Postpayment Mode\)?](#).

## 1.13 What Will Be the Result If the Payment Succeeds?

If the payment succeeds, you can continue using HUAWEI CLOUD services normally.

## 1.14 What Will Be the Result If the Payment Fails?

If payment fails, your services will enter a grace period and then a retention period. If the payment has still not succeeded after the retention period ends, your resources will be frozen and data will be deleted.

- [1.8 What Is a Grace Period of Huawei Cloud? How Long Is It?](#)
- [1.9 What Is a Retention Period of Huawei Cloud? How Long Is It?](#)

## 1.15 Why Did the Automatic Payment from My Credit Card Fail After the Bill Was Generated?

The possible causes are:

1. Your available credit was insufficient. Please verify that your card has sufficient credit available.
2. Your credit card has expired or is restricted. Please replace it.
3. Your credit card may have been frozen in response to suspicious activity. Please contact your issuing bank.
4. If the reason is still unknown, submit a service ticket.

# 2 Adding a Card

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[2.1 Instructions](#)

[2.2 Operations](#)

[2.3 Problems](#)

## 2.1 Instructions

### 2.1.1 Why Do I Need to Add a Credit Card?

When registering a HUAWEI CLOUD account, you can choose not to add a credit card. However, you must complete the account information and add a valid payment method before you can purchase HUAWEI CLOUD products and services. Otherwise, you can only browse them.

You can select a credit card as the default payment method. For details, see [Adding a Payment Method](#)

### 2.1.2 When Should I Add a Credit Card?

After registering a HUAWEI CLOUD account, you need to add a mobile number, complete your account information, and then add a credit card.

### 2.1.3 Which Types of Customers Need to Add a Credit Card?

Postpaid customers need to add credit cards:

- If you apply for postpayment online, you must add a credit card.
- If you apply for postpayment offline, adding a credit card is optional. You can add a credit card on the **Funds Management > Payment Methods** page in the Billing Center to setup automatic payment. If you do not add a credit card, you need to make your payments manually.

Customer Type	Apply for Postpayment	Need to Add a Credit Card
Direct customer or referral customer	Online	Yes
	Offline	No
Reseller customer	Offline	No
Enterprise master account	Online	Yes
	Offline	No
Enterprise member account	Offline	No

## 2.1.4 Do I Need to Add a Credit Card If I Am a Reseller?

Resellers do not need to add a credit card.

## 2.1.5 What Credit Cards Are Supported for HUAWEI CLOUD (International)?

Only credit cards of Visa and Mastercard are accepted. Debit cards, prepaid cards, virtual cards, and gift cards are not supported.

## 2.1.6 What Should Be Noted When I Add a Credit Card?

1. Only Visa and Mastercard are accepted. Debit cards, prepaid cards, virtual cards, and gift cards are not supported.
2. You can add multiple credit cards to a HUAWEI CLOUD account, but a credit card can only be added to a single HUAWEI CLOUD account.
3. Debit cards, prepaid cards, virtual cards, and gift cards cannot be added to a HUAWEI CLOUD account. Credit cards that have already been added cannot be added to another HUAWEI CLOUD account.

## 2.1.7 How Do I Add a Debit Card?

If you want to add a Visa or MasterCard debit card, [submit a service ticket](#) and wait for approval from HUAWEI CLOUD.

## 2.2 Operations

### 2.2.1 How Do I Add a Credit Card to My Account?

1. If you are a new user who is registering an account for the first time, register an email, add a mobile phone number, and complete your account information. Then the page for adding a payment method (adding a credit card) is displayed.



2. If you have registered an account but have not bound a credit card, click **Add Card** on the **Funds Management > Payment Methods** page in the Billing Center to add a credit card. For details, see [Adding a Payment Method](#).

## 2.2.2 How Do I Verify a Credit Card to Be Added?

When you add a credit card, the corresponding bank page will be displayed for authentication. The following uses a MasterCard credit card as an example to describe the authentication steps:

1. Confirm the credit card information and enter the security code and password.  
The security code is a three-digit number on the back of the card.
2. The bank system sends a verification code to your mobile phone.
3. After you enter the verification code, a result is returned. If the authentication fails, contact the issuing bank to learn about information of the error.

## 2.2.3 What Was My Credit Card Charged For When I Added It As a Payment Method?

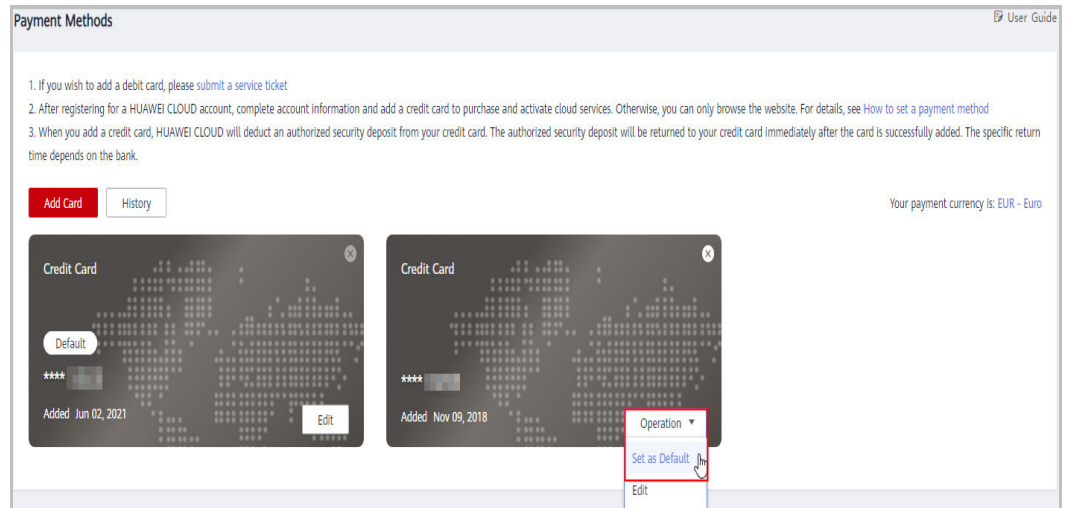
When you add a card, HUAWEI CLOUD makes an authorization charge from your card to verify that the card is valid. This amount will be refunded to your credit card later. The time it takes to refund the charge depends on your bank.

## 2.2.4 When Is the Test Charge to My Credit Card Refunded?

When you add a credit card, HUAWEI CLOUD makes an authorization charge of \$1 USD from your card. This amount will be automatically refunded to your card after the card has been added, but the time this takes depends on your card issuing bank.

## 2.2.5 How Do I Change My Default Card?

1. Access the Billing Center, and go to the **Funds Management > Payment Methods** page.
2. Click **Add Card** to add the new card you want to use as the default one.
3. Choose **Operation > Set as Default** in the lower right corner of the new card.  
Once the new card is made default, your expenditures will be deducted from it by default.



## 2.2.6 How Do I Update My Credit Card Information?

1. Log in to the Billing Center, and choose **Funds Management > Payment Methods**.
2. Click **Edit** in the lower right corner of the credit card whose information needs to be updated.
3. Enter the new credit card number, cardholder name, expiration date, and card security code. Click **OK**.
4. Complete the identity verification.
5. Choose **Funds Management > Payment Methods** and click **History** to confirm that the update succeeded.

## 2.3 Problems

### 2.3.1 Why Can't I Successfully Add a Credit Card?

You can view records for attempts to add a card by going to Billing Center > **Funds Management > Payment Methods > Historical Cards** page. The reason a card could not be added is shown in **Result**.

Some reasons a card addition may fail include:

- The credit card information supplied was invalid or incorrect. Verify the credit card information and check whether the credit card has expired. If the credit card has expired, add a new card or update the current card.
- The card used was not Visa or Mastercard. Only Visa and Mastercard credit cards are supported, and debit cards, prepaid cards, virtual cards, and gift cards are not supported.
- The credit card has already been added to another HUAWEI CLOUD account. Any given credit card can only be added to a single HUAWEI CLOUD account.
- The test charge did not go through. The credit card may be invalid or there may not be any available credit. Confirm that your card has credit available and the functions like international payment, online payment, and periodic

payment have been enabled for it. If not, use another credit card and try again.

- If the reason is still unknown, submit a service ticket.

### 2.3.2 What Can I Do If Adding a Credit Card Fails?

1. If a message saying "**Card information review failed. Please contact the customer service.**" is displayed:
  - Check whether the configured email address, mobile number, and HUAWEI CLOUD account are all correct.
  - If the above information is correct, contact your account manager or submit a service ticket.
2. If a message saying "**Card information review failed. Please add another credit card.**" is displayed:
  - Confirm that the credit card is either Visa or Mastercard. Debit cards, prepaid cards, virtual cards, and gift cards are not supported.
  - Check whether there is an issue with the card.
  - Please contact the bank or card issuer to confirm that your credit card can be used for international transactions.
3. If a message saying "**Not a credit card. Only Visa and Mastercard credit cards are supported.**" is displayed:

Make sure you are using a credit card, not a debit card, and try again.
4. If a message saying "**Failed to add the card. Please try again.**" is displayed:

There was a system error when you tried adding the card. Refresh the page and try again.
5. If a message saying "**The card information is incorrect or you have reached the maximum number of failed attempts allowed. Please verify the card information or use another credit card.**" is displayed:
  - Verify that the security code or password of the credit card you entered is correct.
  - If adding the card has already failed three times, try another credit card or wait a day and try again.
6. If a message saying "**Failed to add the card. Please add another credit card.**" is displayed:
  - Check whether your card has available credit, or try another card.
  - Check if the card has been frozen due to suspicious activity.
  - The card may have been added to another account and HUAWEI CLOUD does not allow the same card to be used for multiple accounts.
7. If the problem still persists, submit a service ticket or contact your account manager.

# 3 Payment

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- [3.1 What Payment Methods Are Supported on HUAWEI CLOUD \(International\)?](#)
- [3.2 How Do I Make a Bank Transfer?](#)
- [3.3 What Type of Online Payments are Supported?](#)
- [3.4 What Can I Do If My Online Payment is Declined?](#)
- [3.5 What Can I Do If I Receive the Message, "Cardholder Authentication" and the Payment Page Does Not Respond During an Online Payment?](#)
- [3.6 Will My Subsequent Payments Be Restricted After an Online Payment Fails?](#)
- [3.7 What Is the Maximum Allowed for an Individual Online Payment?](#)
- [3.8 What Can I Do If I Transferred Money into the Wrong Account?](#)
- [3.9 What Is a Dedicated Top-Up Account?](#)
- [3.10 How Do I View My Dedicated Top-Up Account Information?](#)
- [3.11 How Do I Use My Dedicated Top-Up Account to Pay Bills?](#)

## 3.1 What Payment Methods Are Supported on HUAWEI CLOUD (International)?

### Prepayment Customers

Top-up: You can pay with a credit card or through a bank transfer.

Purchase: You can pay with a credit card or from your top-up account balance.

Automatic renewal: You can only pay from your top-up account balance.

### Postpayment Customers

For details about the payment methods supported by postpaid customers, see [Supported Postpayment Methods](#).

## 3.2 How Do I Make a Bank Transfer?

1. Go to the **Funds Management > Top Up/Pay** page of the Billing Center.
2. Select **Bank Transfer**.
3. Use the standard top-up account displayed on the page for the transfer.
4. Fill out and upload the bank transfer service ticket.

Create Service Ticket

1 Select Ticket Type — 2 Select Subtype — 3 Submit Service Ticket

\* Problem Description  Note: The received amount will be confirmed and then recorded into the current login account. If you do not agree, please clarify. 129/1200

Do not include your user name, password, bank account, and other confidential information in the problem description.

Confidential Information

Upload Attachments

Up to 3 files, each less than 4 MB, can be uploaded. Only the following file types are supported: JPG, JPEG, BMP, PNG, GIF, TXT, DOC, DOCX, RAR, ZIP, PDF, XLS, XLSX

\* Remittance Time:   
Format: Month/Day/Year

\* Remittance Amount:   
Format: \$XX USD

\* Remittance Bank:   
Account: Enter the source bank account number.

Contact Method  Service Ticket Message  Mobile  Email  
Your mobile number and email address will be synchronized to the HUAWEI CLOUD after-sales platform.

I have read and agree to the Tenant Authorization Letter and Privacy Statement

5. Wait for the payment to arrive in your account, typically within three working days.

## 3.3 What Type of Online Payments are Supported?

- You can pay online only if you signed a contract with any of the following contracting parties:
  - Huawei Services (Hong Kong) Co., Limited.
  - Sparkoo Technologies Singapore Pte. Ltd.
  - Sparkoo Technologies Hong Kong Co., Limited.
  - Sparkoo Technologies South Africa (Pty) . Ltd.
  - Huawei (Chile) S.A.
  - Huawei Technologies De Mexico, S.A. De C.V.

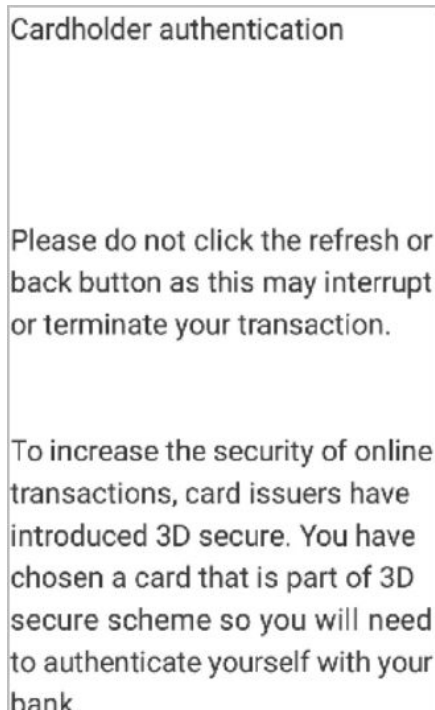
- Sparkoo Technologies Arabia Co., Ltd.
- Sparkoo Technologies (Thailand) Co., Ltd.
- In a credit card payment, the customer's place of registration must be the same as the country/region where the credit card was issued.
- For online payments, your VISA or MasterCard must be from any of the following: Angola, Argentina, Algeria, Bahrain, Bangladesh, Botswana, Brunei, Cambodia, Chile, Colombia, Costa Rica, Dominican Republic, Ecuador, Egypt, El Salvador, Ethiopia, Ghana, Guatemala, Honduras, Hong Kong (China), Indonesia, Iraq, Jamaica, Japan, Jordan, Kenya, Kuwait, Laos, Lebanon, Libya, Macao (China), Malawi, Malaysia, Maldives, Mauritius, Mexico, Morocco, Mozambique, Myanmar, Namibia, Nepal, Nigeria, Oman, Pakistan, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Qatar, Saudi Arabia, Singapore, South Africa, South Korea, Sri Lanka, Tanzania, Thailand, Tonga, Trinidad and Tobago, Türkiye, Uganda, United Arab Emirates, Uruguay, Zambia, or Zimbabwe. The payment can be completed in 2 to 3 minutes. Mada is only available in Saudi Arabia.
- In these regions and countries, bank cards (such as ICBC Asia) issued by banks on the Chinese mainland may not be supported.

### 3.4 What Can I Do If My Online Payment is Declined?

Your bank cards are probably not supported. For details about what cards are supported, see [3.3 What Type of Online Payments are Supported?](#) Try again with a supported bank card, and if the problem persists, please [submit a service ticket](#) for handling.

### 3.5 What Can I Do If I Receive the Message, "Cardholder Authentication" and the Payment Page Does Not Respond During an Online Payment?

If the information like the figure below is displayed during an online payment, the system is processing cardholder authentication. To ensure a normal payment, do not refresh the page. If the page becomes unresponsive, close the page and start a new online payment process.



### 3.6 Will My Subsequent Payments Be Restricted After an Online Payment Fails?

If an online payment is unsuccessful three times in a row, transactions for that credit card will be blocked for 24 hours.

### 3.7 What Is the Maximum Allowed for an Individual Online Payment?

The maximum individual online payment is \$20,000 USD.

### 3.8 What Can I Do If I Transferred Money into the Wrong Account?

If you have multiple accounts and wanted to transfer money to one account but accidentally transferred it to a different account:

1. You can [submit a service ticket](#) on the HUAWEI CLOUD official website. Provide the bank transfer certificate, the transfer time and amount, and bank account number, and describe what happened in **Problem Description**.
2. After reviewing and confirming the transfer, HUAWEI CLOUD will refund the money to you.

## 3.9 What Is a Dedicated Top-Up Account?

When you transfer money through your dedicated account, Huawei Cloud will automatically use the received money to top up your Huawei Cloud account.

If you obtain credits offline and sign with **Sparkoo Technologies Hong Kong Co., Limited** or **Sparkoo Technologies Singapore Pte. Ltd.**, you can use the dedicated account for bank transfer. Otherwise, you can only use the general account.

## 3.10 How Do I View My Dedicated Top-Up Account Information?

You can view your dedicated top-up account information in any of the following ways:

- Email

After your dedicated top-up account is enabled, Huawei Cloud will send an email to your registered mailbox to notify that you have obtained a dedicated top-up account. You can view the account information in the email.

- Pay page

Choose **Funds Management > Pay**. Click **Pay** in the **Operation** column, select **Bank Transfer** for **Payment Method**, and view the dedicated top-up account information.

The screenshot shows the 'Pay / Pay Bills' interface. At the top, there is a blue banner with a tip: '- You are recommended to use the online payment method. - If you transfer money to the standard Huawei top-up account, submit a service ticket.' Below this, the 'Payment Method' section has two buttons: 'Online Payment' (with a 'Recommended' tag) and 'Bank Transfer'. The 'Bank Transfer' button is selected. Below the buttons, a red-bordered box contains the 'Dedicated top-up account' information. The text reads: 'Please transfer money to your dedicated bank account as listed below. Upon receiving the money, HUAWEI CLOUD will top up your target HUAWEI CLOUD account within two working days.' The form fields are: Bank Name, Bank Address, SWIFT Code, Branch Code, Payee Name, and Payee Bank Account. At the bottom of the red box, it says 'HUAWEI CLOUD Dedicated Account Certification'.

### NOTE

If you are a partner, you can also view the dedicated top-up account on the **Repay** page in the Partner Center.

- Monthly invoice.



On the Billing Center, open the **Invoices** page, and click **Download** in the **Invoice Information Operation** column. In the downloaded invoice, you can view your dedicated top-up account information.

### 3.11 How Do I Use My Dedicated Top-Up Account to Pay Bills?

After you obtain your invoices, you can transfer money to your dedicated top-up account to pay them. After receiving the money, Huawei Cloud will automatically top up your Huawei Cloud account and pay your bills, from the earliest to the latest, till all of bills are paid or the top-up balance is exhausted.

# 4 Repayment

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[4.1 Can I Pay by Myself if I Am Associated With a Partner by Resale Model?](#)

## 4.1 Can I Pay by Myself if I Am Associated With a Partner by Resale Model?

Your expenditures incurred after the association with a partner are paid by the partner, and those incurred before the association can be paid by yourself. For details about how to pay by yourself, see [How Does an Ordinary HUAWEI CLOUD Customer Pay \(in Postpayment Mode\)?](#).

# 5 Bills

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[5.1 How Do I Pay for My Bills As a Reseller Customer?](#)

[5.2 Why Do Some Resources in Bills Not Have Resource Names or IDs?](#)

[5.3 How Do I Find Cloud Service Resources By Resource Names or IDs?](#)

[5.4 What Is a Child Resource?](#)

[5.5 Why Can't I Access the Target OBS Bucket?](#)

[5.6 Customers Using Monthly Settlement](#)

## 5.1 How Do I Pay for My Bills As a Reseller Customer?

The expenditures and related statistics displayed on the Billing Center for reseller customers are based on the HUAWEI CLOUD list price. They are used as a reference for cloud service resource usage rather than as the amount due in your final bill. You can contact your partner to obtain your final bill and make payments.

## 5.2 Why Do Some Resources in Bills Not Have Resource Names or IDs?

- The names or IDs of resources in packages will not be displayed.
- There may be a delay in displaying the resource names and IDs of yearly/monthly subscriptions in bills.
- If resources fail to be provisioned or have been unsubscribed from, their resource names and IDs will not be displayed in the bills.

If you encounter with any other circumstances, submit a service ticket to the corresponding cloud service.

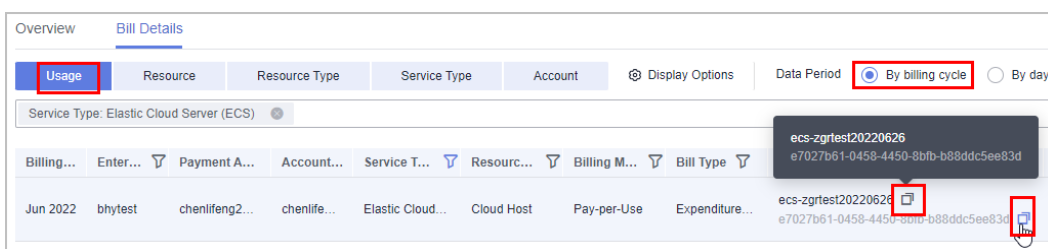
## 5.3 How Do I Find Cloud Service Resources By Resource Names or IDs?

Take an ECS resource as an example.

### Step 1 Obtain the resource name or ID.


Take bills collected by usage and billing cycle as an example.

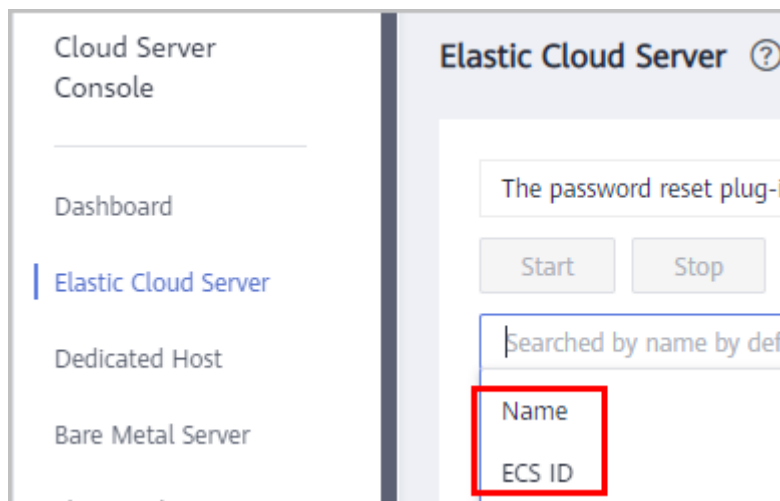
In Billing Center, choose **Billing** > **Bills** > **Bill Details**, select **By usage** and **By billing cycle**. Click the icon shown in the figure below to copy the resource name or ID.




### Step 2 Search for the cloud service resource.

- Search on the cloud service console.

Log in to the **Cloud Server Console**, select the region. Click and select **Name** or **ECS ID** in the search box, paste the resource name or ID obtained in step 1, and click  to search for that specific resource.



- Search in My Resources

Choose **Resources** > **My Resource**, select the region. Click and select **Name** or **ECS ID** in the search box, paste the resource name or ID obtained in step 1, and click  to search for that specific resource.

**My Resources** ? Beta

**Note**  
 1. My Resources may not list all of your resources. To view all of the resources you have purchased and their billing details, go to the [Billing](#)  
 2. Adding, updating, or deleting resources will be delayed for a certain period of time. Please check again later.

Only display cloud services and regions that contain resources [Supported Services and Regions](#)

**Service**  
 All(76) Virtual Private Cloud (VPC)(61) Elastic Volume Service (EVS)  
 Cloud Trace Service(1) Object Storage Service (OBS)(1)

**Region**  
 All CN North-Beijing1(4) CN North-Beijing4(2)  
 CN South-Guangzhou(1) CN-Hong Kong(19) **AP-Bangkok(7)**  
 LA-Mexico City1(4) LA-Mexico City2(4) LA-Sao Paulo1(4)

**Selected**  
 Service: All Region: AP-Bangkok

All enterprise projects

Name	Region	Name	Resource Type
ecs-00-volume-0000-yunlianmeng...	AP-Bangkok	Resource ID	Disks
volume-bhy202206081517-relocati...	AP-Bangkok	Elastic Volume Service (EVS)	Disks
ecs-00	AP-Bangkok	Elastic Cloud Server (ECS)	ECSs

----End

If the resource cannot be found using either of the preceding methods, [submit a service ticket](#) to contact the customer service. For details, see [Submitting a Service Ticket](#).

## 5.4 What Is a Child Resource?

A child resource takes the subordinate position among several associated resources, for example, an EVS system disk is a child resource of an ECS.

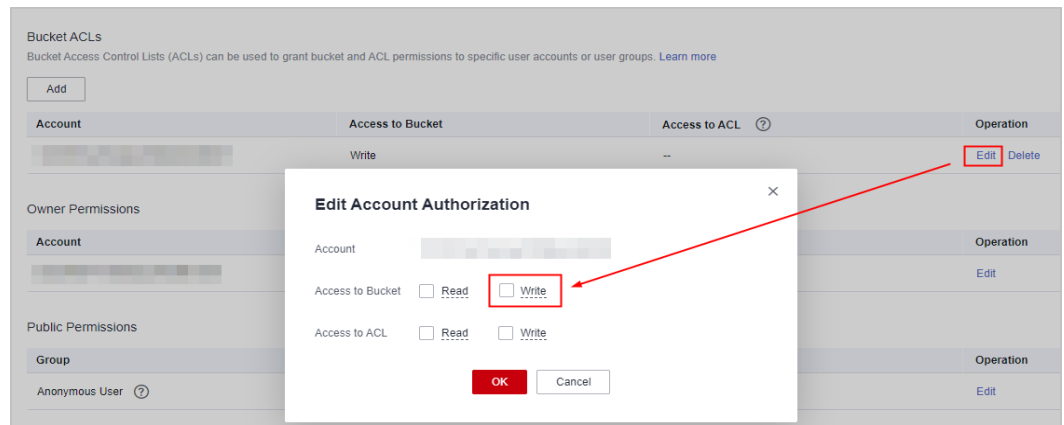
## 5.5 Why Can't I Access the Target OBS Bucket?

If the target Object Storage Service (OBS) bucket becomes unavailable to you, expenditure data storage will be automatically disabled and Huawei Cloud will not synchronize your bills to the bucket.

- **Scenario 1:** Your write permission on the bucket is denied by the bucket owner (or the account owner who has the write permission on the bucket in the ACL policy).

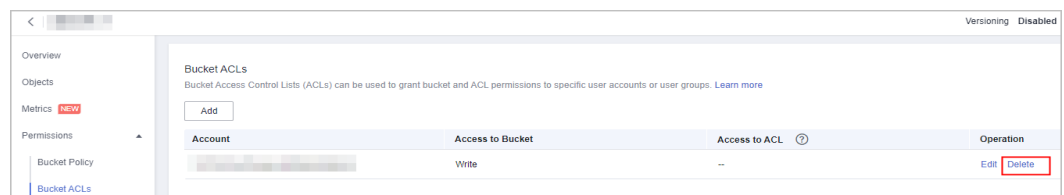
Example: Account A is the bucket owner, and you have the write permission on the bucket. After your write permission is denied by account A, your bills

cannot be synchronized to the bucket any longer. For the bucket ACL details, see [Configuring a Bucket ACL](#).

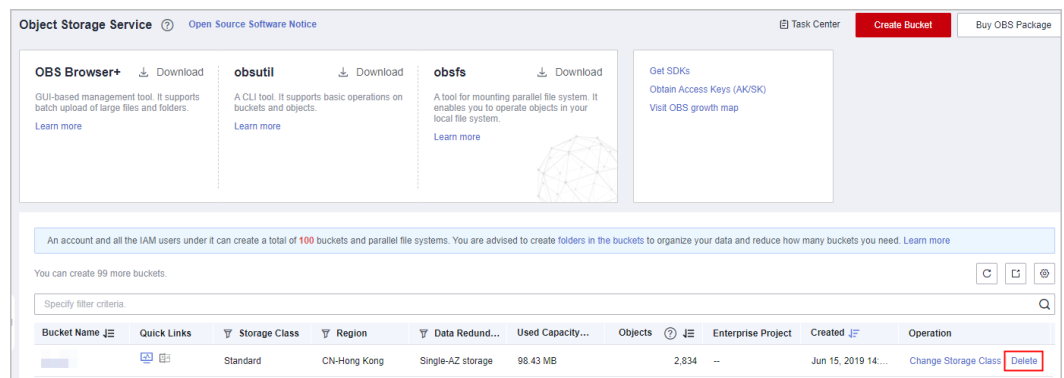


- **Scenario 2:** Your account has been removed from the bucket ACL policy by the bucket owner (or the account owner who has the write permission on the bucket in the ACL policy).

Example: Account A is the bucket owner, and you have the access permission on the bucket. After account A removes your account from the bucket ACL policy, your bills cannot be synchronized to the bucket any longer. For the bucket ACL details, see [Configuring a Bucket ACL](#).



- **Scenario 3:** The bucket is removed by its owner. For details, see [Deleting a Bucket](#).



- **Scenario 4:** The bucket is encrypted by its owner.

If you have the OBS access permissions but still cannot access it, see the [FAQ](#) for details.

## 5.6 Customers Using Monthly Settlement

## 5.6.1 How Does Huawei Cloud Calculate the Billing Cycle?

The related fields are as follows:

Field	Explanation
Billing cycle	The calendar month when a transaction occurs. Each transaction has its billing cycle. Huawei Cloud summarizes the transactions in a monthly bill based on the billing cycles of the transactions.
Expenditure time	The time when a transaction record was generated. For a yearly/monthly resource, it specifies when the resource was purchased or renewed. For a pay-per-use resource, it is the period of time the resource was used within any given hour.
Transaction time	The time when a payment was made for a transaction.

Huawei Cloud counts a transaction record in a billing cycle based on its **Expenditure time**. Specifically:

- If both the expenditure time and transaction time were in the previous month, the transaction is counted as part of the previous billing cycle.
- If the expenditure time was in the previous month, but the transaction time was between 00:00:00 and 23:59:59 on the 1st day of the current month, the transaction is counted as part of the previous billing cycle.
- If the expenditure time was in the previous month, but the transaction time is after 23:59:59 on the 1st day of the current month, the transaction is counted as part of the current billing cycle.
- If both the expenditure time and transaction time are in the current month, the transaction is counted as part of the current billing cycle.

### CAUTION

The transactions, bills, and billing cycle are calculated based on the time (GMT +08:00), instead of the system time or browser time.

### Example

- If a transaction occurs in June and payment is also made in June, the transaction is counted as part of the June billing cycle.

Billing...	Payer Account	Account Name	Service Type	Billing Mode	Expenditure Time	Bill Type	Transaction Time
Jun 2024			Virtual Privat...	Pay-per-Use	Jun 25, 2024 12:00:00 GMT+08:00- Jun 25, 2024 12:59:59 GMT+08:00	Expenditure...	Jun 25, 2024 14:28:47 GMT+08:00

- If a transaction occurs in June, but payment is made in July, the transaction is counted as part of the June billing cycle.

Billing...	Payer Account	Account Name	Service Type	Billing Mode	Expenditure Time	Bill Type	Transaction Time
Jun 2024				Pay-per-Use	Jun 30, 2024 23:00:00 GMT+08:00- Jun 30, 2024 23:59:59 GMT+08:00	Expenditure...	Jul 01, 2024 07:28:47 GMT+08:00

- If, for some reason, the usage report is delayed, the usage from the previous month may not be reported until after 23:59:59 on the first day of the current month.

For example, if a pay-per-use CDN resource is used from January 31, 2024 23:00:00 to February 01, 2024 00:00:00, and the usage is reported at February 02, 2024 00:00:05, the transaction is counted as part of the February 2024 billing cycle, even though the expenditure time was from January 31, 2024 23:00:00 to February 01, 2024 00:00:00.

## 5.6.2 How Do I Pay for Yearly/Monthly Subscriptions?

- If you are purchasing a yearly/monthly subscription, you can choose the **Added credit card**, **Pay Online**, or **Monthly Settlement** option. Any eligible cash coupons can be used immediately.
- If you want your yearly/monthly subscriptions renewed automatically, you can only choose the **Monthly Settlement** option.

## 5.6.3 How Am I Charged in Monthly Settlement?

- For yearly/monthly products: You can choose **Pay Online** or **Monthly Settlement**, or you can pay by a credit card you added. Applicable coupons will be applied during your payment. Fees paid by monthly settlement are included in the monthly bill amount and will be automatically deducted from your credit card on the bill due date.
- For pay-per-use products: Bills are generated on a monthly basis. After the bill is generated, cash coupons and cash balance are preferentially deducted. If the amounts of cash coupons and cash balance are insufficient on the due date, the remaining balance due will be billed automatically to the credit card you configured for payment.
- If we have reasonable grounds to suspect that your account is at risk of falling into arrears, we have the right to bill you more frequently, and charge your credit card based on expenses incurred.

## 5.6.4 How Do I Pay My Bill?

HUAWEI CLOUD generates the bill for a month on the third day of the following month. Ensure that your credit card has enough available credit.

You can pay your bill manually or configure automatic payment.

- **Manually:** You can pay by credit card at any time before the due date. For details, see [How Does an Ordinary HUAWEI CLOUD Customer Pay \(in Postpayment Mode\)?](#).
- **Automatic fee deduction by HUAWEI CLOUD:** On the due date, if your bill has not been settled, fees will be deducted automatically from your bound credit card.

## 5.6.5 Where Can I Find the Payment Details for a Credit Card I Added?

After switching to monthly settlement:



- You can view billing details for orders paid online at **Bills > Expenditure Bills > Bills > Payment Summary** or **Bills > Historical Payments**.
- For pay-per-use expenditures, the bill is generated on the third day of the following month and your card is billed on the due date. You can view the payment details at **Bills > Expenditure Bills > Bills > Payment Summary**.

## 5.6.6 When Is a Cash Coupon Used for Pay-per-Use Products?

Applicable cash coupons are automatically deducted for pay-per-use fees when the bill is generated on the third day of the next month.

## 5.6.7 How Do I View the Usage Records of a Cash Coupon?

After switching to monthly settlement, if any cash coupons are used, you can view the records at **Bills > Expenditure Bills > Bills > Cash Coupon Used** or **Bills > Expenditure Bills > Bills > Details**.

## 5.6.8 How Do I View Past Account Statements?

After switching to monthly settlement, you can view your account statements (including online payments, credit card payments, and refunds) on the **Bills > Historical Payments** page.

## 5.6.9 Why Is the Last-Hour Expenditure Data Missing from the Bill Pushed to the OBS on the Last Day of the Last Month?

Only expenditure data of settled transactions is included in the daily bills pushed to the OBS. The transactions from the last hour on the last day of each month will be settled at the beginning of the next month. The expenditure data of those transactions is included in the monthly bill issued on the third day of the last month. If the sum of the expenditures in all daily bills is different with the expenditure in the monthly bill, you are advised to use the data in the monthly bill.

## 5.6.10 Why Am I Billed Twice in a Month for a Monthly Resource?

If **Auto-renewal** is set for your monthly resources, the resources will be billed 7 days before they expire by default. In the month when the resources are subscribed to, you will be billed twice, one for the new purchase and the other for the auto-renewal.

For example:

On April 2, 2024, you have subscribed to a monthly resource which would expire on May 2, 2024. You have enabled auto-renewal and set Deduction Date for Auto-Renewal to 2 days before the resource expires. In April, you would be billed twice, one for the new subscription from April 2, 2024 to May 2, 2024 and the other for the auto-renewal from May 2, 2024 to June 2, 2024.

 NOTE

You can set **Deduction Date for Auto-Renewal** to the day the resource expires or any date up to 7 days previous. If it is not specified, Huawei Cloud will charge the resource 7 days before it expires by default.

### 5.6.11 When Is the Bill for My Expenditures Generated?

The final bill for each month's expenditures is generated on the third day of the following month. You can view or export it after 10:00 a.m. on the fourth day of the following month (GMT+08:00).

- Resources for long-term use (for example, pay-per-use resources or spot instances): A bill estimate is provided in the middle of each month and a final bill is generated after the month ends.
- Resources with one-time payment (for example, yearly/monthly resources or reserved instances): A nearly real-time bill is provided when orders are paid.

### 5.6.12 Why Does the Amount Displayed on the Bill Have Eight Decimal Places?

Cloud product pricing is calculated up to the 8th decimal place, so that is the amount due displayed on your bills. Only the total amount shown in the monthly bill is rounded off to the 2nd decimal place.

For example, if the price of a pay-per-use EVS disk is \$0.00017000 USD/hour, and the disk is used for 1,775,064 seconds, the amount due is \$0.83822466 USD. However, when the actual bill is generated, the amount due would be \$0.84 USD.

### 5.6.13 When Is the Tax for Pay-per-Use Products Collected?

The tax for each month is included in the bill generated on the third day of the following month.

### 5.6.14 When Is the Tax for a Yearly/Monthly Subscription Collected?

- If you choose the **Pay Online** option, the tax is calculated when you place the order.
- If you choose the **Monthly Settlement** option, the tax is calculated when you place the order, before November 1, 2021, and is included in the bill generated on the 3rd of the following month, on and after November 1, 2021.

### 5.6.15 Why Are My CDN Expenditures Not Displayed in the Bill for This Month?

Monthly expenditure data of CDN is included in the bill generated on the third day of the following month.

## 5.6.16 Why Can't I Find the Expenditure Data of My Purchased Pay-per-Use Resources in the Bill?

Amounts displayed on the **Billing > Bills > Overview** page are only estimates. The final bill of for each month is generated on the third day of the following month based on GMT+08:00. The estimated bill amount is refreshed hourly. Only the final bill, generated on the third of each month, is official.

## 5.6.17 What Exchange Rate Is Used for Bills Settled Not in USD?

If you select a currency other than USD as the payment currency, **Monthly settlement** and **Remaining Amount Due** on the **Billing > Bills > Overview** page will be displayed in both USD and the payment currency you selected.

- Before the final bill is generated, the real-time exchange rate is used for calculating amounts in the payment currency. The amounts are used for reference only.
- On the final bill, the amounts are calculated based on the market exchange rate published by a third-party financial authority on the day before the final bill is generated. Only the amounts shown on your final bill are official.

## 5.6.18 Why Is Part of the Usage of One Month Included in the Usage of the Next Month?

The usage report may be delayed due to some reasons. If the usage occurred in the previous month but is reported after 23:59:59 on the first day of the current month, the expenditure for the usage will be included in the bill for the billing cycle of the current month.

Example:

The pay-per-use CDN resource was used from January 31, 2024 23:00:00 to February 01, 2024 00:00:00, and the usage was reported at February 02, 2024 00:00:05. Therefore, the expenditure is included in the bill for the billing cycle of February 2024, and the usage duration in the record is from January 31, 2024 23:00:00 to February 01, 2024 00:00:00.

## 5.6.19 Why Are the Actual Start Time and End Time of a Monthly/Yearly Product Different from Those Displayed in the Bill Details?

They are not always the same for a yearly/monthly product, due to some reasons, such as the provisioning delay or special delivery. The actual start time and end time of the product are later than those displayed in the bill.

## 5.6.20 What Is a Negative Balance on a Credit Card?

Your credit card has a negative balance when the refund is greater than the amount paid from your credit card in a certain billing cycle. For example, when the refund to the credit card is \$10 USD and the amount paid from the credit card is \$5 USD, you will have a negative balance of \$5 USD on the credit card. The

negative balance can be used to pay for the bills of the previous billing cycles or the next billing cycle.

## 5.6.21 Why Is My Payable Amount Calculated Using Total Usage (Pricing Unit) Slightly Different from That Displayed in the Bill?

The **Total Usage (Pricing Unit)** field on the **Bills** page displays the usage in the pricing unit.

The **Total Usage (Pricing Unit)** value is equal to **Total Usage** divided by **Conversion Factor** and will be truncated to a maximum of 10 decimal places.

Take a resource billed by duration as an example. If the usage is displayed in second but priced in hour, the conversion factor is **3600**. In this case, the **Total Usage (Pricing Unit)** value will be 0.0002777777 (1/3600) after being truncated.

The screenshot shows the 'Bills' page with a table of usage data. The table has the following columns and values:

Unit Price	Unit	Total Usage	Usage Unit	Total Usage (Pricing Unit)	Usage Unit (for Pricing)	Conversion Factor
0.1056	Dollar/Hour	1	Second	0.0002777777	Hour	3,600

Take a pay-per-use resource as an example. The formula of using **Total Usage (Pricing Unit)** to calculate the payable amount is as follows:

- Resources with the linear size:
  - List price = (Total usage/Conversion factor) x Unit price x Linear size
  - Payable amount = (Total usage/Conversion factor) x Unit price x Linear size – Discounted amount

You can view the linear size in the specifications of the cloud service product. For example, the linear size for an EVS (Common IO|1000 GB) is **1000 GB**.

**Bills**

1. All times in bills are presented based on GMT+08:00.  
2. The estimated total amount shown here is for your reference only and may be slightly different from the amount shown in the final bill of a specific billing cycle.  
3. The final bill for each month's expenditures is generated on the third day of the following month. It is made available for viewing or export at 10:00 a.m. on the fourth of the following month.

Billing Cycle: Mar 2023

Overview: [Bill Details](#)

Usage | Resource | Resource Type | Service Type | Account | Display Options | Data Period:  By billing cycle

Resource Type: Elastic Volume Service | Billing Mode: Pay-per-Use | Add filter

Service Type	Resource Type	Billing Mode	Bill Type	Resource Name/ID	Resource Tag	Specifications
Elastic Volume Service (EVS)	Elastic Volume Service	Pay-per-Use	Expenditure-use	hkxi20200804.vc-0985beb13480d...	Department:pc.Env:b...	Common IO 1000GB

A 1-GB EVS is priced at \$0.00006400 USD per hour. If you purchased a 1000-GB EVS in the pay-per-use mode without any discount and used it for 25,874 seconds, the unbilled payable amount is  $(25874/3600) \times 0.00006400 \times 1000 = 7.187222222 \times 0.00006400 \times 1000 = 0.45998222$ . The actual payable amount on the bill is rounded off to two decimal places, that is, \$0.46 USD.

- Resources without the linear size:
  - List price = (Total usage/Conversion factor) x Unit price
  - Payable amount = (Total usage/Conversion factor) x Unit price - Discounted amount

For such cloud service products, the linear size is not carried in their specifications. For example, there is no linear size for an ECS (General computing|s3.4xlarge.2|16vCPUs|32GB|linux).

**Bills**

1. All times in bills are presented based on GMT+08:00.  
2. The estimated total amount shown here is for your reference only and may be slightly different from the amount shown in the final bill of a specific billing cycle.  
3. The final bill for each month's expenditures is generated on the third day of the following month. It is made available for viewing or export at 10:00 a.m. on the fourth of the following month.

Billing Cycle: Mar 2023

Overview: [Bill Details](#)

Usage | Resource | Resource Type | Service Type | Account | Display Options | Data Period:  By billing cycle  By day  Details

Resource Type: Cloud Host | Billing Mode: Pay-per-Use | Add filter

Service Type	Resource Type	Billing Mode	Bill Type	Resource Name/ID	Resource Tag	Specifications
Elastic Cloud Server (ECS)	Cloud Host	Pay-per-Use	Expenditure...	hkxi20200804.vm.ap-0985beb13480d5cb2f	Department:...	General Computing s3.4xlarge.2 16vCPUs 32GB linux

An ECS (General computing|s3.4xlarge.2|16vCPUs|32GB|linux) is priced at \$0.04650000 USD per hour. If you purchased such an ECS in the pay-per-use mode without any discount and used it for 25874 seconds, the unbilled payable amount is  $(25874/3600) \times 0.04650000 = 7.187222222 \times 0.04650000 = 0.33420583$ . The actual payable amount on the bill is rounded off to two decimal places, that is, \$0.33 USD.

The payable amount displayed on the page is calculated using **Total Usage** and **Usage Unit**. To ensure the data accuracy, Huawei Cloud usually uses relatively high precision for the usage unit, for example, second.

When the payable amount is calculated using **Total Usage (Pricing Unit)**, truncation may be incurred during the usage conversion. As a result, there may be a slight difference between the the payable amount calculated using **Total Usage (Pricing Unit)** and that displayed in the bill.

# 6 Expenditure Quota

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[6.1 What Is An Expenditure Quota?](#)

[6.2 How Do I Know When My Expenditure Quota Is Used Up?](#)

[6.3 When Will I Receive Expenditure Quota Notifications?](#)

[6.4 What Can I Do If My Expenditure Quota Is Not Enough?](#)

[6.5 When Are the Pay-per-Use Resources Released After Test Coupons Are Used Up?](#)

## 6.1 What Is An Expenditure Quota?

An expenditure quota is the maximum amount you can spend on HUAWEI CLOUD. If the quota is exceeded, you will be blocked from further purchases. It cannot be used to pay your bills.

## 6.2 How Do I Know When My Expenditure Quota Is Used Up?

You do not need to proactively review your expenditure quota. If the quota is about to be used up or has been used up, HUAWEI CLOUD will send you a notification. However, you can still check it if you like on the [Expenditure Quota](#) page.

## 6.3 When Will I Receive Expenditure Quota Notifications?

- If your expenditure quota usage reaches the threshold (80% by default, which can be modified), Huawei Cloud will send you an SMS message or email.
- If your expenditure quota is used up completely, complete payment in a timely manner or you will be unable to purchase new resources. You will receive SMS and email reminders for payment as well.

These are urgent notifications and cannot be disabled.

## 6.4 What Can I Do If My Expenditure Quota Is Not Enough?

If your expenditure quota is not enough, you can [make a payment](#) in advance to ensure the quota does not get used up, or you can contact your account manager to request a quota increase.

## 6.5 When Are the Pay-per-Use Resources Released After Test Coupons Are Used Up?

When all test cash coupons are used or expire, if the customer does not add a credit card or have any expenditure quota, the customer's all pay-per-use resources (including spot instances) enter a 15-day retention period. The yearly/monthly resources that have taken effect are not affected.

During the retention period, new cloud services cannot be provisioned, and all pay-per-use resources will be frozen. The frozen resources cannot be used, and reserved instances (RIs) will be unsubscribed from. To continue using these resources, contact the account manager to apply for coupons or expenditure quota in time. After the retention period expires, all pay-per-use resources are released.



# 7 Resource Packages

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- [7.1 Why Am I Getting Charged for My Pay-per-Use Products Even After I Purchased a Resource Package?](#)
- [7.2 How Will I Be Billed for Usage in Excess of a Resource Package I Purchased?](#)
- [7.3 Why Am I Still Getting Billed Even After Receiving an SMS Message Indicating That the Resource Package Has Been Used Up and the Service Has Stopped?](#)
- [7.4 Why Does My Resource Package Expire at 2019/09/01 00:00:00 When I Purchased it at 2019/08/26 18:00:00?](#)
- [7.5 If I Already Purchased a Resource Package, Why Am I Incurring New Charges?](#)
- [7.6 Why Did I Receive a Notification Indicating That I Have Exceeded the Resource Package Quota When I Actually Have Remaining Quota Left?](#)
- [7.7 How Will My Resource Packages with the Same Application Scenarios Be Used?](#)
- [7.8 Where Can I Buy Resource Packages?](#)
- [7.9 How Do I View the Usage of a Resource Package?](#)
- [7.10 What Are the Differences Between Resource Packages and Pay-per-Use Resources?](#)
- [7.11 Why Is the Remaining Resource Not Calculated in Real Time?](#)
- [7.12 When Does the Resource Package I Purchased Expire?](#)
- [7.13 When Will I Receive Resource Package Usage Alerts?](#)
- [7.14 How Will My Resource Packages Be Used To Pay for Cloud Services?](#)
- [7.15 Why Didn't the Individual Instance Usage Percentages of My Resource Package Add Up to 100%?](#)

## 7.1 Why Am I Getting Charged for My Pay-per-Use Products Even After I Purchased a Resource Package?

Possible causes:

- The specifications of your pay-per-use products do not match those of the resource package.
- Your pay-per-use products are not included in the resource package you purchased.
- Your pay-per-use products are not in a region where the resource package can be used.
- Your pay-per-use products belong to a different enterprise project.
- Your pay-per-use products use a different billing metric from the resource package. For example, you have purchased an OBS traffic package, but your products are in pay-per-use mode.

In this case, the specifications of the resource package you purchased do not match those of pay-per-use products. You need to purchase another resource package that matches the specifications.

## 7.2 How Will I Be Billed for Usage in Excess of a Resource Package I Purchased?

The usage in excess of what is included in a resource package is billed by the amount used times the unit price.

## 7.3 Why Am I Still Getting Billed Even After Receiving an SMS Message Indicating That the Resource Package Has Been Used Up and the Service Has Stopped?

Pay-per-use products are billed based on how much they are used times a unit price. There may be a delay from when pay-per-use products were used and when they are billed.

- If you are using monthly settlement, you can export a transaction bill from **Billing Center > Bills > Expenditure Bills** page. In the transaction bill, you can check **Expenditure Time** to learn about when a pay-per-use product is actually used.
- If you are not using monthly settlement, you can check the **Expenditure Time** on the **Billing Center > Bills > Expenditure Items** page to learn about when a pay-per-use product is actually used.

Since it takes some time for the system to process the bill, it is acceptable that there is some discrepancy between when the product was used and when it shows up on your bill.

## 7.4 Why Does My Resource Package Expire at 2019/09/01 00:00:00 When I Purchased it at 2019/08/26 18:00:00?

Resource packages are reset by calendar month. If you purchased a resource package on August 26, it will be reset on September 1. That's why the validity

period of the resource package is August 26 to September 1. After the reset, the new validity period will be September 1 to September 26.

## 7.5 If I Already Purchased a Resource Package, Why Am I Incurring New Charges?

- You may have used up the resource package, in which case you will be billed for any subsequent usage.
- The specifications of your resource package do not match those of your pay-per-use products.
  - The specifications of your pay-per-use products do not match those of the resource package.
  - Your pay-per-use products are not included in the resource package you purchased.
  - Your pay-per-use products are not in a region where the resource package can be used.
  - Your pay-per-use products belong to a different enterprise project.
  - Your pay-per-use products use a different billing metric from the resource package. For example, you have purchased an OBS traffic package, but your products are in pay-per-use mode.

## 7.6 Why Did I Receive a Notification Indicating That I Have Exceeded the Resource Package Quota When I Actually Have Remaining Quota Left?

Quota alerts are sent based on the usage of resource packages of the same type rather than a single resource package.

If, for example, you purchased 10 of the same type of package, when the remaining quota of any single package is running low, no alerts are sent. The alerts are only reported when the total remaining quota of the 10 packages combined reached a certain threshold.

## 7.7 How Will My Resource Packages with the Same Application Scenarios Be Used?

If you have resource packages with the same application scenarios, whichever package expires first will be applied first.

Example: A customer has the following two resource packages, which have the same application scenarios:

Resource package 1: A yearly resource package that takes effect on October 10, 2019 and can be reset every month.

Resource package 2: A monthly resource package that takes effect on October 12, 2019.

When to use:

1. As of October 10, 2019, you first use the resources in package 1, which will expire first. If package 1 is used up, you will start to use those in package 2.
2. As of October 12, 2019, if package 1 (from October 10, 2019 to November 10, 2019) has been used up, you will use resources in package 2. If package 2 is used up, you will continue to use resources in package 1 (from November 10, 2019 to December 10, 2019).

## 7.8 Where Can I Buy Resource Packages?

You can log in to the cloud service console to buy resource packages for the service.

### NOTE

Resource accounts cannot purchase resource packages. If the enterprise master account purchased a resource package, the master account can choose to share the resource package with resource accounts or cancel the sharing. For details, see [Benefits Management](#).

## 7.9 How Do I View the Usage of a Resource Package?

You can view the usage of all resource packages on the **Resource Packages** page in the Billing Center.

## 7.10 What Are the Differences Between Resource Packages and Pay-per-Use Resources?

- A resource package is purchased ahead of time, and then services are provisioned and paid with a quota from the package. With pay-per-use you use the cloud service directly and pay as you go.
- A resource package is a resource quota you buy in advance. When you are using pay-per-use resources, HUAWEI CLOUD preferentially deducts your quota from any matched resource packages you have purchased first. The usage beyond the package quota will be billed accordingly. Resources will not be provisioned automatically when you purchase a resource package. If you do not provision pay-per-use resources to go with a resource package, the package is of no use.

## 7.11 Why Is the Remaining Resource Not Calculated in Real Time?

You can use a resource package immediately after you purchased it. After the resource package takes effect, Huawei Cloud will calculate the remaining resource in the package later after your usage. The delay varies depending on the specific Huawei Cloud services.

The following uses an OBS resource package as an example:

**Example 1:**

On December 20, 2022, you purchased a 40-GB hourly-reset OBS resource package for 1 month at 10:30:30. At 10:40:00, you used 20 GB of the resource package to store files.

- At 11:20:00, Huawei Cloud calculated the storage capacity used between 10:00:00 and 11:00:00 and generated the usage details.
- At 12:20:00, Huawei Cloud calculated the storage capacity used between 11:00:00 and 12:00:00 and generated the usage details.

Then, Huawei Cloud calculated the usage in the same way before the package expires.

For the remaining storage capacity, see [Resource Packages](#). In this example:

- From 11:00:00 to 11:20:00, you can view the remaining capacity from 10:00:00 to 11:00:00. Due to the calculation delay, the remaining capacity is still 40 GB.
- From 11:20:00 to 12:00:00, you can view the remaining capacity from 10:00:00 to 11:00:00. The remaining capacity has been calculated and is 20 GB.
- From 12:00:00 to 13:00:00, you can view the remaining capacity from 11:00:00 to 12:00:00. The resource package is reset at 11:00:00 and you did not use the capacity from 11:00:00 to 12:00:00. Therefore, the remaining capacity is 40 GB.

**Example 2:**

On December 20, 2022, you purchased a 40-GB hourly-reset OBS resource package for 1 month at 10:30:30. At 11:10:00, you used 20 GB in the package to store files. Then, at 12:15:00, you used another 10 GB in the package to store files.

- At 11:20:00, Huawei Cloud calculated the storage capacity used between 10:00:00 and 11:00:00 and generated the usage details.
- At 12:20:00, Huawei Cloud calculated the storage capacity used between 11:00:00 and 12:00:00 and generated the usage details. The used capacity is 20 GB, and the remaining is 20 GB.
- At 13:20:00, Huawei Cloud calculated the storage capacity used between 12:00:00 and 13:00:00 and generated the usage details. The used capacity is 10 GB, and the remaining is 30 GB.
- At 14:20:00, Huawei Cloud calculated the storage capacity used between 13:00:00 and 14:00:00 and generated the usage details.

Then, Huawei Cloud calculated the usage in the same way before the package expires.

For the remaining storage capacity, see [Resource Packages](#).

- From 11:00:00 to 12:00:00, you can view the remaining capacity from 10:00:00 to 11:00:00. No capacity is used, and the remaining capacity is 40 GB.
- From 12:00:00 to 12:20:00, you can view the remaining capacity from 11:00:00 to 12:00:00. Due to the calculation delay, the remaining capacity is still 40 GB.
- From 12:20:00 to 13:00:00, you can view the remaining capacity from 11:00:00 to 12:00:00. The remaining capacity has been calculated and is 20 GB.
- From 13:00:00 to 13:20:00, you can view the remaining capacity from 12:00:00 to 13:00:00. Due to the capacity reset and calculation delay, the remaining capacity is still 40 GB.

- From 13:20:00 to 14:00:00, you can view the remaining capacity from 12:00:00 to 13:00:00. The remaining capacity has been calculated and is 30 GB.
- From 14:00:00 to 15:00:00, you can view the remaining capacity from 13:00:00 to 14:00:00. The resource package is reset at 13:00:00 and you did not use the capacity from 13:00:00 to 14:00:00. Therefore, the remaining capacity is 40 GB.

 NOTE

There is an approximate 4-hour delay for CDN traffic packages. For details, see [Prepaid Traffic Package](#). The actual delay is subject to the specific service.

## 7.12 When Does the Resource Package I Purchased Expire?

HUAWEI CLOUD supports yearly or monthly subscriptions. Available durations include one month, multiple months, one year, two years, and three years.

Example 1: If you purchase a one-month resource package that takes effect immediately on January 21, it will expire at 23:59:59 on February 21.

Example 2: If you purchase a one-month resource package that takes effect immediately on January 31, it will expire at 23:59:59 on February 28 (or 23:59:59 on February 29 in a leap year) because February does not have the 30th and 31st days.

## 7.13 When Will I Receive Resource Package Usage Alerts?

1. Resource package usage alerts are sent once the specified usage thresholds are reached.
2. Quota alerts are sent based on the usage of resource packages of the same type rather than a single resource package.

If only one of 10 same packages has the insufficient quota and the total remaining quota of these packages does not reach the lower limit, no alert will be triggered. Only when the total remaining quota reaches the lower limit, an alert will be sent.

3. If you have multiple resource packages of a certain type, when there are renewals or unsubscriptions, the system will recalculate the resource package usage to determine to send a quota alert

Example: When the total remaining quota of 10 same packages is insufficient, an alert is triggered. If you purchase more resource packages of the same type, the total remaining quota becomes sufficient. No more alerts will be reported unless the total remaining quota reaches the lower limit again.

## 7.14 How Will My Resource Packages Be Used To Pay for Cloud Services?

Packages are used to pay for your cloud services in the following order of priority: **specified enterprise project resource packages -> resource packages with restrictions -> free packages -> subscribed resource packages.**

- Specified enterprise project resource packages  
When purchasing a resource package, customers who have enabled enterprise projects can assign a resource package to a particular project. Resource package quotas for specific projects are applied before quota not assigned to a specific project.
- Resource packages with restrictions  
Resource packages may have certain usage restrictions, for instance, they are only valid for certain regions or specifications.
  - Regions  
For example, if you set the region to CN North-Beijing1 when purchasing a cloud product, only resource packages in the CN North-Beijing1 region can be used. Or when a cloud product is launched on HUAWEI CLOUD, if the region was restricted to CN North-Beijing1, only resource packages in the CN North-Beijing1 region can be used.
  - Specifications  
For example, you may have purchased an EVS resource package that is only valid for high I/O EVS disks. If that was the case, you cannot apply the quota of that package towards purchases of general purpose or ultra-high I/O EVS disks.
- Free packages  
Eligible new customers often can take advantage of free packages, where they can enjoy a free quota of certain products after registering a new account and completing their account information.
- Subscribed resource packages  
These are the regular resource packages that you purchase from the console.

Resource packages of the same type are used in the following order of priority: **expiration time -> effective time -> subscription time.**

- Expiration time  
Resource packages that will expire first are used first. (You can view the effective time and expiration time of a resource package by going to **Billing Center > Resource Packages.**)
- Effective time  
If two resource packages are scheduled to expire at the same time, the resource package that took effect first is used first.
- Subscription time  
If two resource packages took effect at the same time and will also expire at the same time, the resource package that was purchased first is used first.

## **7.15 Why Didn't the Individual Instance Usage Percentages of My Resource Package Add Up to 100%?**

The usage percentage of each instance is rounded off to the second decimal place. Due to rounding, the individual percentages may not always add up to exactly 100%.



# 8 Free Packages

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[8.1 What Is a Free Package?](#)

[8.2 How Do I Qualify For Free Packages?](#)

[8.3 When Does a Free Package Expire?](#)

[8.4 How Do I Use a Free Package?](#)

[8.5 In What Data Centers Are Free Packages Available?](#)

[8.6 Do I Need to Pay for a Free Package?](#)

[8.7 Why Do I Have to Add a Payment Method to Use Free Packages?](#)

[8.8 What Are the Differences Between Free Packages and My Packages in the Resource Center?](#)

[8.9 How Do I Find Out How Much of My Free Package Quota I Have Used So Far or If I Already Exceeded It?](#)

[8.10 Why Did I Receive a Bill When I Am Eligible for Free Packages?](#)

[8.11 How Do I Provision Resources Included in a Free Package?](#)

[8.12 Can I Continue to Use the Remaining Quota of a Free Package Next Month If It Has Not Been Used Up?](#)

## 8.1 What Is a Free Package?

Free packages are provided by HUAWEI CLOUD to encourage you to explore and get started using HUAWEI CLOUD products or services free of charge, within specified limits. Newly registered customers are offered a free package automatically. You can view the included services and limits of the package by going to **Billing Center > Coupons and Discounts > Free Packages**. If your usage exceeds the limits of the free package or you continue using the service after the free package has expired, you will be billed for the excess usage at normal pay-per-use rates.

## 8.2 How Do I Qualify For Free Packages?

You can get a free package after you successfully register with HUAWEI CLOUD (International). The system automatically delivers the free package and notifies you by SMS or email.

### NOTE

You can view the benefits and usage quota of your free package on the **Coupons and Discounts > Free Packages** page in the Billing Center.

## 8.3 When Does a Free Package Expire?

A free package is usually valid for 12 months, depending on the specific event. You can see when your free packages expire by going to **Billing Center > Coupons and Discounts > Free Packages**.

## 8.4 How Do I Use a Free Package?

Free packages can only be applied to pay-per-use services. After obtaining a free package, you still need to provision the resources that you plan to use the free package for. When you are using a pay-per-use resource, if the system finds a matched free package, the free package quota is applied automatically, and then any usage in excess of the free quota will be billed at normal pay-per-use rates.

### NOTE

For more information about free packages, see **Purchase Guide** on the **Free Packages** page.

## 8.5 In What Data Centers Are Free Packages Available?

You can use free packages in the following data centers of HUAWEI CLOUD (International): CN-Hong Kong, AP-Bangkok, AF-Johannesburg, AP-Singapore, LA-Santiago, LA-Mexico City1, and LA-Sao Paulo1. To see the available regions on the console, go to **Billing Center > Coupons and Discounts > Free Packages**.

## 8.6 Do I Need to Pay for a Free Package?

No. You won't be charged for resources that match the free package unless you continue to use the resource after the free package has expired or the quota is used up. Go to the **Billing Center > Coupons and Discounts > Free Packages** page to check the usage of your free package at any time.

## 8.7 Why Do I Have to Add a Payment Method to Use Free Packages?

You must complete the account information and add a valid payment method before using HUAWEI CLOUD products or services. Otherwise, you can only view service information. You can set credit card payment as your preference. For details about how to add a payment method, see [Adding a Payment Method](#).

## 8.8 What Are the Differences Between Free Packages and My Packages in the Resource Center?

Free packages are provided by HUAWEI CLOUD for newly registered customers to explore HUAWEI CLOUD products and services free of charge, within specified limits. They are automatically delivered to you when you complete registration with HUAWEI CLOUD. You can view the benefits and usage of the free package by going to **Billing Center > Coupons and Discounts > Free Packages**.

If you go to **Resource Center > My Packages**, you can see the pay-per-use packages that you have purchased.

Both free packages and your purchased pay-per-use packages can be used for pay-per-use resources, but any applicable free package quota will be applied first. After your free package quota is used up, you will be billed at normal pay-per-use rates.

### NOTE

For details about how packages are applied, see [How Will My Resource Packages Be Used To Pay for Cloud Services?](#)

## 8.9 How Do I Find Out How Much of My Free Package Quota I Have Used So Far or If I Already Exceeded It?

You can view the usage of your free package by going to **Billing Center > Coupons and Discounts > Free Packages**. If the free package has been used up, you can check your expenditure records for pay-per-use resources by going to **Billing Center > Bills > Resource Expenditures**.

## 8.10 Why Did I Receive a Bill When I Am Eligible for Free Packages?

It is possible that:

- Your pay-per-use resources did not match the specifications, region, or other details described in the free package.
- The free package has been used up.

- The free package has expired.

 NOTE

You can view information about your free package by going to **Billing Center > Coupons and Discounts > Free Packages** and checking the expenditure records of your pay-per-use resources founded on the **Billing Center > Bills > Resource Expenditures** page.

## 8.11 How Do I Provision Resources Included in a Free Package?

After obtaining a free package, provision pay-per-use resources that match the free package.

When you purchase the resources:

- Set **Billing Mode** to **Pay-per-use**.
- Select any of the following regions: CN-Hong Kong, AP-Bangkok, AF-Johannesburg, AP-Singapore, LA-Santiago, LA-Mexico City1, and LA-Sao Paulo1.
- Select product specifications marked with **Free Package**.

Set other parameters when prompted.

Submit the configuration. After the resources are provisioned, go to the console to experience the resources for free.

 NOTE

- When being billed for pay-per-use resources, any applicable and available free package quota is applied first.
- After provisioning the resources, to avoid generating any unnecessary charges, check the remaining quota and expiration time of the free package by going to **Billing Center > Coupons and Discounts > Free Packages**.
- For details about how to provision resources, see [Purchase a Cloud Server for Free on HUAWEI CLOUD](#) and [Get an RDS Instance for Free](#).

## 8.12 Can I Continue to Use the Remaining Quota of a Free Package Next Month If It Has Not Been Used Up?

Currently, the quotas of free packages within a given validity period can be combined. As long as a package has not expired, you can continue to use its remaining quota the following month. For details, check **Billing Center > Coupons and Discounts > Free Packages**.

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# 9 Cash Coupons

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- [9.1 How Do I Use Cash Coupons?](#)
- [9.2 Can a Cash Coupon Be Combined with Commercial Discounts, Partner Authorized Discounts, and Promotional Discounts?](#)
- [9.3 Can I Use Multiple Cash Coupons at Once?](#)
- [9.4 What Are HUAWEI CLOUD Experience Cash Coupons?](#)
- [9.5 Can An Account Be in Arrears After a HUAWEI CLOUD Experience Cash Coupon Is Used Up?](#)
- [9.6 Will Resources Be Automatically Deleted After a HUAWEI CLOUD Experience Cash Coupon Is Used Up?](#)
- [9.7 What Usage Limits Are There for a HUAWEI CLOUD Experience Cash Coupon? How Do I Use a HUAWEI CLOUD Experience Cash Coupon?](#)
- [9.8 Why Can't I Use My Cash Coupon?](#)
- [9.9 Can I Request Invoices for the Amounts Paid Using Cash Coupons?](#)
- [9.10 Why Is My Resource Still Frozen After I Request a Cash Coupon for It?](#)
- [9.11 Why Was My Pay-per-Use Cash Coupon Not Used to Pay for My Pay-per-Use Product?](#)
- [9.12 How Do I View My Cash Coupon Usage Records?](#)
- [9.13 Can a Cash Coupon Be Used Multiple Times?](#)
- [9.14 How Can I Obtain and How to Use Test Coupon?](#)

## 9.1 How Do I Use Cash Coupons?

- If you are a postpaid customer using monthly settlement, when purchasing prepaid products such as a yearly/monthly product or the prepaid part of a reserved instance, you can use only one cash coupon to pay for the order. When you purchase postpaid products such as a pay-per-use product and the postpaid part of a reserved instance, fees are automatically paid as the bill is generated.

 **NOTE**

Automatic application rule: If there is any cash coupon that can be applied and the cash coupon has taken effect in the month when the postpaid product is purchased, it will be automatically used for payment. Multiple cash coupons can be used.

- For the small number of prepaid customers, the method of using cash coupons is similar. That is, when purchasing prepaid products such as a yearly/monthly product, as a prepayment customer, you can use only one cash coupon to pay for the order. When you purchase postpaid products such as a pay-per-use product, fees are automatically paid in nearly real time.

## 9.2 Can a Cash Coupon Be Combined with Commercial Discounts, Partner Authorized Discounts, and Promotional Discounts?

It depends on the specific usage limits of the cash coupon. Some can be combined with these discounts and others cannot. You can go to the [Coupons](#) page in the Billing Center to check what limits apply.

## 9.3 Can I Use Multiple Cash Coupons at Once?

- When you purchase a prepaid product, if there are cash coupons that can be applied, you can use them to pay for the order, but only one cash coupon can be used for each order.
- When an order is renewed automatically, if there are cash coupons that can be applied, one cash coupon will be automatically used for payment. Only one cash coupon can be used per order.
- When you purchase a postpaid product, as the bill is generated, if there is any cash coupon that meets the usage conditions and the cash coupon has taken effect in the month when the postpaid product is used, it will be automatically used to deduct the bill fees. Multiple cash coupons can be used.

## 9.4 What Are HUAWEI CLOUD Experience Cash Coupons?

HUAWEI CLOUD provides customers with dedicated "HUAWEI CLOUD Experience Cash Coupons". Contact your account manager to apply for them.

## 9.5 Can An Account Be in Arrears After a HUAWEI CLOUD Experience Cash Coupon Is Used Up?

After an experience cash coupon is used up, any additional resource usage will be billed normally, so an account can still fall into arrears.

If you are using them for verification testing, watch the test progress carefully and delete test resources yourself in a timely manner. Information about the experience cash coupon balance and a billing estimate will be sent out. Note the

contents and monitor your resource usage to prevent your account from falling into arrears as a result of excessive use.

## 9.6 Will Resources Be Automatically Deleted After a HUAWEI CLOUD Experience Cash Coupon Is Used Up?

When a HUAWEI CLOUD experience cash coupon is used up, the system does not automatically delete the resources. They need to be deleted manually.

If you are using them for verification testing, watch the test progress carefully and delete test resources yourself in a timely manner. Information about the experience cash coupon balance and a billing estimate will be sent out. Note the contents and monitor your resource usage to prevent your account from falling into arrears as a result of excessive use.

## 9.7 What Usage Limits Are There for a HUAWEI CLOUD Experience Cash Coupon? How Do I Use a HUAWEI CLOUD Experience Cash Coupon?

The usage limits and usage methods of HUAWEI CLOUD experience cash coupons are similar to other cash coupons. You can view the usage limits of a cash coupon on the [Coupons](#) page in the Billing Center.

## 9.8 Why Can't I Use My Cash Coupon?

Cash coupons must be used within limits. You can go to the [Cash Coupons](#) page in the Billing Center to view the usage limits of a cash coupon.

### NOTE

See [Cash Coupon Usage Limits](#) for details.

## 9.9 Can I Request Invoices for the Amounts Paid Using Cash Coupons?

No.

## 9.10 Why Is My Resource Still Frozen After I Request a Cash Coupon for It?

Cash coupons cannot be used to clear arrears. You must pay for your outstanding amount to unfreeze the resource.

## 9.11 Why Was My Pay-per-Use Cash Coupon Not Used to Pay for My Pay-per-Use Product?

It is possible that:

- The cash coupon may conflict with commercial discounts or partner authorized discounts that you have.
- The pay-per-use expenditures have not been billed yet. If you are a postpaid customer with pay-per-use resources settled at the end of a month, eligible cash coupons will not be applied until the bill is generated the following month.
- The validity period of the cash coupon does not match. If you are a prepaid customer with a cash coupon that was not in effect during the time when you started to use the resource and when you pay for it, the cash coupon cannot be used for payment. If you are a postpaid customer with a cash coupon that was not in effect in the month when you used the resources, the cash coupon cannot be used for payment. You can view the effective time and expiration time of the cash coupon by going to **Billing Center > Coupons and Discounts > Coupons**.

## 9.12 How Do I View My Cash Coupon Usage Records?

Go to **Billing Center > Coupons and Discounts > Cash Coupons** and click the name of a cash coupon to view its usage records.

## 9.13 Can a Cash Coupon Be Used Multiple Times?

Yes. As long as a cash coupon is not used up, it can continue to be used within the validity period.

## 9.14 How Can I Obtain and How to Use Test Coupon?

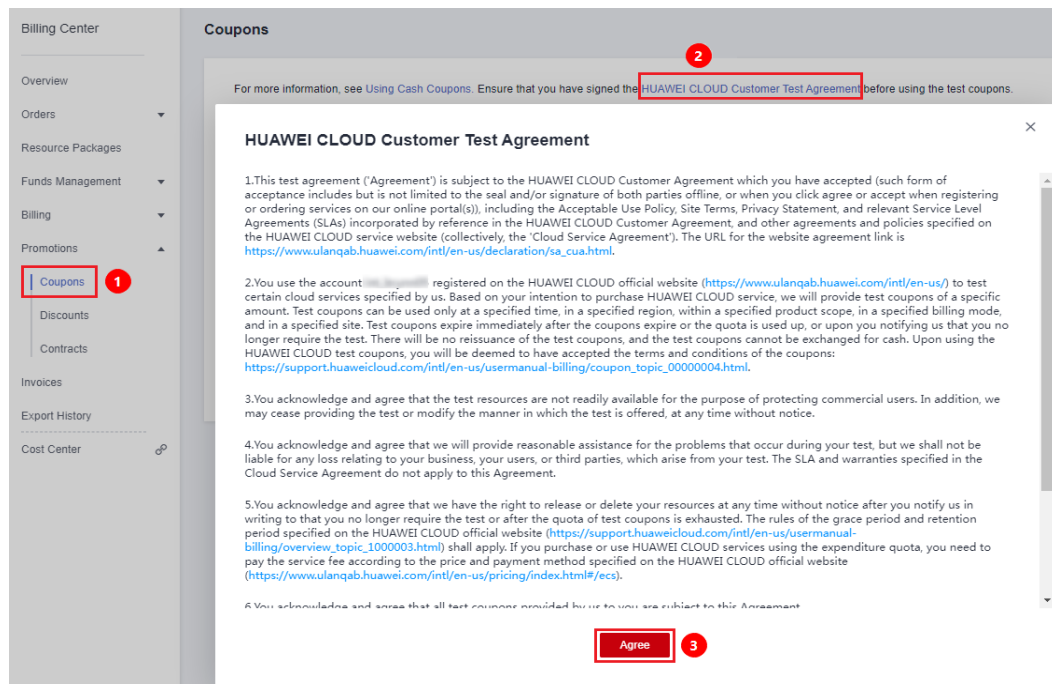
### Prerequisite

Your account manager can apply for and activate Huawei Cloud test coupons only after you sign the [HUAWEI CLOUD Customer Test Agreement](#).

### Procedure

- Step 1** Log in to the Huawei Cloud official website, and open the [Coupons](#) page in the Billing Center.
- Step 2** Click **HUAWEI CLOUD Customer Test Agreement**.
- Step 3** In the displayed dialog box, click **Agree**.
- Step 4** After you complete the signing, contact your account manager to apply for POC test coupons.





----End

NOTE

Note: Test coupons are phased and temporary, and usually obtained with certain conditions. Therefore, the coupons may only be available to customers who meet specific conditions. Huawei Cloud does not guarantee that all customers can obtain test coupons.

## Usage

After obtaining a test coupon, you can use it to pay for test orders or pay-per-use products within the limit. After the coupon is used up, you need to pay the test resources fees by yourself. Please check the balance of the test coupons in your account before placing an order or provisioning a cloud service.

# 10 Orders

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- [10.1 How Long Does It Take to Process an Approved Order?](#)
- [10.2 How Long Is the Validity Period of an Unpaid Order? Can I Extend the Period?](#)
- [10.3 How Do I View Completed Orders?](#)
- [10.4 How Do I Pay for My Order?](#)
- [10.5 How Do I Use Discounts and Coupons When Paying for an Order?](#)
- [10.6 How Is the Coupon Amount Split Among Orders?](#)
- [10.7 Can I Cancel an Order in the Pending Payment, Expired, or Processing State and How?](#)
- [10.8 Why Is My Order Automatically Canceled?](#)
- [10.9 Can I Resume a Canceled Order? Does the Order Disappear After Being Canceled?](#)
- [10.10 Can I Delete a Canceled Order?](#)
- [10.11 What Can I Do When an Order Fails to Be Submitted?](#)
- [10.12 What Should I Do If Some Resources in a Cloud Service Order Fail to Be Provisioned?](#)
- [10.13 What's New in Orders and Bills?](#)
- [10.14 What Changes Are Brought by the Combined Service and Combined Order?](#)
- [10.15 What Is a Combined Order?](#)
- [10.16 What Is a Combined Service?](#)
- [10.17 What's New in Export Templates?](#)

## 10.1 How Long Does It Take to Process an Approved Order?

Within 10 minutes generally, but it depends on the specific cloud service.

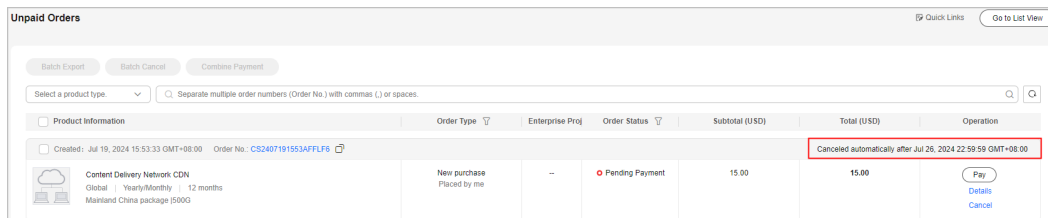
## 10.2 How Long Is the Validity Period of an Unpaid Order? Can I Extend the Period?

Generally, **the validity period of cloud service orders to be paid is 7 days**. For the detailed validity period of your unpaid orders, see the **Unpaid Orders** page.

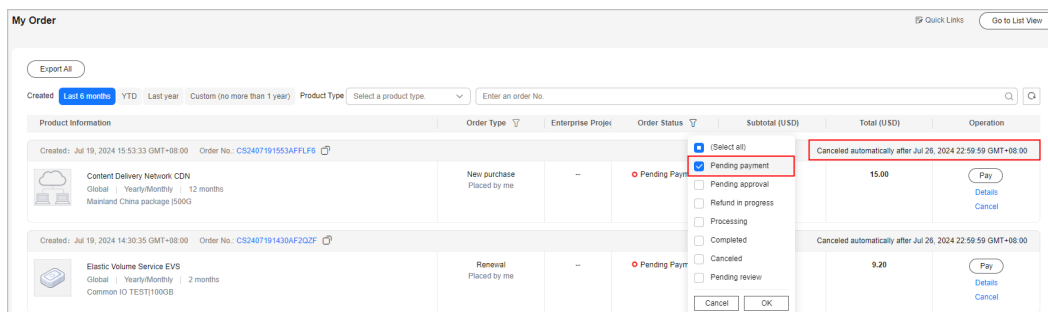
### NOTE

- The validity period of orders placed during promotions depends on the promotion rules. You can view the validity period of the specific order on the **Unpaid Orders** page.
- You cannot extend the validity period of paying orders. Please pay the order as soon as possible within the validity period to avoid the expiration.

1. You can go to the **Unpaid Orders** page to view the validity periods of your orders.

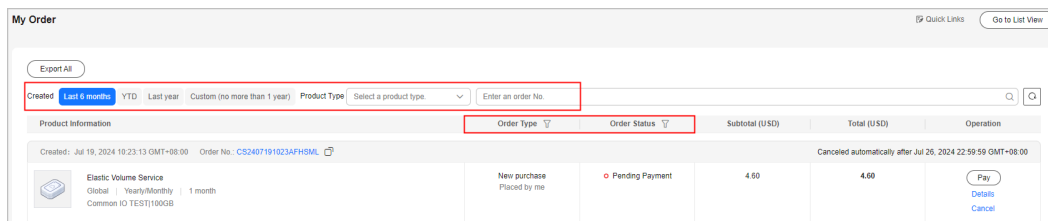


2. You can go to the **My Orders** page, filter orders pending payments, and view their validity periods.



## 10.3 How Do I View Completed Orders?

1. Go to the **My Orders** page.
2. You can enter an order No. to search for an order or find orders by creation time, service type, order type, or order status.



## 10.4 How Do I Pay for My Order?

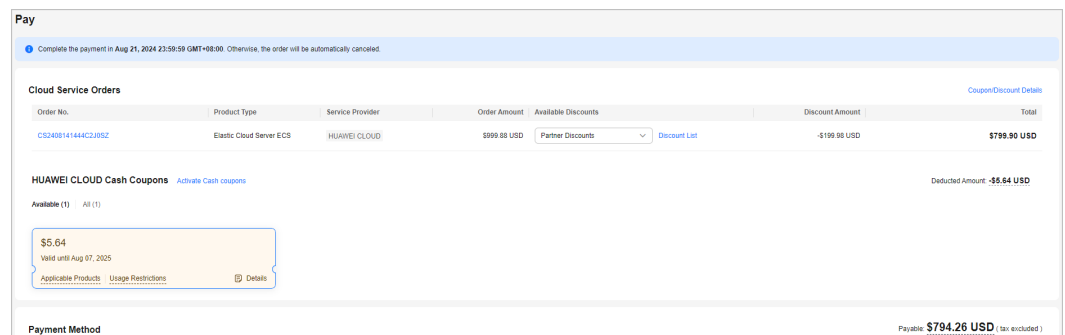
You can pay for your order **online** or choose to use **monthly settlement**.

## 10.5 How Do I Use Discounts and Coupons When Paying for an Order?

1. Generally, coupons and discounts cannot be used at the same time.

**Cash coupons and discount coupons cannot be used at the same time. The limits for using cash coupons determine whether they can be used together with commercial discounts, partner authorized discounts, or promotional discounts.**

Example 1: If you place an order and use a discount on the payment page on condition that the cash coupon can be used together with the discount (promotional discount, partner-authorized discount, or commercial discount), you can still pay for the order with the cash coupon after the discount is applied.



Example 2: If you purchase a yearly/monthly subscription with a special offer such as a buy-3 year-get-1 year-free sale, you cannot use discounts and coupons under the account anymore in payment.

2. You can use cash coupons provided by Huawei Cloud by following specified rules.  
See [Cash Coupon Usage Limits](#) for details about rules of using cash coupons, and see [How Do I Get and Use Cash Coupons?](#) for details about how to use cash coupons.
3. Discounts include commercial discounts, partner authorized discounts, partner adjusted discounts, and discount coupons.
  - a. **Commercial discounts cannot be used with partner authorized discounts, promotional discounts, discount coupons, special-offer contract discounts, and partner adjusted prices.** For details about viewing commercial discounts, see [Viewing Commercial Discounts](#).
  - b. If you attempt to use a discount (promotional discount, discount coupon, commercial discount, or partner authorized discount) that has expired to pay for an order, a pop-up message will be displayed, saying expired discounts cannot be used and asking you to switch to an applicable discount.

Example: You placed an order on November 1, 2018 using a commercial discount of 20% off, which was valid from November 1, 2018 00:00:00 to November 30, 2018 23:59:59. The discount can no longer be applied to your order if you wanted to pay for the order after December 1, 2018 00:00:00. You need to choose an applicable discount.

#### NOTE

- Commercial discounts for yearly subscriptions are applied based on the resource's pricing term instead of the subscription term. For example, the 1-year commercial discounts can only be applied for 1-year subscription, no matter how many years the total subscription term covers.
  1. In orders for new purchases, the commercial discounts are applied based on the pricing term. For example, if you subscribe to an EVS for three years and only 1-year pricing is available for the EVS, you can only select the commercial discounts that can be applied to that 1-year pricing.
  2. In orders for specification upgrades, supplementary resource adding, and bandwidth add-on packages, the pricing term depends on the resource's remaining duration. If the remaining duration is not a multiple of a year, the pricing term is determined based on the nearest integer which the remaining duration is rounded up to. Suppose that you purchased a 3-year ECS and then purchased a 2.5-year data disk when you used the ECS for half a year. At that time, there are 2.5 years left for both the ECS and the data disk. In this case, the remaining duration is rounded up to the nearest integer (3 years), and therefore commercial discounts matching 3-year pricing can be applied.
- For ECS, EVS, and VPC orders (either new purchases or specification changes), select available discounts on the order confirmation page. Discounts cannot be changed later on the payment page, but cash coupons can be used later for payment.
- If a partner has configured a discount for an associated customer's order, the customer cannot change it when paying the order.
- 4. The system locks only the used coupon amount for yearly/monthly orders instead of the whole coupon, so that you can continue to use the remaining coupon amount to pay for other orders.

Example: You have a coupon worth of \$100 USD. The system locks \$20 USD from the coupon to pay for a yearly/monthly order. Then you can continue to use the remaining coupon amount of \$80 USD to pay for another yearly/monthly order. If the first yearly/monthly order is not paid before its expiration or is canceled, the amount of \$20 USD is automatically unlocked.

## 10.6 How Is the Coupon Amount Split Among Orders?

### Rule

When you select multiple orders to pay together in the Billing Center, the applicable coupon amount will be evenly split among the orders.

Occasionally, the remaining \$0.01 USD will be allocated to one of the selected orders.

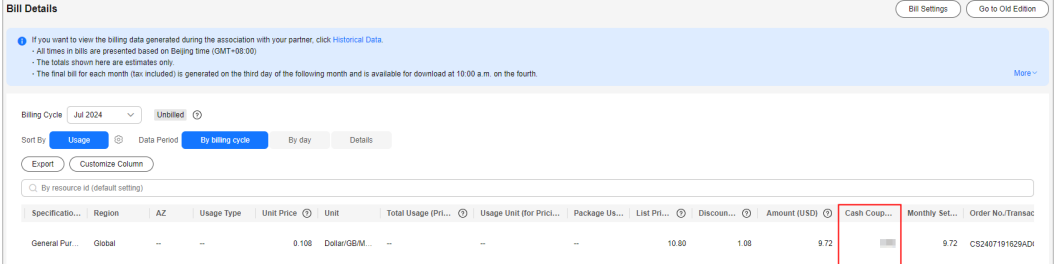
### Example

1. You use a coupon of \$69.31 USD to pay for 3 orders.

The coupon amount of \$69.31 USD will be deducted from the total amount to be paid. The deducted amount will be evenly split among 3 orders, \$23.10

USD for each order. Then, the remaining \$0.01 USD will be randomly allocated to one of the selected orders.

2. You can view the fee deduction details on the Bill Details page.



**Bill Details** Bill Settings Go to Old Edition

If you want to view the billing data generated during the association with your partner, click [Historical Data](#).

- All times in bills are presented based on Beijing time (GMT+08:00)
- The totals shown here are estimates only.
- The final bill for each month (tax included) is generated on the third day of the following month and is available for download at 10:00 a.m. on the fourth.

More >

Billing Cycle: Jul 2024 Unbilled

Sort By: **Usage** Data Period **By billing cycle** By day Details

Export Customize Column

By resource id (default setting)

Specification...	Region	AZ	Usage Type	Unit Price	Unit	Total Usage (Pri...	Usage Unit (for Pri...	Package Us...	List Pri...	Discoun...	Amount (USD)	Cash Coup...	Monthly Set...	Order No./Transac
General Pur...	Global	--	--	0.108	Dollar/GBM...	--	--	--	10.80	1.08	9.72	<span style="border: 1px solid red; padding: 2px;">█</span>	9.72	CS2407191529AD

## 10.7 Can I Cancel an Order in the Pending Payment, Expired, or Processing State and How?

1. You can cancel an order in the following scenarios:

- Orders pending payment
- Orders pending review

### NOTE

You cannot cancel orders in the **Processing** state.


If you have orders in the **Expired** state, the Billing Center will automatically cancel such orders for you.

For details about the order status, see [Order Statuses](#).

2. You can cancel an order in either of the following ways:

- Go to the [Unpaid Orders](#) page. For details, see [Unpaid Orders > Canceling Orders](#).
- Go to the [My Orders](#) page. For details, see [My Orders > Canceling Orders](#).

## 10.8 Why Is My Order Automatically Canceled?

Huawei Cloud will automatically cancel an order which cannot be paid in one of the following scenarios. You can view the cancellation reason in .

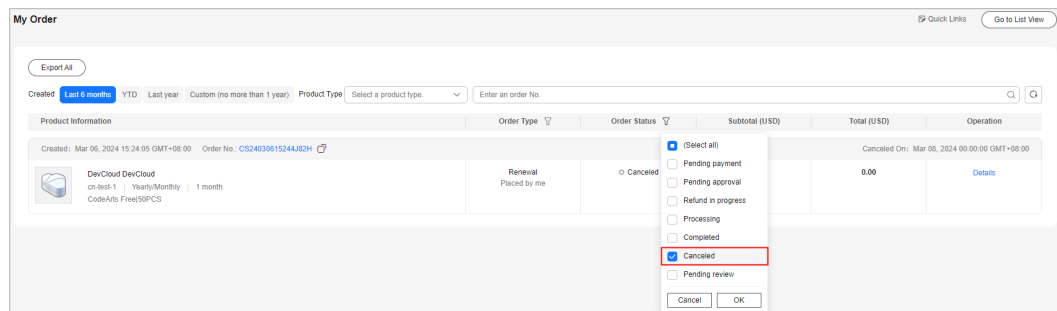
- The payment deadline exceeded.
- The resource has been deleted, the resource specifications have been changed, or the billing mode of the resource has been changed to Pay-per-Use.
- The order is rejected.
- The unsubscription refunds failed.
- The auto-renewal has been performed, so the manual renewal order is not required.
- The associated contract has been terminated.

## 10.9 Can I Resume a Canceled Order? Does the Order Disappear After Being Canceled?

Once an order is canceled, it cannot be recovered. You need to place the order again. The canceled orders do not disappear. You can go to the [My Orders](#) page to view them.

## 10.10 Can I Delete a Canceled Order?

No, canceled orders cannot be deleted. You can go to the [My Orders](#) page and filter orders.



## 10.11 What Can I Do When an Order Fails to Be Submitted?

If an order fails to be submitted, no order is generated. You can [submit a service ticket](#) and ask the customer service personnel to handle the problem. For details, see [Submitting a Service Ticket](#).

## 10.12 What Should I Do If Some Resources in a Cloud Service Order Fail to Be Provisioned?

If any resources fail to be provisioned in a cloud service order, the resources will be automatically unsubscribed from. If you paid your order online, Huawei Cloud will return the money to the account you used to pay for the order 7 days after the service provisioning attempt failed. You can go to the order details page to view the refund.

My Order / Details

Order No.: CS2210191631BLWCH

**Completed** | Subtotal After Discount: \$0.52 USD | Net Amount: \$0.52 USD

Order Type: New purchase | Created On: Oct 19, 2022 16:31:19 GMT+08:00

Created By: [Redacted] | Paid On: Oct 19, 2022 16:31:33 GMT+08:00

Payment Information | Paid: Oct 19, 2022 16:31:33 GMT+08:00

Amount Due = Order Amount  
**\$0.52 USD** = \$0.52 USD

Net Amount = Amount Due  
**\$0.52 USD** = \$0.52 USD

Resource Details

Resource Details	Current Configuration	Related Info	Amount (USD)	Purchase/Return/Exchange Tracking
HD3 linear EVS Monthly package 00301-81235-0-0 Service Type: Elastic Volume Service EVS Region: CN North-Ulanqab3	High IO/10GB * 1	Enterprise Project: default Billing Mode: Yearly/Monthly   - Started: Oct 19, 2022 16:31:19 GMT+08:00 Ended: Nov 18, 2022 23:59:59 GMT+08:00 Quantity: 1	0.52	Oct 19, 2022 Unsubscription due to service provisioning failure (Completed) CS22101916329ZRRH Oct 19, 2022 New purchase (Completed) CS2210191631BLWCH <a href="#">View all records</a>

As shown in the preceding figure, you can click the order number to view the refund details.

My Order / Details

Order No.: CS22101916329ZRRH

**Completed** | Refund estimate: \$0.52 USD | Actual Refund: \$0.52 USD

Order Type: Unsubscription | Created On: Oct 19, 2022 16:32:25 GMT+08:00

Submitted By: [Redacted] | Reason: Failed to enable resources

Operation system: [Redacted]

Resource Details

The following resources could not be created and have been automatically unsubscribed from:

Resource Details	Related Info	Unsubscription Type	Paid (USD)	Refund Estimate (USD)	Actual Refund (USD)	Purchase/Return/Exchange Tracking
HD3 linear EVS Monthly package 00301-81235-0-0 Service Type: Elastic Volume Service EVS Region: CN North-Ulanqab3	Specifications High IO/10GB * 1 Enterprise Project: default Billing Mode: Yearly/Monthly   - Started: Oct 19, 2022 16:31:19 GMT+08:00 Ended: Nov 18, 2022 23:59:59 GMT+08:00	-	-	0.52	0.52	Oct 19, 2022 Unsubscription due to service provisioning failure (Completed) CS22101916329ZRRH Oct 19, 2022 New purchase (Completed) CS2210191631BLWCH <a href="#">View all records</a>
<b>Total</b>			-	0.52	0.52	

Actual Refund **\$0.52 USD**

Credit card/Account balance: \$0.52 USD  
This is an estimate only. See the final bill for the exact amount.

To solve the provisioning failure, you can [submit a service ticket](#). For details, see [Submitting a Service Ticket](#).

## 10.13 What's New in Orders and Bills?

Huawei Cloud allows Elastic Cloud Server (ECS) to be traded and billed as a combined service, to improve your purchase, use and reconciliation experience.

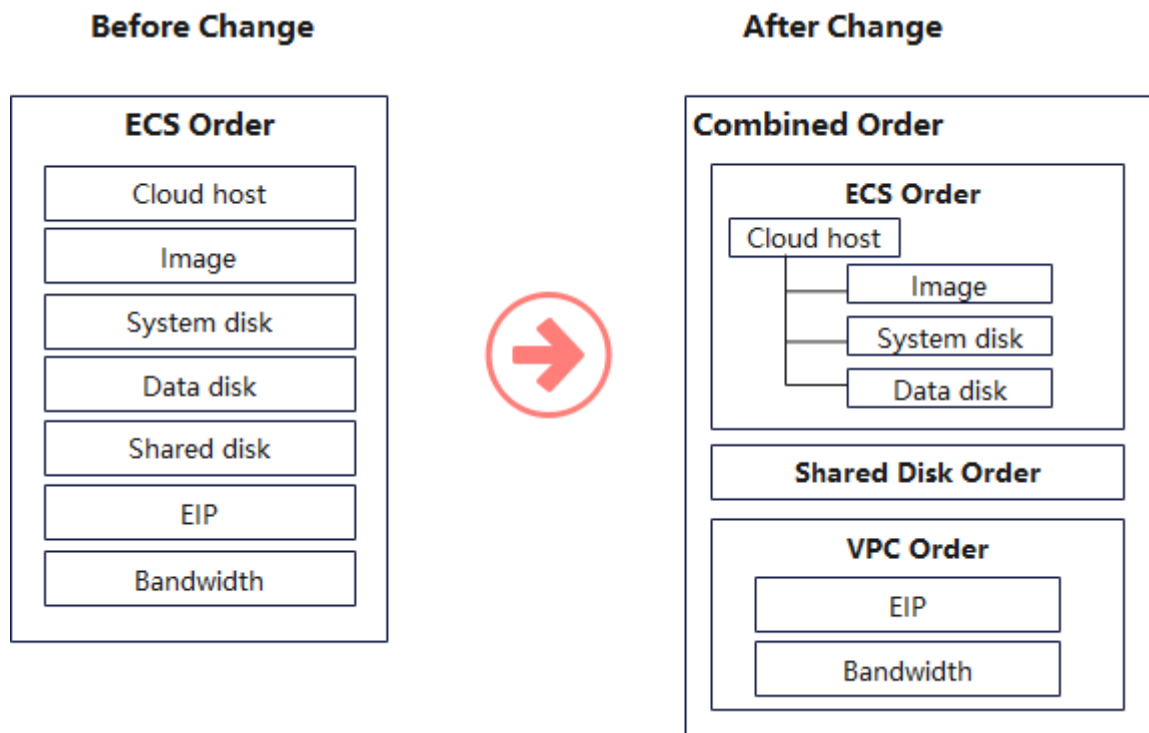
### Order for a Combined Service

All resources in a combined service are subscribed from, enabled, renewed, changed, unsubscribed from, frozen, unfrozen, deleted, and billed together. Any of them cannot be managed separately.

Example:

You placed a yearly/monthly subscription order for an ECS with the system disk, image, data disk, shared disk, EIP, and bandwidth resources added.





Before the combined service is introduced, only one order is generated, on which the ECS and all resources you added are listed.

After the combined service is introduced, a combined order is generated, including the following 3 orders:

- Order 1: ECS instance (including the ECS, image, system disk, and data disk resources). The instance is considered as a combined service, in which the ECS is the parent resource and the others are the child resources.
- Order 2: EVS disk instance (shared disk resources).
- Order 3: VPC instance (including the EIP and bandwidth resources).

These 3 orders must be paid or canceled together. After the payment is complete, the 3 instances are generated, and they can be managed separately later.

#### NOTE

- View [What Is a Combined Service?](#) for details.
- View [What Changes Are Brought by the Combined Service and Combined Order?](#) for the detailed impacts.
- View [What Is a Combined Order?](#) for details.

## Bill for a Combined Service

In a bill for a combined service, the expenditures of the child resources are collected to their parent resource. The historical bills remain unchanged. In the previous example:

Before the combined service is introduced, the ECS, system disk, data disk, and image are billed separately as the ECS, EVS, EVS, and IMS.

After the combined service is introduced, the bill depends on the billing mode:

- Yearly/Monthly: The ECS and its child resources, such as the system disk, data disk, and image, are billed as the ECS instance. Their expenditures will be collected to the ECS. The shared disk expenditure is still billed as the EVS.
- Pay-Per-Use: The ECS and its child resources, such as the system disk and image, are billed as the ECS instance. Their expenditures will be collected to the ECS. Data disks and shared disks expenditure is still billed as the EVS.

#### NOTE

- The expenditures of Huawei Cloud image resources can be collected to the ECS service. Marketplace image resources are still collected to the IMS service.
- The resources purchased separately are not affected and still billed separately.

If the total expenditures remain unchanged, the ECS expenditures may increase, and the EVS or IMS expenditures may decrease, due to the collection change. You can go to the **Bills** page on the Billing Center or the **Cost Analysis** page on the Cost Center to view the expenditure details.

## 10.14 What Changes Are Brought by the Combined Service and Combined Order?

A **combined service** consists of multiple resources and is purchased as a whole. The resources in a combined service must be purchased, used, renewed, changed, unsubscribed from, frozen, unfrozen, deleted, and billed together. A combined order includes multiple instances for batch management. The instances in a combined order must be paid or canceled together.

Take a combined order with a combined service of an ECS instance as an example.

### Payments

- You can view the relationships in a combined service, their discounts, and their expenditures.
- You can select only one discount or one coupon for a combined service.

The changes between the original and current **Pay** pages are as follows:

- Original **Pay** page:

**Pay**

Complete the payment in 4 days. Otherwise, the order will be automatically canceled.

**Cloud Service Orders** Select Discounts/Coupons

Order No.	Product Name	Service Provider	Order Amount	Total
CS2308071038FT3QCG	Elastic Cloud Server	HUAWEI CLOUD	\$1,003.42 USD	\$1,003.42 USD

**Select Payment Method** Payable: \$1,003.42 USD (tax excluded)

Payment Options

Saved credit card (\*\*\*\* 0142)

New credit card (One-time payment. Card will not be saved)

Amount Due **\$1,003.42 USD**

Exchange Rate 1 USD = 14.6468 ZAR

Amount Due \$1,003.42 USD / **14,696.89 ZAR**

**Pay**

- Current **Pay** page:
  - **Order Type** is added. The service name is replaced with the product type/combination type.
  - You can expand a combined order to view the order details. If the combined order includes a combined service, you can also expand the orders to see their discounts, expenditures, and the resource relationship in a combined service.

**Pay**

Pay the orders in time. Otherwise, the earliest order will be automatically canceled in 7 days.

**Cloud Service Orders** Select Discounts/Coupons

Order No.	Order ...	Cloud Servi...	Service Prov...	Order Amount	Available Discounts	Discount A...	Amount Char...	Amount Char...
CS2308250811HGGU05	New p...	Combined ...	HUAWEI CLOUD	\$1,353.42 USD	LLT-HWY 20% off	-\$270.69 USD	\$2.00 USD	\$1,080.73 USD
CS2308250811HG...	New p...	Elastic Volu...	HUAWEI CLOUD	\$25.20 USD	LLT-HWY 20% off	-\$5.04 USD	--	\$20.16 USD
CS2308250811HG...	New p...	Elastic Clou...	HUAWEI CLOUD	\$1,328.22 USD	LLT-HWY 20% off	-\$265.65 USD	\$2.00 USD	\$1,060.57 USD

New UI	P...	Parent Product	Specifications	No.	Service Pr...	Order A...	Available Discou...	Discount Amo...	Amount Char...	Amount Char...
		Cloud Host	通用计算型云服务器	1	HUAWEI CLOUD	\$444.22 ...	20% off	-\$88.85 USD	--	\$355.37 USD
		Elastic Vo...	通用计算型云服务器	1	HUAWEI CLOUD	\$630.00 ...	20% off	-\$126.00 USD	--	\$504.00 USD
		Marketplace	通用计算型云服务器	1	HUAWEI CLOUD	\$2.00 USD	20% off	-\$0.40 USD	\$2.00 USD	--
		Elastic Vo...	通用计算型云服务器	1	HUAWEI CLOUD	\$252.00 ...	20% off	-\$50.40 USD	--	\$201.60 USD

**Select Payment Method** Payable: \$1,081.13 USD (tax excluded)

The remaining amount to be charged by the third party is \$1.60 USD. Contact the service provider for the payment details.

## Order List

- There is a **combined order** with the order No. displayed, which consists of multiple orders.
- The total amount for the combined order is displayed.

- There is only one payment or cancellation button for the combined order.
- The changes between the original and current order list pages are as follows:

- Original **Orders to Be Paid** page:

The screenshot shows the 'Unpaid Orders' interface with three individual orders listed. Each order is for an Elastic Cloud Server in the CN South-Guangzhou region, purchased on August 07, 2023. The orders are in a 'Pending Payment' status and have a subtotal and total of 1,003.42 USD. Each order has a 'Pay' button and a 'Cancel' link.

Product Information	Order Type	Order Status	Subtotal (USD)	Total (USD)	Operation
Created: Aug 07, 2023 10:38:29 GMT+08:00   Order No.: CS2308071038FT3QCG Elastic Cloud Server CN South-Guangzhou   Yearly/Monthly   1 month	New purchase Placed by me	Pending Payment	1,003.42	1,003.42	Pay Details Cancel
Created: Aug 07, 2023 10:37:49 GMT+08:00   Order No.: CS2308071037F81GVQ Elastic Cloud Server CN South-Guangzhou   Yearly/Monthly   1 month	New purchase Placed by me	Pending Payment	1,003.42	1,003.42	Pay Details Cancel
Created: Aug 07, 2023 10:37:42 GMT+08:00   Order No.: CS2308071037FTZM29 Elastic Cloud Server CN South-Guangzhou   Yearly/Monthly   1 month	New purchase Placed by me	Pending Payment	1,003.42	1,003.42	Pay Details Cancel

- On the new **Orders to Be Paid** page:
  - You can view the order quantity and the details of 3 orders in the combined order.
  - You can click **More** to view all orders and their details in the combined order.

The screenshot shows the 'Unpaid Orders' interface with a combined order. The combined order is for three Elastic Cloud Servers in the CN North-Ulanqab3 region, purchased on August 25, 2023. The combined order is in a 'Renewal' status and has a subtotal and total of 2,966.84 USD. The order has a 'Pay' button and a 'Cancel' link. A 'More >' link is visible at the bottom of the order details.

Product Information	Order Type	Subtotal (USD)	Total (USD)	Operation
Created: Aug 25, 2023 15:35:16 GMT+08:00   Combined Order No.: CS2308251535HDGTAF The following 4 orders will be paid together: Order No.: CS2308251535HDQZ41 Elastic Cloud Server CN North-Ulanqab3   Yearly/Monthly   1 month 配置: 测试40GB, 通用计算增强型3核2.0c4vCPU@8GB@linux	x1 Renewal Placed by me	2,966.84	2,966.84	Pay Details Cancel
Order No.: CS2308251535HD481M Elastic Cloud Server CN North-Ulanqab3   Yearly/Monthly   1 month 配置: 测试40GB, 666规格1	x1 Renewal Placed by me			
Order No.: CS2308251535HD5Y19 Elastic Cloud Server CN North-Ulanqab3   Yearly/Monthly   1 month 配置: 测试40GB, 666规格1	x1 Renewal Placed by me			

- The changes on the **My Orders** page are the same as those on the **Orders to Be Paid** page.

## Order Details

When you view the order details:

- You can view the **combined order** details, such as the combined order name, type, and orders included.
- You can click the order No. to open the specific order and view the details, such as the relationship of the resources.

The changes are as follows:

- The combined order details page is added.

The combined order name, combination type, and orders included are displayed.

Unpaid Orders / Details

Combined Order No.: CS2308250813HFL6YX Now UI Pay Cancel

Pending Payment | Subtotal After Discount: \$1,351.42 USD

Created On: Aug 25, 2023 08:13:21 GMT+08:00 | Order Type: New purchase  
Created By: int\_dejin003

**Transaction info**

Combined Order	Cloud Service	Details	Remarks
Combined transaction	Combined order	--	The cloud services in the combined order can be managed separately later.

**Order info**

Order No.	Service Type	Specifications	Order Status	Additional Info	Subtotal (USD)	Total (USD)
CS2308250813HF25J0	Elastic Volume Service	--	<span style="color: red;">●</span> Pending Payment	Region CN North-Ulanqab3 Enterprise Project: default Billing Mode: Yearly/Monthly   1 month	25.20	25.20
CS2308250813HFU5RQ	Elastic Cloud Server	--	<span style="color: red;">●</span> Pending Payment	Region CN North-Ulanqab3 Enterprise Project: default Billing Mode: Yearly/Monthly   1 month	1,328.22	1,328.22
Subtotal					\$1,353.42 USD	
Subtotal After Discount					<b>\$1,351.42 USD</b>	

- Original details page for a to-be-paid order:

Unpaid Orders / Details

Order No.: CS2304111061ZYVDW Pay Cancel

Pending Payment | Subtotal After Discount: \$2,804.12 USD

Created On: Apr 11, 2023 11:06:39 GMT+08:00 | Order Type: Renewal  
Created By: int\_bjh002

**Resource Details**

Resource Details	Current Configuration	Related Info	Amount (USD)	Purchase/Return/Exchange Tracking
This resource type vname: 221123c_244-dn12237-4208451cc099e4aa64c3 Service Type: Elastic Cloud Server Region: AF-Johannesburg	High IO/100GB * 1 GPU Enhanced Graphics-acceleratedg5.xlarge-432vCPU12...	Enterprise Project: default Billing Mode: Yearly/Monthly   1 month Started: Dec 29, 2022 00:00:00 GMT+08:00 Ended: Jan 28, 2023 23:59:59 GMT+08:00 Quantity: 1	2,804.12	Apr 11, 2023 Manual renewal (Pending Payment): CS2304111061ZYVDW Nov 28, 2022 New purchase (Completed): GJ2testg1128004
Subtotal				\$2,804.12 USD
Subtotal After Discount				<b>\$2,804.12 USD</b>

- Current details page for a to-be-paid order:
  - You can view the service and instance information, instead of the resource information. Only when the instance is provisioned, the instance information is displayed.
  - The relationship between services, expenditures, and other details are displayed after the service is expanded.

Unpaid Orders / Details

Combined Order No.: CS2308250813HFL6YX / Order No.: CS2308250813HFU5RQ Now UI Pay Cancel

Pending Payment | Amount Charged by Third Party \$2.00 USD | Amount Charged by Huawei Cloud \$1,326.22 USD

Created On: Aug 25, 2023 08:13:21 GMT+08:00 | Order Type: New purchase  
Created By: int\_dejin003

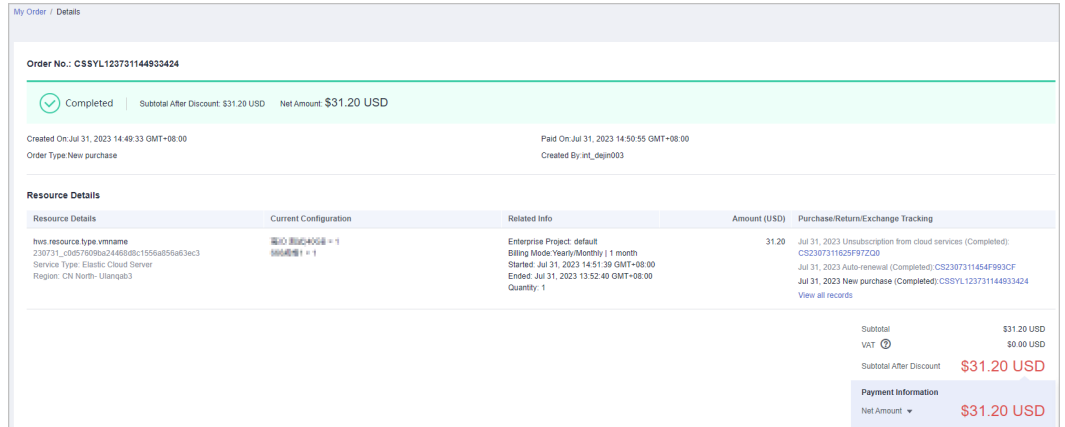
**Product information**

Service Type	Specifications	No.	Subtotal (USD)	Total (USD)
Elastic Cloud Server	--	1	1,328.22	1,328.22

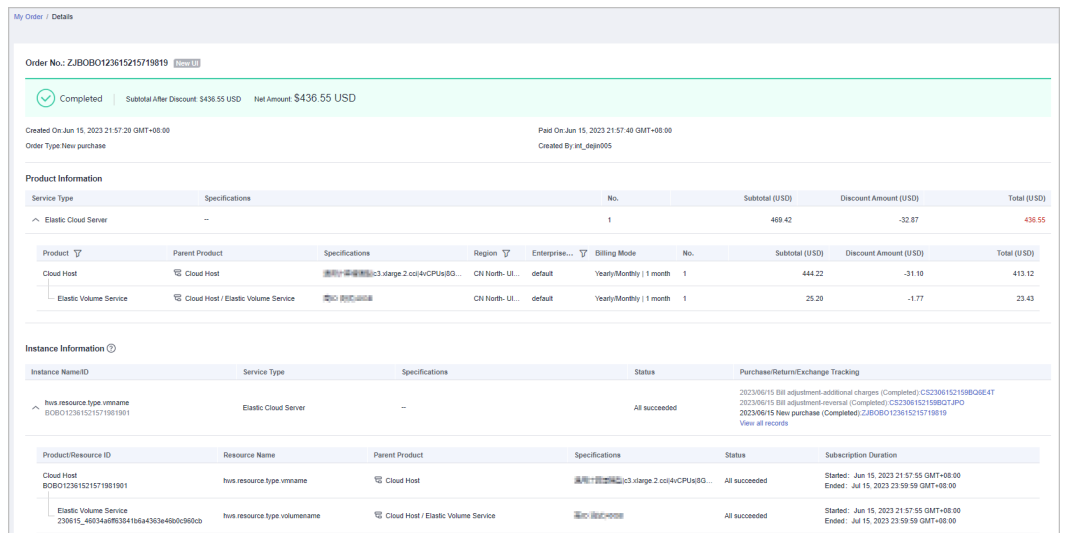
  

Product	Parent Product	Specifications	Region	Enterprise Proj...	Billing Mode	No.	Subtotal (USD)	Total (USD)
Cloud Host	Cloud Host	通用型计算型c3.large-1核4GB...	CN North-Ulanq...	default	Yearly/Monthly   1 month	1	444.22	444.22
Elastic Volume Service	Cloud Host / Elastic Volume Service	通用型100GB	CN North-Ulanq...	default	Yearly/Monthly   1 month	1	630.00	630.00
Marketplace	Cloud Host / Marketplace	通用型xlarge.2	Global	--	Yearly/Monthly   1 month	1	2.00	0.00
Elastic Volume Service	Cloud Host / Elastic Volume Service	通用型400GB	CN North-Ulanq...	default	Yearly/Monthly   1 month	1	252.00	252.00
Subtotal							\$1,328.22 USD	
Subtotal After Discount							<b>\$1,326.22 USD</b>	

- Original details page of a completed order:



- Current details page of a completed order:
  - a. You can view the service and instance information, instead of the resource information. Only when the instance is provisioned, the instance information is displayed.
  - b. The relationship between services, expenditures, and other details are displayed after the service is expanded.
  - c. The relationship between resources, expenditures, and other details are displayed after the instance is expanded.



## Renewals

The resources in a combined service must be renewed together.  
You can expand an instance to view the relationship between resources.

- Original **Renewal** page:

**Renewals** Quick Links Set Renewal Date Modify Message Recipient Set Deduction Date for Auto-Renewal

1. If you want to continue using any resources about to expire, refer to [How Do I Renew Resources? Cannot Find the Resources to Be Renewed?](#) and [How Do I Change the Billing Mode from Yearly/Monthly to Pay-per-Use?](#)  
 2. Renewals or changes to pay-per-use will be applied after the current subscription term ends.  
 3. If you want to learn what happens after a resource expires, refer to [What Are a Grace Period and a Retention Period?](#)  
 4. If you want to renew your subscriptions more easily, refer to [Automatically Renewing a Resource and Setting a Renewal Date](#)

Instances expiring soon: 0; Instances to be frozen: 8; Instances to be released: 0. Please renew in time. [View instances](#)

Expires: Expires in 30 days Expires in 15 days Expires in 7 days Custom    Status: Provisioned Expired Frozen

Do not show resources that have orders pending payment     Do not show resource packages

Service Type: Elastic Cloud Server ▼ Add filter ✕ Q

Manual Renewals (2)    Auto Renewals (0)    Pay-per-Use After Expiration (0)    Renewals Canceled (0)

Batch Renew Enable Auto-Renew Change to Pay-per-Use After Expiration Cancel Renewal Batch Export Export Renewal Prices C

Instance Name/ID	Product Type/Specifications	Region	Enterprise Project	Provisioned/Expires	Status	Validity Period	Operation
<input type="checkbox"/> ecs-c341 2680c3c7-ce36-4813-8537-ace...	Elastic Cloud Server General Computing Enhanced3...	CN North-Ulanqab3	default	Mar 01, 2023 17:36:15 GMT+08:00 Apr 01, 2023 23:59:59 GMT+08:00	Expired	17 days until deletion Delete after retention pe...	<a href="#">Renew</a> <a href="#">More</a> ▼

**Instance Information**

Instance Name	ecs-c341	Volume	ecs-c341-volume-0000High IO40GB
ID	2680c3c7-ce36-4813-8537-ace9e3acd5a		
Service Type	Elastic Cloud Server		
Region	CN North-Ulanqab3		
Current Configuration	General Computing Enhanced3.medium.2t1vCPU8i2		

**Opening Information**

Order No.	CS230301173D00XB
Enabled	Mar 01, 2023 17:36:15 GMT+08:00
Expiration Time	Apr 01, 2023 23:59:59 GMT+08:00
Status	Expired
Upon Expiration	Delete after retention period <span>⌚</span>

- Current **Renewal** page:  
You can expand the instance to view the relationship between resources, expenditures, and other details.

**Renewals** Quick Links Set Renewal Date Modify Message Recipient Set Deduction Date for Auto-Renewal

1. If you want to continue using any resources about to expire, refer to [How Do I Renew Resources? Cannot Find the Resources to Be Renewed?](#) and [How Do I Change the Billing Mode from Yearly/Monthly to Pay-per-Use?](#)  
 2. Renewals or changes to pay-per-use will be applied after the current subscription term ends.  
 3. If you want to learn what happens after a resource expires, refer to [What Are a Grace Period and a Retention Period?](#)  
 4. If you want to renew your subscriptions more easily, refer to [Automatically Renewing a Resource and Setting a Renewal Date](#)

Expires: Expires in 30 days Expires in 15 days Expires in 7 days Custom    Status: Provisioned Expired Frozen

Do not show resources that have orders pending payment     Do not show resource packages

Instance ID/Resource ID is used to search by default. Q

Manual Renewals (6)    Auto Renewals (0)    Pay-per-Use After Expiration (0)    Renewals Canceled (0)

Batch Renew Enable Auto-Renew Change to Pay-per-Use After Expiration Cancel Renewal Batch Export Export Renewal Prices C

Instance Name/ID	Product Type/Specifications	Region	Enterprise Project	Provisioned/Expires	Status	Validity Period	Operation
<input type="checkbox"/> ecs-relative-ip-dontoperate 798677d3-6081-4d2f-a789-b6b6...	Elastic Cloud Server Normal66 small.11vCPU11GB...	CN-Hong Kong	TESTPRUECT01	Feb 08, 2023 18:14:33 GMT+08:00 Nov 08, 2023 23:59:59 GMT+08:00	Provisioned	75 days until expiration Delete after retention pe...	<a href="#">Renew</a> <a href="#">More</a> ▼

**Instance Information**

Instance Name	ecs-relative-ip-dontoperate	Volume	ecs-relative-ip-dontoperate-volume-0000High IO4...
ID	798677d3-6081-4d2f-a789-b6b6f81c4d9		
Service Type	Elastic Cloud Server		
Region	CN-Hong Kong		
Current Configuration	Normal66 small.11vCPU11GB1m4x		

**Opening Information**

Order No.	CS230811104YUODG
Enabled	Feb 08, 2023 18:14:33 GMT+08:00
Expiration Time	Nov 08, 2023 23:59:59 GMT+08:00
Status	Provisioned
Upon Expiration	Delete after retention period <span>⌚</span>

- Original **Renewal** page:

**Renew**

- If you change the resource specifications before its renewal period takes effect, the renewal period cannot be unsubscribed from.
- The renewal period in effect is not eligible for a 5-day unconditional unsubscription.

Instance Name/ID	Product Information	Auto-Renew	Renewal Duration	Renewal Date	Fee
ecs-c341 2680c3c7-ce36-4813-853...	Service Type: Elastic Cloud Server Current Configuration: General Computing Enhanced   c3.med... Region: CN North- Ulanqab3	Disabled	1 year	Current: Apr 01, 2023 23:5... Renewed: Apr 01, 2024 2...	\$183.70 USD

**Instance Information**

Instance Name	ecs-c341	System Disk	--
ID	2680c3c7-ce36-4813-8537...	Volume	ecs-c341-volume-0000...
Service Type	Elastic Cloud Server		
Region	CN North- Ulanqab3		
Current Configuration	General Computing Enhanced		

**Opening Information**

Order No.	CS2303011735D0XHB
Enabled	Mar 01, 2023 17:36:15 GMT+08:00
Expiration Time	Apr 01, 2023 23:59:59 GMT+08:00
Status	Expired
Upon Expiration	Delete after retention period

Renewal Duration: 1 month, 2 months, 3 months, 4 months, 5 months, 6 months, 7 months, 8 months, 9 months, 1 year

Renewal Date:  Renew on the standard renewal date, the 1st of every month at 23:59:59 GMT+08:00

If you change the expiration date to **Renewal Date**, the expenditures will be added. You can check the renewal days in the Renewal Duration column.

Price: **\$183.70 USD** (Savings: \$86.22 USD) | [Discount Details](#)

You can use cash coupons for this product. [View details](#) | This renewal includes expired resources, and the renewal duration will be offset by the number of expired days.

**Pay**

- Current **Renewal** page:  
You can expand the instance to view the relationship between resources, expenditures, and other details.

**Renew**

- If you change the resource specifications before its renewal period takes effect, the renewal period cannot be unsubscribed from.
- The renewal period in effect is not eligible for a 5-day unconditional unsubscription.

Instance Name/ID	Product Information	Auto-Renew	Renewal Duration	Renewal Date	Fee
hws.resource.type.vmmame BOBO12361521572167601	Service Type: Elastic Cloud Server Current Configuration: c3.xlarge.2.cci4vCP... Region: CN North- Ulanqab3	Disabled	1 month	Current: Jul 21, 2023 18.5... Renewed: Aug 21, 2023 1...	\$469.42 USD

New UI	Product/Resource ID	Resource Details	Parent Product	Enabled	Fee
	Cloud Host BOBO12361521572167601	hws.resource.type.vmmame Specifications: c3.xlarge.2.cci4vCP... <a href="#">View Details</a>	Cloud Host	Jun 15, 2023 21:57:55 GMT+08:00	\$444.22 USD
	Elastic Volume Service 230615_04507c812e2b450d9d740...	hws.resource.type.volumename Specifications: c3.xlarge.2.cci4vCP... <a href="#">View Details</a>	Cloud Host / Elastic Volu...	Jun 15, 2023 21:57:55 GMT+08:00	\$25.20 USD

Renewal Duration: 1 month, 2 months, 3 months, 4 months, 5 months, 6 months, 7 months, 8 months, 9 months

Renewal Date:  Renew on the standard renewal date, the 1st of every month at 23:59:59 GMT+08:00

If you change the expiration date to **Renewal Date**, the expenditures will be added. You can check the renewal days in the Renewal Duration column.

Price: **\$469.42 USD**

This renewal includes expired resources, and the renewal duration will be offset by the number of expired days.

**Pay**

- Original renewal order details:



My Order / Details

Order No.: CS2307311454F993CF

Completed | Subtotal After Discount: \$31.20 USD | Net Amount: \$31.20 USD

Created On: Jul 31, 2023 14:54:47 GMT+08:00 | Paid On: Jul 31, 2023 14:54:47 GMT+08:00  
 Order Type: Renewal | Created By: Operation system

**Resource Details**

Resource Details	Current Configuration	Related Info	Amount (USD)	Purchase/Return/Exchange Tracking
hws_resource_type_vmname 230731_01597098a24408d1c1556a56a53ec3 Service Type: Elastic Cloud Server Region: CN North-Ulqang3	配置 配置+规格 = 1 规格配置 = 1	Enterprise Project: default Billing Mode: Yearly/Monthly   1 month Started: Jul 31, 2023 13:52:41 GMT+08:00 Ended: Aug 31, 2023 23:59:59 GMT+08:00 Quantity: 1	31.20	Jul 31, 2023 Unsubscription from cloud services (Completed): CS2307311454F993CF Jul 31, 2023 Auto-renewal (Completed): CS2307311454F993CF Jul 31, 2023 New purchase (Completed): CSSYL123731144833424 View all records

Subtotal: \$31.20 USD  
 VAT: \$0.00 USD  
 Subtotal After Discount: **\$31.20 USD**

**Payment Information**  
 Net Amount: **\$31.20 USD**

- Current renewal order details:  
You can expand the instance to view the relationship between resources, expenditures, and other details.

My Order / Details

Order No.: CS2308011436FD6D7W New UI

Completed | Subtotal After Discount: \$760.50 USD | Net Amount: \$760.50 USD

Created On: Aug 01, 2023 14:36:06 GMT+08:00 | Paid On: Aug 01, 2023 14:39:48 GMT+08:00  
 Order Type: Renewal | Created By: int\_dgmn005

**Product Information**

Instance Name/ID	Service Type	Specifications	No.	Subtotal (USD)	Discount Amount (...)	Total (USD)	Purchase/Return/Exchange Tracking
hws_resource_type_vmname EJ80B01238111333873291	Elastic Cloud Server	配置 配置+规格 规格配置	1	1,014.00	-253.50	760.50	2023/08/01 Manual renewal (Completed): CS2308011436FD6D7W 2023/08/01 New purchase (Completed): ZJ80B012381112838753

Product	Parent Product	Specifications	Region	Enterpris...	Billing Mode	Subscription Duration	No.	Subtotal (USD)	Discount Amo...	Total (USD)
Cloud Host	Cloud Host	配置规格1	CN North...	default	Yearly/Monthly   ...	Started: Sep 02, 2023 00:00:00 GMT+0... Ended: Oct 01, 2023 23:59:59 GMT+08...	1	6.00	-1.50	4.50
Elastic Volume S...	Cloud Host / Elastic V...	配置 配置+规格	CN North...	default	Yearly/Monthly   ...	Started: Sep 02, 2023 00:00:00 GMT+0... Ended: Oct 01, 2023 23:59:59 GMT+08...	40	1,008.00	-252.00	756.00

Subtotal: \$1,014.00 USD  
 Partner price discount: -\$253.50 USD  
 VAT: \$0.00 USD  
 Subtotal After Discount: **\$760.50 USD**

**Payment Information**  
 Net Amount: **\$760.50 USD**

## Unsubscriptions

You can expand an instance to view the relationship between resources. The resources in a combined service must be unsubscribed from together.

- Original **Unsubscription** page:

Order / Cloud Service Unsubscriptions Quick Links Historical Unsubscriptions

For more information, see List of Cloud Service Products That You Cannot Unsubscribe From  
 1 If you want to know available unsubscription types, refer to Unsubscription Types and Related Amounts  
 2 If the general unsubscription rule for a promotional cloud product conflicts with a promotion rule, the promotion rule takes precedence.  
 3 If you want to initiate an unsubscription for in-use resources that have been renewed, you can unsubscribe from both the in-use part and the inactive renewed part, or from only the renewal period that has not yet taken effect.

Enter a name, ID or order No.

Unsubscribe from In-Use Resources (5) | Unsubscribe from Inactive Resources (0) | Unsubscribe from Renewal Period (0)

Unsubscription Allowed (0) | Unsubscription Not Allowed (0) | [Batch Unsubscribe](#)

Instance Name/ID	Product Type/Specifications	Region	Enterprise Project	Provisioned/Expires	Validity Period	Operation
<input type="checkbox"/> ecs-dontoperate-renew 5a82e5df-66e8-4a5b-b296-21f5414c427	Elastic Cloud Server Normal 6.small.11vCPU 1GB linux	AP-Bangkok	default	Feb 08, 2023 18:20:40 GMT+08:00 Nov 08, 2023 23:59:59 GMT+08:00	75 days until expiration (Delete after retention period)	Unsubscribe from Resource

**Instance Information**

Instance Name	ecs-dontoperate-renew	Volume	ecs-dontoperate-renew-volume-0000 High IO 40GB
ID	5a82e5df-66e8-4a5b-b296-21f5414c427		
Service Type	Elastic Cloud Server		
Region	AP-Bangkok		
Current Configuration	Normal 6.small.11vCPU 1GB linux		

**Opening Information**

Order No.	CS230811104YUDDG
Enabled	Feb 08, 2023 18:20:40 GMT+08:00
Expiration Time	Nov 08, 2023 23:59:59 GMT+08:00
Status	Provisioned
Upon Expiration	Delete after retention period

- Current **Unsubscription** page:  
You can expand the instance to view the relationship between resources, expenditures, and other details.

Order / Cloud Service Unsubscriptions Quick Links Historical Unsubscriptions

For more information, see List of Cloud Service Products That You Cannot Unsubscribe From

- If you want to know available unsubscription types, refer to Unsubscription Types and Refunded Amounts
- If the general unsubscription rule for a promotional cloud product conflicts with a promotion rule, the promotion rule takes precedence
- If you want to initiate an unsubscription for in-use resources that have been renewed, you can unsubscribe from both the in-use part and the inactive renewed part, or from only the renewal period that has not yet taken effect.

Enter a name, ID or order No.

Unsubscribe from In-Use Resources (1005)    Unsubscribe from Inactive Resources (0)    Unsubscribe from Renewal Period (1)

Unsubscription Allowed (1002)    Unsubscription Not Allowed (4)    [Batch Unsubscribe](#)

Instance Name/ID	Product Type/Specifications	Region	Provisioned/Expires	Validity Period	Operation
<input type="checkbox"/> hws_resource_type_vmname CSSYL12373114323150401	Elastic Cloud Server 规格666	CN North- Ulanqab3	Jul 31, 2023 14:39:29 GMT+08:00 Aug 31, 2023 23:59:59 GMT+08:00	21 days until expiration Auto-Renew	Unsubscribe from Resource

Product/Resource ID	Resource Name	Parent Product	Specifications	Region	Provisioned/Expires	Last Transaction Information
Cloud Host CSSYL12373114323150401	hws_resource_type_vmname	Cloud Host	规格666	CN North- Ulanqab3	Jul 31, 2023 14:39:29 GMT+08:00 Aug 31, 2023 23:59:59 GMT+08:00	Renewal Order: CS2307311445F9UW56
Elastic Volume Service 230731_fe7abdd4614bd667ab0cd...	hws_resource_type_volumename	Cloud Host / Elastic Volu...	规格40GB	CN North- Ulanqab3	Jul 31, 2023 14:39:29 GMT+08:00 Aug 31, 2023 23:59:59 GMT+08:00	

- Original **Unsubscription** page:

< Unsubscribe from In-Use...

1. You are unsubscribing from resources that are in use. Unsubscribed resources cannot be recovered. If you want to retain the resources and only need to cancel the renewal duration that has not taken effect, go to Unsubscribe from Renewal Period.

2. If you unsubscribe from a resource in use ( **Partial Refund** ), you will be charged a handling fee. The amount you paid, as well as any applied cash coupons and discount coupons, will not be returned.

Instance Information	Unsubscription Type	Paid (USD)	Deducted (USD)	Refund Estimate (USD)	Actual Refund (USD)
ecs-dontoperate-renew 5a92e5df-b6a8-4a5b-b29... Service Type: Elastic Clou... Disks: 1	<b>Partial Refund</b> In-use resourc...	31.86	-5.55	26.31	26.31

Instance Information		Opening Information	
Instance Name	ecs-dontoperate-renew	Order No.	CS230811104YUODG
ID	5a92e5df-b6a8-4a5b-b29...	Enabled	Feb 08, 2023 18:20:40 GMT+08:00
Service Type	Elastic Cloud Server	Expiration Time	Nov 08, 2023 23:59:59 GMT+08:00
Region	AP-Bangkok(ap-southeas...	Status	Provisioned
Current Configuration	Normal 6.small.1 1vCP...	Upon Expiration	Delete after retention period
Image	gold Huawei Cloud Euler...		

Total	Paid (USD)	Deducted (USD)	Refund Estimate (USD)	Actual Refund (USD)
	31.86	-5.55	26.31	26.31

[View payment rules](#)    [Expand](#)

- Current **Unsubscription** page:  
You can expand the instance to view the relationship between resources, expenditures, and other details.

< Unsubscribe from In-Use...

You are unsubscribing from resources that are in use. Unsubscribed resources cannot be recovered. If you want to retain the resources and only need to cancel the renewal duration that has not taken effect, go to Unsubscribe from Renewal Period.

- If you unsubscribe from a resource in use ( **Partial Refund** ), you will be charged a handling fee. The amount you paid, as well as any applied cash coupons and discount coupons, will not be returned.

Instance Information	Unsubscription Type	Paid (USD)	Deducted (USD)	Refund Estimate (USD)	Actual Refund (USD)
hws_resource_type_vmname CSSYL12373114323150401 Service Type: Elastic Clou... Disks: 1	<b>Partial Refund</b> In-use resourc...	31.20	-9.76	21.44	21.44

Product/Resource ID	Resource Details	Parent Product	Status	Paid (USD)	Deducted (USD)	Refund Estimate (U...)	Actual Refund (USD)
Cloud Host CSSYL123731143231...	hws_resource_type.v... Specifications: 666...	Cloud Host	Provisioned	6.00	-1.88	4.12	4.12
Elastic Volume Se... 230731_fe7abdd4...	hws_resource_type.v... Specifications: 高IO...	Cloud Host ...	Provisioned	25.20	-7.88	17.32	17.32

Total	Paid (USD)	Deducted (USD)	Refund Estimate (USD)	Actual Refund (USD)
	31.20	-9.76	21.44	21.44

[View payment rules](#)    [Expand](#)

- Original unsubscription order details:

My Order / Details

Order No.: CS2307311625F97ZQ0

Completed | Refund estimate: \$31.20 USD | Actual Refund: \$31.20 USD

Created On: Jul 31, 2023 16:25:21 GMT+08:00 | Order Type: Unsubscription  
Submitted By: int\_dqin003 | Reason: [Other] 1

Resource Details	Related Info	Unsubscription Type	Paid (USD)	Deducted (USD)	Refund Estimate (USD)	Actual Refund (USD)	Purchase/Return/Exchange Tracking
hws resource type vmname 230731_c0d57699ba2448889c1556a85...	Specifications: [icon] = 1 [icon] = 5	[Partial Refund] In-use r...	31.20	0.00	31.20	31.20	Jul 31, 2023 Unsubscription from cloud services (CS2307311625F97ZQ0 Jul 31, 2023 Auto-renewal (Completed): CS2307311454F993CF Jul 31, 2023 New purchase (Completed): CSSYL123731144933424 View all records
Total			31.20	0.00	31.20	31.20	

Actual Refund: **\$31.20 USD**

Credit card/Account balance: \$31.20 USD  
This is an estimate only. See the final bill for the exact amount.

- Current unsubscription order details:

You can expand the instance to view the relationship between resources, expenditures, and other details.

My Order / Details

Order No.: CS2307311625F97ZQ0

Completed | Refund estimate: \$31.20 USD | Actual Refund: \$31.20 USD

Created On: Jul 31, 2023 16:25:21 GMT+08:00 | Order Type: Unsubscription  
Submitted By: int\_dqin003 | Reason: [Other] 1

Resource Details	Related Info	Unsubscription Type	Paid (USD)	Deducted (USD)	Refund Estimate (USD)	Actual Refund (USD)	Purchase/Return/Exchange Tracking
hws resource type vmname 230731_c0d57699ba2448889c1556a85...	Specifications: [icon] = 1 [icon] = 5	[Partial Refund] In-use r...	31.20	0.00	31.20	31.20	Jul 31, 2023 Unsubscription from cloud services (CS2307311625F97ZQ0 Jul 31, 2023 Auto-renewal (Completed): CS2307311454F993CF Jul 31, 2023 New purchase (Completed): CSSYL123731144933424 View all records
Total			31.20	0.00	31.20	31.20	

Actual Refund: **\$31.20 USD**

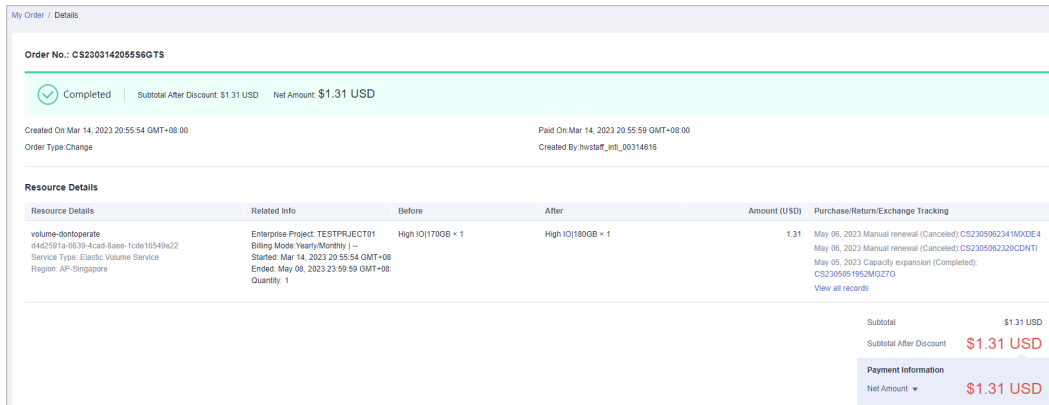
Credit card/Account balance: \$31.20 USD  
This is an estimate only. See the final bill for the exact amount.

## Changing Specifications

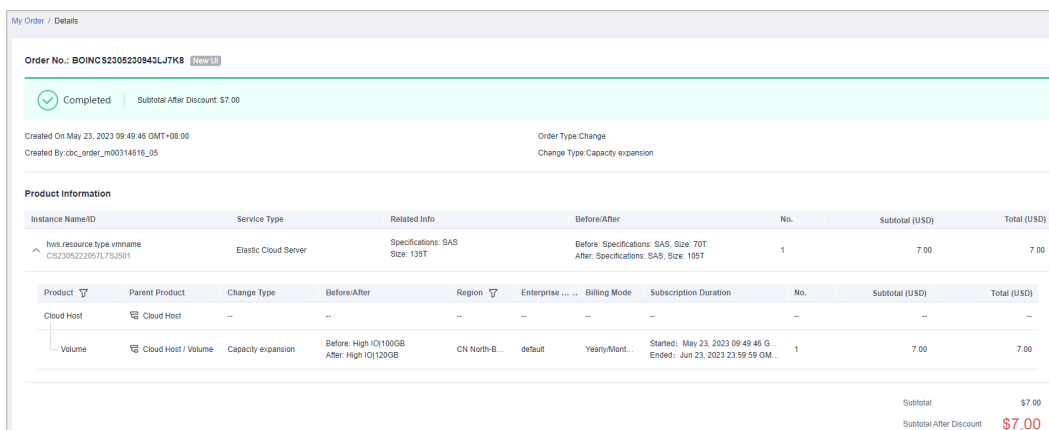
After the specifications are changed, an order with the order type Change is generated. The specific change type is displayed on the order list and order details page. The relationship of resources is displayed on the order details page.

Assume that you changed the specifications of an ECS.

1. You expanded the disk capacity on the cloud service console.
  - Original order details:

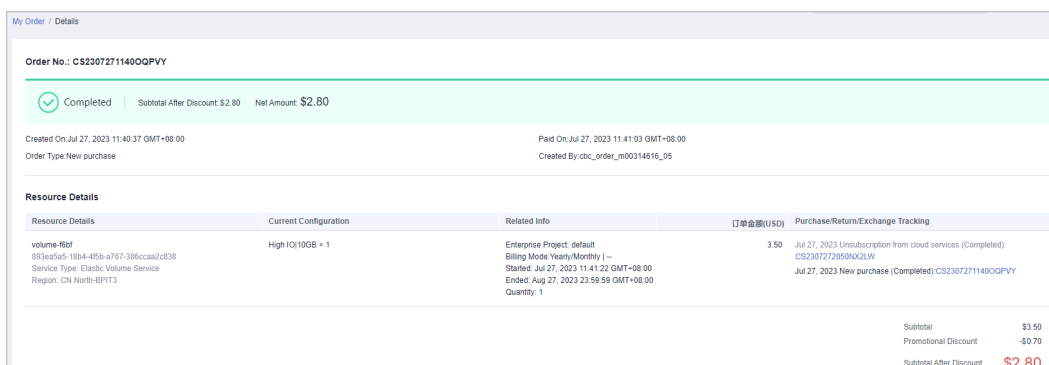


- Current order details:
  - The order type is Change, and the specific change type is Expansion. The expansion amount is displayed.
  - The combined service is considered as a whole. The relationship between the EVS disk and its parent resource is displayed.



- You added an EVS disk for the ECS on the cloud service console.
  - Original order details:

The order type is **New purchase**. After the purchase is complete, the child resource is associated with its parent resource.



- Current order details:
  - The order type is Change, and the change type is Child resource added.
  - The relationship between services, expenditures, and other details are displayed after the service is expanded.

- c. The relationship between resources, expenditures, and other details are displayed after the instance is expanded.
- d. The combined service is considered as a whole. The relationship between the added EVS disk and its parent resource is displayed.

**Order No.:** CS2308181649EDDMJ View

Completed | Subtotal After Discount: \$374.22 | Net Amount: \$374.22

Created On: Aug 18, 2023 16:49:48 GMT+08:00 | Paid On: Aug 18, 2023 16:50:06 GMT+08:00  
 Order Type: Change | Created By: cbc\_order\_m00314616\_05  
 Change Type: Child resources added

**Product Information**

Service Type	Specifications	No.	Subtotal (USD)	Discount Amount (USD)	Total (USD)
Elastic Cloud Server	volume: SAS   40G SAS   66G	1	415.80	-41.58	374.22

**Instance Information**

Instance Name/ID	Service Type	Related Info	Before/After	Status	Purchase/Return/Exchange Tracking
ecs-2ic5 3b645e42-af0c-4f9d-9815-44022a76c377	Elastic Cloud Server	volume: SAS   66G	Before: volume: SAS   40G After: volume: SAS   40G SAS   66G	All succeeded	20230825 Manual renewal (Pending Payment): CS2308251028VF60 20230818 Child resources added (Completed): CS2308181649EDDMJ 20230818 New purchase (Completed): CS2308181634F0922 View all records

**Resource Relationship Table**

Product/Resource ID	Resource Name	Parent Product	Change Type	Before/After	Status	Subscription Duration
Cloud Host 3b645e42-af0c-4f9d-9815-44022a76c377	ecs-2ic5	Cloud Host	--	--	--	--
Volume cb97892-7d05-495e-9484-8175	volume-5815	Cloud Host / Volume	Child resources added	Before: -- After: High IO/66GB	All succeeded	Started: Aug 18, 2023 16:50:42 GMT+08:00 Ended: Aug 18, 2026 23:59:59 GMT+08:00

- 3. You deleted an EVS disk for the ECS on the cloud service console.
  - Original order details:

**Order No.:** CS23060109511MUN4

Completed | Refund estimate: \$2.43 | Actual Refund: \$2.43

Created On: Jun 01, 2023 09:51:37 GMT+08:00 | Order Type: Change  
 Created By: cbc\_order\_m00314616\_05

**Resource Details**

Resource Details	Related Info	Current Configuration	Purchase/Return/Exchange Tracking
ecs-wy_composeinstanc-0001 d30d51ed-afaa-475b-ad67-ebd9e4c4bb7b Service Type: Elastic Volume Service Region: CN North-BP1T3	Specifications: Enterprise Project: default Billing Mode: Yearly/Monthly   -- Started: Jun 01, 2023 09:51:37 GMT+08:00 Ended: Jun 29, 2023 23:59:59 GMT+08:00		Jun 01, 2023 Child resources deleted (Completed): CS23060109511MUN4 Jun 01, 2023 New purchase (Completed): CS23060109396VFEJS

**Refund Details**

Unsubscription Type	Paid (USD)	Deducted (USD)	Refund Estimate (USD)	Actual Refund (USD)
<span>Partial Refund</span> In-use resource	2.70	-0.27	2.43	2.43
<b>Total</b>	<b>2.70</b>	<b>-0.27</b>	<b>2.43</b>	<b>2.43</b>

Actual Refund **\$2.43**

- Current order details:
  - a. The order type is **Change**, and the change type is **Child resources deleted**.
  - b. The combined service is considered as a whole.
  - c. After the product information is expanded, the relationship between the deleted EVS disk and its parent resource, the expenditures of the deleted EVS disk, and other details are displayed.

My Order / Details

Order No.: **BODEC S2305230943LJ7K8** New UI

Completed | Refund estimate: \$37.80 | Actual Refund: \$37.80

Created On: May 23, 2023 10:00:45 GMT+08:00 | Order Type Change  
 Created By: cbc\_order\_m00314616\_05 | Change Type: Child resources deleted

**Product Int**

Instance Name/ID	Service Type	Related Info	Before/After	No.	Paid (USD)	Deducted (USD)	Refund Estimate (¥)	Actual Refund (USD)
^ hvs_resource_type_vminame CS2305222957L7SJS01	Elastic Cloud Server	Specifications: SAS Size: 135T	Before: Specifications: SAS, Size: 70T After: Specifications: SAS, Size: 105T	1	42.00	-4.20	37.80	37.80

Product	Parent Product	Change Type	Before/After	Region	Enterpris...	Billing Mode	No.	Paid (USD)	Deducted (USD)	Refund Esti...	Actual Refun...
Cloud Host	Cloud Host	--	--	--	--	--	--	--	--	--	--
Volume	Cloud Host / Volume	Child resources deleted	Before: High IO(120GB) After: --	CN North...	default	Yearly/Monthly   --	1	42.00	-4.20	37.80	37.80

Actual Refund **\$37.80**

## Billing Mode

When the billing mode is changed between Yearly/Monthly and Pay-Per-Use, the combined service is taken as a whole.

- Original order details of changing the billing mode from Yearly/Monthly to Pay-Per-Use:

My Order / Details

Order No.: **CS2305191010A9804**

Completed | Refund estimate: \$62.79 | Actual Refund: \$62.79

Created On: May 19, 2023 10:10:42 GMT+08:00 | Order Type Change to Pay-per-Use  
 Created By: cbc-cbc-cwv394341-01

**Resource Details**

Resource Details	Related Info	Refund Information				Pay-Per-Use Pricing Price (USD)	Purchase/Return/Exchange Tracking
		Unsubscription...	Paid (USD)	Deducted (USD)	Refund Estimat...		
ecs-43E3 7a89802-a3ac-49e5-8d0e-27e3e858a44a Service Type: Elastic Cloud Server Region: CN North-BPIT3	Specifications: Common IO(40GB) = 1 General Computing(s2.medium) Enterprise Project: default Billing Mode: Pay-per-Use Transaction Time: May 19, 2023 10:10:42 G...	<span>Partial Refund</span>	69.76	-6.97	62.79	62.79	0.0000 / Hour May 19, 2023 Yearly/Monthly to pay-per-use (Comple CS2305191010A9804 May 19, 2023 New purchase (Completed): CS2305190922A2IMO
<b>Total</b>			<b>69.76</b>	<b>-6.97</b>	<b>62.79</b>	<b>62.79</b>	<b>0.0000 / Hour</b>

Actual Refund **\$62.79**

- Current order details of changing the billing mode from Yearly/Monthly to Pay-Per-Use:

You can expand the instance to view the relationship between resources, expenditures, and other details.

My Order / Details

Order No.: **CS2307131007109FZ** New UI

Completed | Refund estimate: \$33.30 | Actual Refund: \$33.30

Created On: Jul 13, 2023 10:07:02 GMT+08:00 | Order Type Change to Pay-per-Use  
 Created By: cbc-cbc-cwv394341-01

**Product Information**

Instance Name/ID	Service Type	Specifications	Unsubscription Type	Refund Information			Pay-Per-Use Pri... Price (USD)	Purchase/Return/Exchange Tracking
				Paid (USD)	Deducted (USD)	Refund Estimate (USD)		
^ ecs-58b7-xiaj711 4f9e5702-e889-4c...	Elastic Cloud ...	High IO(40GB) Normal(s6.small.11vc...	<span>Partial Refund</span> In-use...	39.76	-6.46	33.30	33.30	0.0896 / Hour 2023/07/13 Yearly/Monthly to pay-per-use CS2307131007109FZ 2023/07/11 New purchase (Completed): CS2307111064HJKM

Product	Parent Product	No.	Region	Enterprise Pr...	Billing Mode	Subscription Duration	Paid (USD)	Deducted (USD)	Refund Estim...	Actual Refund...	Price (USD)
Cloud Host	Cloud Host	1	CN North-BPIT3	default	Pay-per-Use	Created On: Jul 13, 2023 1...	25.76	-4.18	21.58	21.58	0.0700 / Hour
Volume	Cloud Host / Volume	1	CN North-BPIT3	default	Pay-per-Use	Created On: Jul 13, 2023 1...	14.00	-2.28	11.72	11.72	0.0196 / Hour

Actual Refund **\$33.30**

- Original order details of changing the billing mode from Pay-Per-Use to Yearly/Monthly:

Order No.: CS23051211585MTXS

Completed | Subtotal After Discount: \$363.70 | Net Amount: \$363.70

Created On: May 12, 2023 11:58:11 GMT+08:00 | Paid On: May 12, 2023 11:58:25 GMT+08:00

Order Type: Pay-per-use to yearly/monthly | Created By: cbc\_order\_m00314616\_05

Resource Details	Current Configuration	Related Info	Subtotal (USD)
ecs-b639 a32b11c-9f64-46c8-bd54-51a46b36c0b8 Service Type: Elastic Cloud Server Region: CN North-BPIT3	Common IO/40GB * 1 Memory Optimized/m2.large.8(2vCPU)/16GB/linux * 1	Enterprise Project: default Billing Mode: Yearly/Monthly   1 month Started: May 12, 2023 11:59:01 GMT+08:00 Ended: Jun 12, 2023 23:59:59 GMT+08:00 Quantity: 1	363.70
Subtotal			\$363.70
Subtotal After Discount			\$363.70

- Current order details of changing the billing mode from Pay-Per-Use to Yearly/Monthly:
  - a. You can view the service and instance information, instead of the resource information.
  - b. The relationship between services, expenditures, and other details are displayed after the service is expanded.
  - c. The relationship between resources, expenditures, and other details are displayed after the instance is expanded.

Combined Order No.: CS2307081543ZSK5B / Order No.: CS2307081543ZHUL

Completed | Subtotal After Discount: \$69.52 | Net Amount: \$69.52

Created On: Jul 08, 2023 15:43:36 GMT+08:00 | Paid On: Jul 08, 2023 15:44:23 GMT+08:00

Order Type: Pay-per-use to yearly/monthly | Created By: cbc\_order\_m00314616\_05

Service Type	Specifications	No.	Subtotal (USD)	Discount Amount (USD)	Total (USD)
Elastic Cloud Server	Common IO/10GB General Computing/s2.small.1(1vCPU)/1GB/linux Common IO/20GB	1	82.40	-12.88	69.52

Product	Parent Product	Specifications	Region	Enterprise Project	Billing Mode	No.	Subtotal (USD)	Discount Amount (USD)	Total (USD)
Cloud Host	Cloud Host	General Computing/s2.small.1(1vCP...	CN North...	default	Yearly/Monthly   2 ...	1	64.40	-12.88	51.52
Volume	Cloud Host / Volume	Common IO/20GB	CN North...	default	Yearly/Monthly   2 ...	1	12.00	No applicable discount	12.00
Volume	Cloud Host / Volume	Common IO/10GB	CN North...	default	Yearly/Monthly   2 ...	1	6.00	No applicable discount	6.00

Instance Name/ID	Service Type	Specifications	Status	Purchase/Return/Exchange Tracking
ecs-7381 78bc666f-418d-40e8-a916-31f329709f76	Elastic Cloud Server	-	All succeeded	2023/07/10 Unsubscription from cloud services (Completed): CS23071011472DU8D 2023/07/08 Change to yearly/monthly (Completed): CS2307081543ZHUL

Product/Resource ID	Resource Name	Parent Product	Specifications	Status	Subscription Duration
Cloud Host 78bc666f-418d-40e8-a916-31f329709f76	ecs-7381	Cloud Host	General Computing/s2.small.1(1vCP...	All succeeded	Started: Jul 08, 2023 15:45:04 GMT+08:00 Ended: Sep 08, 2023 23:59:59 GMT+08:00
Volume 8a1e978f-93b4-4068-8458-d02db87b2b33	ecs-7381-volume-0001	Cloud Host / Volume	Common IO/10GB	All succeeded	Started: Jul 08, 2023 15:45:04 GMT+08:00 Ended: Sep 08, 2023 23:59:59 GMT+08:00
Volume 291586cd-14d9-45f7-8267-9db646540293	ecs-7381-volume-0000	Cloud Host / Volume	Common IO/20GB	All succeeded	Started: Jul 08, 2023 15:45:04 GMT+08:00 Ended: Sep 08, 2023 23:59:59 GMT+08:00

## Freezing, Unfreezing, and Deleting Resources

If Huawei Cloud freezes or deletes any resources in the combined service due to arrears or expiration, the combined service, that is the instance, is taken as a whole to be frozen or deleted. After all the resources in the combined service are paid or renewed, the whole instance is unfrozen.

## 10.15 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.

Example:

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 3 orders for 3 instances:

- Order 1: ECS instance (including the ECS, image, system disk, and data disk resources).
- Order 2: EVS disk instance (shared disk resources).
- Order 3: VPC instance (including the EIP and bandwidth resources).

The 3 instances must be paid and used together. Each instance can be renewed, changed, or unsubscribed separately later.

Combined Order No: CS23CSYZHD00001 <a href="#">New UI</a>							
Completed		Subtotal After Discount: \$484.54 USD		Net Amount: \$484.54 USD			
Created On: May 08, 2023 18:12:42 GMT+08:00				Paid On: May 08, 2023 18:13:34 GMT+08:00			
Order Type: New purchase				Created By: [User]			
Transaction Info							
Combined Order	Cloud Service	Details	Remarks				
--	Combined order	--	The cloud services in the combined order can be managed separately later.				
Order Info							
Order No.	Service Type	Specifications	Order Status	Additional Info	Subtotal (USD)	Discount Amount (USD)	Total (USD)
CS23CSYB000003	Elastic Cloud Server	--	Completed All succeeded	Region: CN North- Ulanqab3 Enterprise Project default Billing Mode: Yearly/Monthly   1 mo...	469.42	-5.04	464.38
CS23CSYB000004	Elastic Volume Service	--	Completed All succeeded	Region: CN North- Ulanqab3 Enterprise Project default Billing Mode: Yearly/Monthly   1 mo...	25.20	-5.04	20.16
						Subtotal	\$494.62 USD
						Promotional Discount	-\$10.08 USD
						Subtotal After Discount	\$484.54 USD

- **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 Order No: CS2308251613HDWKW3 New UI

Completed | Subtotal After Discount: \$2,028.00 USD | Net Amount: \$2,028.00 USD

Created On: Aug 25, 2023 16:13:53 GMT+08:00 | Paid On: Aug 25, 2023 16:14:50 GMT+08:00  
Order Type: Renewal | Created By: [User]

Combined Order	Cloud Service	Details
Batch Renew	Batch management	The cloud service instances in the combined order will be paid together.

Order Info

Order No.	Service Type	Specifications	Order Status	Additional Info	Subtotal (USD)	Total (USD)
CS2308251613HD543F	Elastic Cloud Server	[Redacted]	Completed All succeeded	Region: CN North-Ulanqab3 Enterprise Project: default Billing Mode: Yearly/Monthly   1 month	1,014.00	1,014.00
CS2308251613HDY3NN	Elastic Cloud Server	[Redacted]	Completed All succeeded	Region: CN North-Ulanqab3 Enterprise Project: default Billing Mode: Yearly/Monthly   1 month	1,014.00	1,014.00
					Subtotal	\$2,028.00 USD
					VAT	\$0.00 USD
					Subtotal After Discount	<b>\$2,028.00 USD</b>

- **Combined purchase:** Multiple instances are purchased from the cart or during a promotion, for example, in Double 11 Shopping Day.

Combined Order No: CS2308171648HOUC1 New UI

Completed | Subtotal After Discount: \$330.40 | Net Amount: \$330.40

Created On: Aug 17, 2023 16:48:34 GMT+08:00 | Paid On: Aug 17, 2023 16:49:03 GMT+08:00  
Order Type: New purchase | Created By: [User]

Combined Order	Cloud Service	Details	Remarks
Combined Purchase promotion	Combined order	--	The cloud services in the combined order can be managed separately later.

Order Info

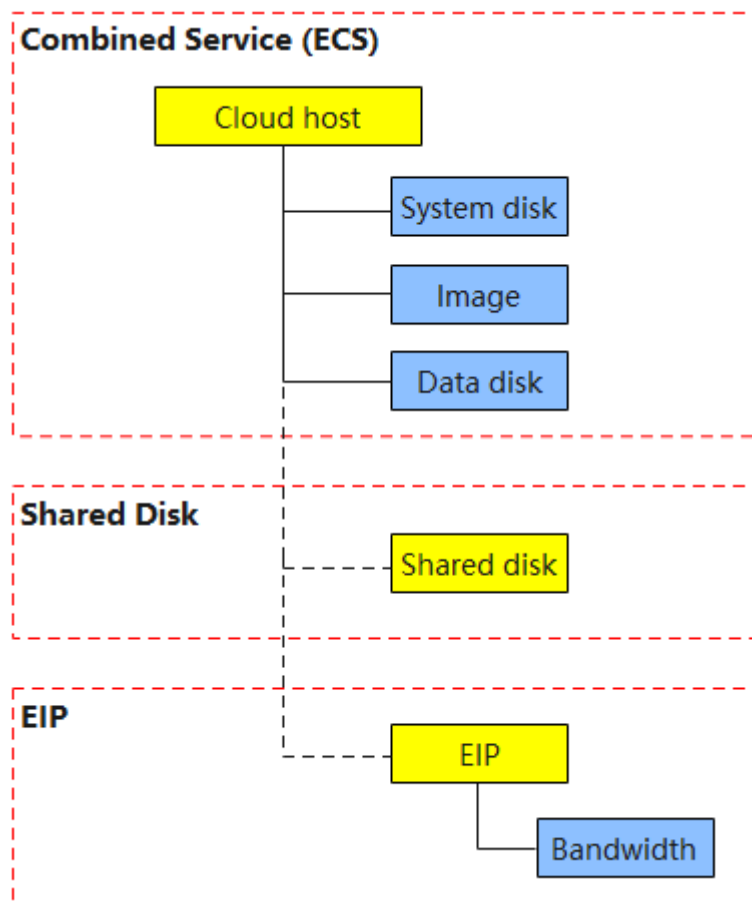
Order No.	Service Type	Specifications	Order Status	Additional Info	Subtotal (USD)	Total (USD)
CS23081716481VWH	Elastic Cloud Server	[Redacted]	Completed All succeeded	Region: CN North-BP1T3 Enterprise Project: default Billing Mode: Yearly/Monthly   1 month	274.40	274.40
CS2308171648JH48P	Virtual Private Cloud	[Redacted]	Completed All succeeded	Region: CN North-BP1T3 Enterprise Project: default Billing Mode: Yearly/Monthly   1 month	46.00	46.00
CS2308171648JNTAA	Host Security Service	[Redacted]	Completed All succeeded	Region: CN North-BP1T3 Enterprise Project: default Billing Mode: Yearly/Monthly   1 month	10.00	10.00
					Subtotal	\$330.40
					Subtotal After Discount	<b>\$330.40</b>

## 10.16 What Is a Combined Service?

A combined service consists of multiple resources and is purchased as a whole. The resources in a combined service must be purchased, used, renewed, changed, unsubscribed from, frozen, unfrozen, deleted, and billed together.

Example:

You placed a yearly/monthly subscription order for an ECS product with the following configured: ECS instance (ECS, system disk, data disk, and image), shared disk instance, and EIP instance (EIP and bandwidth).

**NOTE**

The ECS instance is considered as a combined service, in which all resources must be purchased together. Other related instances, the shared disk and EIP, can be purchased separately or together with the ECS instance. If they are placed in a combined order, they must be purchased together. After the 3 instances are generated, they can be managed separately.

You can view the system disk, data disk, and shared disk only when placing an order. After the order is generated, all of them are displayed as EVS.

Only the image to be charged will be listed in orders, and those free of charge will not.

The EIP instance is not displayed as a combined service yet. User experience remains unchanged.

## 10.17 What's New in Export Templates?

Due to the introduction of a combined service, the export templates are updated. In the new export templates, a combined service is considered as a whole instance. The ownership of the parent and child resources, expenditures, and other information can be exported.

### Order Export Template

The new export template is used by default, and you can choose the original template.

- **Portfolio Transaction Order No** is added to the original template. Other columns remain unchanged.

Figure 10-1 Original template

Order No.	Service Type	Product Name	Product Quantity	Duration	Order Status	Order Type	Trustee	Supplier	Region	Creator	Created On	Paid On	Effective On	Expires On	Price	Order Line Amount	Order Amount	Amount Due	Net Amount	Trial	Portfolio Transaction Order No.	
CS230808103678M8	Elastic Cloud Server	Computing_S6	1	1month	Completed	New purchase	--	Huawei Cloud	Global		Aug 08, 2023		Aug 08, 2023	Aug 08, 2023	30.00	30.00	70.00	70.00		No	--	
	Elastic Volume Service	HDS linear EVS	1	1month	Completed	New purchase	--	Huawei Cloud	Global		Aug 08, 2023		Aug 08, 2023	Aug 08, 2023	10.00	10.00				No	--	
	Elastic Cloud Server	Optimized M3	1	1month	Completed	New purchase	--	Huawei Cloud	Global		Aug 04, 2023		Aug 04, 2023	Aug 04, 2023	300.00	300.00				No	CS2308041651XD57R	
CS2308041651XD57R	Elastic Volume Service	HDS linear	1	1month	Completed	New purchase	--	Huawei Cloud	Global		Aug 04, 2023		Aug 04, 2023	Aug 04, 2023	20.00	20.00	400.00	400.00	400.00		No	CS2308041651XD57R
	Elastic Volume Service	HDS linear	1	1month	Completed	New purchase	--	Huawei Cloud	Global		Aug 04, 2023		Aug 04, 2023	Aug 04, 2023	80.00	80.00				No	CS2308041651XD57R	

- The new template has the following changes:
  - The **Portfolio Transaction Order No** and **Experience 2.0** columns are added. For non-combined orders, **Portfolio Transaction Order No** is displayed as --, and **Experience 2.0** is No.  
If an instance consists of multiple resources, rows of **Order Type**, **Service Type**, **Order Status**, and **Quantity** are merged.
  - The **Specification**, **Product**, and **Homing Relationship** columns are added to display the resource relationship and other details.
  - Product Quantity** is changed to **Quantity**, **Product Name** to **Product Specifications**, **Duration** to **Charging mode**, **Supplier** to **Service Provider**, and **Effective On/Expires Time** to **Start Time/End Time**. If multiple instances in an order started to use, the **Start Time** and **End Time** values depend on the instance which starts to be used earliest.

Figure 10-2 New template

Portfolio Transaction Order No.	Order No.	Order Type	Service Type	Order Status	Creator	Trustee	Created On	Paid On	Specification	Quantity	Product	Homing Relationship	Product Specifications	Charging mode	Service Provider	Regions	Trial	Start Time	End Time	Price	Order Line Amount	Order Amount	Amount Due	Net Amount	Experience 2.0
CS2308301845LA94	CS230830	New purchase	Elastic Cloud Server	Completed	--	--	Jun 30, 2023	Jun 30, 2023	Computing_S6	1	Cloud IDE	Cloud IDE	General Comp	hourly/monthly	Huawei Cloud	Global	No	Jun 30, 2023	Jul 31, 2023	50.00	50.00	80.00	80.00	80.00	Yes
	CS230831	New purchase	Elastic Volume Service	Completed	--	--	Jun 30, 2023	Jun 30, 2023	HDS linear	1	Volume	Cloud IDE	HDS linear EVS	hourly/monthly	Huawei Cloud	Global	No	Jun 30, 2023	Jul 31, 2023	10.00	10.00				No
	CS230808	New purchase	Virtual Private Cloud	Completed	--	--	Jun 30, 2023	Jun 30, 2023	Elastic IP	1	Volume	Cloud IDE	HDS linear EVS	hourly/monthly	Huawei Cloud	Global	No	Jun 30, 2023	Jul 31, 2023	5.00	5.00	10.00	10.00	10.00	Yes
CS230808	New purchase	Virtual Private Cloud	Completed	--	--	Jun 30, 2023	Jun 30, 2023	Bandwidth	1	Fixed Band	Bandwidth	Bandwidth	hourly/monthly	Huawei Cloud	Global	No	Jun 30, 2023	Jul 31, 2023	30.00	30.00	30.00	30.00	30.00	Yes	
--	CS230811	New purchase	Elastic Cloud Server	Completed	--	--	Jun 11, 2023	Jun 11, 2023	Computing_S6	1	Cloud IDE	Cloud IDE	General Comp	hourly/monthly	Huawei Cloud	Global	No	Jun 11, 2023	Jul 11, 2023	20.00	20.00				No
									HDS linear	1	Volume	Cloud IDE	HDS linear EVS	hourly/monthly	Huawei Cloud	Global	No	Jun 11, 2023	Jul 11, 2023	30.00	30.00				No

## Renewal Export Template

The new template includes two sheets, **View by Transactions** and **View by Instances**.

- The **View by Transactions** sheet in the new template is the same as the original template. All columns in the original template remain unchanged.

Figure 10-3 Original template

Index	Instance Name	Instance ID	Service Type	Spec	Region	Renewal Start Time	Renewal End Time	Renewal Unit	Renewal Quantity	Renewal Amount
1	hw3.resource.type:vmname	Z30807_bac2e7f5e47049b5	Elastic Cloud Server	1GBLinux_v1	CN North-BPIT3	Sep 08, 2023 00:00:00 GMT+08:00	Oct 08, 2023 00:00:00 GMT+08:00	month	1	30
								Total:		30

- The new template has the following changes:
  - **Product** and **Parent Product** are added to display the relationship between the instance and its resources.
  - **Latest Transaction Order**, **Expiration Processing Policy**, and **Status** are added.
  - If an instance consists of multiple resources, rows of **Index**, **Instance Name/ID**, **Service Type**, **Latest Transaction Order**, and **Expiration Processing Policy** are merged separately.

**Figure 10-4** New template

Index	Instance Name	Instance ID	Service Type	Last Transaction Order	Expiration Processing Policy	Product	Parent Product	Spec	Status	Region	Renewal Start Time	Renewal End Time	Renewal Unit	Renewal Quantity	Renewal Amount
1	hws.resource type	230807_bac2e7f5e	Elastic Cloud Server	CS2023080700002	Automatic deletion after the reservation period	Cloud Host	Cloud Host	1G8Inux *1	In-use	CN North	Sep 08, 2023 00:00:00	Oct 08, 2023 00:00:00	month	1	200
						Volume	Cloud Host/Volume	40.0GB *1	In-use	CN North	Sep 08, 2023 00:00:00	Oct 08, 2023 00:00:00	month	1	100
						Volume	Cloud Host/Volume	100.0GB *1	In-use	CN North	Sep 08, 2023 00:00:00	Oct 08, 2023 00:00:00	month	1	100
													Total		500

# 11 Renewals

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- [11.1 What Is the Difference Between a Top-Up and a Renewal?](#)
- [11.2 How Do I Renew an Instance?](#)
- [11.3 Where Can I View the Renewal Price?](#)
- [11.4 When Does a Resource Renewal Take Effect?](#)
- [11.5 Can I Change the Product Specifications in a Renewal?](#)
- [11.6 What Are the Renewal Period Options?](#)
- [11.7 How Long Is the Renewal Duration When I Renew a Resource for One Month?](#)
- [11.8 How Can I Renew My Resources in the Grace Period or Retention Period?](#)
- [11.9 Why Is the Duration of a Monthly Product Less Than or More Than One Month After I Renew It?](#)
- [11.10 What Can I Do If I Cannot Find the Resources to Be Renewed?](#)
- [11.11 Why Cannot I Renew a Resource? Which Resources Cannot Be Renewed?](#)
- [11.12 Can I Renew Expired, Frozen, and Released Resources?](#)
- [11.13 Why Is the Price for a Renewal Higher Than That for a New Purchase?](#)
- [11.14 Are There Any Discounts for Renewals?](#)
- [11.15 Is There a Discount for the Renewal of Resources Purchased During a Special Event?](#)
- [11.16 When Does an Automatic Renewal Take Place?](#)
- [11.17 How Do I Disable Auto-Renewal?](#)
- [11.18 Is a Cloud Service Product Automatically Renewed After It Expires?](#)
- [11.19 Will a Free Trial Product Be Automatically Renewed After the Trial Has Expired?](#)
- [11.20 Is a Resource Deleted After Expiration?](#)

[11.21 When Do the Renewed Resources Take Effect If They Are Renewed Before Their Expiration?](#)

[11.22 What Is the Validity Period Before Paying for a Renewal?](#)

[11.23 How Do I Choose Between Renew and Buy Again?](#)

[11.24 Can Frozen Resources Be Unsubscribed from, Released, or Deleted?](#)

[11.25 Can Released Resources Be Renewed?](#)

[11.26 How Can I Renew the Resources of an Enterprise Project?](#)

[11.27 Does the Billing Mode Change Affect the Cloud Service Running?](#)

[11.28 Does Changing the Specifications of a Product Affect Other Discounted Products?](#)

## 11.1 What Is the Difference Between a Top-Up and a Renewal?

**Top-up:** You add a sum of money to your Huawei Cloud account using the payment method configured for your account, or with a bank transfer. See [Topping Up an Account \(Prepaid Direct Customers\)](#) for details.

**Renewal:** You extend the subscription length of purchased products by using online payment or by monthly settlement. See [How Do I Renew an Instance?](#) for details.

## 11.2 How Do I Renew an Instance?

- A customer manually renews a yearly/monthly product. For details, see [Manually Renewing a Resource](#).
- To prevent a resource from being deleted when it expires, you can enable auto-renewal for yearly/monthly products you frequently use. For details, see [Enabling Auto-Renewal](#).

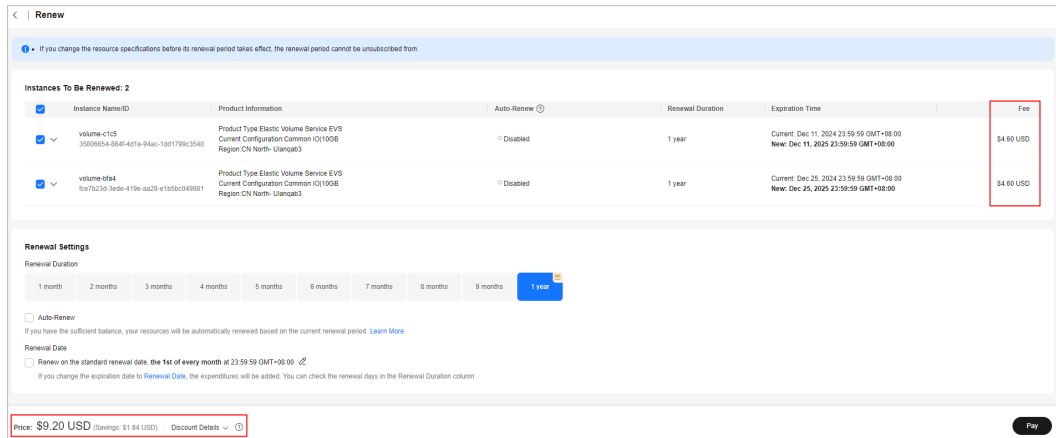
## 11.3 Where Can I View the Renewal Price?

After purchasing a yearly/monthly resource, you can log in to the Billing Center and open the [Renewal](#) page to view the renewal price.


### View the Price on the Renew Page

**Step 1** On the **Renewals** page, click **Renew** in the **Operation** column of a resource. Alternatively, you can select some resources to be renewed, and click **Batch Renew**.

**Step 2** Select a renewal duration, and view the renewal price.



**NOTE**

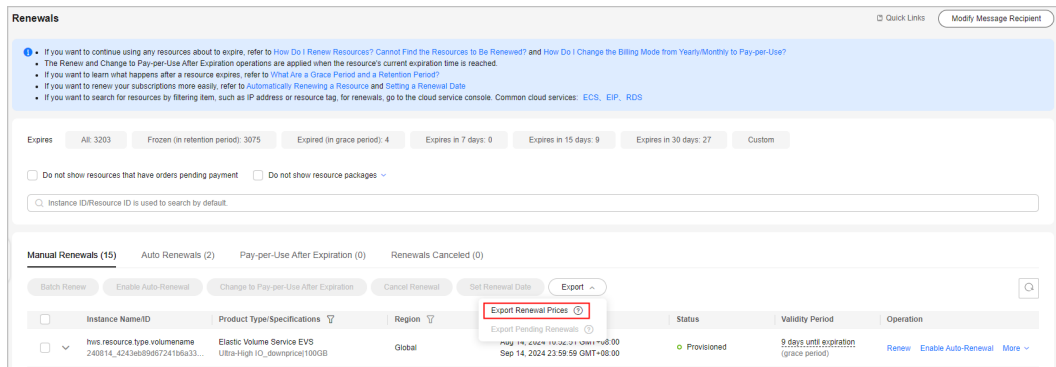
The  in the upper right corner of the renewal duration indicates that the renewal duration enjoys a discount. You can expand the discount details to view more. If you have a stable demand on a resource, you can select a longer renewal duration to obtain the best discount.

----End

## View the Price in the Exported File

### Exporting Renewal Prices

**Step 1** Export all filtered resources by one click and view their renewal prices.



**Step 2** In the exported file, adjust **Renewal Unit** and **Renewal Quantity** as required, and view the renewal price.

NOTE 1: The list prices and discounted prices are applicable at the time this file is exported, and is used only as a reference for cost estimates. The actual prices are subject to the renewal order details.  
NOTE 2: Filters for the renewal list are: Order No./ID-[ ]; Expires-[All]; Status-[All]; Region-[All]; Service Type-[All]; Enterprise Project-[All]

Index	Instance Name	Instance ID	Service Type	Spec	Region	Enterprise	Renewal Start Time	Renewal End Time	Monthly List Price	Monthly Discounted Price	Yearly List Price	Yearly Discounted Price	Renewal Unit	Renewal Quantity	Renewal Amount(\$)
1	volume-c1c5	35096654-06	Elastic Volume Service	Common IO10.0GB CN North-1	default	default	Dec 12, 2024 00:00:00	Jan 11, 2025 23:59:59	0.46	0.46	5.52	5.52	4.6 month	1	0.46
2	volume-b4d4	fc67b23d-3e	Elastic Volume Service	Common IO10.0GB CN North-1	default	default	Dec 26, 2024 00:00:00	Jan 25, 2025 23:59:59	0.46	0.46	5.52	5.52	4.6 month	1	0.46
													Total	2	0.92

 NOTE

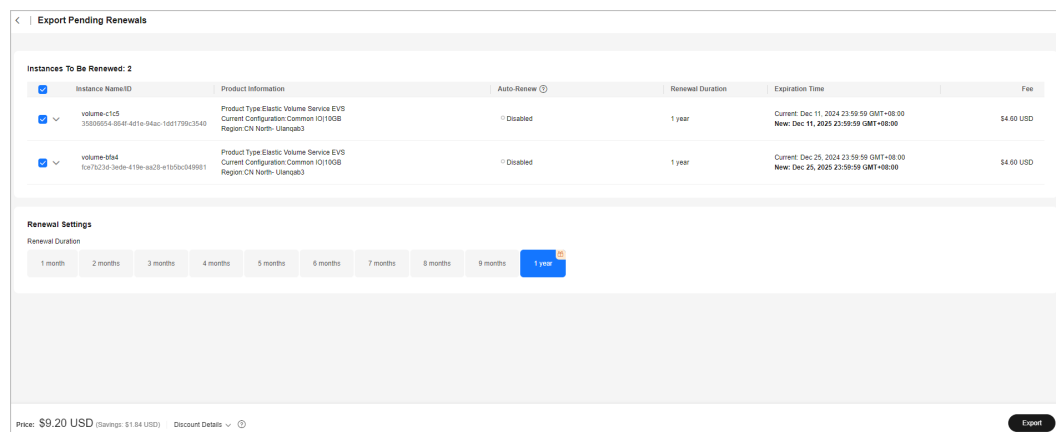
- The list price, discounted price (excluding other discounts), and renewal price in the exported file are for reference only, as they are the prices when the export is operated. The actual renewal price depends on the renewal order.
- A maximum of 10,000 records can be exported at a time.

----End

### Exporting Pending Renewals

**Step 1** Select resources, and click **Export > Export Pending Renewals**.

**Step 2** Select a renewal duration, and view the renewal price.



Instance Name/ID	Product Information	Auto-Renew	Renewal Duration	Expiration Time	Fee
volume-c1c5 33090958-868f-4d1e-84ac-10d1759c3549	Product Type Elastic Volume Service EVS Current Configuration Common IO(10GB) Region CN North-Ulanqab3	Disabled	1 year	Current: Dec 11, 2024 23:59:59 GMT+08:00 New: Dec 11, 2025 23:59:59 GMT+08:00	\$4.60 USD
volume-5f4d f0c7d23d-3e5e-419e-a829-e1650c049981	Product Type Elastic Volume Service EVS Current Configuration Common IO(10GB) Region CN North-Ulanqab3	Disabled	1 year	Current: Dec 25, 2024 23:59:59 GMT+08:00 New: Dec 25, 2025 23:59:59 GMT+08:00	\$4.60 USD

Renewal Settings

Renewal Duration

1 month 2 months 3 months 4 months 5 months 6 months 7 months 8 months 9 months 1 year

Price: \$9.20 USD (Savings: \$1.84 USD) Discount Details

Export

 NOTE

- The exported file contains the available discounts and discounted prices. You can use it to request funds from your financial department. For details, see [Batch Renewing Resources After the Renewal Funds Are Received](#) in Best Practice.
- A maximum of 200 records can be exported at a time.

----End

## 11.4 When Does a Resource Renewal Take Effect?

When a resource is renewed, the renewal takes effect immediately and the resource can be used normally. If a resource is renewed when it is in a **grace period or retention period**, the renewal starts from when the resource expired instead of the time when the renewal is operated.

- When a **Frozen** resource is renewed, it is unfrozen immediately and enters the **Provisioned** state.
- When an **Expired** resource is renewed, it enters the **Provisioned** state.

## 11.5 Can I Change the Product Specifications in a Renewal?

No. You are advised to change the product specifications before or after a renewal.



If you choose to change specifications before a renewal, you can unsubscribe from the renewal period. However, if you choose to change the specifications after a renewal, the unsubscription of the renewal period is not allowed.

## 11.6 What Are the Renewal Period Options?

For a manual renewal, you can renew the product use duration for another 1 month, 2 months, 3 months, 4 months, 5 months, 6 months, 7 months, 8 months, 9 months, 1 year, 2 years, and 3 years. (Detailed periods are subject to the options displayed on the renewal page.)

## 11.7 How Long Is the Renewal Duration When I Renew a Resource for One Month?

It is calculated based on the actual number of days in a calendar month.

**Example:**

A resource expired at 23:59:59 on January 31 and is renewed for one month. After the renewal, the resource expires at 23:59:59 on February 28. The renewal duration is 28 days (or 29 days in a leap year).

A resource expired at 23:59:59 on April 31 and is renewed for one month. After the renewal, the resource expires at 23:59:59 on May 1. The renewal duration is 30 days.

A resource expired at 23:59:59 on May 15 and is renewed for one month. After the renewal, the resource expires at 23:59:59 on June 15. The renewal duration is 31 days.

## 11.8 How Can I Renew My Resources in the Grace Period or Retention Period?

If a yearly/monthly resource in the grace period or retention period is renewed, the duration spent in the grace and retention periods will be deducted from the renewal period. For details, see [Resource Suspension and Release](#).

**Example:**

You purchased a monthly EVS disk on March 31, 2024, and the resource would expire on April 30, 2024. The grace period and retention period of yearly/monthly resources on Huawei Cloud (International) are both 15 days.

On May 18, 2024, the resource was in the grace period and renewed for one month. There are only 13 days remaining because the resource would expire on May 31, 2024.

## 11.9 Why Is the Duration of a Monthly Product Less Than or More Than One Month After I Renew It?

1. If a monthly resource in the grace period or retention period is renewed, the duration spent in the grace and retention periods will be deducted from the renewal period. Therefore, the renewal duration may be less than one month. For details about the grace period and retention period, see [Resource Suspension and Release](#).

### Example:

You purchased a monthly EVS disk on March 31, 2024, and the resource would expire on April 30, 2024. The grace period and retention period of yearly/monthly resources on Huawei Cloud (International) are both 15 days.

On May 18, 2024, the resource was in the grace period and renewed for one month. There are only 13 days remaining because the resource would expire on May 31, 2024.

2. If you set the unified renewal date for the monthly resources, you need to supplement the duration from the expiration date of the current billing period to the renewal date. Therefore, the renewal duration may be more than one month. For details, see [Setting a Renewal Date](#).

### Example:

You purchased a monthly EVS disk on March 25, 2024, and the resource would expire on April 25, 2024. You have renewed the subscription for one month and set the renewal date to the first day of each month.

Actual renewal duration = Duration to be supplemented in the month when the subscription expires + Renewal duration + Duration to be supplemented in the month when the subscription is renewed to the unified renewal date = 6 days (from March 26, 2024 to March 31, 2024) + 1 month + 1 day (May 1, 2024) = 1 month + 7 days

## 11.10 What Can I Do If I Cannot Find the Resources to Be Renewed?

If you cannot find the resources to be renewed on the **Renewals** page, the possible causes are as follows:

- The resources cannot be renewed. For details, see [Why Cannot I Renew a Resource? Which Resources Cannot Be Renewed?](#)
- The resource needs to be renewed on the cloud service console. Go to the specific cloud service console to renew it.

## 11.11 Why Cannot I Renew a Resource? Which Resources Cannot Be Renewed?

Resources cannot be renewed in the following scenarios:

1. Reserved instances do not support renewals.
2. Pay-per-use resources and spot instances do not support renewals.
3. If an order for changing the specifications of a yearly/monthly resource has been submitted but has not been paid, such a resource is not allowed to be renewed.
4. Unsubscribed or released resources are not allowed to be renewed.
5. Yearly/monthly resources that have been changed or are being changed to pay-per-use billing mode are not allowed to be renewed.
6. If a yearly/monthly resource has supplemented resources, the yearly/monthly resource is not renewable until the supplemented resources have been provisioned successfully, ensuring that the yearly/monthly resource and the supplemented resources expire at the same time.
7. Resources no longer available do not support renewals.
8. Orders being processed are not allowed to be renewed.
9. If a partner's customer accounts in the reseller model is frozen by the partner, the renewals are not allowed for these accounts. Contact the partner to handle it.

See the renewal restrictions in [Renewal Rules](#) for details.

## 11.12 Can I Renew Expired, Frozen, and Released Resources?

**Expired and frozen** resources can be renewed within the grace period and retention period. After the renewal, the resource state changes to **Provisioned**. For details, see [Resource Expiration Rules](#).

**Released** resources are deleted and cannot be retrieved for renewals. See [Renewal restrictions](#) for details.

## 11.13 Why Is the Price for a Renewal Higher Than That for a New Purchase?

Possible reasons include:

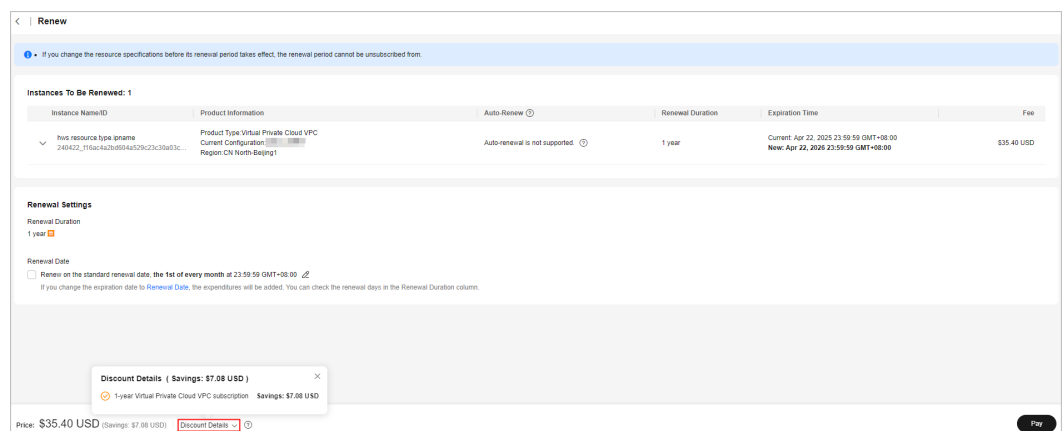
- You bought the product during a promotion, such as the 618 and double 11 shopping festivals. There is no promotion when you renew the product. Therefore, the promotion price is not applicable.
- You bought the product as part of a promotional package, which is not applicable to renewals.
- You bought the product at a discount, which is not applicable to renewals.
- You renewed the product for a period different from the original subscription. For example, if your original subscription was for a month but you are renewing it for a full year.
- The price has changed.
- You bought the product together with its associated and attached resources (for example, a host, a system disk, a data disk, and IP bandwidth), but you

are only renewing its associated resources (only the host, system disk, and data disk).

## 11.14 Are There Any Discounts for Renewals?

Whether you can enjoy discounts for a renewal depends on the product type, renewal duration, and discounts available for your account. You can perform the following operations to check the discount for a renewal:

1. Go to the [Renewals](#) page, select the resources to be renewed, and click **Batch Renew** on top of the list.
2. On the **Renew** page, view the renewal price and discount details if there are any. If a discount is applicable for the account, the discounted price is displayed by default.



3. Click **Pay**. On the Pay page, the applicable cash coupons are displayed. You can select a cash coupon for the renewal.

### NOTE

Whether there is a discount for the renewal of resources you buy during a special event depends on the specific event rules.

## 11.15 Is There a Discount for the Renewal of Resources Purchased During a Special Event?

Whether there is a discount for the renewal of resources you buy during a special event depends on the specific event rules.

## 11.16 When Does an Automatic Renewal Take Place?

If you do not set the auto-renewal deduction date, Huawei Cloud will initiate a payment request at 03:00 seven days before the resource expires by default. Once you set the fee deduction date, the system initiates a payment request at 03:00 on the specified date. Ensure that you have sufficient account balance or credits in your added credit card. For details about how to set the deduction date for auto-renewal, see [Setting Deduction Date for Auto-Renewal](#).

If the first fee deduction for auto-renewal fails due to insufficient account balance or credit balance of your added card, the system then will attempt to charge fees at 03:00 every day before the resource expires. Once the fee deduction is successful, the resource is renewed.

If you enable auto-renewal for a resource on the expiration date and the resource will expire earlier than 03:00 (GMT+08:00) on that day, the auto-renewal may fail. To avoid this situation, the auto-renewal fee deduction can be triggered immediately in either of the following scenarios:

- You enable auto-renewal for a resource before 03:00 (GMT+08:00), and the resource will expire before 03:00 (GMT+08:00) on that day.
- You enable auto-renewal for a resource after 03:00 (GMT+08:00), and the resource will expire before 03:00 (GMT+08:00) the next day.

## 11.17 How Do I Disable Auto-Renewal?

You can disable auto-renewal as needed. For details, see [Disabling Auto-Renewal](#).

After disabling auto-renewal, you need to manually renew resources before they expire.

## 11.18 Is a Cloud Service Product Automatically Renewed After It Expires?

No. A yearly/monthly subscription will be automatically renewed with the automatic renewal function. For details about how to enable this function, see [Enabling Auto-Renewal](#).

## 11.19 Will a Free Trial Product Be Automatically Renewed After the Trial Has Expired?

No. You need to manually renew the product on the [Renewals](#) page of the Billing Center.

## 11.20 Is a Resource Deleted After Expiration?

After a resource expires or is in arrears, it enters a grace period and then a retention period. It will not be deleted immediately. For details, see [grace and retention periods](#).

## 11.21 When Do the Renewed Resources Take Effect If They Are Renewed Before Their Expiration?

If you renew a resource before it expires or change the billing mode of a resource to pay-per-use upon expiration, the queuing renewal takes effect after the current

period ends. If the renewed resource has expired, the renewal starts from its original expiration time.

**Example:**

On February 14, 2022, you purchased a monthly EVS disk, which would expire at 23:59:59 on March 14, 2022. On March 2, 2022, you renewed the EVS disk for one year.

1. If you do not set a renewal date, the new expiration time for the EVS disk is 23:59:59 on March 14, 2023.
2. If you have set the renewal date to the last day of each month, the renewal duration is one year plus 17 days, and the new expiration time for the EVS disk is 23:59:59 on March 31, 2023.

## 11.22 What Is the Validity Period Before Paying for a Renewal?

If a yearly/monthly subscription has expired and has not been renewed, the account is considered to be in arrears because of failed payment attempts or because of an overdue bill, the resource will enter a grace period. If the outstanding fees are still not paid off when the grace period ends, the resource enters a retention period. During the retention period, the resource service is suspended. If the outstanding fees are still not paid off when the retention period ends, the resource will be released and data stored on the resource will be permanently deleted.

- If yearly/monthly resources have expired and not renewed, or if an account is in arrears or there is an overdue bill because of an insufficient account balance, Huawei Cloud provides a period of time to renew the resource subscription or pay off the outstanding fees. During this period, you can still use the resource but cannot purchase new cloud services. The grace period for Huawei Cloud (International) is 15 days long.
- Retention period: If a resource is not paid for or if there are still outstanding fees when a grace period ends, the resource enters a retention period. During this period, the resource cannot be used, but data stored using the resource will be retained. The retention period for Huawei Cloud (International) is 15 days long.

## 11.23 How Do I Choose Between Renew and Buy Again?

- If you want to continue using your resource package after its expiration date, you can renew it. When renewing a resource package, you cannot specify its effective time. The renewed resource package takes effect only upon the expiration. If you used up the resource package before the expiration date, you may suffer a service interruption. For details, see [Manually Renewing a Resource](#).
- If your resource package is about to be used up before its expiration date, you can **Buy Again** to use the packages together. You can configure the resource

package to take effect immediately or at a later time. For details about purchasing a resource package again, see [Buying Again](#).

Type	Renewing Resource Package	Buying Resource Package Again
Application Scenarios	You want to continue to use a resource package after its expiration.	You want to continue using the resource package to be used up before its expiration.
Effective Time	<ol style="list-style-type: none"><li>1. The resource package takes effect at the expiration time of the previous package.</li><li>2. The effective time cannot be specified.</li></ol>	The resource package can take effect immediately or at a specified time.

## 11.24 Can Frozen Resources Be Unsubscribed from, Released, or Deleted?

Resources can be frozen because of overdue accounts, violation against regulations, or public security reasons.

1. You can renew, release, delete, or unsubscribe from the resources frozen due to overdue accounts but **cannot unsubscribe from such expired yearly/monthly services**.
2. You can renew, release, delete, or unsubscribe from the resources frozen due to violation against regulations but **cannot unsubscribe from such expired yearly/monthly services**. Pay-per-use services will not be charged after being frozen.
3. You can only renew the services frozen due to public security reasons. Pay-per-use services will not be charged after being frozen. **Yearly/monthly services frozen due to public security reasons are still displayed on the unsubscription management page but they cannot be unsubscribed from.**

## 11.25 Can Released Resources Be Renewed?

No. Once released, resources are deleted and cannot be retrieved or renewed. For details about how to release the expired or frozen resources, see [Releasing Resources](#).

## 11.26 How Can I Renew the Resources of an Enterprise Project?

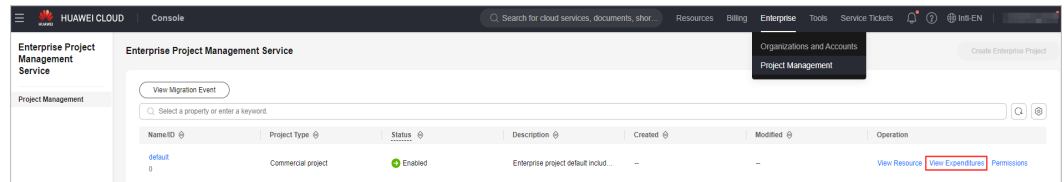
Huawei Cloud allows you to manage your resources by enterprise project. If you have enabled the enterprise project management function, you can renew

resources by enterprise project. For details about enabling the enterprise project management function, see [Enabling the Enterprise Project Function](#).

You can renew resources of an enterprise project in either of the following ways:

## Renewing Resources on the Enterprise Project Management Page

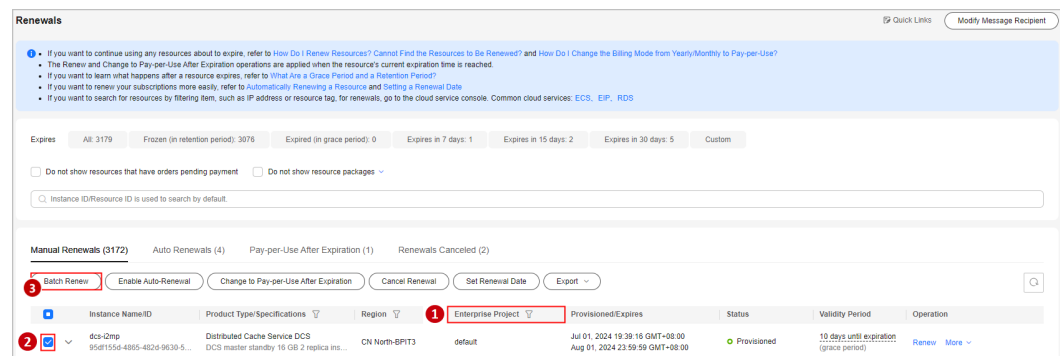
1. On the [Enterprise Project Management](#) page, click **View Expenditures** in the **Operation** column of the row containing the target enterprise project.



2. In the navigation pane, choose **Renewals**. By default, all resources to be renewed in the enterprise project are displayed.
3. Select the desired resources, and click **Batch Renew** on top of the list.

## Renewing Resources on the Renewals Page

Log in to the Billing Center, and go to the [Renewals](#) page. Filter resources by enterprise project. Select the desired resources, and click **Batch Renew** on top of the list.



## 11.27 Does the Billing Mode Change Affect the Cloud Service Running?

No, the billing mode change, for example Pay-per-Use is changed to Yearly/Monthly or Yearly/Monthly is changed to Pay-per-Use, does not affect the cloud service running.

## 11.28 Does Changing the Specifications of a Product Affect Other Discounted Products?

No.

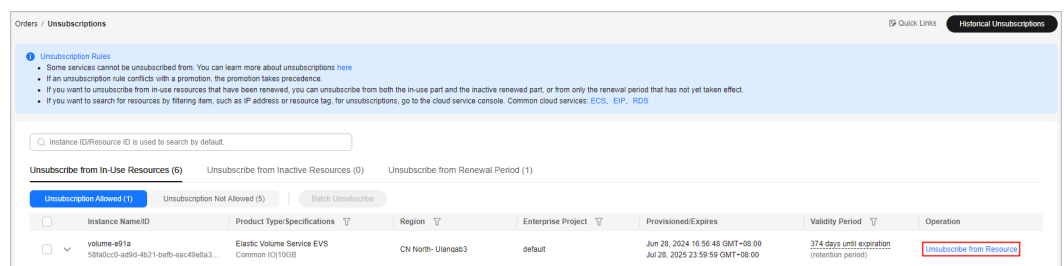


# 12 Unsubscriptions

- [12.1 How Do I View the Refund for My Resource Unsubscription?](#)
- [12.2 Where Is the Money Returned After Unsubscriptions? When Will the Refund Arrive in My Account?](#)
- [12.3 When Will I Be Charged Handling Fees? How Is the Refund Calculated?](#)
- [12.4 Will Used Coupons Be Returned During My Resource Unsubscriptions?](#)
- [12.5 Can I Unsubscribe from a Yearly/Monthly Subscription?](#)
- [12.6 How Long Can My Unsubscription Request Get Approved?](#)
- [12.7 Which Cloud Services Cannot Be Unsubscribed From?](#)
- [12.8 Can I Unsubscribe from Pay-Per-Use Resources?](#)
- [12.9 Can I Unsubscribe from a Resource Package?](#)
- [12.10 Why Can't I Find Resources On the Unsubscriptions Page?](#)
- [12.11 Can a Resource Be Retrieved After Its Unsubscription?](#)
- [12.12 Will Unsubscribed Resources Be Automatically Stored in the Recycle Bin?](#)
- [12.13 Precautions When You Unsubscribe from Resources Over \\$1000 USD](#)
- [12.14 Can I Modify the Region Specified in an Order?](#)
- [12.15 How Do I Delete an EVS Disk?](#)

## 12.1 How Do I View the Refund for My Resource Unsubscription?

1. Go to the **Billing Center** > **Unsubscriptions** page, locate the resource you want to unsubscribe from, and click **Unsubscribe from Resource** in the **Operation** column.



## 2. In the unsubscription details, view the refund amount details.

< | Unsubscribe from In-Use Resou...

• You are unsubscribing from resources that are in use. Unsubscribed resources cannot be recovered. If you want to retain the resources and only need to cancel the renewal duration that has not taken effect, go to [Unsubscribe from Renewal Period](#).

• If you unsubscribe from a resource in use ( **Partial Refund** ), you will be charged a handling fee. The amount you paid, as well as any applied cash coupons and discount coupons, will not be returned.

Instance Information	Unsubscription Type	Paid (USD)	Deducted (USD)	Refund Estimate (USD)	Actual Refund (USD)
hws.resource.type.volumename 240814_0403ed037d0c46f490b7d439ef3e9f17 Service Type: Elastic Volume Service EVS Region: Global	Partial Refund	Credit Card/Account B...	Handling Fee: -0.01 Consumed: -0.09	Credit Card/Account B...	Credit Card/Account Balance: 0.03
<b>Total</b>		0.13	-0.10	0.03	0.03

Select Reason for Unsubscription

Incorrect parameter selection during purchase    More services purchased than deployment requirement    Service tests completed    Poor service

Service deployment requirements not met    Irreparable fault    Other

Please explain your specific reason for canceling your subscription. Enter a maximum of 100 characters.

0/100

Actual Refund **\$0.03 USD**

Credit card/Account balance: \$0.03 USD  
This is an estimate only. See the final bill for the exact amount.

I understand a **handling fee** will be charged for this unsubscription.

**Data will be deleted and cannot be recovered.** I confirm I have backed up or I no longer need the data.

Confirm

## 12.2 Where Is the Money Returned After Unsubscriptions? When Will the Refund Arrive in My Account?

After submitting an order for unsubscription, specification downgrade, or changing the billing mode immediately to Pay-per-Use, you can view the refund progress and the refunded amount on the order details page. If the order has been completed, you can choose **Billing > Bill Details** to view refund details. For more information, see [Bill Details](#).

- **Paid using your Huawei Cloud account balance:** After the order processing is complete, the refund will be returned to your Huawei Cloud account within 1 working day.
- **Paid using a third-party online payment (such as a credit card) or an added credit card:** After the order processing is complete, the refund will be returned to your payment account within 7 working days. You can contact your bank to learn about the detailed banking procedures and money arrival time.
- **Paid using monthly-settlement:** After the order processing is complete, the refund will be settled at the end of the month. The refund for unsubscription is included in the bill for the month when the unsubscription is successful.

For more details, see [Refunding](#).

## 12.3 When Will I Be Charged Handling Fees? How Is the Refund Calculated?

For details, see [Unsubscriptions](#).

### Charging Handling Fees

If you unsubscribe from a renewal period that has not taken effect, from inactive resources, or from a resource that fails to be provisioned, no handling fees will be charged and used cash coupons will be returned.

If you unsubscribe from an in-use resource, handling fee will be charged and any cash coupon that was applied will not be returned.

If you wonder whether cash coupons will be returned during unsubscription, see [Will Used Coupons Be Returned During My Resource Unsubscriptions?](#)

### Calculating Refunds

- **Unsubscribing from renewal periods or inactive resources**

Refund amount = Actual payment. The cash coupons that were applied will be returned.

- **Unsubscribing from in-use resources** (The formula for calculating the unsubscription fee is for reference only. The actual amount depends on the bill and expenditure details.)

**Actual refund amount = Actual payment – Consumption amount – Unsubscription handling fee** (If the calculated refund amount is less than 0, there will be no refund.)

**Actual payment** refers to the amount you actually paid, excluding any payment in cash coupons.

**Consumption amount** = Actual payment x (Actual usage period/Subscribed period) (The usage duration is accurate to hour. The actual usage period and subscribed period are rounded down by hour.)

- **Subscribed period:** calculated from the hour when the order takes effect. For example, if a resource is purchased at 10:30, the total order duration starts from 10:00.
- **Actual usage period:** The actual duration is calculated based on the hour when the unsubscription is performed. For example, if a resource is unsubscribed from at 18:40, the actual usage period is calculated starting from 18:00.

Example: If you purchased a monthly EVS disk at 10:30:00 on January 1, 2024, and it would expire at 23:59:59 on February 1, 2024. The total order duration is 31 days and 14 hours (from 10:00:00 on January 1, 2024 to 2024 00:00:00 on February 2, 2024). At 18:40:00 on January 15, 2024, you unsubscribed from the resource. The actual usage period was 14 days and 8 hours (from 10:00:00 on January 1, 2024 to 18:00:00 on January 15, 2024).

**Handling fee:** There is a handling fee for unsubscription. The table below describes the handling fee details.

Subscription Term	Actual Usage Duration ≤ 1 Year	1 Year < Actual Usage Duration ≤ 2 Years	2 Years < Actual Usage Duration ≤ 3 Years
3-year subscription	Handling fee = 15% of your actual payment	Handling fee = 10% of your actual payment	Handling fee = 5% of your actual payment
2-year subscription	Handling fee = 15% of your actual payment	Handling fee = 10% of your actual payment	-
1-year subscription	Handling fee = 10% of your actual payment	-	-
Monthly subscription	Handling fee = 10% of your actual payment	-	-

## 12.4 Will Used Coupons Be Returned During My Resource Unsubscriptions?

The used coupons will be returned depending on what you unsubscribe from.

- If you unsubscribe from a resource that failed to be created, a renewal period that has not taken effect, a reserved instance that has not been deployed, a resource package that has not been used yet, or a bandwidth add-on package that has not been used yet, the used coupons will be returned.
- If you unsubscribe from an in-use resource, the used coupons cannot be returned.

### NOTE

If a partner uses coupons for payments, the coupons that the partner's reseller customers used to pay for their **existing orders** will not be returned during resource unsubscriptions.

If the coupon has expired during unsubscription, the returned coupon will become invalid and cannot be used again.

## 12.5 Can I Unsubscribe from a Yearly/Monthly Subscription?

After you purchase yearly/monthly Huawei Cloud products, you can unsubscribe from the in-use resources, inactive resources, renewal period. If your order has any resources that failed to be provisioned, these resources will be automatically unsubscribed from. For details, see [Unsubscriptions](#). You can go to the [Unsubscriptions](#) page on the Billing Center to unsubscribe from resources.

For details about the scenarios and products which do not support unsubscriptions, see [Unsubscription Not Allowed](#). You can view the reason why a

resource cannot be unsubscribed from in the **Unsubscriptions Not Allowed** tab of **Unsubscribe from In-Use Resources**.

 **NOTE**

Before unsubscribing from a resource in use, ensure that data on the resource has been backed up or migrated. After the unsubscription, the resources will be deleted, and the data on them cannot be restored.

## 12.6 How Long Can My Unsubscription Request Get Approved?

Your request for unsubscribing from an order of less than \$1000 USD does not need to be reviewed. Your request for unsubscribing from an order of \$1000 USD or more needs to be reviewed by your account manager. You will get the approval result within 24 hours.

The refund channel depends on the payment method you used. For details about the refund channel and processing, see [Refunding](#).

## 12.7 Which Cloud Services Cannot Be Unsubscribed From?

For details, see [List of Cloud Service Products That You Cannot Unsubscribe From](#).

## 12.8 Can I Unsubscribe from Pay-Per-Use Resources?

Pay-per-use resources cannot be unsubscribed from because they are paid after being used. If you do not need a pay-per-use resource, you can log in to the **cloud service console** and delete the resource.

## 12.9 Can I Unsubscribe from a Resource Package?

When purchasing a resource package, you can set its effective time. Before it takes effective, you can unsubscribe from it in **Unsubscribe from Inactive Resources** on the [Unsubscriptions](#) page.

Effective resource package (excluding cloud server backups and data warehouses) cannot be unsubscribed from.

## 12.10 Why Can't I Find Resources On the Unsubscriptions Page?

The following resources are not displayed on the [Unsubscriptions](#) page of the Billing Center:

- Expired, frozen, released, or deleted resources.

- Pay-per-use resources. If you do not use them anymore, delete them on the specific cloud service console.
- One-off products.
- Reserved instances. Such resources are unsubscribed from on the specific cloud service console, instead of the Billing Center.

## 12.11 Can a Resource Be Retrieved After Its Unsubscription?

No. The resource will be released once it is unsubscribed from. The data in the resource will be deleted and cannot be restored.

## 12.12 Will Unsubscribed Resources Be Automatically Stored in the Recycle Bin?

The cloud services listed below support the recycle bin function. For the function details, see the corresponding cloud service documentation.

The cloud resources cannot be restored after being unsubscribed from in any of the following scenarios:

- The recycle bin function is unavailable.
- The recycle bin function is disabled.
- The resources do not meet the recycle bin requirements of the specific cloud service.

No.	Cloud Service	Recycle Bin Function Description
1	Relational Database Service (RDS)	<a href="#">RDS for MySQL Recycle Bin</a> <a href="#">RDS for MariaDB Recycle Bin</a> <a href="#">RDS for PostgreSQL Recycle Bin</a> <a href="#">RDS for SQL Server Recycle Bin</a>
2	Elastic Volume Service (EVS)	<a href="#">EVS Recycle Bin</a>
3	GaussDB	<a href="#">GaussDB Recycle Bin</a>

## 12.13 Precautions When You Unsubscribe from Resources Over \$1000 USD

Your request for unsubscribing from an order of more than \$1000 USD needs to be reviewed by your account manager. If your account manager does not review it within 24 hours, your request will be approved automatically. After your unsubscription is successful, the system will return the money. If you paid for your order with your account balance, the refund will be returned to your Huawei

Cloud account in real time. If you have added a card (**credit card or debit card**) to your Huawei Cloud account and used that card for payment, the refund will be returned to the card within 7 working days. The specific time when the refund is received will vary depending on the bank. You can click **Historical Unsubscriptions** in the upper right corner of the **Unsubscriptions** page to go to **My Orders** and view the unsubscription progress.

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**⚠ CAUTION**

- The unsubscription amount is calculated based on the time when the customer submits the unsubscription request and is not affected by the approval duration.
- The refund will be included in the bill of the month when the order is successfully unsubscribed from. If your request is submitted at the end of the current month but approved in the next month, the unsubscribed amount will be counted into the next month. You can choose **Bills > Bill Details** to query the transactions. For details, see [Bill Details](#).

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Example:

You paid \$2000 USD for ECSs on August 20, 2021, and requested to unsubscribe from them on September 30, 2021. Your account manager would review your request because its amount exceeded \$1,000 USD.

- If the account manager approved the unsubscription request on September 30, 2021, the refunded amount was included in the bill for September and the transactions are included in billing cycle 2021/9.
- If the account manager approved the unsubscription request on October 01, 2021, the refunded amount was included in the bill for October and the transactions are included in billing cycle 2021/10.

## 12.14 Can I Modify the Region Specified in an Order?

You cannot modify the region you have selected in an order. You can unsubscribe from the resources and place another order with the new region selected for them.

## 12.15 How Do I Delete an EVS Disk?

For details about how to delete an EVS disk, see [Deleting an EVS Disk](#).

1. Log in to the cloud service console.
2. Under **Storage**, click **Elastic Volume Service**. The disk list page is displayed.
3. On the disk list, click **More** in the **Operation** column for the target disk, and choose **Delete**.
4. (Optional) If you want to delete multiple disks, select  in front of each disk and click **Delete** in the upper area of the list.
5. In the displayed dialog box, confirm the information. Click **Yes**.

# 13 Resources

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If a yearly/monthly resource is not renewed in time or a pay-per-use resource is not paid due to insufficient balance, the resource will be frozen. Only after it is renewed or paid, it can be unfrozen and used again.

To unfreeze a cloud service that is frozen due to regulation violation regulations or public security reasons, [submit a service ticket](#).



# 14 Others

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[14.1 What Can I Do If the Billing Center Page Cannot Be Opened?](#)

[14.2 What Can I Do If Prompt "Insufficient permissions. Policy doesn't allow bss: unsubscribe: update to be performed." Is Displayed When I Am Performing the Operation?](#)

## 14.1 What Can I Do If the Billing Center Page Cannot Be Opened?

If you cannot open the [Billing Center](#) on the Huawei Cloud official website, check your network. If the network is normal, press F5 to refresh the page.

The page is also affected by your browser version. You can upgrade or change the browser and then try again. For details about the compatibility between Huawei Cloud and browsers, see [Which Browsers Are Supported?](#)

## 14.2 What Can I Do If Prompt "Insufficient permissions. Policy doesn't allow bss: unsubscribe: update to be performed." Is Displayed When I Am Performing the Operation?

If prompt "Insufficient permissions. Policy doesn't allow bss: unsubscribe: update to be performed." is displayed when IAM sub-users are performing operations in the Billing Center, the following steps can be taken:

1. Log in to Huawei Cloud as an **administrator** of the group to which the IAM user belongs.
2. Move the mouse over the username at the top right, and select **Identity and Access Management** in the drop-down list.
3. In the user group list, click **Authorize** on the right of the user group.
4. Add the **BSS Administrator** policy in all areas. For details, see [Creating a User Group and Assigning Permissions](#).